

**DELIVERY AND  
OPERATIONS  
BUSINESS REPORT**

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**September 2023**

## Introduction

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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 September.

## Executive Summary

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### Building Services

At the end of September, the BCA completed another year of high performance. Building Consent and Code Compliance Certificate compliance for the year are 99.68% and 99.78% respectively, while the challenge is to obtain 100%. Average working and calendar days for building consents are 11 and 31 days, whereas code compliance certificates are 6 and 19 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 experienced staff.

### Compliance

#### Monitoring and Compliance

Monitoring received 140 Requests for Service (RFS) in September.

A total of 78 noise complaints were received and responded to during the month. Response times of 78% were achieved for urban areas and 100% in rural areas.

There was a total of 69 parking infringements issued in September 2023. This is the first full month of issuing no 'WOF / REGO' infringements subsequent to the decision to not continue with that area of activity.

## Animal Management

376 RFS's were received for Animal Management in September, 53 urgent and 323 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

40 dogs were impounded in September. 50 were released from the shelter in September. In terms of the dogs released, 16 were claimed by their owners, 4 taken by a Rescue Group and 1 was adopted out to a new home. A total of 29 dogs were euthanised in September due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 30 **infringements** issued in September by the Animal Management team:

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

The month of September saw 790 dogs registered compared to 960 for the month of September in 2022. The number of dogs registered to date for the 2023-2024 year is 7622. This is up by 878 on the same time last year.

## Environmental Health

A total of 27 Food Verification audits were completed in September 2023.

During September, 8 good host visits were completed by the Environmental Health Services team. The level of service target is that 25% of licensed premises are visited once every four years, however the team aims to see all trading licensed premises visited over the year. For quarter 1, the team has visited 18.8% so far.

A total of 97 Requests for Service (RFS) were received in September.

## Resource Consents

September saw no significant change in the number of applications received and has been a normal month with 113 applications lodged of which 65 are new consent applications under the Resource Management Act. There is a developing **backlog** of unallocated applications as staff and consultant planners are all at capacity. 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. With the assistance of commissioners the number of decisions in the backlog has reduced significantly.

The Resource Consents team issued 120 decisions under the RMA and LGA in September 2023 compared to 87 in August. Of the 120 decisions, 59 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 42 consents were outside statutory timeframes and 17 consents within statutory timeframes in September, resulting in 28.81% compliance rate.

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)
- 2x Intermediate Planner (Permanent)
- Resource Planner (Permanent)
- Planning Technician
- Senior Planner (Permanent)
- 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 welcomed Swetha Maharaj (Intermediate Planner) and Dhruv Chokshi (Graduate Engineer) and Farewelled Hannah Kane (Intermediate Planner).

## **Property and Facilities Management**

### **Property Management**

Property Management focus over September has been the continued work to renew expired Community leases with several reports being presented to Community Boards for recommendation to Council in October. 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 and maintaining key relationships with users of the Rawene Domain and Te Puna o Kupenuku.

### **Assets and Project Delivery**

Housing for the Elderly upgrade work has been bought back in house to try and achieve the desired outcomes within a timely manner. This work is being prioritised, however the tender for work in Kaikohe only achieved one price and that contractor who has subsequently withdrawn. The Project Manager is looking to rescope this work with the aim of attracting more contractors.

A date for the Housing for the Elderly divestment workshop has not been set as further work is required to establish options.

Kaitaia Airfield is a key focal point with the Airfield Management Agreement now extended to December 2023, permitting continued operation of the airfield. The draft lease is with Ngaitakoto for review and comment.

### **Technical Operations**

Technical Operations focus through September has been the continued undertaking of condition assessments in preparation for our renewals programme and locking in our forward works programme for building maintenance.

Recruitment is underway to replace the Team Leader Technical Operations, despite the impact this has taken on the team they continue to field ad hoc requests in a professional manner with the focus being customer satisfaction.

# Building Services

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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



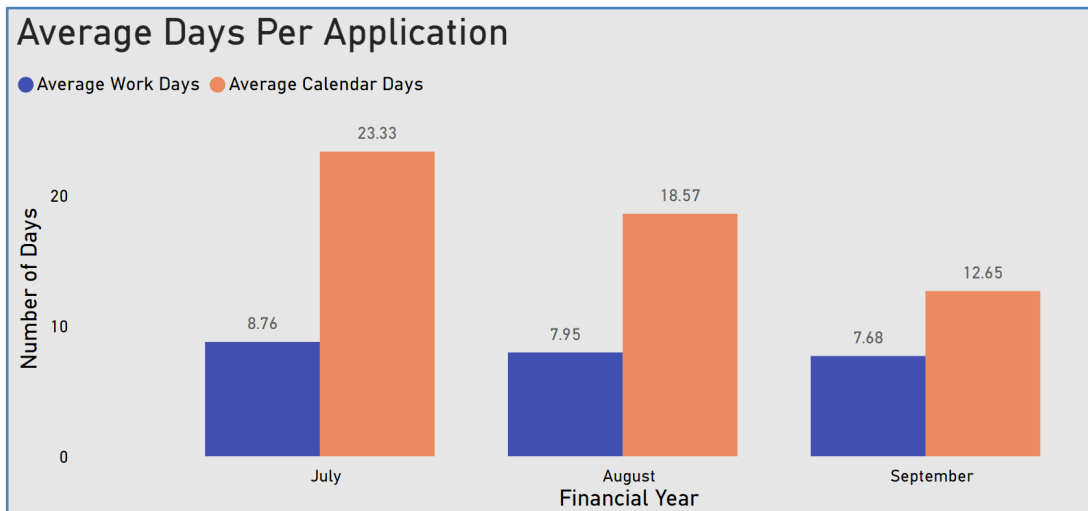
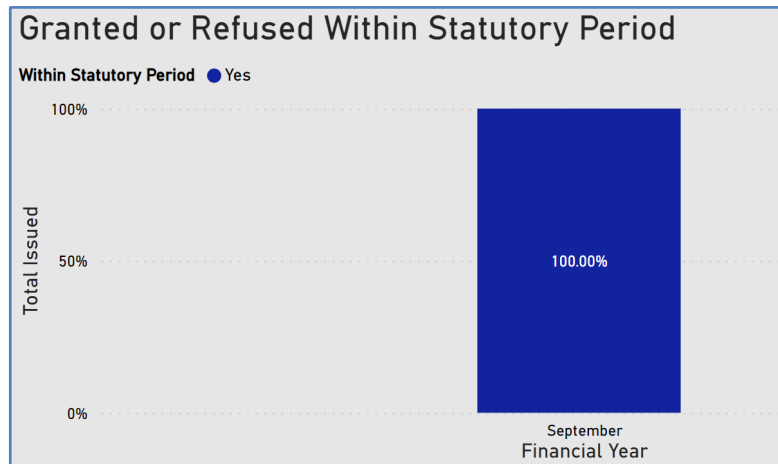
### Power to inspect and enter land

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

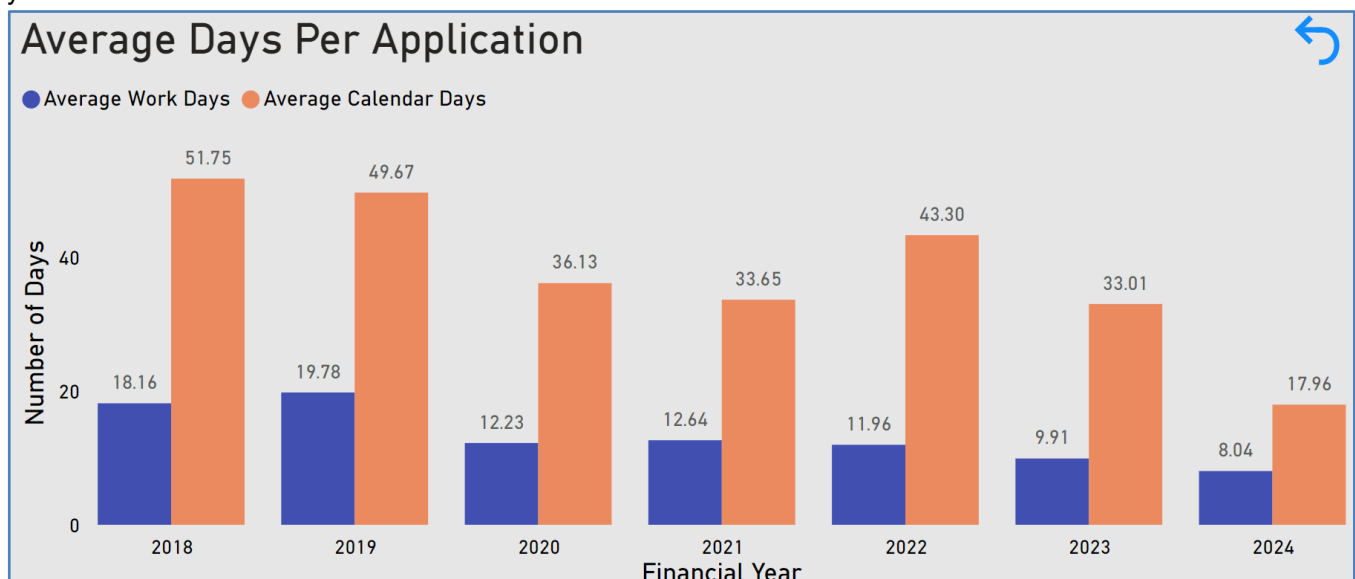
## Levels of Service

### Building Consent Processing

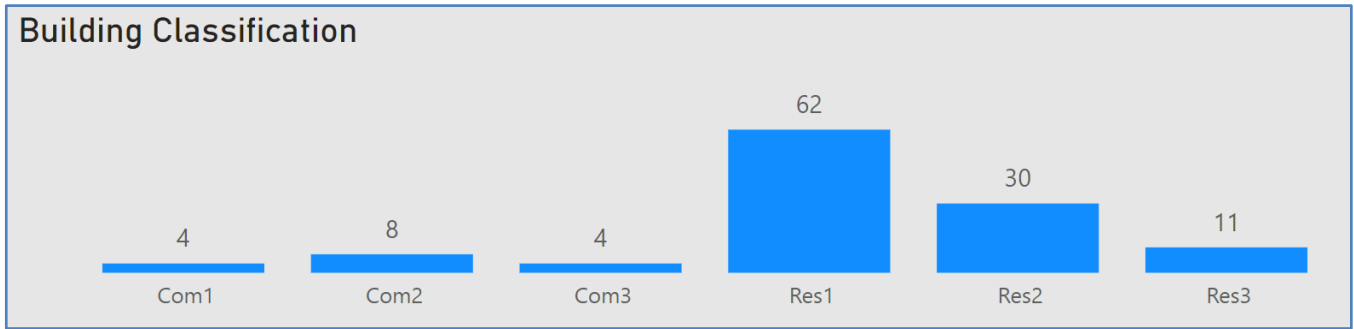
The building consent processing unit has achieved 100% compliance for the month of September. A total of 81 consents were issued. On average it took 7.68 working days to issue a building consent in September.



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

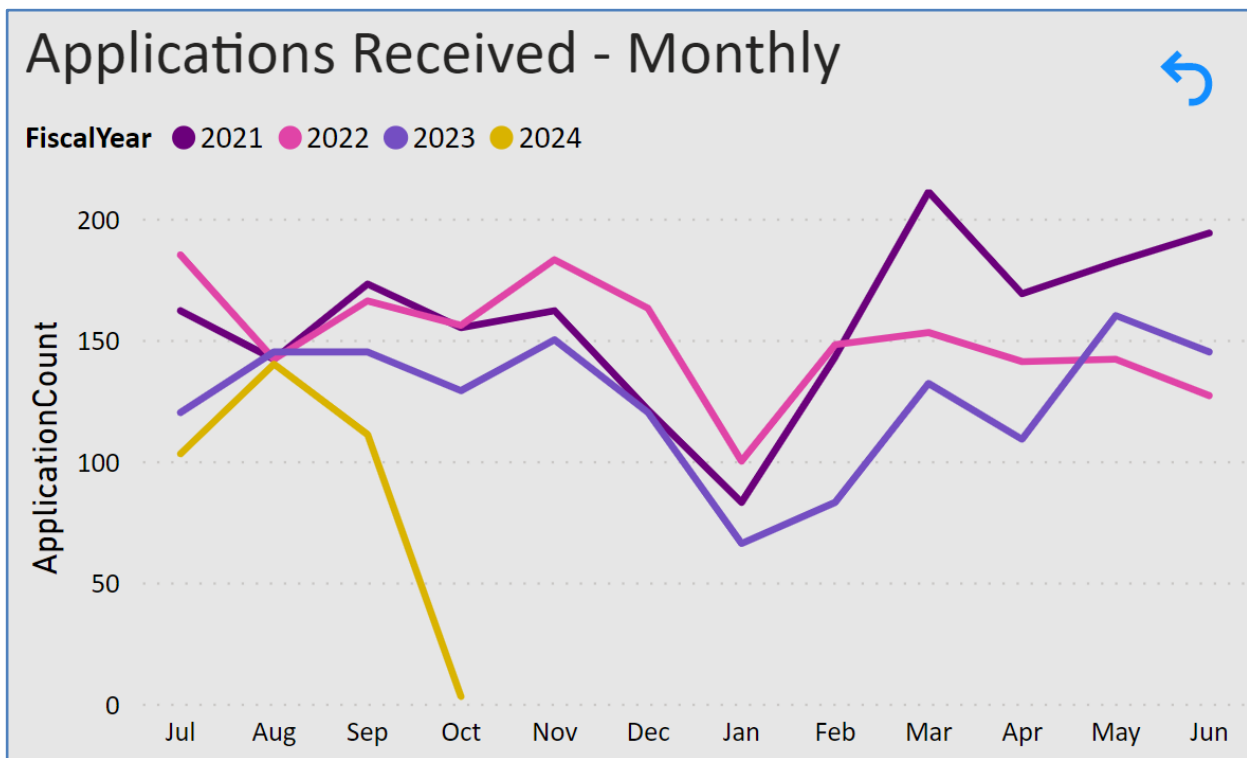


The dashboard below shows the consents currently being processed by the BCA by building classification (RES = Residential and COM = Commercial). Use of contractors (building consultants) is currently at 47%.



### Application numbers

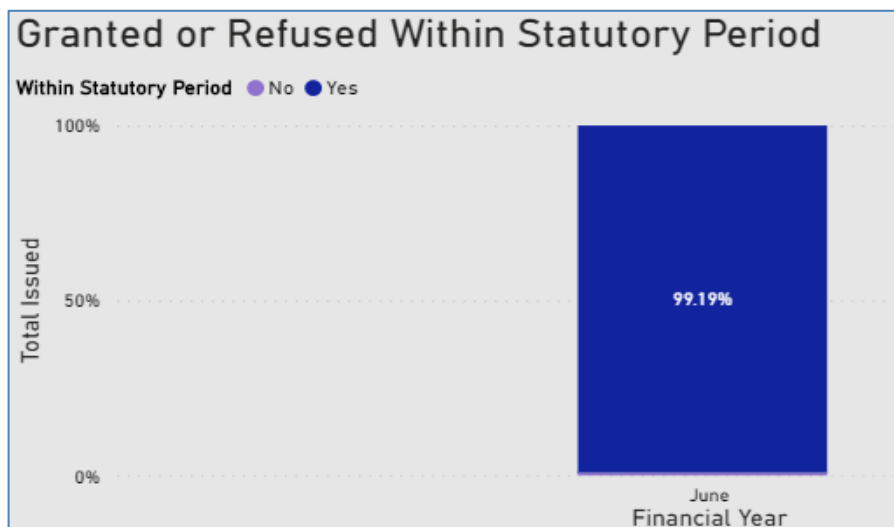
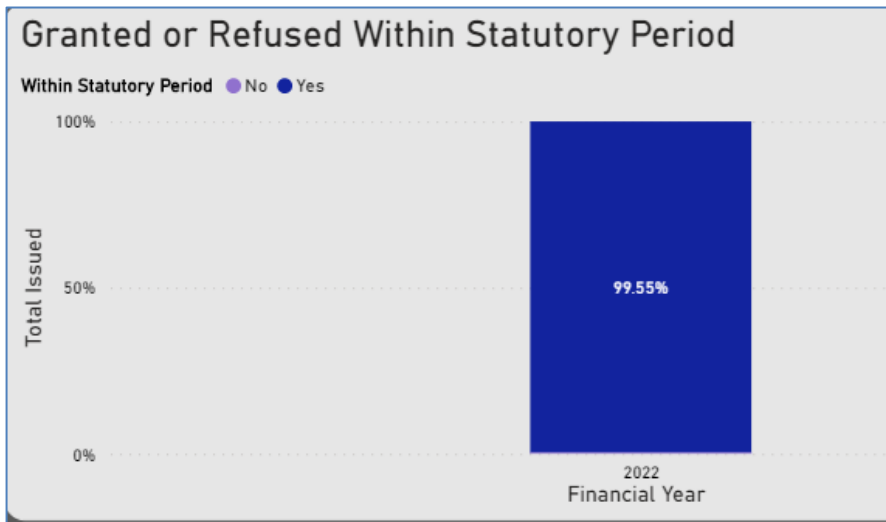
The number of consent applications received for the month of September is lower than all of the previous six year. The previous 6-year average equates to 147 applications for the month of September, and this September we received 111 applications. This shows a substantial decrease in applications since August 2023. 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.



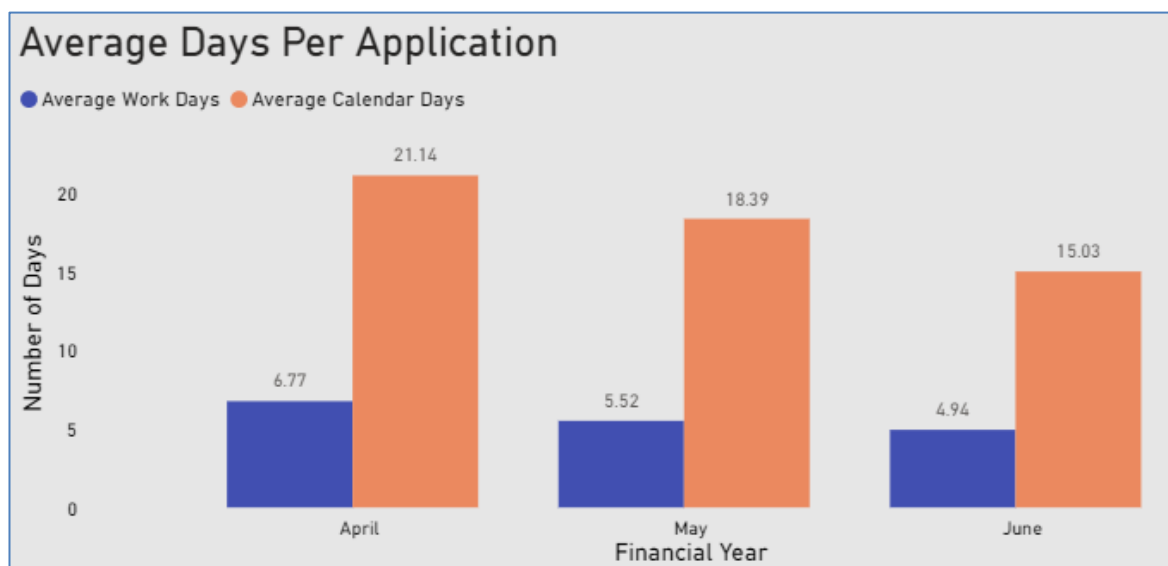
The BCA has achieved a 99.19% compliance rate for the month of June for issuing code compliance certificates. One consent was issued outside of the statutory timeframe as a result of an administrative error processing returned information. A total of 124 certificates have been issued.

The overall compliance for 2022 is 99.55%

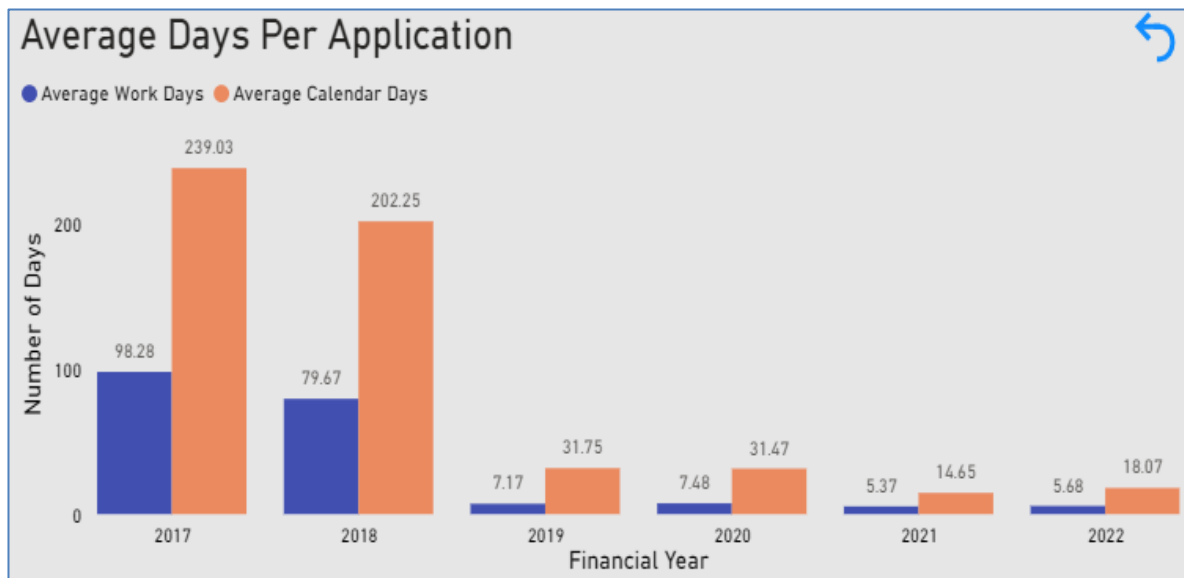




On average CCCs for June were issued in 5 Days.

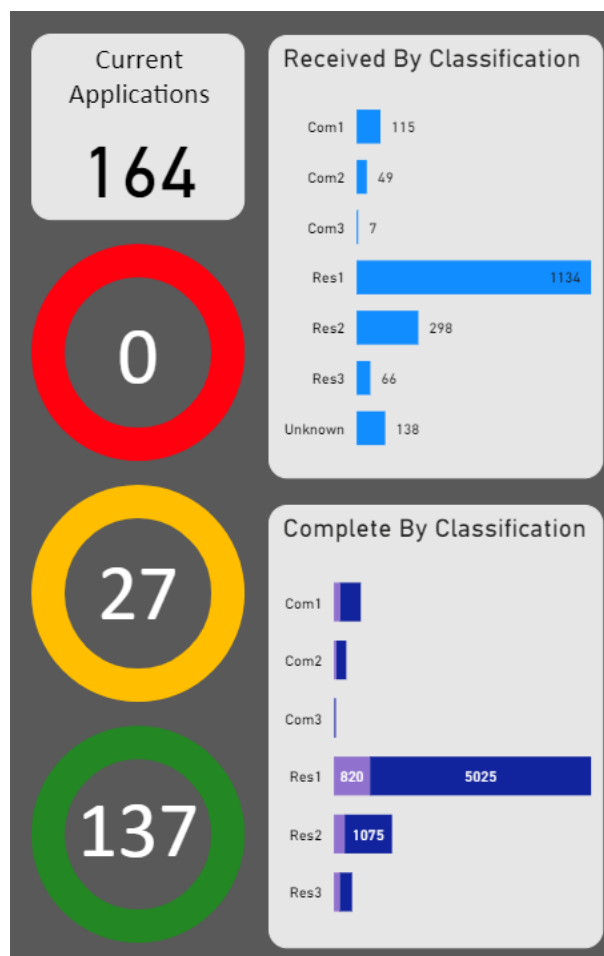


The BCA's performance in issuing Code Compliance Certificates illustrates continuous improvement. This is due to administrative procedures being reviewed and greater efficiencies being achieved.

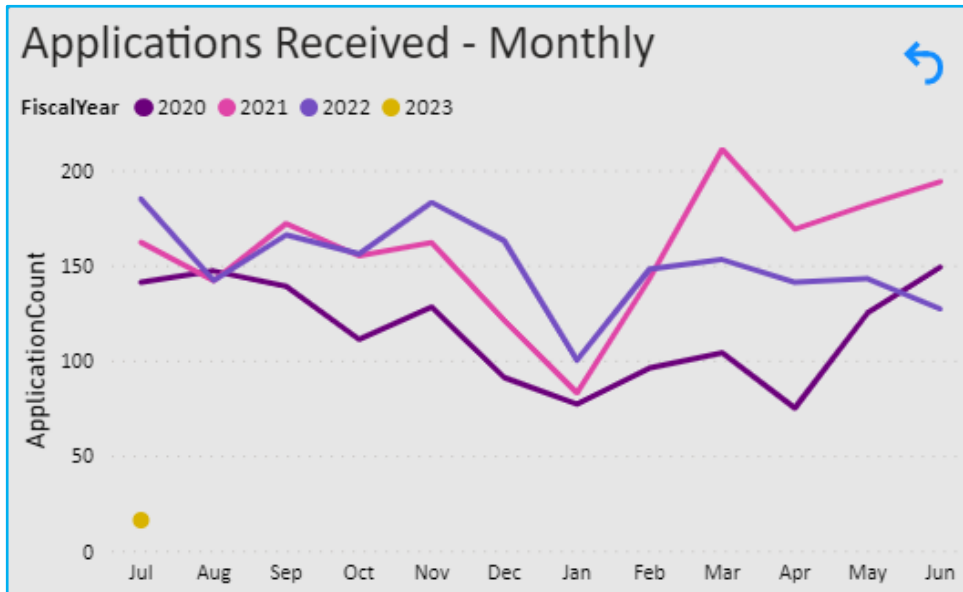


## Building Consent Authority

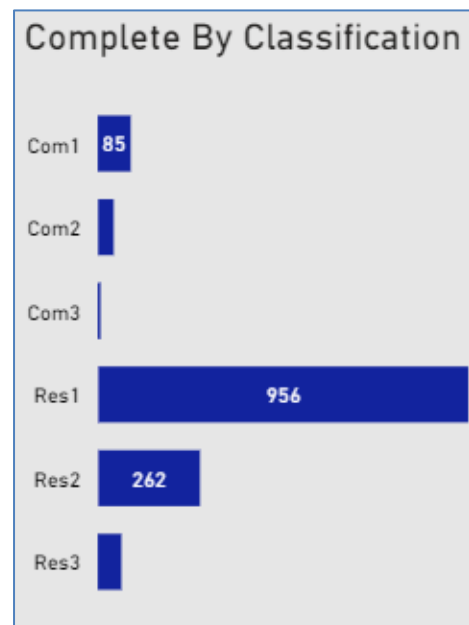
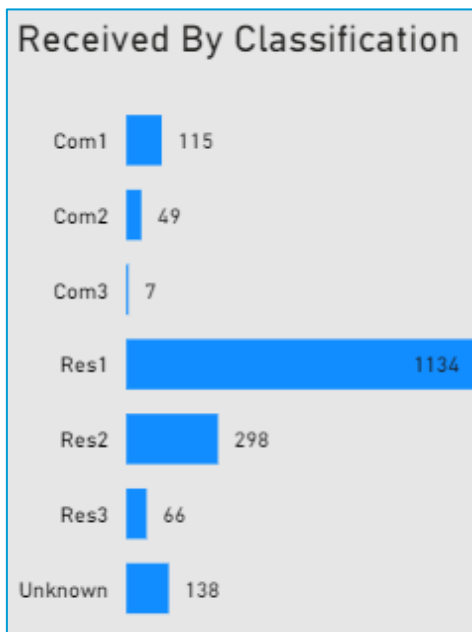
The dashboard below shows the consents currently being processed by the BCA. There are 99 Residential 1 (Res1), 27 Residential 2 (Res2), 4 Residential 3 (Res3), 25 Commercial 1 (Com 1), 9 Commercial 2 (Com 2) and 0 Commercial 3 (Com 3) applications. Use of contractors (building consultants) is currently at 59%. This is due to two senior in-house processors taking extended annual leave. It is important to note that the above mentioned consent numbers include consents that are currently on hold, awaiting information.



The number of consent applications received for the April to June quarter are lower than those for the comparative period last year. June consent application numbers are the lowest they have been in three years. This indicates a slight slowing in the unprecedented high number of consents that the BCA has continued to experience. Designers report a slowing in enquiry and in some cases, project development is being put on hold as increased material prices make some projects no longer viable.



The dashboard below shows the building consent applications received by category. Res 1 applications continue to dominate the current workload of the BCA with a total of 1134 Res 1 applications received for the 2022 Financial Year. The commercial sector remains steady with a total of 171 commercial applications received for the 2022 Financial Year.



## 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.

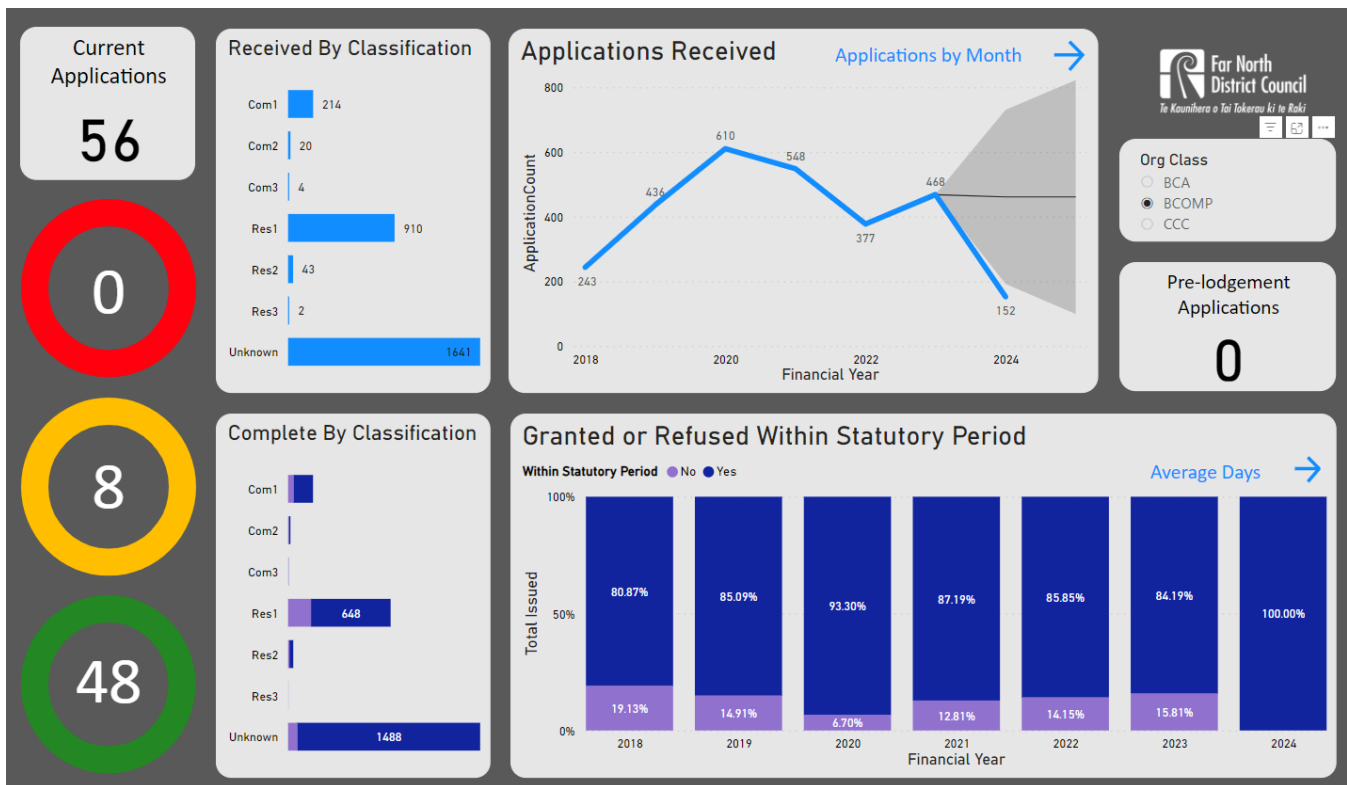
Its purpose is to ensure people can use buildings safely and without endangering the health or the property of others. The team manages the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificates of Acceptance and Exemptions.

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.

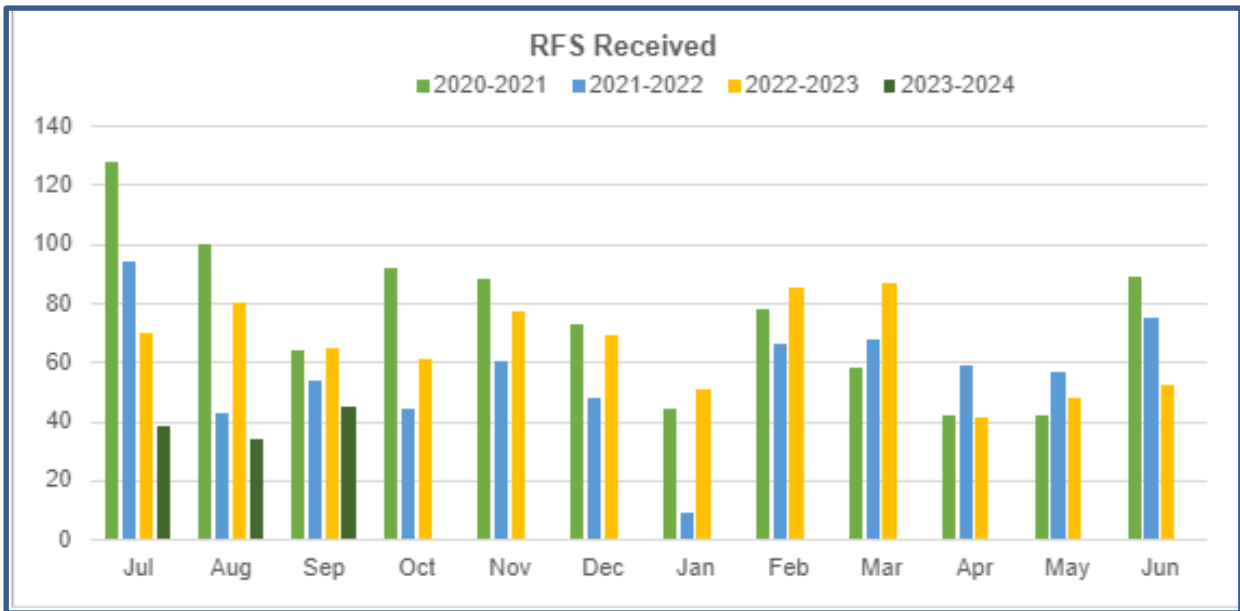
The dashboard below shows the **current** applications that are outstanding. Red is out of the 20-day time frame, yellow have 5 days remaining and green have more than 5 days remaining. This is invaluable for monitoring 20 day statutory timeframes. For 2023, the team was at 84% compliance, and 100% for 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 September the compliance team received 45 RFS' these were for breaches of the building act swimming pool rebooking and BWOF queries among others. The RFS' received are down on previous years.



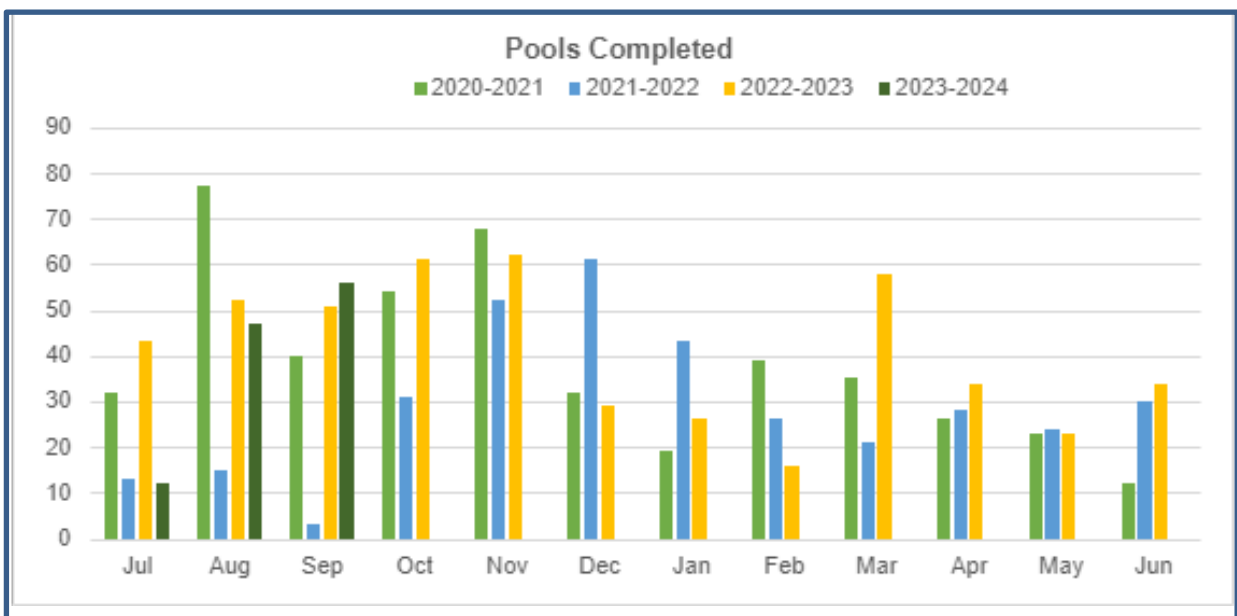
## Swimming Pools

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

The swimming pool fail rate was 34% 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.



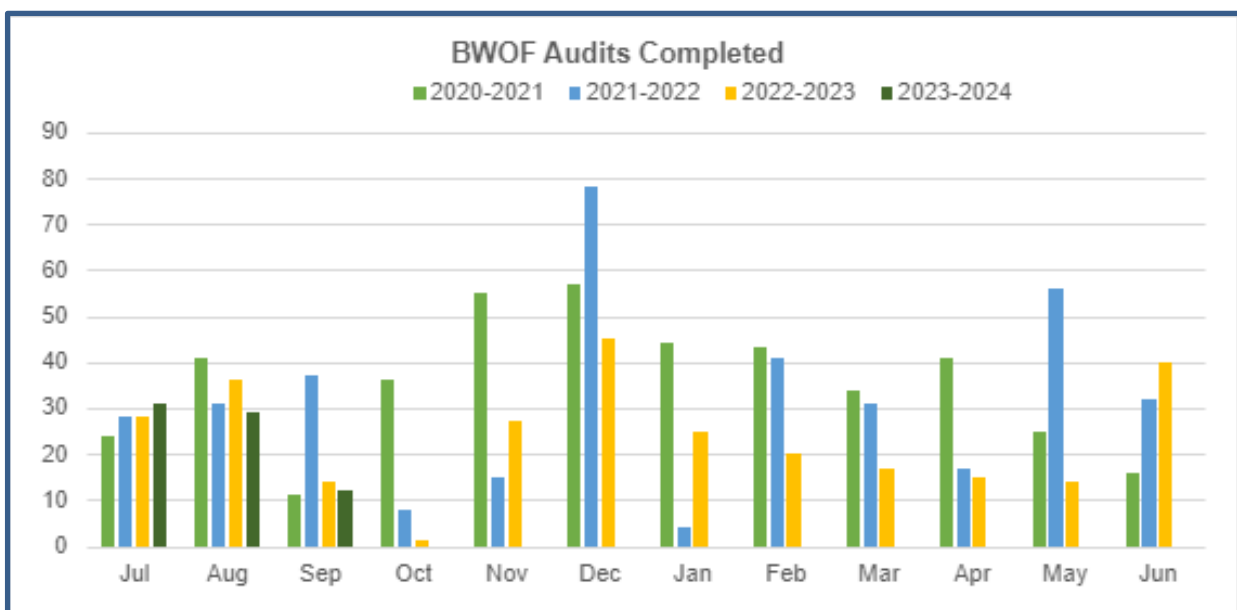
## Building Warrant of Fitness (BWoF)

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.

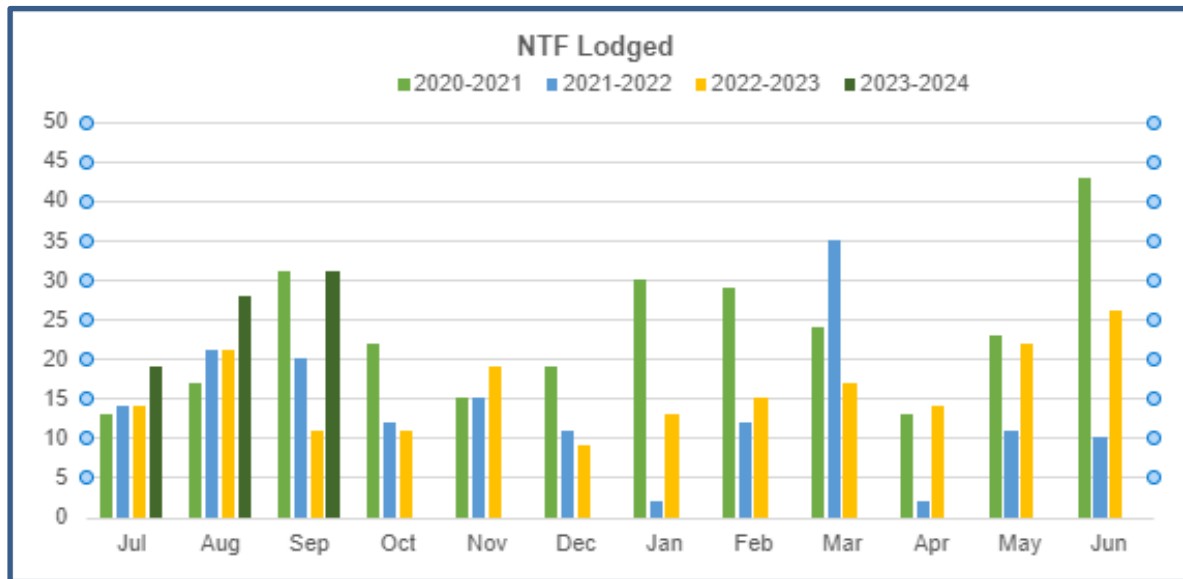
12 BWoF audits were carried out during September. We have had significant changes in team members and were at 50% staff capacity for the month of September. We are back to 75% strength and will continue to train the team in BWoF auditing.



## 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.

31 Statutory Notices were served during the month of September most of which were for failing to supply a BWOFF.

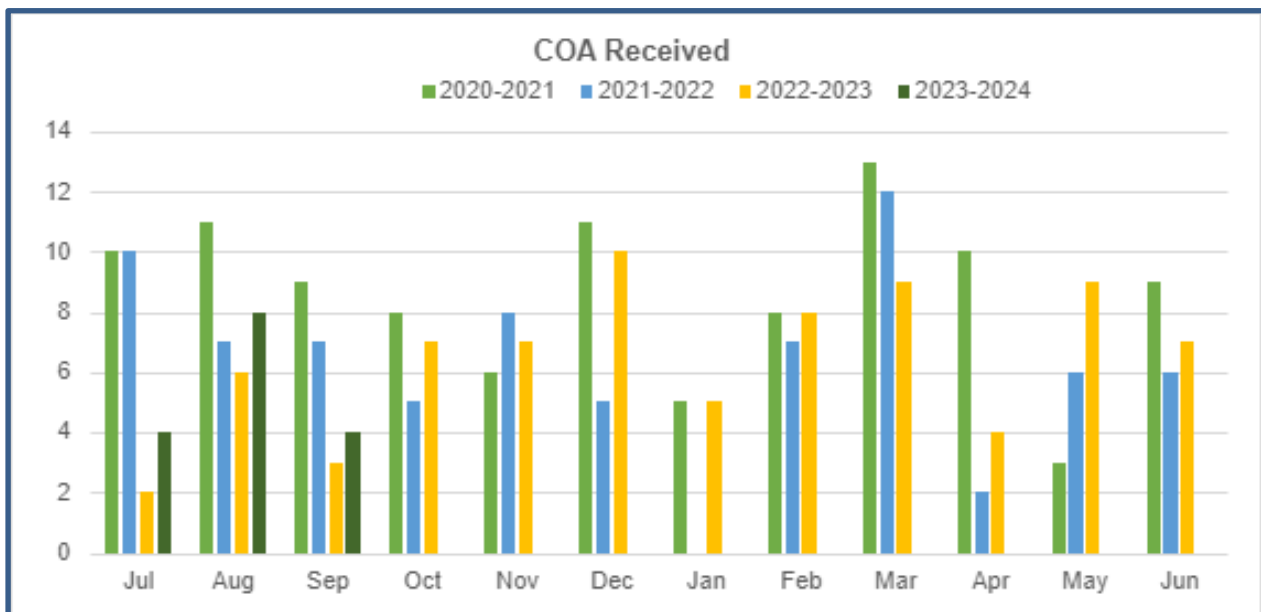


## Certificates of Acceptance

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 September. The number of COA applications remain consistent month to month.



## Infringements

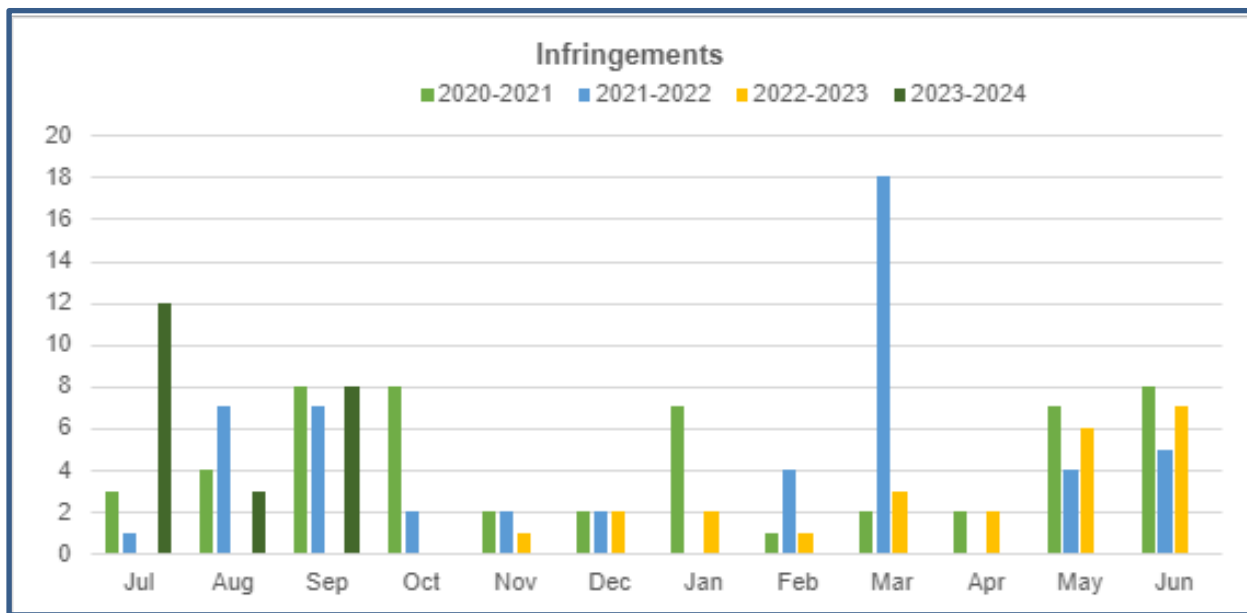
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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.

8 infringements were issued during the month of September. Most infringements were for non-compliance with a NTF and failing to supply a BWOF to council





# Compliance

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This section contains performance information for the Compliance department.

## Introduction

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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:

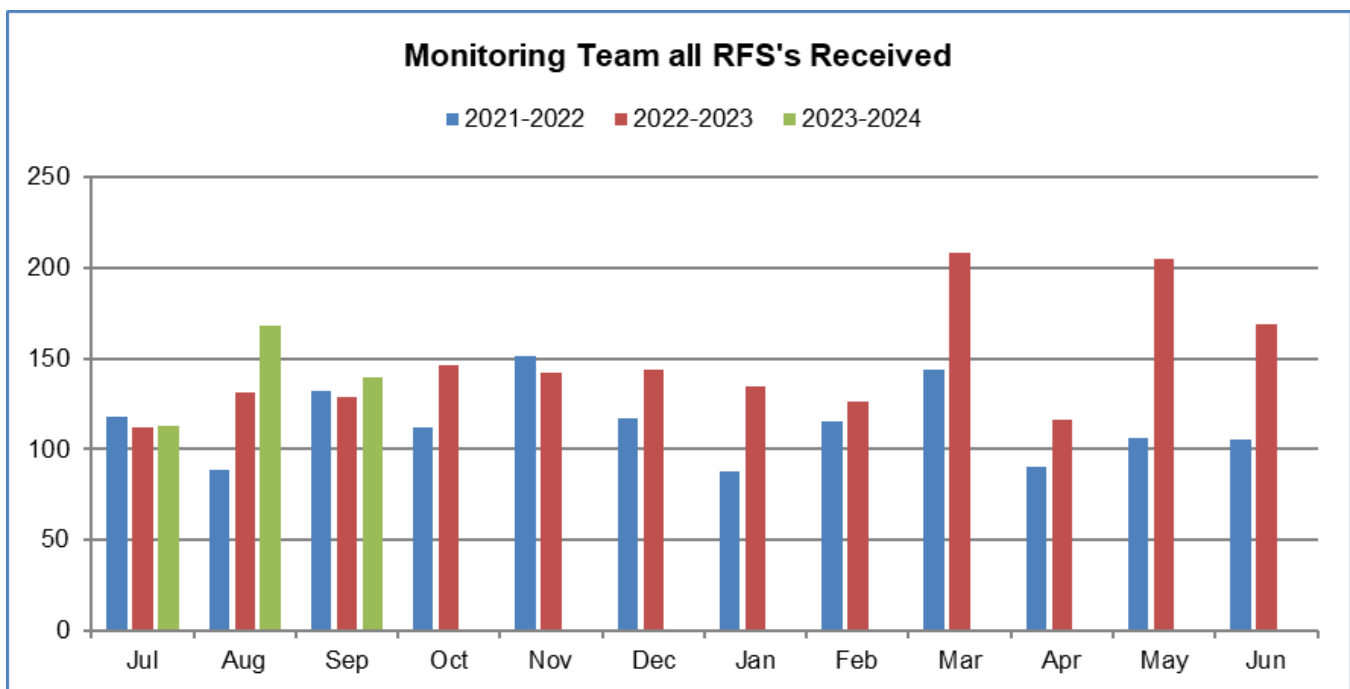
- Resource Management Act breaches
- Land Transport Act (stationary vehicle offences)
- Resource consent monitoring
- Local Government Act breaches
- District Plan breaches
- Noise complaints
- Reserves Act breaches
- Bylaw breaches
- Removal of abandoned vehicles
- Litter Act breaches

## 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.

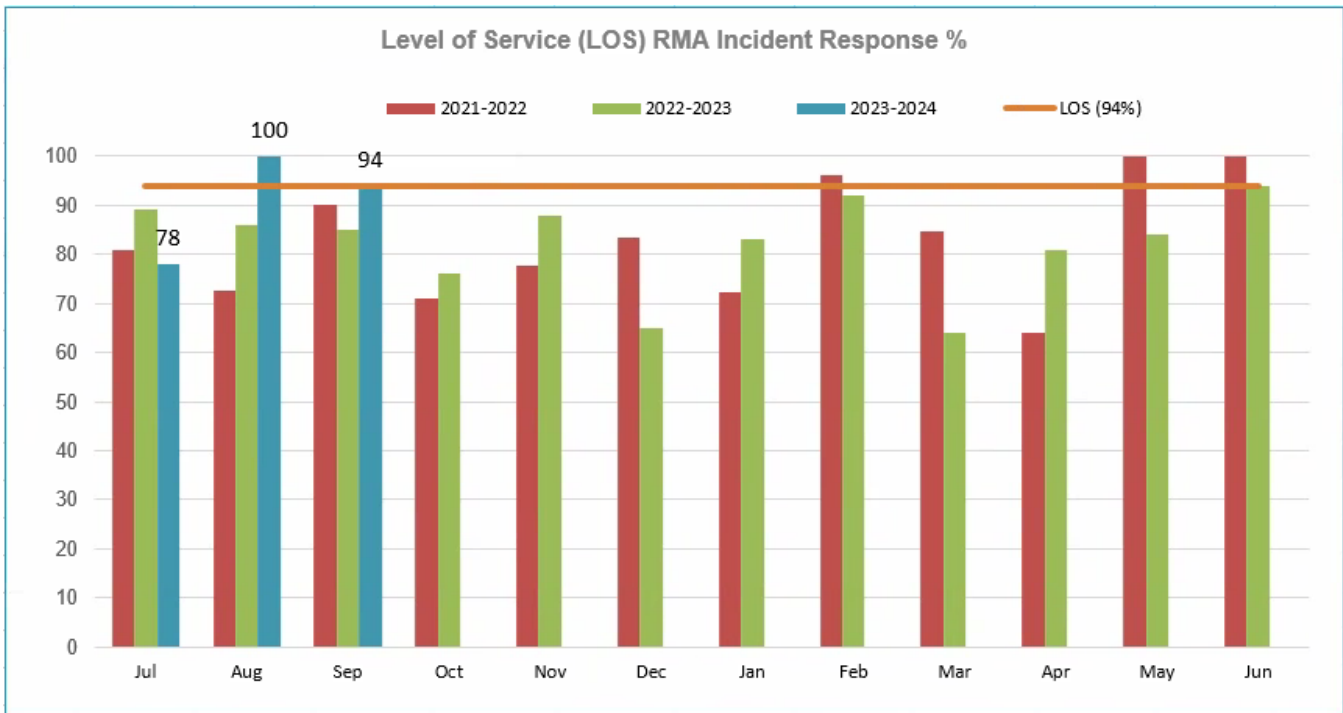


There were 140 requests for service in September 2023.

## Resource Management Act 1991

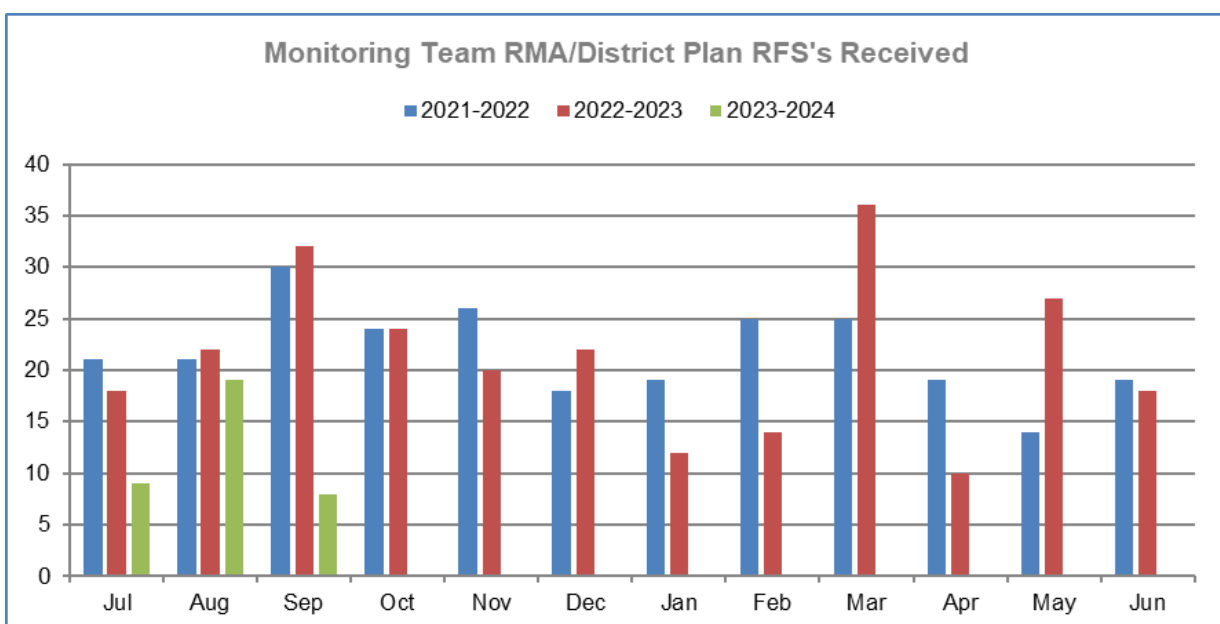
A large amount of the work undertaken by Monitoring falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities.

The LTP level of service for responding to RMA incidents is 93% of customers acknowledged within three working days. The 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 September 2023 achieved 94%.

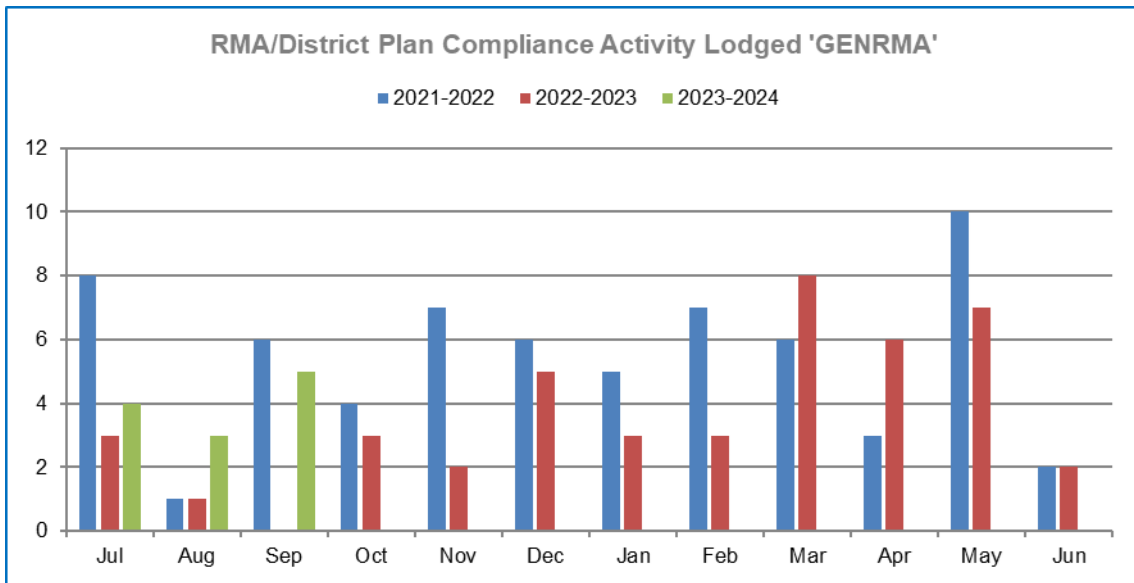


2023	On Time	Over Time	Grand Total	LOS %
September	16	1	17	94%

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



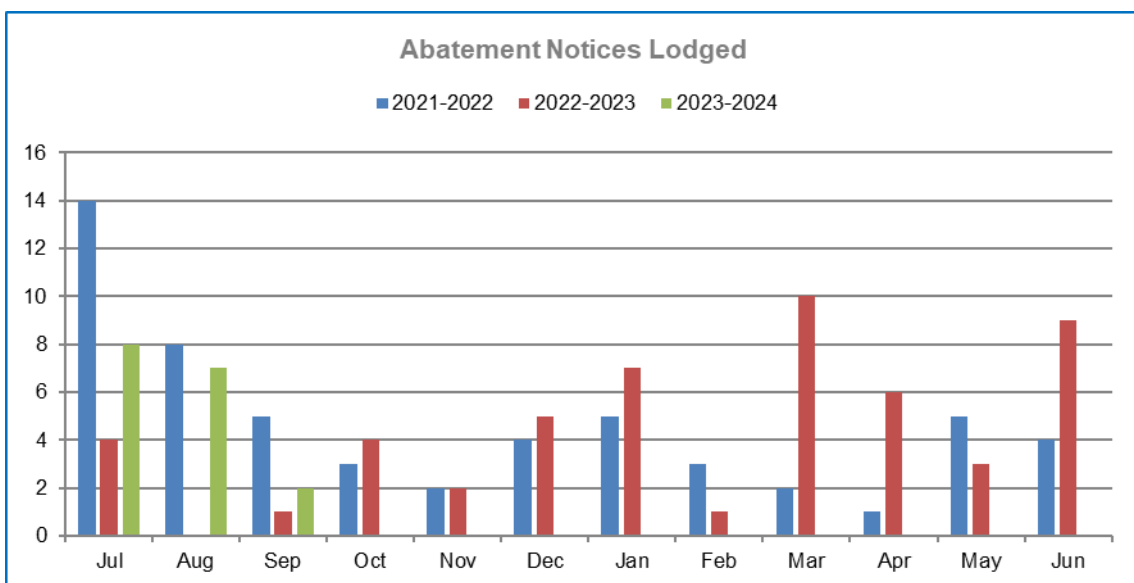
If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows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



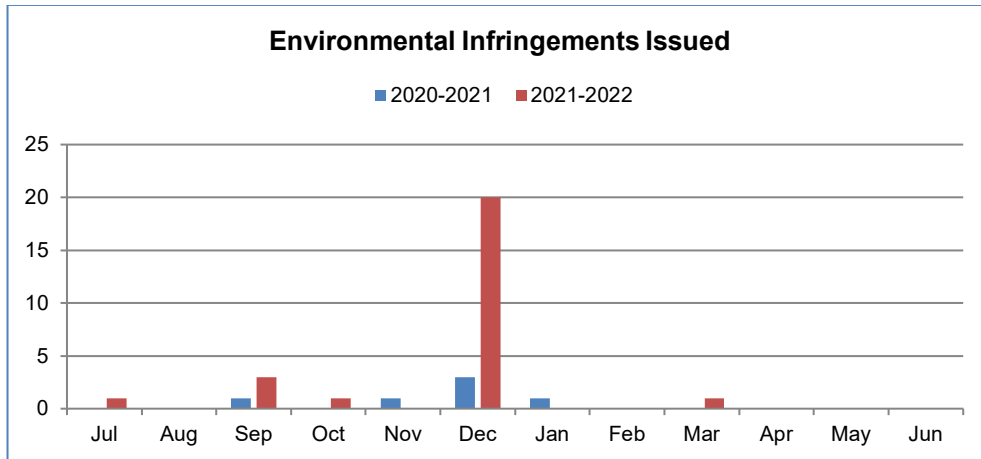
Although Monitoring’s policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something 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 two abatement notices issued in September 2023.



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



### Resource Consent Monitoring

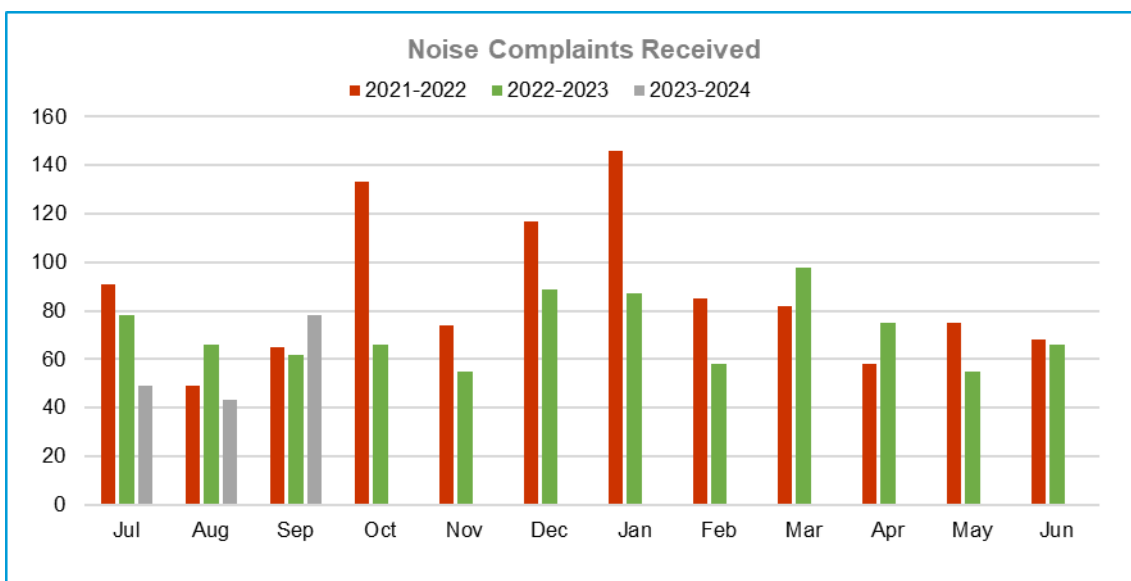
The resource consent monitoring role remains extremely busy with several areas being addressed. Current workflow includes:

- 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

There were 15 new cases lodged in September 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 September 2023.

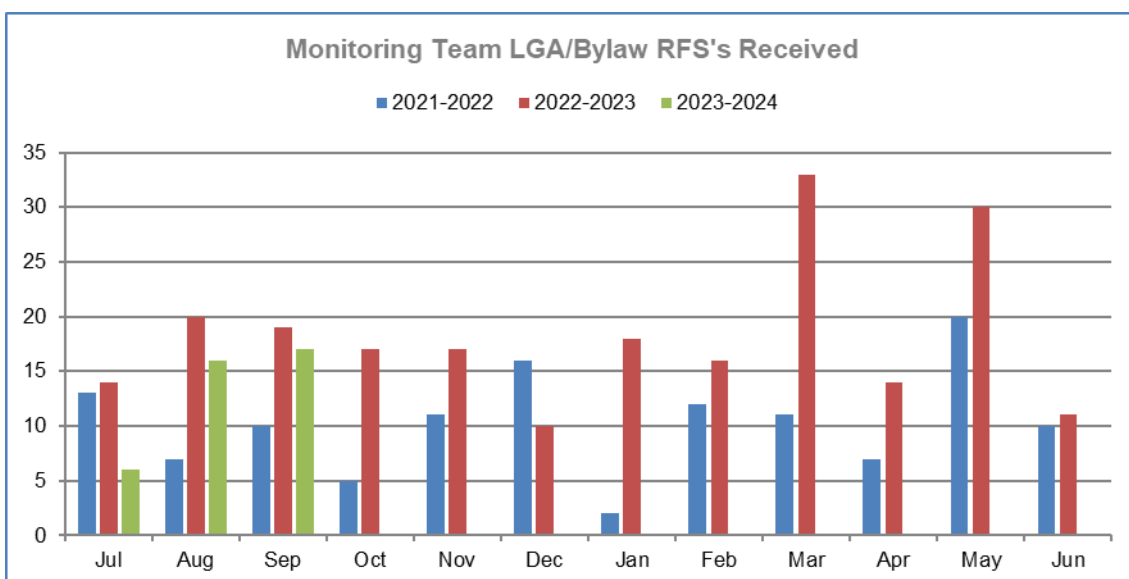
Action Taken 2022-2023	September 2023
Abatement Notice Issued	0
Excessive Noise Directive Issued	11
No Action Taken	46
Seizure Performed	1
Verbal Warning Issued	20
<b>Grand Total</b>	<b>78</b>

As per the Long-term Plan Levels of Service (LOS), First Security have a key performance indicator (KPI) of 95% of calls in the urban area attended within one hour and 95% of calls in the rural area within two hours. This is a challenging KPI due to the size and remoteness of the district. The graph below shows attendance times in relation to the LTP LOS KPI for First Security noise call outs in September 2023.

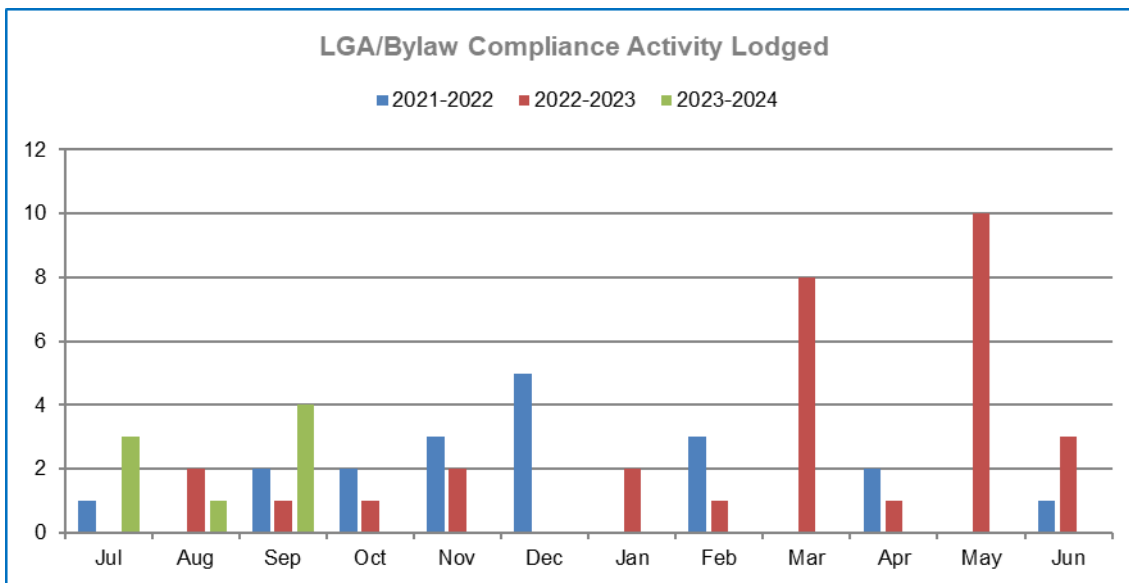
Noise response times	September 2023	Target 95%
Urban On Time	51	78%
Urban Over Time	14	
Rural On Time	13	100%
Rural Over Time	0	
<b>Grand Total</b>	<b>78</b>	

### Local Government Act 1974/2002

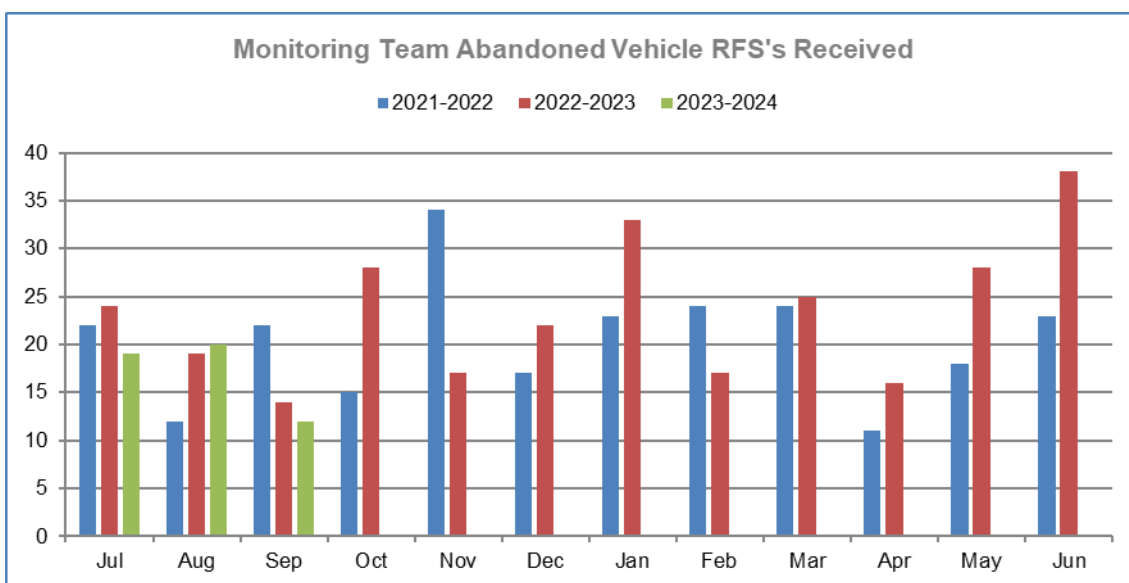
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads. The next graph shows RFSs received by Monitoring for LGA/Bylaw incidents over the last three financial years.



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 four GENBYL created in September 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.

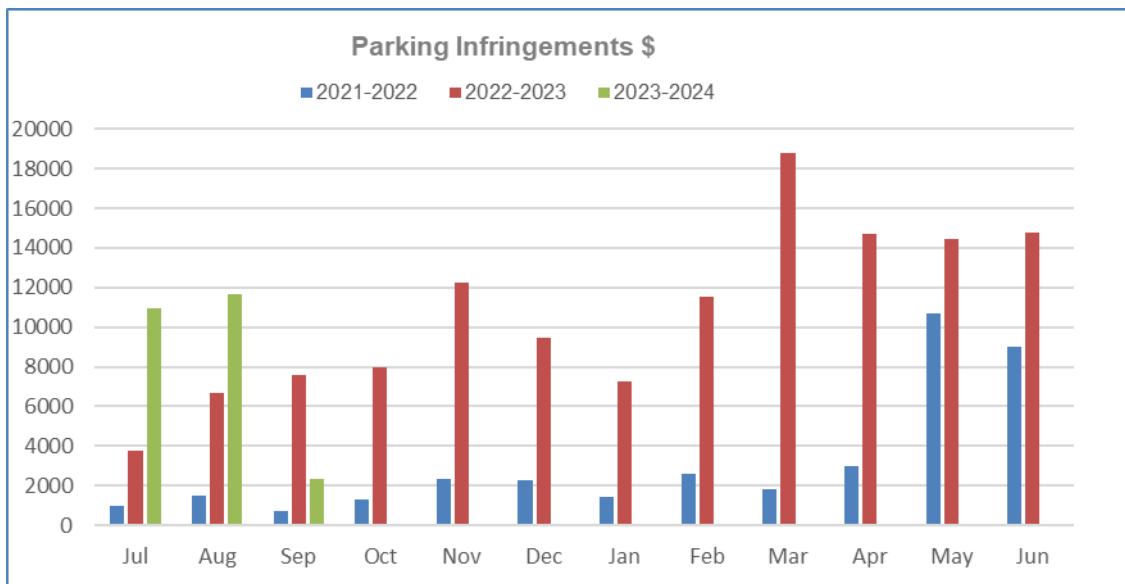
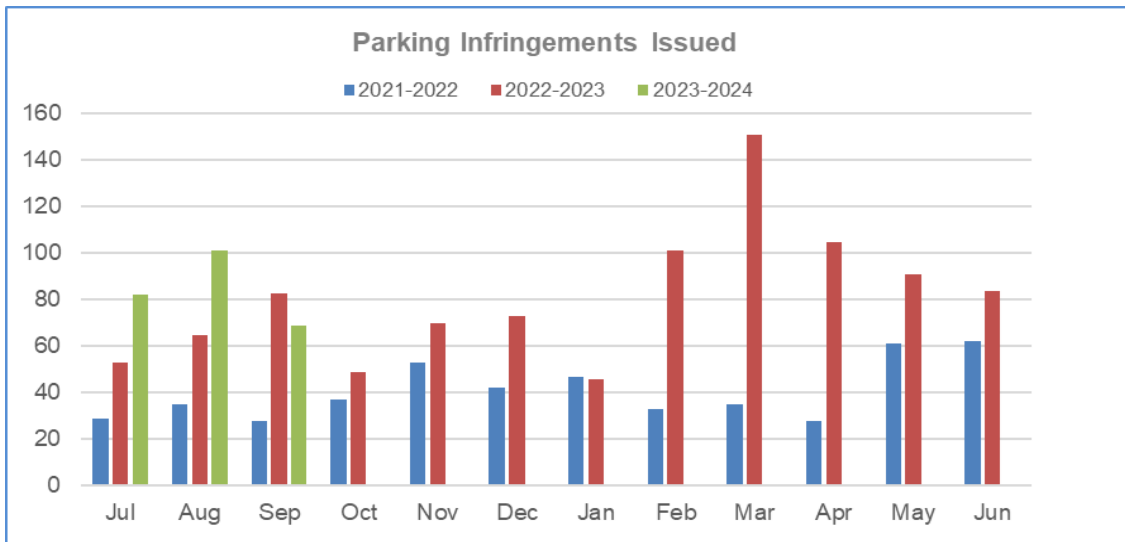


## Parking

There was a total of 69 parking infringements issued in September 2023.

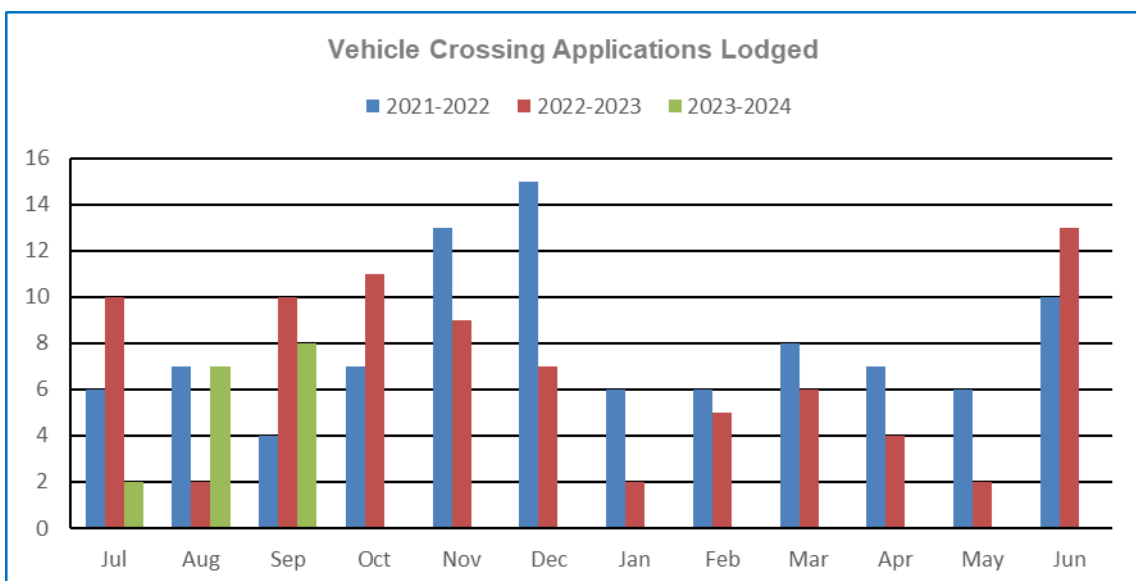
This is the first full month of issuing no 'WOF / REGO' infringements subsequent to the decision to not continue with that area of activity.





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

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

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

Approval Number	Description	Ward	
1	ALF-96	Burger Fiasko	Bay of Islands-Whangaroa
2	ALF-93	29 The Strand Limited T/A Seaside	Bay of Islands-Whangaroa
3	ALF-92	25 The Strand, Russell T/A Butterfish Limited	Bay of Islands-Whangaroa
4	ALF-83	Konnie's Kafe	Bay of Islands-Whangaroa
5	ALF-65	Kerikeri Lunchbox	Bay of Islands-Whangaroa
6	ALF-63	Avo Sushi	Bay of Islands-Whangaroa
7	ALF-50	Sushi Gallery	Bay of Islands-Whangaroa
8	ALF-49	Duke Of Marlborough Business Limited	Bay of Islands-Whangaroa
9	ALF-48	Cc's Cafe Cinema	Bay of Islands-Whangaroa
10	ALF-39	The Gables Restaurant	Bay of Islands-Whangaroa
11	ALF-37	Jimmy Jacks Rib Shack	Bay of Islands-Whangaroa
12	ALF-3	Fishbone Cafe	Bay of Islands-Whangaroa
13	ALF-98	Letz Café	Bay of Islands-Whangaroa
14	ALF-102	Spice Grill	Bay of Islands-Whangaroa
15	ALF-103	Rocksalt Restaurant & Bar	Bay of Islands-Whangaroa
16	ALF-104	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 34 surveys sent out in August with a 29.4% response rate. 6 customers expressed satisfaction and 6 were not satisfied.

# 3.00

▼ -0.58

01 Sep 2023 - 30 Sep 2023

Company — Goal: Off



TOTAL RESPONSES  
12

SATISFIED  
6

NEUTRAL  
0

NOT SATISFIED  
6

SURVEYS SENT  
34

RESP. RATE  
29.4%

## 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

376 RFS's were received for Animal Management in September, 53 urgent and 323 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 September. 50 were released from the shelter in September. In terms of the dogs released 16 were claimed by their owners, 4 taken by a Rescue Group and 1 was adopted out to a new home. A total of 29 dogs were euthanised in September due to not being claimed by an owner and not meeting the criteria to be rehomed.

### Infringements

There were 30 infringements issued in September by the Animal Management team:

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

The month of September saw 790 dogs registered compared to 960 for the month of September in 2022. The number of dogs registered to date for the 2023-2024 year is 7622. This is up by 878 on the same time last year.

## Customer Service – Ask Nicely

The Animal Management Team had 164 surveys sent out in September with a 43.9% response rate. Of those responses 69.6% were satisfied with the responses



## Dog Attacks

During September Animal Management responded to 22 dog attack reports. These were made up of 10 on Domestic Animals; 4 on Stock; 5 on Poultry; and 3 on Persons.

## 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

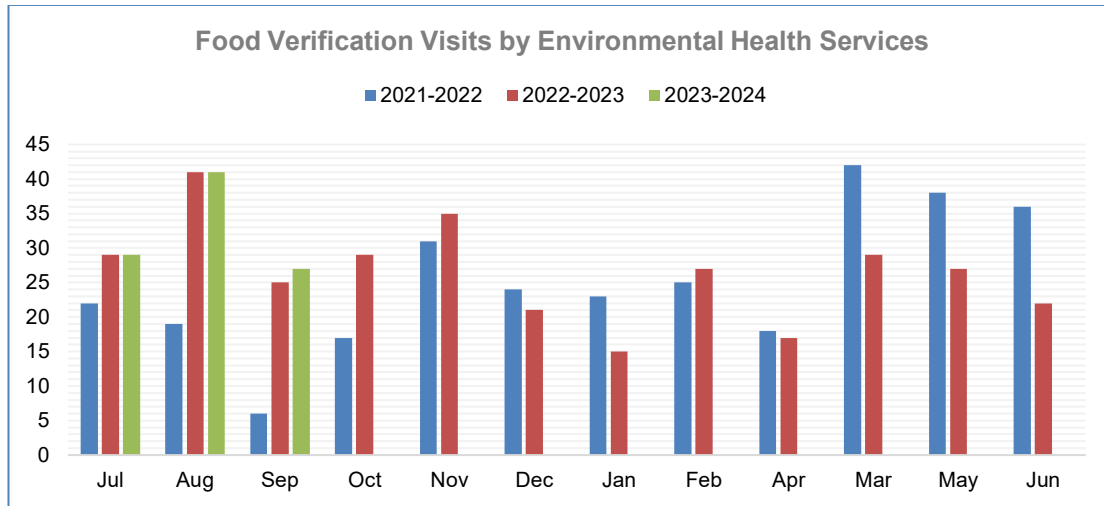
Level of service 8.2.1. Food Control Plan and National Programme audits completed as scheduled.

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

Target: ≥95% Last Month: 97.6%

During September 2023, 27 verifications were scheduled. Of the 27 scheduled verifications, 27 were completed.

The following graph shows the 27 verifications completed in September.



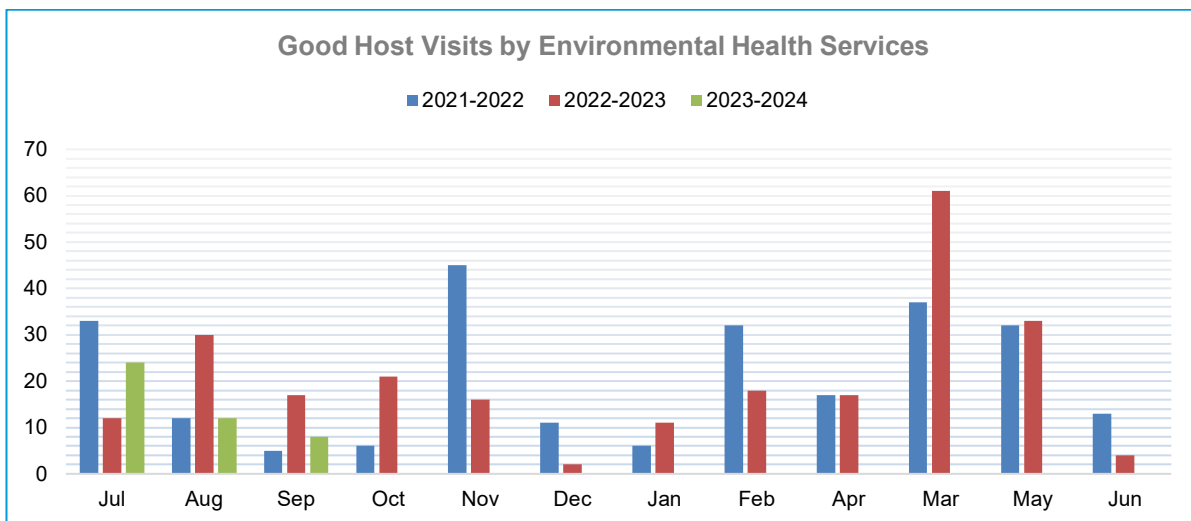
Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

Target: ≥75% Last Month: 15.4%

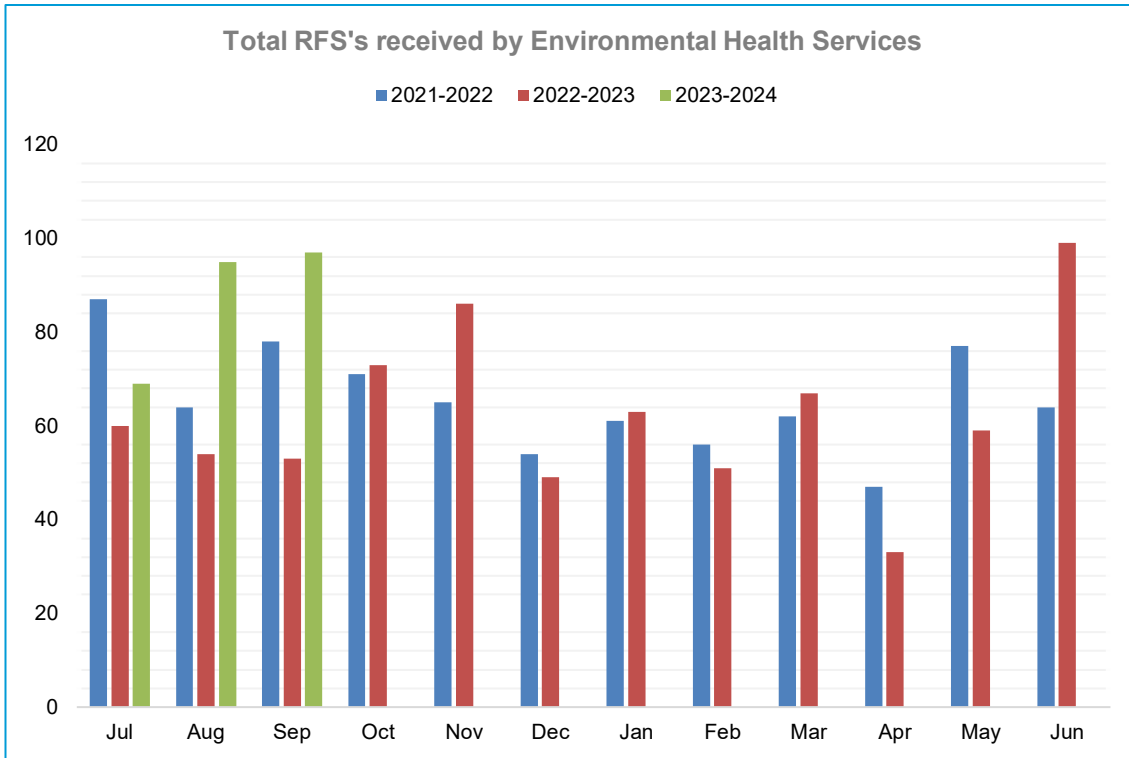
At present there are 258 licensed premises in the Far North District. 25 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that EHS will complete 234 visits during 2023-2024.

During September 2023, 8 visits were completed by EHS. The EHS will complete the remaining 190 visits by 30 June 2024.

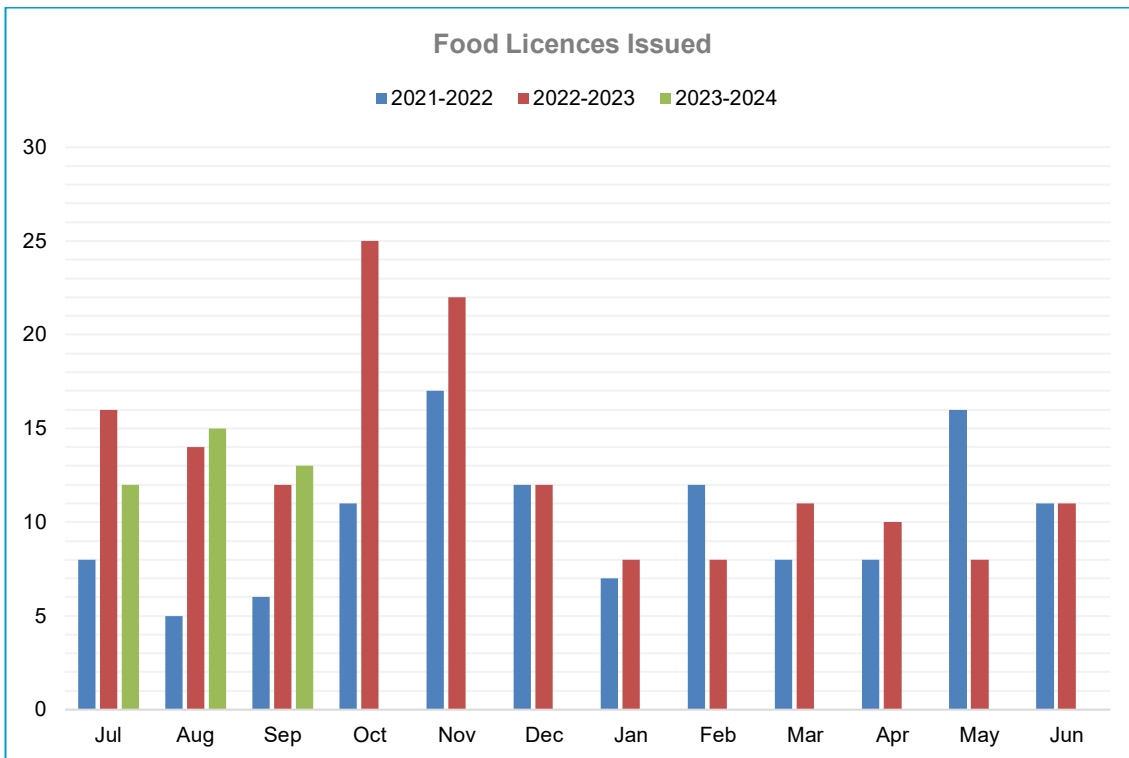
The following graph shows the 8 visits completed in September.



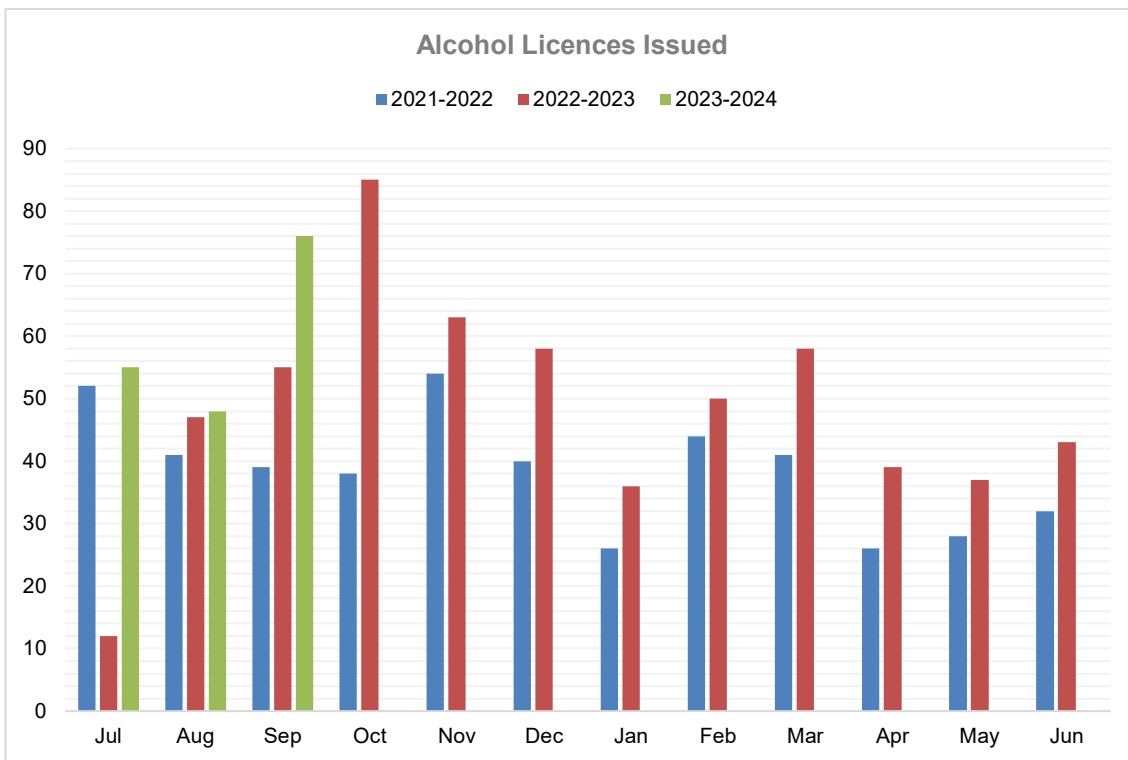
## Requests for Service



## Food Registrations Issued



## Alcohol Licences Issued

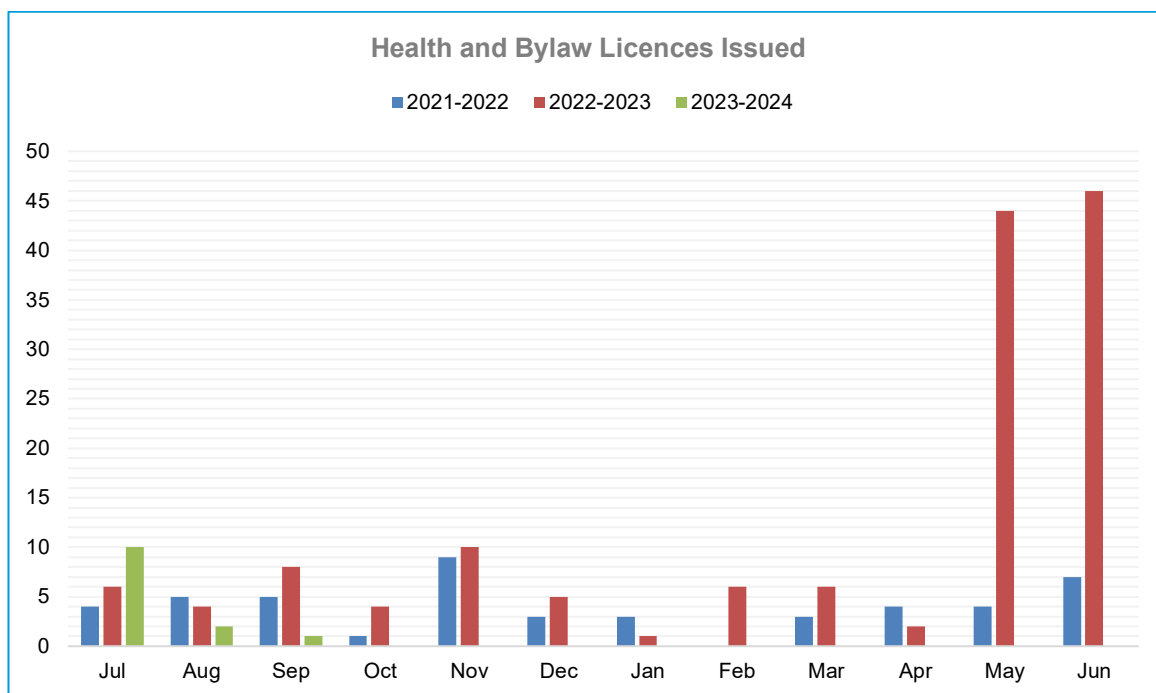


## Health Licensing

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 September 2023, 1 health licence was issued.

The following table shows the health licences issued in September:



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 45 surveys sent out in September 2023 with 16 responses received, giving the team a response rate of 33.3%. There were 16 satisfied customer, 0 neutral customer and 0 customer who was dissatisfied. For September, the Environmental Health Services finished up at number 1 on the team leader board.

# 4.69

▲ 0.02

01 Sep 2023 - 30 Sep 2023

Company — Goal: Off



TOTAL RESPONSES  
16

SATISFIED  
● 16

NEUTRAL  
● 0

NOT SATISFIED  
● 0

SURVEYS SENT  
45

RESP. RATE  
33.3%

### Environmental Health Services Quarterly Newsletters

The Environmental Health Services team published their “Spring” newsletters in September.

- The spring alcohol licensing newsletter was published on 12 September 2023. Link: [Spring Alcohol Licensing Newsletter 2023](#).
- The spring food business newsletter was published on 14 September 2023. Link: [Spring Food Business Newsletter 2023](#).



# Resource Consents

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This section contains performance information for the Resource Consents department.

## Introduction

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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 113 applications in September 2023, compared to 95 in September of 2022 year and 174 in 2021.

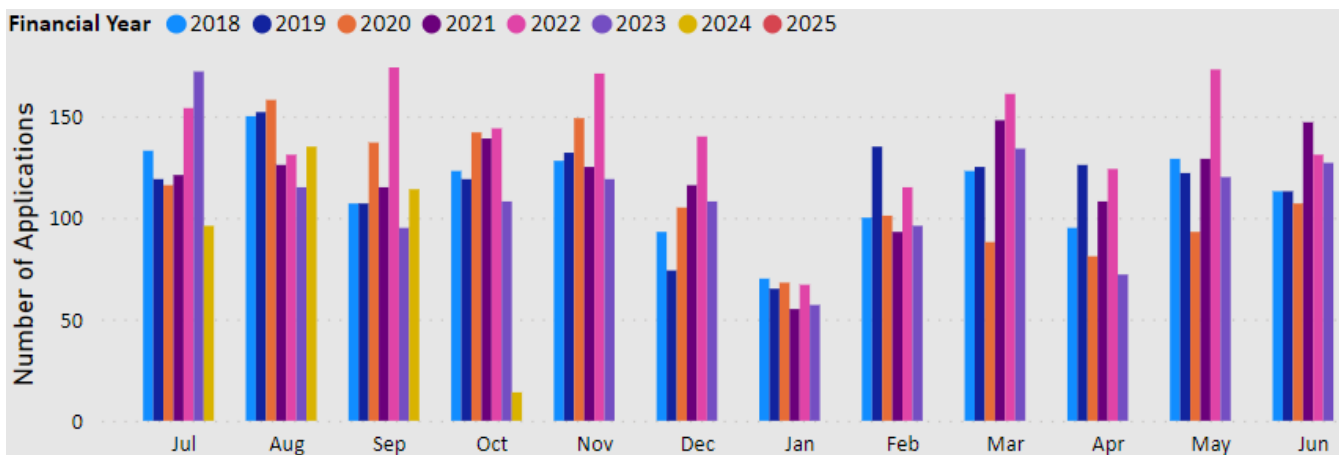


Figure 1: Total Applications Received

Figure 2 shows the total number of RMA applications\* received each month since 2018. A total of 65 resource consent and associated applications were lodged this month. This shows consistent volumes to previous years, except the high volume in September of 2022.

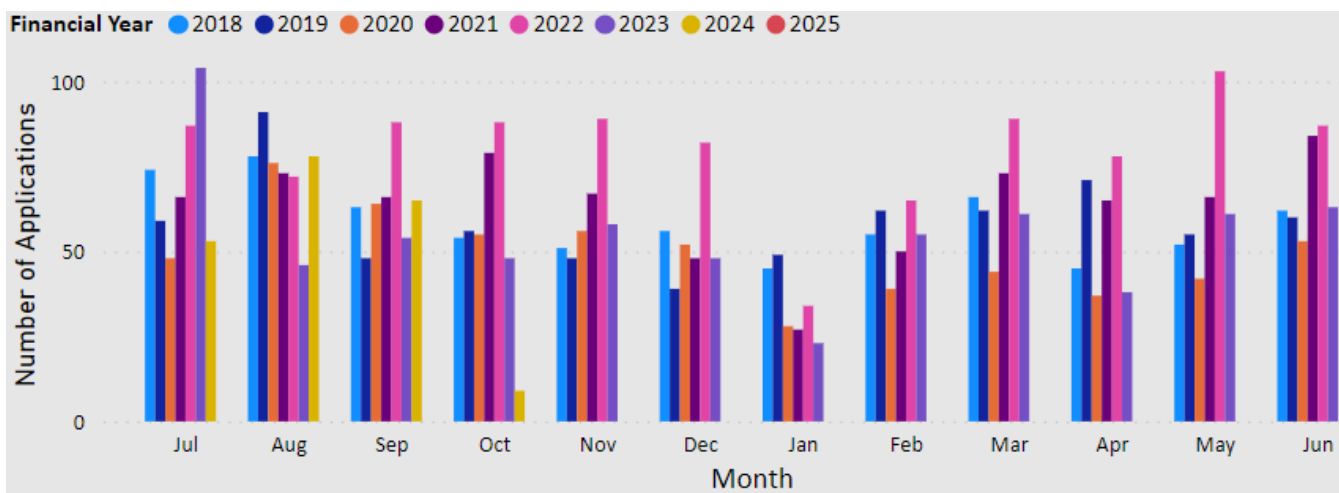


Figure 2: RMA Applications Received

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

## Decisions issued

The Resource Consents team issued 120 decisions under the RMA and LGA in September. Of the 120 decisions, 59 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). This is consistent with previous months and is a result of the departure of increased use of consultants and the incoming Manager and new Team Leader. 42 consents were outside statutory timeframes and 17 consents within statutory timeframes in September, resulting in 28.81% 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 and ongoing delays in decisions.

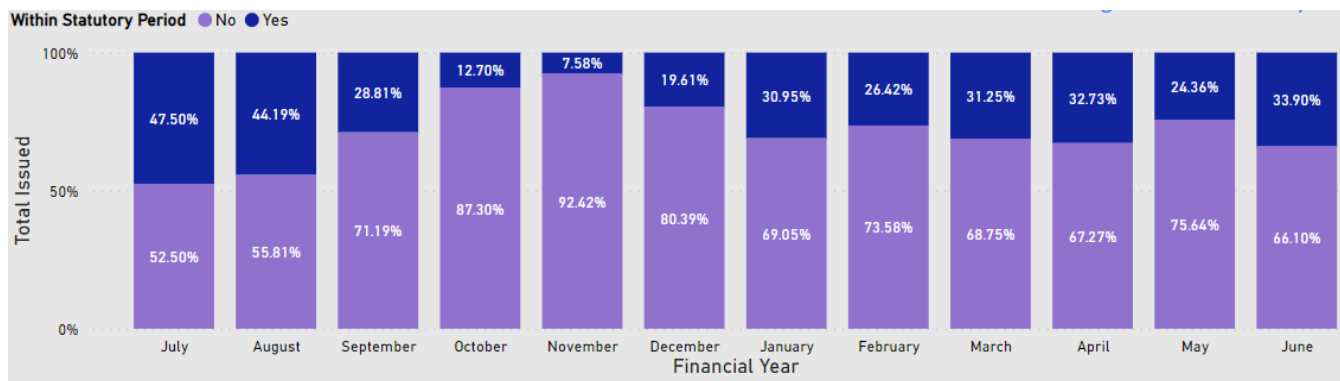


Figure 3: Resource Consents issued showing statutory Compliance

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

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	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
RMAOTH	0	6	1	0	1	0	0	0	1	1	5	3
RMAOBJ	2	1	0	0	0	3	3	4	8	1	6	8
CER221	0	0	0	0	0	0	0	2	1	0	0	0
CER223	15	16	17	9	13	22	10	14	20	15	17	13
CER224	9	10	13	8	12	21	7	16	17	11	20	14
CER348	1	0	1	0	1	1	0	3	1	1	1	0
CERBND	1	0	0	1	0	2	0	2	1	1	1	0
CEROTH	5	6	7	3	6	9	2	4	3	3	6	1
LGA348	1	2	0	2	1	1	0	2	3	1	3	1
LGA327	0	0	1	0	0	0	0	0	0	0	0	0
LGAEWK	9	13	12	5	4	6	7	3	5	3	5	8
LIQCOC	4	1	0	2	3	0	1	3	3	1	1	3
RMAEPA	13	13	4	4	2	12	6	8	7	4	4	5
<b>Total</b>	<b>60</b>	<b>68</b>	<b>57</b>	<b>33</b>	<b>43</b>	<b>77</b>	<b>36</b>	<b>61</b>	<b>70</b>	<b>42</b>	<b>69</b>	<b>56</b>

Figure 5: Number of certificate and other applications received monthly

Note: Figure 5 above includes CERBND (0) 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.

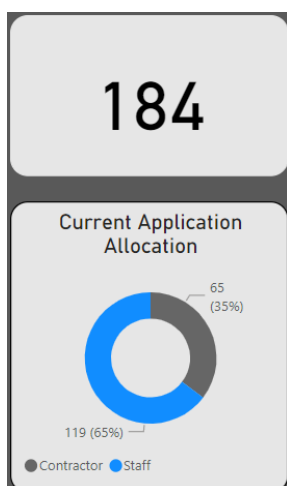
Application Number	Location
CER-2200516-CER224/A	170 State Highway 1, Kaitaia 0482
CER-2180048-CER224/A	210 Purerua Road, Kerikeri 0294
CER-2190670-CER224/A	125 Motukiore Road, Horeke 0475
CER-2220559-CER224/A	105 Saward Road, Okaihau 0475
CER-2300256-CER224	77B Yorke Road, Haruru 0204
CER-2220020-CER224/A	27 Bisset Road, Kaikohe 0405
CER-2160469-CER224/A	606 Pakaru Road, Kawakawa 0282
CER-2220725-CER224/A	95 Wharau Road, Kerikeri 0293
CER-2220433-CER224	Lot 1, State Highway 10, Kerikeri 0293
CER-2220552-CER224/A	23A Jacaranda Place, Kerikeri 0230
CER-2300648-CER224/A	31 Riddell Road, Kerikeri 0230
CER-2190604-CER224/A	115A State Highway 1, Ohaeawai 0472
CER-2130069-CER224/A	. Oruaiti Road, Mangonui 0494
CER-2230183-CER224/A	10 Tawa Street, Kaikohe 0405
CER-2160225-CER224/A	Lot 13, Ness Road, Kerikeri 0295
CER-2230132-CER224/A	558 Backriver Road, Mangonui 0483
CER-2190424-CER224/A	Lot 3, Spicer Road, Mangonui 0420

## Applications in process

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

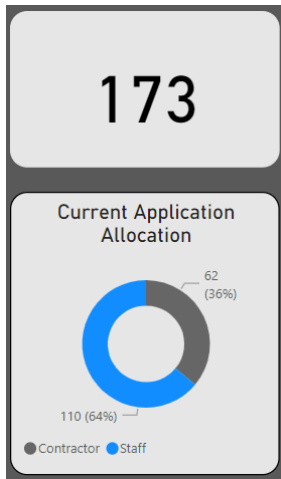
There are 25 applications awaiting allocation (Precheck). Following recent staff movements, allocations have been managed by the RC Team Leaders. Most applications are being allocated within five days of receipt.

There is still a bottleneck deciding applications by staff with Delegated Authority. At time of writing there are 14 applications which have been assessed by internal or external planners which are awaiting review and signing by delegated authority and 9 currently being reviewed (Total under review 23). This is down from 40 in August.



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 increased by 31 from last month (153).

There are 119 (65%) allocated to internal staff up from 88 (58%) in August, and 65 (35%) allocated to Consultant Planners the same as in in July(43%). 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 173 applications on hold down from 177 in August.

Overall, the Resource Consents team is managing a total of 357 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

September 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, capacity is still an issue and external capacity is limited. 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 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)
- 2x Intermediate Planner (Permanent)
- Resource Planner (Permanent)
- Planning Technician
- Senior Planner (Permanent)
- Senior Resource Consents Engineer (Fixed Term)

The Team continues to advertise for staff in a very competitive market. The team has welcomed Swetha Maharaj (Intermediate Planner) and Dhruv Chokshi (Graduate Engineer) and Farewelled Hannah Kane (Intermediate Planner).

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.

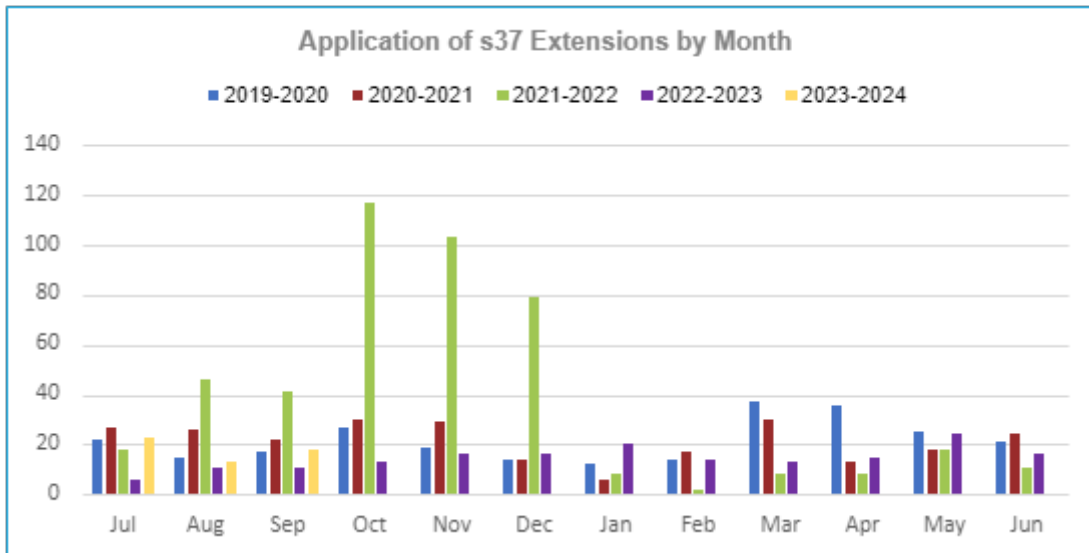


Figure 6: Application of s37 extensions

## Customer and Relationships

### Ask Nicely Results

Resource Consents sent out 67 customer service surveys in September 2023 with 19 responses received, giving the team a response rate of 28.4%. There were 11 satisfied customers, 0 neutral customer and 6 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.



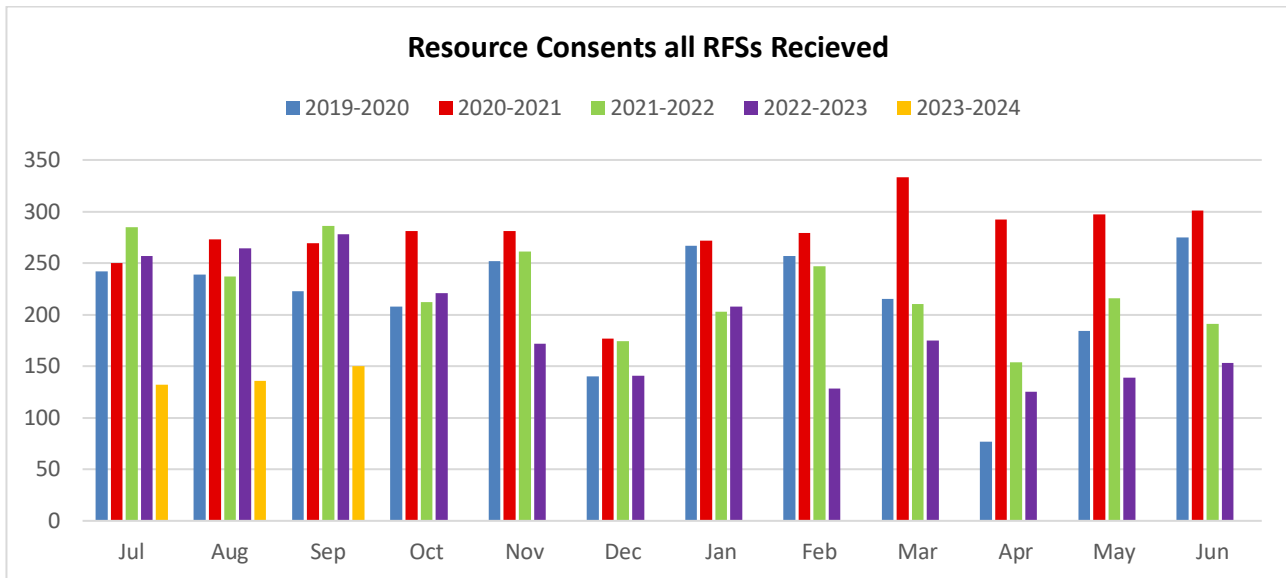


Figure 7: Number of RFS Received by month

### 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 <sup>2</sup> and 30,133m <sup>3</sup> 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

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

## Introduction

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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

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## 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:

- Aupouri Ngati Kahu – Te Rarawa Trust, Tangonge Domain, Kaitaia – Renewal of their current lease for a further 5 years and initiation of public consultation on the granting of a new, 30 year ground lease over the same site. Public consultation will be initiated on the 30<sup>th</sup> October 2023 and will run for 4 weeks.
- Doubtless Bay Sea Scouts, Taipa– Initiation of public consultation on the granting of a new ground lease. Public consultation will be initiated on the 2<sup>nd</sup> November 2023 and will run for 4 weeks.

## Upcoming reports for October 2023

### Council

- Bellingham Quarries Ltd, Larmer Road – a report will be presented for Council to make a decision on the granting of a new ground lease over part of Larmer Road Quarry on the 19<sup>th</sup> October.

### New lease requests

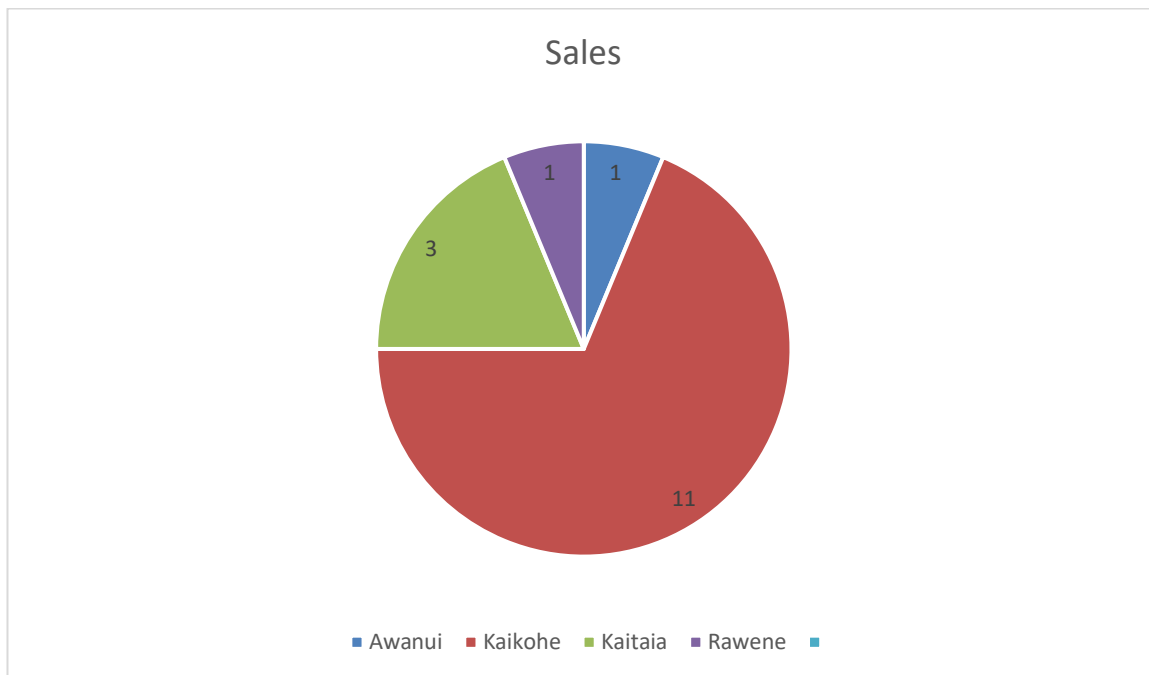
- Te Rarawa Rugby Club have requested a new ground lease over Ahipara Domain. A report will be presented to the Te Hiku Community Board in November.

### Community lease updates

- Kerikeri Sports Complex lease has been finalised with a commencement date of 1<sup>st</sup> October 2023.

## Housing for the Elderly

We currently have 16 vacant pensioner units:



The Awanui unit requires repair and maintenance prior to interviews. The remaining 15 units will remain vacant for renewal works to be completed by Hoskin Civil.

Annual rent will be increasing from 1<sup>st</sup> October as per the updated Housing for the Elderly Information booklet and application forms.

Location	Type of Unit	Weekly Rent
Kaikohe, Kerikeri, Rawene	Bedsit unit	\$130.00
Ahipara, Awanui, Horeke, Kawakawa, Oxford St, Puckey Ave, Rawene, Kohukohu, Waima	One bedroom unit	\$136.20
Kaikohe, <u>Omapere</u> , Kerikeri	One/ <u>Two</u> bedroom unit (s)	\$140.00
All complexes	Couples	\$144.60

### Tenant updates

Unit 3, 3 Hobson Ave, Kerikeri has been ordered by the Tenancy Tribunal the termination of the tenancy and return of possession of the unit to FNDC effective Monday 18<sup>th</sup> September 2023. FNDC have applied for an Application of Eviction with the Ministry of Justice and a bailiff will be arranged.

# Assets & Project Delivery

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## 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)

- Upgrades for Kaikohe, Kaitaia & Kawakawa progressing, however the project management for this work is now back in house. Tenders for Kaikohe & Kaitaia villages are out for pricing. Kaikohe village only attracted one contractor who has subsequently withdrawn. The project manager is rescoping this work with the aim to attract more contractors to price the work. The Kaitaia villages closes on 20<sup>th</sup> October 2023.

### Halls

- **Kohukohu:** A further community meeting booked for Wednesday 11<sup>th</sup> October with staff to further discuss community outcomes for the hall and the project as it currently stands. Once community engagement and agreement are completed a further application for funding will be submitted in February 2024.
- **Quantity Survey:** QS has been requested for Rawene, Lake Ohia and Okaihau halls.

### Kaitaia Airfield

- Crown and Ngāi Takoto will continue with the transfer of land ownership, expected to be concluded in the next two months.
- Council have held initial negotiations with Ngāi Takoto for the proposed new lease. A draft lease has been submitted to Ngāi Takoto for their review.
- The Airfield Management agreement between FNDC and FNHL has been extended until 31 December 2024 to permit continued operations.
- Further capital works to the runway lighting, runway and drainage are budgeted for and work cannot 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 nearing completion and due by the end of October.

## Solid Waste Contract Tender

- The tender was released on 4<sup>th</sup> August with a caveat that the procurement plan needs to be approved by Council at an extra ordinary meeting August 14<sup>th</sup>.
- Bill Inglis at McHale group has been selected as Probatory Auditor.

## BAU update

- Secondment for the Asset Managers role has been filled by Catherine Leaf with Fauna Gregory backfilling her Project Delivery role for six months.
- 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 – September 2023

Project Name	RAG Status	Project Description	Project Update
Housing for the Elderly	●	LOS upgrades	<p>Current Status</p> <ul style="list-style-type: none"> <li>• Project Management for this project is now back with the project delivery team in-house</li> <li>• Tender work progressing through the villages as prioritised by Council</li> <li>• Kaikohe village tenders closed with only one contractor submitting a price and who has subsequently withdrawn.</li> </ul> <p>Next action</p> <ul style="list-style-type: none"> <li>• Project Manager is reassessing the scope of work required and working with procurement to see how we can possibly attract further interest.</li> <li>• Currently working through the rehousing of tenants for Kawakawa required during the renovations work.</li> <li>• Rehousing for other villages can be done within the villages as each of the blocks/units are completed.</li> </ul>
Lake Ohia Hall Renewals	●	<ul style="list-style-type: none"> <li>• External Envelope</li> <li>• Re-Piling</li> <li>• New toilets</li> <li>• New kitchen</li> <li>• Repair/replace wall claddings</li> <li>• Repair timber windows</li> <li>• New entrances, deck, and accessible ramp</li> <li>• Accessibility and other internal upgrades</li> </ul>	<p>Current Status</p> <ul style="list-style-type: none"> <li>• Lodged Building Consent 26/05/23 - RFIs raised</li> </ul> <p>Current Activity</p> <ul style="list-style-type: none"> <li>• Develop works plan</li> <li>• Producing tender document, working with kitchen designer to incorporate committees requests.</li> </ul> <p>Next Activity</p> <ul style="list-style-type: none"> <li>• Pending completion of design works for kitchen it is planned to tender for physical work in October.</li> <li>• Pending QS outcomes</li> </ul>
Okaihau Hall Renewals	●	<ul style="list-style-type: none"> <li>• Interior Renewals</li> <li>• New toilets</li> </ul>	<p>Current Status</p> <ul style="list-style-type: none"> <li>• Building consent approved</li> </ul>

Project Name	RAG Status	Project Description	Project Update
		<ul style="list-style-type: none"> <li>• New kitchen</li> <li>• New rear deck and access</li> <li>• Accessibility and other internal upgrades</li> <li>• Asbestos Remediation</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> </ul> <p>Current Activity</p> <ul style="list-style-type: none"> <li>• Structural Engineer has assessed sub floor foundations and concluded they are okay</li> <li>• Work with Hall Committee to find and engage a kitchen designer</li> </ul> <p>Next Activity</p> <ul style="list-style-type: none"> <li>• Collate Assessments to formulate a wider programme of works</li> <li>• Meet with Asbestos Removal Contractor to gauge costs involved</li> <li>• Pending QS outcomes</li> </ul>
<b>Rawene Hall Renewals</b>	●	<ul style="list-style-type: none"> <li>• Interior Renewals</li> <li>• New toilets</li> <li>• New kitchen</li> <li>• Accessibility and other internal upgrades</li> </ul>	<p>Current Status</p> <ul style="list-style-type: none"> <li>• Procurement Plan Approved</li> <li>• Condition Assessment Report Obtained</li> <li>• Electrical Report Obtained</li> </ul> <p>Current Activity</p> <ul style="list-style-type: none"> <li>• Building Consent with amended plan submitted, currently being processed by building team.</li> </ul> <p>Next Activity</p> <ul style="list-style-type: none"> <li>• Tender for physical works</li> <li>• Pending QS outcomes</li> </ul>
<b>Unahi Wharf Carpark Project</b>	●	<ul style="list-style-type: none"> <li>• 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 &amp; bench seats, planting &amp; general beautification, signboards and Pou.</li> </ul>	<ul style="list-style-type: none"> <li>• Stages 3 &amp; 4 works are nearing completion.</li> <li>• The Stage 3 &amp; 4 works package included; <ul style="list-style-type: none"> <li>• installation of concrete bases for tables,</li> <li>• install bench seats, information board, dry vault toilet, Hoe / Pou and a welcome sign.</li> <li>• The Pou / Hoe for this site is well into the detailed design phase, final checks are being made that the foundation design is adequate to support the structure.</li> <li>• The information sign board content is being finalised. These works are anticipated to be completed late October to early November.</li> </ul> </li> </ul>
<b>Russell Cemetery Development</b>	●	<ul style="list-style-type: none"> <li>• Expansion and development of the Russell Cemetery.</li> </ul>	<ul style="list-style-type: none"> <li>• The tender process is underway for the clearing of the new site, and we hope to have a contractor by mid-November.</li> <li>• We are engaging a designer to finalise a layout plan and assist with the technical cemetery planning and design aspects.</li> <li>• There is still some uncertainty about how to access the land which may delay clearance – this is being worked through with various stakeholders.</li> </ul>
<b>Te Hiku Netball Courts</b>	●	<ul style="list-style-type: none"> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• Following continued lack of progress of physical works onsite, the notice to terminate the contract was issued by the Engineer on 1 September.</li> <li>• The contractor has now disestablished, and we are waiting for pricing from another contractor to continue the works, once that is received, it is hoped that works will gain momentum and be completed efficiently.</li> </ul>



Project Name	RAG Status	Project Description	Project Update
		surface along with line marking. Installation of new lighting.	
<b>North Park Toilets</b>	●	<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>Cost estimates are higher than the available budget. Procurement can only commence on approval of sublease agreement and confirmation of additional budget.</li> </ul>
<b>Pukenui Coastal Walkway</b>	●	<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>The site was blessed prior to works commencing and a cultural monitor has been established for the project.</li> <li>Physical works have commenced and progress is very quick. We are tracking ahead of the Contractors programme and looking like we will finish by the end of the month for Section 3.</li> <li>The campsite owners have been working with the project to come up with a better alignment to end the path around the campground, which means a better user experience.</li> </ul>
<b>Opua-Paihia Coastal Walkway Upgrade Stage 2 Works</b>	●	<ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Design for the upgrade has been completed. Planning Consent is required for a several new and existing structure as part of the Stage 2 Works.</li> <li>B&amp;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.</li> <li>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.</li> <li>The procurement of Package 1 is currently pending award with RFQ completed and supplier recommendation report drafted for approval.</li> <li>Package 1 pricing received was quite margin higher than the 2021 engineers estimate of \$252,000.00. With a range of between \$444,000 and \$672,800, with the lowest two prices ranked within \$45,000 of one another. This is likely reflective of the current market and significant increases in material and labour costs experience within the past 2 years</li> </ul>
<b>Kerikeri Sports Complex Carpark</b>	●	<ul style="list-style-type: none"> <li>Car parking improvement and footpath access to Sports Complex</li> </ul>	<ul style="list-style-type: none"> <li>Construction is underway and we have made good progress with this, footpath will be completed next week and final prep for chip seal.</li> </ul>
<b>Kerikeri Squash Courts</b>	●	<ul style="list-style-type: none"> <li>Construction of 4 Court facility attached to the existing Sports Complex</li> </ul>	<ul style="list-style-type: none"> <li>The ASB Courts are currently being installed and expected to completed early October. Stage 2 bathroom fit out will also begin early October and we are on target for a November 2023 completion.</li> </ul>
<b>Rangitane Public Toilets</b>	●	<ul style="list-style-type: none"> <li>Installation of Public Toilet at Rangitane Reserve</li> </ul>	<ul style="list-style-type: none"> <li>Awaiting Hapu engagement following stop work notice from Heritage NZ in January 23.</li> <li>Next step to submit for archaeological authority to progress through to completion.</li> </ul>

Project Name	RAG Status	Project Description	Project Update
			<ul style="list-style-type: none"> <li>Still awaiting engagement from Te Whui and Ngati Rangi/Ngati Mau. Te Hono assistance has been requested with nil response from Hapu to date. Awaiting Ngapuhi direction.</li> </ul>
<b>Mill Bay Jetty and Mangonui Boardwalk phase 2</b>	●	<ul style="list-style-type: none"> <li>Replacement of Mill Bay jetty and integration of long new vehicle park, traffic calming and dinghy ramp in Mangonui</li> </ul>	<ul style="list-style-type: none"> <li>Construction progressing and work currently within contractor's programme.</li> </ul>
<b>Kaitaia Airport</b>	●	<ul style="list-style-type: none"> <li>Renewal of main runway and Healthy home compliance on residential dwelling</li> </ul>	<ul style="list-style-type: none"> <li>Lease and Ownership details are in progress with the lease being finalised and should be in place by the end of the calendar year.</li> <li>Airport Management Agreement to be signed by both parties.</li> </ul>
<b>Proctor Library rear roof replacement</b>	●	<ul style="list-style-type: none"> <li>Replacement of the old building roof, structural changes to the roof line, remove A/C units from roof and reinstate on ground with caging</li> </ul>	<p>Current Status</p> <ul style="list-style-type: none"> <li>Design approved</li> <li>Building Consent issued</li> </ul> <p>Current Activity</p> <ul style="list-style-type: none"> <li>Tender currently out of GETZ</li> </ul> <p>Next Activity</p> <ul style="list-style-type: none"> <li>Evaluation and award.</li> </ul>
<b>Kaeo library Renewals</b>	●	<ul style="list-style-type: none"> <li>Historical building requiring renewal works. Programme of works in progress</li> </ul>	<p>Current Activity</p> <ul style="list-style-type: none"> <li>Report for roof leak in progress, once received remedial works to fix the leak will be undertaken as a priority,</li> <li>Developing works plan for rest of project</li> <li>Procurement Plan and tender documentation to be progressed in October.</li> </ul>

## 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 m<sup>2</sup> 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

- Road parcel ownership continues to be an issue with the expectation that the Technical Operations team should manage maintenance within unformed road areas. Discussions with NTA are priority and ongoing around the road parcel issues as this still needs to be resolved.
- Progress continues to be made with progressing of 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.

### Cemeteries & Events

- Cemetery auditing of burial information with the focus being on our larger cemeteries being Kerikeri, Kaikohe and Kaitia cemeteries. This will ensure our cemetery records are accurate as we transition into PlotBox. Plotbox will live internally by the end of October 2023.
- We can see improvement in burials presentation and care undertaken by our contractors. We continue to monitor this space through targeted audits.
- Applications received for events is slightly increasing due to the summer season fast approaching, communities preparing for Christmas parades.

### Community Services Contract

- The Community Facilities Maintenance Contract tender is available on GETS. Supplier briefings have taken place this month with interested contractors raising the importance of supporting local communities through providing opportunities for involvement of local business, iwi and community groups in the delivery of services. Tenders close 16 November 2023.
- Operationally we continue to undertake a good number of audits and have corrective actions processes in place to drive continuous improvement from the contractor. Trends over the past month have been around poor edging (spraying and weeding) district wide. Significant improvements continue in Eastern and Northern with mowing, especially in regard to addressing edge creep. Western mowing continues to be an issue and is impacting the overall KPI results. Staff are aware and working with the contractor to rectify this.

Audit results YTD below.

	Target	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Average
Mowing	95	87.0	80.7	65.0		73.8	53.6	60.7	87.9	99.3	100.0	94.1	98.9	98.5	90.0
Edging	95	79.5	78.5	61.2		71.9	50.0	50.0	64.6	97.2	95.2	62.5	82.7	77.3	83.5
Gardens	95	94.4	97.7			93.5	77.1	45.4			98.6	95.8	100.0	98.1	93.2
Playgrounds	95	100.0	100.0	100.0		96.4	88.6	98.2	98.2	100.0	100.0	97.3	99.3	97.4	98.3
Town Maintenance	95		92.7			86.1	86.7	90.6					100.0	84.4	94.3
Toilet Maintenance	95	94.7	96.6	97.1		88.9	89.3	78.2	83.6	92.8	92.8	89.5	95.4	91.2	93.7
Cemeteries	95							91.7		100.0		97.2	97.2	100.0	98.5
Furniture	95	100.0		100.0		99.3	78.8	95.0	98.3	100.0	100.0	97.0	99.3	99.4	98.1
<b>Total Internal</b>	<b>95</b>	<b>92.0</b>	<b>87.1</b>	<b>78.5</b>		<b>81.3</b>	<b>80.8</b>	<b>69.5</b>	<b>84.8</b>	<b>95.1</b>	<b>97.8</b>	<b>90.3</b>	<b>94.4</b>	<b>94.1</b>	<b>91.8</b>

**Eastern area**

**Johnson Park**

Playground shade sail was removed for repairs. Shade sail will be reinstated after Guy Fawks 5 November due to being damaged in the past during Guy Fawk celebrations.

**Taumatamakuku Reserve**

Neighbouring property owner household and /or visitors have damaged the boundary fence between the reserve and their property and driven over the reserve causing turf damage. The matter has been referred to council compliance team and police. Once the site is safe, fence will be reinstated.

**Western area**

**Bakers Reserve, Opononi**

Orange fencing was put in place to prevent 4wd vehicles from driving over the grassed area of the reserve creating a mud bath. Contractors are expected to re-soil and re-seed the area by the end of the month. Orange fencing will remain in place until the grass bed has been established.

**Kaikohe Memorial Hall**

We are working closer with Hall hirers in management of the damages that occur resulting in bond being withheld and / or recuperation costs incurred above the bond relating from large and one-off events.

**Northern area**

**Parkdale Crescent**

Recent repairs to the Parkdale toilets included new pipework due to ongoing vandalism. Days after the new pipework was installed, further vandalism occurred which involved pipework being disconnected, locks damaged and gully's being filled with gravel stones. The toilets had to be closed for two – three days while repairs were carried out. Toilets are now in working order.

**Awanui Playground Reserve**

The smart bin has been damaged. Vandalism has been reported to the Police. Contractor has provided a quote for new door and decals totalling \$2,500.00. The bin has been made safe, pending permanent repairs.



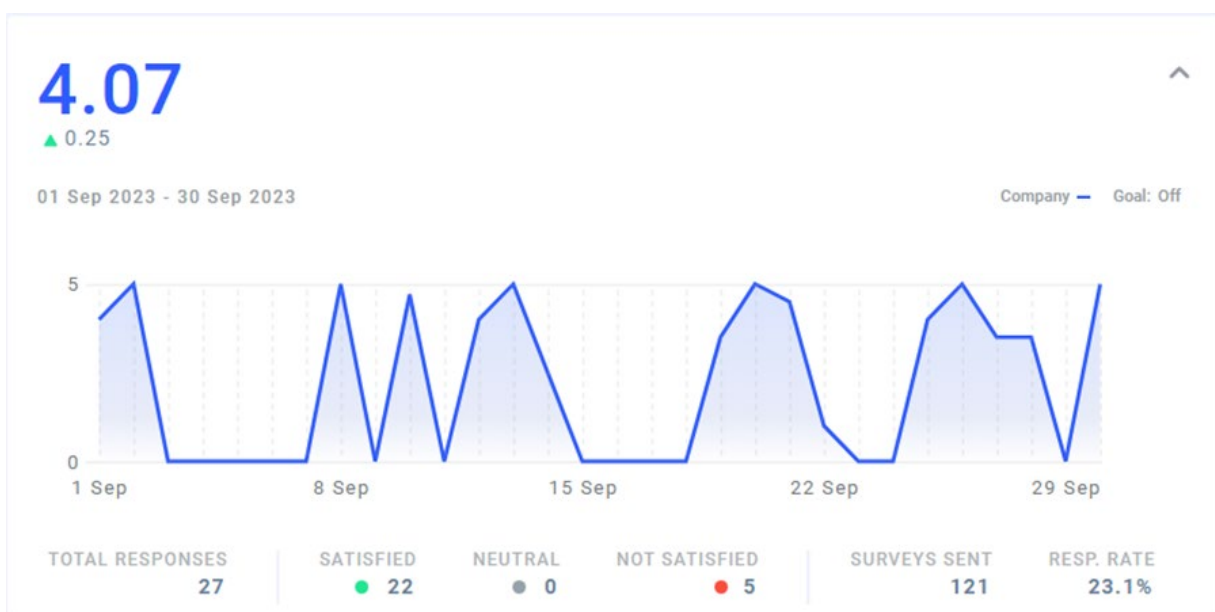
*Awanui Playground Reserve – smart bin damaged*

### Forward Works Programme

- Servicing of heat pump and extractor fans at the Housing for Elderly sites are taking place district wide all sites would have been serviced by the end of November 2023.
- External washdown and gutter clearance of council offices and community Halls is expected to be completed by end of November. Application of wet and forget and gutter clearance at all council Housing for the Elderly sites is taking place and expected to be completed by end of October 2023.

### Ask Nicely

The team achieved an Ask Nicely score of 4.07 for September up from 3.88 in August, the overall score was impacted by residents rating the wrong RFS or low scoring something we had no ability to influence (such as the state of the roads) 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.

Recruitment is underway to replace the Team Leader Technical Operations, despite the impact this has taken on the team they continue to field adhoc requests in a professional manner with the focus being customer satisfaction.