

**DELIVERY AND  
OPERATIONS  
BUSINESS REPORT**

---

**July - August 2024**

## Introduction

---

Council has responsibilities under legislation to safeguard public health, safety, and welfare. Regulatory activities and responsibilities, such as consents, the enforcement of bylaws, and providing liquor licenses are undertaken for the benefit of our communities and to ensure that everyone can live in and enjoy our district.

Throughout the district there are many facilities managed by Council and made available for public use. These facilities contribute to the liveability of our communities, providing places and spaces for residents to connect and enjoy themselves and to enhance the visitor experience.

These include:

- **Building Services:** This includes processing and inspecting Building Consents and Building Compliance related matters.
- **Environmental Services:** This includes Animal Management, Environmental Health (Food, Alcohol and Health licensing and monitoring), and Compliance Monitoring (Legislation and Bylaw monitoring and enforcement).
- **Resource Consent Services:** This includes processing Resource Consents.
- **Property and Facilities:** This includes Property Management, Asset and Project Delivery, and Technical Operations.



The Delivery and Operations Business report provides a summary of key highlights and noteworthy trends for the July – August 2024.

## Executive Summary

---

### Building Services

The BCA has started the new fiscal year strong with 100% compliance in both Building Consents and Code Compliance Certificates. A total of 126 building consents were issued for the month of July.

The BCA is currently preparing for the external audit in early October which will be conducted by International Accreditation NZ (IANZ).

In July 2023, the new fee structure was introduced which will see the BCA shift to a user pay's model reducing the reliance on ratepayers. The end ending June 2024 looks to be the first year that the BCA has covered the cost its operational expenses we are waiting on the final report to confirm this.

The Business intelligence team is working with the building compliance team to dashboard all functions this is making the business more efficient and easier for the team to manage, as you can see from the below report the territorial authority report is changing to this new format to match the BCA.

At the end of August, the BCA have achieved 100% compliance. Building Consent and Code Compliance Certificate compliance for the year are both 100%. Average working and calendar days for building consents are 8 and 16 days, while code compliance certificates and 6 and 17 days.

The BCA is tracking well with its internal audits and looks forward to the IANZ audit in October this year.

The building industry is facing an unprecedented slow down due to economic conditions and this looks to still be for the near future.

The BCA focus is on training and updating all systems and processes for better efficiency to enable peck ability when workloads return to normal.

The Territorial authority is installing Business Intelligence (BI) to all work streams which is making a significant difference to the management of the function and enabling a clean of all outstanding task.

Part of this data clean has found that our community currently has close to 4000 outstanding CCC's, that is building consents that do not have a code compliance certificate.

## Compliance

### Monitoring

Monitoring received 282 Requests for Service (RFS) in July/August 2024.

A total of 110 noise complaints were received and responded to during this period (62 July and 24 August). Response times of 77.2% and 90.5% were achieved for urban areas and 100% and 66.7% in rural areas.

There were 55 parking tickets issued in July 2024 and 14 in August 2024. The district's sole Parking Warden was on extended leave during August resulting in the low number issued.

### Animal Management

1,144 RFS's were received for Animal Management in the July/August 2024 period, 115 urgent and 1,029 non-urgent. A large proportion of the non-urgent RFS related to administrative registration queries. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

118 dogs were impounded in during July and August 2024. 112 were released from the shelter. In terms of the dogs released, 32 were claimed by their owners, 8 taken by a Rescue Group and 10 were adopted out to a new home. A total of 62 dogs were euthanised due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 71 infringements issued during July and August by the Animal Management team:

- 36 x failure to register dog - s42
- 25 x not under control – s53(1)
- 2 x Failure to confine – s52A
- 7 x breaching dog control notices – s20 (5)
- 1 x Wilful Obstruction of an Officer – s18

The end of August 2024 saw a total of 6613 dogs registered across the district.

### Environmental Health

A total of 41 Food Verification audits were completed in July and August 2024.

During July and August 2024, 33 good host visits were completed by the Environmental Health Services team. The level of service target is that 25% of licensed premises are visited once every four years.

A total of 225 Requests for Service (RFS) were received in July and August 2024.

## Resource Consents

### Application Trends

In July we received 101 applications received, up by 25 from the month before (June 2024), with August showing a further increase up to 107 resource consent applications received. Although there remains two Senior Planner vacancies, the two planning team leaders have not required the services of consultant planners.

Engineering is a slightly different story, due to limited internal capacity and vacant positions within the engineering team, we continue to heavily depend on consultant engineers for business as usual.

### July Performance Metrics

In July the Resource Consents team issued 29 decisions under the Resource Management Act subject to statutory timeframes and reported to the Ministry for the Environment (MfE).

Twenty-seven of these consents were processed within statutory timeframes. Only 2 consents exceeded statutory timeframes which has resulted in a 93% compliance rate for the month of July.

The team processed a further 72 various applications that are not recorded by MfE.

### August Performance Metrics

In August, the Resource Consents team issued 47 decisions under the Resource Management Act subject to statutory timeframes and reported to the Ministry for the Environment (MfE).

Forty of these consents were processed within statutory timeframes. Only 7 consents exceeded statutory timeframes which has resulted in an 85% compliance rate for the month of August.

The team processed a further 60 various applications that are not recorded by MfE.

### Improved Efficiency and Future Focus

The substantial improvement in our compliance rate for July and August is directly attributed to our now almost fully staffed resource consent planning team and consistently working through the legacy consents.

## Property and Facilities Management

### Property Management

Property Management's focus through July and August has been training new staff and recruiting to complete our team. We now have the positions of Property & Contracts Officer and Property Support Officer filled, with the latter joining the team on 23rd September.

A major focus has been putting time aside with Technical Officers to work on the maintenance plan for the Turner Centre. FNDC officially took over ownership of this in July when the Agreement to Manage and Use between The Kerikeri Civic Trust and FNDC was signed.

A workshop with Elected Members was held to determine the future of 11 Matthews Ave, Kaitaia. The workshop was a success, with clear guidelines established on steps to follow.

Our team have been working closely with our Contractor and tenants in the Housing for the Elderly village in Ahipara regarding a large stray cat population. Our contractor, with the aid of NRC has successfully humanely captured 21 cats in the first week. As part of this work, we have also engaged a local vet who ensures each cat is checked for any microchip and identification of ownership.

Healthy Homes inspections for all tenanted Housing for the Elderly units have commenced, with a work programme to be put in place to remedy any issues identified.

### Technical Operations

Technical Operation's focus for July and August has been on working the mobilisation of our Community Facilities contract with Citycare Property Ltd and transitioning back into a business-as-usual approach. We are getting familiar with a new system to assign jobs and view progress "Event Manager", exploring a new tool to begin auditing our assets with and trialling a new "activity" approach rather than ward (meaning our technical officers will be dedicated to an activity e.g parks and reserves).

Time was dedicated to working on historical requests for service which we will still be working over the next few months.

After identifying the increasing number of requests for service regarding trees, the team carried out bulk tree assessments, and we are now evaluating the data we compiled and reviewing the next course of action.

Our priority over the coming months is continuing to build processes to set our new contract up for success and continuing to focus on service delivery.

# Building Services

---

This section contains performance information for the Building Services department.

## Introduction

The Building Services Department consists of two teams, the Building Consent Authority (BCA) and the Territorial Authority (TA). A territorial authority must perform the functions of a BCA for its own city or district. In addition to these responsibilities, a territorial authority performs the following functions, including any functions that are incidental and related to, or consequential upon these.

### The BCA perform the following functions:

- issue building consents.
- inspect building work for which it has granted a building consent.
- issue notices to fix.
- issue code compliance certificates.
- issue compliance schedules



### A territorial authority issue:

- project information memoranda.
- certificates of acceptance
- certificates for public use
- compliance schedules (and amends compliance schedules)



### A territorial authority also:

- follows up and resolves notices to fix.
- enforces the provisions relating to annual building warrants of fitness.
- performs functions relating to dangerous or insanitary buildings.
- decides whether building work is exempt under Schedule 1 from requiring a building consent



### Power to inspect and enter land.

- Sections 222 to 228 provide details of the powers of entry to undertake an inspection

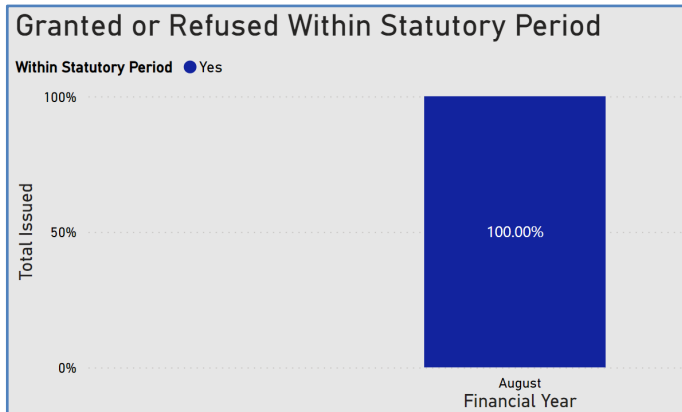
# Building Consent Authority

## Building Consent Processing

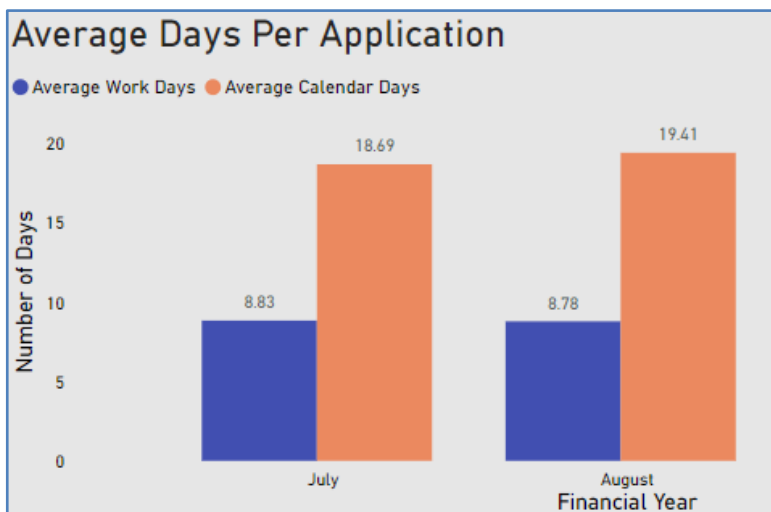
The building consent processing unit has achieved 100% compliance for the month of July and August.

The BCA received 127 building consents in total. The month of July saw 126 granted or refused within the statutory time.

The BCA received 88 building consents in total. August saw 86 granted or refused within the statutory time.

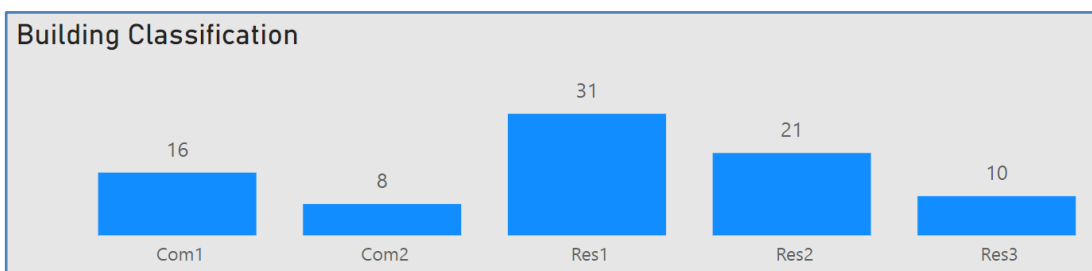


July was a good month for issuing building consents with the average statutory day count to issue a building consent at 8.83 working days. August was also a good month for issuing building consents with the average statutory day count to issue a building consent at 8.78 working days.



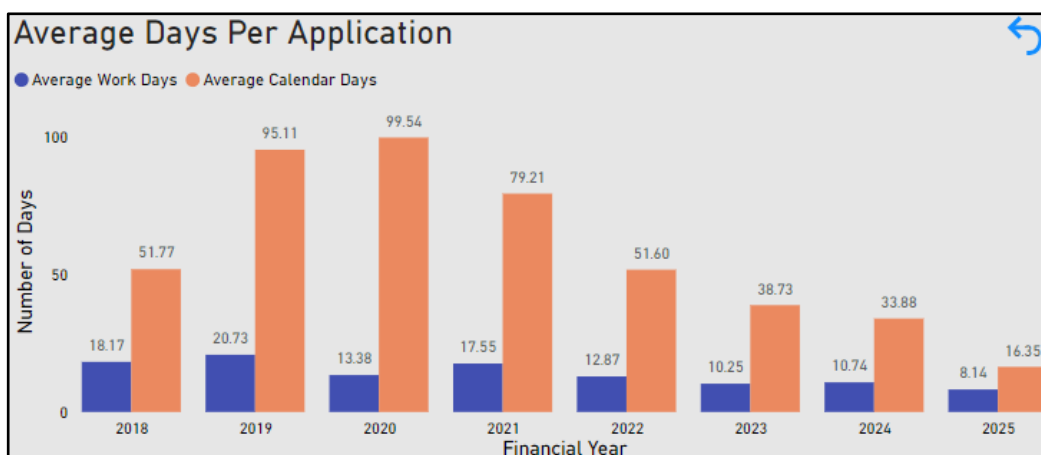
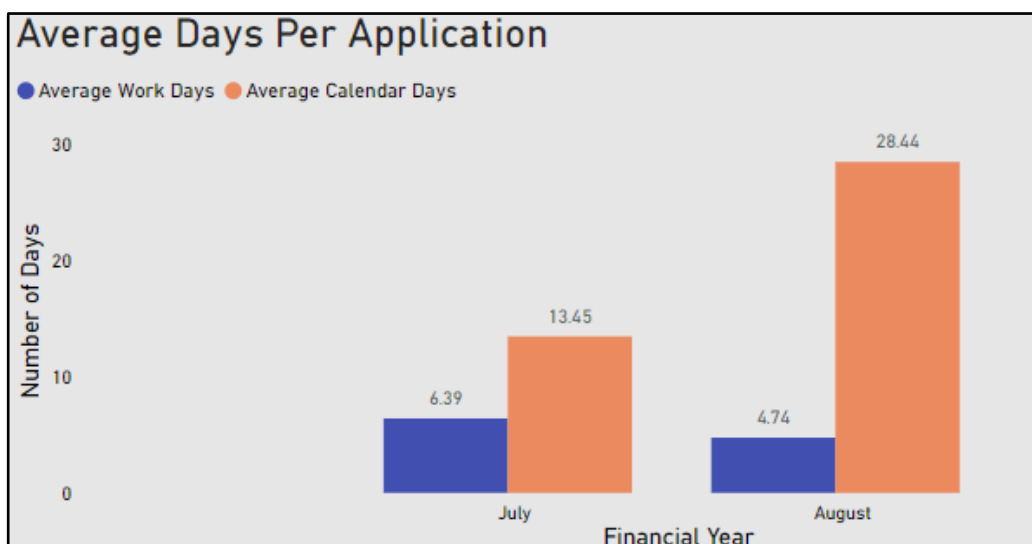
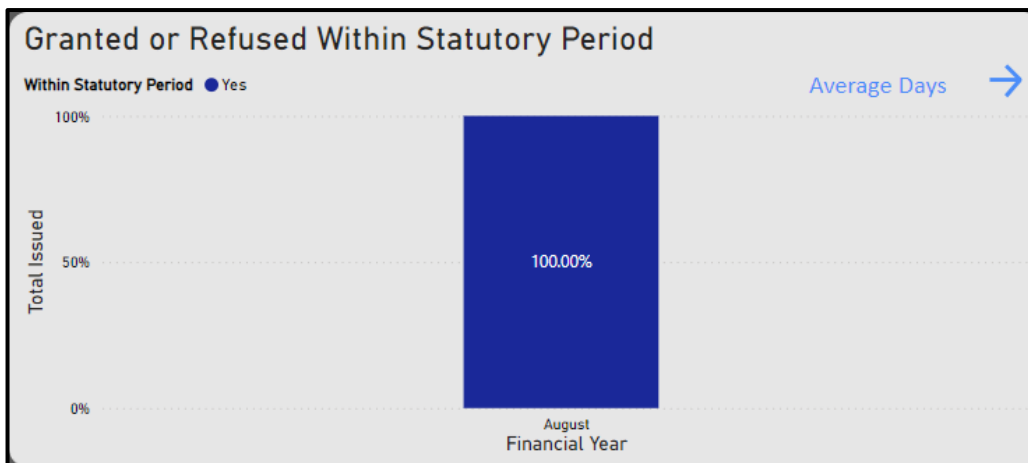
In July, breakdown for the consents currently being processed by the BCA - there are 47 Residential 1 (Res1), 18 Residential 2 (Res2), 5 Residential 3 (Res3), 20 Commercial 1 (Com 1), 12 Commercial 2 (Com 2) and 0 Commercial 3 (Com 3) applications. Use of contractors (building consultants) is currently at 37%.

The dashboard below shows the consents currently being processed by the BCA. There are 31 Residential 1 (Res1), 21 Residential 2 (Res2), 10 Residential 3 (Res3), 16 Commercial 1 (Com 1), 8 Commercial 2 (Com 2) and 0 Commercial 3 (Com 3) applications. Use of contractors (building consultants) is currently at 36%.



## Code Compliance Certificates

In July, 136 code compliance certificates were received and 133 were issued and all issued code compliance certificates were issued within the statutory time frame. On average CCCs for August were issued in 5 days and remain at 100% for the month of August.



The BCA's performance in issuing Code Compliance Certificates illustrates continuous improvement. This is due to administrative procedures being reviewed and greater efficiencies being achieved.



## Territorial Authority (Building Compliance)

The Building Compliance Team (part of the Territorial Authority) are regulators operating under the Building Act 2004 which sets out the rules for the construction, alteration, demolition, and maintenance of new and existing buildings in New Zealand.

Its purpose is to ensure people can use buildings safely and without endangering the health or the property of others. The team manages the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificates of Acceptance and Exemptions.

Building compliance issues are not always Council's responsibility. Other agencies such as the NZ Police or other government agencies may be responsible or certain matters may be civil matters to be decided either legally or through mediation.

Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

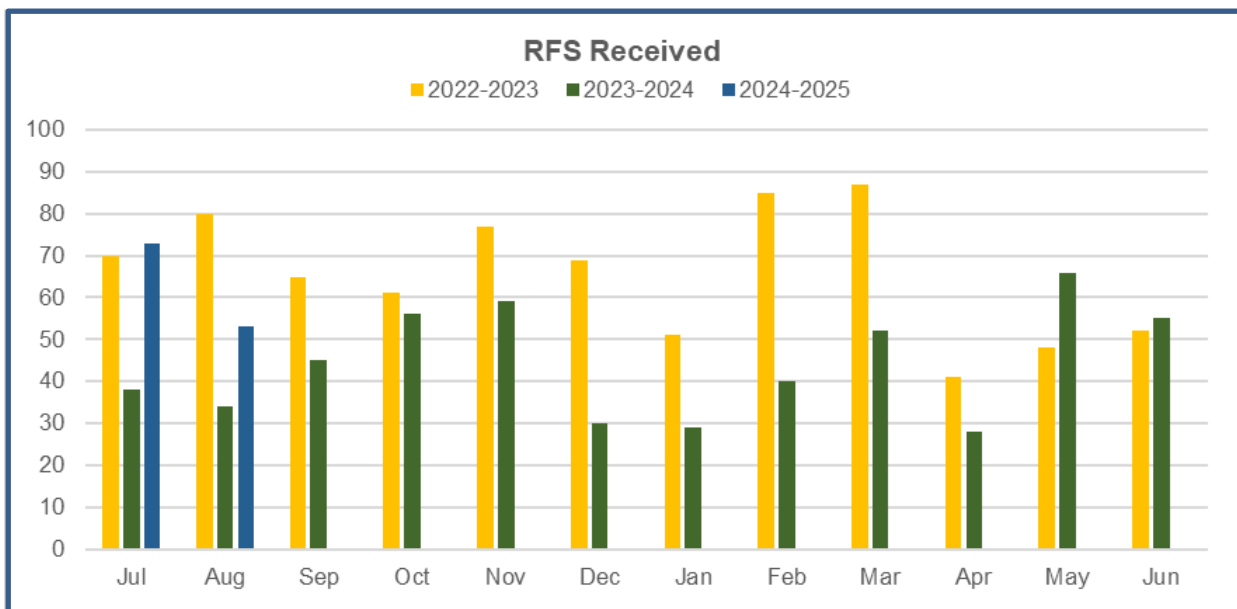
Formal enforcement is not taken lightly. It is based on thorough investigation and considers the impact as well as any steps that may have been taken to address the non-compliance.

### Requests for Service (RFSs)

Requests for service range from general requests about legislation and owner obligations, through to requests to investigate suspected breaches of the Building Act 2004.

In July, 73 RFS' were received for the building compliance team. This is high for the month however was to be expected as this month we have cleared a lot of old notices to fix and swimming pools because of the new Power Bi. These older jobs have created a lot of customer queries.

August was a steady month for incoming RFS's. We received 53 total with the usual topics of illegal building works and stormwater issues. The Building Compliance team continues to deal with a range of Building Act 2004 non-compliances.



### Swimming Pools

From 1 January 2017, the provisions of the Fencing of Swimming Pools Act 1987 were incorporated into and form part of the Building Act 2004. The Act applies to all residential pools and small heated pools with a depth of 400mm or more.

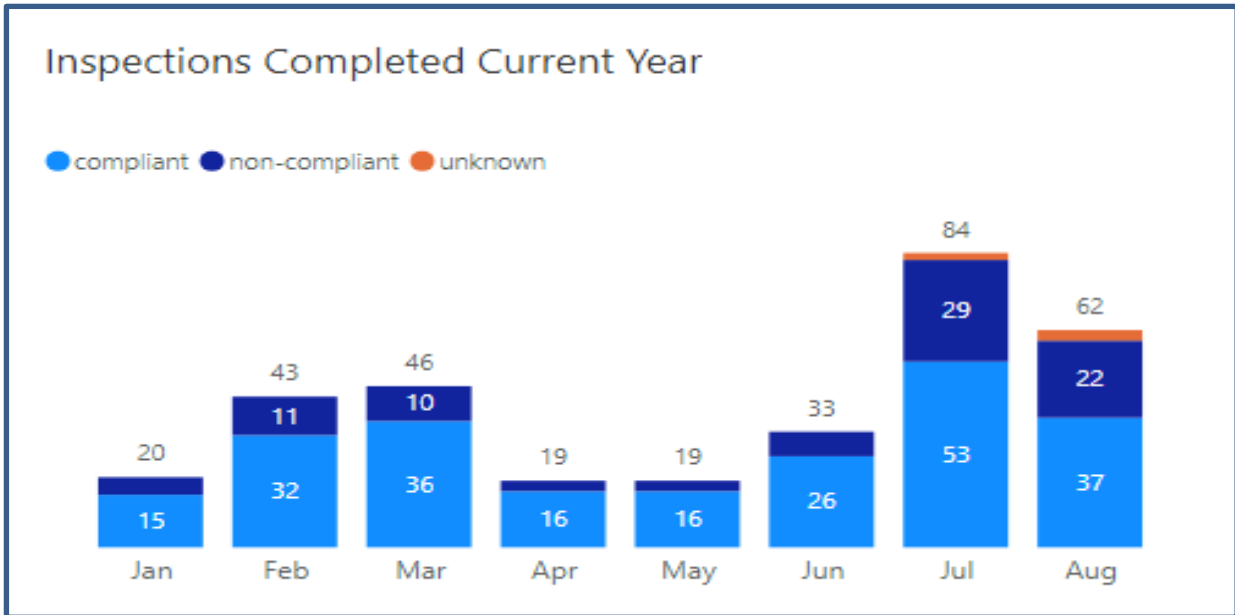
Pools that are filled (or partly filled) with water must have a physical barrier that restricts access to the pool by unsupervised children under the age of 6 years of age. Residential pools, including indoor swimming pools are subject to an inspection every 3 years.

A total of eighty-seven swimming pool inspections were conducted during the month of July, this was exceptionally high as we have activated the new Power Bi for swimming pool reporting. The activation of this report showed us that there were a lot of pools that had been missed and not inspected for many years we have worked hard with assistance from the building inspectorate to get this back on track. We now have clear visibility of our pools for the next 3 years.

The swimming pool fail rate was 58% for this period and the team continues to educate pool owners on their legal obligations.

A total of 62 swimming pool inspections were carried out during the month of August, with the completion of inspections elevated due to clearing backlog that has become visible through the Bi.

The swimming pool fail rate was 35% for this period. Council is working hard to provide these homeowners with the knowledge and information to help them achieve compliance and reduce the risk of drowning in the district.



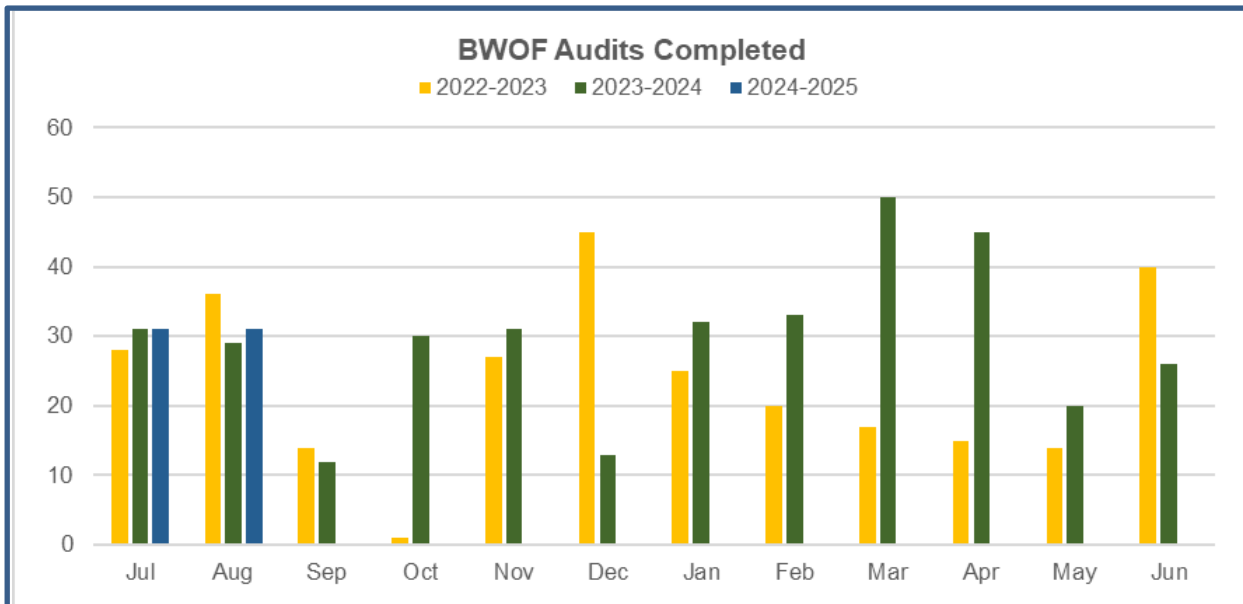
### Building Warrant of Fitness (BWoF)

A building warrant of fitness (BWoF) is an annual certificate that confirms that specified systems in a building have been inspected and maintained and that requirements of the compliance schedule have been met.

Building owners are required to engage an independent qualified person (IQP) to inspect and certify the specified systems, display a copy of the BWoF certificate within the public area of the building and to provide the Council with a copy of the BWoF and IQP certificates of compliance.

The Council undertake BWoF audits of commercial buildings following a risk-based approach. Audits are conducted on a 1, 3, or 5-year cycle, but can also include any requests for service where there are concerns about a building owner's on-going compliance with the regulations.

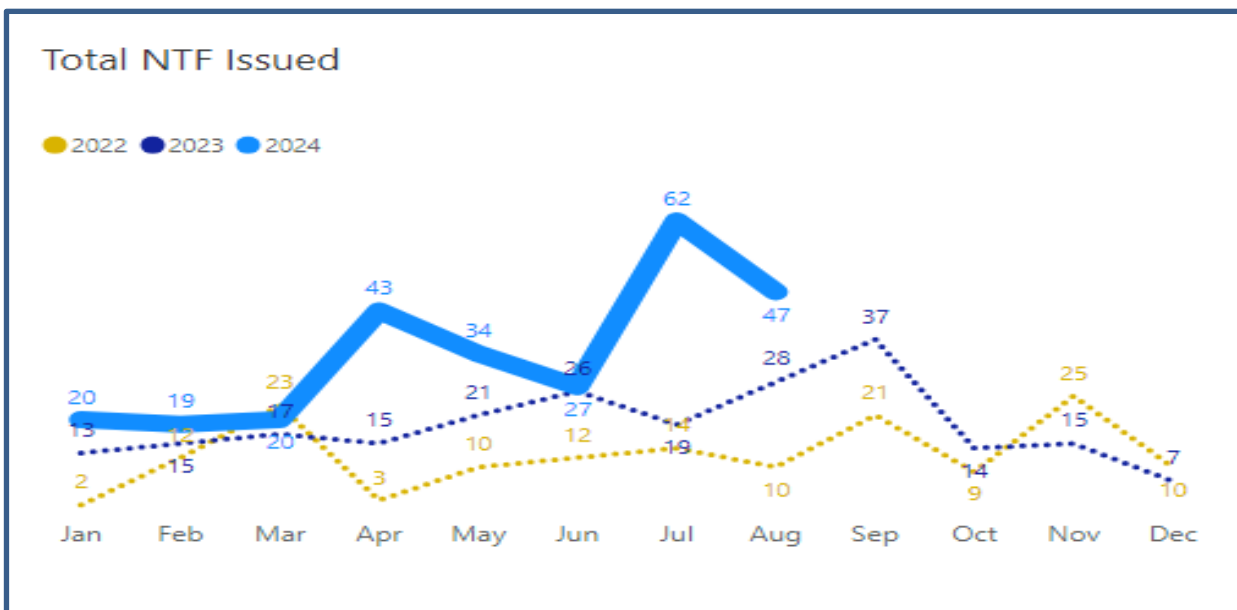
31 BWoF audits were conducted during July and 31 BWoF audits were conducted during August. The team are working through updating compliance schedules as we complete our regulated audits. We are on track and will have better reporting when the Bi for this workstream is up and running,



## Notices to Fix

A Notice to Fix (NTF) is a statutory notice requiring a person to remedy a breach of the Building Act 2004 or regulations under that Act. A NTF can be issued for all breaches of the Act, not just for building work.

58 Statutory Notices were served during the month of July and 47 were served during the month of August for breaches of the Building Act 2004 the team continue to work through old NTF's and keep all notices current.

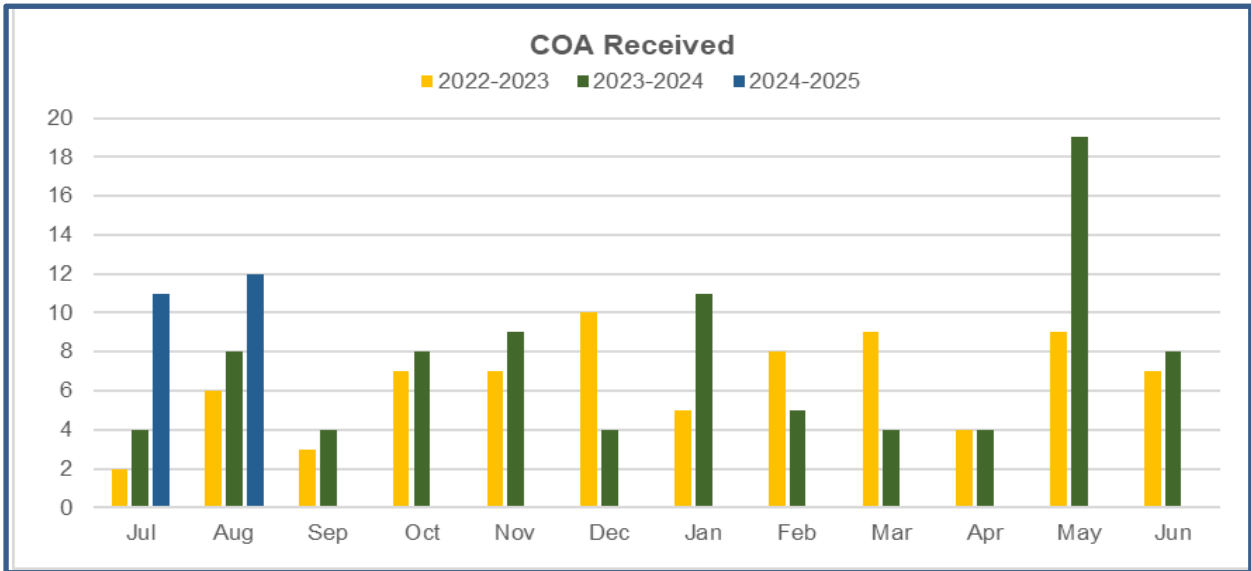


## Certificates of Acceptance

A certificate of acceptance (COA) provides building code certification on work that can be inspected. It excludes work that cannot be inspected, so is not as comprehensive as a Code of Compliance Certificate (CCC). A certificate of acceptance applies where:

- work that requires a building consent was completed without one.
- urgent work is conducted under section 42 of the Building Act
- another building consent authority or building certifier refuses to or cannot issue a CCC.

Council received 11 COA applications during the month of July and issued 4. Council received 12 COA applications during August the number of COA applications is high due to lenders requiring full sign off of buildings.



## Infringements

Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

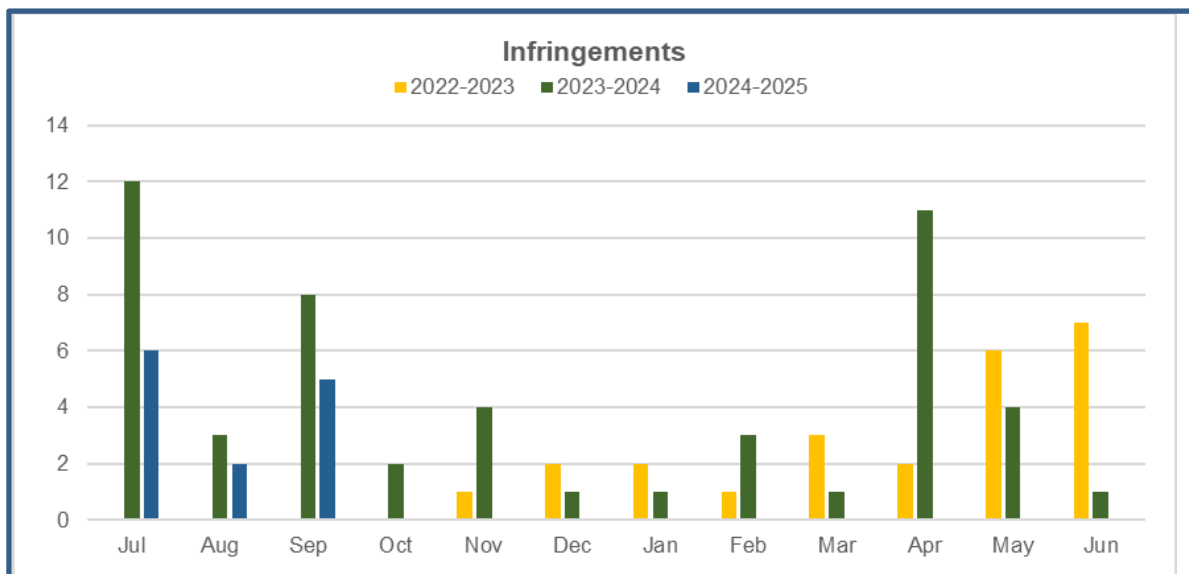
The Building Infringement Regulations have a clear and unambiguous list of infringement offences. These infringement offences are based on specific existing building offences. The fees are prescribed by regulations, following consultation with territorial and regional authorities, and building sector representatives, with the following principles in mind:

- Higher fees would reflect direct risks to health and safety.
- There should be consistency between offences that are similar in nature.

Fees range from \$250 (for procedural offences) to \$2,000 (for more serious breaches), with the level of fee reflecting a smaller percentage of the maximum fine already specified in the Building Act.

Six infringements were issued during the month of July. Most infringements were for non-compliance with a NTF and for breaches of Section 40 of the Building Act. The team are sending out more infringements as there is less ability to prosecute offenders due to the legal team's workload. Infringing customers typically sees an uptake in willingness to comply.

Five infringements were issued during the month of August. Infringements were for non-compliance with a NTF and for breaches of Section 40 of the Building Act.



# Compliance

---

This section contains performance information for the Compliance department.

## Introduction

---

The Compliance department covers regulatory and licensing activities and responsibilities for council. The department is directed by primary legislation and FNDC policies and bylaws.

This team is made up of Monitoring and Compliance, Animal Management and Environmental Health (Food and Liquor) and associated Administration support.

Activities and services undertaken include:

- the monitoring of resource consent applications and related consents
- promotion of responsible ownership of dogs, including care and control around people, protected wildlife, other animals, property, and natural habitats
- responsibilities for the sale and supply of alcohol, to minimise alcohol-related harm in our District
- providing verification services for food businesses to ensure that food prepared and sold is safe.
- Investigation, monitoring and enforcement of bylaws, District Plan breaches and parking.



The team provides advice and guidance while delivering compliance, monitoring, and enforcement across the region. By applying a risk-based approach this enables monitoring efforts to be focussed on the biggest risks to the community and target areas where businesses and people are less likely to comply.

Council has responsibilities under legislation to safeguard public health, safety, and welfare. Regulatory activities and responsibilities are undertaken for the benefit of our communities and to ensure that everyone can enjoy our district.

### Contribution to community outcomes



*Communities that are healthy, safe, connected and sustainable*



*A wisely managed and treasured environment that recognises the role of tangata whenua as kaitiaki*



*Proud, vibrant communities*

# Monitoring

## Introduction

Council is responsible for safeguarding public safety, minimising environmental risk, and protecting social and cultural interests as directed by primary legislation and our policies and bylaws. Monitoring and Enforcement are responsible for the administration and enforcement of these obligations. Monitoring are now utilising business improvement enhancements in the presentation of reports that follow.

Monitoring is responsible for:

- Resource Management Act breaches
- Local Government Act breaches
- Reserves Act breaches
- Litter Act breaches
- Land Transport Act (stationary vehicle offences)
- District Plan breaches
- Bylaw breaches
- Resource consent monitoring
- Noise complaints
- Removal of abandoned vehicles

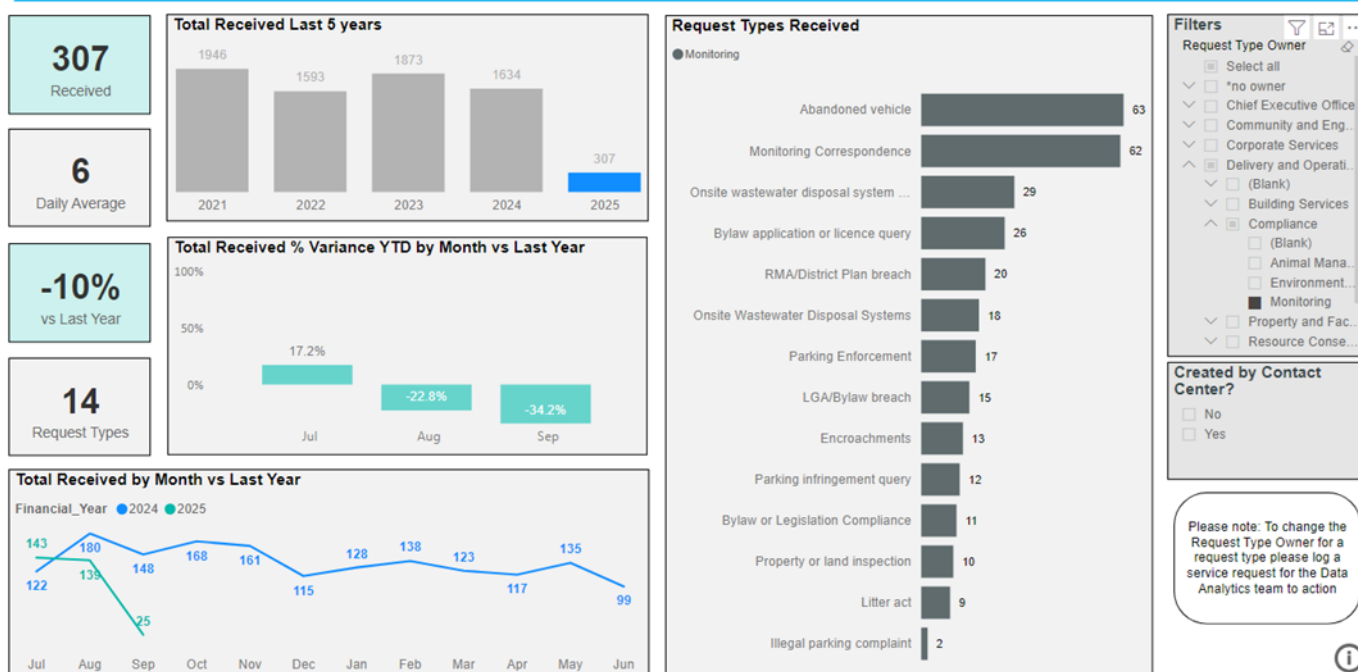
## Staffing

Monitoring comprises of a team leader, five monitoring officers, two resource consent monitoring officers, two administration staff and a parking enforcement officer. There is now also a fixed term (2 years) Encroachment Officer sitting within this team. This role will work toward compliance across the district for historical encroachments on council land, albeit new cases are reported frequently which also require investigative action.

## Requests for Service

The following graph shows all Requests for Service (RFS) received over the last two financial years by Monitoring. These RFS reflect all responsibilities held by Monitoring. The following sections break down those requests into areas of legislation. There were 143 requests for service in July and 139 in August 2024.

## RFS Received (Current Financial Year to Date)



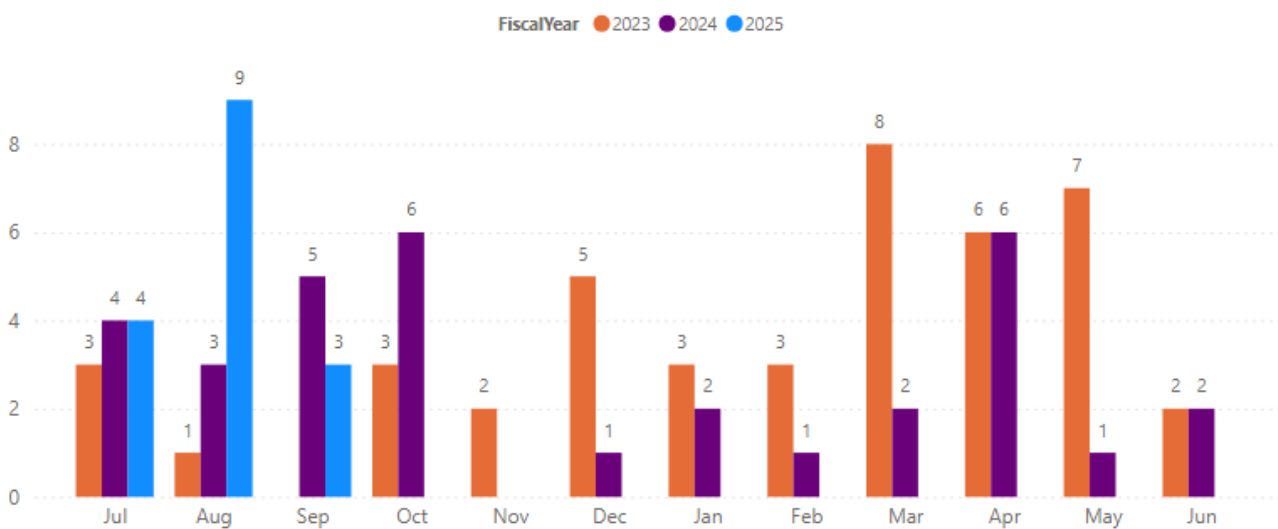
## Resource Management Act 1991

A large amount of the work undertaken by Monitoring falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities.

The LTP level of service for responding to RMA incidents is 93% of customers acknowledged within three working days. As we have moved to reporting via B.I. unfortunately reporting for this measure is currently unavailable for this period and will be updated in future reports.

If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows GENRMA lodged by Monitoring over the last three financial years. There were four GENRMA lodged in July 2024 and nine in August 2024.

RMA/District Plan Compliance Activity Lodged 'GENRMA'



Although Monitoring's policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process.

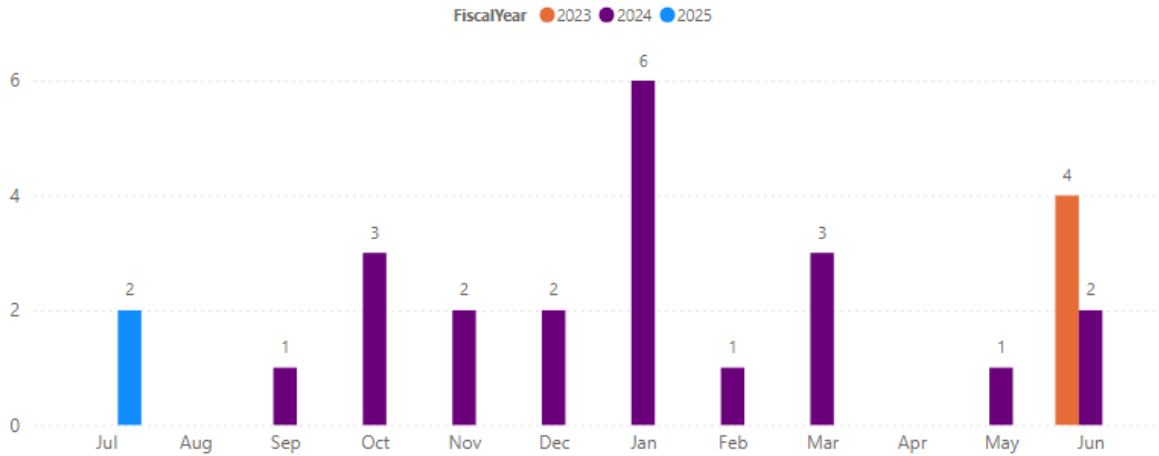
The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something or cease something that is causing a breach of the RMA. Usually this means ceasing a breach of a rule in the District Plan. Abatement notices can also be issued for failing to comply with a condition in a resource consent or consent notice, or for creating excessive noise.

Abatement notices are issued with a specific date by which the offender must comply. If an offender has not complied with an abatement notice and is not showing a willingness to co-operate with Council, an environmental infringement notice (EIN) of \$750 can be issued, or prosecution commenced. There were two abatement notices issued in July and none in August 2024.



There were two Environmental Infringement Notices issued in July and none in August 2024

### Environmental Infringements Issued



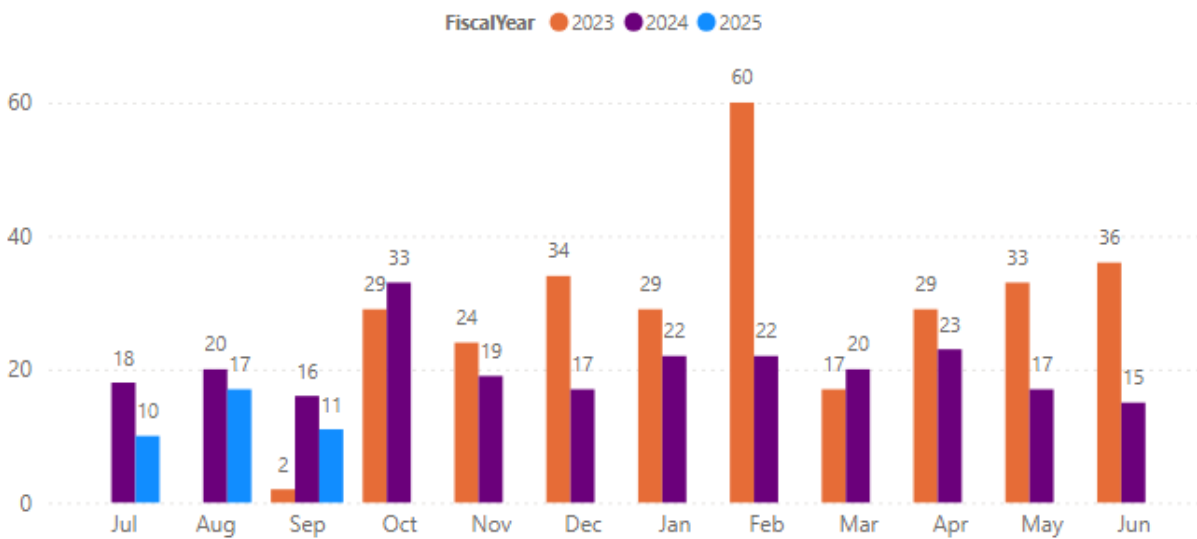
### Resource Consent Monitoring

The resource consent monitoring role remains extremely busy with several areas being addressed. Current workflow includes:

- Historic back log of un-monitored Monitoring Resource Consent (MRC) applications
- Review of legacy consents that do not have an associated MRC application.
- Business improvements
- Responding to RFS

There were 10 new Resource Consent Monitoring cases lodged in July 2024 and 17 in August 2024.

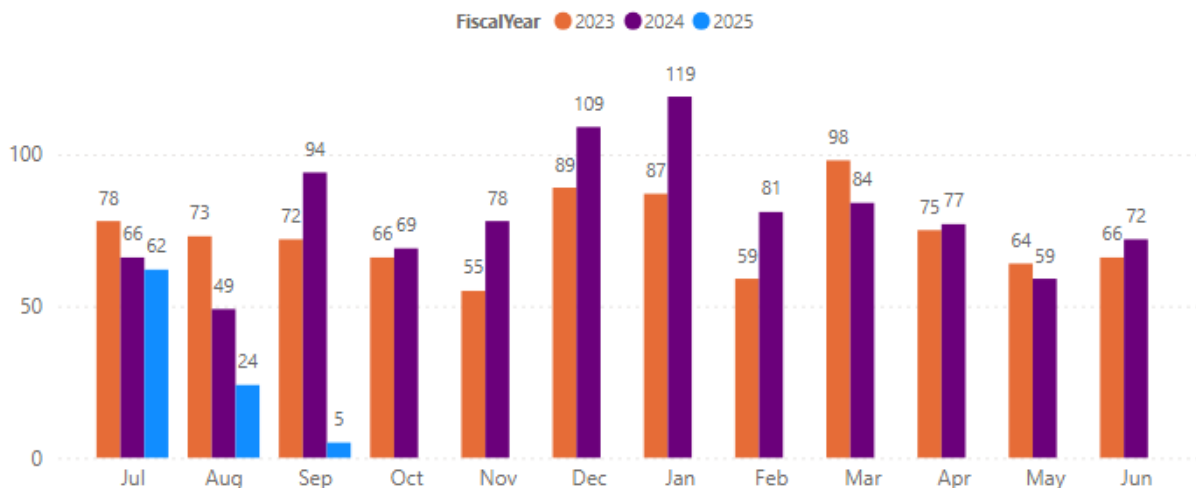
### RMAMON Applications Lodged



## Noise

The control of noise pollution also falls under the RMA and is included in the Long-Term Plan (LTP) as a level of service (LOS). First Security are contracted by Council to attend noise incidents. As warranted officers they are authorised to enter land, issue excessive noise directives (ENDs) and seize sound making equipment (when accompanied by a constable). The graph below shows the number of noise complaints received and responded to by First Security.

Noise Complaints Received



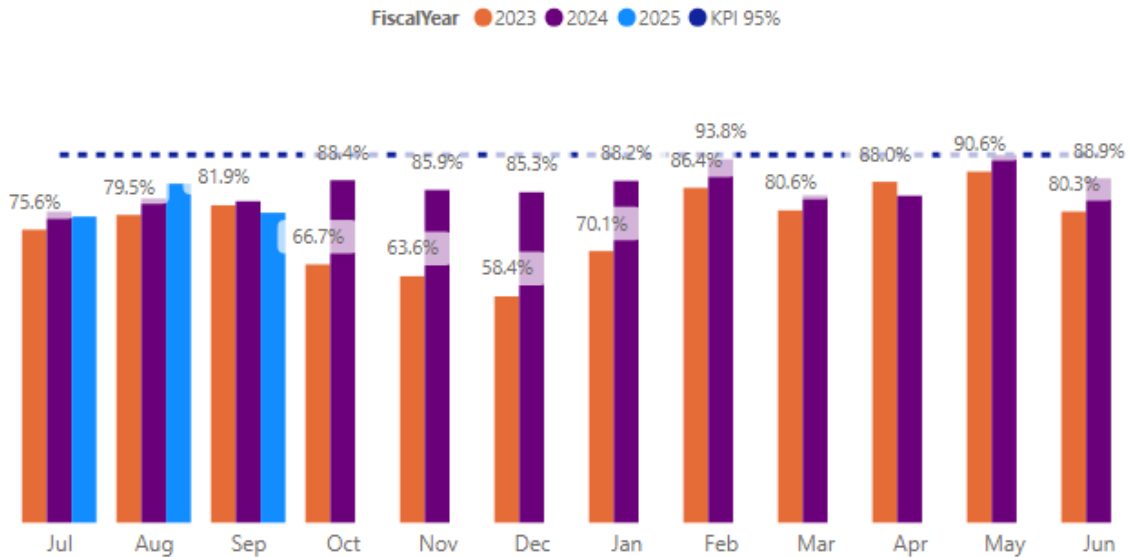
In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security is subjective, rather than with measuring devices as the RMA only requires the noise to be deemed unreasonable. The action taken by First Security’s officers vary depending on their assessment at the time. The table below shows First Security officers’ action taken in July and August 2024.

## Noise Complaints - Action Taken - Current Financial Year

Infringement Status	Jul	Aug	Sep	Oct	Nov	Dec	Total
Abatement Notice Issued	0	0	0	0	0	0	0
Excessive Noise Directive Issued	27	8	2	0	0	0	37
No Action Taken	34	14	3	0	0	0	51
Seizure Performed	0	1	0	0	0	0	1
Verbal Warning Issued	1	1	0	0	0	0	2
<b>Total</b>	<b>62</b>	<b>24</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>91</b>

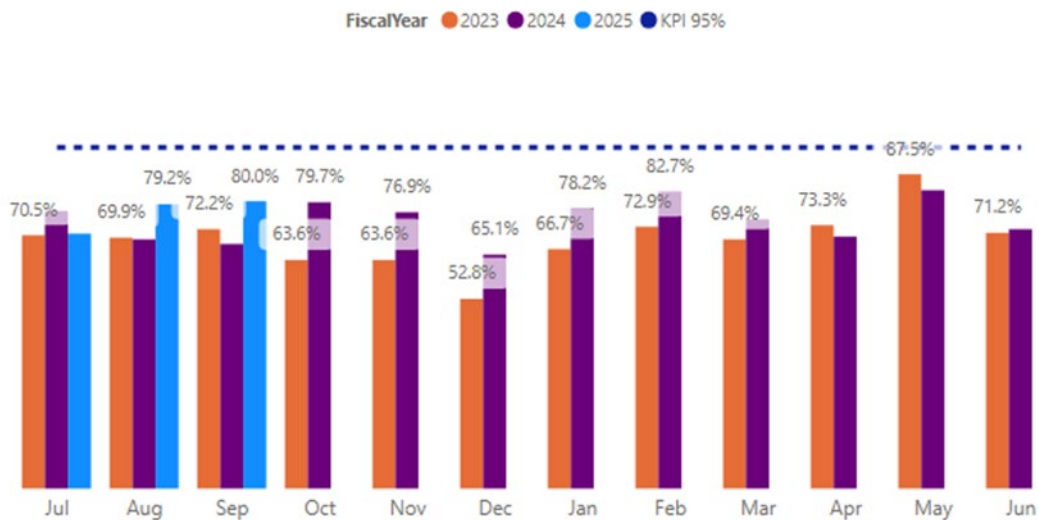
As per the Long-term Plan Levels of Service (LOS), First Security have a key performance indicator (KPI) of 95% of calls in the urban area attended within one hour and 95% of calls in the rural area within two hours. This is a challenging KPI due to the size and remoteness of the district. The graph below shows attendance times in relation to the LTP LOS KPI for all First Security noise call outs in July and August 2024.

### Noise Response Times KPI - On Time



The graph below shows the percentage of urban on time responses for July and August 2024.

### Noise Response Times KPI - Urban On Time

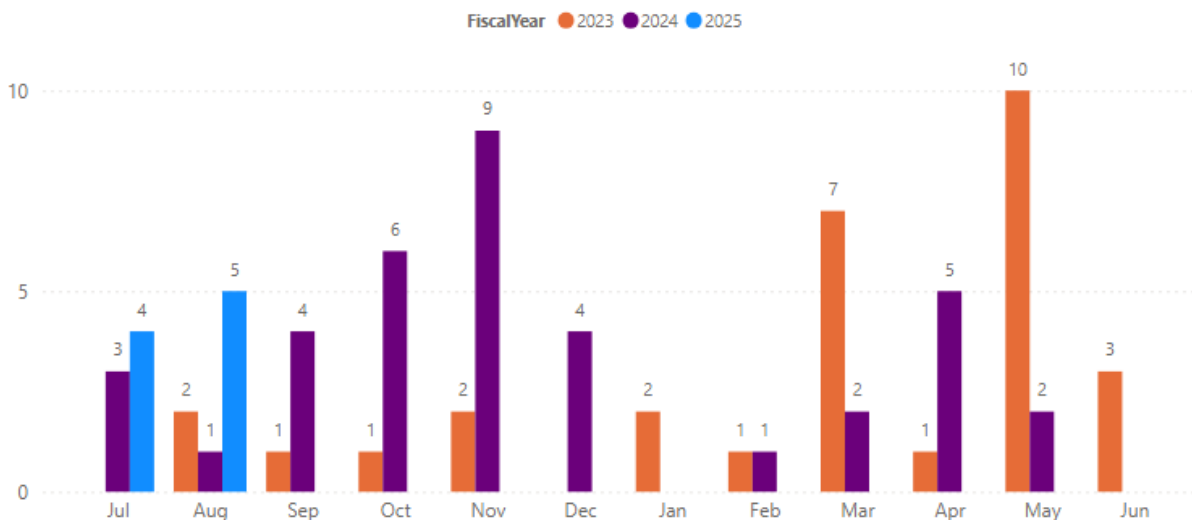


## Local Government Act 1974/2002

The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads.

As with the RMA and all other legislation used by Monitoring, escalated investigations prompt the creation of an application in the Council system, which allows for the recording of research, evidence etc. For the LGA these applications are called 'GENBYL'. The graph below shows GENBYLs created by Monitoring for LGA incidents over the last three financial years.

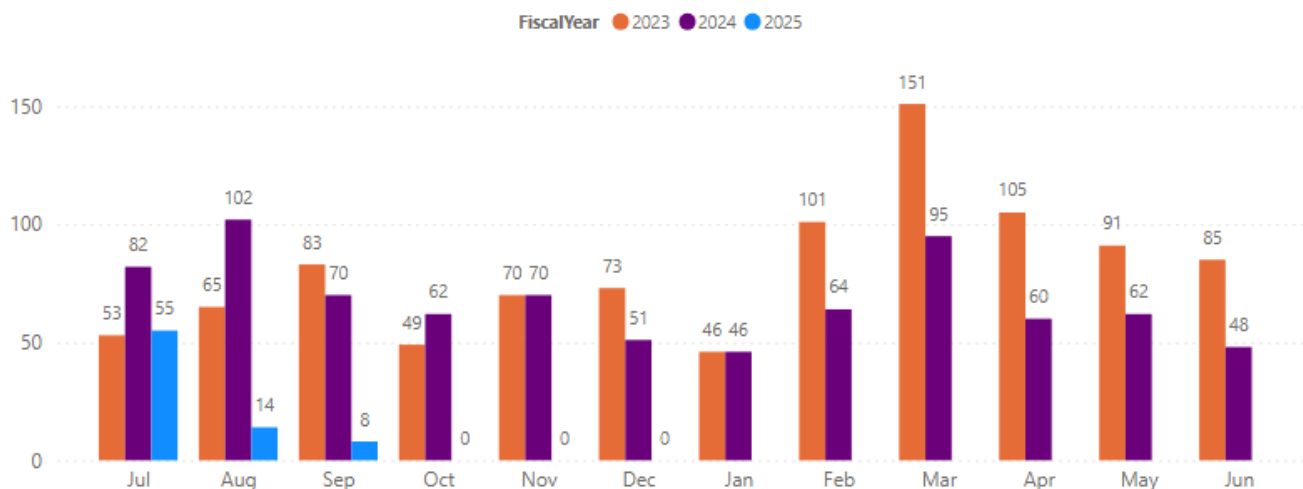
LGA/Bylaw Compliance Activity Lodged



## Parking

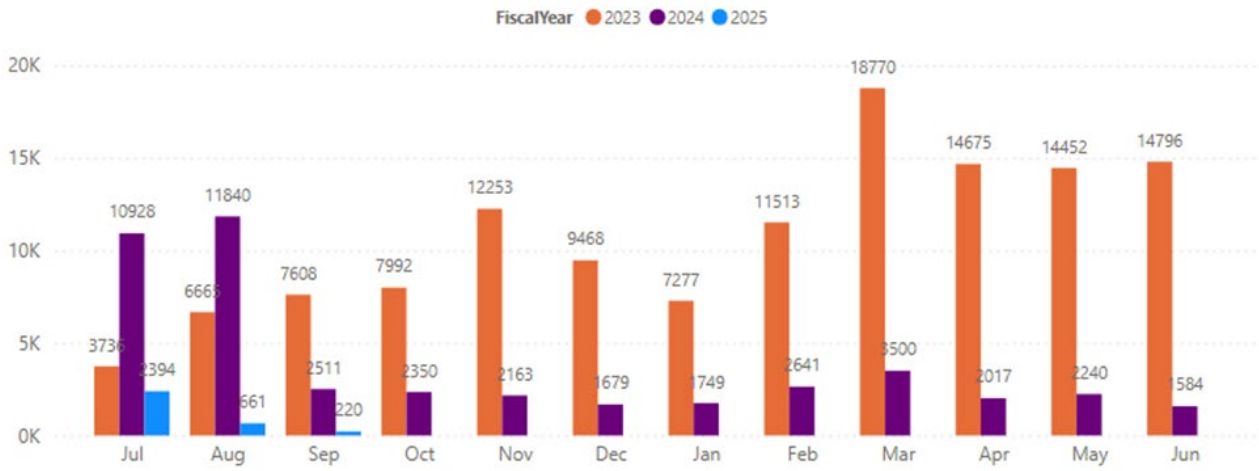
There were 55 parking tickets issued in July 2024 and 14 in August 2024. FNDC sole Parking Enforcement Officer was on extended leave throughout August 2024, hence the low number of infringements issued.

Parking Infringements Issued



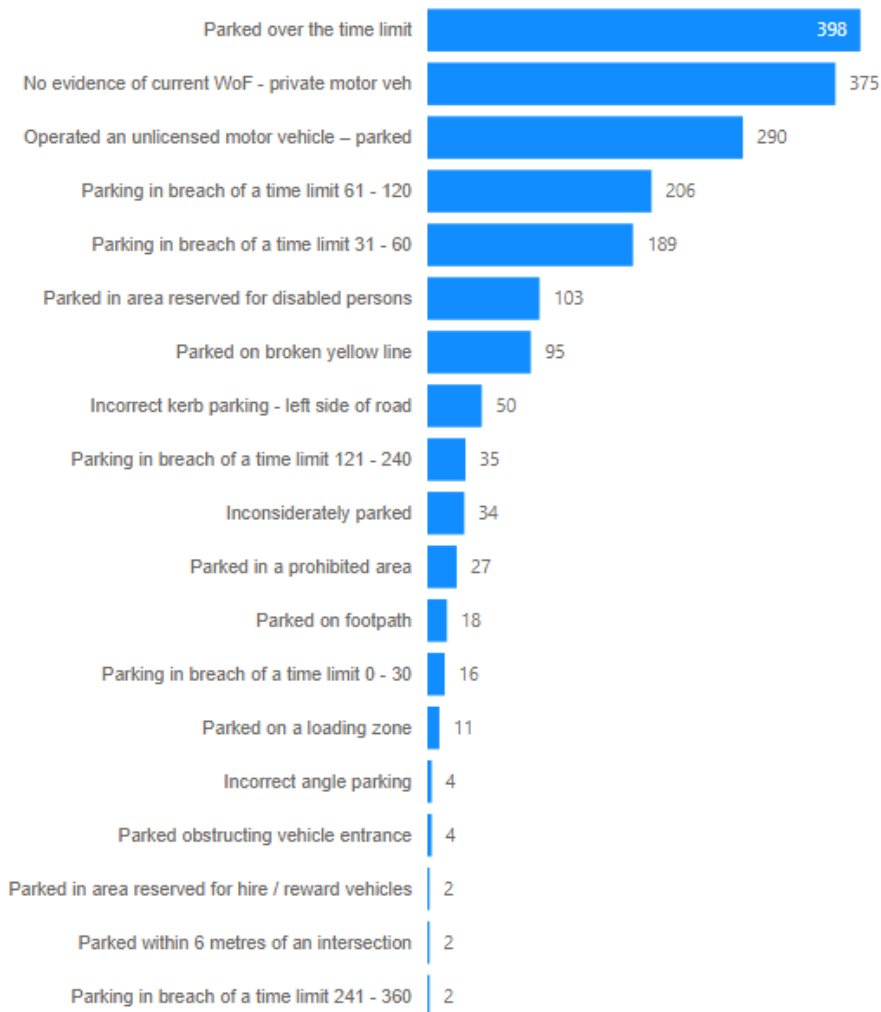
The graph below shows parking infringements by dollar amount.

### Parking Infringements Amount \$



The graph below shows a breakdown of parking infringements by offence type 2023 to present date.

### Parking Infringements by Offence Type

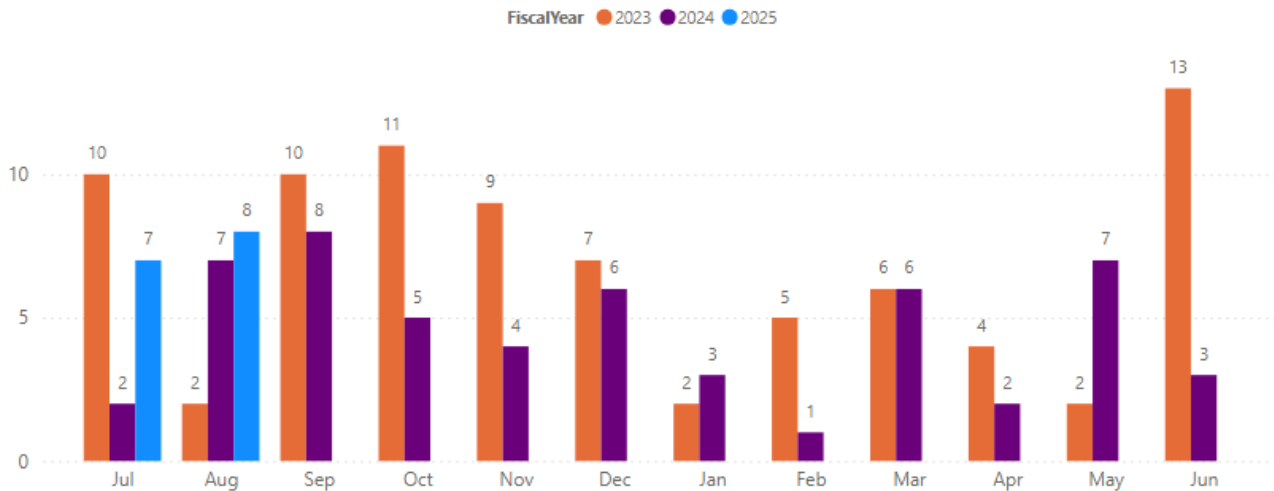


### Vehicle Crossing Applications

Monitoring has contracted out the management of vehicle crossing applications to Haigh Workman. The graph below shows applications received by FNDC and processed by Haigh Workman for the last three financial years.

There were 7 applications in July 2024 and 8 in August 2024.

## Vehicle Crossing Applications Lodged



## Road Use Bylaw Approvals

The Monitoring Team process approvals for alfresco dining, street stalls, hawker, site permits and mobile shops.

To occupy or trade from a public place, a person must obtain Council's approval to do so.

- A **mobile shop** operates for periods in one location before moving on, e.g., an ice cream van.
- A **hawker** offers goods for sale, sometimes on foot, without prior invitation to visit that private or public place.
- A **street stall** is a specific location where a business is set up for more than 30 minutes e.g., on the roadside.
- **Alfresco dining** enables the private use of public space for outdoor dining.
- A **site permit** allows an operator to trade from a specific site daily for the duration of the permit.

Mobile shop, hawker and site permit approval applications are seasonal or annual approvals.

Street stall approval applications are specific to a certain date or series of dates.

Alfresco dining approval applications are renewable on 1 July each year. The holder of an alfresco dining approval will be inspected on an annual basis. All current alfresco dining approval holders have been inspected in December.

Currently there are 21 businesses who hold a current alfresco dining approval.

Below is a list of the current alfresco dining approvals held by businesses across the District.

Approval Number	Description	Ward	
1	ALF-96	Burger Fiasko	Bay of Islands-Whangaroa
2	ALF-93	29 The Strand Limited T/A Seaside	Bay of Islands-Whangaroa
3	ALF-92	25 The Strand, Russell T/A Butterfish Limited	Bay of Islands-Whangaroa
4	ALF-83	Konnie's Kafe	Bay of Islands-Whangaroa
5	ALF-65	Kerikeri Lunchbox	Bay of Islands-Whangaroa
6	ALF-63	Avo Sushi	Bay of Islands-Whangaroa
7	ALF-50	Sushi Gallery	Bay of Islands-Whangaroa
8	ALF-49	Duke Of Marlborough Business Limited	Bay of Islands-Whangaroa
9	ALF-48	Cc's Cafe Cinema	Bay of Islands-Whangaroa

10	ALF-39	The Gables Restaurant	Bay of Islands-Whangaroa
11	ALF-37	Jimmy Jacks Rib Shack	Bay of Islands-Whangaroa
12	ALF-3	Fishbone Cafe	Bay of Islands-Whangaroa
13	ALF-98	Letz Café	Bay of Islands-Whangaroa
14	ALF-102	Spice Grill	Bay of Islands-Whangaroa
15	ALF-103	Rocksalt Restaurant & Bar	Bay of Islands-Whangaroa
16	ALF-104	EI Café	Bay of Islands-Whangaroa
17	ALF-88	Kaikohe Bakehouse Cafe	Kaikohe-Hokianga
18	ALF-99	A New Era Cafe	Kaikohe-Hokianga
19	ALF-68	Mussel Rock Cafe and Bar	Te Hiku
20	ALF-100	Jesse's On The Waterfront Cafe & Bar	Te Hiku
21	ALF-85	Beach Box Coffee and Gelato	Te Hiku

### Customer Service – Ask Nicely

Monitoring team had 34 surveys sent out in July with a response rate of 38.2%. 6 satisfied and 6 not satisfied.

# 3.07

▲ 0.29

01 Jul 2024 - 31 Jul 2024

Company — Goal: Off



TOTAL RESPONSES	SATISFIED	NEUTRAL	NOT SATISFIED	SURVEYS SENT	RESP. RATE
14	● 6	● 2	● 6	34	38.2%



Monitoring team had 45 surveys sent out in August with a response rate of 28.9% 5 satisfied and 8 not satisfied.

# 2.62

▼ -0.46

01 Aug 2024 - 31 Aug 2024

Company — Goal: Off



TOTAL RESPONSES  
13

SATISFIED  
5

NEUTRAL  
0

NOT SATISFIED  
8

SURVEYS SENT  
45

RESP. RATE  
28.9%

## Animal Management

### Introduction

Animals, in particular livestock and dogs, play a significant role in the far north lifestyle. Council understands the economic and social benefits of animals, but Council has a duty to contribute to the safety of our communities and the welfare of those animals. The goal of animal management is to reduce the risk of potential negative impacts by encouraging responsible dog ownership and working with farmers to minimise wandering stock.

### Requests For Service (RFS) Responses

630 RFS's were received for Animal Management in July, 58 urgent and 572 non-urgent.

514 RFS's were received for Animal Management in August, 57 urgent and 457 non-urgent.

Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

### Impounded Dogs

55 dogs were impounded in July 2024. 52 were released from the shelter. In terms of the dogs released 10 were claimed by their owners, 2 taken by a Rescue Group and 4 dogs adopted out to a new home. A total of 36 dogs were euthanised in July due to not being claimed by an owner and not meeting the criteria to be rehomed.

63 dogs were impounded in August 2024. 60 were released from the shelter. In terms of the dogs released 22 were claimed by their owners, 6 taken by a Rescue Group and 6 dogs adopted out to a new home. A total of 26 dogs were euthanised in August due to not being claimed by an owner and not meeting the criteria to be rehomed.

## Infringements

There were 39 infringements issued in July by the Animal Management team:

- 22 x failure to register dog - s42
- 13 x not under control – s53(1)
- 2 x Failure to control and confine – s52A
- 1 x Wilful Obstruction of an Officer – s18
- 1 x breaching dog control notices – s20 (5)

There were 32 infringements issued in August by the Animal Management team:

- 14 x failure to register dog - s42
- 12 x not under control – s53(1)
- 6 x breaching dog control notices – s20 (5)

The end of August 2024 saw a total of 6613 dogs registered across the district.

## Environmental Health Services

---

### Introduction

The safety and well-being of our communities, visitors and our environment is one of the primary functions and responsibilities of Council. We are accountable to our communities and have several obligations under primary legislation. Environmental Health Services are responsible for the administration and enforcement of these obligations.

Environmental Health Services (EHS) is responsible for:

- Food business registrations and health licensing
- Providing food verification services
- Inspections of licensed premises
- Investigating health nuisances
- Carrying out host responsibility inspections of licensed premises and
- Processing alcohol applications

### Levels of Service

Level of service 8.2.1. Food Control Plan and National Programme audits completed as scheduled.

The level of service for environmental health was amended to better express Council's commitment to the community.

**Target:** ≥95% **This Month:** 93.2% **Last Month:** 93.8%

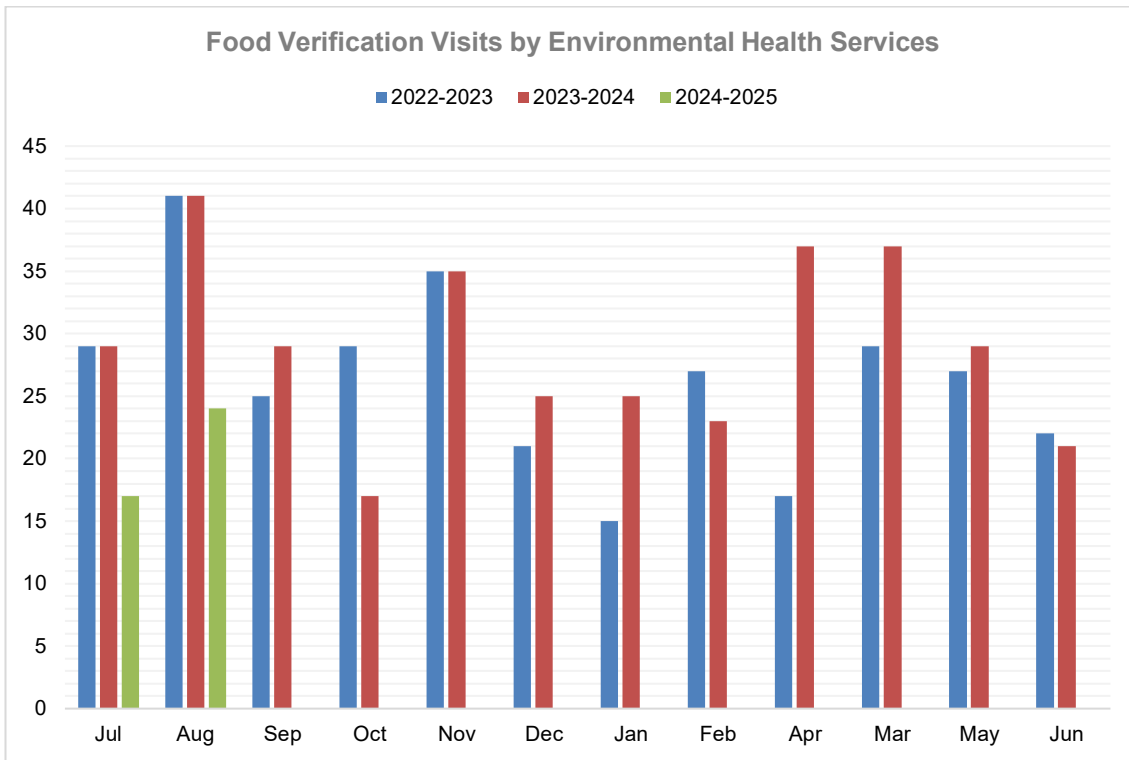
During July 2024, 18 verifications were scheduled. Of the 18 scheduled verifications, 17 were completed.

1 verification did not take place as the Operator cancelled but this was rescheduled and completed a few days later in July.

During August 2024, 26 verifications were scheduled. Of the 26 scheduled verifications, 24 were completed.

2 verifications did not take place as a verifier took unplanned leave. These verifications will be scheduled.

The following graph shows the number of verifications completed in July and August.



Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

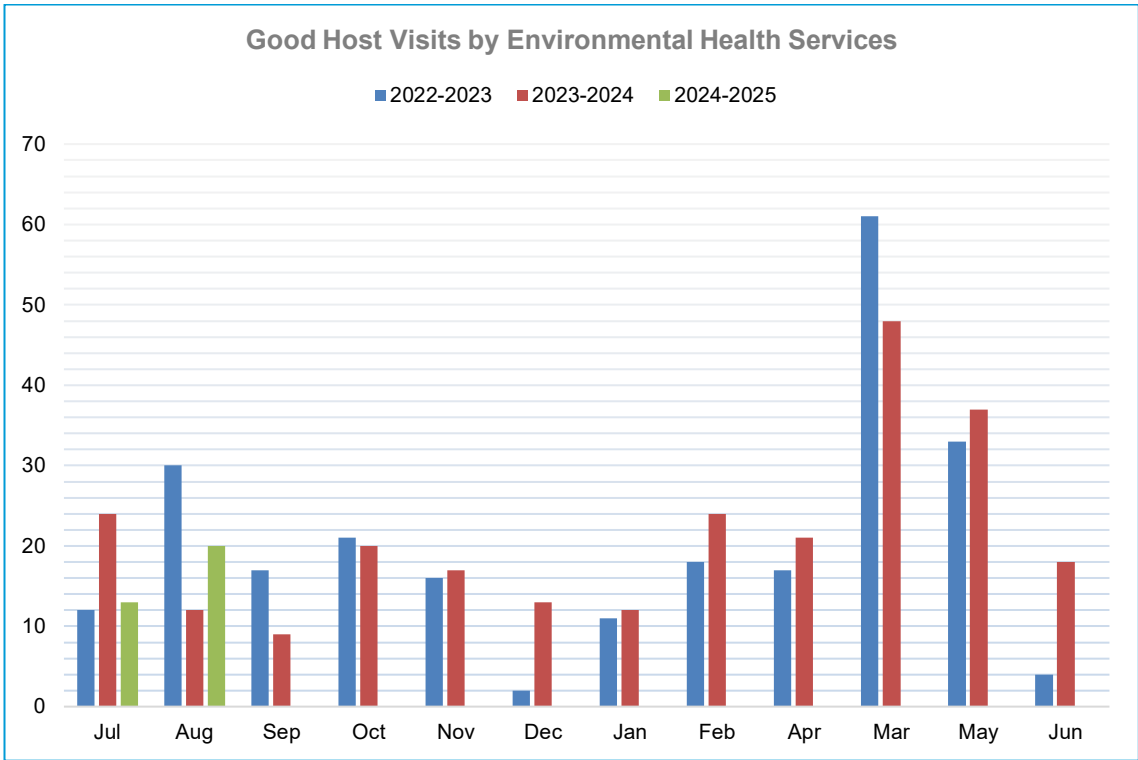
Target: ≥75% This Month: 13.8% Last Month: 109%

At present there are 263 licensed premises in the Far North District. 25 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that EHS will complete 238 visits during 2024-2025. The EHS have **205** GHV to complete by 30 June 2025.

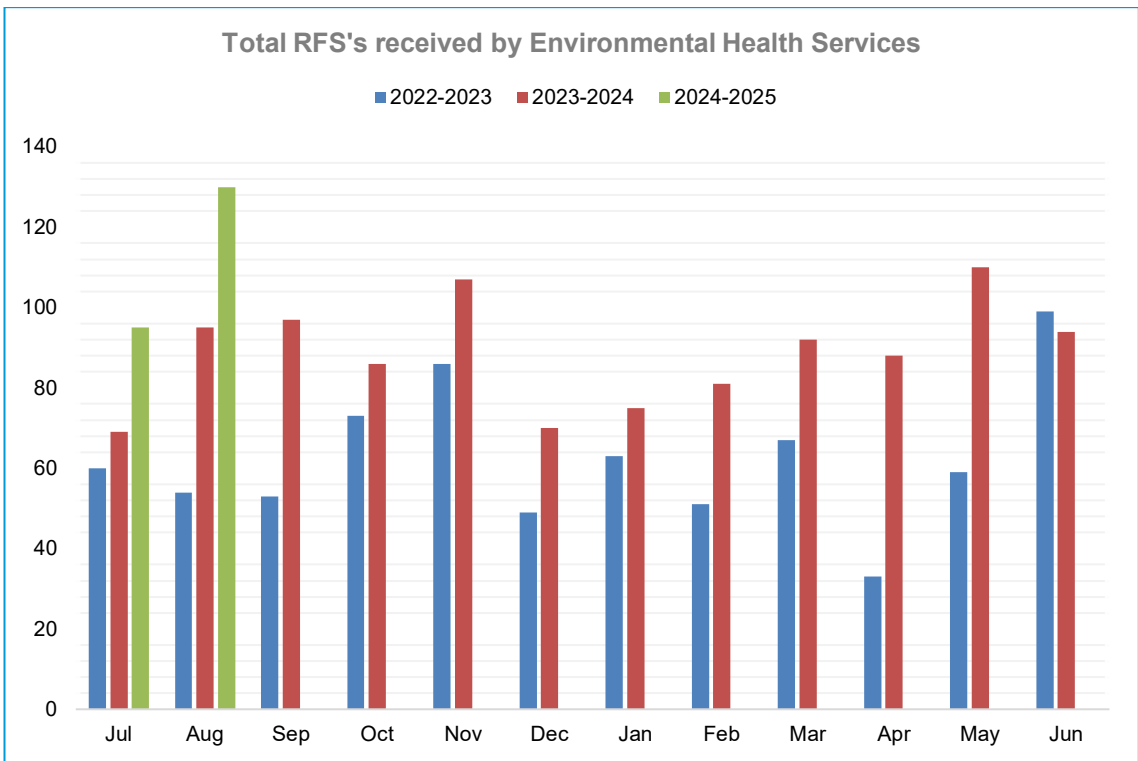
During July 2024, 13 visits were completed by EHS.

During August 2024, 20 visits were completed by EHS.

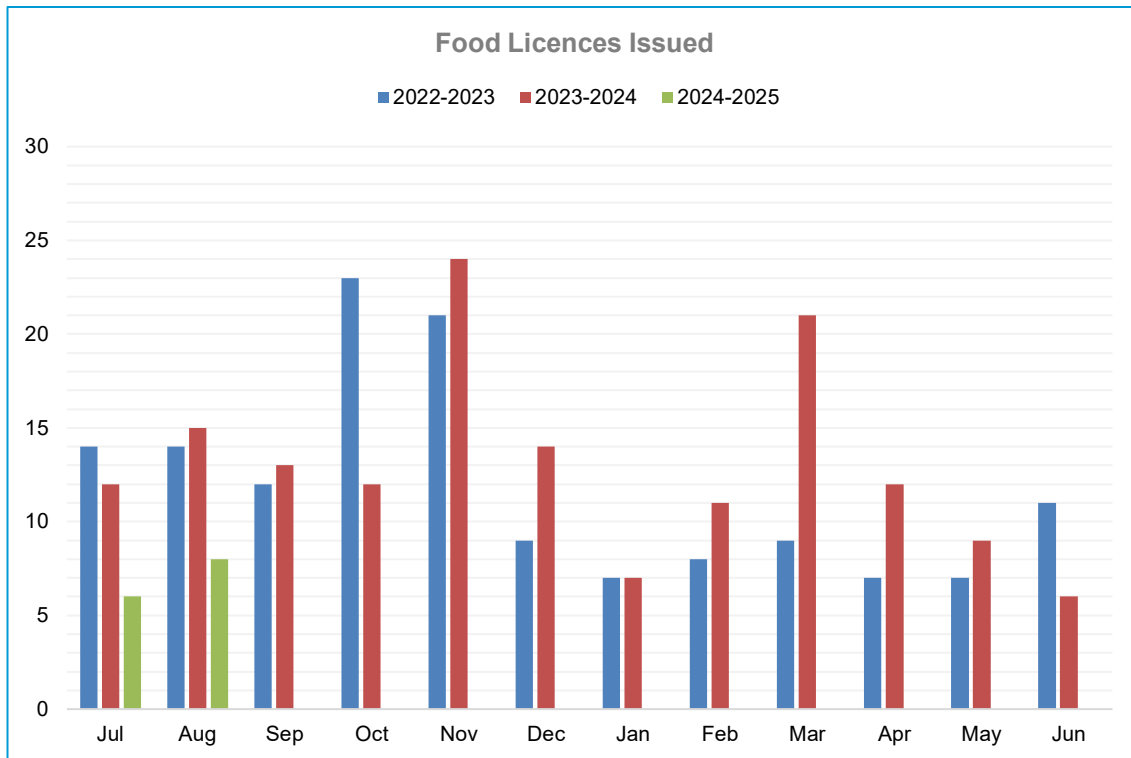
The following graph shows the visits completed in July and August:



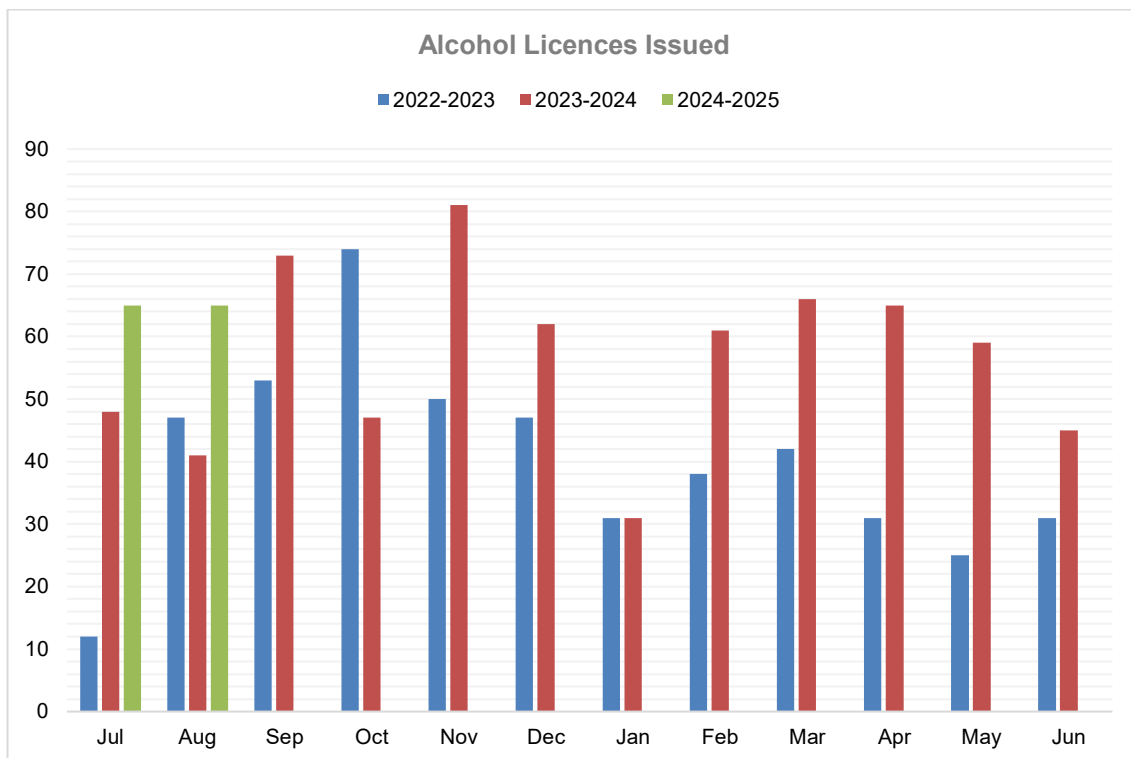
## Requests for Service



## Food Registrations Issued



## Alcohol Licences Issued

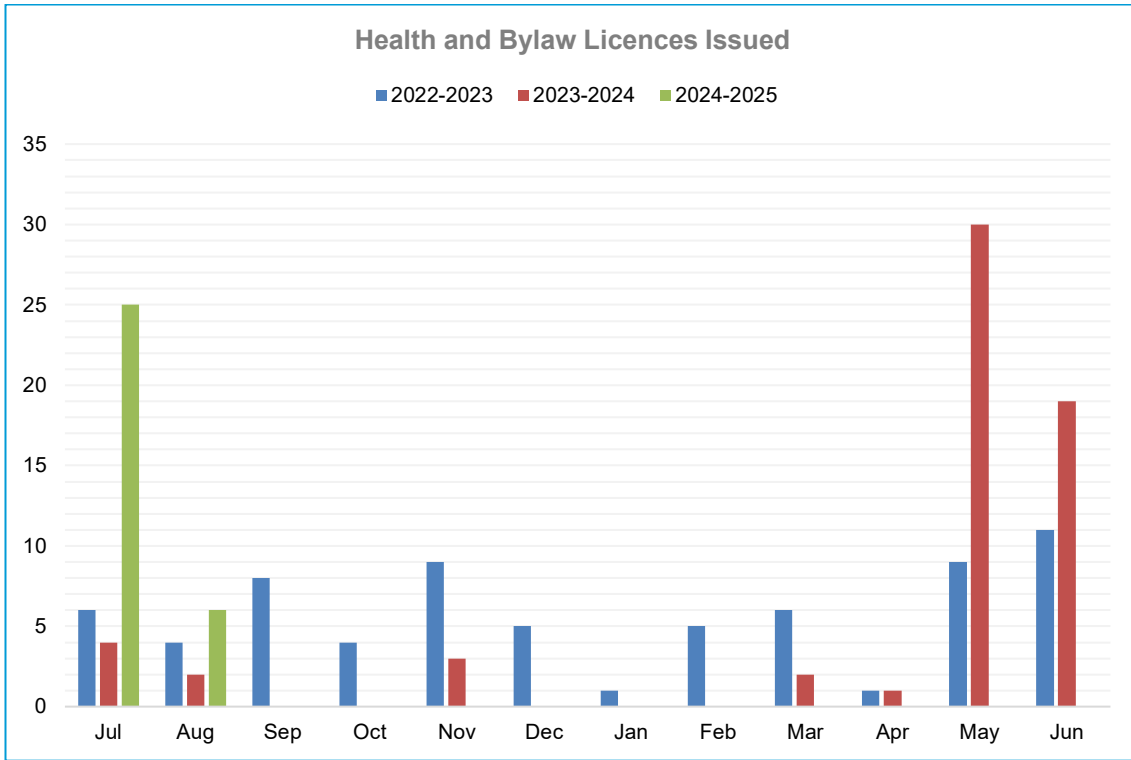


## Health Licensing

Health licences (campgrounds, hairdressers, and offensive trade operators) are renewable 1 July each year. The holder of a current health licence will be inspected on an annual basis.

In July 2024, 25 health licences were issued. In August 2024, 6 health licences were issued.

The following table shows the health licences issued in July and August:



Environmental Health will continue foot patrols across the district to identify businesses who may be operating without the necessary approval. Those identified will be required to obtain the necessary approval from Council.

### Customer Service – Ask Nicely

In July 2024, the Environmental Health Services team had 52 surveys sent out with 17 responses received, giving the team a response rate of 32.7%. There were 14 satisfied customers, 2 neutral customer and 1 customer who was dissatisfied.

For July 2024 the Environmental Health Services team achieved an average rating of 4.41 out of 5.

# 4.41

▲ 0.29

01 Jul 2024 - 31 Jul 2024

Company — Goal: Off



TOTAL RESPONSES  
17

SATISFIED  
● 14

NEUTRAL  
● 2

NOT SATISFIED  
● 1

SURVEYS SENT  
52

RESP. RATE  
32.7%

In August 2024, the Environmental Health Services team had 37 surveys sent out with 10 responses received, giving the team a response rate of 37.8%. There were 8 satisfied customers, 0 neutral customer and 2 customers who were dissatisfied.

For August 2024 the Environmental Health Services team achieved an average rating of 4.10 out of 5.

# 4.10

▼ -0.31



01 Aug 2024 - 31 Aug 2024

Company — Goal: Off



TOTAL RESPONSES  
10

SATISFIED  
● 8

NEUTRAL  
● 0

NOT SATISFIED  
● 2

SURVEYS SENT  
37

RESP. RATE  
37.8%

# Resource Consents

---

This section contains performance information for the Resource Consents department.



## Introduction

---

The Resource Consents Team is responsible for performing the Council's statutory duties, functions, and responsibilities in relation to the regulatory consenting functions under the Resource Management Act (RMA), Local Government Act (LGA) and other legislation.

Whether they relate to RMA, LGA, or other statutory consenting functions, most applications move through a process that includes the following phases:

Pre Lodgement Process	• Responding to public enquiries and holding pre-application meetings
Applications Received	• Log and acknowledge applications, notifying iwi and interested parties
Initial Review & Allocation	• Review applications and assign to planners and technical experts
Detailed Assessment	• Evaluate against District, Regional, and National planning provisions
Decisions & Approval	• Grant or decline consent applications (with or without notification or hearing)
Post-Approval	• Detailed engineering approvals and ensure compliance with conditions

A critical function of Council is enabling the sustainable use, development, and protection of the natural and physical resources in our District. This is underpinned by the Resource Management Act 1991.

### Contribution to community outcomes



*Communities that are healthy, safe, connected and sustainable*



*A wisely managed and treasured environment that recognises the role of tangata whenua as kaitiaki*



*Proud, vibrant communities*

## Resource Consents

Figure 1 below illustrates the total number of applications received under the Resource Management Act 1991 (RMA) and the Local Government Act, by month, over the last six years. Planning support lodged 107 applications in August 2024, compared to the August average of 136. This is up from the 74 applications received in June.

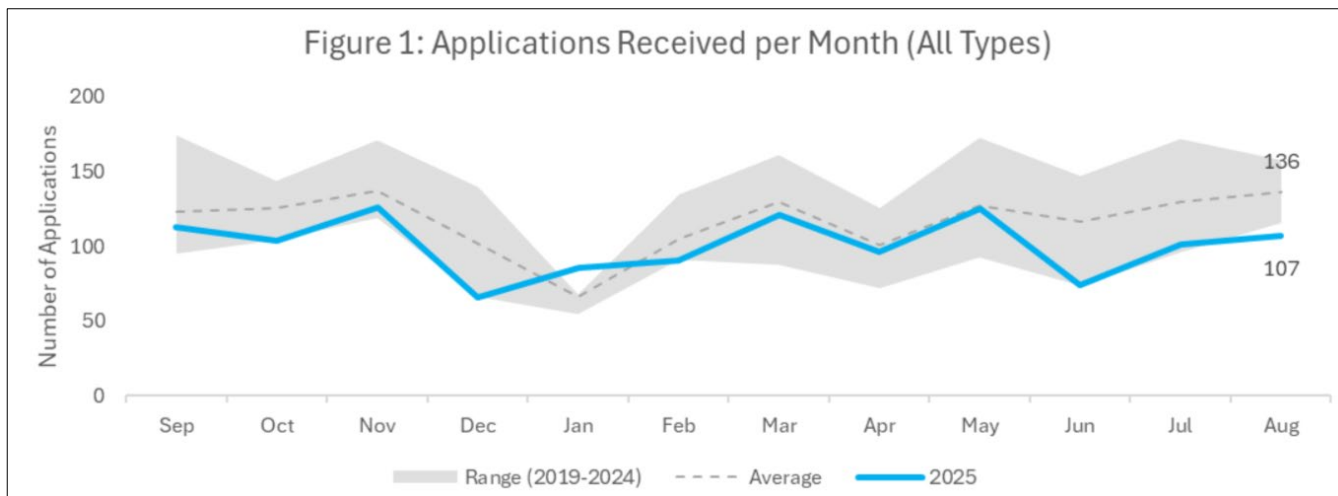
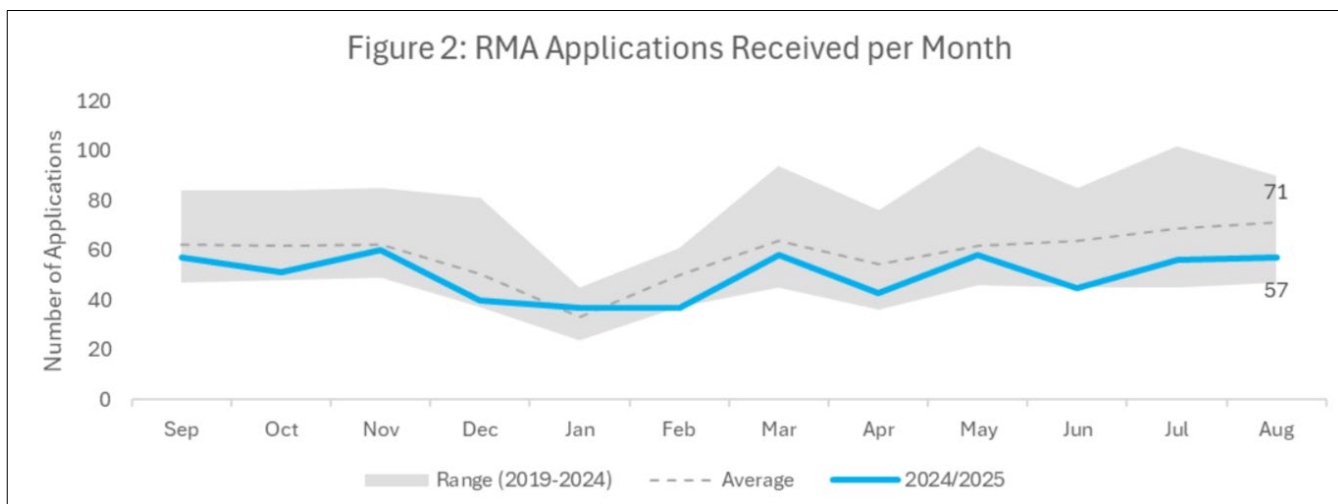
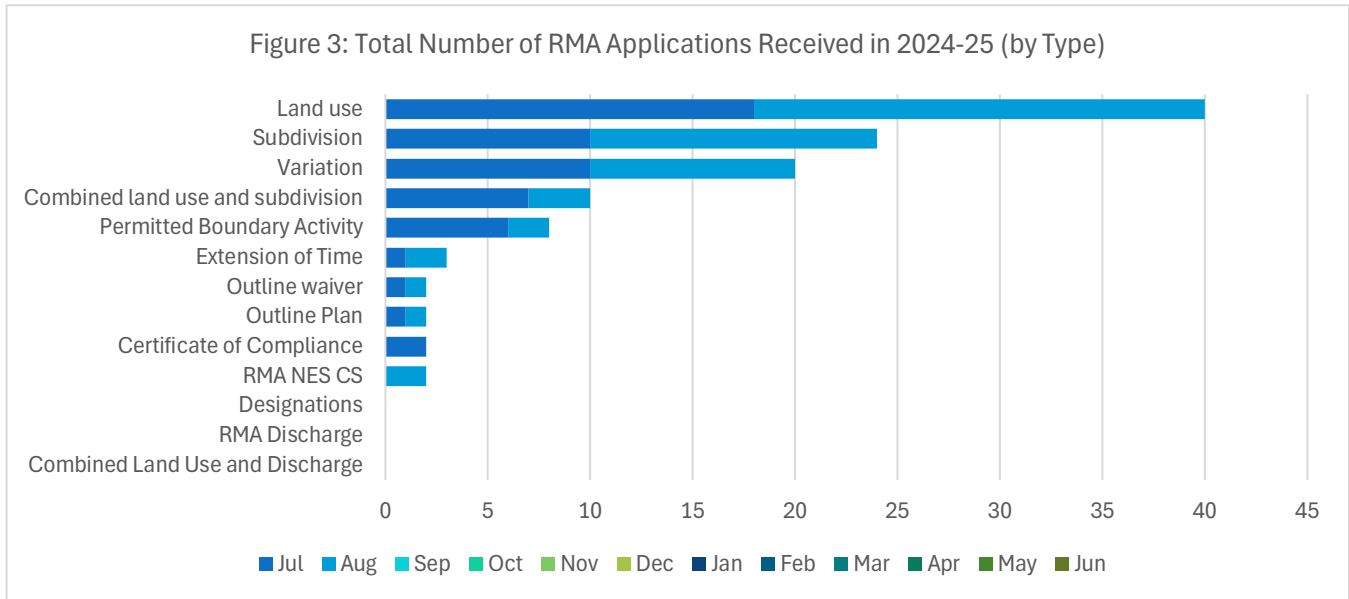


Figure 2 shows the total number of RMA applications\* received each month since 2019. A total of 57 resource consent and associated applications were lodged this month. This shows an increase from the 45 received in June but remains below the August average of 71 over the preceding 5 years.



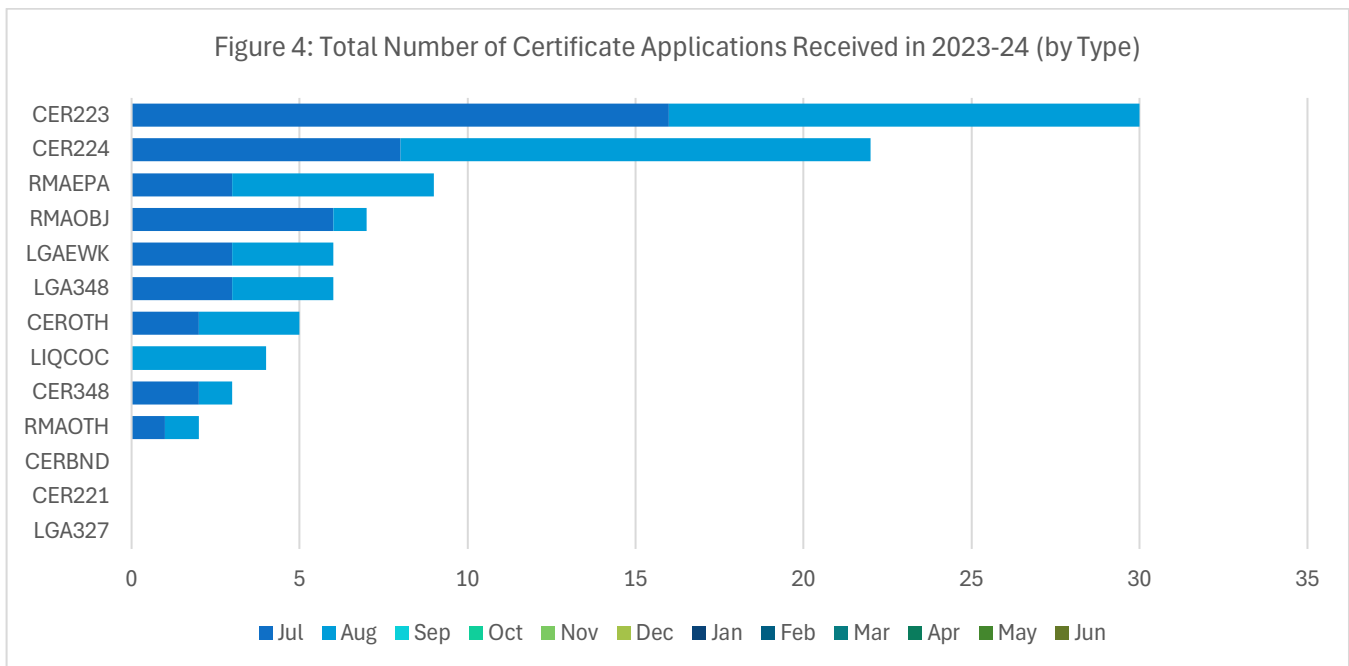
\*Refers to RMA applications lodged that have statutory timeframe reporting but excludes certificates.

The types of RMA applications required to be reported to the Ministry for the Environment (MfE) in relation to compliance with statutory timeframes vary in complexity. Figure 3 below illustrates the relative volumes of each application type for the 2024-25 financial year to the month of August:



### Certificate Applications Received

In addition to the statutory application consenting functions, the RC Team performs numerous compliance certification functions under the RMA, LGA, and other legislation. Figure 4 details the cumulative number of certificate and other applications (by type) received monthly for the current financial year as at August:



Note: Figure 4 above includes CERBND (1) applications which are not included in the BI reporting presented in the applications lodged section above.

### Decisions issued.

#### July Decision Metrics

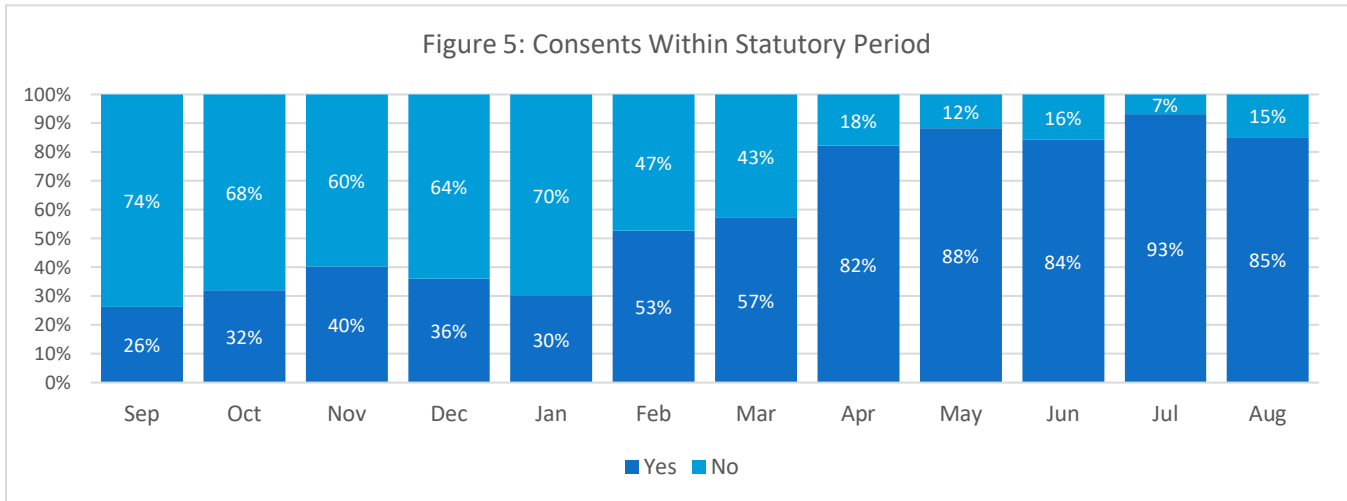
The Resource Consents team issued 63 decisions under the RMA and LGA in July, of these decisions, 29 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment

(MfE). Two consents were outside statutory timeframes and 27 consents within statutory timeframes in July, resulting in 93% compliance rate.

### August Decision Metrics

The Resource Consents team issued 87 decisions under the RMA and LGA in August of these decisions, 47 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). Seven consents were outside statutory timeframes and 40 consents within statutory timeframes in August, resulting in 85% compliance rate.

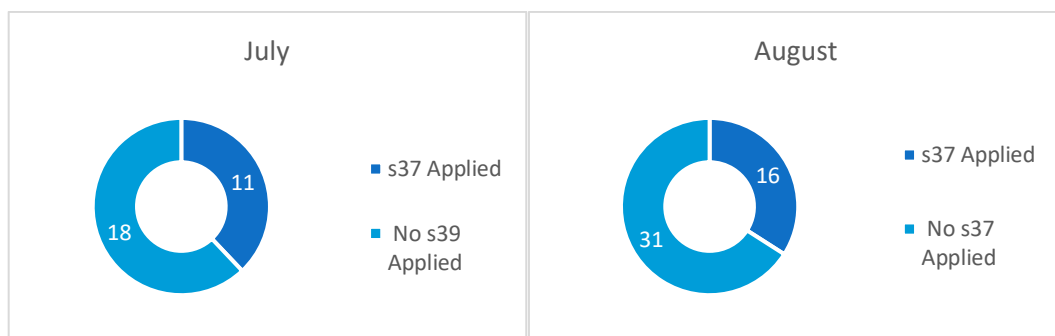
The Resource Consents Performance graph below\* shows compliance for the previous 12 month rolling period:



**\*NOTE:** This is a snapshot as of 6 September 2025 and may be subject to change due to objections, corrections, or administrative amendments.

### Application of s37 to extend time frames.

Of the 29 RMA applications being processed in July 2024, 11 of them had applied s37, and of the 47 RMA applications signed off in August 16 had applied s37 of the Resource Management Act to extend timeframes. Refer Figure 6 and 7 below.

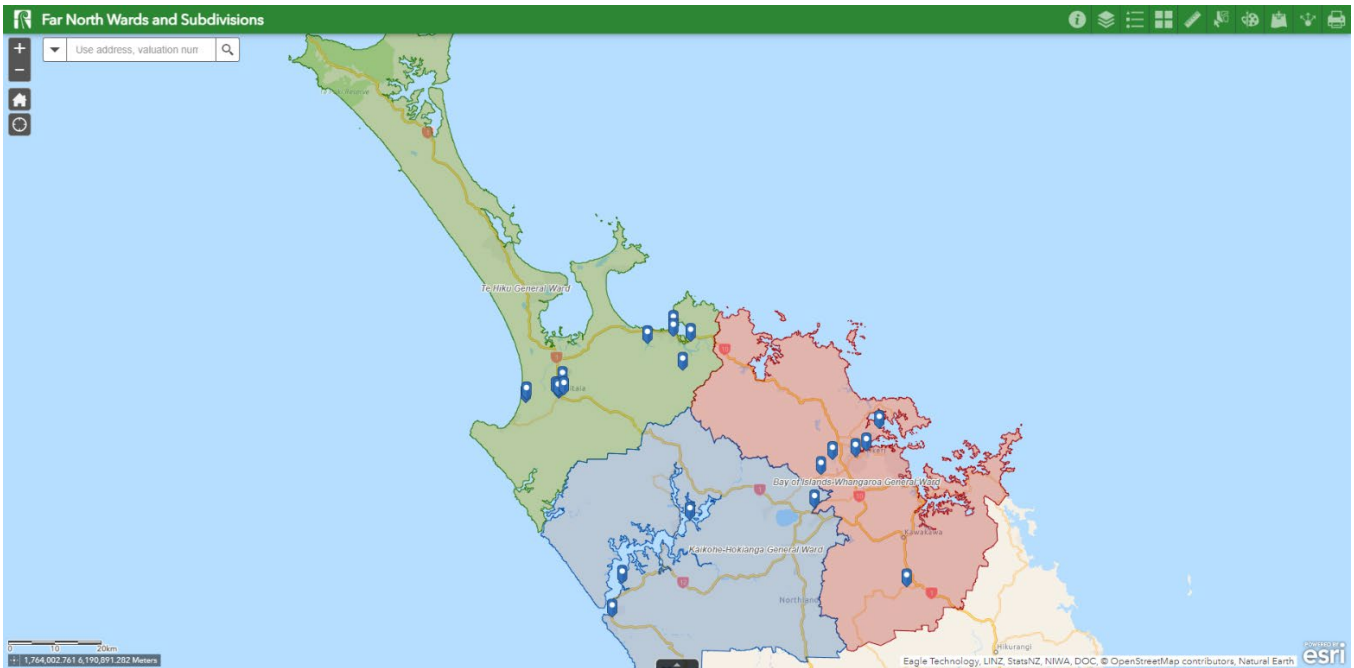


**Figures 6 and 7:** application of s37 during July and August 2024.

## Location of Subdivisions Completed

A total of **12** subdivision completion (s224) certificates were issued in July 2024. The breakdown by Ward was **4** in Te Hiku, **3** in Kaikohe-Hokianga, and **5** in Bay of Islands-Whangaroa, as illustrated on the map below:

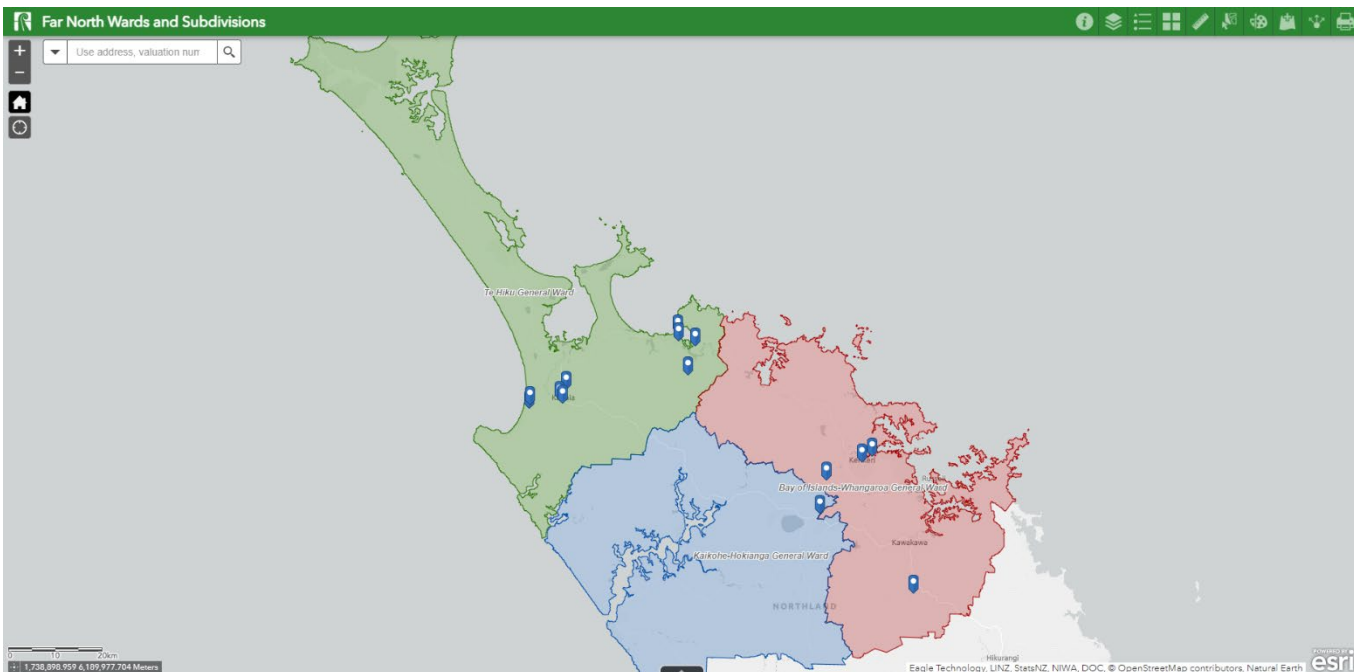
Update Map



**Figure 8:** Location of subdivision development by ward for July 2024.

In August a total of **12** subdivision completion certificates were issued. Of these, **2** were in Te Hiku, **2** in Kaikohe-Hokianga, and **8** in Bay of Islands-Whangaroa, as shown on the map below:

Update Map



**Figure 9:** Location of subdivision development by ward for August 2024.

## Trends, News and Success Stories

### Discounts

The amount paid out in Discounts under the Resource Management (Discount on Administrative Charges) Regulations 2010 has been steadily declining each month. The last financial year saw a total of \$965,021.55 paid out to customers due to consents going over 20 days. This last two months saw \$41,246.00 discounted in July and \$22,744.00 in August. This is a substantial drop from the 23/24 year when \$130,000.00 was discounted in August. Four of those consents over statutory timeframes were legacy consents and the other six went over due to staff vacancies in engineering.

### Hearings

The Hearing held in August for the Wine tasting room on Paewhenua Island, State Highway 10, Mangonui was granting with no appeal received.

### Environmental Court Hearings

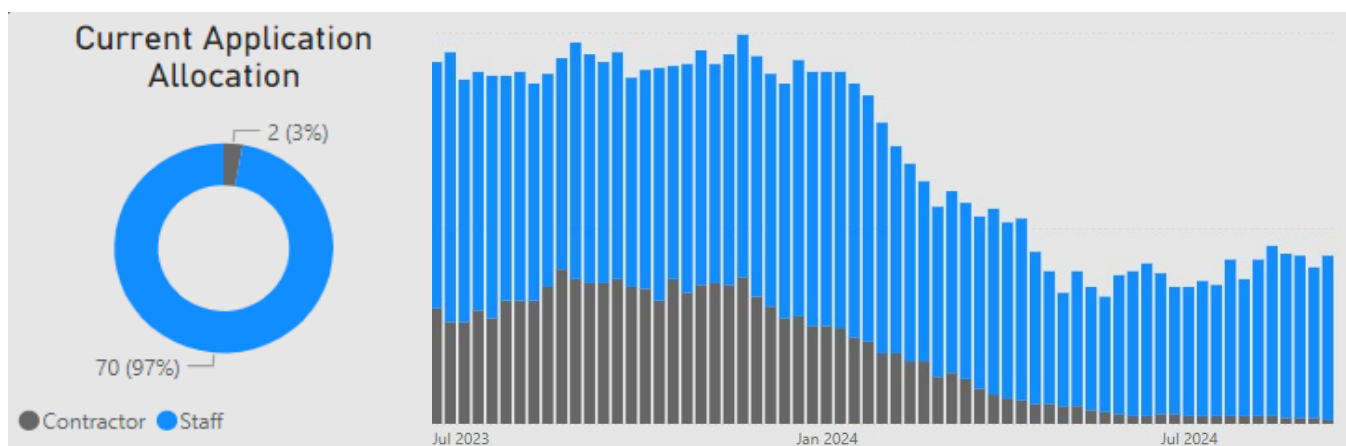
The conditions for the Neil Construction Limited, 119 lot rural residential subdivision on Kapiro Road, Kerikeri are still being worked through specifically regarding the management of the land adjacent to the Kerikeri River as either scientific reserve as decided by the Environment Court Judge or a Recreation Reserve preferred by FNDC.

Mediation is set down for the 21<sup>st</sup> October for the appeal made to the Environment Court by submitters involved in the Medical Centre (with associated chemist, retail and café activities) recently approved on State Highway 10 outside of Kerikeri.

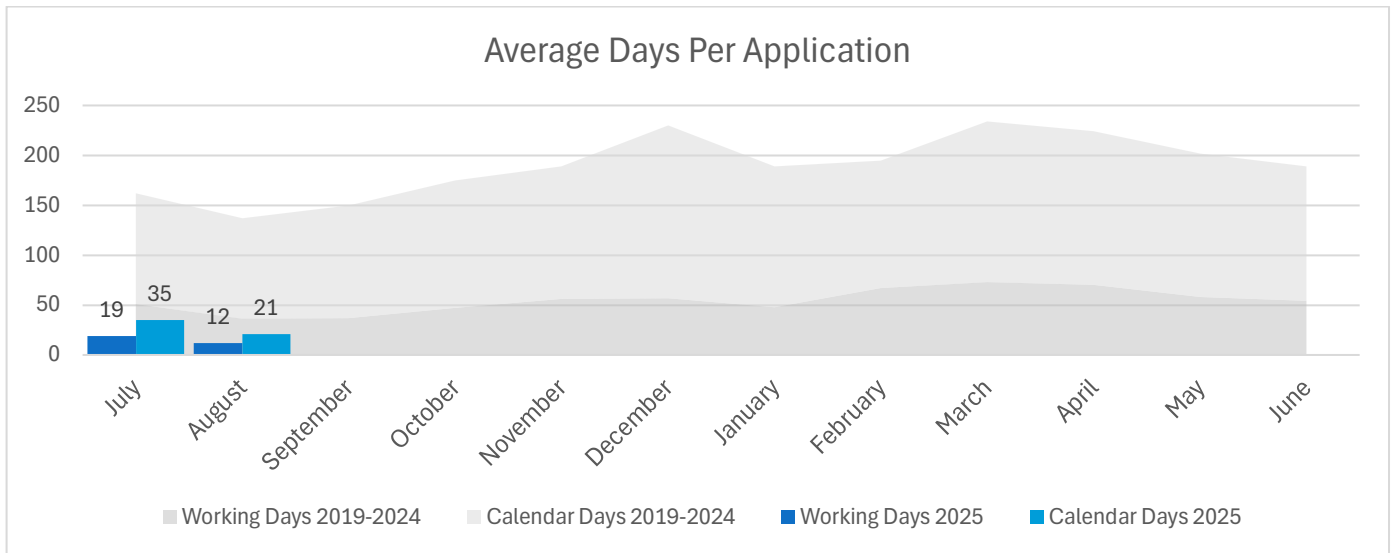
### Processing Timeframes

The decrease in the use of consultants for processing resource consents has been continuing to an almost all time low. Now only those applications where an independent consultant is desirable to mitigate any perceived conflicts of interest are allocated to consultants. Only 3% of current applications are being processed by consultants, down from 11% when last reported in June.

**Figure 10:** Proportional split of applications allocated to staff versus consultants (2023-24 Financial Year)



The RC Team continue to be dedicated to increasing performance across all aspects of the business, and the metrics show the results of this effort. The number of days taken to process applications (whether measured in working days or calendar days) has been on a positive downwards trend for the 2023/24 financial year, as illustrated below:



**Figure 11: Average Working Day per application**

### Use of commissioners' vs internal staff for delegated authority

The number of RMA applications being received for review and sign off in July works out at average of 13 per week. August showed a small drop with an average of 10 decisions signed off per week. The proportion of decisions signed off by a commissioner sits at approximately 80/20. The number of applications being able to be signed off by internal staff is increasing, however the use of independent commissioners will still be required from time to time, to provide an independent review of applications that have an internal conflict of interest or for more complex applications that requires time to review that is not available to internal staff.

This compares to May 2023 where on average 18 RMA decisions were signed off on average per week, and June 2023 where 1 decision were signed off every week.

With an average time of 3 hours required to be spent on each application by the delegated authority this works out at 39 hours per week for July 2024 and 30 hours per week for August 2024.

### Staffing

We also welcome Kubra Dunder RC Engineer, who started on August 19th 2024 and Azalea Warren, RMA Support Officer who started on the 8<sup>th</sup> July 2024.

Swetha Maharaj will be Acting Senior Planner during Whitney Peat's maternity leave period. There are currently 5 positions vacant across the teams, which are being actively recruited to:

- Senior Engineer Resource Consents (Permanent)
- 2x Resource Consents Engineer (Permanent)
- 2 x Senior Planner Resource Consents (Permanent)

### Training and Conferences

Leeara Maxwell Team Leader RMA Support and three of the RMA Support team attended a two-day event held in Auckland recently. The event was called the PA & Event Planner Show, which had two key focus areas; 'Using AI in the admin space and how to cope and manage workloads now that the workplace has evolved to staff working from home. The two-day event included a keynote speaker that was Barack Obama's former Executive Assistant, Reginald L. Love, this was a highlight for the FNDC attendees.

In July and August, our team participated in several valuable training sessions to enhance our skills and knowledge. Team members attended the "Planning for Māori Values" and the "Resource Consent Processing Series" training provided by NZPI, which deepened our understanding of culturally responsive planning and improved our consent processing capabilities. Additionally, our team leader, Brian Huang, participated in the "Emerging Leaders of New Zealand" course, which focuses on self-awareness and discovering personalized leadership approaches. Furthermore, the entire planning team undertook the QEII Covenant training, which heightened awareness of conservation practices related to protected areas.

## Customer and Relationships

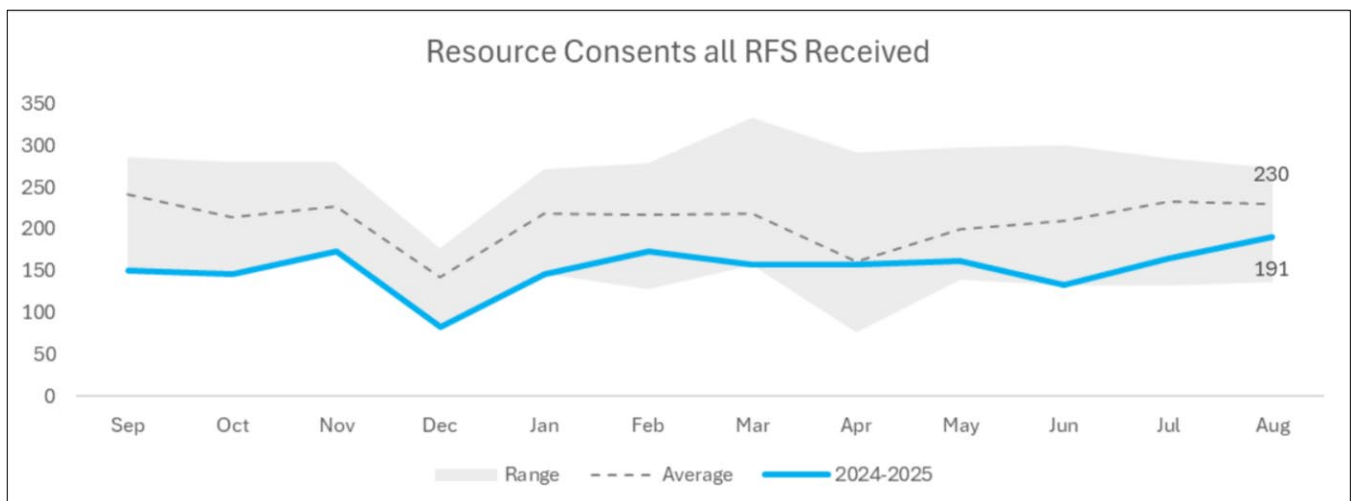
### Ask Nicely Results

Resource Consents sent out 58 customer service surveys in July 2024 with 12 responses received, giving the team a response rate of 17.20%. There were 6 satisfied customers, 2 customers dissatisfied, and 4 neutral customers.

Resource Consents sent out 38 customer service surveys in August 2024 with 38 responses received, giving the team a response rate of 26.3%. There were 7 satisfied customers, 3 customers dissatisfied and 2 neutral customers.

### Request for Service Responses

The Duty Planner and our admin staff are constantly under time pressure to answer Requests for Service (RFS) and are helped by planners when RFS's become backlogged. The figure below indicates the number of RFS received aggregated across both teams with July receiving 165 requests for service and slight increase in August to 191.



## Housing and Major Developments

### Current larger housing projects

Despite the slowed economy, the Far North District remains a hot pot of development activity. The Resource Consents Team is currently handling 19 large-scale applications, including 3 Papakāinga developments lodged in August and 4 in July. These Papakāinga applications span a mix of larger developments up to 30 units and 7 smaller-scale projects, each with up to 6 units. Additionally, two large-scale Kāinga Ora developments are under review, with projects ranging from 15 to 90 lots. Alongside these, the team is also processing 3 smaller Kāinga Ora applications, each comprising up to 6 lots.



## Coalition Government updates

### RMA reform

The Government has made several recent announcements outlining the next steps in its resource management reform programme. Among these were proposed changes to the Fast-track Approvals Bill and the introduction of a second bill to make targeted amendments to the Resource Management Act (RMA). The proposed second RMA bill will be focused on addressing the most immediate resource management issues to enable growth in infrastructure, renewable energy and housing and other development sectors.

The changes will be bundled into four packages.

An Energy and Infrastructure package – which includes the Government’s Electrify NZ plan, announced on 26 August – will see amendments to the NES for Telecommunications Facilities, and an NPS for infrastructure introduced.

A Housing package will include amendments to the NPS - Urban Development and NPS - Highly Productive Land and other changes aimed at enabling housing and papakāinga development and changes to the way heritage buildings are managed in urban planning.

Farming and the Primary Sector includes proposals relating to freshwater, indigenous biodiversity, commercial forestry and marine aquaculture.

Emergencies and Natural Hazards, focusses on providing a comprehensive, nationally consistent framework for addressing the risks posed by these hazards, including increased risk from climate change.

### Fast Track Bill Changes

The Government announced it was recommending changes to the Fast-track Approvals Bill (FTA Bill). The key changes are:

Final decisions on projects will not sit with Ministers but with the Expert Panel.

Expert Panels will include expertise in environmental matters; will include an iwi authority representative when required by Treaty settlements; and will include Māori development expertise in place of mātauranga Māori.

Timeframes for comment at the referral and panel stages will be extended in order to give parties, including those impacted by a proposed project, more time to provide comments.

### Highly Productive Land policy amendments

Changes to the National Policy Statement for Highly Productive Land 2022 (NPS-HPL) will come into effect on 13 September to enable a consenting path for new renewable energy projects, indoor primary production (such as poultry and piggeries) and greenhouses.

### Granny Flat Changes

FNDC provided feedback on options to make it easier to built granny flats on properties with existing homes on them. It’s proposed that self-contained granny flats up to 60m<sup>2</sup> could be built without the need for a building or resource consent, to save time and reduce costs. Final policy decisions will be made by Government later this year, and the legislative changes are expected to be in place from mid-2025 RMA Reform Implications

# Property and Facilities Management

This section contains performance information for the Property and Facilities Management department.

## Introduction

The Property and Facilities Management department consists of two teams: Property Management and Technical Operations.

Throughout the district there are many facilities managed by Council and made available for public use, such as playgrounds, parks and reserves, sports fields, public toilets, visitor destinations and town centres. These facilities contribute to the liveability of our communities, providing places and spaces for residents to connect and enjoy themselves and to enhance the visitor experience.

Facilities include:

- Cemeteries
- Civil and community buildings
- House for the Elderly
- Recreation
- Town maintenance, public toilets, and car parks.



Council disposal facilities across the district provide refuse and recycling services to protect the health of our communities and environment. Our responsibility is to manage refuse appropriately and to provide facilities that meet the needs and expectations of communities.

Key facts about solid waste management:

- 15 refuse/recycling transfer stations
- 1 landfill at Russell
- 1 Resource Recovery Centre at Kaitaia
- 10 community recycling centres



### Contribution to community outcomes



*Communities that are healthy, safe, connected and sustainable*



*Proud, vibrant communities*



*Connected communities that are prepared for the unexpected*



*A wisely managed and treasured environment that recognises the role of tangata whenua as kaitiaki*

# Property Management

## Introduction

The Property Management team, which consists of 6 staff manage the daily oversight of all residential and commercial leases including leases over Reserves, burials and events. The team works closely with Facilities Operations and Asset Management & Project Delivery teams to deliver consistent outcomes for the community.

The Property Management team perform the following functions:

- Commercial and community lease management
- Housing for the Elderly property management
- District Facilities contract management and payment
- Property management administration
- Financial reporting and support
- Support acquisition and disposal of land
- Burial and event management

## Leases

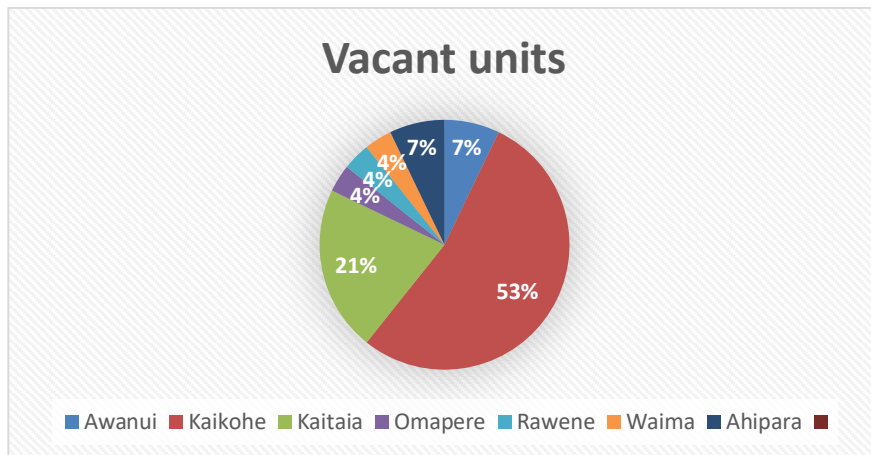
There are currently 27 historical expired leases.

## Council

- **Job Complete Ltd** – Council approved a new commercial lease on 11<sup>th</sup> July and negotiations have begun.
- **Te Rarawa Rugby Club Incorporated** – Council approved the granting of the ground lease to the club and lease negotiations have begun.

## Housing for the Elderly

We currently have 28 vacant pensioner units:



Healthy Homes Inspections commenced 2<sup>nd</sup> September. All currently tenanted units will be assessed and issues will be remedied as the reports are presented to FNDC staff.

## Cemeteries & Events

- We have carried out 3 event bookings with 3 more underway. In September a Movie in the Park will be held at Memorial Park in Kaikohe, and applications for the Kerikeri Half Marathon have commenced.
- We continue to carry out meetings with community cemeteries, including meeting customers on site to ensure the plot they request is available.

# Technical Operations

---

## Introduction

The Technical Operations team is the operational arm of council and comprises of five staff who manage a wide range of activities across our green spaces and facilities, our primary function being to ensure council facilities are well maintained and safe. The team is on the frontline and has a large degree of public and stakeholder interaction.

The Technical Operations team work closely with both the Assets and Projects and the Property Management teams enabling council to provide a holistic approach to our asset and service management.

The Technical Operations team perform the following functions:

- Manage the Community Services Contract.
- Oversee Cemetery Maintenance and Burials.
- Engage and Induct Volunteers.
- Ensure Contractor HSE is to a high standard.
- Undertake Contract Claims.
- Undertake building and hall maintenance.
- Handle all Green Space and Facilities related requests for service.

### Key Stats:

- 17 Community Cemeteries.
- 14 Public Cemeteries.
- 120 Burials per annum.
- 58 Halls & Community Facilities.
- 2 Million m<sup>2</sup> of Active Reserves currently mown.
- 74 Toilets to Maintain.
- 525 Bins Serviced per annum.
- Approx. 4,000 RFS's each year.

## Community Services Contract

- The past couple of months has been a big transition for the team as they navigate working with a new contractor and a new job system which provides visibility to job scheduling and completed works. Auditing of sites will be a priority in September to ensure our assets are meeting contract specifications and health and safety requirements.
- Citycare will have a new Operations Manager on board from 9 September so we look forward to working with him and towards the end of the year, he will present at the Community Board meetings.
- We have been receiving many requests around frequency of mowing. The first month of contract, July, had the less amount of mows in the year and with all the rain, means grass has been growing quick. Rest assured these spots will be visited.

## Toilets

- Bringing the toilets up to a higher standard of cleanliness has been a priority after receiving feedback from the community and from our auditing.
- We have had several toilet closures, including the Haruru Falls toilets and Pukenui Wharf toilets. Reasons for closures have been vandalism, septic blockages and failing equipment e.g pumps.
- Rangitane toilet was recently opened and handed over to the operations team to maintain.

## Key challenges

- The backlog of aged and unreviewed agreements continues to be an outstanding challenge. We are finding we are uncovering historical agreements through urgent repair work. We are reviewing and renewing agreements as appropriate to ensure consistency and clarity moving forward. We are capturing these in our system Re-Leased, to ensure this will no longer be a reactive process moving forward.
- There is many historical Requests for Service that require attention before we can close them. This is a focus the wider team are working on with a united approach.

## Ask Nicely

The team achieved an Ask Nicely score of 3.20 for the period of July and August which is a tool we use to measure outcomes from the public. Our rate of satisfied responses has decreased slightly over the past two months, with the common feedback being lack of response. We anticipated this may happen due to the contract mobilisation and having prioritised urgent requests for service, navigating non urgent when time allowed. We apologise for delay in responses and are working hard to get back into business as usual.

