BUILDING PERFORMANCE

Understanding the three Working Day Timeframe for Inspections

SCENARIO 1

When customer wants inspection ASAP

- A booking is requested on **16 June** (Day 0) ASAP.
- No inspection availability on 16 June (Day 0).
- The inspection occurs and is completed on **17 June (Day 1) on the next available date.**
- Time frame is met because the inspection was completed within three working days.

TIMELINE

16 June — Booking requested ASAP – Date inspection requested (DIR) — DAY 0

17 June — Date inspection done (DID) or completed — DAY 1

18 June — Also available but not required — DAY 2

19 June — Also available but not required — DAY 3

Timeframe Met

SCENARIO 2

Future Booking

- A booking request is made on 16 June for **9 September** (Day 0).
- The inspection occurs and is completed on **9 September (Day 0) on the date requested.**
- Timeframe is met because it is calculated from the date the request is made and it occurs on Day 0.

TIMELINE

16 June — Booking requested for **9 Sept**

9 September — Date inspection done (DID) or completed — DAY 0

10 September — Also available but not required — DAY 1

11 September — Also available but not required — DAY 2

12 September — Also available but not required — DAY 3

Timeframe Met

SCENARIO 3

Public holiday/weekend

- A booking request is made on 16 June for **19 June** (Day 0).
- No inspection availability on **19 June** (Day 0).
- The inspection occurs and is completed on **23 June (Day 1) on the next available date**.
- If a booking is made before a weekend or public holiday, those non-working days are not counted towards the 'three' working day timeframes. The clock resumes on the next working days.

TIMELINE

16 June — Booking made for **19 June**

19 June — Inspection – No availability — DAY 0

20 June — 21 June — 22 June — Matariki (public holiday) — Weekend — Weekend

23 June — Date inspection done (DID) or completed — DAY 1

24 June — Also available but not required — DAY 2

25 June — Also available but not required — DAY 3

Timeframe Met

SCENARIO 4

Cancelled & Rebooked

- Initial booking is made on 16 June for 23 June (Day 0) .
- The booking is cancelled or rescheduled.
- A new booking is made on 23 June for 24 June (Day 0). The clock resets from new booking date (ie 24 June).
- No inspection availability on 24 June (Day 0).
- The inspection occurs on 25 June (Day 1) **on the next available date.**

TIMELINE

16 June — Booking made for **23 June**

23 June — Booking **cancelled** and **rebooked for 24 June** — ~~DAY0~~

24 June — Inspection – No availability — DAY 0

25 June — Date inspection done (DID) or completed — DAY 1

26 June — Also available but not required — DAY 2

27 June — Also available but not required — DAY 3

Timeframe Met