

OFFICIAL

Reporting Quarter Q1					Monthly performance – Year at a glance												
Year					2023					2024							
Month					May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
KPO1(a) Average time taken to grant a warrant																	
Total number of building warrants issued (Includes Amendment to Warrant)					138	141	103	143	104	143	118	78	83	104	86	108	
Average time taken to grant a building warrant. (In Days). Note: This figure is made up of time taken by both the applicant and D & G Council as verifier. A significant portion of this time the council has no control over ie time spent with applicant/agent					52	50	46	36	44	49	40	31	63	34	62	75	
KPO1(b) Percentage of valid building warrant applications assessed (Issue of first report)																	
Number of first reports issued					140	148	125	153	121	107	103	84	96	114	100	116	
% Within 15 days					61	56	58	69	72	72	72	68	44	57	62	47	
% Within 20 days					81	75	82	88	92	96	92	90	91	85	98	77	
% Within 35 days					99	94	98	99	99	99	100	100	99	99	99	100	
% more than 35 days					1	6	2	1	1	1	0	0	1	1	1	0	
KPO1(c) Percentage of building warrants approved after receiving all necessary additional information																	
% Within 6 days					67	57	65	70	70	71	65	76	56	81	76	55	
% Within 10 days					92	80	82	94	87	89	93	90	78	95	91	90	
% Within 15 days					95	91	98	98	95	95	96	100	84	97	94	90	
% more than 15 days					5	9	2	2	5	5	4	0	16	3	6	1	
KPO2 Percentage of fully achieved construction compliance notification plans (CCNP)																	
% fully achieved by Verifier					100	100	100	100	100	100	100	100	100	100	100	100	100
KPO4 Understand and respond to the customer experience																	
Satisfaction rating from the last National Customer Survey					10	10	4.7	4.7	4.7	7.3	7.3	7.3	8.1	8.1	8.1	10	
KPO6 Commit to eBuildingStandards																	
Total No of building warrants lodged					137	137	128	128	101	133	111	88	99	106	130	108	
Number of building warrant applications lodged through the eBuildingStandards submission portal					137	137	128	128	101	133	111	88	99	106	130	108	
% of building warrant applications lodged through the eBuildingStandards submission portal					100	100	100	100	100	100	100	100	100	100	100	100	
Number of completion certificates lodged through the eBuildingStandards submission portal					91	125	131	107	126	112	106	81	137	145	149	139	
Dangerous Buildings																	
Number of reported incidents attended by Building Standards					21	17	12	18	18	16	22	17	25	19	15	21	