Inspection KPIs

March quarter 2026



MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government

Building Inspections Performance Dashboard

March quarter 2026: Background

About This Dashboard

Overview

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 September quarter 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, 7A of the BCA Regulations 2006 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).

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.

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*.

Inspection Wait Time / Availability

Inspection wait time is the number of working days between the date the customer requested the inspection, and the date the inspection was carried out. The date the customer requested the inspection 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 made 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 times, see *Understanding the three working day timeframe for building inspection*.

Inspection availability 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 3.00pm as Day 0, and each working day after day 0 counting as 1 day.

For example:

The BCA checks its inspection bookings at 3:00pm 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 (3:00pm) each working day over the quarter.

Supporting Information

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 & Employment (MBIE) 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 taken 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.

AI usage: Some of the content in this dashboard has been drafted or reviewed with the assistance of Copilot. All content has been reviewed and confirmed by the author. If any information is incorrect or unclear, please contact the author.

Contact Information

ISSN 3021-5889

Questions about this report can be sent to
BuildingInsights@mbie.govt.nz
Data, Insights, and Intelligence
Corporate and Digital Shared Services
Ministry of Business, Innovation & Employment (MBIE)

©Crown Copyright
The material contained in this report is subject to Crown copyright protection unless otherwise indicated. The Crown copyright protected material may be reproduced free of charge in any format or media without requiring specific permission. This is subject to the material being reproduced accurately and not being used in a derogatory manner or in a misleading context. Where the material is being published or issued to others, the source and copyright status should be acknowledged. The permission to reproduce Crown copyright protected material does not extend to any material in this report that is identified as being the copyright of a third party. Authorisation to reproduce such material should be obtained from the copyright holders.

Building Inspections Performance Dashboard

March quarter 2026: Definitions and caveats

Definitions and Caveats

Building

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

Building Categories

Building categories are used to describe groups of buildings based on their level of complexity, risk, and technical requirements. Under the National BCA competency assessment system, categories support the matching of building work to appropriate competency levels for building control functions. The system recognises six competency levels grouped into residential and commercial categories, based on the complexity of building elements rather than a progression of skill levels.

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 (eg BCAL and 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 BCAs. This variance can be attributed to a range of data quality issues that we have 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.

Included in calculation

This figure represents the total number of records used in the calculation of the KPI. The difference between this figure and the total number of records reflects records that were excluded due to data quality issues. These exclusions are primarily related to incomplete or invalid date information provided by BCAs, and also include records that fall on weekends or public holidays, which are not used in the inspection availability calculation.

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 results

Inspection results summarise outcomes recorded by Building Consent Authorities using data they have provided. The descriptions used for each inspection category have been standardised for reporting purposes based on the information supplied, to support consistency and comparability across the dataset. While this approach improves overall clarity, the underlying definitions and interpretation of inspection results may vary between BCAs due to differences in local practices and operational frameworks.

Major urban

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

Median and average 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 average 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).

Building Inspections Performance Dashboard

March quarter 2026: Inspection wait time

Quarterly Performance Snapshot - Inspection Wait Time

In the March quarter 2026, 61 BCAs reported inspection wait time data and **all met the inspection KPI**. Around 68,100 inspections were completed during the quarter, with 97.9 per cent carried out within three working days. This was slightly lower than the previous quarter, when 98.3 per cent of inspections were completed within three working days. The average wait time increased to 0.32 working days from 0.28 working days in the previous quarter, while the median wait time remained unchanged at 0 working days.

BCA Performance

BCAs reporting wait time	BCAs met their KPI
61	61

Inspection Coverage

Total number of inspections	Included in the calculation
68.1K	66.2K

Inspection Timeliness

Same day Inspections	Done within 3 working days
57.1K	64.8K

Inspection Statistics (Working Days)

Average wait time	Median wait time
0.32	0.00

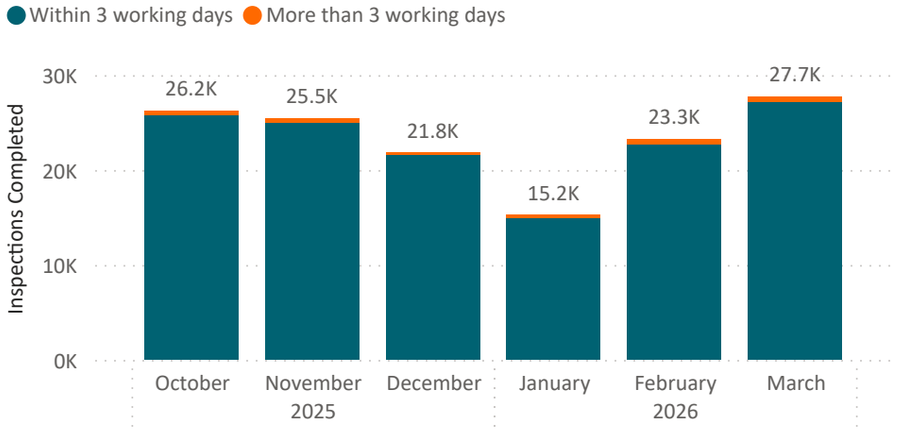
% of BCAs Met the KPI



% of Inspections Done Within 3 Working Days



Monthly Inspection Performance



Building Inspections Performance Dashboard

March quarter 2026: Inspection wait time by BCA

North Island

BCA	Median wait time (working days)	% of inspections done within 3 working days
Whangārei	0.00	91.7%
Kaipara	0.00	100.0%
Thames-Coromandel	0.00	99.5%
Hauraki	0.00	100.0%
Matamata-Piako	0.00	99.9%
Waipa	0.00	100.0%
Ōtorohanga	1.00	98.6%
South Waikato	0.00	94.8%
Waitomo	0.00	100.0%
Taupō	0.00	99.8%
Western Bay of Plenty	0.00	99.8%
Rotorua Lakes	0.00	98.3%
Whakatāne	0.00	99.5%
Kawerau	0.00	100.0%
Ōpōtiki	0.00	91.6%
Gisborne	0.00	98.7%
Wairoa	0.00	93.8%
Hastings	0.00	99.3%
Napier City	0.00	100.0%
Central Hawke's Bay	0.00	98.4%
New Plymouth	0.00	98.2%
Stratford	0.00	100.0%
South Taranaki	0.00	90.8%
Ruapehu	0.00	100.0%
Rangitikei	0.00	100.0%
Manawatu	0.00	96.6%
Palmerston North City	0.00	100.0%
Tararua	0.00	100.0%
Horowhenua	0.00	99.0%
Upper Hutt City	0.00	99.1%
Masterton	0.00	99.5%
Carterton	0.00	98.5%
South Wairarapa	0.00	99.7%

South Island

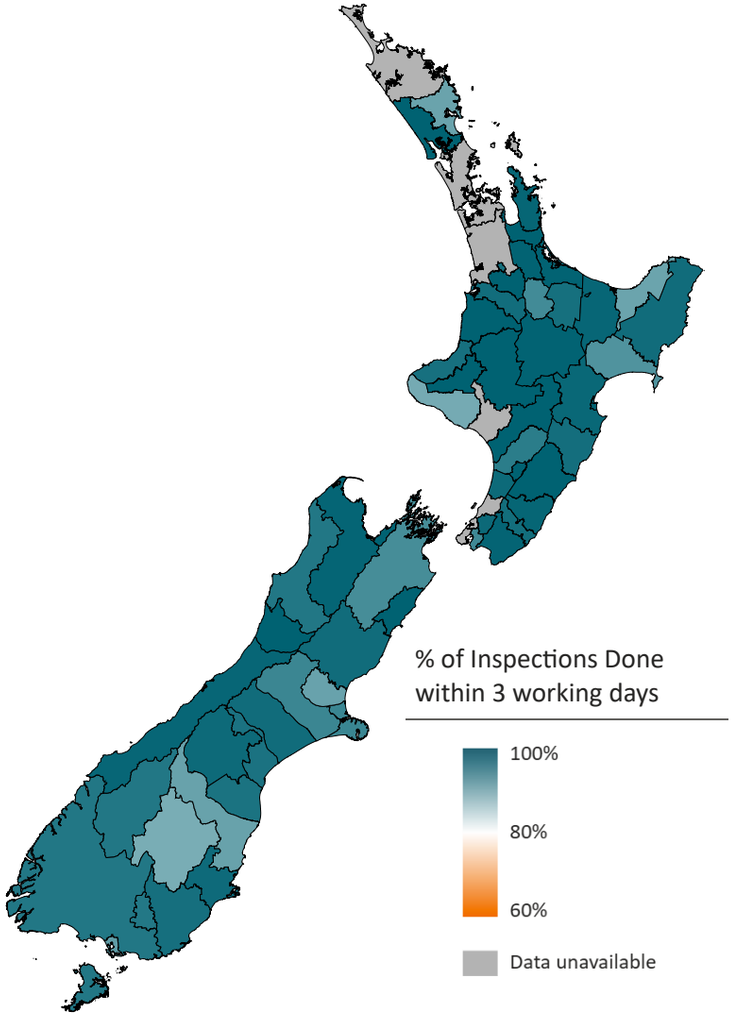
BCA	Median wait time (working days)	% of inspections done within 3 working days
Tasman	0.00	99.6%
Nelson City	0.00	100.0%
Marlborough	0.00	94.5%
Kaikōura	0.00	100.0%
Buller	0.00	97.3%
Grey	0.00	100.0%
Westland	0.00	99.5%
Hurunui	0.00	98.7%
Waimakariri	0.00	91.8%
Selwyn	0.00	95.4%
Ashburton	0.00	98.7%
Timaru	0.00	97.9%
Mackenzie	0.00	99.0%
Waimate	0.00	97.9%
Waitaki	1.00	91.9%
Central Otago	0.00	90.5%
Queenstown Lakes	0.00	97.3%
Clutha	0.00	98.3%
Southland	0.00	97.3%
Gore	0.00	97.2%
Invercargill City	0.00	92.5%

Major Urban, BCAL and Consentium

BCA	Median wait time (working days)	% of inspections done within 3 working days
Hamilton City	0.00	98.4%
Tauranga City	0.00	98.7%
Hutt City	0.00	95.1%
Christchurch City	0.00	95.5%
Dunedin City	0.00	98.9%
BCAL	0.00	99.7%
Consentium	0.00	100.0%

% of Inspections Done Within 3 Working Days

Excluding BCAL and Consentium



Building Inspections Performance Dashboard

March quarter 2026: Inspection availability

Quarterly Performance Snapshot - Inspection Availability

In the March quarter 2026, seven BCAs reported inspection availability and **all met the KPI**. A total of 588 days were recorded during the quarter, with availability within three working days on 97.0 per cent of recorded days. This was slightly lower than the previous quarter, when availability within three working days was recorded on 97.2 per cent of days. The average availability time increased to 1.76 working days, up from 1.18 working days in the previous quarter. The median availability time remained unchanged at one working day.

BCA Performance

BCAs reporting availability	BCAs met their KPI
7	7

Availability Coverage

Total number of records	Included in the calculation
588	463

Inspection Timeliness

Same day availability	Availability within 3 working days
449	449

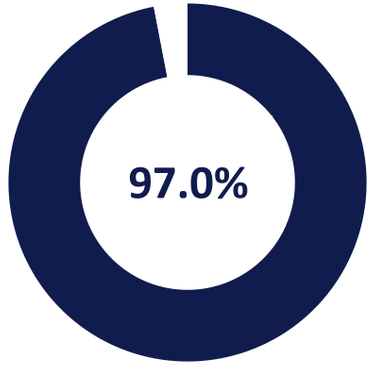
Availability Statistics (Working Days)

Average availability time	Median availability time
1.76	1.00

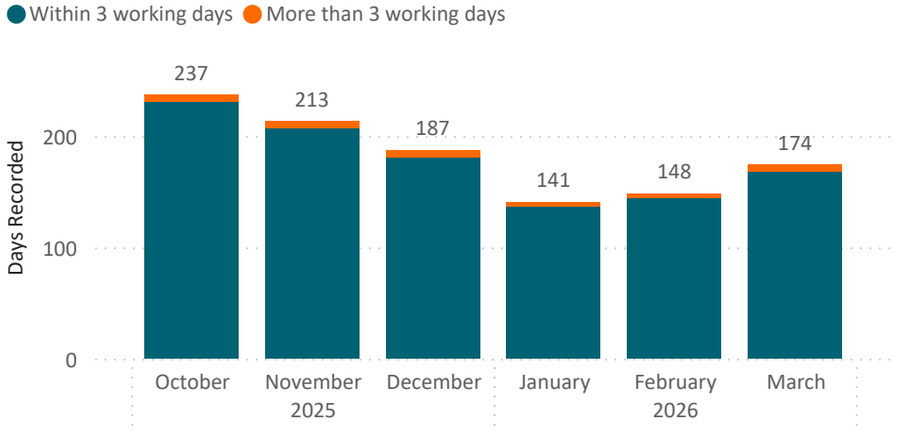
% of BCAs Met KPI



% of Days with Availability Within 3 Working Days



Monthly Inspection Performance



Building Inspections Performance Dashboard

March quarter 2026: Inspection availability by BCA

New Zealand

BCA	Median availability time (working days)	% of days with availability within 3 working days
Auckland	2.00	84.8%
Wellington City	1.00	100.0%
Far North	1.00	96.6%
Waikato	1.00	100.0%
Whanganui	1.00	100.0%
Kāpiti Coast	1.00	94.7%
Porirua City	1.00	100.0%

% of Days with Inspection Availability Within 3 Working Days

Excluding Consentium and BCAL

