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City of Rockingham is Top of the Pops

The City of Rockingham has won the 2018 Local Government Best Practice Award at Master Builders-Bankwest Housing Excellence Awards.

WA's builders say Rockingham City Council is the best in the West – and this high praise saw the Council win the 2018 Local Government Best Practice Award at Master Builders-Bankwest Housing Excellence Awards.

Housing Director Jason Robertson said the powerful endorsement came from myriad builders who had collectively built more than 4,000 residential and commercial building projects throughout the metropolitan area in the past year.

“The City of Rockingham received outstanding endorsement and praise from a cross-section of builders,” Mr Robertson said.

“Rockingham Council has set the standard for other Councils by consistently processing building applications in a very short time frame, a must for builders, with their staff clearly having a genuine customer service-focused culture.”

Master Builders introduced the Local Government Best Practice Award in 2016 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 when you create the right organisational culture, one that values customer service, the results create a win-win for Councils and clients,” Mr Robertson said.

“It’s a very unique award for local government as it’s judged by Master Builders’ members who work with the Councils on a regular basis. As such, the award is a direct reflection of their service and this year’s finalists have certainly displayed first-class leadership qualities.”

The finalists for the 2018 Local Government Best Practice Award were:

- City of Rockingham (winner).
- City of Swan.
- City of Wanneroo, which won the award in 2016 and 2017.

The Local Government Best Practice Award assesses metropolitan local Councils that perform best in efficiency and responsiveness when dealing with building applications, demonstrate a customer service culture, provide consistently reliable advice and information and engage in honest and open

communication with clients.

The award was presented to the City of Rockingham at the Master Builders-Bankwest Housing Excellence Awards at Crown Perth's Grand Ballroom in front of over 750 industry guests.

"With Rockingham winning this coveted award, Master Builders hopes this encourages all Councils to review and improve their performance, so they can be leaders in their field," Mr Robertson said.

"It is disappointing that one of WA's largest Councils in the City of Stirling was ranked in the lowest quartile by builders for each of the three years that this award has been in place. Master Builders calls on the City of Stirling to lift its game in improving its customer service and responsiveness."

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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