

SERVICE REVIEW OUTCOMES

BUILDING SERVICES

DETAILS OF SERVICE

Building Services is a service unit within Planning and Environmental Services, Strategic and Corporate Services Directorate.

SCOPE OF SERVICES

The Building Services consists of 9 EFTs (equivalent full time), located at Council's Ringwood City Offices. The scope of services considered in this review include;

- Statutory responsibilities as designated under the Building Act 1993 and Building Regulations 1994;
- Inspection, assessment and approval of building works within the municipality;
- Essential services inspections;
- Complaint investigation for breaches of the Building Act and resolution;
- Emergency management;
- Swimming pool safety fencing/barrier audits within municipality;
- Smoke detector audits within municipality;
- Enforcement of all provisions of the Building Act 1993 and Building Regulations 1994.

SERVICE REVIEW OUTCOMES

Best Value Principle	Key Performance Indicator	Performance Result 2002-03	Target 2003-04
Cost Standard	Operate within Annual Budget 2003-04 Budget \$585,591	Budget saving of 1.3% (approx \$7,000)	Performance to +/- 5% of budget
Quality Standard	Customer Satisfasfaction (Source, Annual Building Customer Satisfction Survey)	94%	90%
Quality Standard	% of Building Inspections undertaken within 1 working day after customer request	100%	100%

Best Value Principle

Actions Taken

Accessibility

Building Services operates standard office hours 8.30 to 7.00pm Monday and 8.30am to 5.00pm Tuesday to Friday, excluding public holidays. Access to service information is also available on Council's Web site.

A limited inspection service is available outside of normal business hours and on Saturdays to assist Builders and owner builders. A 24 hour booking service is available for lodging a inspection requests.

Benchmarking

The department compared its service workloads, operating budgets and staff levels with those of 3 like Councils. These included comparisons between:

- Number of EFT staff
- Operating Budgets
- Number of Building Permits Issued
- Number of Inspections Carried Out
- Number of Investigations Conducted
- Number of Consents & Reports Issued
- Number of Property Enquiries
- Number of Private B/Permits Received

Summary of Survey Results:

- Maroondah middle of range for number of:
 - Building Permits issued; &
 - Property enquiries.
- Lowest operating budget
- Highest number of inspections
- Only service with an Asset Protection Officer and conducts asset inspections for Council.

Consultation

An external customer satisfaction survey was conducted by phone.

Customers Surveyed:

- Builders - Completed Works
 - Works in Progress
- Owner/Builders – Completed Works
 - Works in Progress

Reporting

Reporting against key service performance indicators is performed monthly and the results documented in Council's monthly performance report. This report is tabled before Council on a quarterly basis and is a publicly available document

Maroondah's Best Value Annual Community Report of key findings and key performance target and results will be placed on Council's community web page for public viewing and will be available from one of our Customer Service Centres.