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City of Wanneroo Wins Again

The City of Wanneroo has won the 2017 Local Government Best Practice Award at the Master Builders-Bankwest Housing Excellence Awards, for the second year running.

Master Builders Housing Director, Jason Robertson, said that the Wanneroo City Council was again rated as the best by builders spanning over 4,000 residential and commercial building projects in the last year.

“The City of Wanneroo received overwhelming endorsement and praise from a cross section of builders which yet again sets the standard for other Councils to follow,” Mr Robertson said.

“Wanneroo has proven itself to consistently process building applications in a very short time frame, with staff having a genuine customer service focused culture.”

The Local Government Best Practice Award was introduced at the 2016 Master Builders-Bankwest Housing Excellence Awards as a way to benchmark standards across local councils and encourage best practice across the board.

“This prestigious award recognises staff in a regulatory environment and demonstrates that if customer service is valued within an organisation, it shines through to clients,” Mr Robertson said.

“It’s also a unique award for local government as its judged by Master Builders’ members, those that utilise the Councils on a regular basis, so the award is a direct reflection of their service, and certainly all the finalists displayed first class leadership qualities.”

The finalists for the Local Government Best Practice Award were:

- City of Melville
- City of Rockingham
- City of Joondalup

The Local Government Best Practice Award assesses metropolitan local Councils that perform best in efficiency and responsiveness when dealing with building applications, demonstrate a first class customer service culture, provide consistently reliable advice and information, provide a timely response to building and planning applications, and having honest and open communication with clients.

The award was presented to the City of Wanneroo at the Master Builders-Bankwest Housing Excellence Awards last Saturday (25 February) at Crown Perth in front of over 750 industry guests.

“With Wanneroo winning the award two years running, Master Builders hopes this award encourages all Councils to review and improve their performance so they can be leaders in their field,” Mr Robertson concluded.

Master Builders will be circulating the survey responses from its builder members to the WA Local Government Association and its metropolitan members.

A list of all the award-winning builders at this year's awards can be accessed via www.mbawa.com/awards-winners.

For more information please contact:

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