

PERFORMANCE ACHIEVEMENT 2023



Buildings Department

Our Vision

To make the built environment safe and healthy for our community.

Our Mission

To set and enforce safety, health and environmental standards for private buildings.

Our Culture

To go the extra mile in serving our customers and the community in general.

Our Achievements in 2023

Service	Service Standard	Performance Target of 2023	Performance Achievement in 2023
Emergency Service			
(a) A 24-hour service for emergencies relating to buildings, building works, signboards and slopes			
• during office hours			
- in urban areas	Inspect within 1.5 hours	100%	99.8%
- in new towns in NT	Inspect within 2 hours	100%	100%
- in other areas in NT	Inspect within 3 hours	100%	100%
• outside office hours			
- in urban areas & new towns in NT	Inspect within 2 hours	100%	100%
- in other areas in NT	Inspect within 3 hours	100%	100%
Investigation on unauthorised building works and safety of existing buildings			
(b) Non-emergency reports on dilapidation of buildings, signboards and slopes	Inspect within 10 days	95%	97.9%
(c) Non-emergency reports on			
• unauthorised building works under construction	Inspect within 48 hours	99%	100%
• existing unauthorised building works on external walls	Screen and inspect [#] within 30 days	95%	98.7%
• other unauthorised building works	Screen and inspect [#] within 50 days	95%	98%

Service	Service Standard	Performance Target of 2023	Performance Achievement in 2023	
(d) Reply on non-emergency reports of unauthorised building works and building safety	Reply within 30 days after screening or inspection	90%	98.2%	
Control of new building works				
(e) Non-emergency reports on irregularities on demolition or new building works	Inspect within 10 days	100%	100%	
(f) First submission of plans and major revisions	Advise on whether a submission is fundamentally acceptable within 45 days	90%	98.1%	
	Approve or disapprove plans within 60 days	90%	97.7%	
	Re-submission of plans	Approve or disapprove plans within 30 days	90%	98.7%
(g) Applications for consent to the commencement of demolition or building works	Issue or refuse to issue within 28 days	90%	98.8%	
(h) Applications for occupation permits	Issue or refuse to issue within 14 days	100%	100%	
Processing of applications for registration				
(i) Applications for inclusion in the authorized persons' register or structural engineers' register or geotechnical engineers' register or inspectors' register	Notify results within 120 days*^	80%	99.2%	
	Applications for inclusion in the general building contractors' register and specialist contractors' register	Notify the completeness of the submissions upon initial vetting within 10 working days	95%	100%
	Applications for inclusion in the minor works contractors' register			
Class I minor works contractors	Consider by Minor Works Contractors Registration Committee within 82 days	90%	100%	
Class II and III minor works contractors	Notify results within 82 days*@	90%	100%	
Advisory service on licence applications				
(j) Advice to licensing authorities on building safety requirements for new applications for restaurant licence and place of public entertainment licence	Advise within 12 working days	98%	99%	

Service	Service Standard	Performance Target of 2023	Performance Achievement in 2023
Processing of applications for plan retrieval			
(k) Retrieval of electronic records of existing buildings for viewing and copying in Building Information Centre (BIC)	Make records available within 3 working days	98%	100%
Processing of applications for loans			
(l) Loans for removal of unauthorised building works	Notify results within 14 days*	98%	100%
Loans for repair/ investigation of buildings	Notify results within 21 days*	98%	99.8%

[#] Depending on circumstances of the case, inspection may be required after screening.

* It counts from the date of receipt of a valid application (i.e. no outstanding supporting documents and required information).

[^] If the applicant is not available to attend the professional interview before the relevant Registration Committee Meeting as scheduled, it will count from the date of attending the professional interview.

@If there are outstanding documents/information in the application, it will count from the date of receipt of the outstanding documents/information, or the due date of submission of the outstanding documents/information if they are not received.

Review of Standards and Targets

As a continuing commitment to serving the public, we have been reviewing the service standards and performance targets from time to time. We will publish our actual achievements against the performance targets every year.

Monitoring Body

Buildings Department Service Standards Committee

Suggestions

We welcome comments and suggestions on our services delivery via our Contact Us.