

OFFICIAL

| Reporting Quarter Q2  |  |  |  | Monthly performance – Year at a glance   |     |     |     |     |      |     |     |     |     |     |     |
|---|--|--|--|--|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|
| Year  |  |  |  | 2022   |     |     |     |     | 2023 |     |     |     |     |     |     |
| Month   |  |  |  | Oct  | Nov | Dec | Jan | Feb | Mar  | Apr | May | Jun | Jul | Aug | Sep |
|   |  |  |  | <b>KPO1(a) Average time taken to grant a warrant</b>   |     |     |     |     |      |     |     |     |     |     |     |
| Total number of building warrants issued (Includes Amendment to Warrant)  |  |  |  | 95   | 89  | 78  | 96  | 130 | 156  | 69  | 138 | 141 | 103 | 143 | 104 |
| Average time taken to grant a building warrant. (In Days).<br>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 |  |  |  | 44   | 58  | 47  | 57  | 65  | 57   | 63  | 52  | 50  | 46  | 36  | 44  |
|   |  |  |  | <b>KPO1(b) Percentage of valid building warrant applications assessed (Issue of first report)</b>            |     |     |     |     |      |     |     |     |     |     |     |
| Number of first reports issued  |  |  |  | 109  | 106 | 77  | 101 | 145 | 148  | 75  | 140 | 148 | 125 | 153 | 119 |
| % Within 15 days  |  |  |  | 46   | 41  | 49  | 24  | 46  | 59   | 33  | 61  | 56  | 58  | 68  | 72  |
| % Within 20 days  |  |  |  | 76   | 73  | 75  | 50  | 60  | 83   | 78  | 81  | 75  | 82  | 88  | 92  |
| % Within 35 days  |  |  |  | 99   | 100 | 100 | 97  | 99  | 100  | 97  | 99  | 94  | 98  | 99  | 99  |
| % more than 35 days   |  |  |  | 1  | 0   | 0   | 3   | 1   | 0    | 3   | 1   | 6   | 2   | 1   | 1   |
|   |  |  |  | <b>KPO1(c) Percentage of building warrants approved after receiving all necessary additional information</b> |     |     |     |     |      |     |     |     |     |     |     |
| % Within 6 days   |  |  |  | 70   | 61  | 77  | 49  | 59  | 65   | 46  | 67  | 57  | 65  | 70  | 69  |
| % Within 10 days  |  |  |  | 92   | 85  | 87  | 74  | 80  | 83   | 82  | 92  | 80  | 81  | 94  | 87  |
| % Within 15 days  |  |  |  | 99   | 91  | 92  | 92  | 84  | 90   | 86  | 95  | 91  | 98  | 98  | 95  |
| % more than 15 days   |  |  |  | 4  | 9   | 8   | 8   | 16  | 10   | 14  | 5   | 9   | 2   | 2   | 5   |
|   |  |  |  | <b>KPO2 Percentage of fully achieved construction compliance notification plans (CCNP)</b>                   |     |     |     |     |      |     |     |     |     |     |     |
| % fully achieved by Verifier  |  |  |  | 100  | 100 | 100 | 100 | 100 | 100  | 100 | 100 | 100 | 100 | 100 | 100 |
|   |  |  |  | <b>KPO4 Understand and respond to the customer experience</b>  |     |     |     |     |      |     |     |     |     |     |     |
| Satisfaction rating from the last National Customer Survey  |  |  |  | 8.1  | 8.1 | 8.1 | 8.1 | 8.1 | 8.1  | 10  | 10  | 10  | 5.8 | 5.8 | 5.8 |
|   |  |  |  | <b>KPO6 Commit to eBuildingStandards</b>   |     |     |     |     |      |     |     |     |     |     |     |
| Total No of building warrants lodged  |  |  |  | 108  | 127 | 98  | 116 | 102 | 138  | 92  | 137 | 137 | 128 | 128 | 101 |
| Number of building warrant applications lodged through the eBuildingStandards submission portal   |  |  |  | 108  | 127 | 98  | 116 | 102 | 138  | 92  | 137 | 137 | 128 | 128 | 101 |
| % 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   |  |  |  | 85   | 123 | 66  | 56  | 276 | 164  | 79  | 91  | 125 | 131 | 107 | 126 |
|   |  |  |  | <b>Dangerous Buildings</b>   |     |     |     |     |      |     |     |     |     |     |     |
| Number of reported incidents attended b Building Standards  |  |  |  | 15   | 20  | 14  | 19  | 22  | 16   | 18  | 21  | 17  | 14  | 16  | 24  |