



ALLCO ORGANISATIONAL COMMITMENT TO CUSTOMER SERVICE AND EXCELLENCE AWARD:

This Award goes to an organisation who demonstrates dedication to exceptional customer service and excellence.

With consenting volumes going through the roof, BCAs across the country are under pressure. Most deal with volume escalations with changes in process or gradual resource increases.

But what do you do if your organisation has to start from a low base, because things haven't exactly been going too well.

This is a story of a 2 year rebuild. A commitment by key staff, and a brazen, yet appropriate demand for resource (obviously coupled with appropriate data). And finally, the bringing together of a team that now calls itself a "Family".

24 months ago, this BCA had a backlog of several thousand CCC decisions and non-compliances, and thus statutory clock issues for both Building Consents and CCCs.

From this point, they regrouped, albeit with a new level of leadership that was impressive and a small team that was dedicated. To remedy the bottlenecks, they recruited construction students and customer service staff, and set about vetting, analysing, and making recommendations for competent warranted BCA staff to clear the backlogs. Doubling down, they also committed to and cleared outstanding GNCs from their recent BCA assessment audit.

Not comfortable with sorting just these workloads, they set about pulling together a FTE Ratio Business Case to put to council to permanently expand their team to deliver **excellent customer service**. A 'resource calculator' was also implemented to provide ongoing visibility to the needs of the BCA.

If this workload battle wasn't enough, along came the 2020 Southland Flooding Event adding to an already 'stretched team'. In true form they dug deep and found the resource to help neighbouring Gore with their RAPID inspections of flood damaged buildings before carrying out similar assessments to their own stock.

At about the same time, with that eye on customer service they set about implementing GoGet while hosting visits from MBIE's EQP team. All managed with the visitors from both organisations leaving with levels of comfort that progress was in place.

Then along came COVID – the timing was impeccable – this council had just migrated from a paper-based system to a fully electronic processing system allowing staff to work at home.

So, you should be getting a picture here – This council was on a mission, a mission to 'improve'. The grit and determination were ably led by Julie Conradi, and her senior colleagues, aka **"the FAMILY"**.





Lockdown came and went, and they then decided to restructure the BCA!! Consulting the team, and gaining the support of their local elected representatives, new positions were created, and new team members appointed, all

while planning for and undergoing their 2021 IANZ assessment. An assessment that delivered some pain, that recognised the pace of change over the previous 24 months.

Was this seen as a kick in the guts? **NO**, this team is resilient. The toolboxes implemented over the prior period, quickly cleared the items. What a validation.

This is a story of commitment, vision, and belief in themselves, their plans, and the resources they created. A story that has allowed this council BCA to stand proud in the way it has managed its pathways from **Zero to Hero**.

Well done, Southland District Council in persevering and delivering to your community.

Ladies and Gentlemen, please join me in congratulating the winner of the **2021**,

**“ALLCO ORGANISATIONAL COMMITMENT TO CUSTOMER SERVICE AND
EXCELLENCE AWARD” –**

“SOUTHLAND DISTRICT COUNCIL”

