

Building Services

Our commitment to the Maroondah community

Maroondah Building Services is committed to providing high quality services:

- Statutory services that include swimming pool safety audits, maintenance of fire safety equipment, general and technical building regulatory advice, property information, copies of plans, building complaints and Council report and consent applications; and
- A building permit and inspection service.

We undertake to comply with Maroondah City Council's Best Value principles and with the specific service standards of our Charter.

Our Service Charter is on display at all Service Centres and copies are available on Council's website or upon request.

Contacting our Building Services team

In Person

8.30 am – 7.00pm (Mon)
8.30 am – 5.00pm (Tue – Fri)
City Offices, Braeside Ave, Ringwood

By Telephone

During business hours on 9298 4327

By Fax 9298 4407

By Email maroondah@maroondah.vic.gov.au

Postal Address

Building Services
Maroondah City Council
PO Box 156, Ringwood 3134

General Council Enquiries

8.30 am - 7.00 pm (Mon)
8.30 am - 5.00 pm (Tues - Fri) 1300 88 22 33

Information available

The Maroondah City Council Web Site

www.maroondah.vic.gov.au has information on Building Services within Maroondah and also provides an overview of all Council's services.

The following information on building related matters is available to the community:

- Swimming pool and spa safety barriers
- Smoke alarms
- Termites
- Removal of domestic asbestos sheeting
- Owner/builder information
- Renovating
- Fencing
- Siting

Our services and service standards

Building Permit and Inspection Service

A building permit application for a property in the Maroondah municipality can be lodged with Maroondah City Council, a Private Building Surveyor or another Council that issues building permits outside of their municipal district. Building Services will assess the application for compliance with the building regulations, additional information may be requested during the assessment process. When the building permit is issued the documentation will state the mandatory inspections required during the course of the building work. Building inspections can be booked by ringing 9298 4327, during business hours. 24 hours notice is required for inspection bookings.

- Assess applications for compliance within 5 business days and notify applicant in writing of assessment result (on receipt of application and payment of prescribed building fee)

Complaints/Enforcement

Building Services investigate complaints including, but not limited to: dangerous buildings, illegal building works and unfenced swimming pools or spas, and determine the best course of action to have the complaint resolved. On request the complainant will be advised of the outcome of the investigation and action taken

Complaints that relate to building works under the control of a Private Building Surveyor will be referred to the Private Building Surveyor for action. In all cases the complainant will be given the contact details of the Private Building Surveyor and the relevant Builder.

- Respond to all written complaints within 5 business days. All complaints are required to contain contact details of the complainant

Building Approval Particular Request

Provide property information to solicitors and conveyancing firms who are acting for purchasers or vendors of property to be sold within the municipality.

In addition specific property information is also provided to private building surveyors who are issuing building permits for works within the Maroondah municipality.

Responses to requests are provided within 5 days of receipt of form and payment of statutory fee

What we need from our service users

- To ensure a prompt and efficient response to your request, we will need complete and accurate information which will enable us to action the request.
- Provide name and contact details to clarify issues if required
- Clear details of the request, issue or location (diagrams, maps with Melways references or illustrations of the problem may be used)

Feedback

We welcome feedback on our services and the opportunity to rectify misunderstandings or service failures. The Team Leader Building Services or Manager Facilities and Building Services may be contacted to discuss any issues relating to the Building Services Charter, or the services provided. Contact Building Services Management on 9298 4327.

In most instances, issues are resolved at this first point of contact with the services team concerned. However, further redress or arbitration is available using Council's Customer Action Program. Brochures are available at all Council's Service Centres.

If a mistake has occurred or a service standard not met, the service user is entitled to an explanation and assistance to rectify the matter.

Commitment to monitoring

Building Services will be surveyed as part of Maroondah City Council's independent annual Customer Service Survey and the results will be published in Council's Annual Report and considered as part of our service planning process.

Commitment to equity

Maroondah City Council is committed to fair and equitable distribution of and access to municipal resources. We value the diversity and the rich social fabric of the community.