

**DELIVERY AND
OPERATIONS
BUSINESS REPORT**

August 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 August.

Executive Summary

Building Services

Building Consent Authority (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 7 and 14 days, whereas code compliance certificates are 4 and 18 days.

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

The building controls industry is facing an unprecedented shortage of staff, with experienced staff shopping around for the most favourable employment conditions. On-going performance for the BCA will depend on its ability to attract and retain staff.

Compliance

Monitoring and Compliance

Monitoring received 168 Requests for Service (RFS) in August.

A total of 43 noise complaints were received and responded to during the month. Response times of 79.5% were achieved for urban areas and 100% in rural areas.

There was a total of 101 parking infringements issued in August 2023. 21 of these infringements were for vehicles showing no evidence of a current Warrant of Fitness and 25 infringements were issued to vehicles with no current vehicle licence (registration). Most 'other' infringements were issued for breach of time zone regulations.

Of note Council have now decided to stop the 'WOF / REGO' initiative and therefore next monthly reporting will show no infringements issued for these offences.

Animal Management

536 RFS's were received for Animal Management in August, 50 urgent and 486 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

57 dogs were impounded in August. 49 were released from the shelter. In terms of the dogs released 17 were claimed by their owners, 6 taken by a Rescue Group and 3 were adopted out to new homes. A total of 23 dogs were euthanised in August due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 13 infringements issued in August by the Animal Management team:

- 11 x failure to register dog - s42
- 1 x falsely notifying death of dog – s41A
- 1 x breaching dog control notices – s20 (5)

The 2023/24 annual dog registration renewal forms have been sent out to dog owners for payments from 1 July to 31 August before penalty. During that two months 7,034 dogs were registered. The month of August saw 2,970 dogs registered as opposed to 2,388 for the month of August in 2022.

Environmental Health

A total of 41 Food Verification audits were completed in August 2023.

During August, 12 good host visits were completed by Environmental Health Services (EHS). The level of service target is that 25% of licensed premises are visited once every four years, however the team aims to see all trading licensed premises visited over the year.

A total of 94 Requests for Service (RFS) were received by Environmental Health in August.

Resource Consents

August saw no significant change in the number of applications received and has been a normal month with 135 applications lodged of which 78 are new consent applications under the Resource Management Act. There is no significant 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. Decisions continue to be a bottleneck as there is not enough internal capacity to decide applications. A third independent Commissioner has been engaged to assist.

The Resource Consents team issued 87 decisions under the RMA and LGA in August 2023 compared to 101 in July. Of the 87 decisions, 42 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 24 consents were outside statutory timeframes and 18 consents within statutory timeframes in August, resulting in 42.86% 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.

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.

Property and Facilities Management

Property Management

Property Management focus over August has been the continued work to renew expired Community leases with several reports being presented to Community Boards for recommendation to Council in September. 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.

Key focus for the team continues to be 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 August which has been Housing for the Elderly units, with the of the Housing for the Elderly divestment workshop and Housing for the Elderly upgrades taking place. 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 December 2023, permitting continued operation of the airfield.

Technical Operations

Technical Operations focus through August has been on undertaking condition assessments in preparation for our renewals programme and locking in our forward works programme for building maintenance.

The Community Services tender continues to be a huge draw on resources, once this process has been finalised the team will be in a good position to address historical matters such as aged agreements and cemetery mapping.

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
- determines whether building work is exempt under Schedule 1 from requiring a building consent



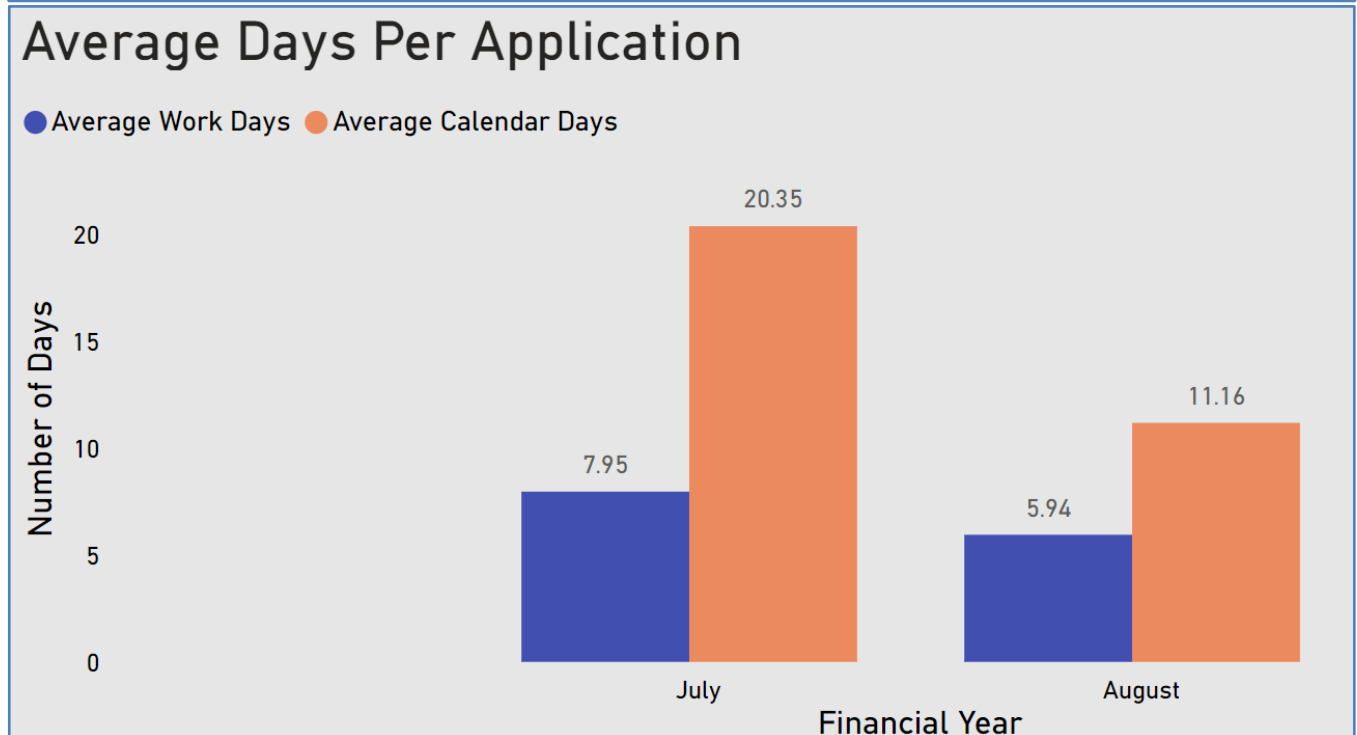
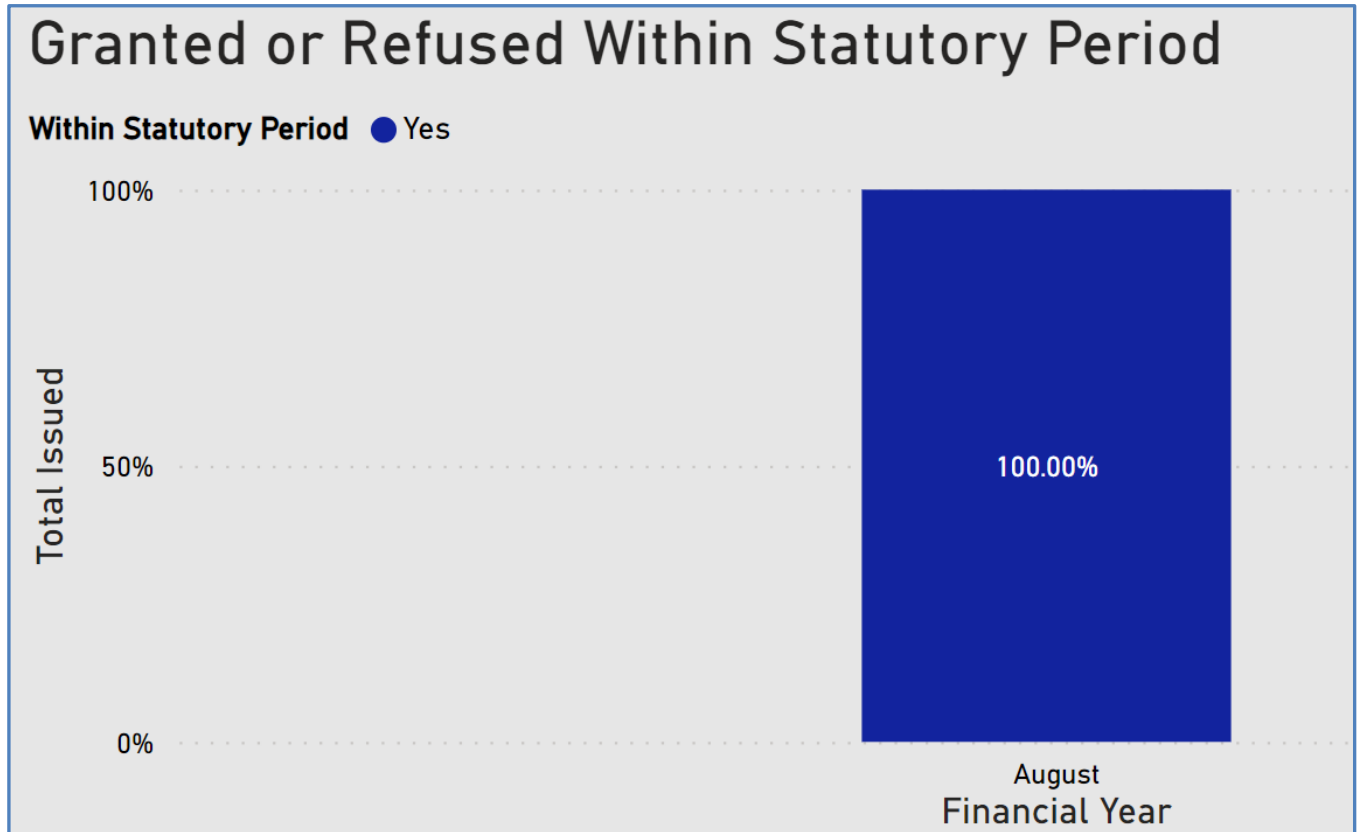
Power to inspect and enter land

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

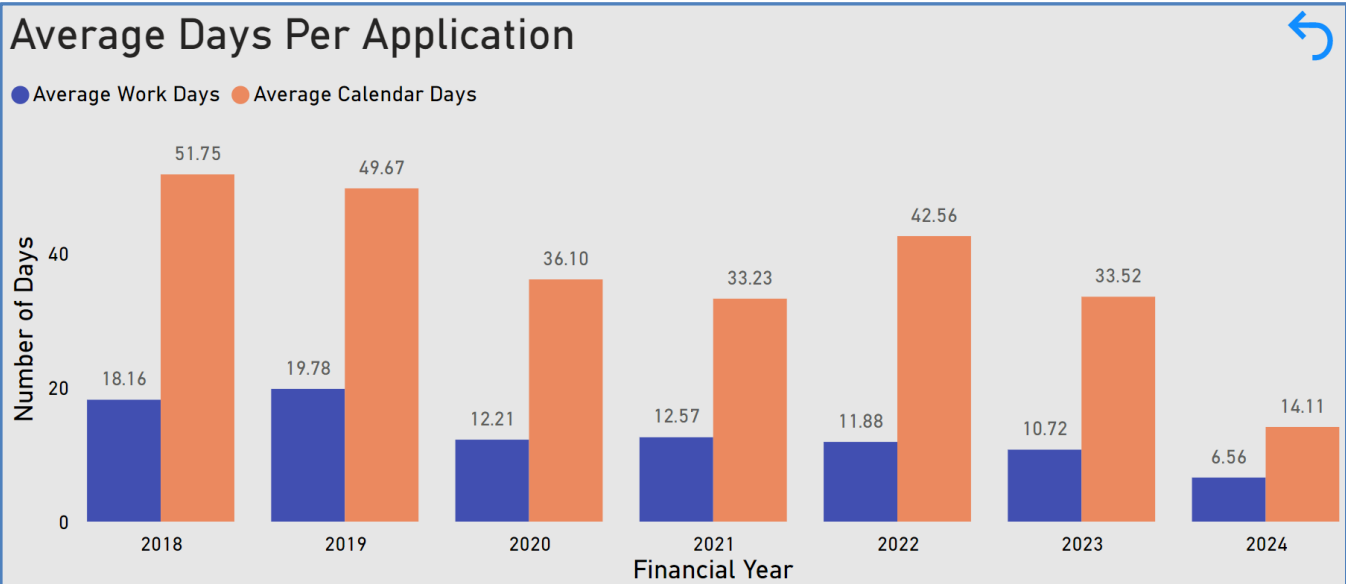
Levels of Service

Building Consent Processing

The building consent processing unit has achieved 100% compliance for the month of August. A total of 114 consents were issued. On average it took 7 working days to issue a building consent in August.



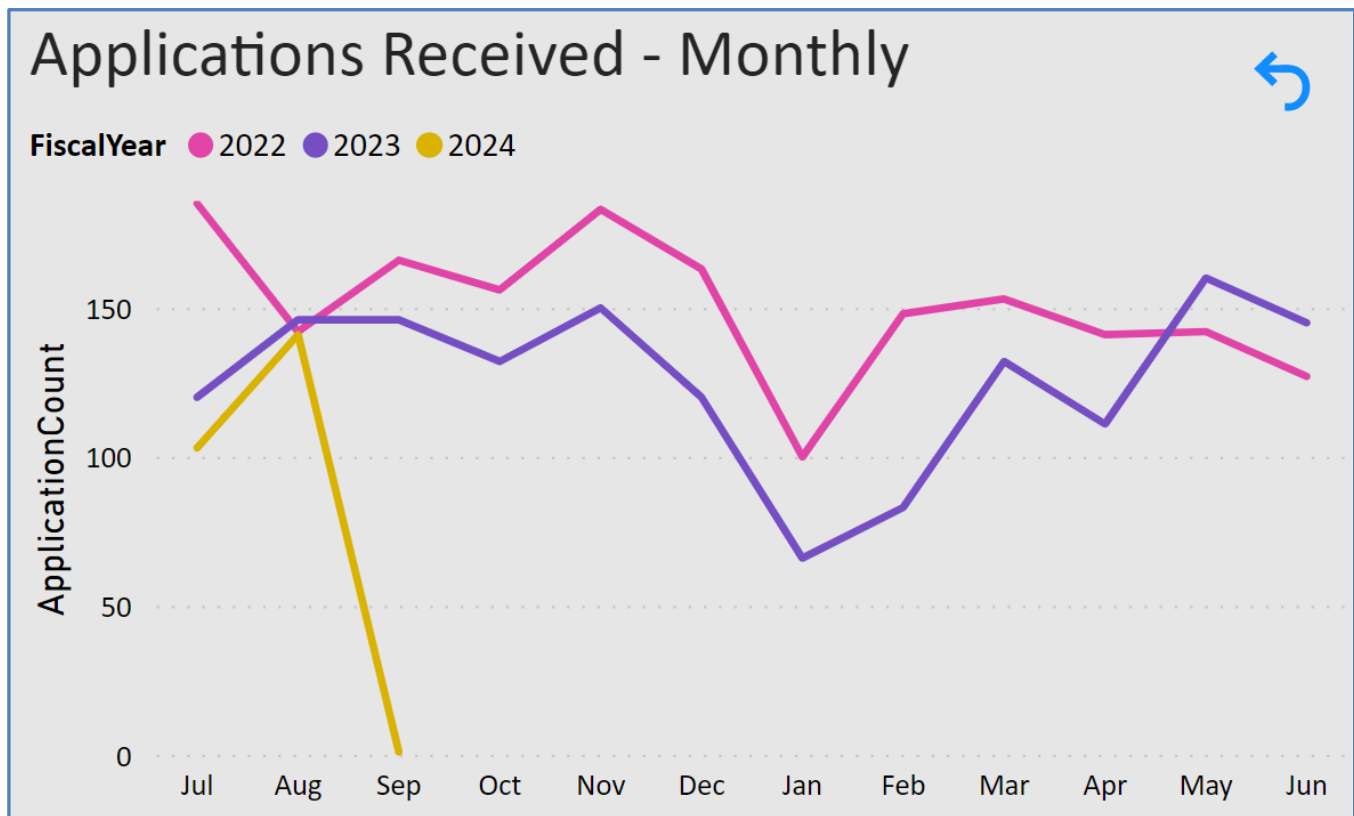
The average day count to issue building consents also continues to trend down in comparison to the previous six years.



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 44%.

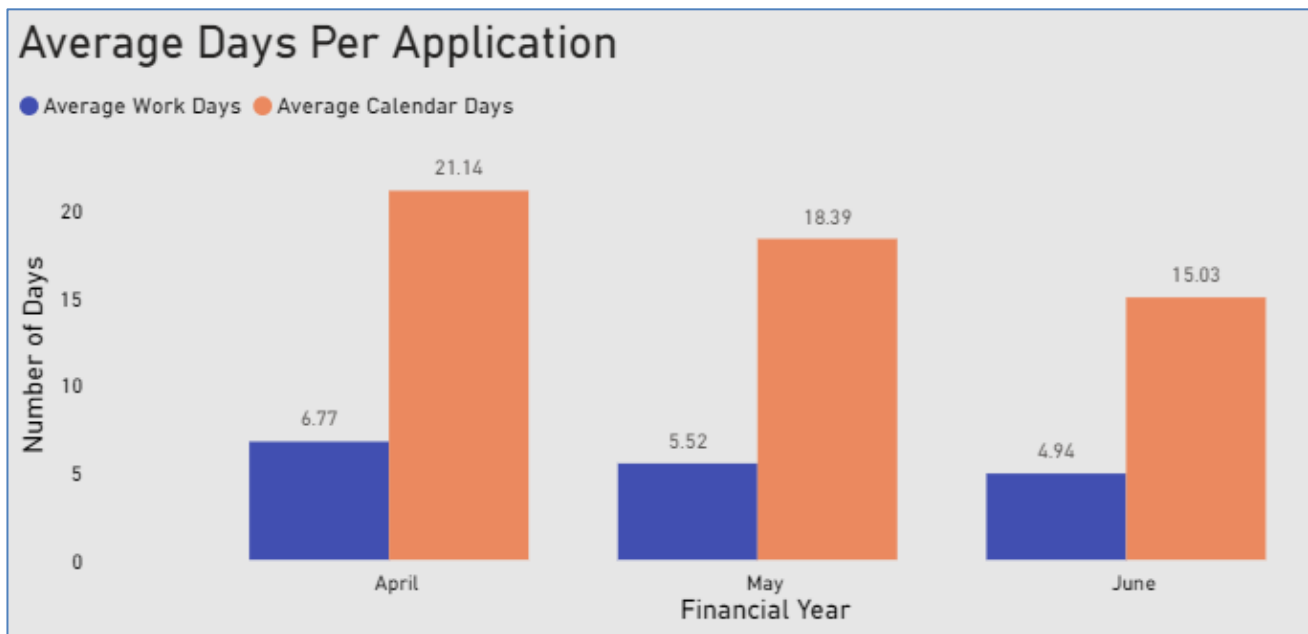
Application numbers

The number of consent applications received for the month of August aligns with the previous 6-year average for August applications. The previous 6-year average equates to 143 applications, and this August we received 142 applications. This shows a large increase in the number of applications received since July. However overall, there is still 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.

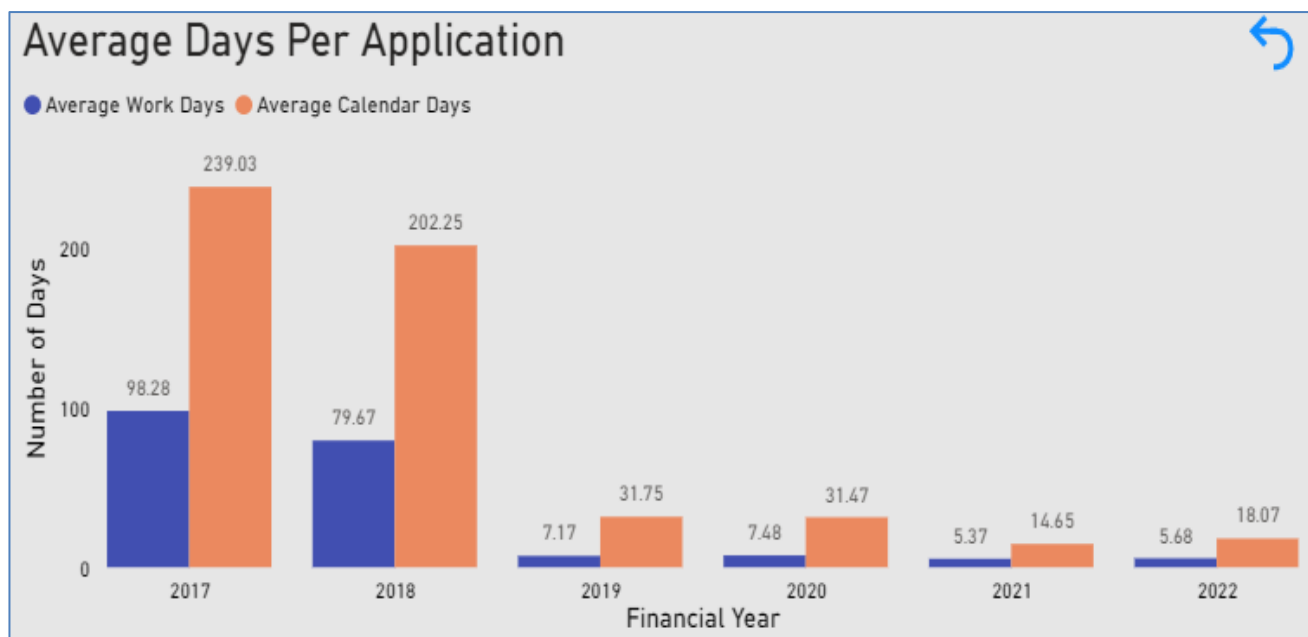


Code Compliance Certificates

On average CCCs for June were issued in 5 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.



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.

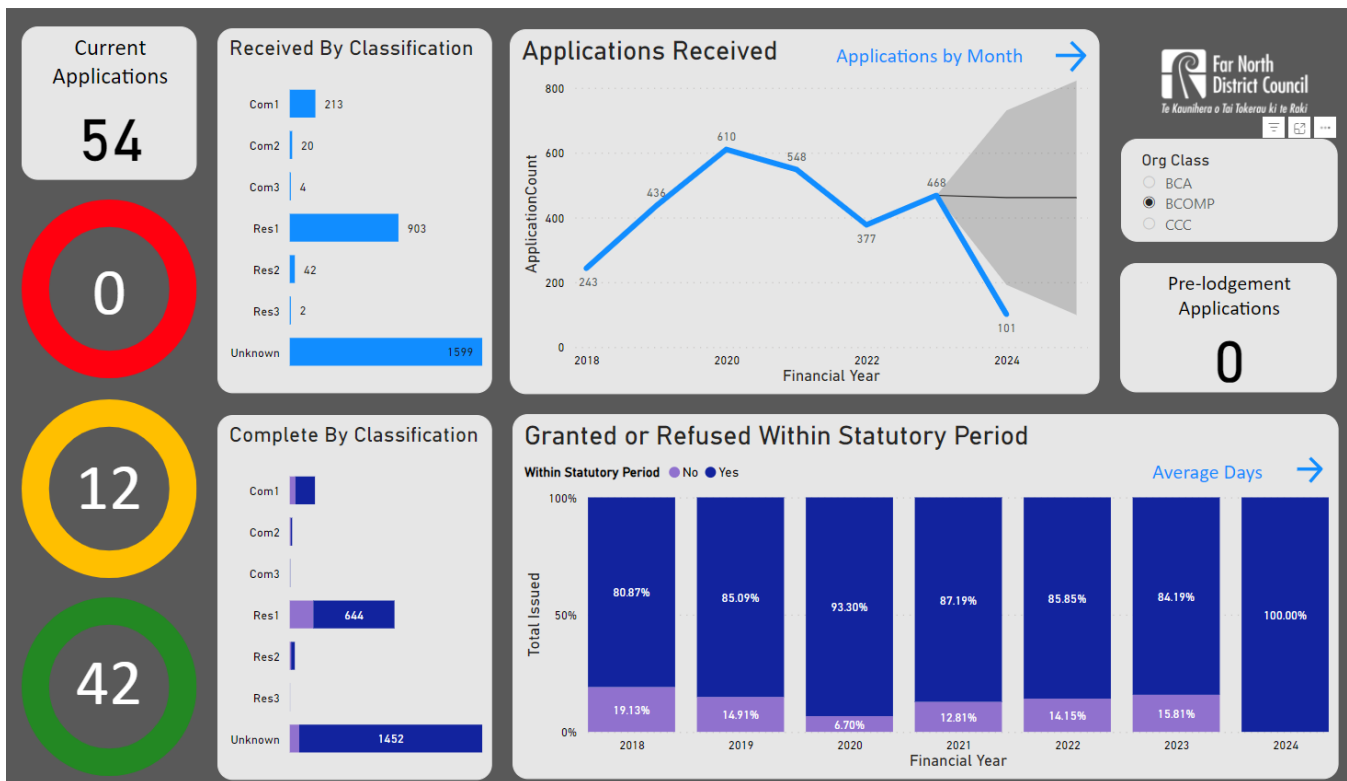
Its purpose is to ensure people can use buildings safely and without endangering the health or the property of others. The team manages the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificates of Acceptance and Exemptions.

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.

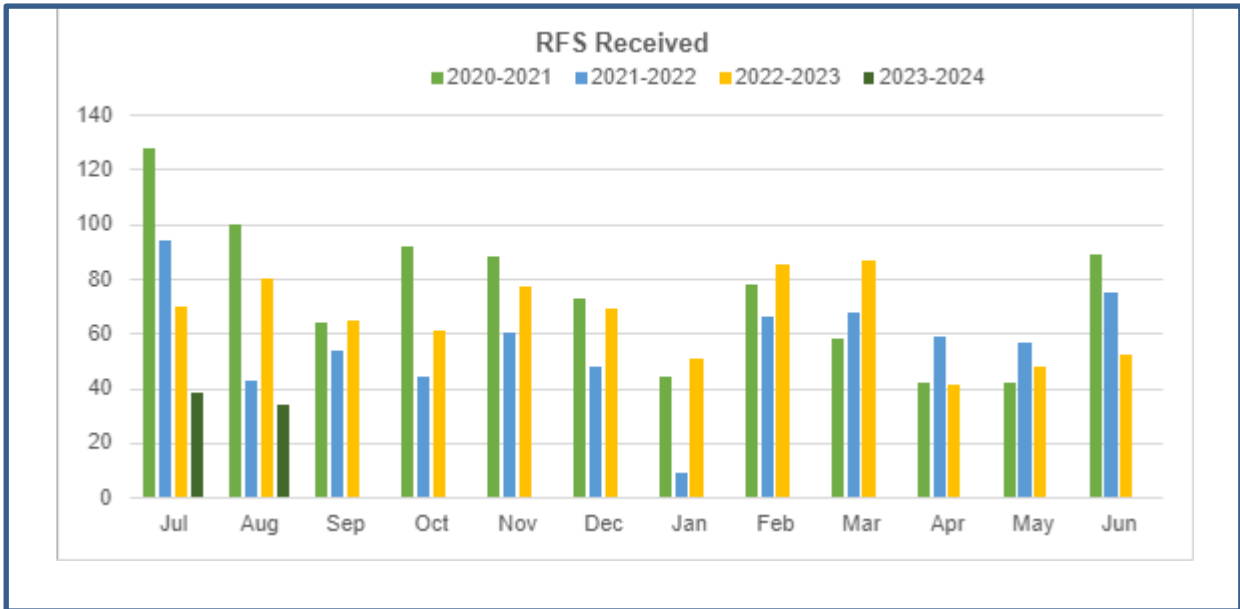
The dashboard below shows the current applications that are outstanding. Red is out of the 20-day time frame, yellow have 5 days remaining and green have more than 5 days remaining. This is invaluable for monitoring 20 day statutory timeframes. For 2023, the team was at 84% compliance, and 100% for 2024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

August was a steady month for incoming RFS's, 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.



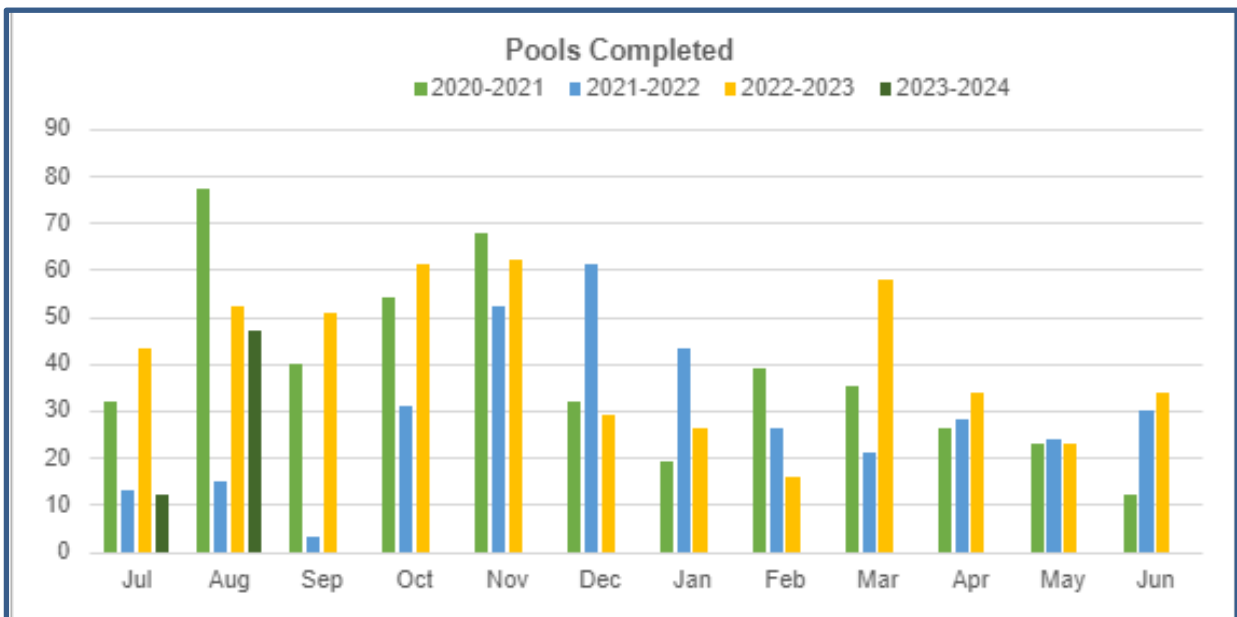
Swimming Pools

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 47 swimming pool inspections were carried out during the month of August, with the completion of inspections on track and as per the allotted inspections for the year.

The swimming pool fail rate was 42% 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.



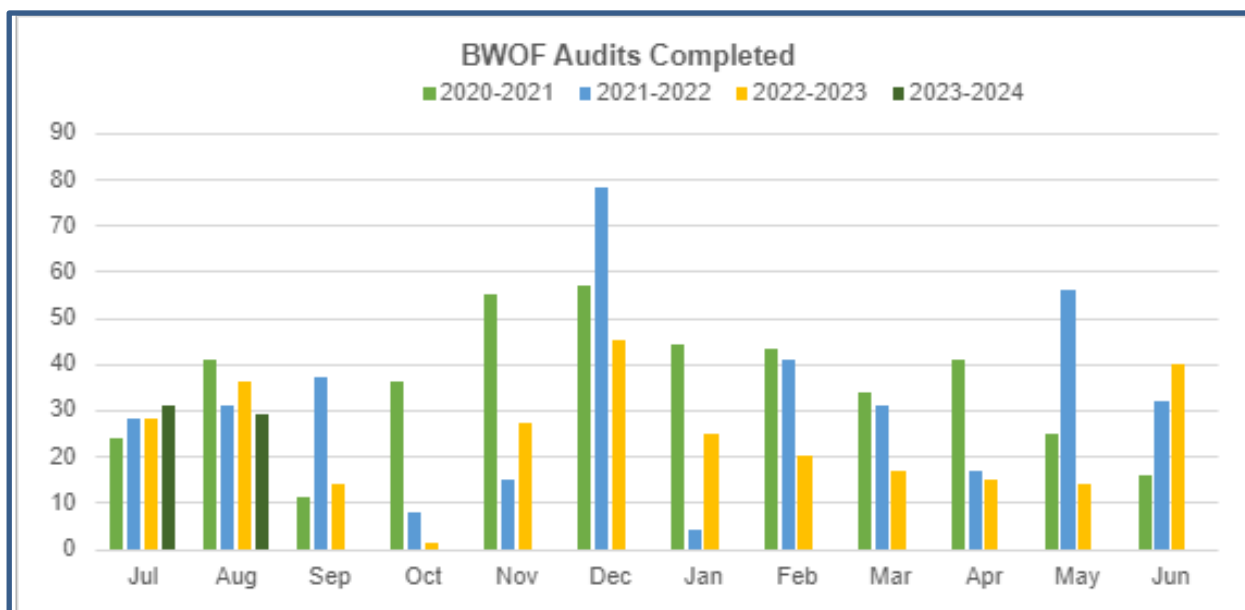
Building Warrant of Fitness (BWof)

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 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.

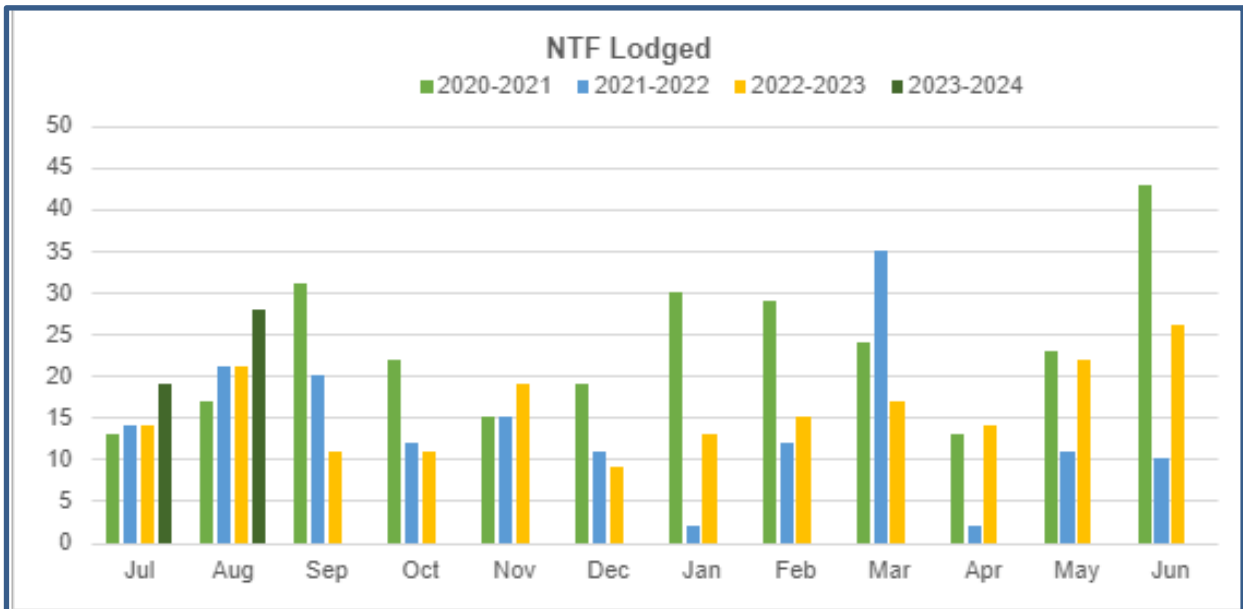
29 BWOF audits were carried out during August. The team continue their training for this work stream and we currently have 2 vacancies which will affect our ability to deliver the Compliance schedule updates for the year. We will continue to make steady progress on this work stream.



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.

28 Statutory Notices were served during the month of Aug for breaches of the Building Act 2004 and for BWOF's which have had missing checks. The new B-RaD and S-RaD process for missed checks is generating a lot of NTF's

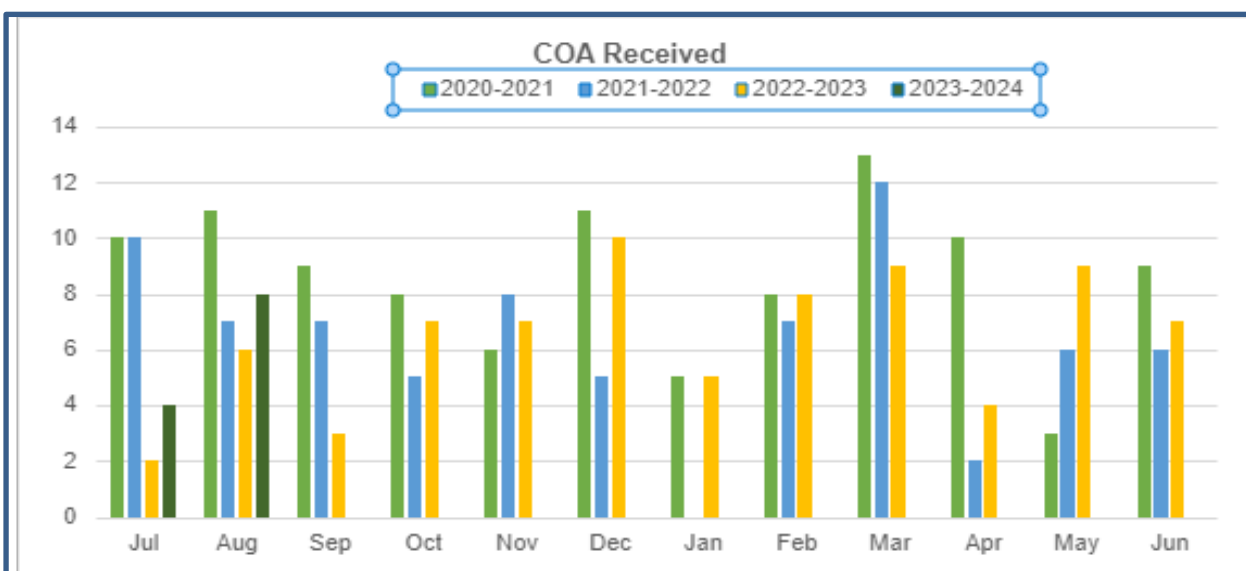


Certificates of Acceptance

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 8 COA applications during the month of August. The number of COA applications seems to correlate with the NTF's issued as NTF's for illegal works require COA's as a possible rectification.



Infringements

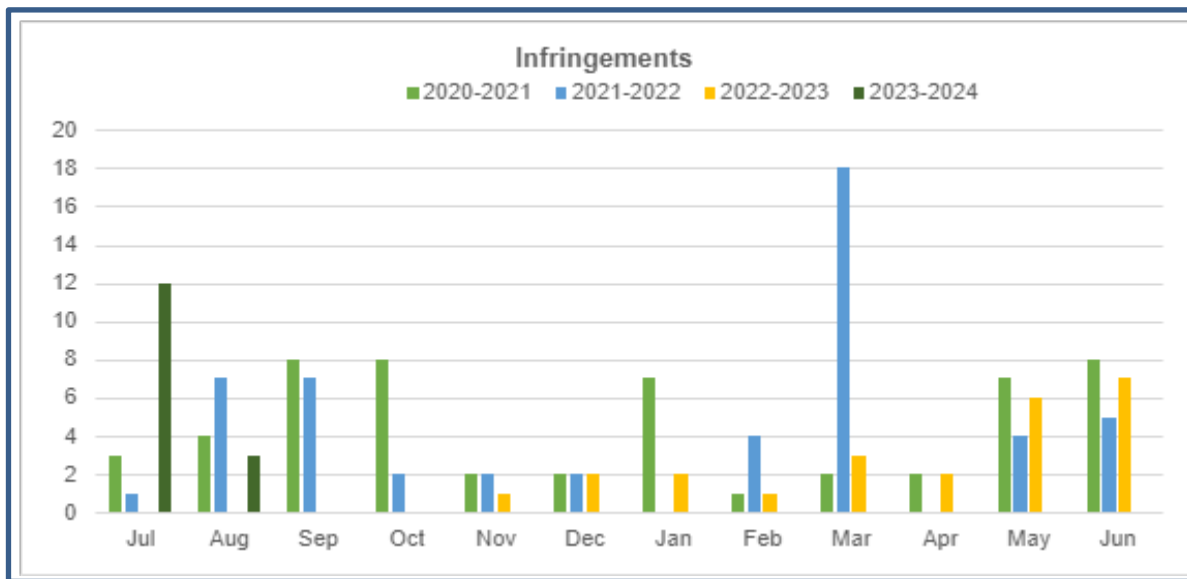
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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.

3 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 is responsible for:

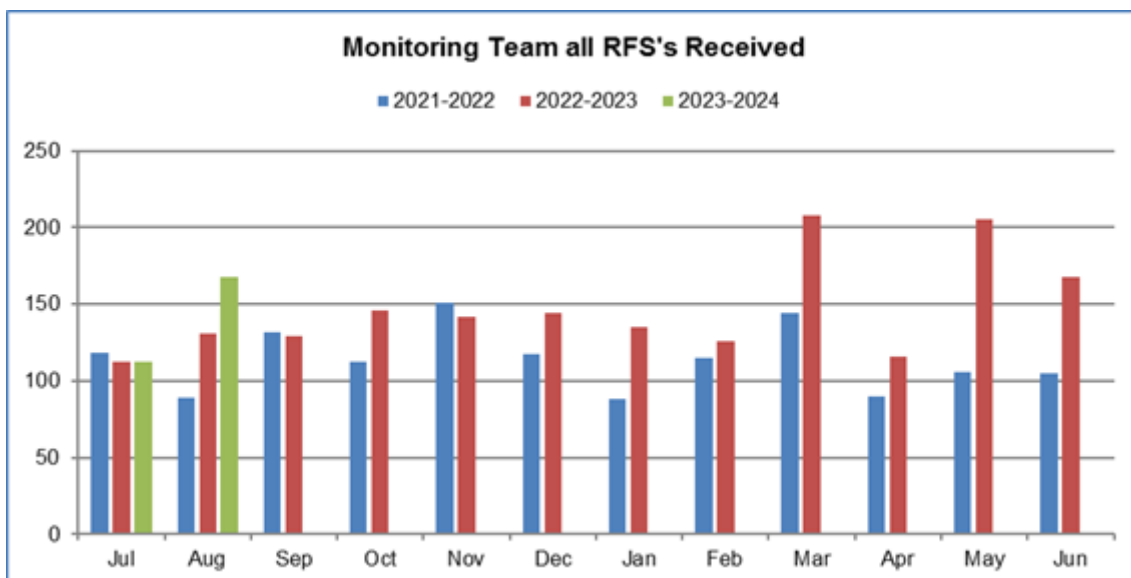
- Resource Management Act breaches
- Land Transport Act (stationary vehicle offences)
- Resource consent monitoring
- Local Government Act breaches
- District Plan breaches
- Noise complaints
- Reserves Act breaches
- Bylaw breaches
- Removal of abandoned vehicles
- Litter Act breaches

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 sitting within this team. This role will work toward compliance across the district for historical encroachments on council land.

Requests for Service

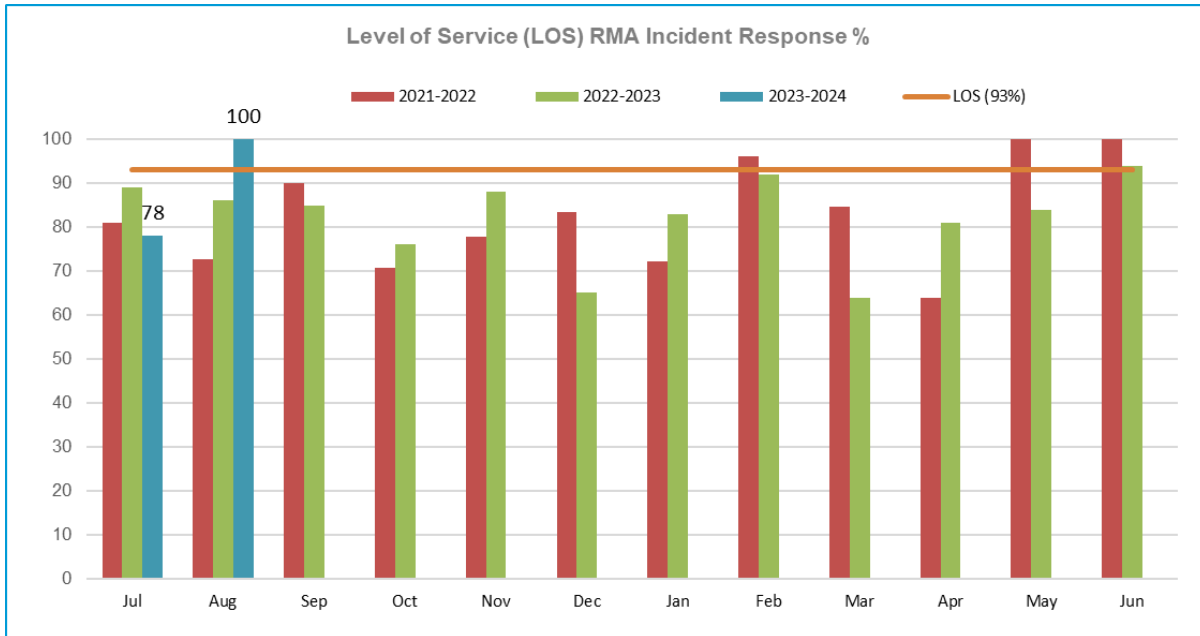
The following graph shows all Requests for Service (RFS) received monthly over the last three financial years by Monitoring. These RFS reflect all responsibilities held by Monitoring. The following sections break down those requests into areas of legislation.



There were 168 requests for service in August 2023, which is a three year high for this calendar month.

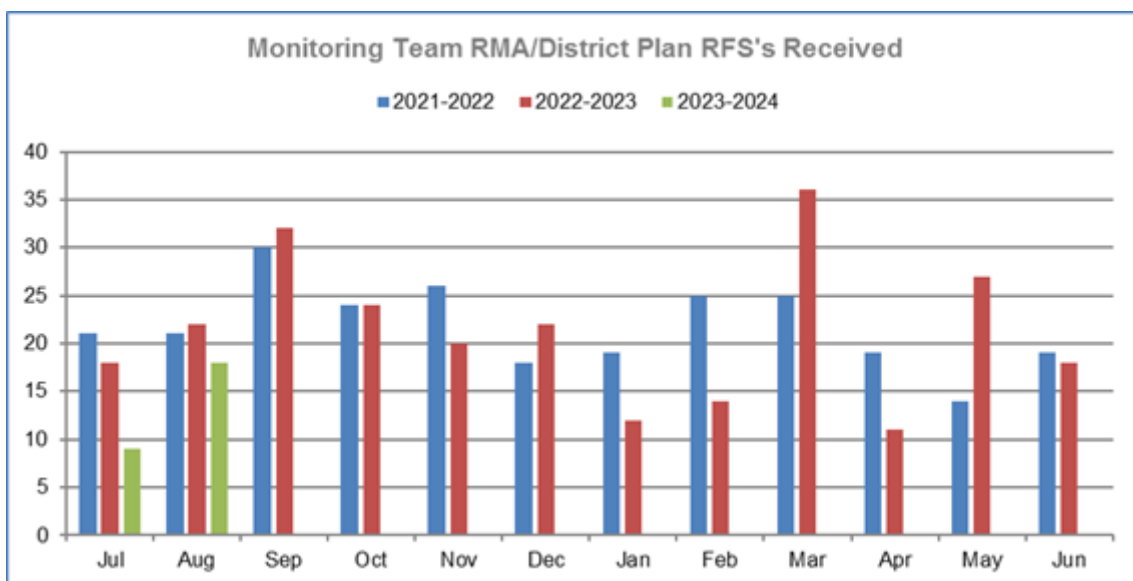
Resource Management Act 1991

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 table and graph below show what percentage of RMA incidents were responded to within three working days against the level of service of 93%. The level of service result for August 2023 achieved 100%.

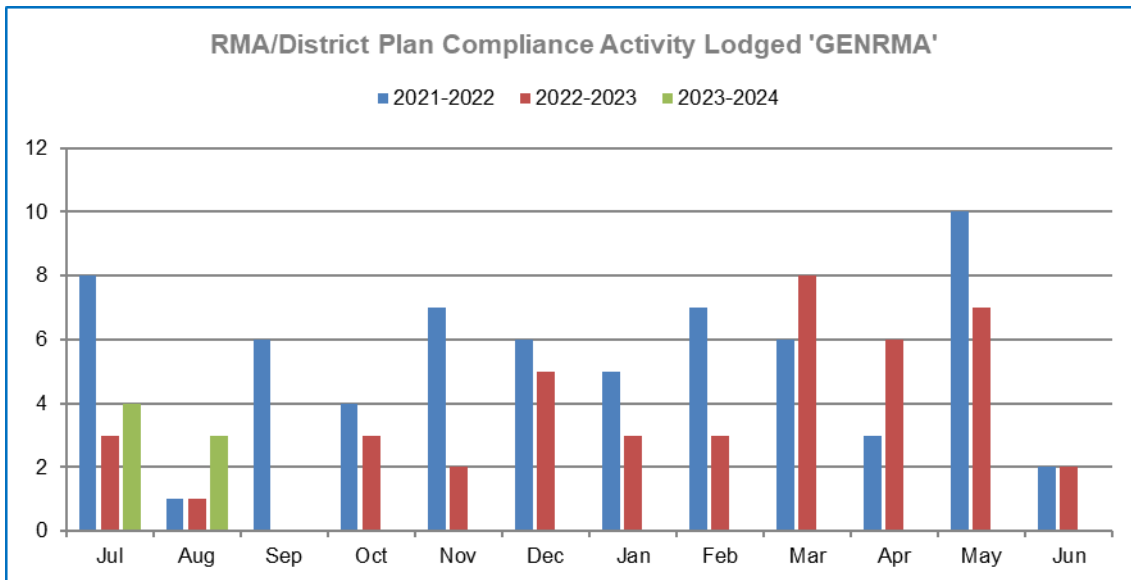


2023	On Time	Over Time	Grand Total	LOS %
Aug	18	0	18	100

The graph below shows RFS received by Monitoring for RMA/District Plan incidents over the last three financial years.



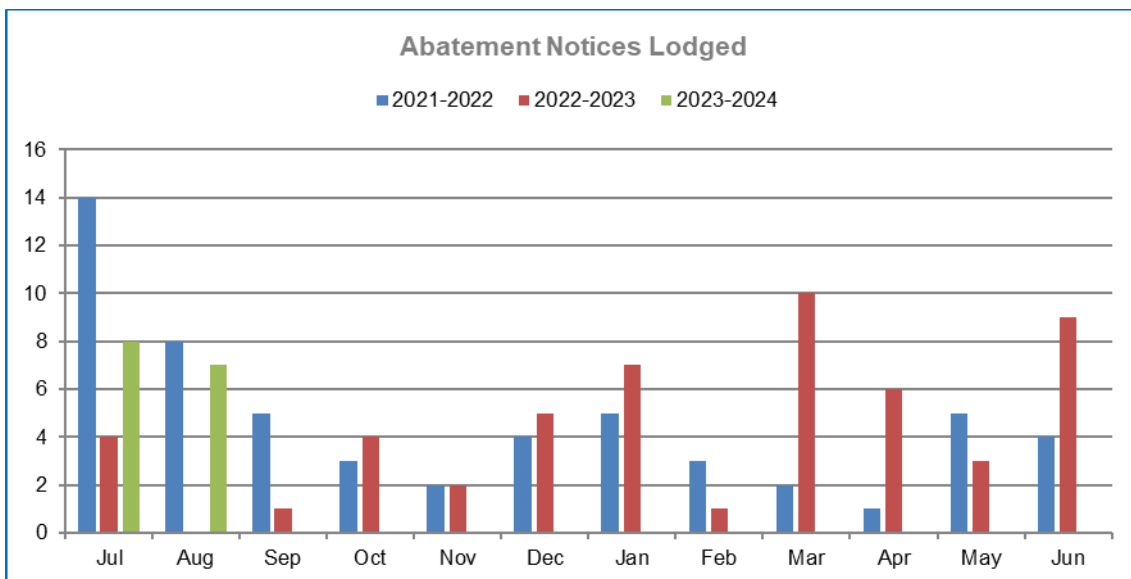
If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows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



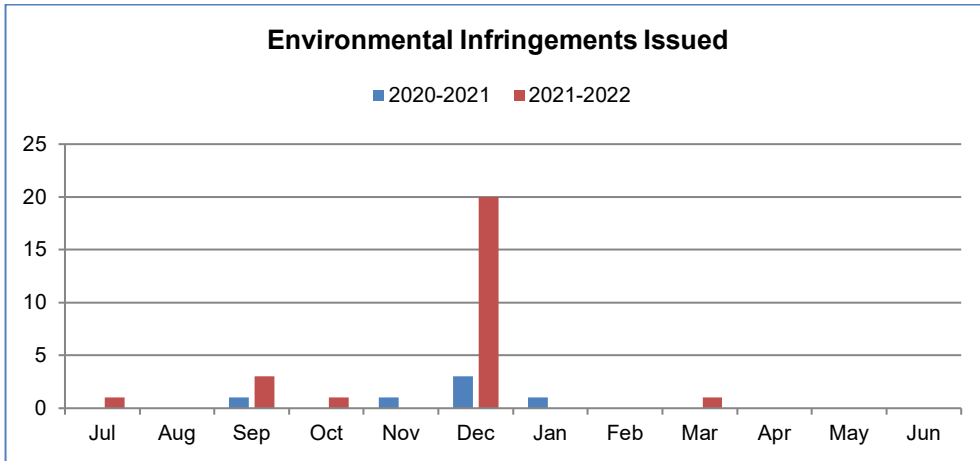
Although Monitoring's policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something 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. The graph below shows abatement notices issued by Monitoring during the last three financial years.

There were seven abatement notices issued in August 2023.



The graph below shows environmental infringement notices (EINs) issued during the last three financial years. There were 0 EINs issued in August 2023.



Resource Consent Monitoring

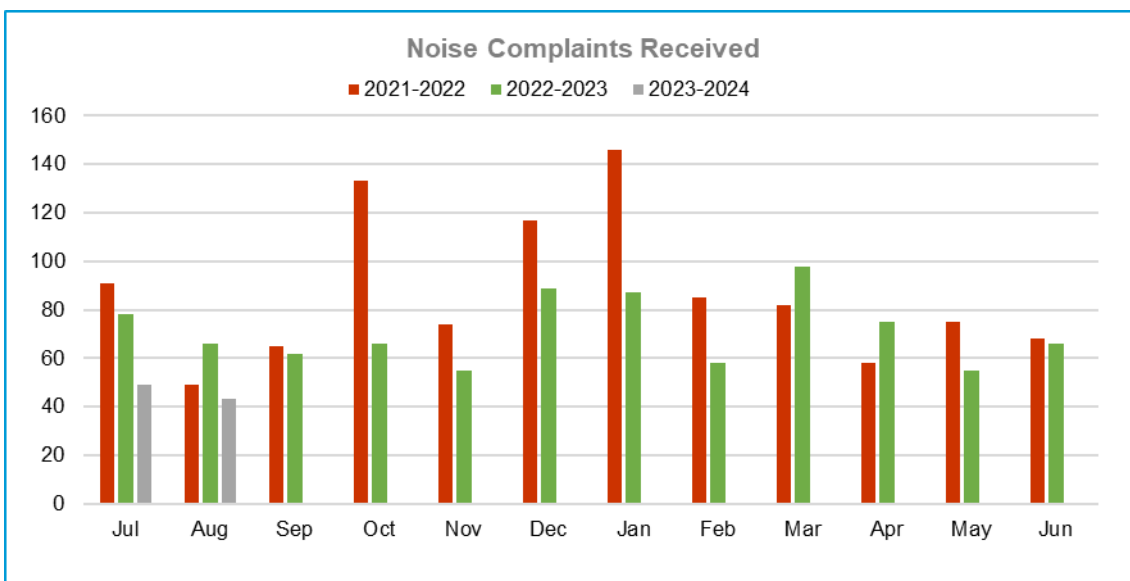
The resource consent monitoring role remains extremely busy with several areas being addressed. Current workflow includes:

- 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 19 new cases lodged in August 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). The graph below shows the number of noise complaints received and responded to by First Security.



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 August 2023.

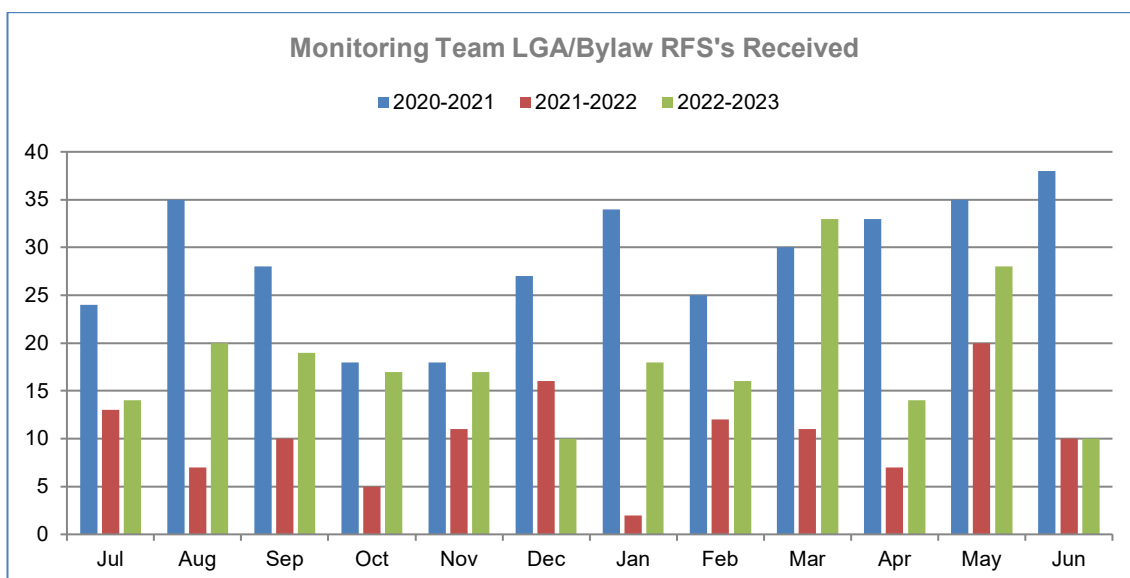
Action Taken 2022-2023	August 2023
Abatement Notice Issued	0
Excessive Noise Directive Issued	8
No Action Taken	29
Seizure Performed	0
Verbal Warning Issued	6
Grand Total	43

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 First Security noise call outs in August 2023.

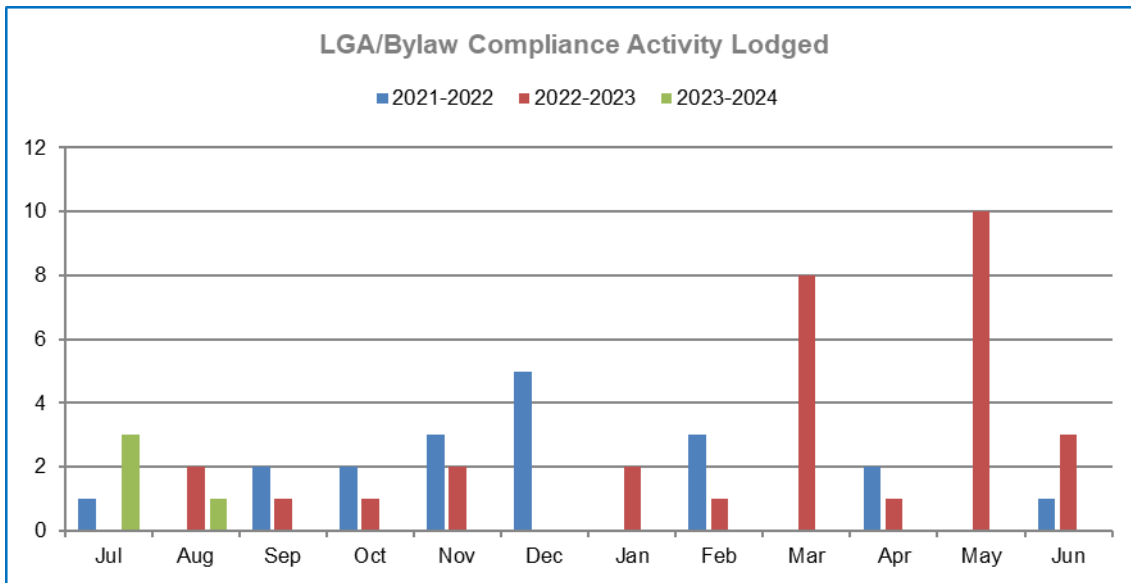
Noise response times	August 2023	Target 95%
Urban On Time	31	79.5%
Urban Over Time	8	
Rural On Time	4	100%
Rural Over Time	0	
Grand Total	43	

Local Government Act 1974/2002

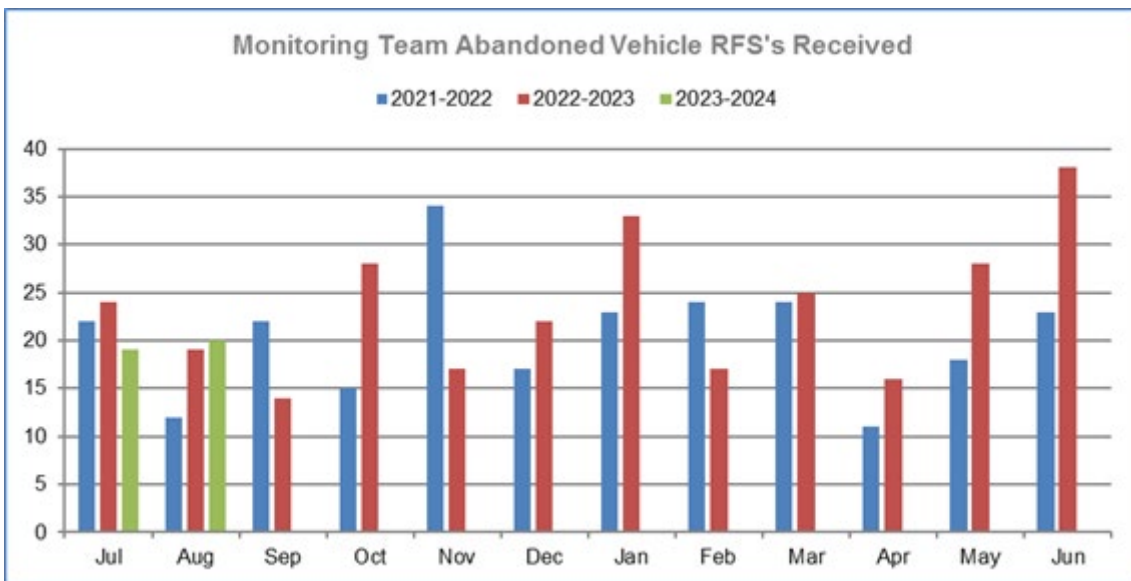
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads. The next graph shows RFSs received by Monitoring for LGA/Bylaw incidents over the last three financial years.



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. There were ten GENBYL created in May 2023.



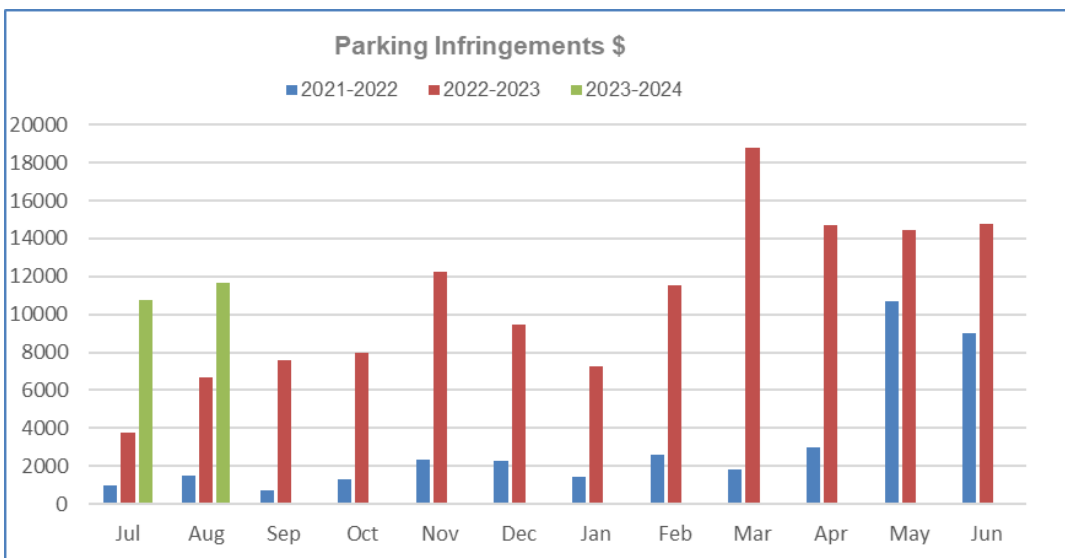
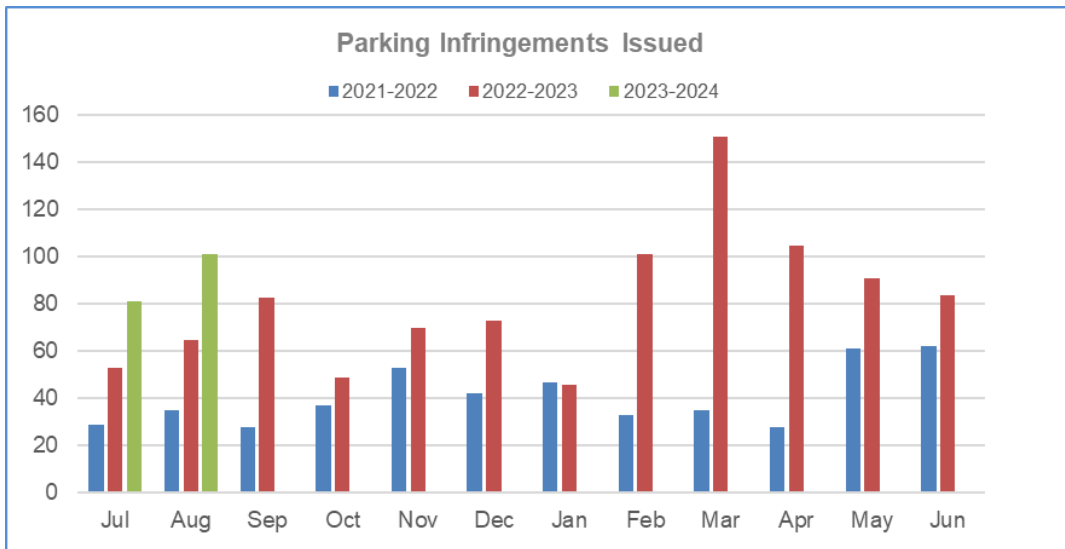
The following graph shows RFS received for the removal of abandoned vehicles. Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.



Parking

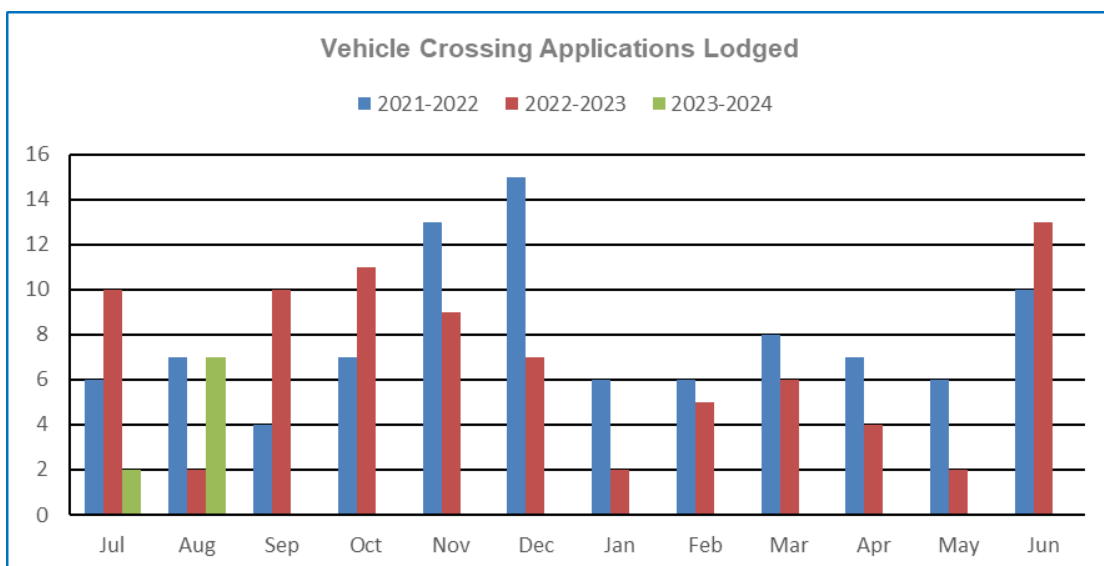
There was a total of 101 parking infringements issued in August 2023. 21 of these infringements were for vehicles showing no evidence of a current Warrant of Fitness and 25 infringements were issued to vehicles with no current vehicle licence (registration). The majority of 'other' infringements were issued for breach of time zone regulations.

Of note Council have now decided to stop the 'WOF / REGO' initiative and therefore next monthly reporting will show no infringements issued for these offences.



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.



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 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 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	El 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

The Monitoring Team had 38 surveys sent out in August with a 31.6% response rate. 7 customers expressed satisfaction and 4 were not satisfied.

3.58

▼ -0.30

01 Aug 2023 - 31 Aug 2023

Company — Goal: Off



TOTAL RESPONSES
12

SATISFIED
7

NEUTRAL
1

NOT SATISFIED
4

SURVEYS SENT
38

RESP. RATE
31.6%

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

536 RFS's were received for Animal Management in August, 50 urgent and 486 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

Impounded Dogs

57 dogs were impounded in August. 49 were released from the shelter. In terms of the dogs released 17 were claimed by their owners, 6 taken by a Rescue Group and 3 were adopted out to new homes. A total of 23 dogs were euthanised in August due to not being claimed by an owner and not meeting the criteria to be rehomed.

Infringements

There were 13 infringements issued in August by the Animal Management team:

- 11 x failure to register dog - s42
- 1 x falsely notifying death of dog – s41A
- 1 x breaching dog control notices – s20 (5)

Customer Service – Ask Nicely

The Animal Management Team had 218 surveys sent out in August with a 46.8% response rate. Of those responses 76.5% were satisfied with the responses

4.11

▼ -0.04

01 Aug 2023 - 31 Aug 2023

Company — Goal: Off



TOTAL RESPONSES
102

SATISFIED
78

NEUTRAL
12

NOT SATISFIED
12

SURVEYS SENT
218

RESP. RATE
45.4%

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

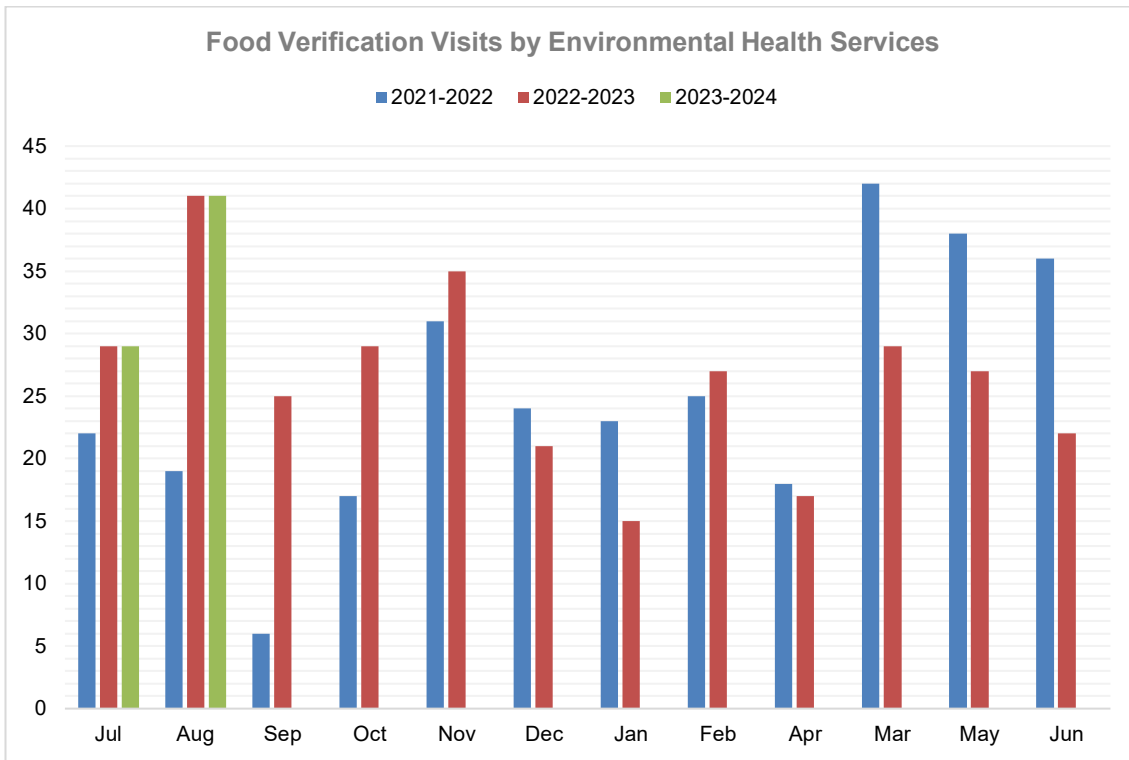
Level of service 8.2.1. Food Control Plan and National Programme audits completed as scheduled.

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

Target: ≥95% This Month: 97.6% Last Month: 86.7% Last Year: 84.0%

During August 2023, 42 verifications were scheduled. Of the 42 scheduled verifications, 41 were completed. 1 verification was cancelled by the Food Business Operator. The cancelled verification will be rescheduled.

The following graph shows the 41 verifications completed in August.



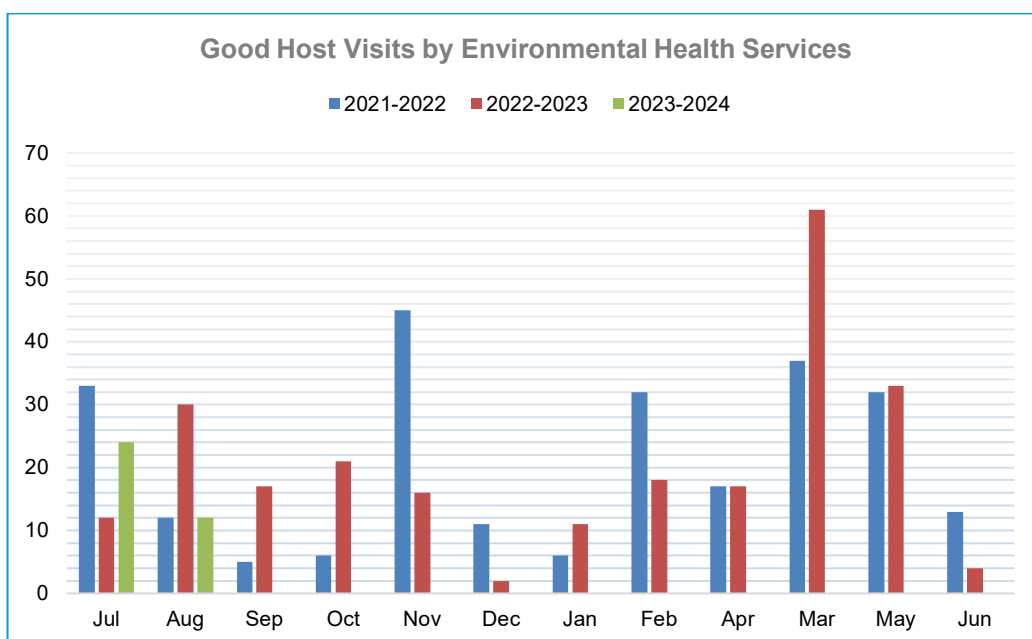
Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

Target: ≥75% **This Month:** 15.4% **Last Month:** 10.3% **Last Year:** 99%

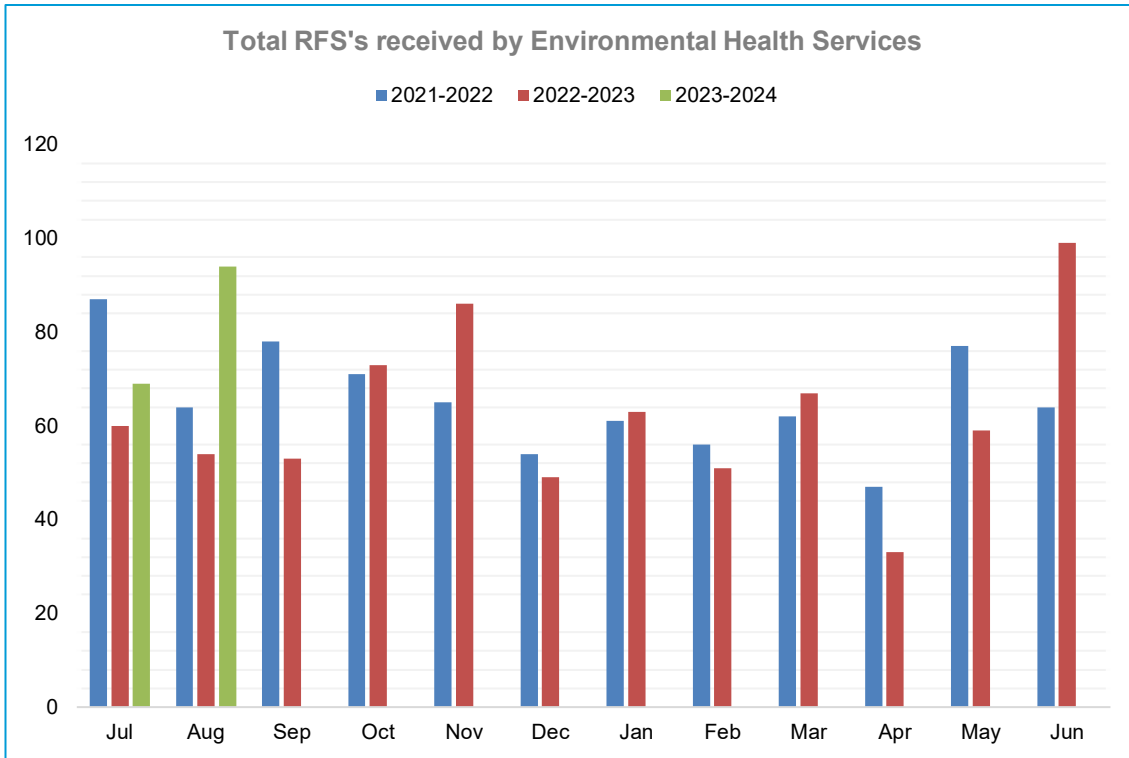
At present there are 259 licensed premises in the Far North District. 25 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that EHS will complete 234 visits during 2022-2023.

During August 2023, 12 visits were completed by EHS. The EHS will complete the remaining 198 visits by 30 June 2024.

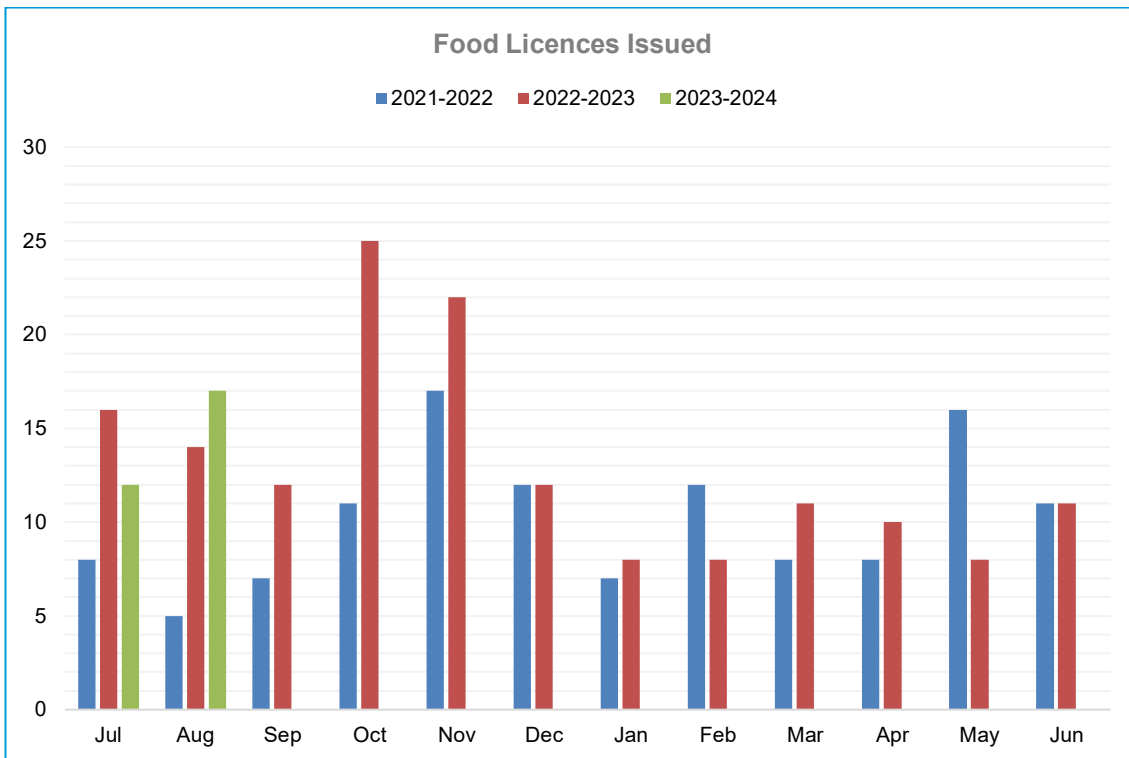
The following graph shows the 12 visits completed in August.



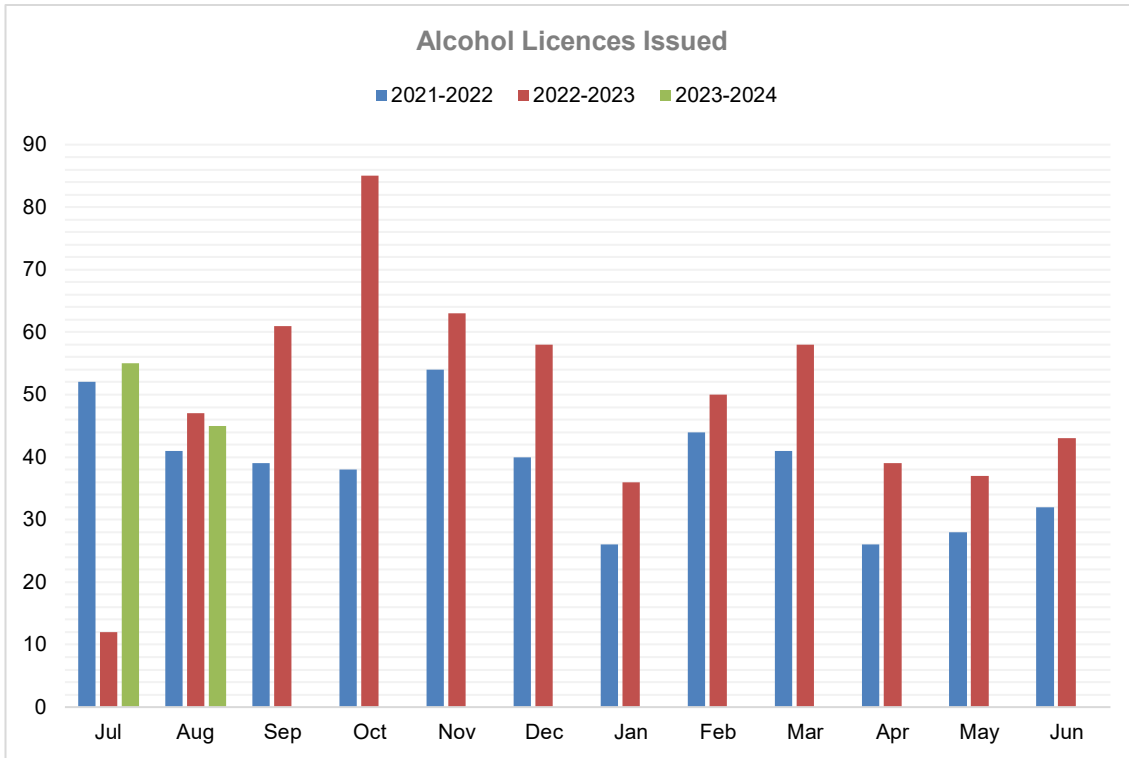
Requests for Service



Food Registrations Issued



Alcohol Licences Issued

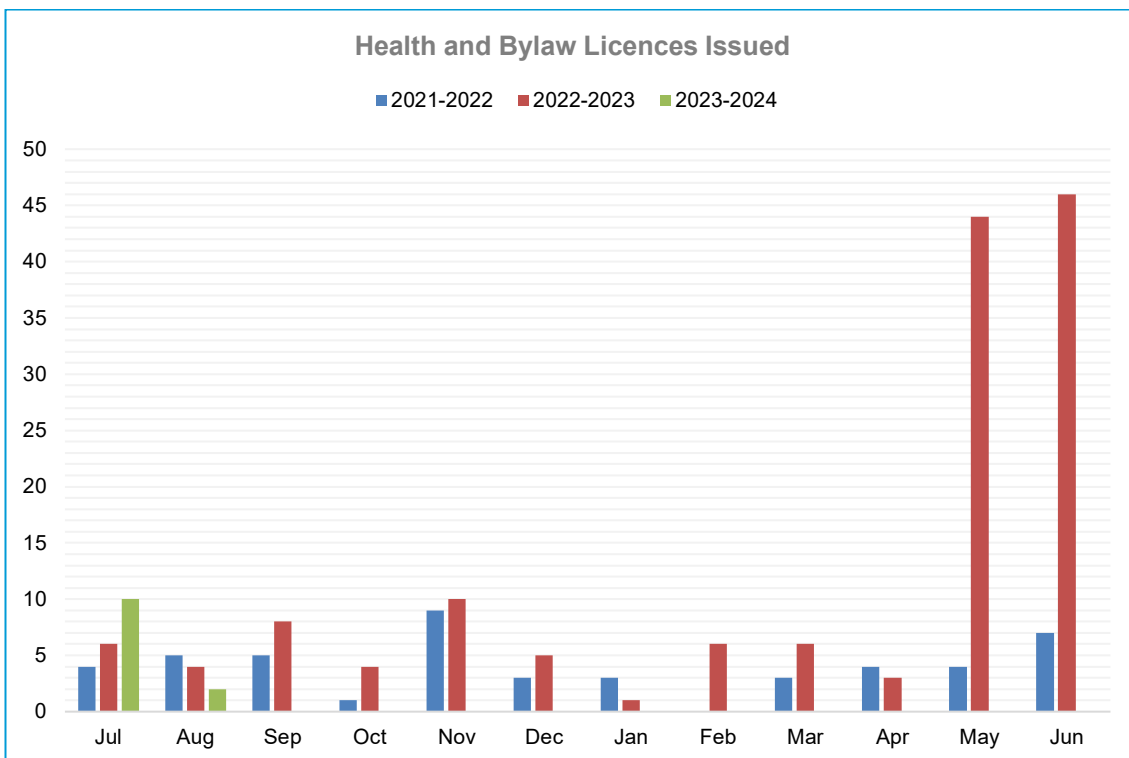


Health Licensing

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 August 2023, 2 health licences were issued.

The following table shows the health licences issued in 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

The Environmental Health Services team had 60 surveys sent out in August 2023 with 21 responses received, giving the team a response rate of 35%. There were 20 satisfied customer, 0 neutral customer and 1 customer who was dissatisfied. For August, the Environmental Health Services finished up at number 2 of the team leaderboard.

Environmental Health, being part of the regulatory arm of the council, often receives a negative comment due to frustration 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 135 applications in August 2023, compared to 115 in August of the previous financial year and 131 in the 2021/2022 financial year. These previous years were slightly lower than 2018-2020.

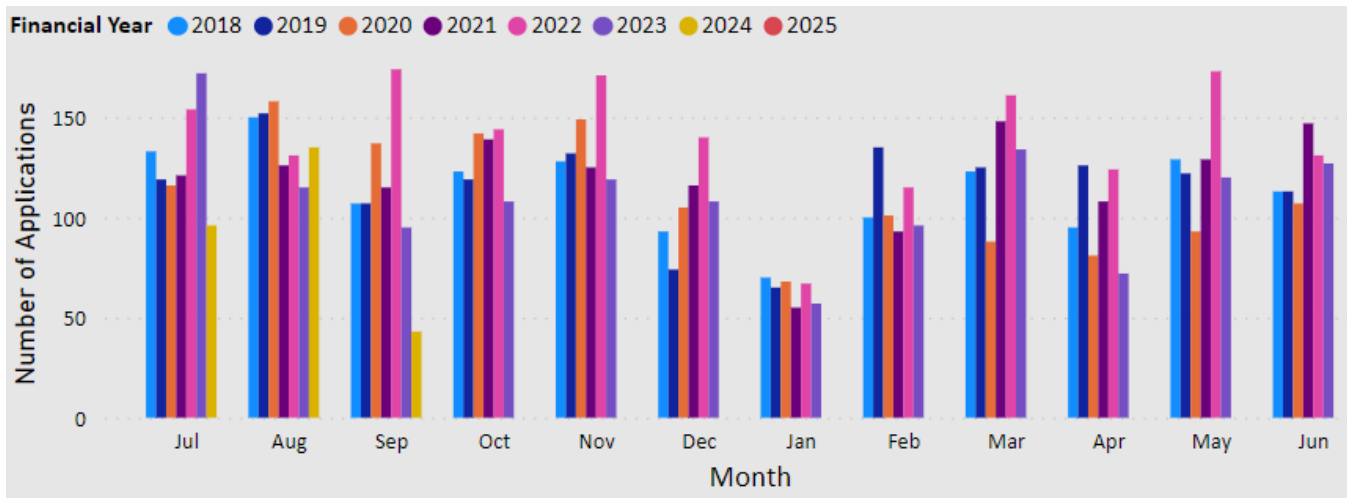


Figure 1: Total Applications Received

Figure 2 shows the total number of RMA applications* received each month since 2018. A total of 78 resource consent and associated applications were lodged this month. This also shows consistent volumes to previous years, except the low volume in August of 2022.

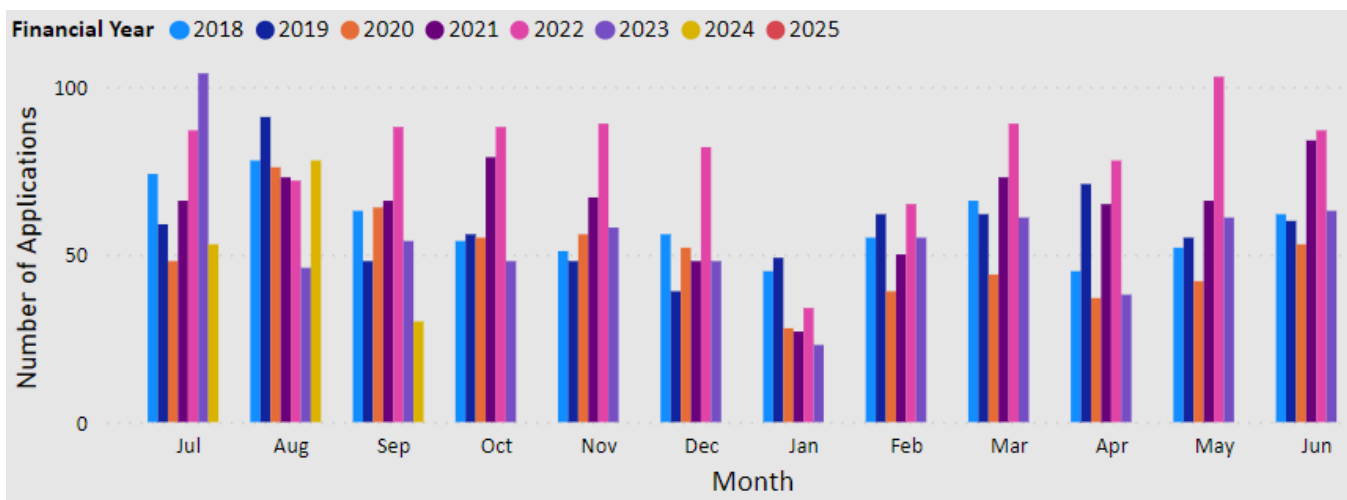


Figure 2: RMA Applications Received

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

Decisions issued

The Resource Consents team issued 86 decisions under the RMA and LGA in August. Of the 86 decisions, 42 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). This is a continued reduction from previous months and is a result of the departure of the Principal Planner and a reduction in decision making capacity. 24 consents were outside statutory timeframes and 18 consents within statutory timeframes in August, resulting in 42.86% 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 largely 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.

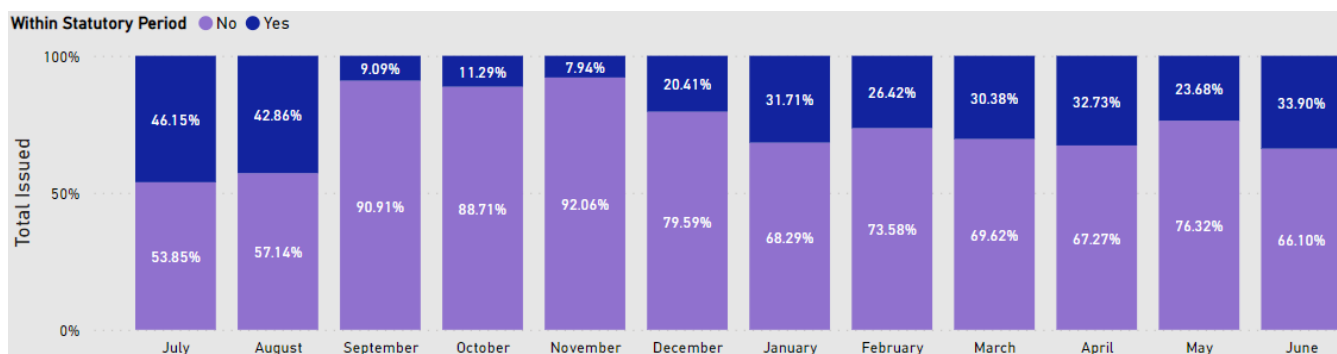


Figure 3: Resource Consents issued showing statutory Compliance

***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	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Land use	24	24	29	21	12	24	31	16	29	24	24	32
Subdivision	12	14	14	15	6	14	6	11	13	8	11	14
Variation	5	2	5	3	1	4	7	1	6	11	9	16
Permitted Boundary Activity	5	2	6	3	2	5	5	5	3	5	1	1
Extension of Time	1	2	0	2	0	0	1	1	3	4	1	0
Certificate of Compliance	1	0	1	1	0	0	2	0	2	0	0	0
RMA Discharge	1	0	0	0	1	0	1	1	0	1	1	0
RMA NES CS	0	0	0	0	0	0	0	0	0	0	0	0
Combined land use and subdivision	3	3	2	2	1	5	4	5	5	2	3	4
Outline Plan	1	0	1	1	0	0	2	0	1	2	2	0
Outline waiver	0	0	1	1	1	0	1	0	1	0	3	0
Designations	0	0	0	0	0	0	0	0	1	0	1	0
Combined Land Use and Discharge	0	0	0	0	0	0	0	0	0	0	1	0
Total RMA	53	47	59	49	24	52	60	40	64	57	57	67

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

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 August 2023.

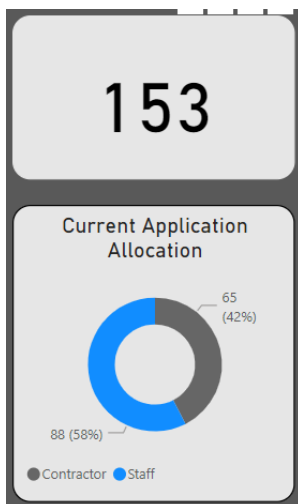
Application Number	Location
CER-2180472-CER224/A	20A Coopers Drive, Coopers Beach 0420
CER-2230419-CER224/A	208 Pukepoto Road, Kaitaia 0410
CER-2220380-CER224/A	1 Morey Road, Cable Bay 0420
CER-2220030-CER224/A	57C Hall Road, Kerikeri 0230
CER-2230085-CER224/A	Lot 2, State Highway 1, Kawakawa 0281
CER-2230169-CER224/A	199 Punakitere Road, Kaikohe 0473
CER-2220468-CER224/A	Pt Allotment 171 PSH OF Kawakawa, Paihia Road, Kawakawa 0282
CER-2220644-CER224/A	74 West Road, Awanui 0483
CER-2230076-CER224/A	3430 State Highway 1, Kawakawa 0281
CER-2180035-CER224/A	139 Matauri Bay Road, Kaeo 0478

Applications in process

There are currently 7 applications in pre-lodgement awaiting either additional information or payment.

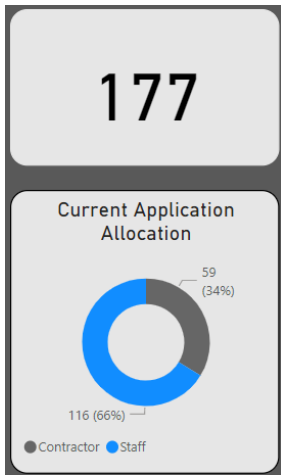
There are 17 applications awaiting allocation (Precheck). Following recent staff movements, allocations have been managed by the RC Team Leaders. Most applications are being allocated within five days of receipt.

There is still a bottleneck deciding applications by staff with Delegated Authority. At time of writing there are 18 applications which have been assessed by internal or external planners which are awaiting review and signing by delegated authority and 22 currently being reviewed (Total under review 40). This is down from 46 in July.



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 17 from last month (170).

There are 88 (58%) allocated to internal staff down from 106 (62%) in July, and 65 (42%) allocated to Consultant Planners up from 64 (38%) in July. 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 177 applications on hold down from 184 in May.

Overall, the Resource Consents team is managing a total of 337 RMA applications, the majority of which are being processed in house.

Trends, News and Success Stories

Hearings

No hearings were held in August.

Processing Timeframes

August saw no significant change in the number of applications received. Better staffing and normalised workloads has led to 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 three 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)

The Team continues to advertise for staff in a very competitive market. The team has welcomed Celeste Cupido as Team Leader and is looking forward to the arrival of a Resource Consents Manager, Commencing 18 September an Intermediate Planner (commencing Early October) and a graduate Resource Consents Engineer (commencing 18 September). One intermediate planner has resigned and will be departing end of September.

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.

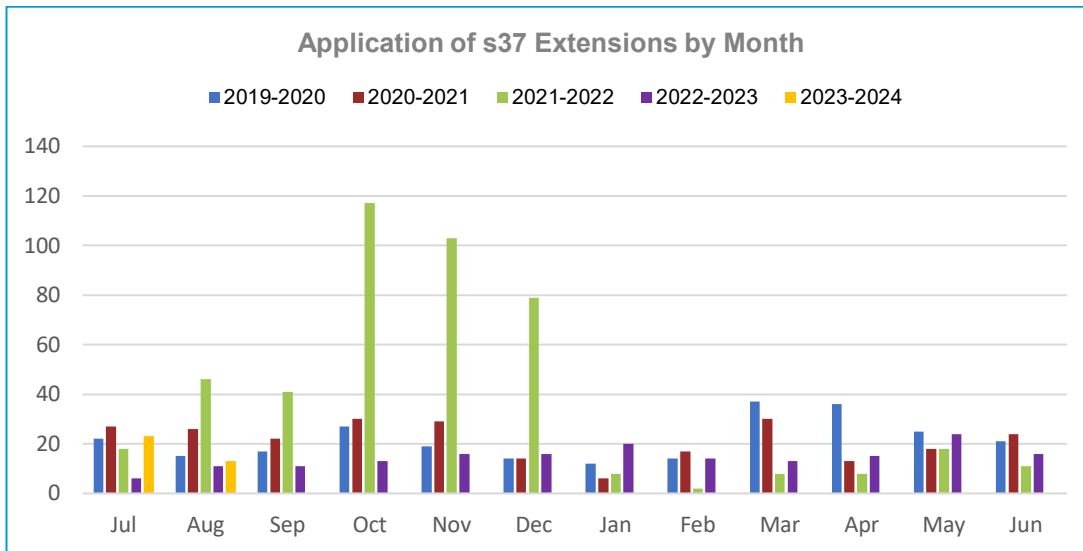


Figure 6: Application of s37 extensions

Customer and Relationships

Ask Nicely Results

Resource Consents sent out 48 customer service surveys in August 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.

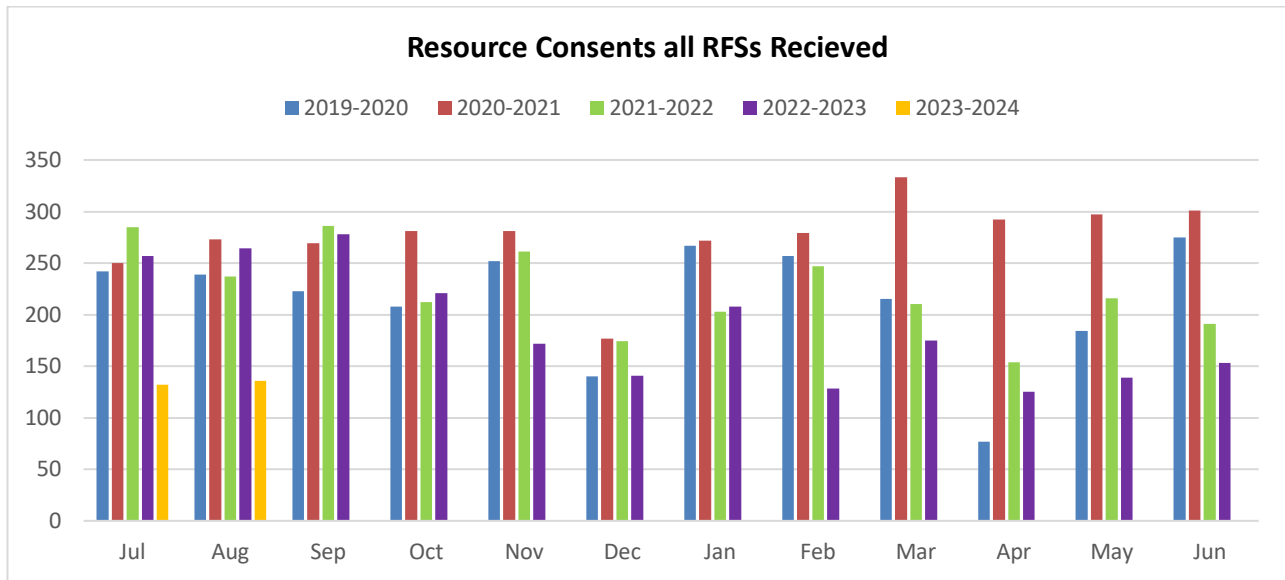


Figure 7: Number of RFS Received by month

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.
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 32 historical expired leases.

Resolutions were passed on the following leases:

- Paihia Sea Scouts, 26 Te Kemara Avenue, Waitangi – New ground lease for 3 years, final expiry June 2026.
- Hokianga Bowling Club, 61 Clendon Esplanade – Initiation of public consultation on the granting of a new ground lease.

Upcoming reports for September 2023

Te Hiku Community Board

- Bellingham Quarries Ltd: a report will be presented on the 26th September for recommendation on the granting of a new ground lease over part of Larmer Road Quarry.

Council

- Aupouri Ngati Kahu – Te Rarawa Trust: Report to be presented on 21st September to Council for resolution on term renewal and 30 year lease request over Tangonge Domain, Kaitaia.
- Doubtless Bay Sea Scouts: Report to be presented on 21st September to Council for resolution on initiation of public consultation on the granting of a lease over part of 10 East Street, Taipa.

New lease requests

- Russell Playcentre, who have an expired lease over 14 Church Road, Russell, have requested to initiate the process on the granting of a new lease. A report will be presented next month to the Bay of Islands Whangaroa Community Board for recommendation.

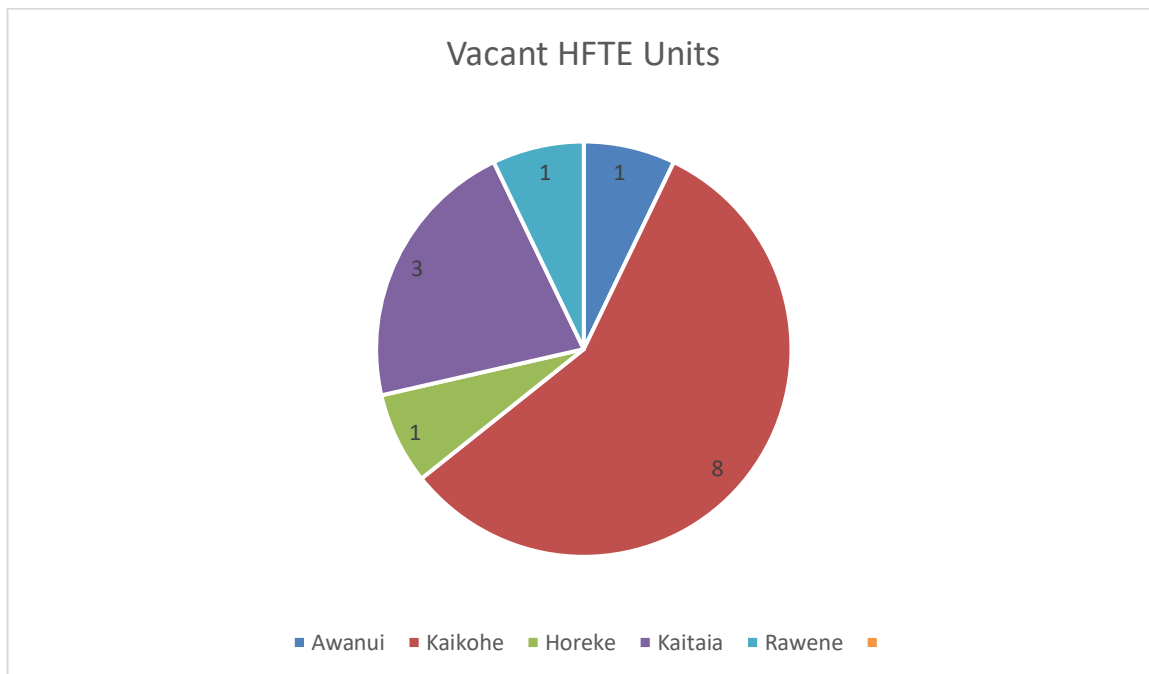
Community lease updates

- Te Hiku Pasifika Trust have returned their lease signed over 19 Bank Street, Kaitaia. Their occupancy commences on 1st September for a term for 5 years.
- A conflict of use over the Rawene Domain is currently under review. A meeting will be held on the 5th September will all parties in the hopes to come to a desired outcome of use of the Domain.

- Paihia Waitangi Kindergarten have returned their lease signed over part of 26 Te Kemara Avenue, Waitangi. Their term commences on the 26th June for 3 years.

Housing for the Elderly

We currently have 14 vacant pensioner units:



The units at Awanui and Horeke require maintenance before they can be re-let. The remaining 12 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.

Assets & Projects Summary – August 2023

Housing for the Elderly (HFTE)

- Workshop with elected members undertaken with a further workshop planned to discuss outcome following presentations by interested groups.
- Upgrades for Kaikohe, Kaitaia & Kawakawa progressing with health and safety works only at other villages as required.

Kohukohu Hall

- Public meeting held with staff to discuss community concerns with the process to date.
- Further public meetings to be held to go through the plans in detail with the community so they understand the works planned.
- Once community engagement completed a further application for funding will be submitted in February 2024.

Kaitaia Airfield

- Crown and Ngāi Takoto will continue with the transfer of land ownership, expected to be concluded in the next two months.
- The Airfield Management agreement between FNDC and FNHL has been extended until 31 December 2024 to permit continued operations at the airfield.
- Council have held initial negotiations with Ngāi Takoto for the new lease and it is planned to have this completed and in place in the next few months.
- 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

- 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 for our Assets Management Team during this time.
- Asset Management Plans are currently in progress.

Solid Waste Contract Tender

- The tender will be released on 4th August with a caveat that the procurement plan needs to be approved by Council at an extra ordinary meeting August 14th
- Bill Inglis at McHale group has been selected as Probatory Auditor.
- The procurement plan went to Council on but was left to lie due to delays in receiving the supporting documents.

BAU update

- Recruitment is currently underway for the replacement Asset Manager, in the meantime the Team Leader is picking up this workload.
- Planning assessments for projects and consents due for renewal are a risk at present with no expertise in house. Team Leader is working on the SP5 for the Planner vacancy within the team. Work to engage an external resource is required.
- 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 – August 2023

Project Name	RAG Status	Project Description	Project Update
Housing for the Elderly	●	Renewal and LOS upgrades	<p>Current Status</p> <ul style="list-style-type: none"> • Pretender work progressing through the villages as prioritised by Council • Physical works are planned to commence in October <p>Next action</p> <ul style="list-style-type: none"> • Currently working through the rehousing of tenants for Kawakawa during the renovations work required. • Rehousing for other villages can be done within the villages as each of the blocks/units are completed.
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 document, working with kitchen designer to incorporate committees requests. <p>Next Activity</p> <ul style="list-style-type: none"> • Pending completion of design works for kitchen it is planned to tender for physical work in October.
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 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 and bathrooms <p>Current Activity</p> <ul style="list-style-type: none"> • Structural Engineer has assessed sub floor foundations and concluded they are okay • Work with Hall Committee to find and engage a kitchen designer <p>Next Activity</p> <ul style="list-style-type: none"> • Collate Assessments to formulate a wider programme of works • Meet with Asbestos Removal Contractor to gauge costs involved
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 • Condition Assessment Report Obtained • Electrical Report Obtained <p>Current Activity</p> <ul style="list-style-type: none"> • Building Consent lodged • Working with Hall Committee and Designer on Amended Plans <p>Next Activity</p> <ul style="list-style-type: none"> • Obtain QS • Tender for physical works

Project Name	RAG Status	Project Description	Project Update
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.	<ul style="list-style-type: none"> Stages 3 & 4 works have commenced. The Stage 3 & 4 works package includes; <ul style="list-style-type: none"> installation of concrete bases for tables, install bench seats, information board, dry vault toilet, Pou and a welcome sign. The Pou for this site is now in the detailed design phase which is checking that the foundation design is adequate to support the structure. These works are anticipated to be completed within three months.
Russell Cemetery Development	●	Expansion and development of the Russell Cemetery.	<ul style="list-style-type: none"> A working group is now established and agreed to the concept design and process. A procurement plan for construction has been approved and is in progress and a designer contacted to engage in a final design. We are also engaging with Iwi regarding access to the site via the Marae designated land however there are some consenting issues that need to be worked through for this access.
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.	<ul style="list-style-type: none"> After the successful opening of the netball courts to kick off the netball season, progress onsite slowed considerably. This has caused frustrations for the court users as 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. The project team made considerable efforts to ensure works continue and that the site is kept safe and tidy now that it is open to the public. However, throughout July and August the contractor continued to make minimal progress with physical works and the decision was made by Council to begin the process to terminate the contract, with the notice issued by the Engineer on 1 September.
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.	<ul style="list-style-type: none"> The draft sublease agreement has been reviewed by FNDC. Waiting on Gull NZ legal teams' amendments and clarifications as requested by FNDC on the 7th of June. Cost estimates are higher than the available budget. Procurement can only commence on approval of sublease agreement and confirmation of additional budget.
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.	<ul style="list-style-type: none"> The final drawings for Section 3 were sent to; Council, Elected Members and Community Board Members for final review and are approved. 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 Roding. The request for quotation was sent out on the 6th of 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.

Project Name	RAG Status	Project Description	Project Update
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.	<ul style="list-style-type: none"> 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. 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. 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.
Kerikeri Sports Complex Carpark	●	Car parking improvement and footpath access to Sports Complex	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> On hold: Awaiting Hapu engagement following stop work notice from Heritage NZ in Jan 23. 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	<ul style="list-style-type: none"> Construction underway. Deficit in funding, this project has been downsized as additional funding was not approved by Council in August 2023.
Kaitaia Airport	●	Renewal of main runway and Healthy home compliance on residential dwelling	<ul style="list-style-type: none"> Lease and Ownership details are in progress with the lease being finalised and should be in place by the end of the calendar year. Airport Management Agreement to be signed by both parties.

Project Name	RAG Status	Project Description	Project Update
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	<p>Current Status</p> <ul style="list-style-type: none"> Design approved Building Consent lodged <p>Current Activity</p> <ul style="list-style-type: none"> Received Air Conditioning Systems/reinstatement quote Schedule of activities and items Awaiting Confirmation of budget and code <p>Next Activity</p> <ul style="list-style-type: none"> Procurement Plan Tender for physical works
Kaeo library Renewals	●	Historical building requiring renewal works. Programme of works in progress	<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 Procurement Plan and tender documentation to be progressed in October.
Cherry Park House EFD	●	<ul style="list-style-type: none"> On site effluent disposal field required due to collapsed system 	<p>Current Activity</p> <ul style="list-style-type: none"> Close out: Field vegetation completed CCC achieved.
Plough and Feather sub floor structure	●	<ul style="list-style-type: none"> Undertake sub floor strengthening of plough and feather 	<p>Current Activity</p> <ul style="list-style-type: none"> Construction: Started in August 2023 Project due for completion and sign off.

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.

Technical Operations – August 2023

Technical Operations focus through August has been on undertaking condition assessments in preparation for our renewals programme and locking in our forward works programme for building maintenance.

Key challenges

- Issues have again continued with road parcel ownership and an expectation that Technical Operations should manage maintenance within unformed road areas. The matter highlighted last month regarding NZTA projects being undertaken without FNDC consultation appears to have been resolved, with a good line of communication now open with the NZTA Northern Projects Team. Discussions with NTA are ongoing around the road parcel issues as this still needs to be resolved.
- Minor progress has been made with progressing some key agreements, but the backlog of aged and unreviewed agreements is still to be addressed, the primary issue is staff resource, further impacted by a high degree of sick leave over the past month.

Cemetery's

- Cemetery audits have been delayed this month due to staff absences, this is still a high priority activity as we need to ensure our cemetery records are accurate as we transition into PlotBox.
- We have encountered several issues with poor standards of burials undertaken by our contractors over August. Photographic evidence has been provided and a meeting held with senior managers to address the matter.

Community Services Contract

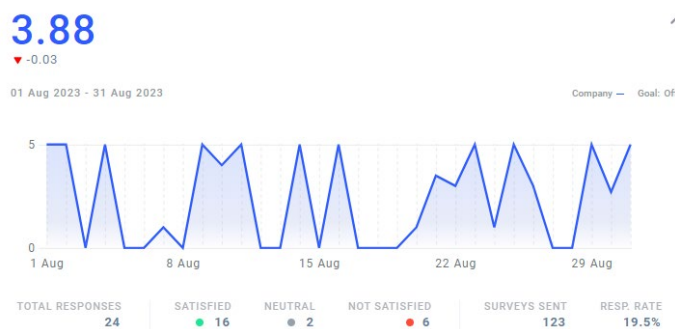
- Work on the Community Services Contract has continued to be a key focus for the month. Over August twenty seven meetings were undertaken with local contractors and Iwi interested in being part of the process, covering areas from Russell across to Omapere and as far north as Te Pahi.
- Operationally we continue to undertake a good number of audits and have a corrective actions process now in place to drive continuous improvement from the contractor. Trends over the past month have been around poor edging and toilet cleaning issues in the Western areas. A positive has been a significant improvement in Eastern and Northern mowing, especially in regards to addressing edge creep. Western mowing continues to be an issue and is impacting the overall KPI results.

Audit results YTD, note the RSL month report does not come out until after the D&O report deadline so we are reporting a month behind.

	Target	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Average
Mowing	95	87.9	87.0	80.7	65.0		73.8	53.6	60.7	87.9	99.3	100.0	94.1	89.2
Edging	95	83.4	79.5	78.5	61.2		71.9	50.0	50.0	64.6	97.2	95.2	62.5	83.8
Gardens	95	91.7	94.4	97.7			93.5	77.1	45.4			98.6	95.8	92.3
Playgrounds	95	100.0	100.0	100.0	100.0		96.4	88.6	98.2	98.2	100.0	100.0	97.3	98.3
Town Maintenance	95	100.0		92.7			86.1	86.7	90.6					95.2
Toilet Maintenance	95	96.7	94.7	96.6	97.1		88.9	89.3	78.2	83.6	92.8	92.8	89.5	93.7
Cemeteries	95	100.0							91.7		100.0		97.2	98.6
Furniture	95	100.0	100.0		100.0		99.3	78.8	95.0	98.3	100.0	100.0	97.0	98.0
Total Internal	95	92.3	92.0	87.1	78.5		81.3	80.8	69.5	84.8	95.1	97.8	90.3	91.6

Ask Nicely

The team achieved an Ask Nicely score of 3.88 for August, the overall score was impacted by residents rating the wrong RFS or low scoring something we had no ability to influence (such as litter removal from State Highways), balancing this there was terrific feedback relating to the professionalism of the team.



In Summary

Overall Technical Operations are progressing well – contractor performance is being well managed with positive results being seen from this. Additionally, the development of a renewals and forward works program are big steps in moving into a more proactive space.

The Community Services tender continues to be a huge draw on resources, once this process has been finalised the team will be in a good position to address historical matters such as aged agreements and cemetery mapping.