

Inspection KPIs

September quarter 2025



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government

Building Inspections Performance Dashboard

September quarter 2025: Inspection wait time

MBIE is working to support Government objectives to reduce delays and ensure Building Consent Authorities (BCAs) deliver inspections within timeframes that support efficient and predictable building work. This report expands monitoring of the building consent system by introducing new data from Q3 2025 on inspection wait times reported by BCAs. Where wait-time data is unavailable, inspection availability will be reported instead. These metrics will be published quarterly. Timeframes for inspection wait times are a key indicator of building consent system performance. Starting 22 August 2025, regulation 7A of the BCA Regulations 2006 Act requires **a minimum of 80 per cent of inspections to be carried out within three working days** after the date for the inspection is requested. In this report, this new requirement is referred to as the Key Performance Indicator (KPI).

Q3 2025 performance: 55 BCAs provided wait time data, all meeting the new KPI target. They carried out around 67,000 inspections, achieving a median wait time of 0.0 working days and an average wait time of 0.4 days. Most inspections (around 57,900) were done on the same day as requested.

Inspection wait time
Inspection wait time is **the number of working days between the date the customer requested the inspection for, and the date the inspection was carried out.** The date the customer requested the inspection for (booking request) is counted as day 0.
For example:

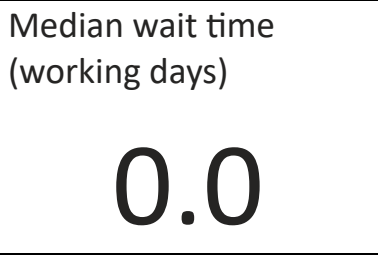
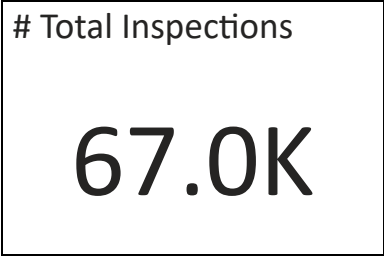
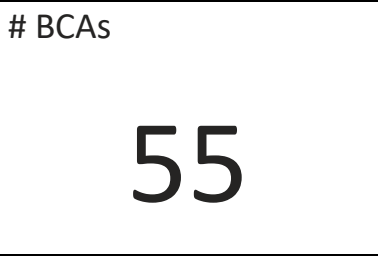
- **0 days:** A booking request is made on 16 June for 9 September (Day 0). The inspection occurs and is completed on 9 September (Day 0) on the date requested.
- **1 or more days:** A booking request is requested on 16 June (Day 0). The inspection occurs and is completed on 17 June (Day 1). If a booking is made before a weekend or public holiday, those non-working days are not counted towards the 'three' working day timeframe. The count resumes on the next working day.

For more examples of wait time see [Understanding the three working day timeframe for building inspection](#).

Role of inspections in monitoring the performance of the building consent system
Inspection wait times, alongside building consent processing times, are key indicators of system efficiency. Inspections confirm compliance and are required for Code Compliance Certificates (CCC). For more information on the performance of the building consent system, with a focus on building consent and CCC timeframes, see [Building Consent System Performance Monitoring - Quarterly update | Ministry of Business, Innovation & Employment](#).

The inspections data shown here are as reported by BCAs. For more information , see 'Definitions and Caveats'.

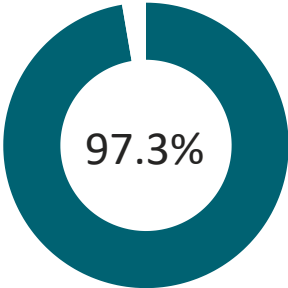
Inspection wait time



% BCAs meeting KPI (wait time)



% Inspections done within 3 working days



Building Inspections Performance Dashboard

September quarter 2025: Inspection wait time by BCA

North Island

BCA	Median Wait Time	% inspections done within 3 working days
Whangārei	0.0	94.2%
Kaipara	0.0	100.0%
Thames-Coromandel	0.0	99.1%
Hauraki	0.0	100.0%
Matamata-Piako	0.0	93.6%
Waipa	0.0	99.4%
Ōtorohanga	0.0	98.9%
South Waikato	0.0	98.1%
Waitomo	0.0	100.0%
Taupō	0.0	99.9%
Western Bay of Plenty	0.0	99.9%
Rotorua Lakes	0.0	91.8%
Whakatāne	0.0	99.8%
Kawerau	0.0	100.0%
Ōpōtiki	0.0	99.5%
Wairoa	0.0	99.2%
Hastings	0.0	99.3%
Napier City	0.0	97.9%
Central Hawke's Bay	0.0	96.5%
New Plymouth	0.0	98.5%
Stratford	0.0	98.8%
South Taranaki	0.0	98.0%
Ruapehu	0.0	98.5%
Rangitikei	0.0	97.6%
Manawatu	0.0	93.7%
Palmerston North City	0.0	99.4%
Tararua	0.0	100.0%
Horowhenua	0.0	99.8%
Upper Hutt City	0.0	94.8%
Masterton	0.0	99.3%
Carterton	1.0	85.8%
South Wairarapa	0.0	98.4%

South Island

BCA	Median Wait Time	% inspections done within 3 working days
Tasman	0.0	98.8%
Nelson City	0.0	99.6%
Marlborough	0.0	97.3%
Buller	0.0	99.5%
Grey	0.0	93.7%
Westland	1.0	96.4%
Kaikōura	0.0	100.0%
Waimakariri	0.0	91.9%
Selwyn	0.0	99.6%
Ashburton	0.0	99.0%
Mackenzie	0.0	98.9%
Waimate	0.0	99.3%
Waitaki	0.0	99.8%
Clutha	0.0	99.3%
Southland	0.0	99.2%
Gore	0.0	98.2%
Invercargill City	0.0	98.2%
Queenstown Lakes	0.0	92.6%

Major Urban and Consentium

BCA	Median Wait Time	% inspections done within 3 working days
Tauranga City	0.0	98.9%
Hutt City	0.0	93.8%
Christchurch City	0.0	94.2%
Dunedin City	0.0	97.6%
Consentium	0.0	100.0%

Notes: Queenstown Lakes data appears in both inspection wait times and inspection availability times reporting to reflect a change in reporting tools partway through the September quarter.

Other major urban areas can be found on the 'Inspection availability time by BCA' page.

Building Inspections Performance Dashboard

September quarter 2025: Inspection availability

13 BCAs provided **inspection availability data** in the absence of inspection wait time data. **Regulation 7A for inspections** also applies to these BCAs, with the requirement for a **minimum of 80 per cent of inspections to be carried out within three working days** after the date for the inspection is requested (the **KPI**).

Over the next 12 months, BCAs are expected to improve their reporting systems to capture inspection wait times.

Q3 2025 performance: 13 BCAs provided inspection availability data, with nearly all (92.3 per cent) meeting the new KPI target. The median inspection availability time was 1.0 working day, with an average of 1.2 days.

Inspection availability

Inspection availability time is **the difference between the date on which the inspection booking system was accessed to check availability, and the next (earliest) available inspection appointment**. The inspection availability time is calculated with the current day at 3pm as day 0, and each working day after day 0 counting as 1 day.

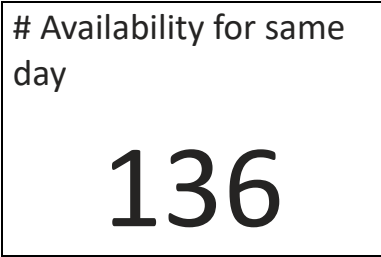
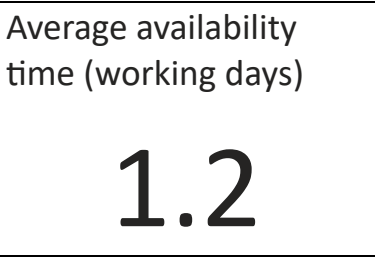
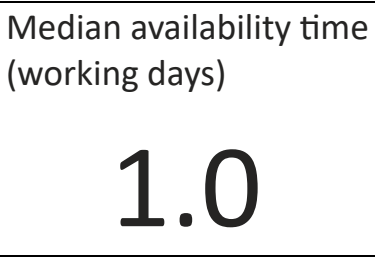
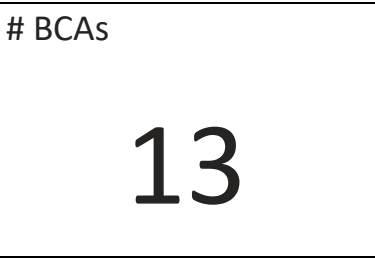
For example:

The BCA checks their inspection bookings at 3pm on Monday 9 June 2025. The next available inspection time is on Thursday 12 June 2025. The inspection availability time is 3 days:

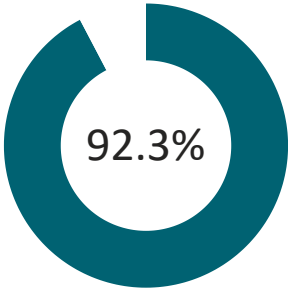
- Monday 9 June = Day 0
- Tuesday 10 June = Day 1
- Wednesday 11 June = Day 2
- Thursday 12 June = Day 3

While this provides some measure of inspection availability for each working day over the quarter, it does not provide a count of total inspections carried out by the BCA over this period. Rather, a 'snapshot' of inspection availability for each BCA is taken at a point in time (3pm) each working day over the quarter. In the September quarter 2025 this resulted in **819 inspection availability records**. Of these records, **788 showed that the inspection availability time was within three working days**, and 131 records showed availability on the same day as requested. Overall, **96.2 per cent of inspection availability records met the new time requirement**.

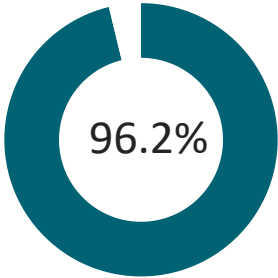
Inspection availability



% BCAs meeting KPI (availability)



% days with inspection availability within 3 working days



Building Inspections Performance Dashboard

September quarter 2025: Inspection availability time by BCA

New Zealand

BCA	Median Availability Time	% days with availability within 3 working days
Far North	0.0	100.0%
Auckland	1.0	100.0%
Waikato	1.0	100.0%
Hamilton City	1.0	100.0%
Gisborne	2.0	92.4%
Whanganui	1.0	100.0%
Kāpiti Coast	1.0	100.0%
Porirua City	1.0	92.4%
Wellington City	1.0	100.0%
Hurunui	2.0	98.5%
Timaru	1.0	67.7%
Central Otago	1.0	100.0%
Queenstown Lakes	0.0	100.0%

Notes: Queenstown Lakes data appears in both inspection wait times and inspection availability times reporting to reflect a change in reporting tools partway through the September quarter.

MBIE will follow up with the BCA(s) that did not meet the target to understand the reasons behind this.



Building Inspections Performance Dashboard

September quarter 2025: Definitions and caveats

DISCLAIMER

This document is a guide only. It should not be used as a substitute for legislation or legal advice. The Ministry of Business, Innovation and Employment is not responsible for the results of any actions taken on the basis of information in this document, or for any errors or omissions. While care has been used in processing, analysing, and extracting information, MBIE gives no warranty that the information supplied is free from error. We shall not be liable for any loss suffered through the use, directly or indirectly, of any information, product, or service.

Definitions and Caveats

Building

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

Building Consent Authorities (BCAs)

A Building Consent Authority (BCA) is an accredited organisation that usually sits within a territorial authority or regional council or, in some cases, they are a private entity (e.g. Consentium). They perform statutory functions under the Building Act 2004.

BCAs 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.

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. Iterative quality improvements will be made as both BCAs and MBIE build their knowledge of this data collection.

Inspection

A building consent will usually be issued with a schedule of all inspections that the BCA will undertake during construction. BCAs may use a range of different approaches to inspecting building work, including on-site inspections carried out by BCA inspectors or the use of remote inspection technology. Some inspections may be completed by third parties such as engineers.

Inspection wait time

Inspection wait time is number of working days between the date the customer requested the inspection for, and the date the inspection was carried out. The date the customer requested the inspection for (booking request) is counted as day 0. For examples, see [Understanding the three working day timeframe for building inspection](#)

Inspection availability

Inspection availability is the date on which the inspection booking system was accessed to check availability, and the next (earliest) available inspection appointment. A 'snapshot' of inspection availability for each BCA is taken at a point in time (3pm) each day. While this provides some measure of inspection availability for each working day over the quarter, it does not provide a count of total inspections carried out by the BCA over this period. Over the next 12 months, BCA are expected to improve their reporting systems to capture inspection wait times.

Major urban

This category is defined as territorial authorities that had a population greater than 100,000 as of 2018.

Median and mean number of days

The median is the middle value when durations are sorted in ascending order. For an odd number of observations, it is the single middle value; for an even number, it is the average of the two middle values. The mean is the arithmetic average of all durations. Mean inspection wait and availability times can be affected by outliers resulting in a total showing partial days. In practice, inspections may occur in partial days (e.g., a morning or afternoon is effectively 0.5 days).

Regulation 7A of the BCA (Accreditation of Building Consent Authorities) Regulations 2006

Regulation 7A requires that the policies and procedures that a building consent authority (BCA) has in place for planning, performing, and managing inspections must ensure that a minimum of 80 per cent of inspections are carried out within the period of three working days after the date for inspection requested by the building owner or their agent.

Regulation 7A must be read in conjunction with regulations 5, 6, 7(2)(e) and section 90 of the Building Act 2004 (the Act). Under regulation 7(2)(e) a BCA is required to have a policy and procedure for planning (booking), performing and managing inspections.

