

## BACKGROUND

MBIE has been monitoring the performance of the consent system for all four quarters of 2024 in terms of Building Consent Authorities (BCAs) compliance with statutory timeframes.

This report provides an annualised view of information on Building Consent and Code Compliance Certificate (CCC) statutory timeframes. The data shown here are as reported by BCAs.

By establishing regular performance monitoring, we aim to improve the monitoring of the building consent system, thereby enhancing our operational and system efficiency.

## OVERALL STATUTORY TIMEFRAMES

### Overall Timeframes – all applications

The overall timeframe results include all application data (ie building consent applications, amendments, and code of compliance certificates).

For the year ended December 2024:

- A total of 146,655 applications were processed.
- The overall median time to process these applications was nine working days.
- 92.2 per cent of all applications (building consents, amendments, and code compliance certificates) were processed within the statutory timeframes.
- All 66 BCAs (excluding regional authorities due to low number of applications) had a median processing time for applications below the statutory timeframes. Times ranged from 1 to 17 working days.

Table 1: Overall statutory timeframes

	Q1	Q2	Q3	Q4	Annual
Total number of applications processed	30,861	39,398	39,776	35,677	146,655
Overall median processing time	9.0	9.0	9.0	10.0	9.0
Percentage of <b>all</b> application processed within the statutory timeframes	90.7%	92.7%	93.0%	93.4%	92.2%

Across all four quarters in 2024, the percentage of applications processed within the statutory timeframes has improved progressively from 90.7 per cent in Q1 to 93.4 per cent in Q4.

The overall median time to process an application was relatively unchanged at nine working days for the first three quarters, and then a slight increase to 10.0 working days for Q4.

### Building Consent and Code Compliance Certificates

For the year ended December 2024, a total of 74,220 applications for Building Consents, and 70,867 applications for Code Compliance Certificates were processed.

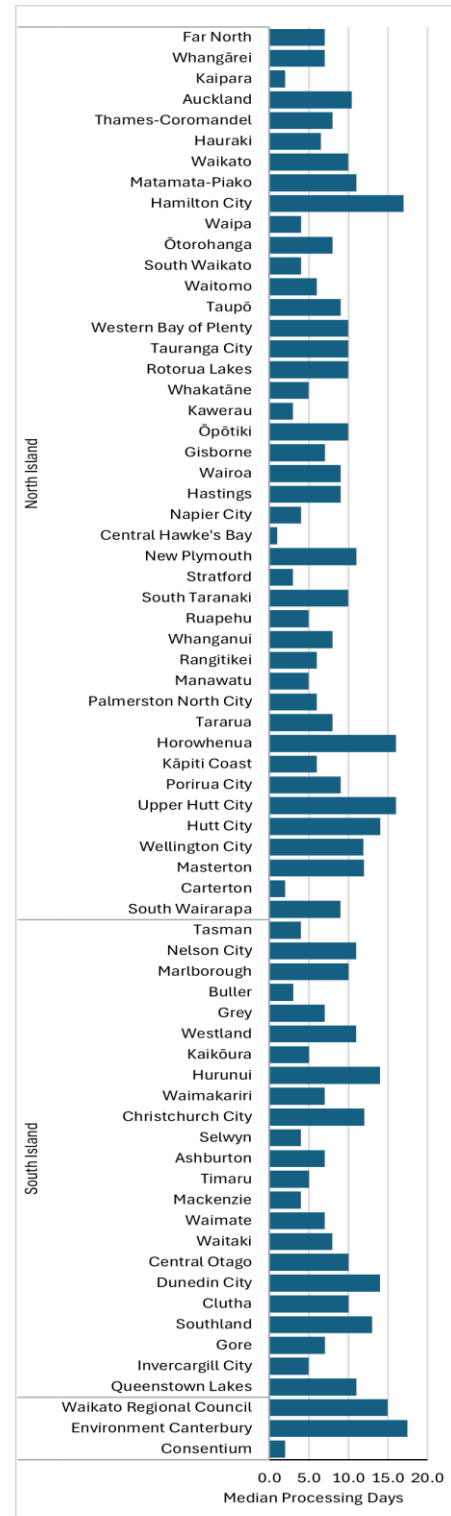
Throughout 2024, the percentage of Building Consent applications meeting the statutory timeframes showed consistent improvement, starting from 88.0 per cent in Q1 and rising to 91.2 per cent in Q4. Code Compliance Certificates consistently performed well within the statutory timeframes, steady at 93.5 per cent in Q1 and increasing to 95.6 per cent in Q4.

In terms of median days to process an application, Building Consent applications remained constant just above 13.0 working days from Q1 to Q3 and slightly increased to 14.5 working days in Q4. Meanwhile, the median days to process Code Compliance Certificates applications decreased slightly from 5.0 working days in Q1 to 4.0 working days in Q4.

Table 2: Overall statutory timeframes by application type

	Q1	Q2	Q3	Q4	Annual
Percentage of Building Consent applications met the statutory timeframes	88.0%	91.7%	91.9%	91.2%	90.2%
Percentage of Code Compliance Certificates processed within the statutory timeframes	93.5%	93.9%	94.3%	95.6%	94.3%
Median time to process a Building Consent application (working days)	13.2	13.0	13.3	14.5	14.0
Median time to process a Code Compliance Certificate (working days)	5.0	5.0	4.3	4.0	5.0

Figure 1: Median number of days for processing all applications



## TIMEFRAMES – Application Type

During the year ended December 2024, a total of 74,220 applications for Building Consents (including amendments), and 70,867 applications for Code Compliance Certificates (CCCs), were processed.

- Out of all Building Consent applications, 90.2 per cent were processed within the statutory timeframes. The median processing time for these applications was 14.0 working days.
- The median processing time for Code Compliance Certificates was much shorter at five working days. Majority (94.3 per cent) of CCCs were processed within the statutory timeframes.

Table 3: Median days to process applications for Building Consent and Code Compliance Certificates

	Number of applications	Median processing time (Working days)	Percentage of applications within the statutory timeframes
<b>Building Consent</b>			
Residential	61,408	13.0	91.7%
Commercial	12,401	16.0	82.5%
All	74,220	14.0	90.2%
<b>Code Compliance Certificates</b>			
Residential	61,057	4.0	96.0%
Commercial	9,574	10.0	84.1%
All	70,867	5.0	94.3%

## TIMEFRAMES – Building Categories

The median time to process all applications (building consent applications, amendments, and code compliance certificates) was eight days for residential buildings, and 14.0 days for commercial buildings.

93.8 per cent of residential applications and 83.0 per cent of commercial applications were processed within the statutory timeframes.

Note that most of the applications processed (83.2 per cent) were for residential buildings.

Table 4: Median days to process applications by building complexity

	Number of applications	Median processing time (Working days)	Percentage of applications within the statutory timeframes
<b>Residential</b>			
R1	67,885	7.0	95.5%
R2	28,588	10.0	93.1%
R3	25,604	11.0	90.2%
All	122,078	8.0	93.8%
<b>Commercial</b>			
C1	17,070	13.4	86.3%
C2	5,305	15.0	79.6%
C3	3,050	16.7	74.0%
All	22,425	14.0	83.0%

The building categories are complexity-based, ranging from simple low risk buildings in category 1 to complex multi-storey buildings in category 3.

There is a positive correlation between the complexity of residential building and the median processing time. In other words, the more complex the residential building, the longer the processing time and the higher the chance the application may not be completed within the statutory timeframes. For example, the R1 building category had a median processing time of seven working days and a 95.5 per cent of the application processed with the statutory timeframe, compared to 11.0 working days and 90.2 per cent respectively for R3 building categories.

Similarly, for commercial buildings, the data shows a declining percentage of applications processed within the statutory timeframe as complexity increases.

## Estimated Request For Information (RFI) Timeframe

After receiving an application, if essential information is missing, a BCA can formally make a Request for Further Information (RFI) from the applicant. All processing work ceases, and the statutory time clock stops until the BCA receives a complete response that enables them to make a decision.

Data between January and December 2024 shows that an estimated 64.3 per cent of applications had RFIs. Among those applications that had an RFI (see Table 5), the median time it took applicants to respond was 11.6 working days. In Tables 5 and 6, applicant response times are called 'RFI' days.

Applications with RFIs take longer to process. The median processing time for applications with an RFI is 11.4 working days, almost double that of applications without an RFI (six working days).

In terms of elapsed time (i.e. the amount of time from start to finish), applications with an RFI have a median elapsed time of 25 working days.

Table 5. Median RFI days and processing days by application type

	Number of applications	Median RFI days	Median processing days
<b>Building Consent</b>			
With RFI	52,973	10.4	15.0
No RFI	22,880	0	10.0
<b>Code Compliance Certificates</b>			
With RFI	40,146	14.0	6.0
No RFI	29,115	0	3.0
<b>All applications</b>			
With RFI	94,362	11.6	11.4
No RFI	52,322	0	6.0

Further analysis suggests that applications with higher building complexity categories are likely to have RFIs, spend longer responding in the RFI stage, and take longer overall to progress.

Analysis indicates there is a positive correlation between the complexity of the building type (R1, R2, R3, C1, C2 and C3), the proportion of applications with RFIs, and the time taken to process and respond. That is, the more complex building type and the higher the proportion of applications receiving RFIs, the longer the processing time and the longer it takes applications to respond to the RFI request.

Table 6. Median RFI days and processing days by building complexity

		Number of applications with RFIs	Percentage of applications with RFIs	Median RFI days	Median Processing days (including applications without RFIs)
<b>Residential</b>					
	R1	36,513	53.6%	7.0	7.0
	R2	19,489	68.2%	10.0	10.0
	R3	20,224	79.0%	17.0	11.0
<b>Commercial</b>					
	C1	10,441	73.7%	18.0	13.6
	C2	4,166	78.1%	23.2	15.0
	C3	2,328	78.1%	23.0	16.0

## APPENDIX

Appendix 1. Overall timeframes by BCAs (Annual 2024)

BCA	Count	Median processing days	Pass rate	Median estimated RFI days	Percentage of R3	Percentage of C3
North Island						
Far North	2,106	7.0	100.0%	7.0	5.7%	0.7%
Whangārei	2,214	7.0	91.8%	7.0	8.4%	1.1%
Kaipara	1,300	2.0	97.5%	10.0	5.2%	0.3%
Auckland	34,913	10.4	89.7%	18.0	30.9%	2.8%
Thames-Coromandel	2,023	8.0	98.5%	10.0	41.6%	0.7%
Hauraki	710	6.5	90.6%	4.0	6.3%	0.0%
Waikato	2,989	10.0	94.3%	14.0	5.5%	0.1%
Matamata-Piako	1,331	11.0	95.4%	6.0	3.9%	0.2%
Hamilton City	3,018	17.0	99.0%	15.0	23.1%	5.2%
Waipa	2,820	4.0	94.7%	3.0	7.9%	0.2%
Ōtorohanga	193	8.0	99.5%	6.0	5.2%	0.4%
South Waikato	477	4.0	97.5%	1.0	0.8%	0.0%
Waitomo	254	6.0	98.4%	7.0	0.4%	0.0%
Taupō	1,899	9.0	95.6%	8.0	6.9%	1.9%
Western Bay of Plenty	1,380	10.0	93.3%	8.0	15.0%	0.1%
Tauranga City	3,675	10.0	87.5%	8.0	23.8%	3.5%
Rotorua Lakes	1,969	10.0	95.7%	11.0	12.0%	1.1%
Whakatāne	1,039	5.0	87.6%	16.0	5.6%	0.1%
Kawerau	107	3.0	99.1%	12.0	8.3%	0.4%
Ōpōtiki	255	10.0	89.8%	34.5	5.1%	0.0%
Gisborne	1,729	7.0	91.8%	14.0	0.7%	0.1%
Wairoa	251	9.0	90.0%	8.0	0.8%	0.0%
Hastings	2,683	9.0	88.1%	26.0	5.9%	1.6%
Napier City	1,832	4.0	84.0%	6.0	9.3%	2.7%
Central Hawke's Bay	720	1.0	94.2%	20.0	0.8%	0.3%
New Plymouth	2,338	11.0	95.6%	15.0	6.1%	0.7%
Stratford	380	3.0	96.6%	13.5	3.4%	0.5%
South Taranaki	725	10.0	76.6%	8.5	1.2%	0.1%
Ruapehu	441	5.0	97.7%	10.0	0.5%	0.2%
Whanganui	1,580	8.0	98.7%	3.0	5.4%	0.7%
Rangitikei	420	6.0	99.3%	9.0	3.3%	0.2%
Manawatu	1,795	5.0	98.8%	5.0	3.1%	0.1%
Palmerston North City	1,882	6.0	92.0%	5.0	8.1%	3.3%
Tararua	512	8.0	97.7%	15.0	0.6%	0.2%
Horowhenua	1,206	16.0	82.9%	10.0	8.0%	0.1%
Kāpiti Coast	1,599	6.0	97.4%	9.0	8.3%	0.4%
Porirua City	1,199	9.0	98.3%	10.0	17.2%	0.1%
Upper Hutt City	1,079	16.0	91.6%	10.0	27.3%	1.5%
Hutt City	2,175	14.0	77.1%	12.0	20.4%	1.1%
Wellington City	5,863	11.9	79.1%	9.7	13.8%	13.3%
Masterton	1,126	12.0	95.1%	7.0	5.7%	0.4%
Carterton	515	2.0	99.0%	8.0	3.3%	0.0%
South Wairarapa	859	9.0	95.7%	10.0	9.2%	0.3%
South Island						
Tasman	2,349	4.0	97.1%	2.0	24.5%	0.3%
Nelson City	1,560	11.0	95.6%	11.0	12.9%	1.2%
Marlborough	2,632	10.0	90.4%	8.0	5.6%	0.2%
Buller	418	3.0	99.0%	6.0	3.1%	0.0%
Grey	633	7.0	92.4%	5.0	7.3%	0.5%
Westland	438	11.0	89.5%	17.0	5.5%	0.2%
Kaikōura	230	5.0	97.4%	13.0	8.3%	0.0%
Hurunui	1,070	14.0	88.4%	10.0	4.5%	0.1%
Waimakariri	3,356	7.0	98.3%	5.0	6.4%	0.4%
Christchurch City	9,916	12.0	90.1%	10.0	24.3%	2.4%
Selwyn	4,683	4.0	90.6%	6.0	15.8%	0.6%
Ashburton	1,405	7.0	97.2%	17.0	5.2%	0.4%
Timaru	2,085	5.0	98.0%	10.0	3.8%	1.0%
Mackenzie	345	4.0	99.7%	14.0	12.2%	0.0%
Waimate	276	7.0	97.8%	7.0	0.4%	0.0%
Waitaki	1,077	8.0	99.7%	62.0	3.4%	0.1%
Central Otago	1,755	10.0	94.1%	11.0	7.6%	0.1%
Dunedin City	3,863	14.0	97.1%	11.0	9.1%	4.7%
Clutha	489	10.0	91.2%	9.0	0.8%	0.2%
Southland	1,332	13.0	88.3%	12.0	3.9%	0.7%
Gore	565	7.0	92.6%	16.5	3.2%	0.9%
Invercargill City	1,746	5.0	97.7%	10.0	2.5%	2.3%
Queenstown Lakes	3,042	11.0	97.7%	7.0	34.9%	1.4%
Waikato Regional Council	15	15.0	73.3%	0.0	NAs	NAs
Environment Canterbury	10	17.5	100.0%	18.0	NAs	NAs
Consentium	3,784	2.0	99.5%	15.0	41.9%	0.2%

## DEFINITIONS AND CAVEATS

### Building

A building is a temporary or permanent movable or immovable structure under section 8 of the Building Act 2004.

### Building types

The building types are based on the National BCA competency assessment system levels

- **Residential buildings (R)** include standalone houses, apartments, townhouses, units, domestic outbuildings, and other dwellings.
- **Commercial buildings (C)** include hotels, motels, boarding houses, prisons, hospitals, nursing homes, other health buildings, education buildings, social, culture and religious buildings, commercial buildings, factories, industrial and storage buildings, and farming buildings.

### Building Consent

A building consent is a formal document permitting the construction, alteration, demolition or removal of a building. We have included amendments in the reporting.

### Building Consent Authorities (BCAs)

Building Consent Authorities are responsible for checking that an application for a building consent complies with the Building Code and that building work has been carried out in accordance with the building consent for that work. They are also responsible for issuing building consents and code compliance certificates.

BCAs are usually local and district councils. They can also be regional councils (for dams), and private organisations (eg Consentium).

### Code Compliance Certificate (CCC)

A code compliance certificate is a formal statement issued under section 95 of the Building Act 2004, It states that building work carried out under a building consent complies with that building consent.

### Data Quality

The results presented in this publication may differ from those published by the BCAs. This variance can be attributed to a range of data quality issues that we've encountered during our analysis. These issues include, but are not limited to, inconsistencies in classification and data gaps. As a result, figures from this publication should be considered with an understanding of these potential discrepancies.

### Median number of days

The median is the middle value of the durations when they are arranged in ascending order. If the dataset contains an odd number of observations, the median is the middle number. If the dataset contains an even number of observations, the median is the average of the two middle numbers.

We have chosen to use the median number of days in our reporting as it is less sensitive to outliers. This also allows for a more consistent approach in comparing BCAs of different sizes.

### Regional authorities

We have excluded Waikato Regional Council and Environment Canterbury Regional Council from the breakdown of Application Types and Building Categories due to the low number of applications.

### Statutory timeframe

BCAs have a statutory obligation to process a building consent or a code compliance certificate application within 20 working days of receipt, and 10 working days for a MultiProof application. This timeframe applies to all consents, regardless of their type or complexity. If the BCA requires additional information to process the consent, they may issue a request for further information (RFI). This issuing of an RFI 'stops the clock' until the requested information is supplied by the applicant.

### Request for Information (RFI)

An RFI is a formal request by a BCA for essential information missing from an application. All processing work ceases and the statutory time clock stops until the BCA receives a complete response that enables them to make a decision. The median RFIs days are the median number of days it took applicants to respond an RFI.

### Building categories

The building categories are complexity based, ranging from simple low risk buildings in categories 1 to complex multi-story commercial in categories 3. There are six building categories – R1, R1 and R3 for residential buildings and C1, C2 and C3 for commercial buildings.

### *Disclaimer*

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