

Introduction

QLDC is committed to identifying opportunities to improve service delivery and support innovation within the building consent process. One such opportunity is the use of remote inspections, which can provide a flexible and efficient alternative to onsite inspections in appropriate circumstances.

While onsite inspections remain QLDC's default inspection method, remote inspections may be used where appropriate to help maintain inspection availability across the district and provide greater flexibility in how inspections are delivered.

This guidance explains QLDC's remote inspection processes, including the available inspection methods, when they may be used, and what is required.

Remote Live-Stream Inspections

A remote live-stream inspection is an inspection undertaken in real time using a smartphone or tablet. The Building Consent Officer (BCO) directs the site representative during the inspection and assesses compliance using live video and supporting information.

QLDC uses Zyte, a New Zealand-based technology platform for this inspection method. Zyte is browser-based and does not require customers to download or install any software, making it accessible across a range of devices, including smartphones and tablets.

Benefits of remote live-stream inspections



Scheduled inspection times

Inspections can be booked for a specific time, helping reduce waiting and downtime on site.



Improved flexibility and inspection availability

Reducing the need for inspector travel can provide greater flexibility in how inspections are delivered and can support inspection availability by enabling inspection resources to be used more efficiently.



Reduced travel and disruption

Particularly beneficial for remote sites or where travel conditions may affect inspection availability.



Environmentally sustainable option

Fewer vehicle trips can help reduce travel-related emissions.

Which inspections are suitable for remote live-stream inspections?

Most inspection types can be undertaken as remote live-stream inspections. Final and Pre-lining inspections will generally be completed on site due to their complexity and because some inspection items require verification using the BCA's technical equipment (e.g. moisture meter, thermometer). Associated reinspections may be completed remotely at the BCA's discretion.

The suitability of a remote live-stream inspection will be determined by the BCA and inspecting officer, taking into account the inspection type, level of risk, and site-specific circumstances.

Where appropriate, an inspection may be converted from an onsite inspection to a remote inspection. If compliance cannot be verified remotely, additional information or an onsite inspection may be required.

Key requirements

- ✓ A smartphone or tablet with a functioning camera.
- ✓ A reliable internet connection (mobile data or Wi-Fi).
- ✓ Location services enabled (to support geo-location where required).
- ✓ Headphones or earbuds (recommended) to assist with clear communication during the inspection.
- ✓ Access to any tools or information reasonably required to demonstrate compliance.
- ✓ A site representative must be present and sufficiently familiar with the work to answer questions and assist the inspector.

How to book

You can book remote live-stream inspections through QLDC's standard inspection booking process, either [online](#) or by phone (03 450 0369). When booking, indicate that a remote live-stream inspection is requested. Please note while applicants may request a remote live-stream inspection, acceptance of any request remains at the discretion of the BCA and inspecting officer.

What happens during your remote live-stream inspection?

Prior to the inspection, you will receive a link that connects directly to the Zyte platform through your device's web browser.

During the inspection, both the inspector and the site representative can use their cameras to communicate and identify the specific building elements requiring inspection. The inspector may capture photographs and video evidence or other records as part of the inspection process.

Following the inspection, the inspection record and outcome will be emailed to you (if requested) and will also be available for viewing on [eDocs](#).

Is your information secure?

All communication and information collected during a remote live-stream inspection is managed securely.

The Zyte platform operates on a permission-based model, meaning users must actively grant access before features such as camera sharing, screen sharing, recording, or GPS location services can be used. At no point can the inspector access other content on your device, including contacts, emails, browsing history, passwords, or personal files.

Any photographs, recordings, or inspection information collected during the inspection are used solely for the purposes of undertaking and recording the building inspection and are managed in accordance with QLDC's information management and privacy obligations.

Remote Evidence-Based Inspections

A remote evidence-based inspection is a follow-up assessment undertaken using photographs, videos, documents, and other supporting information requested by the inspecting officer.

This inspection method is primarily used where an onsite or remote live-stream inspection has already been undertaken and additional evidence is required to confirm that outstanding items have been addressed.

Remote evidence-based inspections are undertaken at the discretion of the BCA and are generally only available when specifically requested by the inspecting officer. They are typically used to supplement, rather than replace, an onsite or remote live-stream inspection and are not ordinarily available as a standalone inspection option.

Evidence Requirements

Where an inspector requests evidence, the information provided must be sufficient to enable the inspector to determine compliance.

- **Show context and detail** - provide both close-up and wider photographs showing the location of the work.
- **Make it clear** - photographs and videos must be in focus, well-lit, and show enough detail for assessment.
- **Identify what is shown** - include measurements, labels, markings, or annotations where useful.
- **Provide everything requested** - include all photographs, videos, and supporting information requested by the inspector.
- **Include supporting records** - such as producer statements, engineer information, test results, manufacturer information, or records of work.
- **Label the submission** - clearly identify the building consent number and inspection the evidence relates to.

Quality Matters

Incomplete, unclear, or poor-quality evidence may delay the inspection outcome and may result in additional information being requested or a reinspection being required.

Submit your evidence and book your inspection

Where further evidence has been requested, follow the steps below to ensure your inspection records are updated.

Step 1: Submit your evidence

Send all requested evidence to building@qldc.govt.nz or the [Community Portal](#) ahead of time to allow the information to be added to your file.

Step 2: Book your inspection

Book a remote evidence-based inspection through QLDC's standard inspection booking process.

Submitting evidence alone does not automatically trigger a review by an inspector. The inspection must still be booked so the evidence can be reviewed and the inspection outcome recorded.

Important

Building work must never proceed beyond the inspection hold point until the inspection has been passed.