

**DELIVERY AND
OPERATIONS
BUSINESS REPORT**

July 2023

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 month of July 2023.

Executive Summary

Building Services

Building Consent Authority (BCA)

The BCA has started the new financial year strong with 100% compliance in both Building Consents and Code Compliance Certificates. A total of 99 building consents were issued for the month of July. Over the last six years, the average number of consents during the month of July was 115, so this year is 16% lower than previous years which is likely due to the slowing economy and inflationary pressure.

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

The BCA is currently recruiting new staff following several staff movements recently. Retention of staff is by far the biggest risk the BCA is facing currently.

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.

Compliance

Monitoring

Monitoring received 167 Requests for Service (RFS) in June, 50 more than the previous month.

A total of 49 noise complaints were received and responded to during the month, 17 less than the preceding month.

There was a total of 85 parking infringements issued in July 2023. 29 of these infringements were for vehicles showing no evidence of a current Warrant of Fitness (WoF) and 20 infringements were issued to vehicles with no current vehicle licence (registration).

This follows the agreed revised approach focusing on registration expired over two months. The trial for WoF and vehicle registration enforcement finished on 30 June 2023. A report will go to Council for a decision on its continuation in August.

The majority of 'other' infringements were issued for breach of time zone regulations.

Animal Management

675 RFS's were received for Animal Management in July, 57 urgent and 618 non-urgent. The increase in non-urgent RFS is due to the current registration renewal period. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

40 dogs were impounded in July. 48 were released from the shelter. In terms of the dogs released, 12 were claimed by their owners, 14 taken by a Rescue Group and 3 were adopted out to new homes. A total of 19 dogs were euthanised in June due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 24 infringements issued in June by the Animal Management team:

- 16 x failure to register dog - s42
- 5 x failure to keep dog under control – s53(1).
- 3 x breaching dog control notices – s20 (5)

Environmental Health

A total of 26 Food Verification audits were completed in July 2023.

During July, 24 good host visits were completed. The level of service target is that 25% of licensed premises are visited once every four years, however the team saw all trading licensed premises visited last year.

A total of 65 Requests for Service (RFS) were received in July, 30 less than the previous month.

Resource Consents

July saw no significant change in the number of applications received but has been a quiet month. There is no current backlog of unallocated applications resulting in less reliance on consultant planners for business-as-usual processing, however, overflow is still being allocated externally. There is still a high reliance on consultant engineers due to limited internal capacity and vacant positions within the engineering team.

The Resource Consents team issued 40 decisions under the RMA and LGA in July 2023 compared to 101 in June. Of the 40 decisions, 36 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 19 consents were outside statutory timeframes and 17 consents within statutory timeframes in July, resulting in 47.22% compliance rate, a significant improvement on previous months, noting the low volume of decisions.

The overall low compliance rate is a direct effect of large volumes of applications, reduced consultant processing capacity and staff vacancies in 2022 which resulted in a high number of applications being allocated late. These are now reaching decision stage. Decisions continue to be a bottleneck as there is not enough internal capacity to process them. A third independent Commissioner has been engaged to assist.

The following positions are currently vacant:

- Team Leader Resource Consents (Permanent)
- Resource Planner (Permanent)
- Resource Planner (Fixed Term)
- Intermediate Planner (Fixed Term)
- Consents Planner
- Senior Resource Consents Engineer (Fixed Term)

The Team has engaged a recruitment agency to assist with locating staff in a very competitive market. The team has successfully recruited a manager, a team leader, an intermediate planner, and a graduate engineer in July. An existing Consents Planner has accepted the role of Resource Planner, leaving a Consents Planner role vacant.

Property and Facilities Management

Property Management

Property Management focus over June/July has been the continued work to renew expired Community leases with several reports being presented to all three Community Boards for recommendation to Council in August. The lease process can be long due to the requirement for public consultation for leases over reserves, the team manage this well and focus on communication to keep stakeholders informed through to completion. Another key focus for the team has been working with the Turner Centre to effectively manage the change of ownership to Council.

Assets and Project Delivery

Assets and Project Delivery have had a few key areas of focus through June/July which has been Housing for the Elderly units, with the preparation of the Housing for the Elderly divestment workshop and Housing for the Elderly upgrades. The team are working well to ensure these works are being carried out in a manner that supports the wellbeing of tenants. Kaitaia Airfield is a key focal point with the Airfield Management Agreement now extended to June 2024, permitting continued operation of the airfield.

Technical Operations

Technical Operations focus over June/July was on financial year end, with supply chain issues and contractors finding challenges in recruitment a large backlog of work had formed. An added complexity was the several hundred bulk PO's the team has in place to manage recurring maintenance activities. Thanks to excellent teamwork between Technical Operations and the Property Support Officer we were able to achieve a solid outcome and a clean finish to year end.

Strategically the team have been working on their 100 day plan, with core functions, challenges and corrective actions now captured. The Technical Operations, Asset & Projects and Property & Facilities Team Leaders will collectively undertake a RACI assessment that the Property and Facilities Manager has forwarded before moving into allocating owners and setting deadlines. With the 'Three P's' now in the mix, we will work to align the plan with these.

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 issues:

- 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.
- determines 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

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

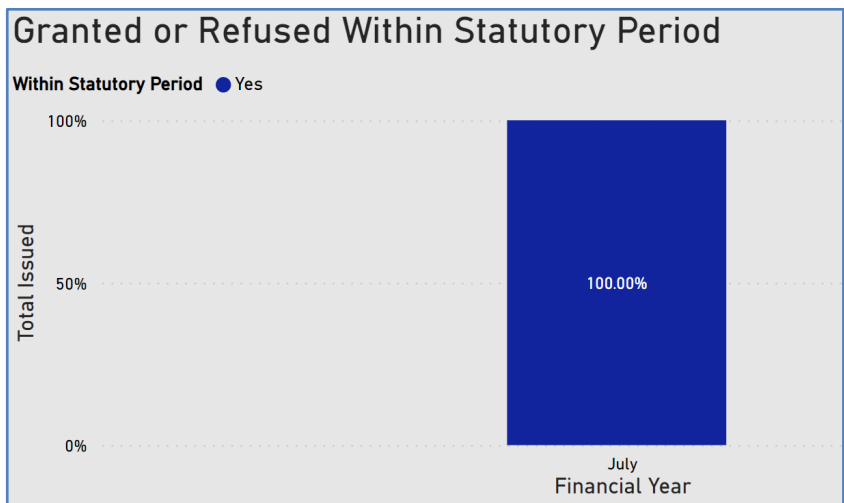


Proud, vibrant communities

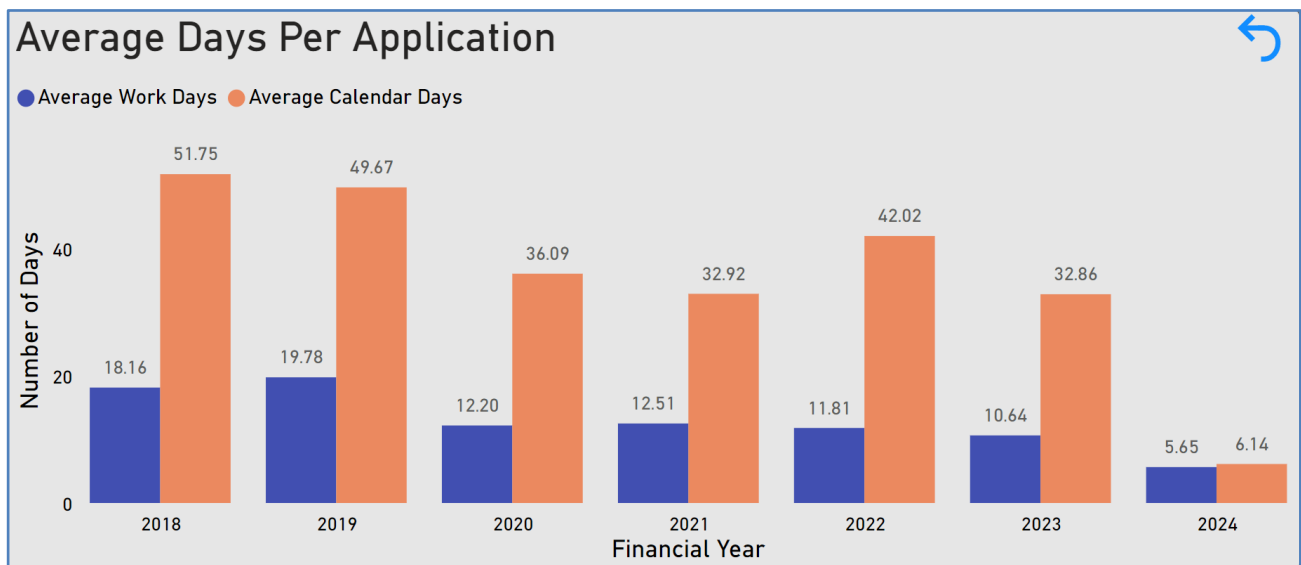
Building Consent Authority

Building Consent Processing

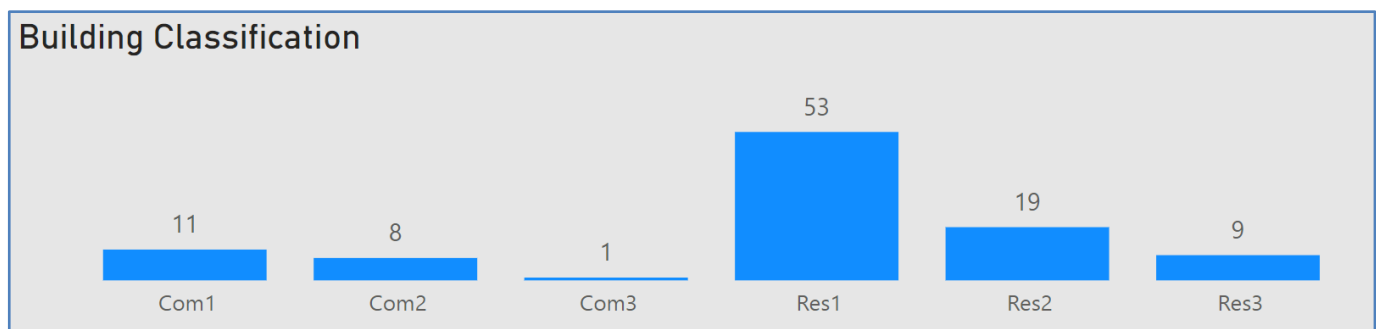
The building consent processing unit has achieved 100% compliance for the month of July. A total of 99 consents were issued. On average it took 7 working days to issue a building consent in July.



The average day count to issue building consents also continues to trend down in comparison to the previous six years.

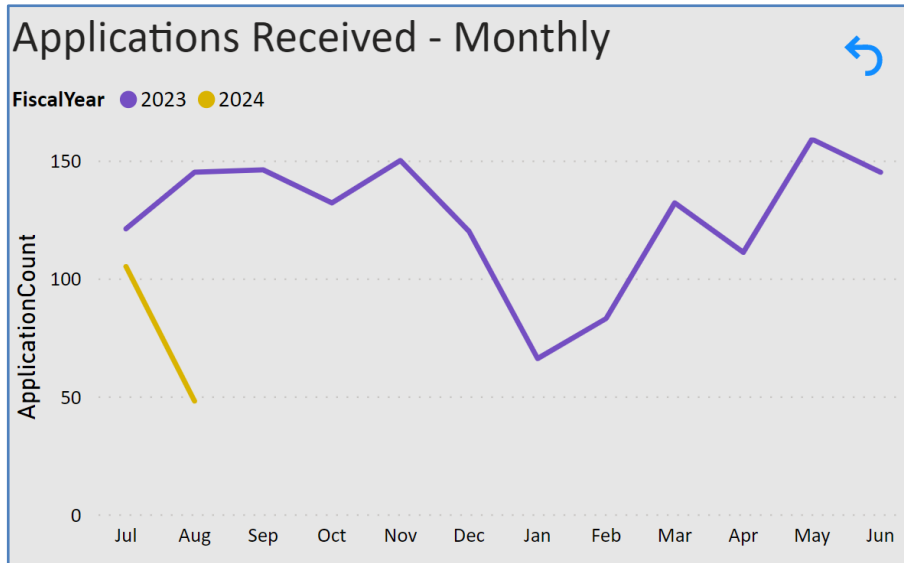


The dashboard below shows the consents currently being processed by the BCA by building classification (RES = Residential and COM = Commercial). Use of contractors (building consultants) is currently at 43%.



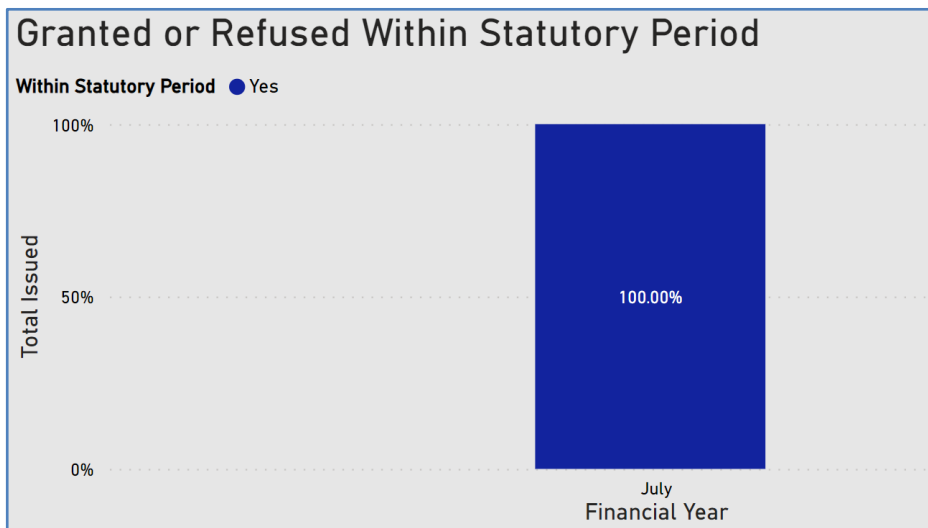
The number of consent applications received for the month of July is 30% lower than the previous 6-year average for July applications. This indicates a slight slowing in the unprecedented high number of consents that the BCA

has been experiencing recently. Designers report a slowing in enquiries and in some cases, project development is being put on hold as increased material prices make some projects no longer viable.



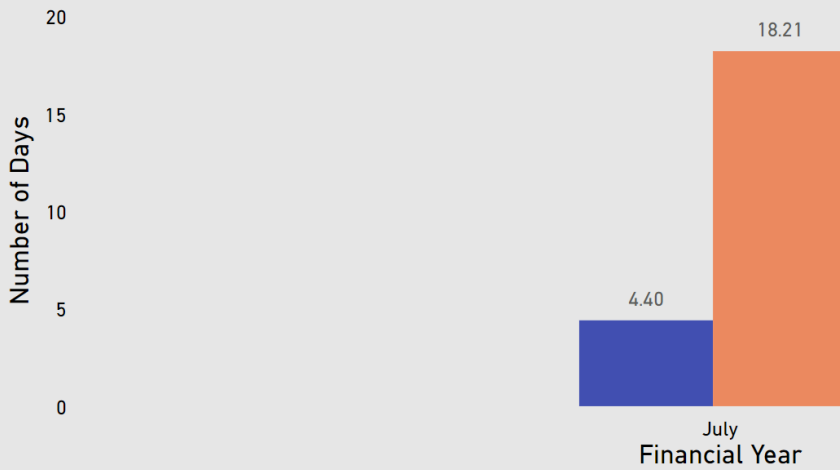
Code Compliance Certificates

All CCC's for July issued in time gaining 100% compliance. On average CCC's were issued in 4 working days.



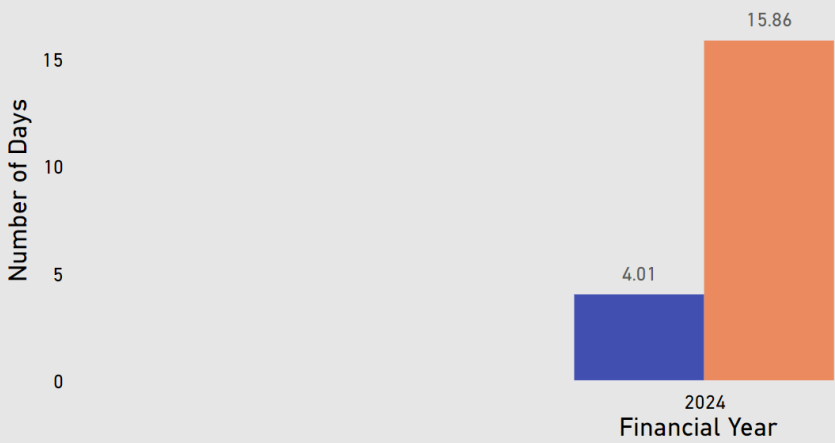
Average Days Per Application

● Average Work Days ● Average Calendar Days



Average Days Per Application

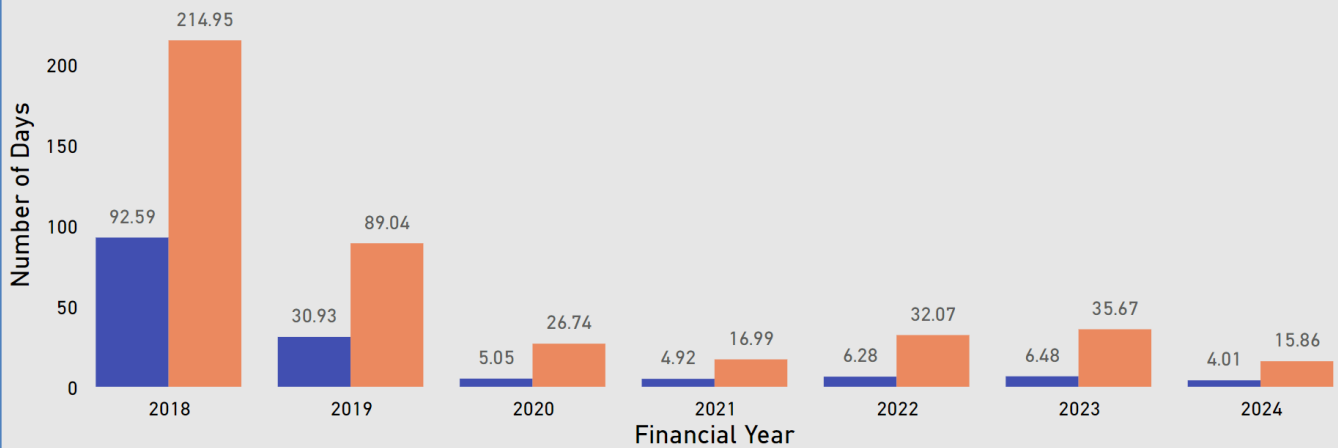
● Average Work Days ● Average Calendar Days



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.

Average Days Per Application

● Average Work Days ● Average Calendar Days



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.

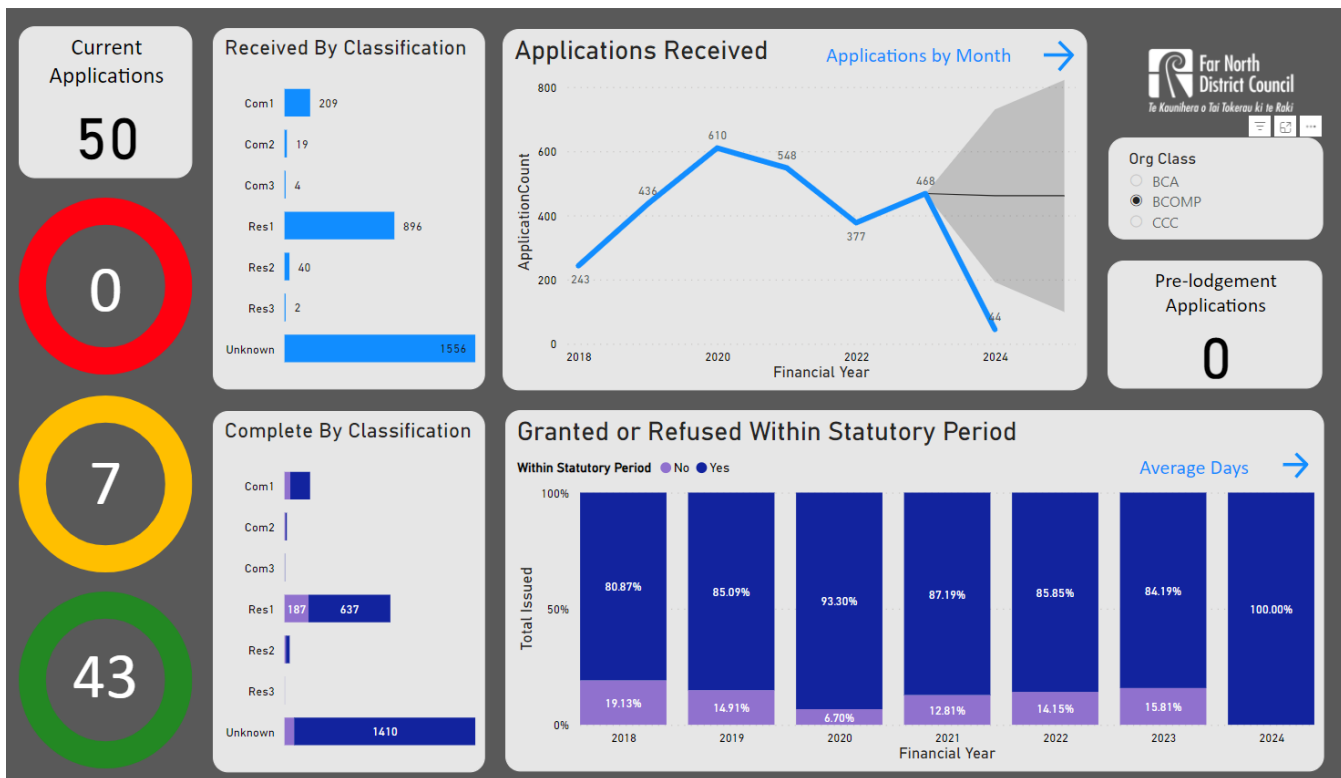
Its purpose is to ensure people can use buildings safely and without endangering the health or the property of others. The team manages the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificates of Acceptance and Exemptions.

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.

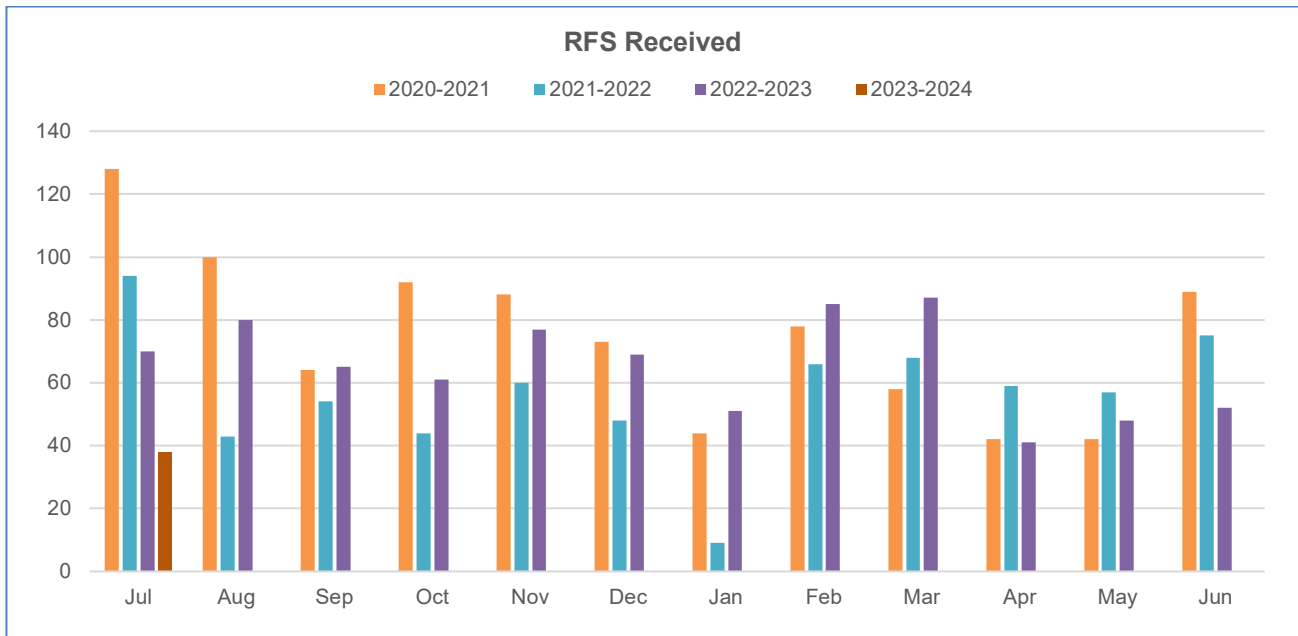
The dashboard below shows the current applications that are outstanding. Red is out of the 20-day time frame, yellow have 5 days remaining and green have more than 5 days remaining. This is invaluable for monitoring 20 day statutory timeframes. For 2023, the team was at 84% compliance, and 100% for 2024 and will continue to strive for 100% in Building compliance applications.



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, 38 RFS' were received for the building compliance team. This is well down on previous years. Typical requests are for illegal building works stormwater queries and any other compliance matters. The team focus on other workstreams when RFS numbers are low.



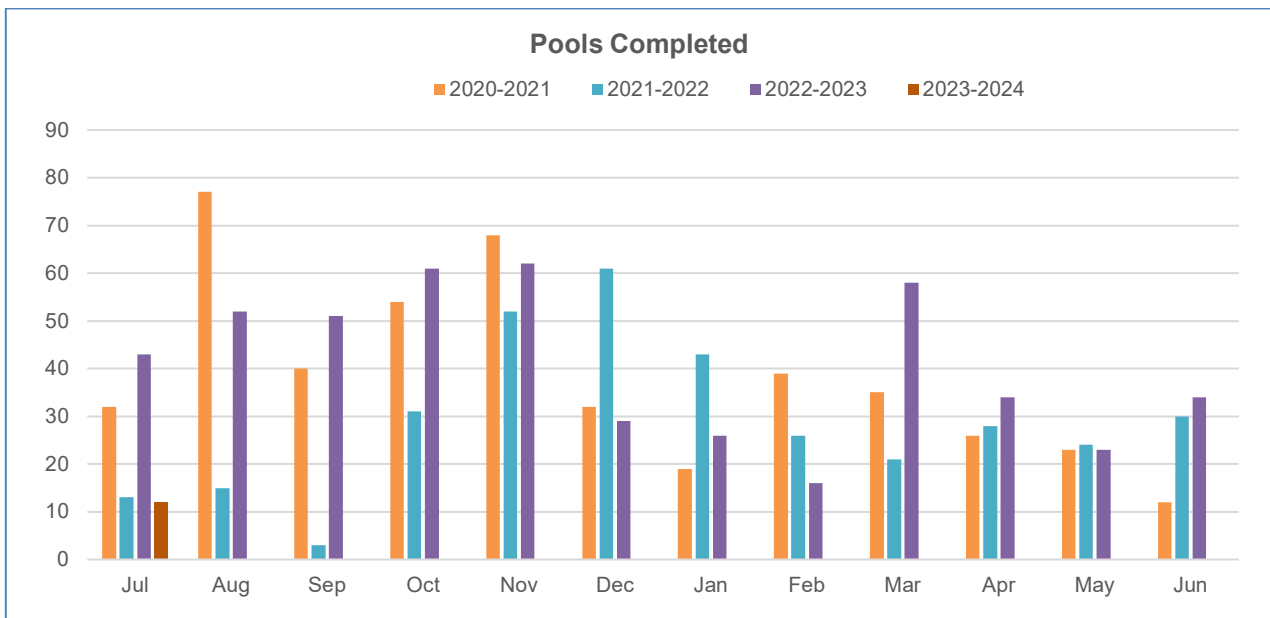
Swimming Pools

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 three years.

A total of 12 swimming pool inspections were carried out during the month of July, with the completion of inspections on track and as per the allotted inspections for the year.

The swimming pool fail rate was 80% for this period and the team continues to educate pool owners on their legal obligations.



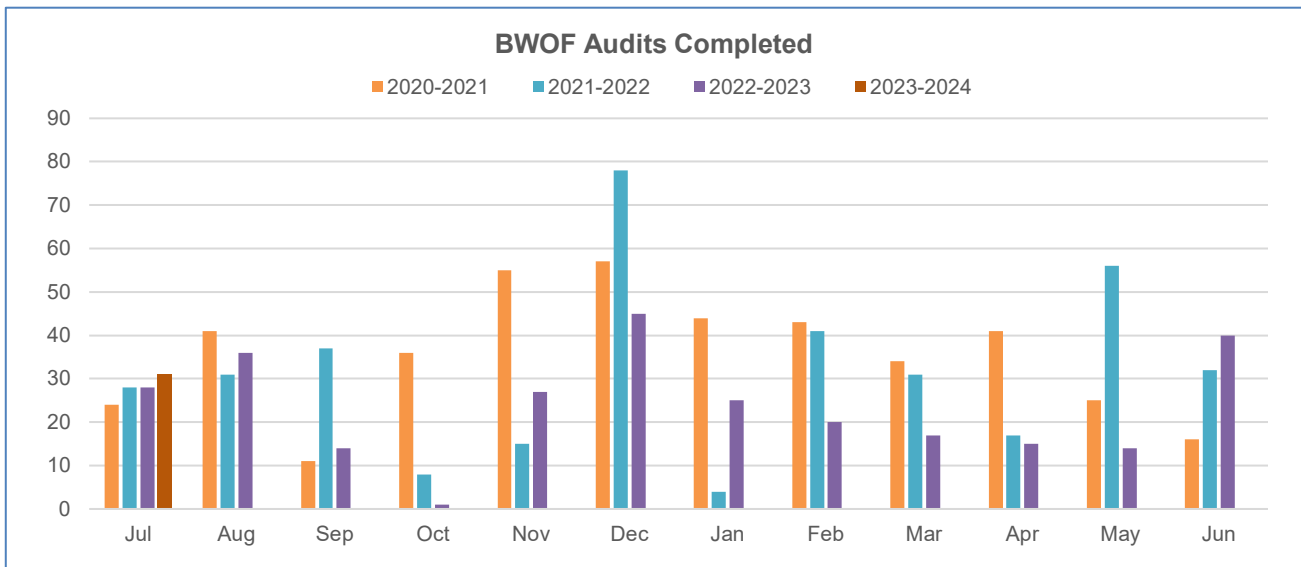
Building Warrant of Fitness (BWoF)

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 BWOFF certificate within the public area of the building and to provide the Council with a copy of the BWOFF and IQP certificates of compliance.

The Council conducts BWOFF audits of commercial buildings following a risk-based approach. Audits are carried out 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.

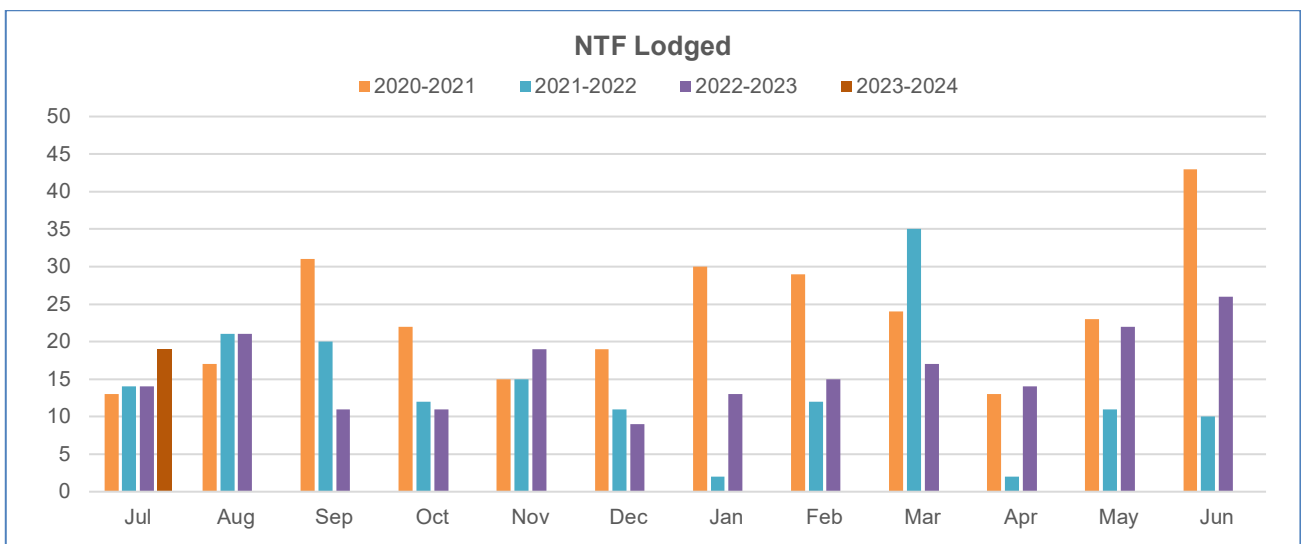
31 BWOFF audits were carried out during July. The team are continuing to update compliance schedules and this workstream will continue for the rest of the year. Every BWOFF audit carried out will involve a check of the Compliance Schedule to ensure they all meet the new MBIE exemplar format.



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.

19 statutory notices were served during the month of July for breaches of the Building Act 2004.



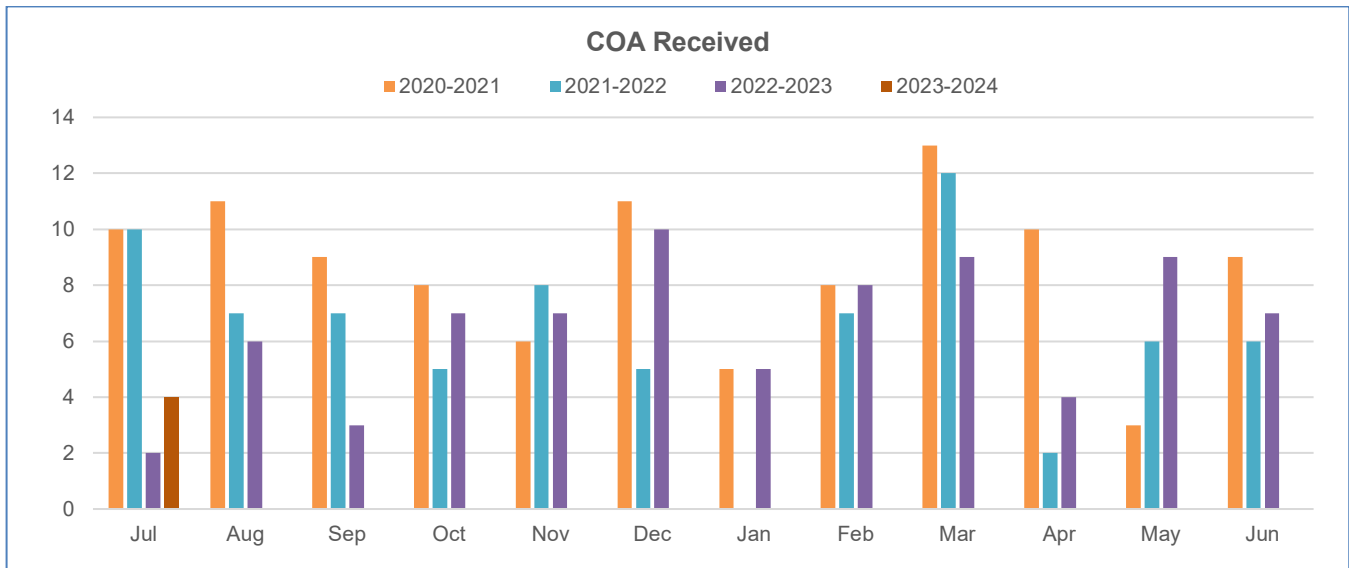
Certificates of Acceptance

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 carried out under section 42 of the Building Act
- another building consent authority or building certifier refuses to or cannot issue a CCC.

Council received 4 COA applications during the month of July. The number of COA applications remain consistent month to month.



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 contain 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:

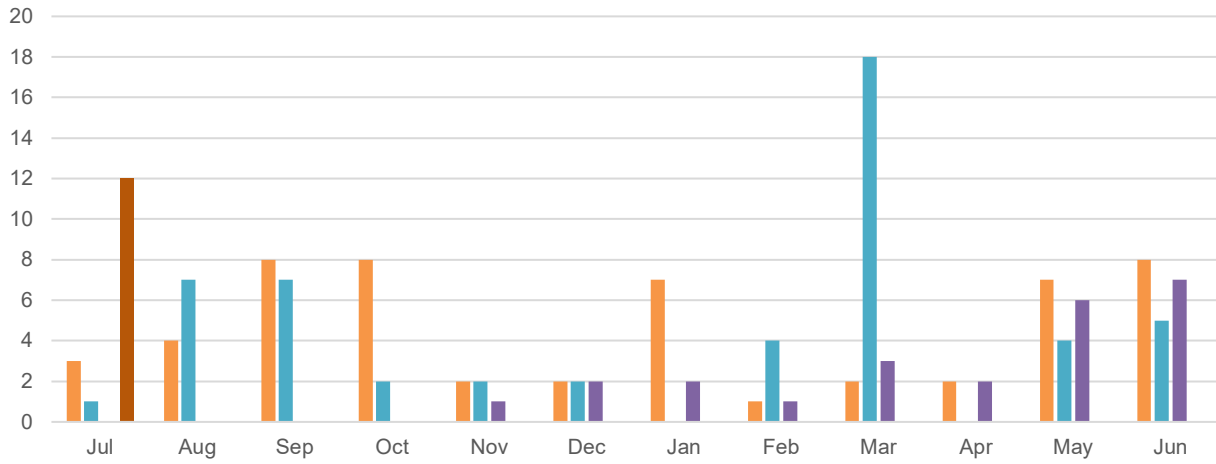
- Higher fees would reflect direct risks to health and safety.
- There should be consistency between offences that are similar in nature.

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.

12 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.

Infringements

2020-2021 2021-2022 2022-2023 2023-2024



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



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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 is responsible for:

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

Staffing

Monitoring comprises of a team leader, five monitoring officers, two resource consent monitoring officers (one of which is a fixed-term position), two administration staff and a parking enforcement officer.

There is now also a fixed term (2 years) Encroachment Officer within the team. This role will work toward compliance across the district for historical encroachments on council land.

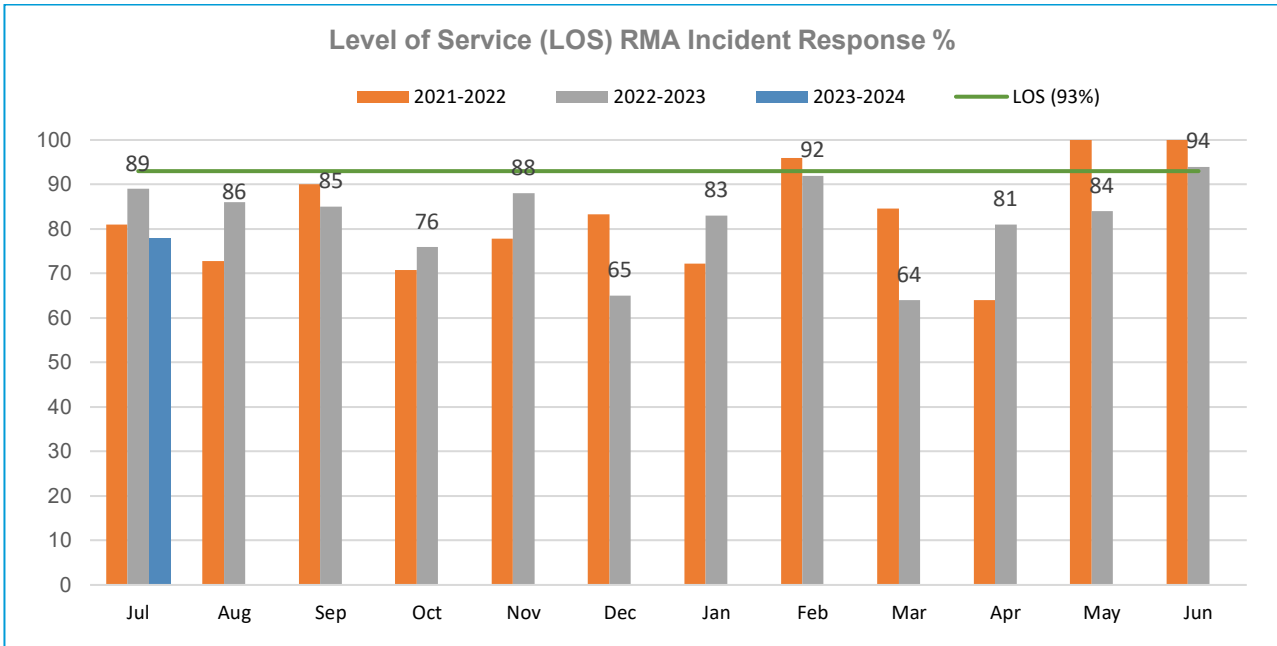
Requests for Service

There were sixty-nine requests for service in July 2023.

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.

The level of service result for July 2023 was 78%.



2023	On Time	Over Time	Grand Total	LOS %
Jul	7	2	9	78

There were nine requests for service in July 2023.

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.

There were four GENRMA lodged in July 2023.

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 nine abatement notice issued in July 2023.

There were 0 EINs issued in July 2023.

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

A new methodology to lodge RC requiring monitoring is underway to avoid impacting on Resource Consent BI. This new methodology is a new application type within the RMA module, this application type is called RMAMON, we will not be using the RMA status anymore. This will be reported on in future monthly reporting.

There were 20 new cases lodged in July 2023.

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).

There were 49 noise complaints received in July 2023.

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 during this reporting month.

Action Taken 2023-2024	July
Abatement Notice Issued	0
Excessive Noise Directive Issued	14
No Action Taken	30
Seizure Performed	0
Verbal Warning Issued	5
Grand Total	49

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.

Of the 49 noise complaints received, 38 were attended within time, including urban and rural. Eleven were over time, all of which were in urban areas. That is a service level of 78%

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.

There were six reports in July 2023.

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'.

There were six GENBYL created in July 2023.

Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.

There were sixteen reports of abandoned vehicles for July 2023.

Parking

There was a total of 85 parking infringements issued in July 2023.

29 of these infringements were for vehicles showing no evidence of a current Warrant of Fitness and 20 infringements were issued to vehicles with no current vehicle licence (registration).

This follows the agreed revised approach focusing on registration expired over two months. The majority of 'other' infringements were issued for breach of time zone regulations.

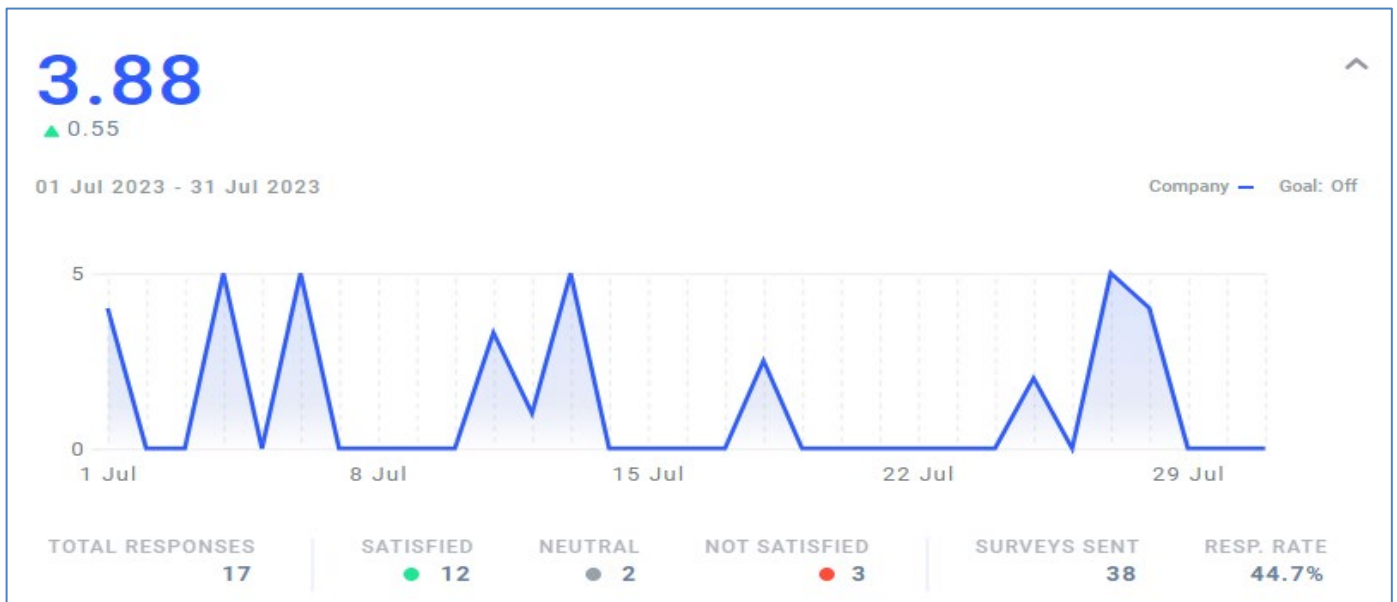
Vehicle Crossing Applications

Monitoring has contracted out the management of vehicle crossing applications to Haigh Workman.

There were two vehicle crossing applications for July 2023.

Customer Service

The Monitoring Team had 38 surveys sent out in July with a 44.7% response rate. 12 customers expressed satisfaction and 3 were not satisfied.



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

675 RFS's were received for Animal Management in July, 57 urgent and 618 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

Impounded Dogs

40 dogs were impounded in July. 48 were released from the shelter. In terms of the dogs released 12 were claimed by their owners, 14 taken by a Rescue Group and 3 were adopted out to new homes. A total of 19 dogs were euthanised in July due to not being claimed by an owner and not meeting the criteria to be rehomed.

Infringements

There were 24 infringements issued in June by the Animal Management team:

- 16 x failure to register dog - s42
- 5 x failure to keep dog under control – s53(1)
- 3 x breaching dog control notices – s20 (5)

Registration

The 2023/24 annual dog registration renewal forms were sent out to dog owners in June for payments from 1 July to 31 August before a penalty is applied. As at the end of July a total of 4,064 dogs were registered which is 664 more dogs than for July 2022

Customer Service

The Animal Management Team had 228 surveys sent out in July with a 42.6% response rate. Of those responses 79% were satisfied with the responses



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

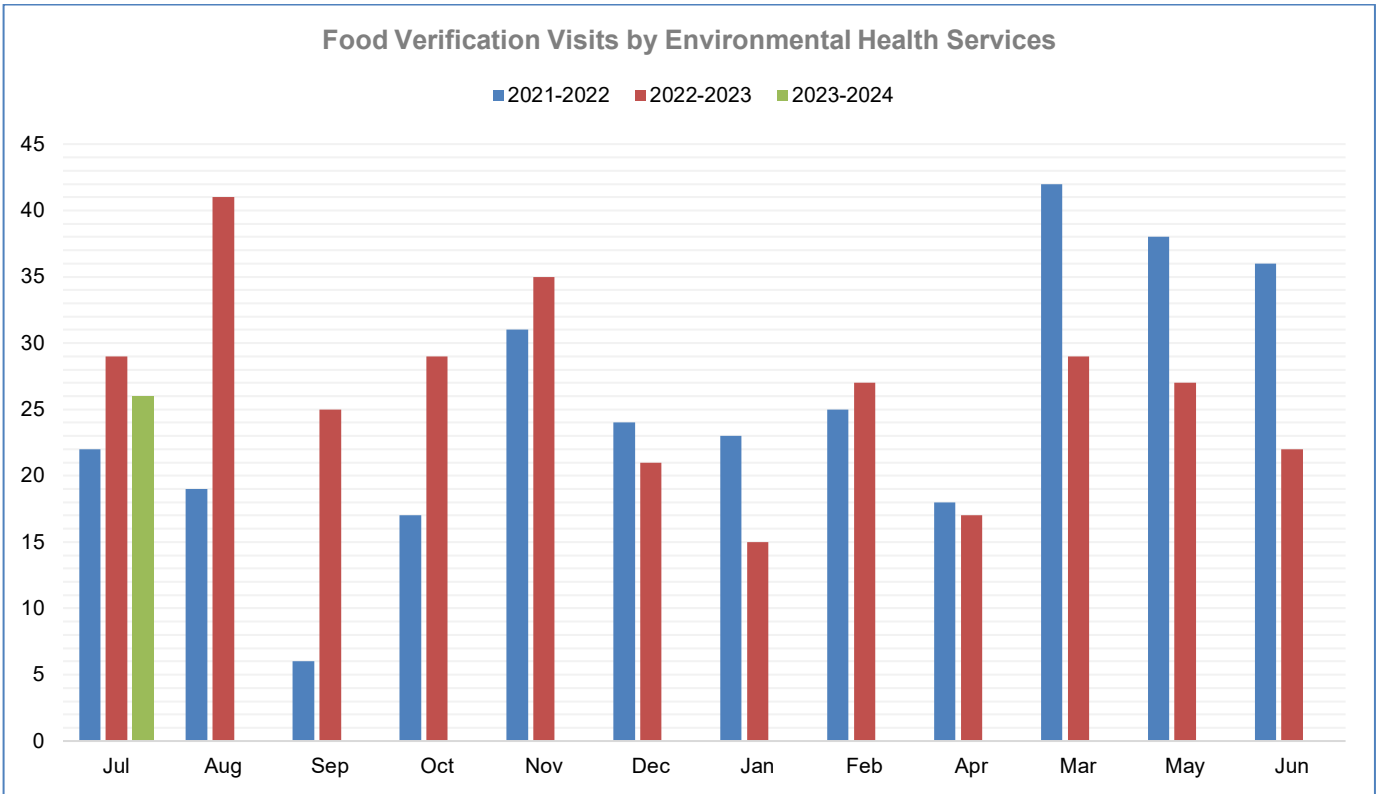
Level of service 8.2.1. Food Control Plan and National Programme audits completed as scheduled.

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

Target: ≥95% **Last Month:** 76.9%

During July 2023, 30 verifications were scheduled. Of the 30 scheduled verifications, 26 were completed. 4 verifications were cancelled by the Food Business Operator. The cancelled verifications will be rescheduled.

The following graph shows the 26 verifications completed in July.



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

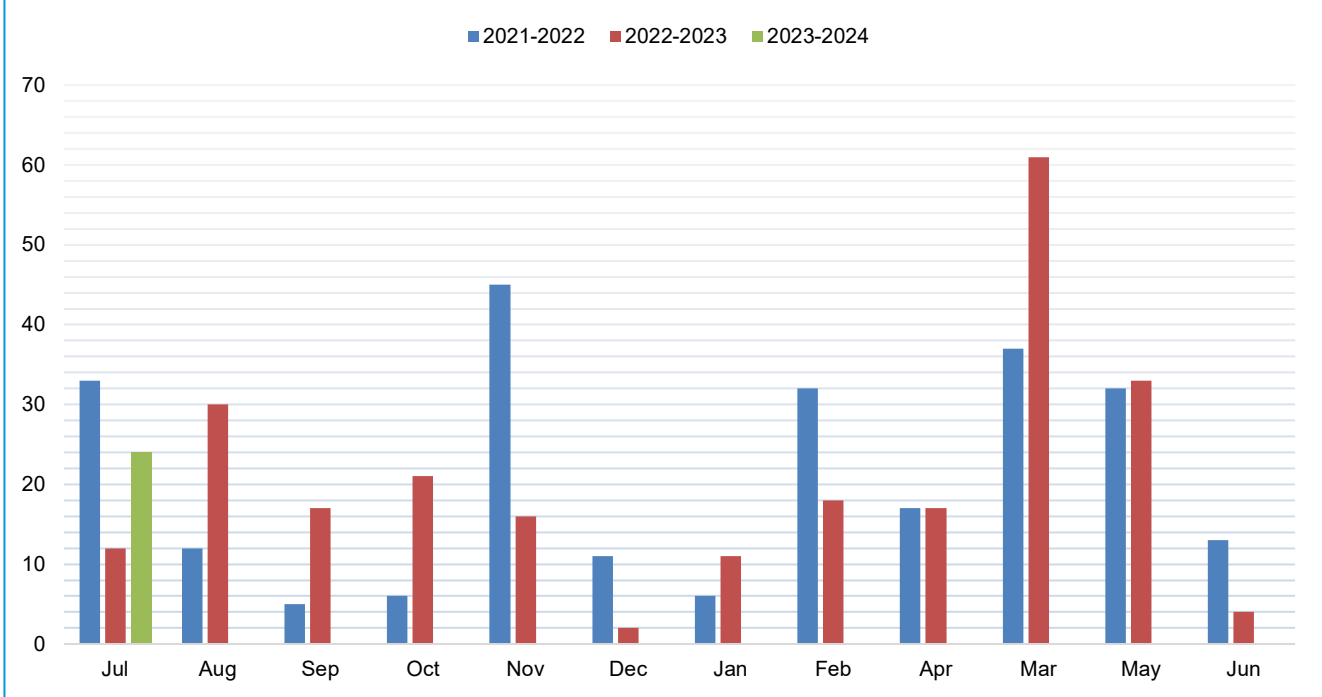
Target: ≥25% Last Month: 99.2%

At present there are 258 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 233 visits during 2023-2024.

During July 2023, 24 visits were completed by EHS. The EHS will visit the remaining 209 premises by 30 June 2024.

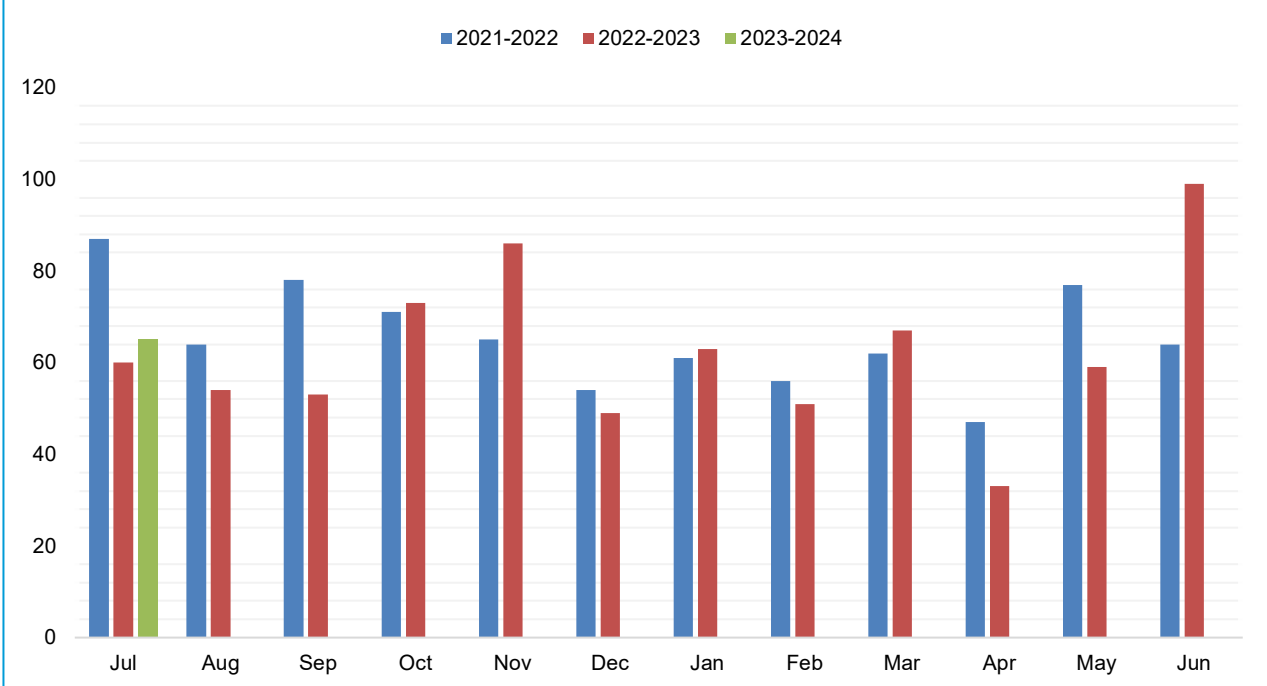
The following graph shows the 24 visits completed in July.

Good Host Visits by Environmental Health Services



Requests for Service

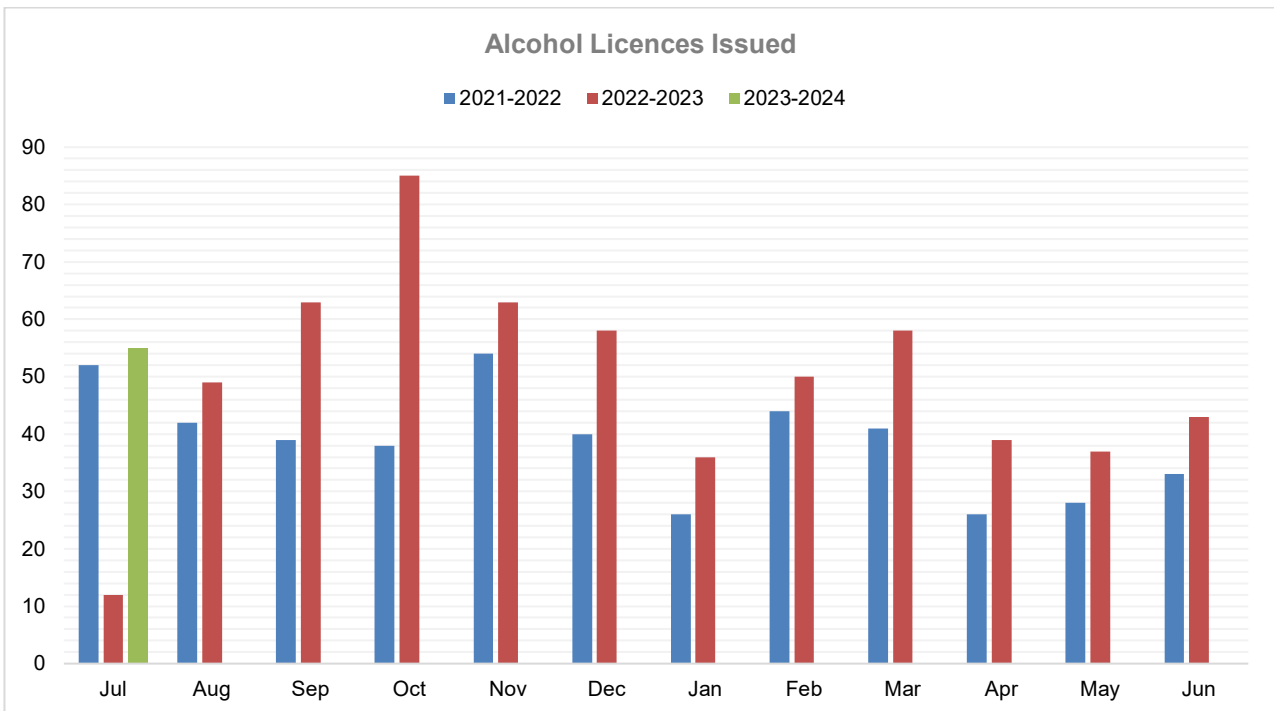
Total RFS's received by Environmental Health Services



Food Registrations Issued



Alcohol Licences Issued



Health Licensing and Bylaw Approvals

Environmental Health also 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 short 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 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.

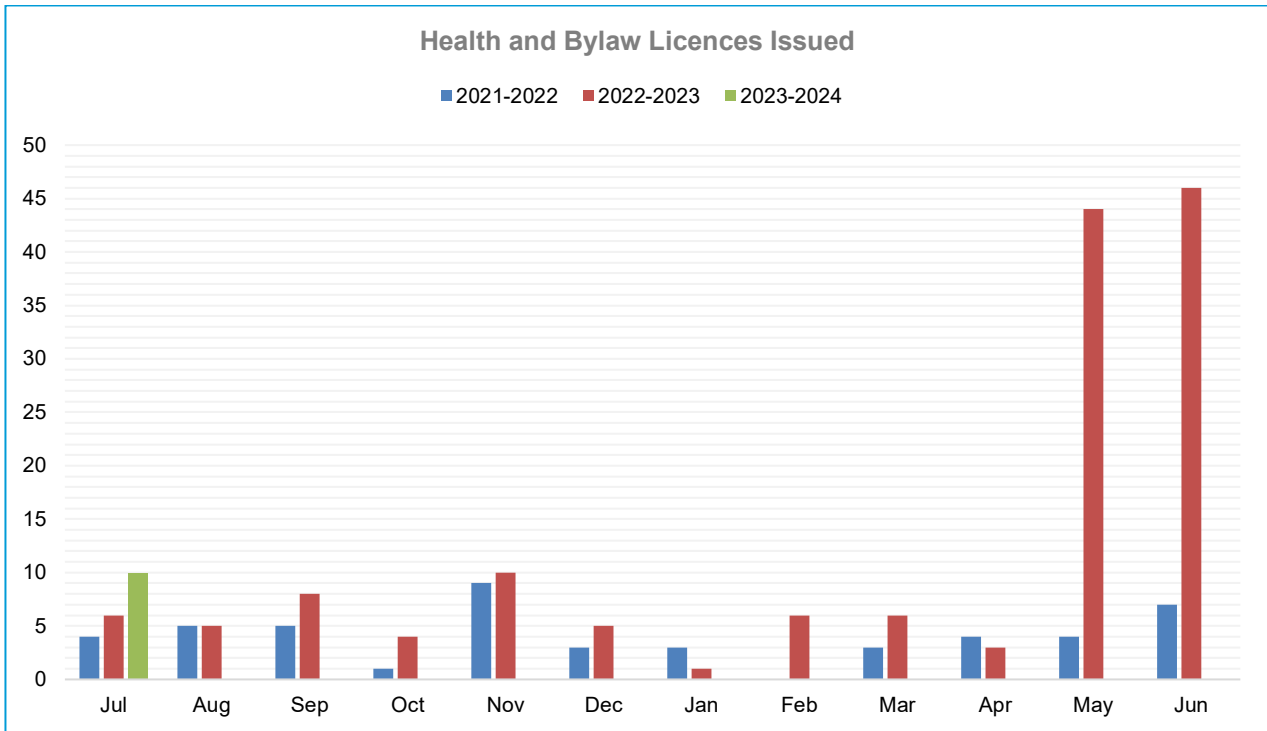
Currently there are 21 businesses who hold an alfresco dining approval. The renewal applications will be going before the relevant Community Board during July / August for comment before a decision is made on the renewal application.

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-88	Kaikohe Bakehouse Cafe	Kaikohe-Hokianga
17	ALF-99	A New Era Cafe	Kaikohe-Hokianga
18	ALF-97	Awanui Hotel	Te Hiku
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

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.

The following table shows the health licences issued in July:



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

The Environmental Health Services team had 37 surveys sent out in July 2023 with 17 responses received, giving the team a response rate of 37.8%. There was 15 satisfied customers, 1 neutral customer and 1 customer who were dissatisfied.

Environmental Health, being part of the regulatory arm of the council, often receives a negative comment due to frustrations with the statutory / legislative rules and processing timeframes.



Resource Consents

This section contains performance information for the Resource Consents department.

Introduction

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.

Key facts:

- Processing a variety of consents and permit applications within statutory timeframes:
 - Subdivision consents
 - Land Use Consents
 - Combined Land Use and Subdivision Consents
 - Discharged consents under deleted authority from NRC
 - Combined Land Use and Discharge Consents
 - Variation Consents for Land Use, Subdivision, removing or amending consent notices
 - Consents under National Environmental Standards for contaminated soil, telecommunications, and plantation forestry
 - Certificates for subdivision completion 223 and 224
 - Local Government Act (LGA) applications for earthworks and right of ways
 - Outline plans, waivers, objections, s133A decisions and other (s221)
- Duty planner queries where planners provide advice and assistance around the rules and resource consent process
- Carry out post approval assessment and inspections for certificates under the RMA and LGA
- Approval of engineering plans, stormwater, and wastewater Reports to meet compliance on consent notices.



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 shows the total number of applications received under the Resource Management Act 1991 (RMA) and the Local Government Act, by month, over the last five years. Planning support lodged 98 applications in July 2023, compared to 172 in July of the previous financial year and 154 in the 2021/2022 financial year. These previous years were during a significant high volume period. This month shows a drop from previous volumes of received applications but should not be considered as a trend towards low volumes.

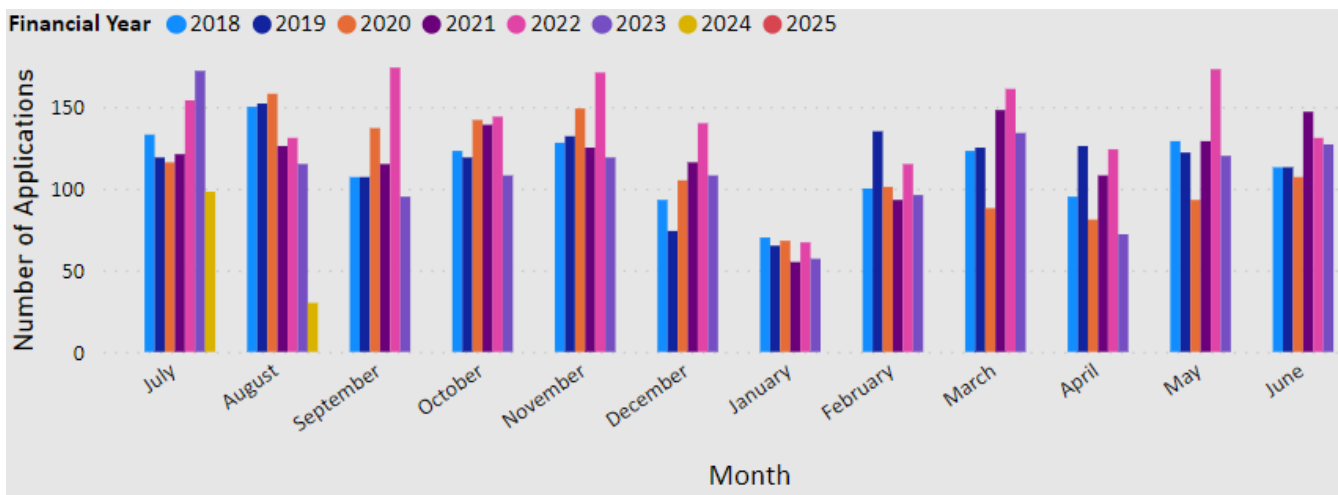


Figure 1: Total Applications Received

Figure 2 shows the total number of RMA applications* received each month since 2018. A total of 55 resource consent and associated applications were lodged this month. This also shows consistent volumes to previous years, except the high volumes in 2022 and 2023.

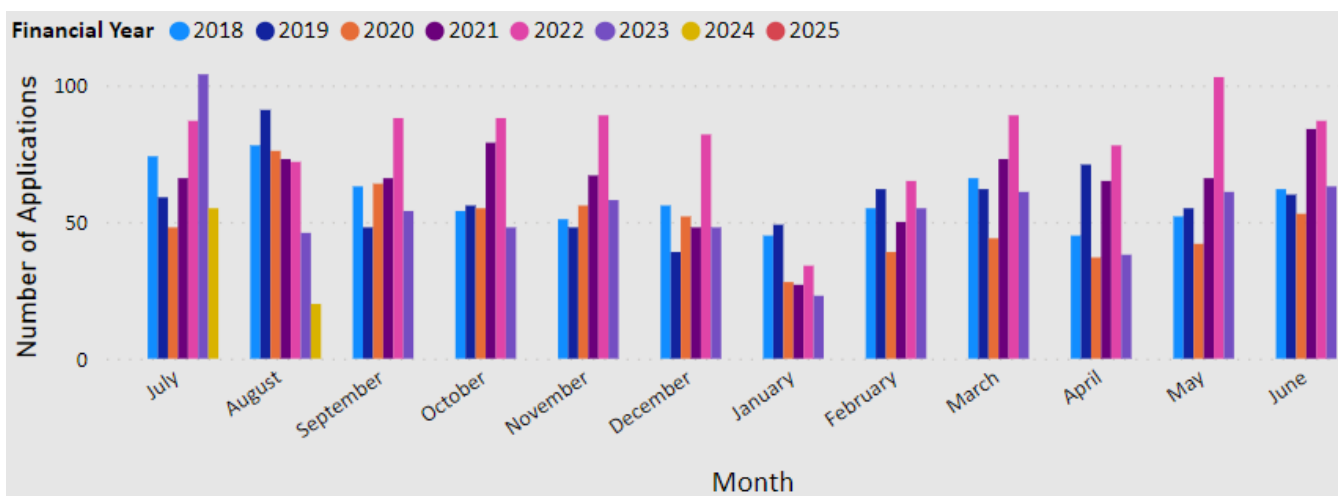


Figure 2: RMA Applications Received

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

Decisions issued

The Resource Consents team issued 40 decisions under the RMA and LGA in July. Of the 40 decisions, 36 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). This is a significant reduction from previous months and is a result of the departure of the Principal Planner and a reduction in decision making capacity. 19 consents were outside statutory timeframes and 17 consents within statutory timeframes in July, resulting in 47.22% compliance rate.

The Resource Consents Performance graph below* shows compliance for the previous 12 months. The overall low compliance rate is a direct effect of large volumes of applications, reduced consultant processing capacity and staff vacancies in 2022 which resulted in a high number of applications being allocated late.

Currently applications are being allocated and processed on time but the volume of applications now requiring determination by delegated authority has increased and capacity to make decisions has reduced. This is creating delays in deciding resource consent applications.

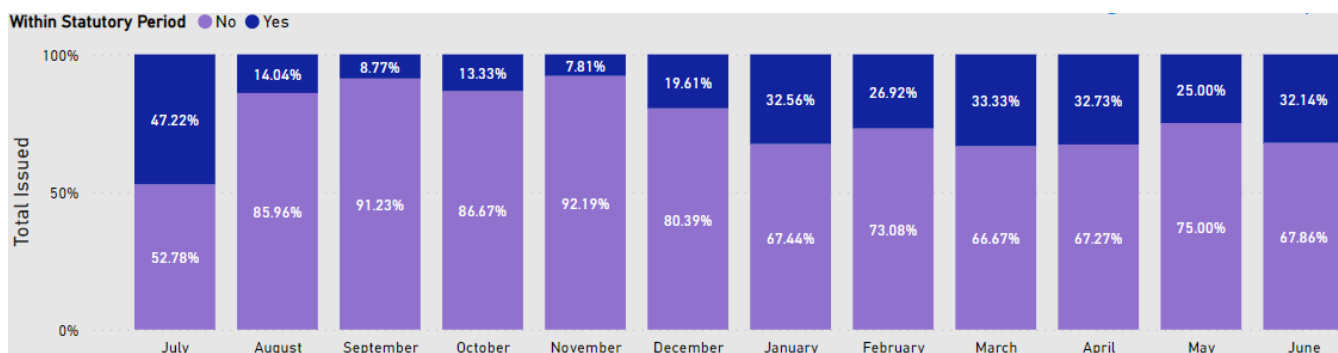


Figure 3: Resource Consents issued showing statutory Compliance

***NOTE:** This is a snapshot as of 7 August 2023 and may be subject to change due to objections, corrections, or administrative amendments.

Types of Applications Received

Figure 4: Number of applications with statutory timeframes received monthly

Type of Application	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Land use	21	24	24	29	21	12	24	31	16	29	24	24
Subdivision	9	12	14	14	15	6	14	6	11	13	8	11
Variation	4	5	2	5	3	1	4	7	1	6	11	9
Permitted Boundary Activity	6	5	2	6	3	2	5	5	5	3	5	1
Extension of Time	4	1	2	0	2	0	0	1	1	3	4	1
Certificate of Compliance	0	1	0	1	1	0	0	2	0	2	0	0
RMA Discharge	0	1	0	0	0	1	0	1	1	0	1	1
RMA NES CS	0	0	0	0	0	0	0	0	0	0	0	0
Combined land use and subdivision	6	3	3	2	2	1	5	4	5	5	2	3
Outline Plan	0	1	0	1	1	0	0	2	0	1	2	2
Outline waiver	0	0	0	1	1	1	0	1	0	1	0	3
Designations	0	0	0	0	0	0	0	0	0	1	0	1
Combined Land Use and Discharge	0	0	0	0	0	0	0	0	0	0	0	1
Total RMA	50	53	47	59	49	24	52	60	40	64	57	57

The table above (figure 4) represents the RMA applications that are reported to the Ministry for the Environment (MfE) on compliance with statutory timeframes. The table below includes all the other types of applications.

Certificate Applications Received

Figure 5 details the number of certificate and other applications received monthly. Application codes are explained in detail on the next page.

Type of Application	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
RMAOTH	1	0	0	6	1	0	1	0	0	0	1	1
RMAOBJ	2	1	2	1	0	0	0	3	3	4	8	1
CER221	0	0	0	0	0	0	0	0	0	2	1	0
CER223	15	6	15	16	17	9	13	22	10	14	20	15
CER224	16	5	9	10	13	8	12	21	7	16	17	11
CER348	4	2	1	0	1	0	1	1	0	3	1	1
CERBND	1	1	1	0	0	1	0	2	0	2	1	1
CEROTH	9	2	5	6	7	3	6	9	2	4	3	3
LGA348	4	0	1	2	0	2	1	1	0	2	3	1
LGA327	0	0	0	0	1	0	0	0	0	0	0	0
LGAEWK	8	9	9	13	12	5	4	6	7	3	5	3
LIQCOC	1	0	4	1	0	2	3	0	1	3	3	1
RMAEPA	8	15	13	13	4	4	2	12	6	8	7	4
Total	69	41	60	68	57	33	43	77	36	61	70	42

Figure 5: Number of certificate and other applications received monthly

Note: Figure 5 above includes CERBND (1) applications which are not included in the BI reporting presented in the applications lodged section above.

Application Codes Explained

RMAOTH	s221(3) variation or cancellation of consent notice, s243(e) Cancellation of Easement, s139A Existing Use Rights Certificate, Deemed Temporary/Marginal, s241(3) Cancellation of amalgamation
RMAOBJ	Objection to conditions and Objection to fees.
CER221	Consent notices approved and lodged
CER223	Certificates (Approval of survey plan)
CER224	Certificates (Final approval of subdivision consent) – s224 conditions have been met.
CER348	Certificates (Private Road/Way) – Registration of a ROW on an approved Record of Title also checking that conditions of LGA348 have been met.
CERBND	Bond Certificate – issued when a bond has been lodged.
CEROTH	Certificate Other – See RMA other – anything that doesn't have a home it is a catch all. s243(e) Cancellation of Easement, s241(3) Cancellation of amalgamation, s234 Cancellation or Variation of an esplanade strip, s221(3) Change or Variation of Consent Notice, s224(f) Approval of Cross Lease – Certificate for LINZ.
LGA348	Local Government Act 348 – Approval of ROW design and any conditions to be imposed.
LGAEWK	Earthwork application – Earthworks Permit under Earthworks Bylaw can impose conditions.
LIQCOC	Liquor Code of Compliance – District Plan check under s100(f) of the Sale and Supply of Alcohol Act.

Location of Issued s224 (subdivision) Certification

The below table shows the locations of the s224 certificates issued in July 2023.

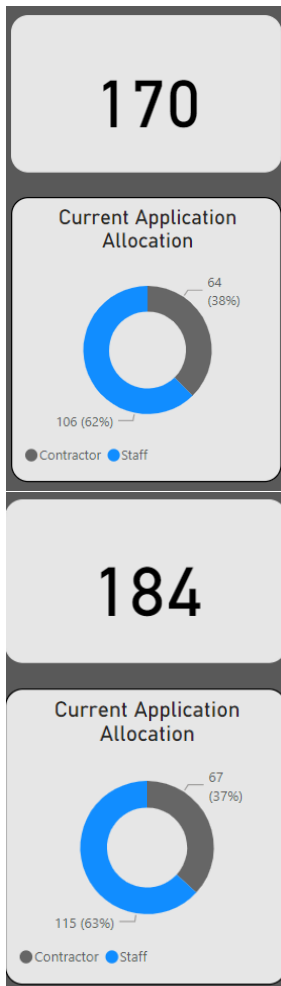
Application Number	Location
CER-2220237-CER224/A	28 Taipa View Road, Taipa 0483
CER-2220537-CER224	208 Kerikeri Inlet Road, Kerikeri 0230
CER-2230086-CER224/A	Lot 1, Inkster Road, Maromaku 0281
CER-2220344-CER224/A	203 Sandys Road, Kerikeri 0295
CER-2300319-CER224/A	Lot 2, Inland Road, Karikari Peninsula 0483
CER-2220367-CER224/A	146 Otiria Road, Moerewa 0211
CER-2220212-CER224	3-5 Campbell Lane, Kerikeri 0230
CER-2220701-CER224/A	52 Hooks and Halls Road, Waimamaku 0473
CER-2220087-CER224/A	542 Duddy Road, Omanaia 0473
CER-2230266-CER224/A	32 Florance Avenue, Russell 0202
CER-2220295-CER224	211 Okokako Road, Kerikeri 0293
CER-2300431-CER224/A	194 Wallace Road, Karikari Peninsula 0483
CER-2230068-CER224	872 Kohukohu Road, Kohukohu 0491
CER-2220364-CER224/A	624 Te Rore Road, Kaitaia 0481
CER-2170487-CER224/A	3 Alexander Street, Mangonui 0420
CER-2220807-CER224/A	1013 Wiroa Road, Okaihau 0475
CER-2230190-CER224	20 Wairangi Road, Kerikeri 0294
CER-2220166-CER224/A	1377 State Highway 1, Okaihau 0455
CER-2220642-CER224/A	144 Russek Road, Towai 0182
CER-2230199-CER224/A	106 Pairatahi Road, Kaingaroa 0483
CER-2020-CER224	44 McGee Road, Kaeo 0478
CER-2220433-CER224/A	Lot 1, State Highway 10, Kerikeri 0293
CER-2220237-CER224/A	28 Taipa View Road, Taipa 0483

Applications in process

There are currently 19 applications in pre-lodgement awaiting either additional information or payment.

There are 11 applications awaiting allocation (Precheck). Following recent staff movements, allocations have been managed by an RC Team Leader role. Most applications are being allocated within five days of receipt.

The new bottleneck is the deciding of applications by staff with Delegated Authority. At time of writing there are 32 applications which have been assessed by internal or external planners which are awaiting review and signing by delegated authority and 14 currently being reviewed (Total under review 46). This is up from 42 in June. The increase in number is due to the departure of the Principal Planner, whose role was disestablished in the realignment.



The figure on the left is the number of applications that are current within the council system (Pathway). The total number of active applications has decreased by 8 from last month (178).

There are 106 (62%) allocated to internal staff down from 116 (66%) in June, and 64 (38%) allocated to Consultant Planners up from 61 (34%) in June. This reflects a reducing use of consultants for business-as-usual processing.

The figure to the left is the number of applications that are on hold under s92 (Further Information), s91 (Applicant's Request) or s88E (Applicant seeking written approvals). There are 184 applications on hold up from 176 in May.

Overall, the Resource Consents team is managing a total of 354 RMA applications, the majority of which are being processed in house.

Trends, News and Success Stories

Hearings

No hearings were held in July.

Processing Timeframes

July saw no significant change in the number of applications received. There is no current backlog of unallocated applications resulting in less reliance on consultant planners for business-as-usual processing. However, overflow is still being allocated externally. There is still a high reliance on consultant engineers due to limited internal capacity and vacant positions within the engineering team.

There has been a heavy reliance on consultants for business as usual over the past several years, mostly due to the increasing number of applications received and limited capacity inhouse. Due to the increase of FTEs in the team and the current trend of decreasing application numbers, the reliance on planning consultants is reducing. The reliance on consulting engineers is still very high due to internal engineers being engaged in CERs and RMAEPA reviews. Recent changes to the fees and charges will enable cost recovery of engineering plan approvals and three external consultancies have agreed to assist in processing EPAs.

Decision making by delegated authority continues to be a pinch point as the large volume of applications move through to the decision stage of the process. To address the large volume of applications now reaching decisions, the team engaged two Independent Hearings Commissioners to review and sign off decisions. With the Principal Planner role now disestablished decision making is even more stretched. Ongoing use of commissioners is assisting but internal staff are still required to carry the bulk of decision making which is impacting other aspects of their work.

Staffing

The following positions are currently vacant:

- Team Leader Resource Consents (Permanent – Acting up arrangements in place)
- Resource Planner (Permanent)
- Resource Planner (Fixed Term)
- Consents Planner
- Senior Planner (Fixed Term)
- Intermediate Planner (Fixed Term)
- Senior Resource Consents Engineer (Fixed Term)
- Graduate Resource Consents Engineer (Permanent)

The Team continues to advertise for staff in a very competitive market. The team has successfully contracted a Resource Consents Manager (commencing September), a Team Leader (commencing 7 August), an Intermediate Planner (commencing September) and a graduate Resource Consents Engineer (commencing 18 August).

The continued high workloads, staff departures and re-alignment is creating a stressful environment for staff in the team. Management of workloads is key to ongoing retention and ensuring staff are not unduly stressed.

Staff have applied s37 of the RMA to extend processing timeframes where possible.

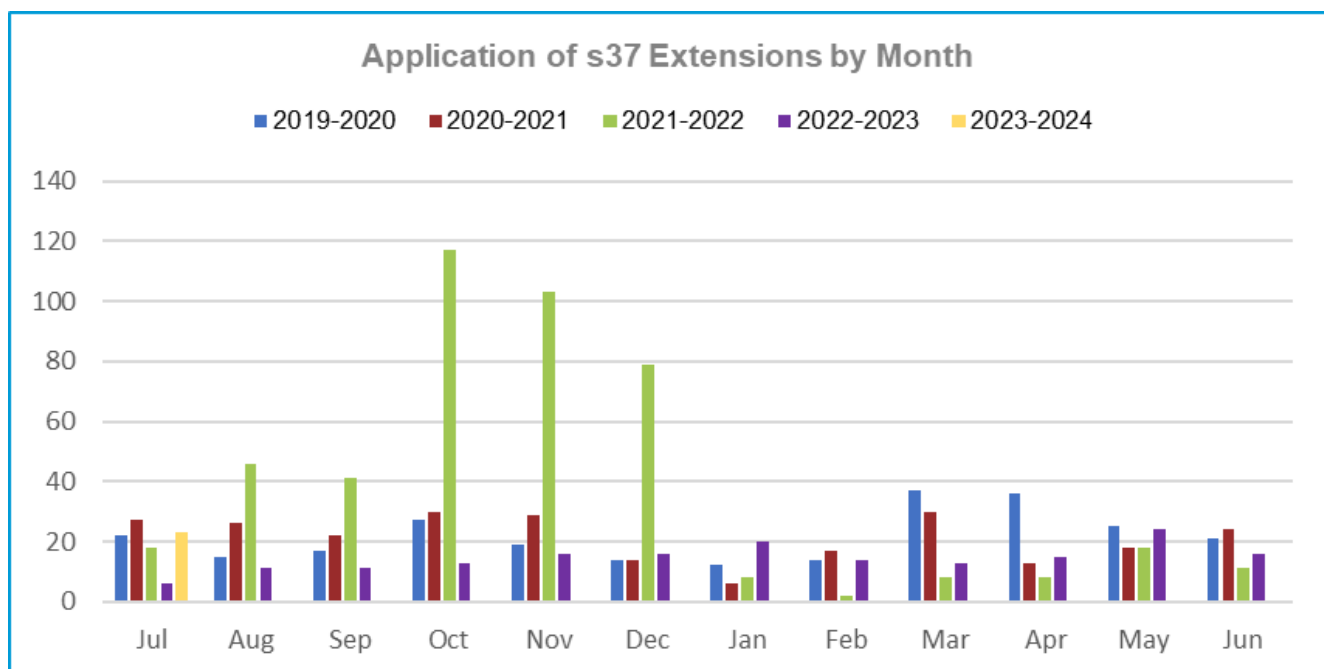
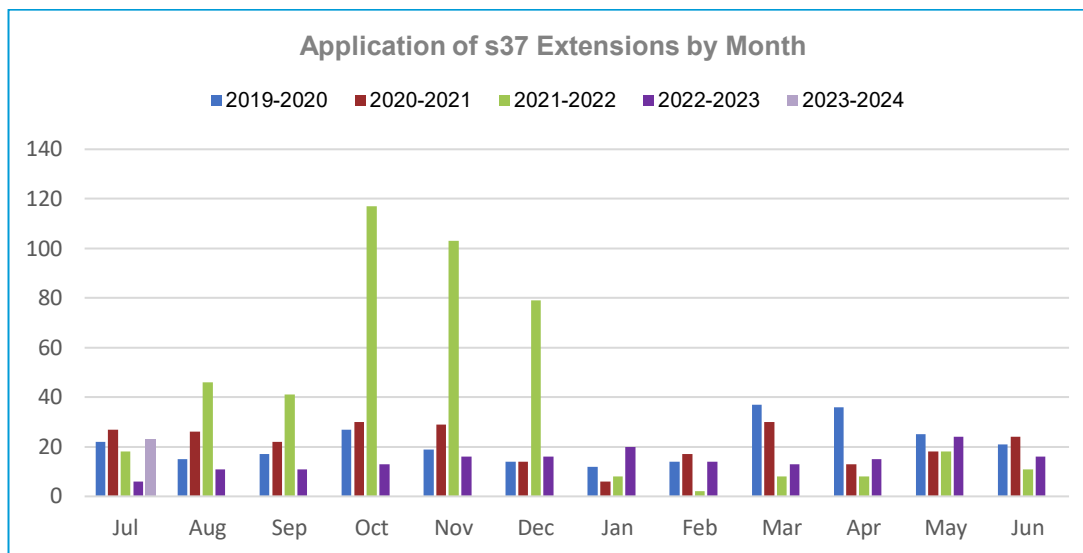


Figure 6: Application of s37 extensions

Customer and Relationships

Ask Nicely Results

Resource Consents sent out 48 customer service surveys in July 2023 with 17 responses received, giving the team a response rate of 37.5%. There were 8 satisfied customers, 0 neutral customer and 9 customers dissatisfied.

Request for Service Responses

The Duty Planner is constantly under time pressure to answer Requests for Service (RFS) and is helped by planners when RFS become backlogged. The figure below indicates the ongoing trend of RFS received.

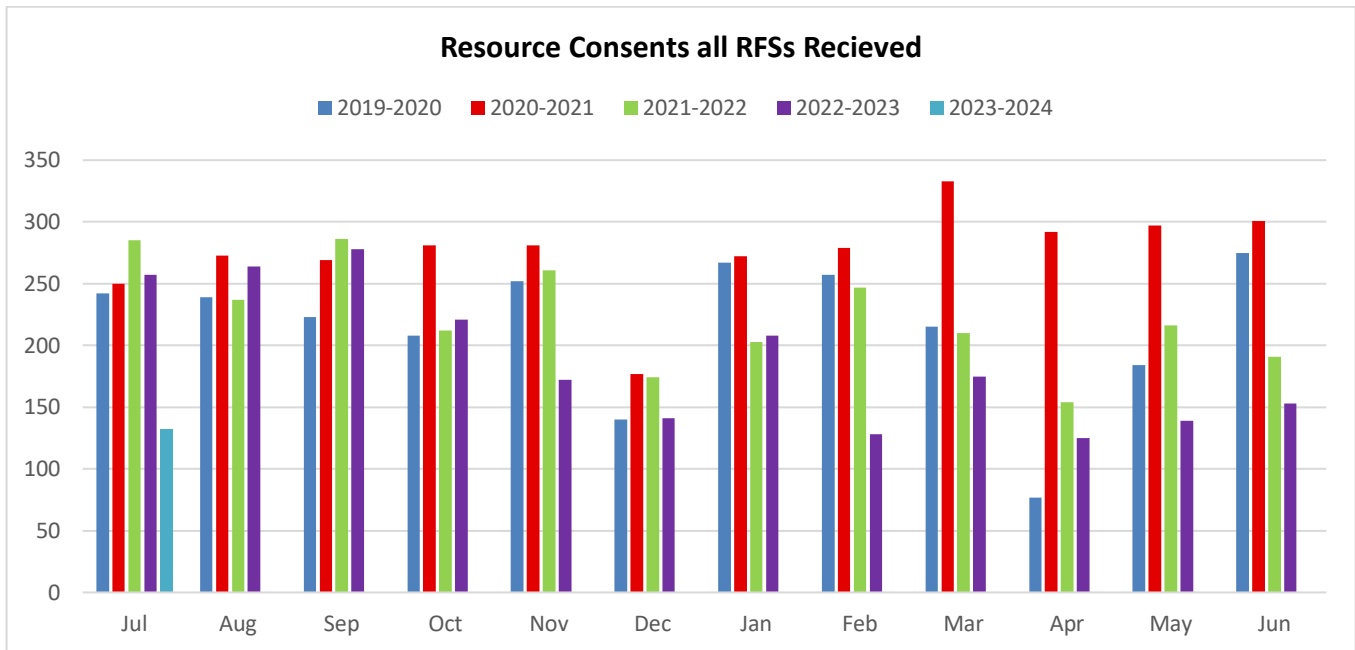


Figure 7: Number of RFS Received by month

Applications Received for Significant Developments – December 2021 Onwards

Application	Allocated	Received	Location	Status	Description
2220163-RMACOM	Consultant Planner	20/09/2021	Whatuwhiwhi	Suspended	Subdivision to create 140 lots at Whatuwhiwhi. Application originally rejected in November due to lack of sewer access.
2220418-RMASUB	In-house	10/12/2021	Taipa	Suspended	Subdivision to create 10 allotments in the Coastal Living Zone as a Discretionary Activity.
2220473-RMALUC	Consultant Planner	22/12/2021	Mangonui	Suspended	Tasting room at Paewhenua Island breaching the Visual Amenity, Scale of Activities Earthworks, TIF, and access standards in the General Coastal zone and consent for a change of use under the NESCS. Also included are changes to a consent notice and a discharge consent under the regional plan. The activity is a Discretionary activity.
2220509-RMALUC	Consultant Planner	31/01/2022	Kerikeri	Suspended	A self-storage facility consisting of 9 buildings with a combined floor area of 6498m ² and 30,133m ³ of earthworks'
2230232-RMACOM	Consultant Planner	15/11/2022	Kerikeri	Withdrawn	To undertake a unit title and fee simple subdivision in two stages and construct 18 residential units.

Application	Allocated	Received	Location	Status	Description
2240011-RMALUC	In-house	11/07/2023	Kerikeri	Current	To construct six residential units in the residential zone breaching the residential intensity, sunlight, stormwater management, traffic intensity, on-site car parking spaces and vehicle crossing standard rules as a discretionary activity.

RMA Reform Implications

It is unclear at this time what the implications will be. This will be closely monitored as further information is received.

Property and Facilities Management

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

Introduction

The Property and Facilities Management department is made up of three teams: Property Management, Assets and Project Delivery, 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 5 staff manage the daily oversight of all residential and commercial leases including leases over Reserves. 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

Leases

There are currently 34 historical expired leases.

Upcoming reports for August 2023

Bay of Islands – Whangaroa Community Board

- Paihia Sea Scouts: Report to be presented on 31 July for recommendation on the granting of a new lease over part of 26 Te Kemara Avenue, Waitangi.

Te Hiku Community Board

- Aupouri Ngati Kahu – Te Rarawa Trust: Report to be presented on 1 August for recommendation on term renewal and 30 year lease request over Tangonge Domain, Kaitaia.
- Doubtless Bay Sea Scouts: Report to be presented on 1 August for recommendation on initiation of public consultation on the granting of a lease over part of 10 East Street, Taipa.

Kaikohe - Hokianga Community Board

- Hokianga Bowling Club: Report to be presented on 2 August for recommendation on the initiation of public consultation on the granting of a lease over 61 Clendon Esplanade, Rawene.

New lease requests

- Bellingham Quarries Ltd have requested a ground lease over Quarry Reserve, Lamer Road, Kaitaia. A market valuation has been carried out and a report will be presented to the Te Hiku Community Board for recommendation to Council.
- Citizens Advice Bureau: Currently occupy part of Proctor Library, Kerikeri and have utilised the space since 2003. A new agreement of use is currently being reviewed for a further 6 years.

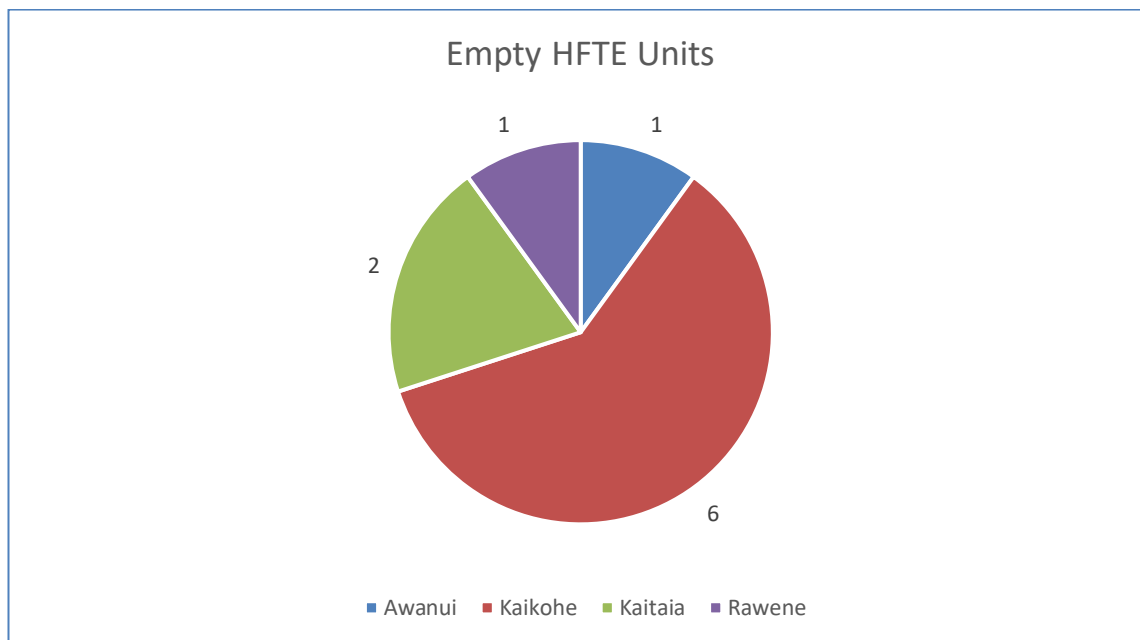
Community lease updates

- Okaihau Whanau House were granted a lease over 3 Michie Street, Okaihau. Currently in the process of incorporating their trust, the lease shall be finalised upon completion.
- A conflict of use over the Rawene Domain is currently under review. A survey of the boundary is underway, and a report will be presented to the Kaikohe – Hokianga Community Board to make a recommendation on best use of the domain that will benefit the community.

- Fire & Emergency New Zealand were granted ground lease and transfer of assets over various sites in the Far North. A draft lease has been presented to staff and is currently under review.
- Te Puna O Kupenuku have made progress over the grounds maintenance. This has made a great visual impact but only a few areas of the building maintenance have been addressed. They are aware these are a priority. Next visit is scheduled for October.

Housing for the Elderly

There are currently 10 vacant pensioner units:



The Awanui unit will undergo repairs and maintenance before interviews can be carried out and the property re-let. The remaining 9 units will remain vacant for renewal works to be completed by Hoskin Civil.

Assets & Project Delivery

Introduction

The Assets & Project Delivery team consist of three teams:

- the Asset Management Team undertake whole of lifecycle planning for Council owned assets in the property and facilities department.
- the Project Delivery Team delivers new and renewable projects in the property and facilities department.
- the Solid Waste Team undertakes planning and delivery for solid waste, including implementation of legislation and strategies from Central Government.

Asset Management involves the balancing of costs, opportunities, and risks against the desired performance of assets to achieve Council's objectives. Council has an inherent responsibility to safeguard its assets and to develop a system of asset management that considers oversight and control in addition to the short-term and long-term maintenance, repairs and for the replacement of assets for continued performance and reduced life cycle.

Project Management is the use of specific knowledge, skills, tools and techniques to plan, lead, organise and oversee work to achieve specific project goals or objectives within given programmes of work identified through the Long Term and Annual Plans.

Waste management facilities across the district provide refuse and recycling services. Council provides facilities that meet the needs and expectations of communities under contract to external providers.

Housing for the Elderly (HFTE)

- Workshop with elected members booked for Wednesday & Thursday 16 - 17 August
- Registered parties who have expressed an interest in the divestment of the HFTE portfolio will make presentations to elected members.
- Presentations will include offers of service, continuity plans, wrap around services to be provided, transition arrangements and future increase of housing stock.
- These workshops will inform the elected members for consultation in the LTP.

Kohukohu Hall

- All relevant information provided for the capital project.
- Lotteries application was unsuccessful with a potential to reapply following community meeting.
- Registration of Interest for the construction work received two firm contenders and one potential - pending site visit.

Kaitaia Airfield

- Negotiations between Crown and Ngāi Takoto continue for the transfer of land ownership, expected to be concluded by the end of 2023.
- The Airfield Management agreement between FNDC and FNHL has been extended until 30 June 2024 to permit continued operations at the airfield.
- Notification of the Ngāi Takoto representative is required to commence lease discussions with Council.
- Temporary repairs to the main runway have been completed to prevent further degradation of the surface and sub-surface.
- Further capital works to the runway lighting, runway and drainage are budgeted for and work can commence once final lease arrangements are completed.

Long Term Plan (LTP)

- There is a considerable amount of work required from Asset Managers to support the LTP process. This work is onerous, and some patience will be required with the Assets Management Team during this time.
- Asset Management Plans are currently in progress.

Solid Waste Contract Tender

- Elected members workshop held on 19 July to discuss the outcome of community consultation.
- The tender documents have been finalised.
- The tender will be released on 4 August with a caveat that the procurement plan needs to be approved by Council at an extraordinary meeting on August 14.
- Bill Inglis at McHale group has been selected as Probatory Auditor and a purchase order has been raised.
- The procurement plan went to Council on 3 August but was left to lie due to delays in receiving the supporting documents.

BAU update

- Resignation received from Asset Manager - Recruitment is currently underway.
- Asset Management Plans and Long Term Planning work currently in progress.
- Work happening in the project space is reported in the programme below.

Capital Project Report – July 2023

Project Name	RAG Status	Project Description	Project Update
HFTE Kaikohe	●	Renewal and LOS upgrades 38 Units	<p>Current Status</p> <ul style="list-style-type: none"> • P/Plan approved units B3, C3, D2, E1, J2 • Internal Demolition complete B3, C3, D2, E1, J2 • Building Consent Approved (all units) • Current Activity • Procurement for main contractor • Writing P/Plan Units A-1/2, B1/2/4, D1 (phase 2) • Next action • Physical works estimated start 04/09/23
HFTE Kaitāia Oxford	●	Renewal and LOS upgrades 23 Units	<p>Current Status</p> <ul style="list-style-type: none"> • P/Plan approved Units 5-18/19/20 • Building consent lodged • Current Activity • Procuring 2 temporary cabins • Writing procurement for main contractor • Writing P/Plan units 7-1/4 & 5-27/28 + 1 additional temp cabin (phase 2). <p>Next action</p> <ul style="list-style-type: none"> • Install temporary accommodation x 2 and relocate units 18 & 20. • Physical works estimated start 18/09/23
HFTE Kawakawa	●	Renewal and LOS upgrades 6 Units	<p>Current Status</p> <ul style="list-style-type: none"> • P/Plan approved. • Building consent approved • Current Activity • Procurement for main contractor <p>Next action</p> <ul style="list-style-type: none"> • Define relocation strategy. • Relocate tenants 2 at a time – units 5/6, 1/2, 3/4 • Physical works estimated start 04/09/23
HFTE Kaitāia Puckey	●	Renewal and LOS upgrades 22 Units	<p>Current Status</p> <ul style="list-style-type: none"> • Procurement Plan approved for 5 units <p>Current Activity</p> <ul style="list-style-type: none"> • In detailed design <p>Next Activity</p> <ul style="list-style-type: none"> • Lodge building consent (this month) • Tender for Physical works

Project Name	RAG Status	Project Description	Project Update
HFTE Rāwene	●	Renewal and LOS upgrades 6 Units	<p>Current Status</p> <ul style="list-style-type: none"> • P/Plan approved • Internal demolition commenced prior to budgets being removed and now complete <p>Current Activity</p> <ul style="list-style-type: none"> • Seeking funding for the renovation work now required to re-tenant units. • Detailed design <p>Next Activity</p> <ul style="list-style-type: none"> • Lodge building consent • Procure main contractor • Physical Works estimated start 16/10/23
Lake Ohia Hall Renewals	●	<ul style="list-style-type: none"> • External Envelope • Re-Piling • New toilets • New kitchen • Repair/replace wall claddings • Repair timber windows • New entrances, deck, and accessible ramp • Accessibility and other internal upgrades 	<p>Current Status</p> <ul style="list-style-type: none"> • Lodged Building Consent 26/05/23 - RFIs raised <p>Current Activity</p> <ul style="list-style-type: none"> • Develop works plan • Producing tender docs <p>Next Activity</p> <ul style="list-style-type: none"> • Tendering for physical works
Okaihau Hall Renewals	●	<ul style="list-style-type: none"> • Interior Renewals • New toilets • New kitchen • New rear deck and access • Accessibility and other internal upgrades • Asbestos Remediation 	<p>Current Status</p> <ul style="list-style-type: none"> • Building Consent is approved • Asbestos survey and testing have identified significant areas of the Hall both externally and internally require asbestos remediation prior to commencing fitout of kitchen & bathrooms <p>Current Activity</p> <ul style="list-style-type: none"> • Structural Engineer to assess sub floor foundations and subsidence in Men's toilets • Work with Hall Committee to find and engage a Kitchen Designer • Engage Electrical Inspector to provide assess hall wiring due to power draw issues in the existing kitchen <p>Next Activity</p> <ul style="list-style-type: none"> • Collate Assessments to formulate a wider programme of works

Project Name	RAG Status	Project Description	Project Update
Rawene Hall Renewals	●	<ul style="list-style-type: none"> Interior Renewals New toilets New kitchen Accessibility and other internal upgrades 	<p>Current Status</p> <ul style="list-style-type: none"> Procurement Plan Approved <p>Current Activity</p> <ul style="list-style-type: none"> Project handed back from Hoskins Civil, PM reviewing Building Consent lodged Next Activity Obtain Electrical Report Obtain QS Tender for physical works
Unahi Wharf Carpark Project	●	To compliment the recent wharf upgrade, the carpark and existing boat ramp area are proposed to be upgraded - Provision of additional trailer parking and carparks, permanent unisex public toilet, additional tables & bench seats, planting & general beautification, signboards and Pou.	<p>We have finalised the scope of the final stages, gathered estimates from a local supplier, Rob Bennie, who will carry out most of the works in Stage 3.</p> <p>The Stage 3 works package includes; installation of concrete bases for tables, install bench seats, information board and a welcome sign. The procurement plan has been sent and accepted by Council.</p> <p>The dry vault toilet was safely delivered to site last week and physical works for Stage 3 are due to commence this week.</p>
Russell Cemetery Development	●	Expansion and development of the Russell Cemetery.	<p>A working group is now established and met on site 13 July to discuss the concept design and any requirements.</p> <p>The adjacent landowner has been notified of the land zoning change. A draft procurement plan for construction and a RFQ for the design are underway.</p>
Te Hiku Netball Courts	●	Removal of existing fences, lights, trees, retaining wall. Bulk earthworks. Stormwater and wastewater relocation. Undercut existing netball courts and replacing with basecourse. Concrete footpaths and beams around the perimeter and centre of the court. Asphalt the playing surface along with line marking. Installation of new lighting.	<p>After the successful opening of the netball courts to kick off the netball season, progress onsite has slowed considerably. This has caused frustrations for the court users.</p> <p>There are still works that remain to be completed onsite over the next few months such as the perimeter drainage, fencing, retaining walls, footpaths, and a new sewer connection.</p> <p>The project team are making considerable efforts to ensure works continue and that the site is kept safe and tidy now that it is open to the public.</p> <p>Throughout July, the contractor has continued to be difficult to contact and slow to return emails and progress further with physical works.</p>

Project Name	RAG Status	Project Description	Project Update
North Park Toilets	●	Delivery of new toilet facilities, including facilitate signing of the sublease agreement between Gull NZ and FNDC to construct public facility in Kaitaia at 102 North Road Kaitaia.	<p>The draft sublease agreement has been reviewed by FNDC. Waiting on Gull NZ legal teams' amendments and clarifications as requested by FNDC on 7 June.</p> <p>Cost estimates are higher than the available budget. Procurement can only commence on approval of sublease agreement and confirmation of additional budget.</p>
Pukenui Coastal Walkway	●	This project requires the construction of three separate walkway sections that will eventually link the Pukenui community. The three sections are located between Houhora Heads Rd and Harrys Lane in Pukenui.	<p>The final drawings for Section 3 were sent to; Council, Elected Members and Community Board Members for final review and are approved.</p> <p>The Request for Quotation has been submitted to three local suppliers who met the criteria set out within the procurement plan; Ventia, Fulton Hogan & Far North Roading.</p> <p>The request for quotation was sent out on 6 July and so far, we have not had any questions back from the Contractors. We are expecting the prices back from all three contractors this week and will award based on lowest price and commence works shortly thereafter.</p>
Opua-Paihia Coastal Walkway Upgrade Stage 2 Works	●	This project is the second stage of the Opua-Paihia Coastal Walkway Upgrade of the existing walkway between Te Haumi Bridge and Beechy Street, Opua. The works consist of track surface, minor structure and minor drainage upgrades, upgrade of existing, and construction of several new bridge/boardwalks, and installation of low height retaining walls.	<p>Design, Drawings and Schedule of works has been completed by Frame Group. Planning Consent is required for a several new and existing structure as part of the Stage 2 Works. B&A Urban and Environmental have been engaged to undertake Consenting works which is currently in process. Consenting may take several months to work through process dependant on NRC.</p> <p>Procurement plan has been approved and splits the works into two packages, the first package will be by RFQ and consists of all works in Section C and Section D through to CH1400 being the works not requiring resource consent.</p> <p>The second package will be by closed Tender and includes Section D from CH1400 to CH1732 and all of Section E which will be procured once the consent application and approval has been completed. The procurement of Package 1 is currently underway with RFQ documentation completed and to be sent out to suppliers for pricing this week.</p>

Project Name	RAG Status	Project Description	Project Update
Kerikeri Sports Complex Carpark	●	Car parking improvement and footpath access to Sports Complex	The KK Sports Board asked to move the work until the end of the rugby and netball season. Contract is awarded to Keriland Earthworks are programmed to start September 2023.
Kerikeri Squash Courts	●	Construction of 4 Court facility attached to the existing Sports Complex	Current activities include the fitout of the bathroom and kitchen areas. The ASB Courts are on their way from Germany, transit time is approx. 6 weeks
Rangitane Public Toilets	●	Installation of Public Toilet at Rangitane Reserve	On hold: Awaiting Hapu engagement following stop work notice from Heritage NZ in Jan 2023. Next step to submit for Archaeological authority to progress through to completion. Still awaiting engagement from Te Whui and Ngati Rangi/Ngati Mau. Te Hono assistance requested with nil response from Hapu to date. Awaiting Ngapuhi direction.
Mill Bay Jetty and Mangonui Boardwalk phase 2	●	Replacement of Mill Bay jetty and integration of long new vehicle park, traffic calming and dinghy ramp in Mangonui	Construction underway. Deficit in funding, this project will need to be downsized as additional funding was not approved by Council in Aug 23.
Kaitaia Airport	●	Renewal of main runway and Healthy home compliance on residential dwelling	Lease and Ownership details to be undertaken before Council can proceed with further works. Airport Management Agreement signed and approved
Proctor Library rear roof replacement	●	Replacement of the old building roof, structural changes to the roof line, remove A/C units from roof and reinstate on ground with caging	Current Status <ul style="list-style-type: none"> Design approved Building Consent lodged Current Activity <ul style="list-style-type: none"> Received Air Conditioning Systems/reinstatement quote Schedule of activities and items Awaiting Confirmation of budget and code Next Activity <ul style="list-style-type: none"> Procurement Plan Tender for physical works

Project Name	RAG Status	Project Description	Project Update
Kaeo library Renewals	●		<p>Current Activity</p> <ul style="list-style-type: none"> Report for roof leak in progress, once received remedial works to fix the leak will be undertaken as a priority Developing works plan for rest of project.

Technical Operations

Introduction

The Technical Operations team is the operational arm of council and comprises of seven 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.
- Coordinate Event Applications.
- Oversee Cemetery Maintenance and Burials.
- Manage Community Cemeteries.
- Engage and Induct Volunteers.
- Ensure Contractor HSE is to a high standard.
- Negotiate and Create Service Agreements.
- Manage the Kaikohe Memorial Hall.
- Undertake Contract Claims.
- Undertake building and hall maintenance.
- Handle all Green Space and Facilities related requests for service.

Key Stats:

- 32 Service Agreements currently in place.
- 17 Community Cemeteries.
- 14 Public Cemeteries.
- 100 Burials per annum.
- 58 Halls & Community Facilities.
- 27 Volunteer Groups engaged with annually.
- 2 Million m² of Active Reserves currently mown.
- 71 Toilets to Maintain.
- 525 Bins Serviced per annum.
- Approx. 4,000 RFS's each year.

Key challenges

- Key Challenges encountered have centred around team resourcing. Technical Operations has had vacancies since it was formed in April (and historically back to July 2022), these were filled during July. However, with a lack of experienced staff and high workloads, upskilling the new team members is a challenge that the team are working hard to address, making full use of team days to share information and provide additional support.
- Issues have again surfaced over road parcel ownership and an expectation that Technical Operations should manage maintenance within unformed road areas. The team have also picked up NTA/NZTA projects where there has been no wider discussion around Opex requirements, leading to FNDC ratepayers potentially funding NZTA sites. Discussions are ongoing as this needs to be resolved in full.

- Agreements have also been a theme for the past month, with several parties approaching the team with aged agreements (dating back over 20 years in some cases) requesting additional funds. It is apparent that there has been poor maintenance of relationships with these stakeholders, so this has become a key focus area, with the addition into the team of a role that has a clearly defined responsibility to manage agreements going forward.

Cemetery's

During the month we identified issues with our Cemetery records, with an Ash Internment uncovering the fact a presumed empty plot was actually in use. We have also had a query where a member of the public has disputed our records and on researching the matter appears the concern is justified. As such we have committed to remapping all public cemeteries by the end of June 2024.

Community Services Contract

Reworking the Community Services Contract has been a major draw on resources. The contract is to go to market in early October, published via GETS, and to take effect on 1 July 2024. Asset data is poor, and depth of technical understanding is limited, which is putting notable pressure on the team to move this forward against tight deadlines.

A positive is that this exercise has pushed us to map all our main mowing sites on GiS, which has immediately been of benefit to many parties. The data capture and cleansing is ongoing and would be hugely simplified if there were an effective asset management system in place.