

**DELIVERY AND  
OPERATIONS  
BUSINESS REPORT**

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**October 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 October.

## Executive Summary

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### Building Services

#### Building Consent Authority (BCA)

All building services work streams are in the green, with compliance on all applications at 100%. Average working and calendar days for building consents are 9 and 16 days, whereas code compliance certificates and 3 and 19 days.

The BCA has completed its October audit and is currently waiting on approval of the work plan to clear a serious noncompliance related to compliance schedules and some general non-compliances. Once approved we are looking to clear this audit before Christmas.

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

Monitoring received 133 Requests for Service (RFS) in October 2023.

A total of 69 noise complaints were received and responded to during the month. Response times of 87% were achieved for urban areas and 100% in rural areas.

There was a total of 62 parking infringements issued in October 2023 with a value of \$2,350. This is significantly lower due to the decision by Council not to enforce Overdue WoF and vehicle registration across the district.

### Animal Management

361 RFS's were received for Animal Management in October, 49 urgent and 312 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

47 dogs were impounded in October. 40 were released from the shelter in October. In terms of the dogs released, 14 were claimed by their owners, 2 taken by a Rescue Group and 1 was adopted out to a new home. A total of 23 dogs were euthanised in October due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 14 infringements issued in October by the Animal Management team:

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

The end of October saw a total of 7803 dogs registered across the district.

### Environmental Health

A total of 17 Food Verification audits were completed in October 2023.

During October, 20 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 27% so far.

A total of 81 Requests for Service (RFS) were received in October.

### Resource Consents

October saw no significant change in the number of applications received and has been a normal month with 105 applications lodged of which 48 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 but this is improving. 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 98 decisions under the RMA and LGA in October 2023 compared to 120 in September. Of the 98 decisions, 51 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 36 consents were outside statutory timeframes and 15 consents within statutory timeframes in October, resulting in 29.41% 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:

- 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 Salamasina Brown (Intermediate Planner) and will be farewelling Grace Quinn-Foster (Intermediate Planner) in November.

## Property and Facilities Management

### Property Management

Property Management focus over October has consisted of presenting reports to the Community Boards for their recommendation on the granting of new leases over Reserves for expired community leases and ensuring that the 6 monthly inspections for Housing for the Elderly units are completed.

With the commencement of the swimming pool season beginning, staff have been working with external stakeholders to ensure a smooth opening of the pools in Kaitaia, Kerikeri and Kaikohe.

Key focus for the team this upcoming November includes working with Project Management to ensure any vacant Housing for the Elderly units are filled, a workshop with Te Hiku Basketball and Recreation Centre Trust with Elected Members and ensuring our relationships with key community users are maintained.

### Assets and Project Delivery

Asset Management have been focused on the delivery of the LTP and attending workshops. The team will be focussed on providing the additional information requested for the next workshop and will have limited availability to answer other queries during this time.

Housing for the Elderly upgrade work is still a key deliverable for the team and work is not progressing as quickly as hoped. More information is provided below.

Other works in progress are discussed, by exception in the attached capital projects report.

### Technical Operations

Technical Operations has experienced an extremely challenging month with various staff absences. Despite this, the team were prepared to cover each other displaying manaakitanga and professionalism throughout the duration. Contractors were stretched when being pulled from programmed works to tidy up Paihia waterfront reserves and roadsides after the recent weather events.

Key Focus has been on the preparation of the summer season programme/s of works relating to parks and reserves, public toilets and building maintenance. Inspections of works underway relating to the district wide forward works programme for housing for the elderly and community halls external washdown and gutter clearance.

Forward renewal programme of park and reserves furniture continues with Western area complete, Eastern and Northern to be completed by end of January 2024.

The Community Services tender continues to be a huge draw on resources, once this process has been finalised, the team will be in a better position to work through aged agreements and grants.

Interviews are underway for the recruitment of the Technical Operations Team Leader role.

# 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.

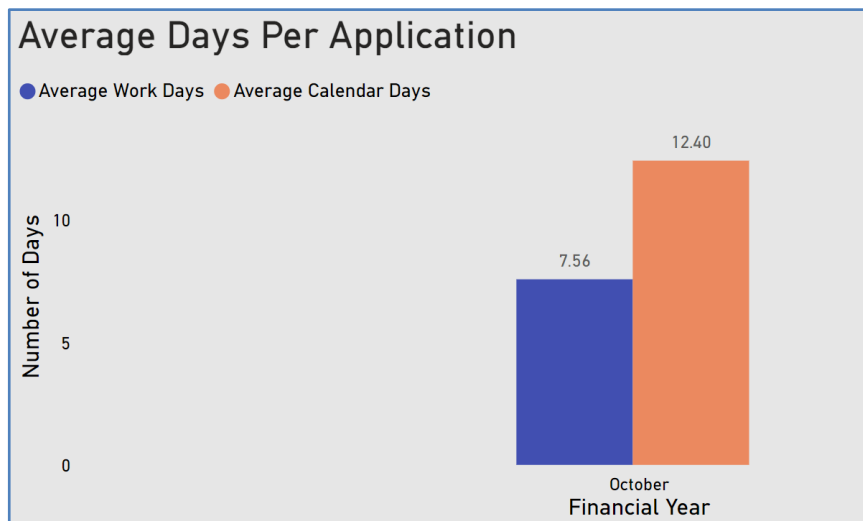
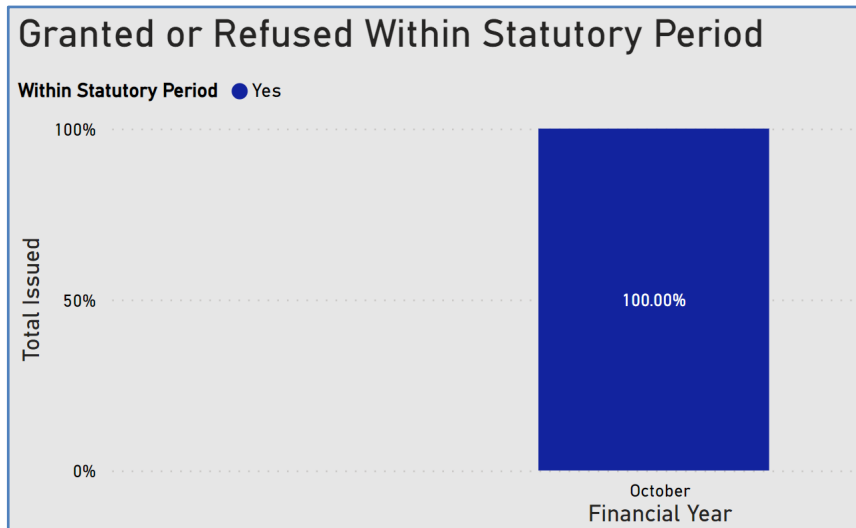
- Sections 222 to 228 provide details of the powers of entry to undertake an inspection

## Levels of Service

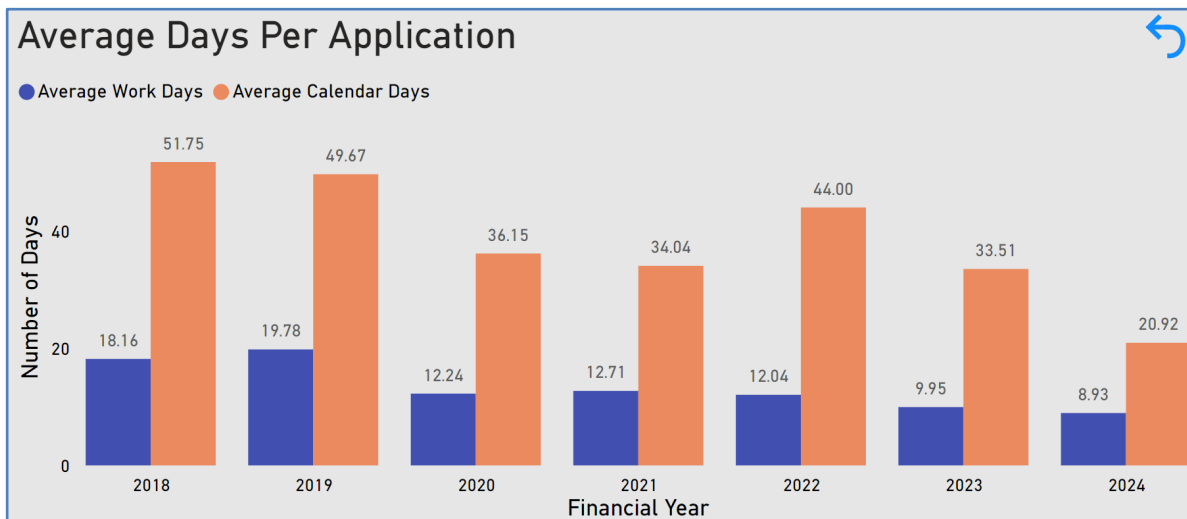
### Building Consent Authority

#### Building Consent Processing

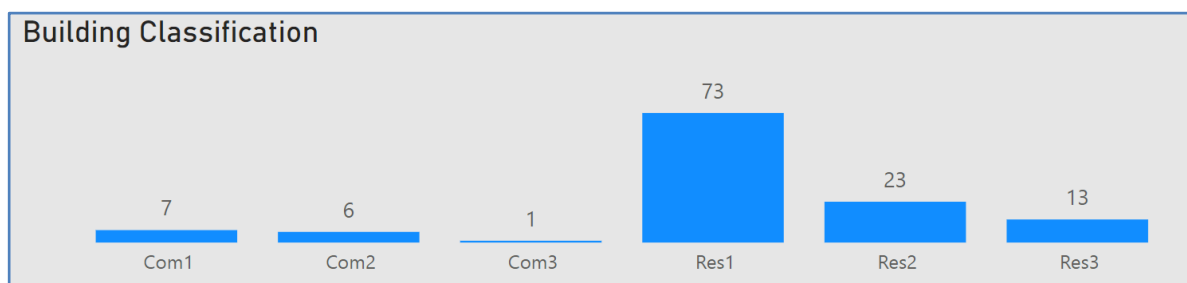
The building consent processing unit has achieved 100% compliance for the month of October. A total of 89 consents were issued. On average it took 8 working days to issue a building consent in October.



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

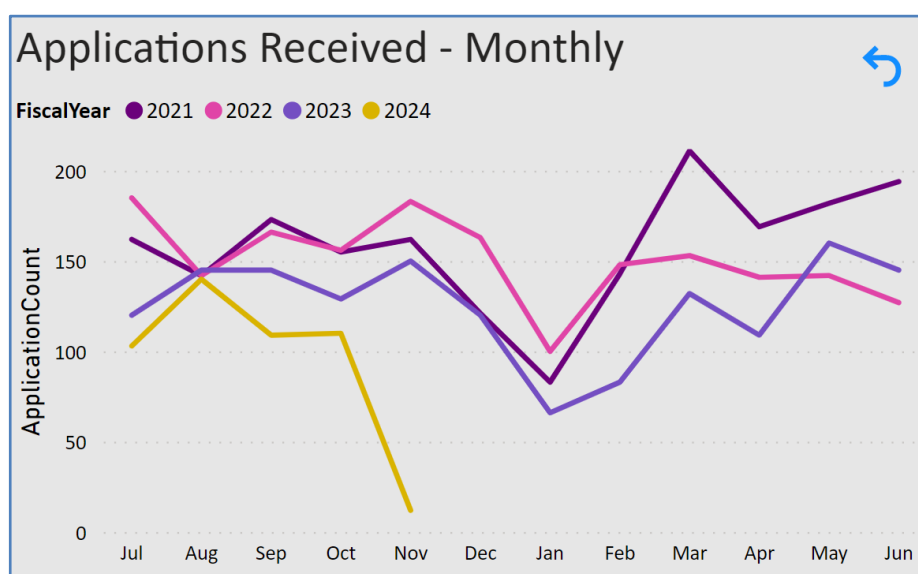


The dashboard below shows the consents currently being processed by the BCA by building classification (RES = Residential and COM = Commercial). Use of contractors (building consultants) is currently at 42%.



## Application numbers

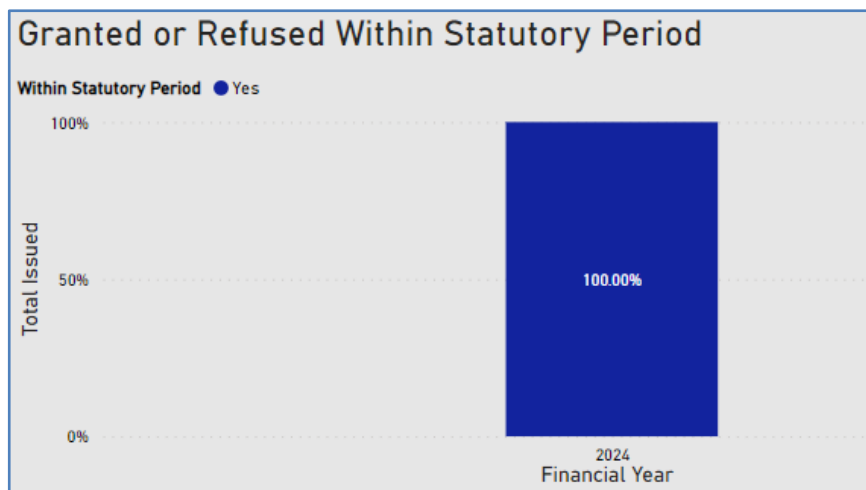
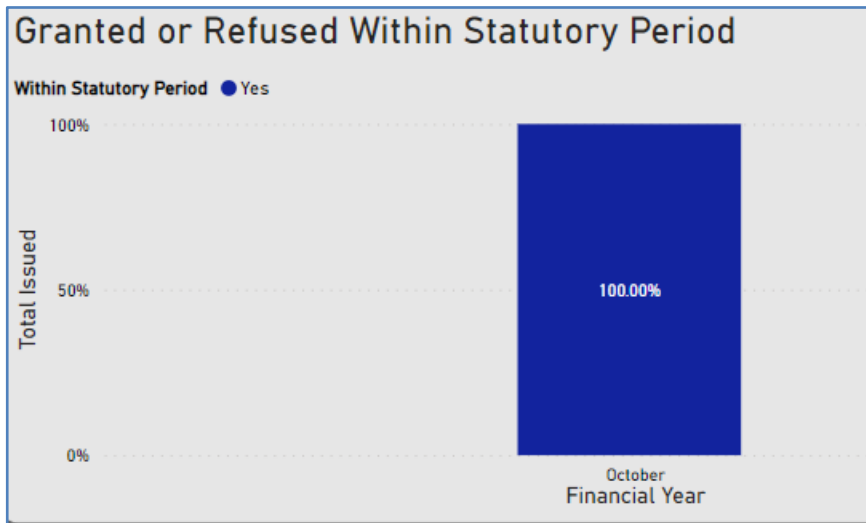
The number of consent applications received for the month of October is lower than all the previous four years. The previous 4-year average equates to 137 applications for the month of October, and this October we received 110 applications. This continues a substantial decrease in applications since October 2023. Overall, there is still a slowing in the unprecedented high number of consents that the BCA has been experiencing over the last four years. Designers report a slowing in enquiries and inflation and interest rates remain high slowing the construction industry.



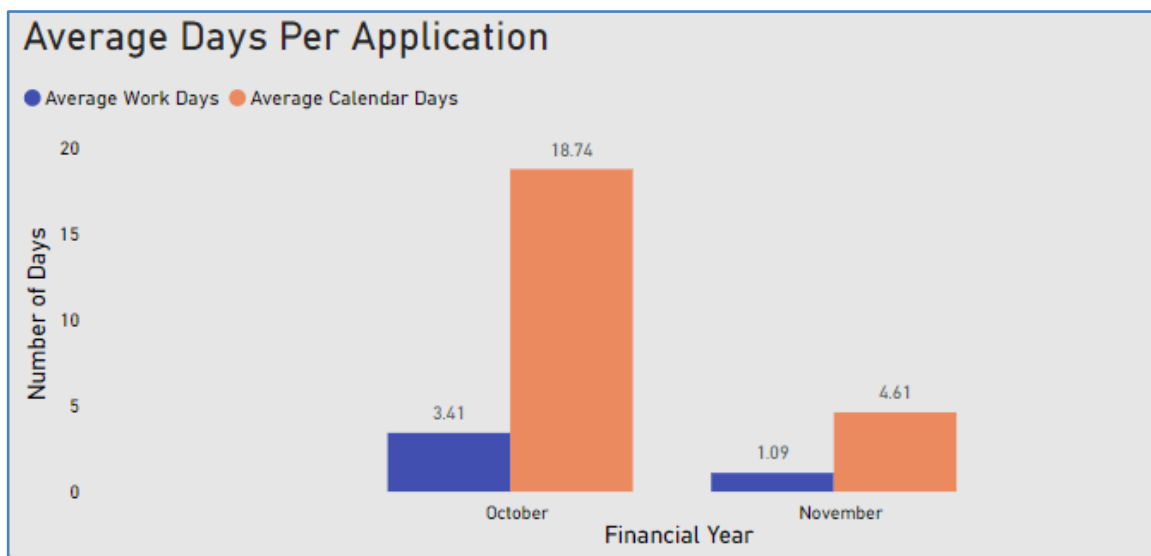
## Code Compliance Certificates



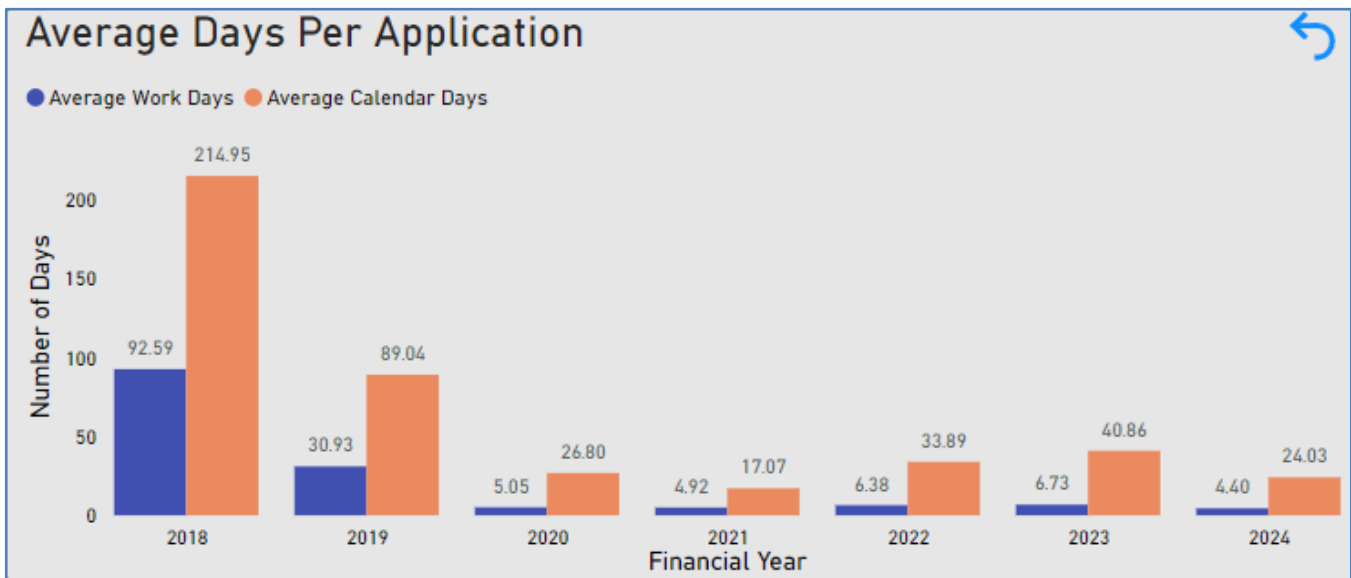
The BCA has achieved a 100% compliance rate for the month of October for issuing code compliance certificates. A total of 95 certificates have been issued for October. The overall compliance for 2024 is 100% with a total of 506 certificates issued for the year.



On average CCCs for October were issued in 3 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.



## Territorial Authority

### Building Compliance

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

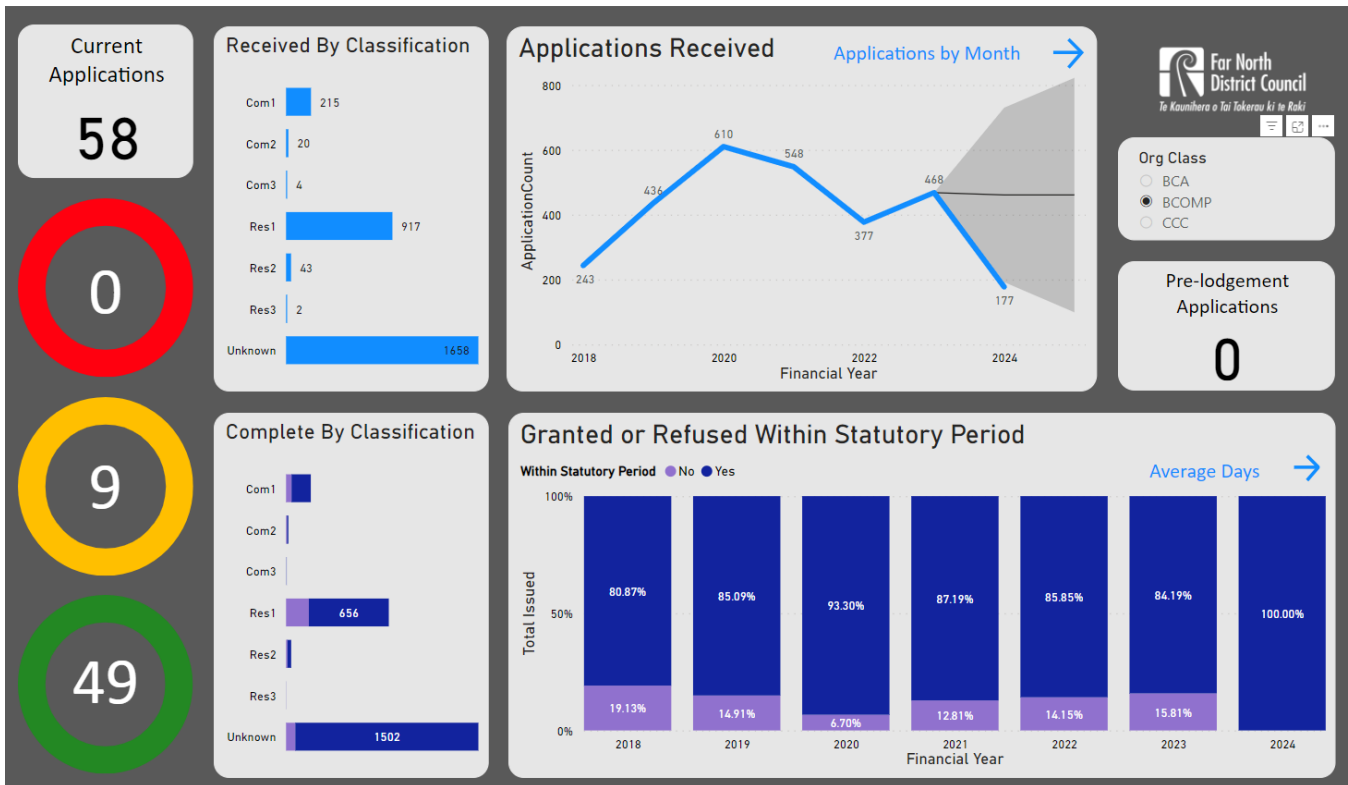
Its purpose is to ensure people can use buildings safely and without endangering the health or the property of others. The team manages the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificates of Acceptance and Exemptions.

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

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

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

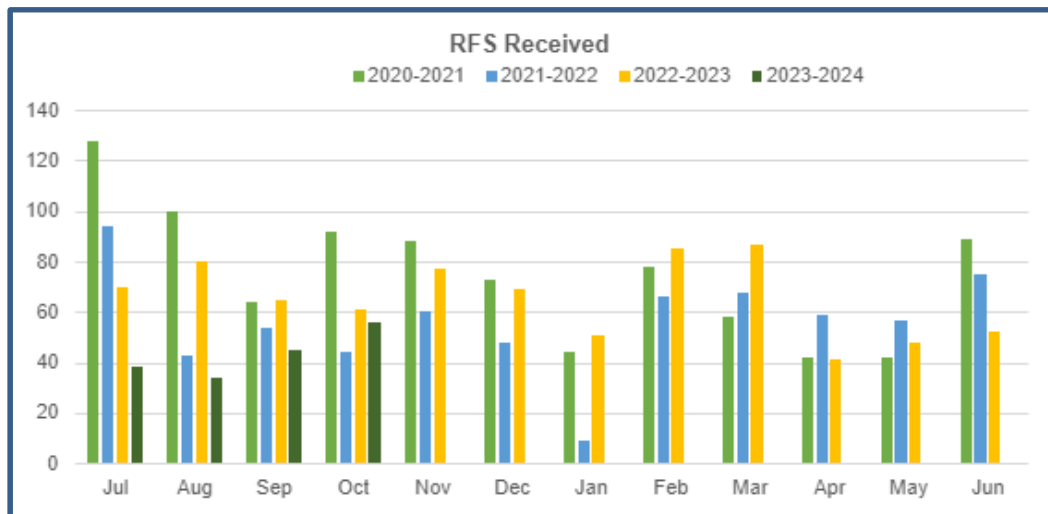
The dashboard below shows the current applications that are outstanding. Red is out of the 20-day time frame, yellow have 5 days remaining and green have more than 5 days remaining. This is invaluable for monitoring 20-day statutory timeframes. For 2023, the team was at 84% compliance, and 100% for 2024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



## Requests for Service (RFSs)

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

October saw building compliance handle 56 RFS', with the typical topics of stormwater and alleged illegal building complaints. The Building Compliance team continues to deal with a range of Building Act 2004 non-compliances.



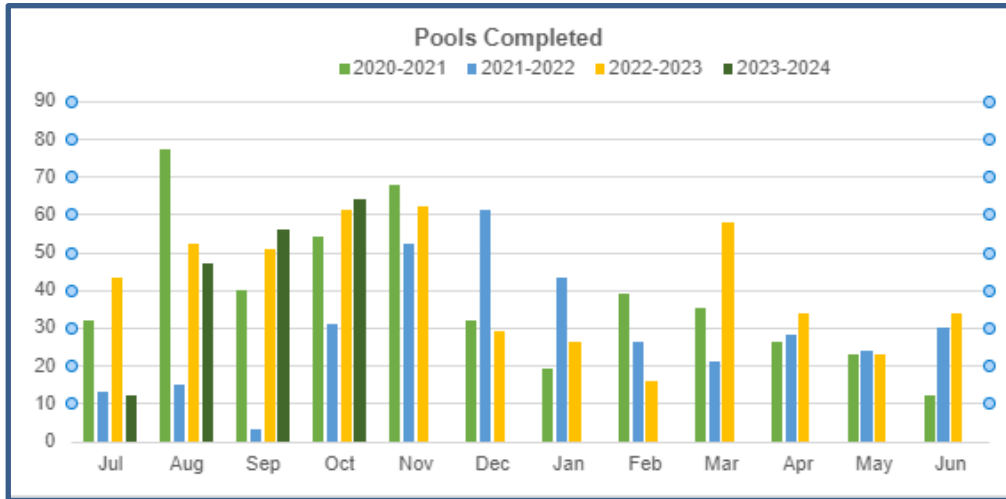
## Swimming Pools

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

The swimming pool fail rate was 58% 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.



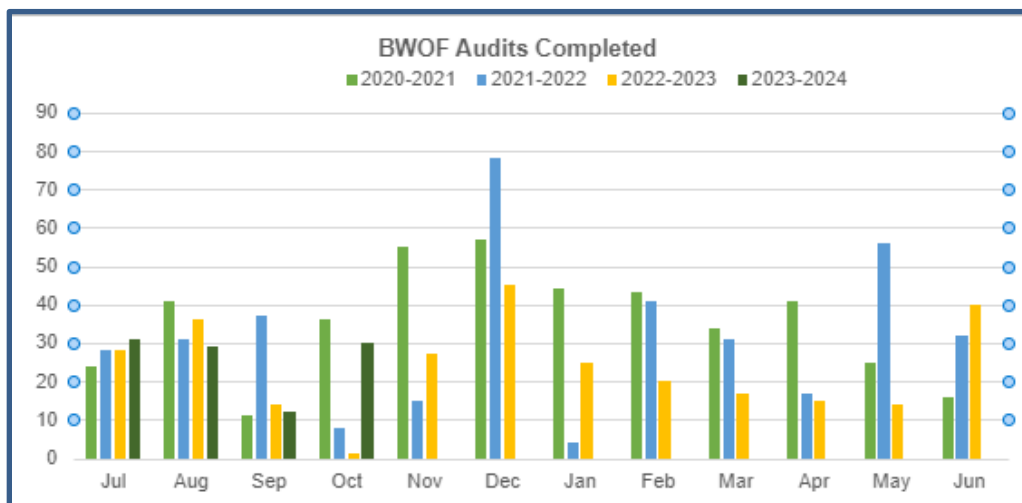
### Building Warrant of Fitness (BWoF)

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.

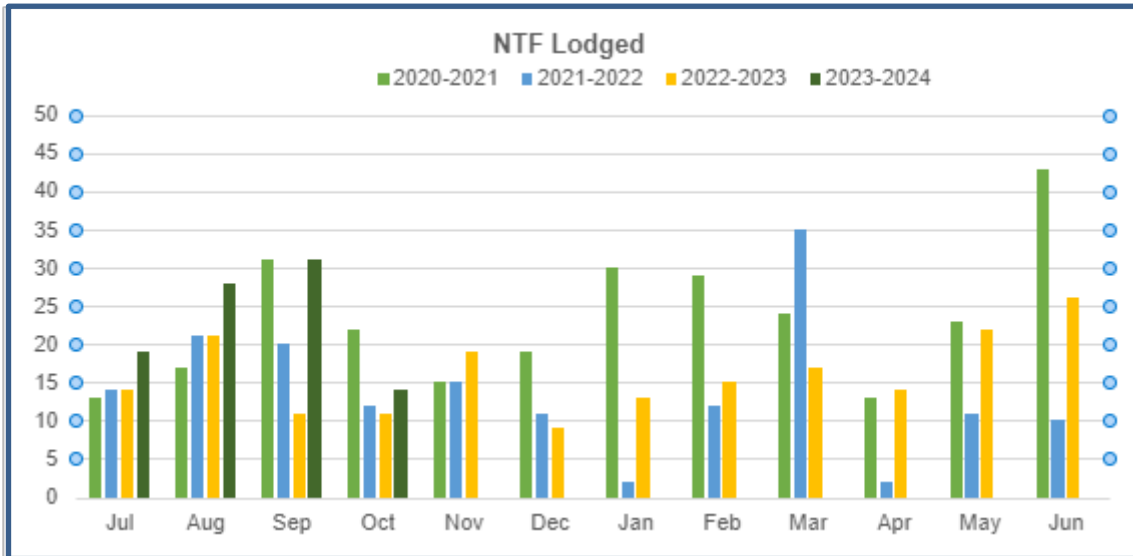
30 BWoF audits were carried out during October. The team now focuses on delivering qualitative audits and establishing a work rhythm, supported by digital transformation and new dashboards to track performance.



## 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.

14 Statutory Notices were served during the month of October for breaches of the Building Act 2004.

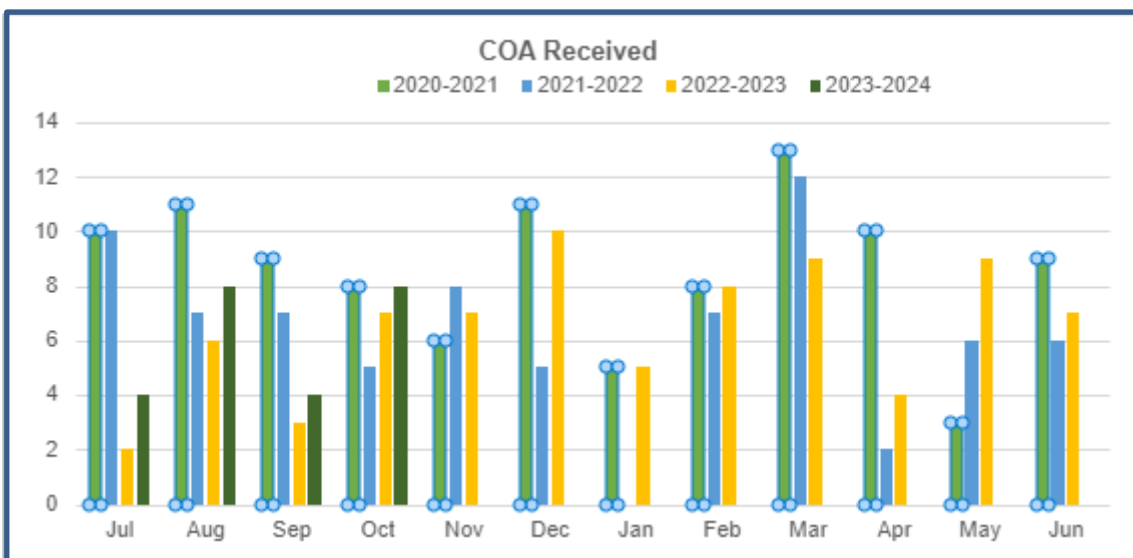


## Certificates of Acceptance

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

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

Council received 8 COA applications during the month of October the number of COA applications remain consistent month to month.



## Infringements

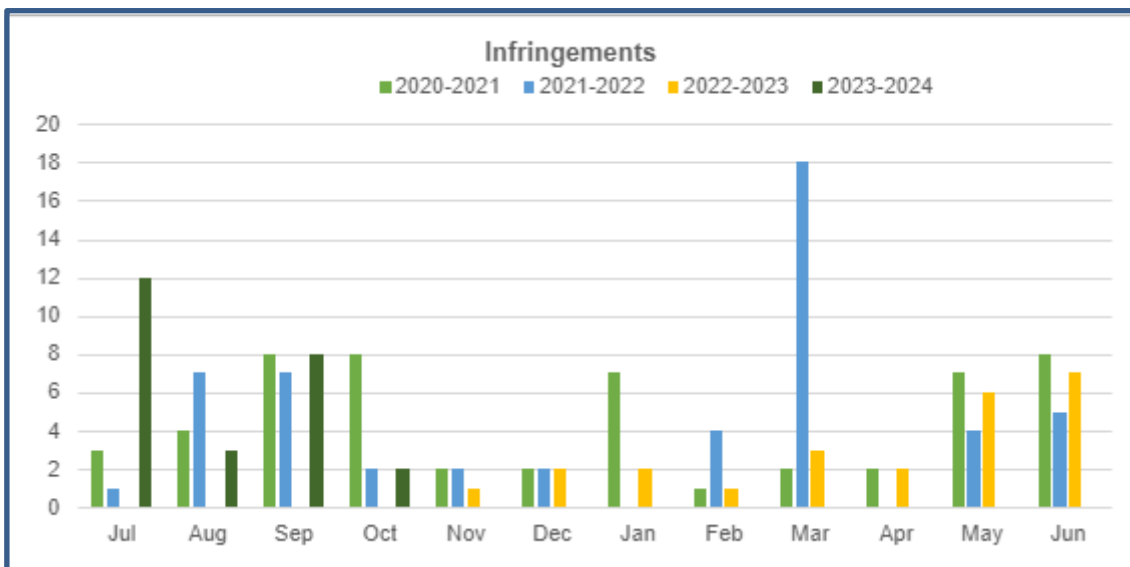
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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.

2 infringements were issued during the month of October for failing to comply with a notice to fix.



# 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:

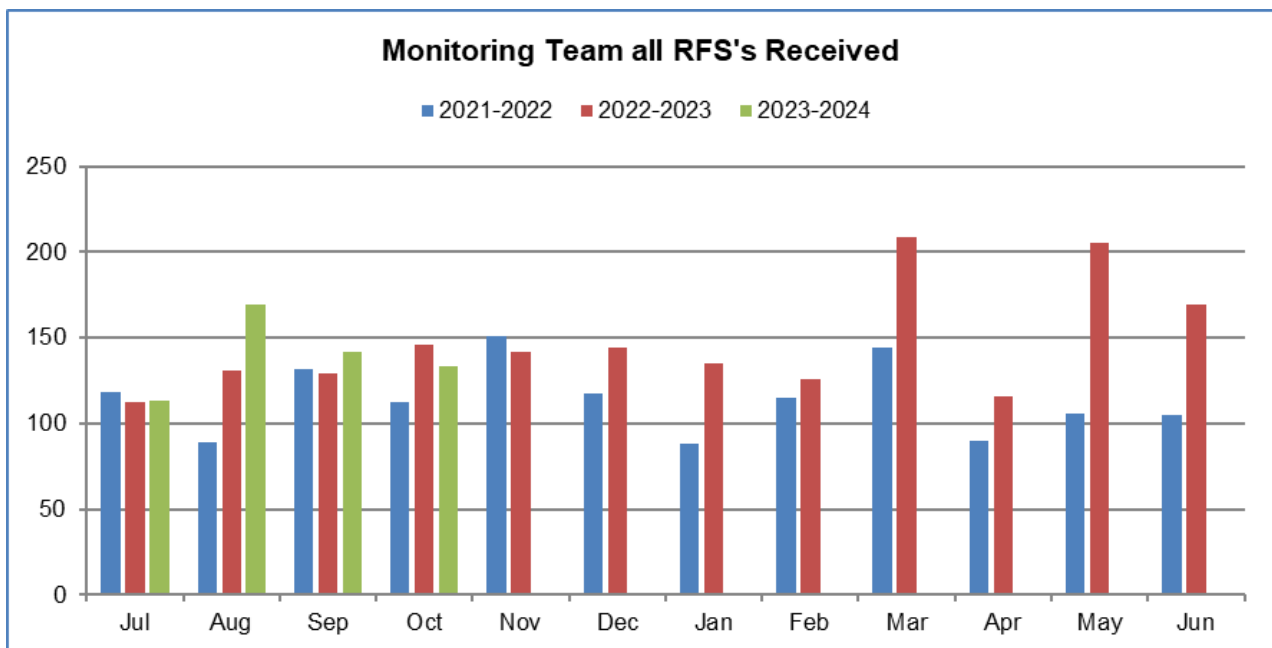
- Resource Management Act breaches
- Land Transport Act (stationary vehicle offences)
- Resource consent monitoring
- Local Government Act breaches
- District Plan breaches
- Noise complaints
- Reserves Act breaches
- Bylaw breaches
- Removal of abandoned vehicles
- Litter Act breaches

## 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.

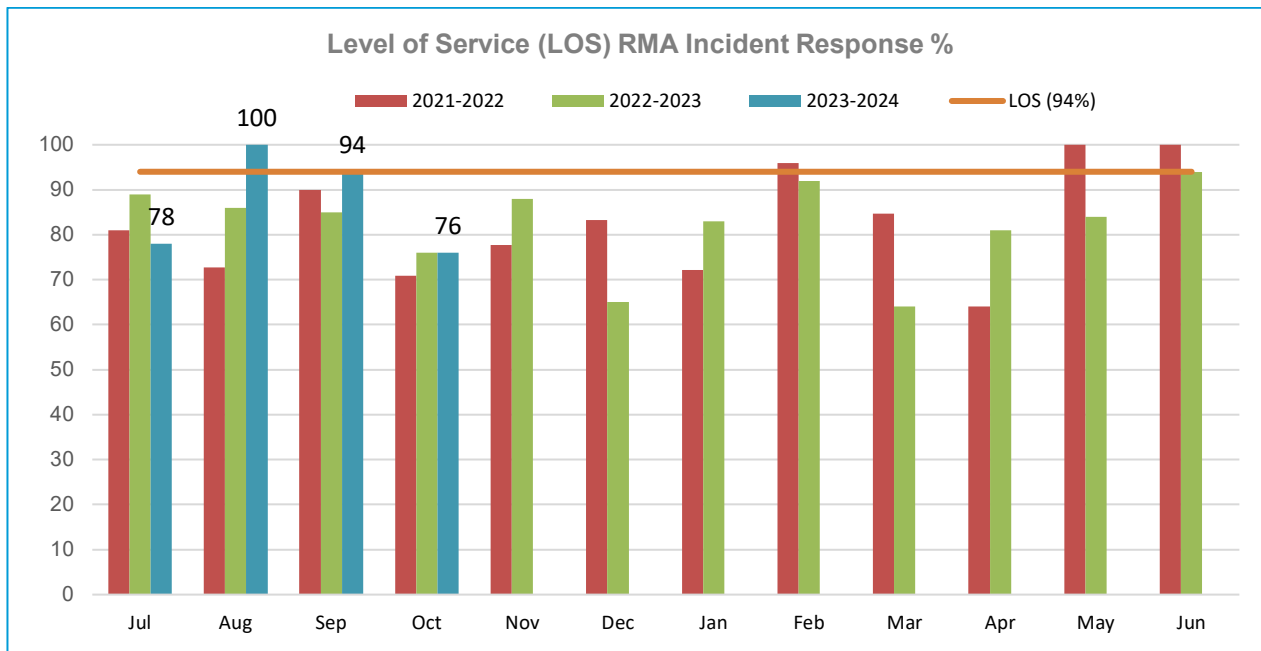


There were 133 requests for service in October 2023.

## Resource Management Act 1991

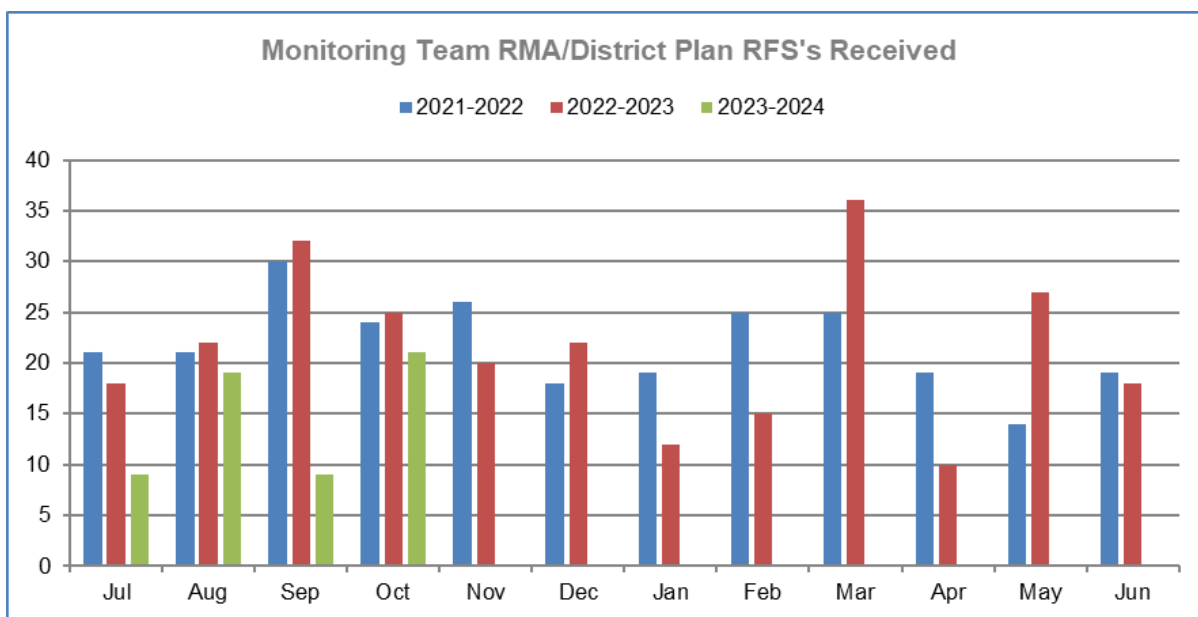
A large amount of the work undertaken by Monitoring falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities.

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 October 2023 achieved 76%.

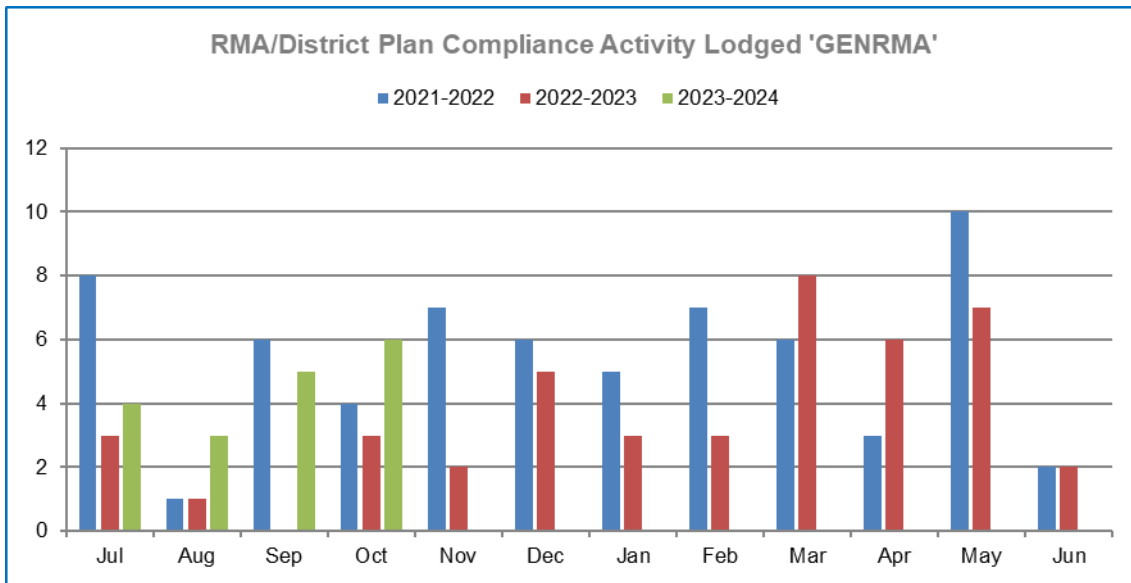


| 2023           | On Time | Over Time | Grand Total | LOS % |
|----------------|---------|-----------|-------------|-------|
| <b>October</b> | 34      | 11        | 45          | 76%   |

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



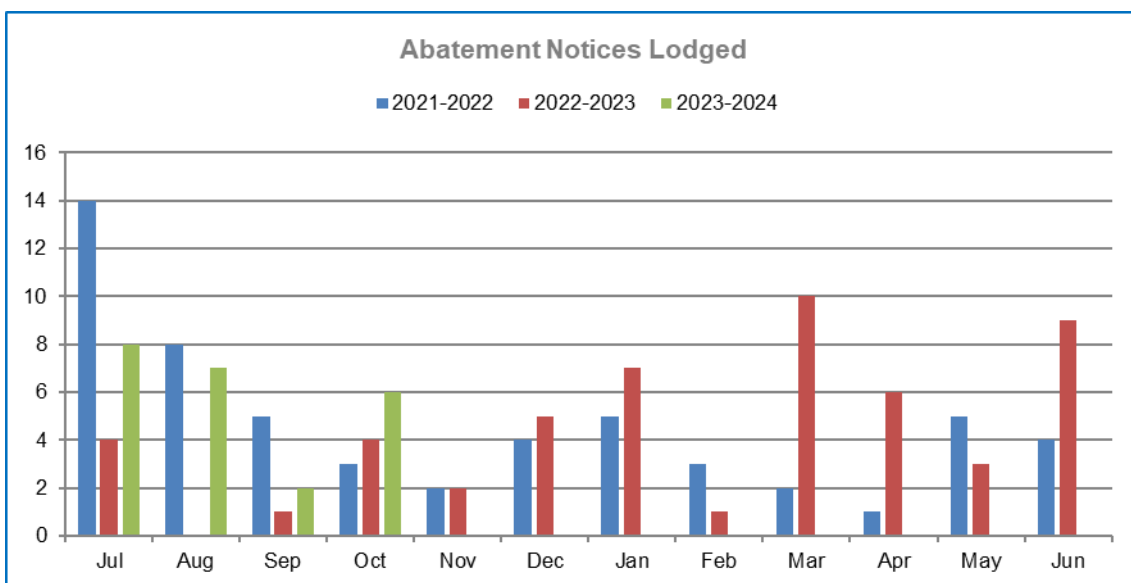
If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows GENRMA lodged by Monitoring over the last three financial years. There were six GENRMA lodged in October 2023.



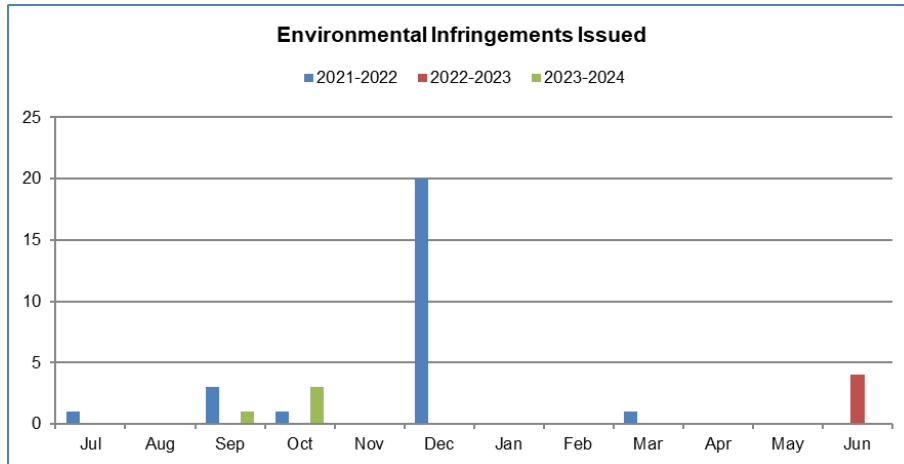
Although Monitoring's policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something or cease something that is causing a breach of the RMA. Usually this means ceasing a breach of a rule in the District Plan. Abatement notices can also be issued for failing to comply with a condition in a resource consent or consent notice, or for creating excessive noise.

Abatement notices are issued with a specific date by which the offender must comply. If an offender has not complied with an abatement notice and is not showing a willingness to co-operate with Council, an environmental infringement notice (EIN) of \$750 can be issued, or prosecution commenced. The graph below shows abatement notices issued by Monitoring during the last three financial years.

There were six abatement notices issued in October 2023.



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



### Resource Consent Monitoring

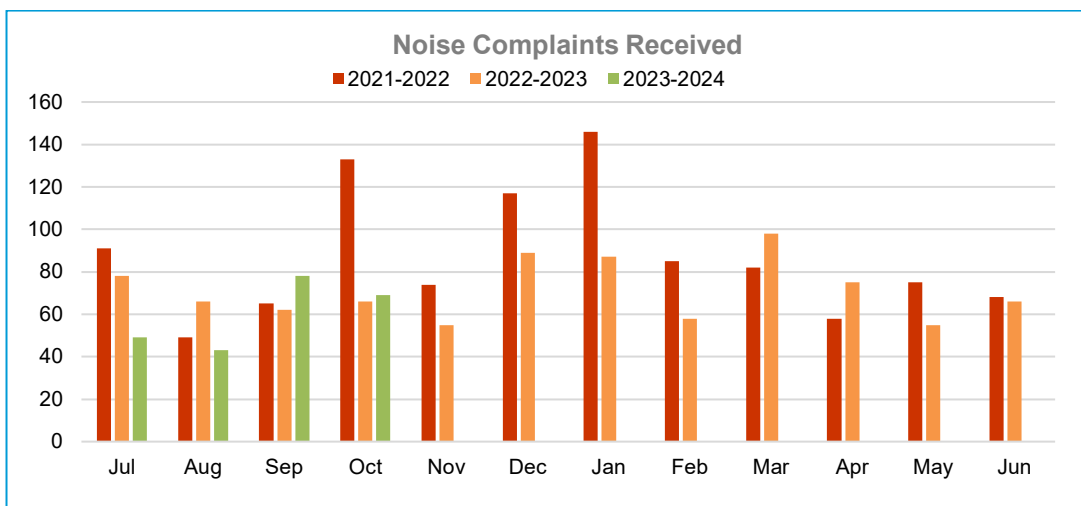
The resource consent monitoring role remains extremely busy with several areas being addressed. Current workflow includes:

- 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 33 new cases lodged in October 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.

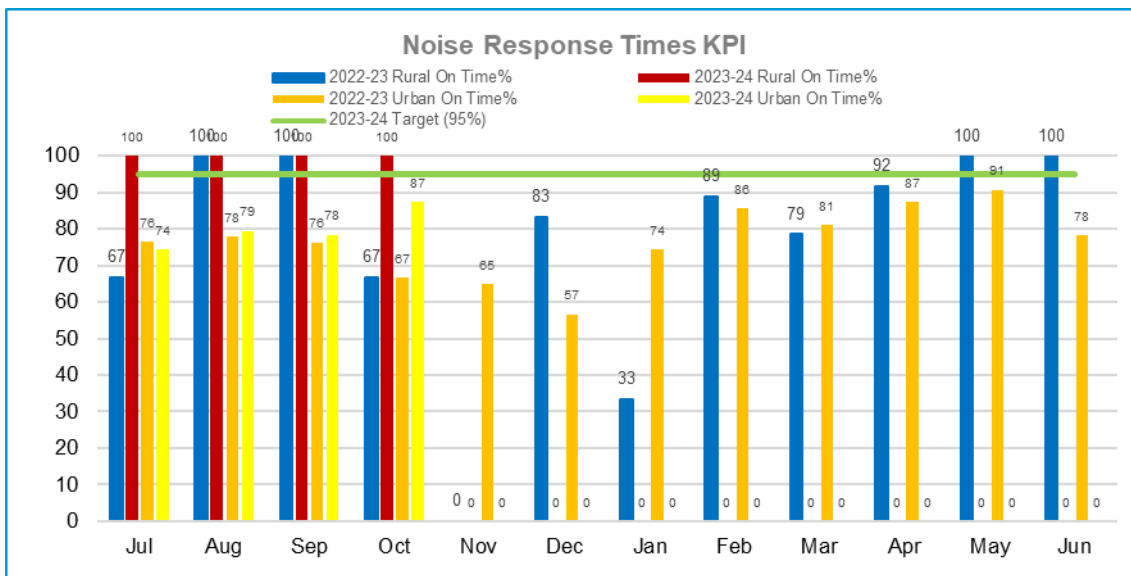


In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security 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 October 2023.

| Action Taken 2023-2024           | October 2023 |
|----------------------------------|--------------|
| Abatement Notice Issued          | 0            |
| Excessive Noise Directive Issued | 14           |
| No Action Taken                  | 42           |
| Seizure Performed                | 2            |
| Verbal Warning Issued            | 11           |
| <b>Grand Total</b>               | <b>69</b>    |

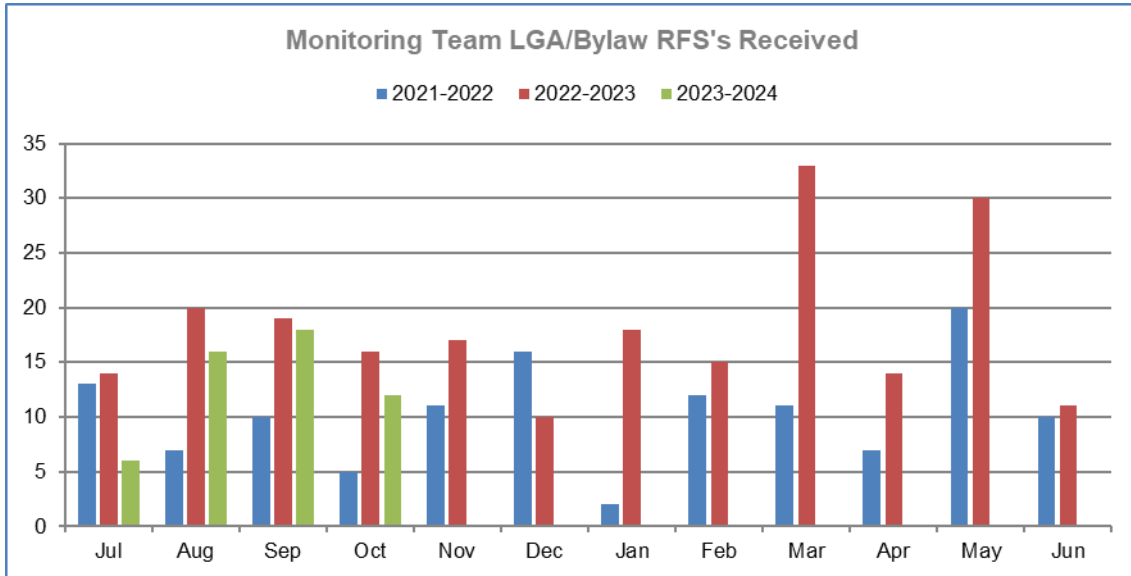
As per the Long-term Plan Levels of Service (LOS), First Security have a key performance indicator (KPI) of 95% of calls in the urban area attended within one hour and 95% of calls in the rural area within two hours. This is a challenging KPI due to the size and remoteness of the district. The graph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

| Noise response times | September 2023 | Target 95% |
|----------------------|----------------|------------|
| Urban On Time        | 55             | 87%        |
| Urban Over Time      | 8              |            |
| Rural On Time        | 6              | 100%       |
| Rural Over Time      | 0              |            |
| <b>Grand Total</b>   | <b>69</b>      |            |

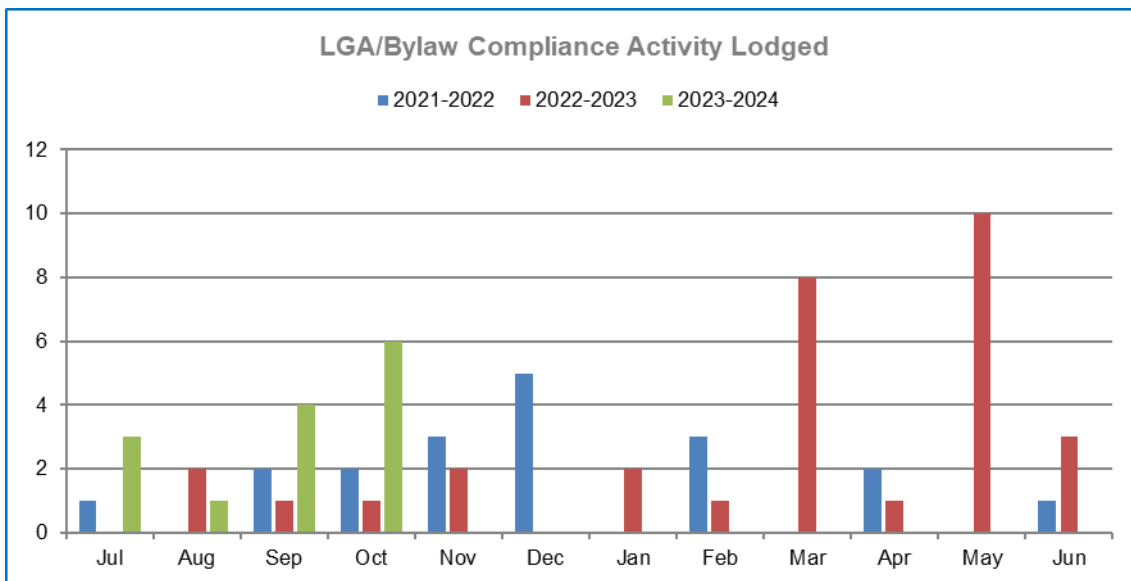


## Local Government Act 1974/2002

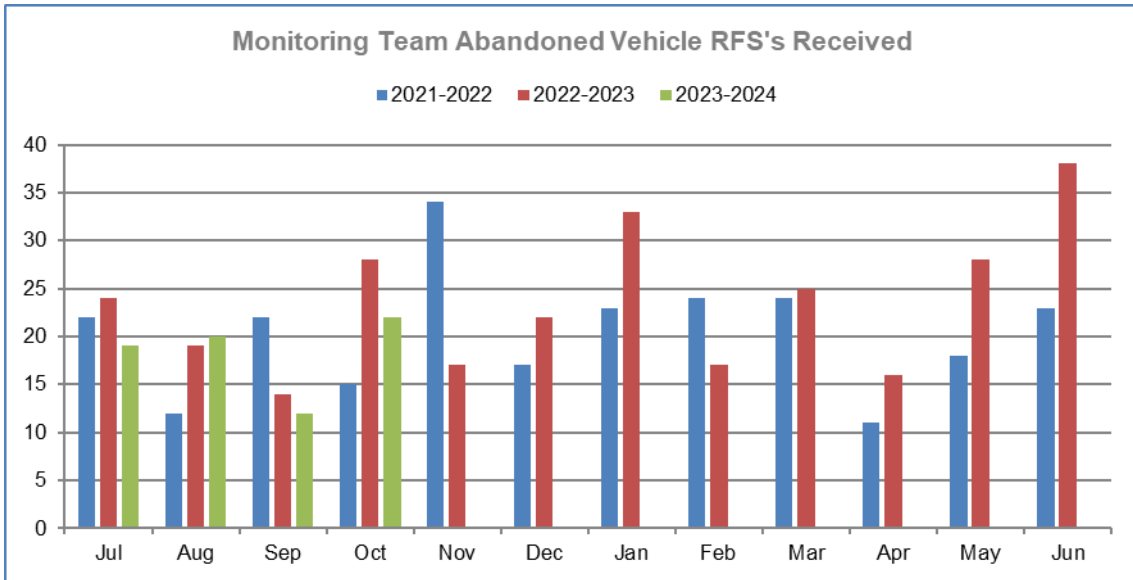
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads. The next graph shows RFSs received by Monitoring for LGA/Bylaw incidents over the last three financial years.



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 six GENBYL created in October 2023.

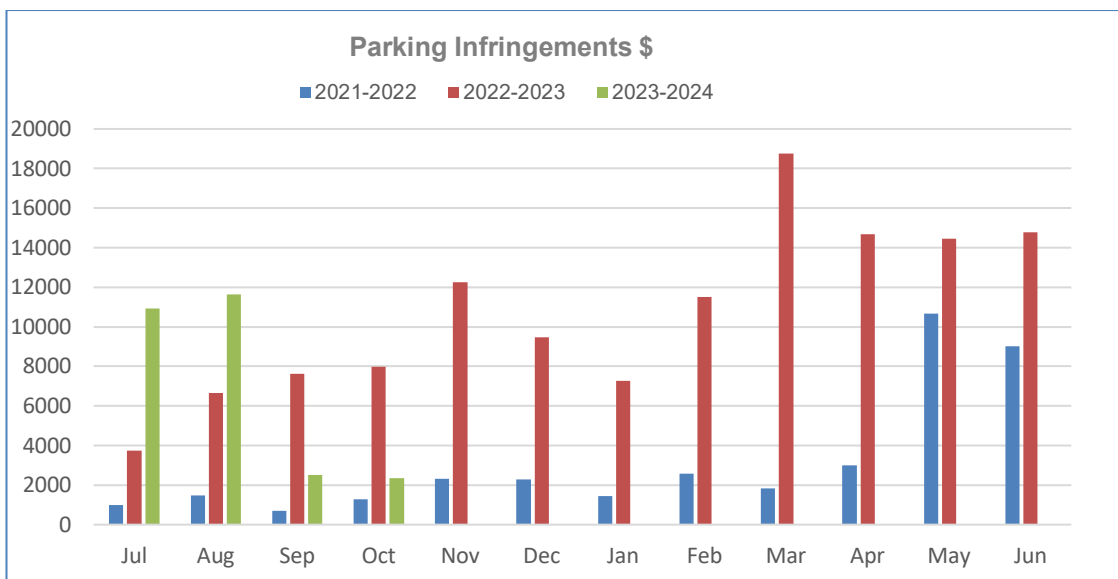
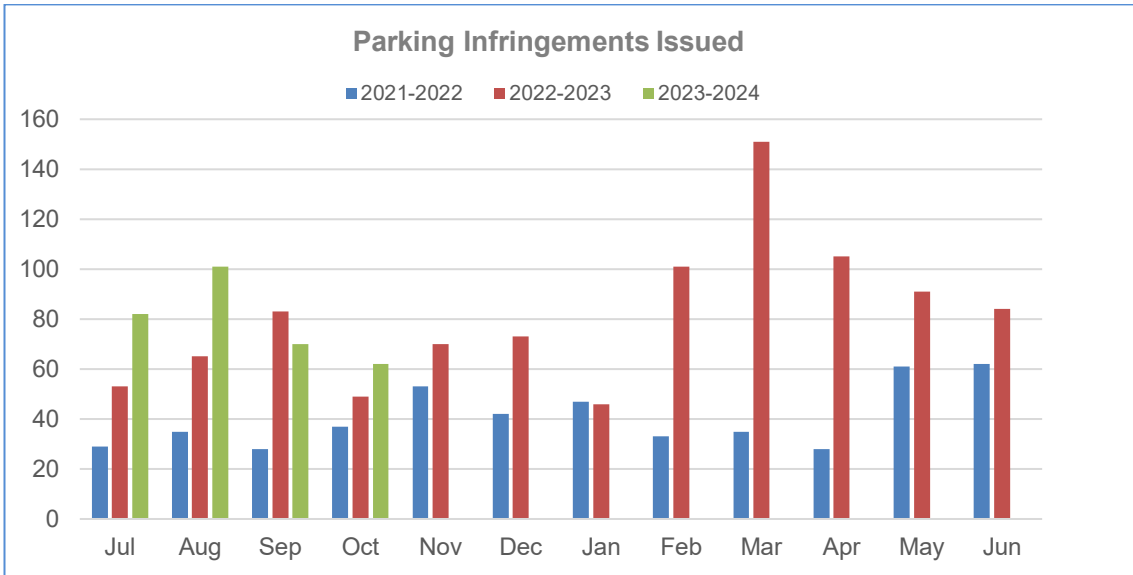


The following graph shows RFS received for the removal of abandoned vehicles. Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.



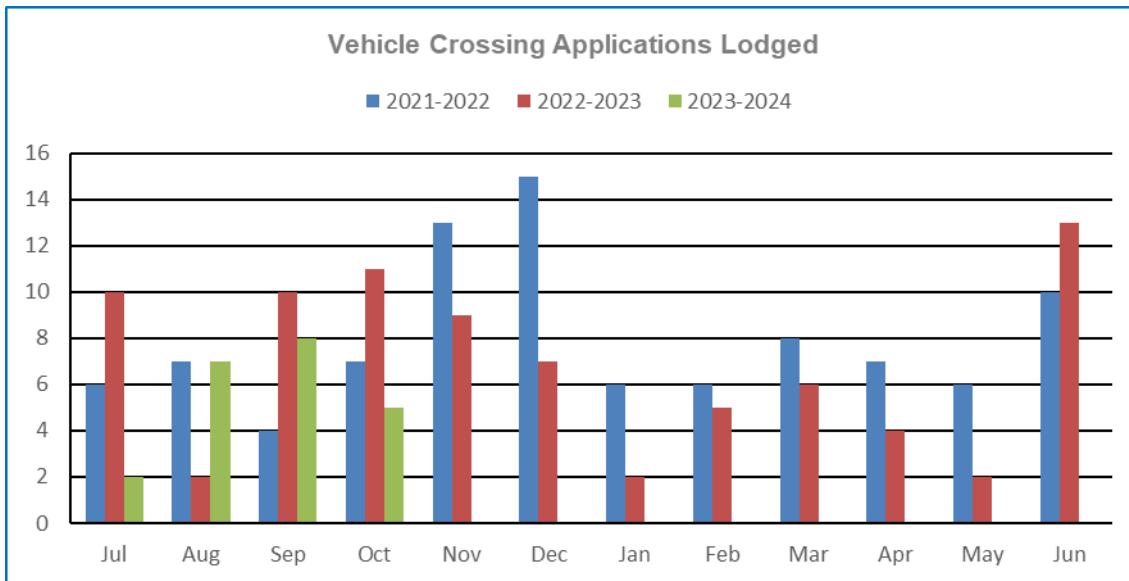
## Parking

There was a total of 62 parking infringements issued in October 2023.



## 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 |



| Approval Number | Description | Ward                                 |                          |
|-----------------|-------------|--------------------------------------|--------------------------|
| 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 33 surveys sent out in October with a 39.4% response rate. 11 customers expressed satisfaction and 3 were not satisfied.

# 3.93

▲ 0.93

01 Oct 2023 - 31 Oct 2023

Company — Goal: Off



TOTAL RESPONSES  
14

SATISFIED  
11

NEUTRAL  
0

NOT SATISFIED  
3

SURVEYS SENT  
33

RESP. RATE  
39.4%

## 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

361 RFS's were received for Animal Management in October, 49 urgent and 312 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

### Impounded Dogs

47 dogs were impounded in October. 40 were released from the shelter. In terms of the dogs released 14 were claimed by their owners, 2 taken by a Rescue Group and 1 was adopted out to a new home. A total of 23 dogs were euthanised in October due to not being claimed by an owner and not meeting the criteria to be rehomed.

### Infringements

There were 14 infringements issued in October by the Animal Management team:

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

The end of October saw a total of 7803 dogs registered across the district.

### Customer Service – Ask Nicely

The Animal Management Team had 109 surveys sent out October with a 35.8% response rate. Of those responses 71.8% were satisfied with the responses

### Dog Attacks

During October Animal Management responded to 27 dog attack reports. These were made up of 9 on Domestic Animals; 2 on Stock; 1 on Poultry; and 15 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.

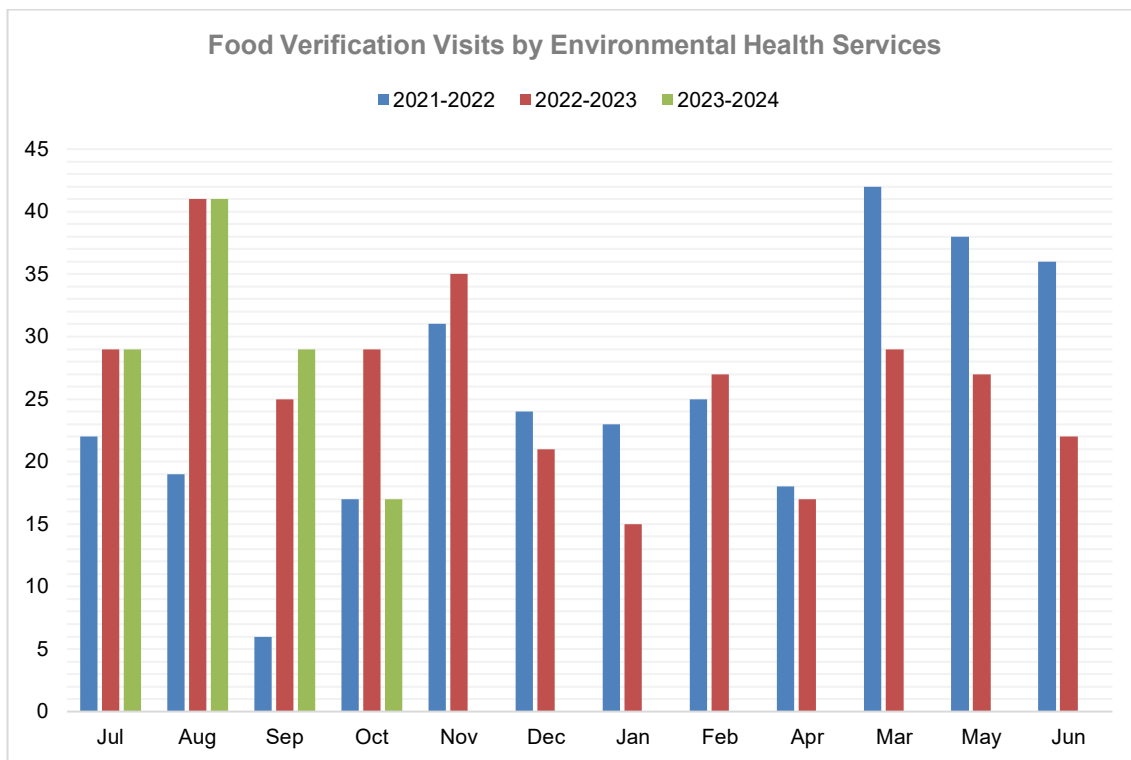
The level of service for environmental health was amended to better express Council’s commitment to the community.

**Target:** ≥95% **This Month:** 85% **Last Month:** 97.6%

During October 2023, 20 verifications were scheduled. Of the 20 scheduled verifications, 17 were completed.

3 verifications did not take place as the Operator cancelled the verification. These verifications will be rescheduled for completion.

The following graph shows the 17 verifications completed in October.



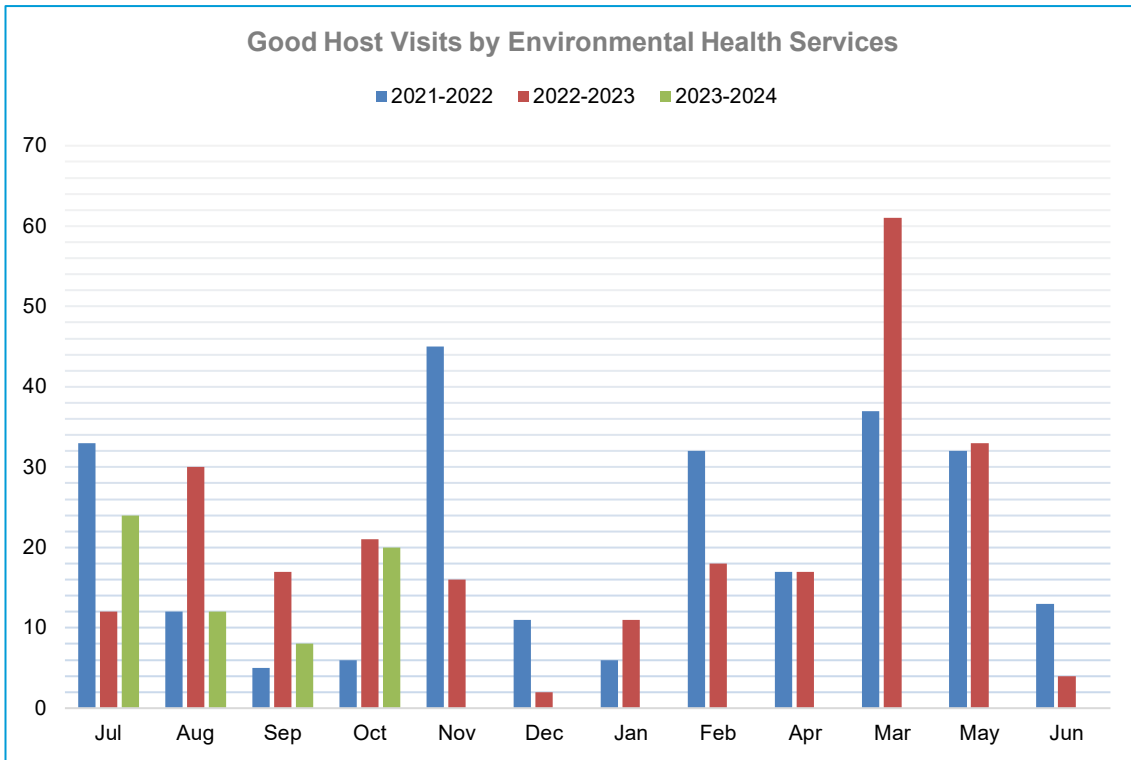
Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

**Target:** ≥75% **This Month:** 32.6% **Last Month:** 15.4%

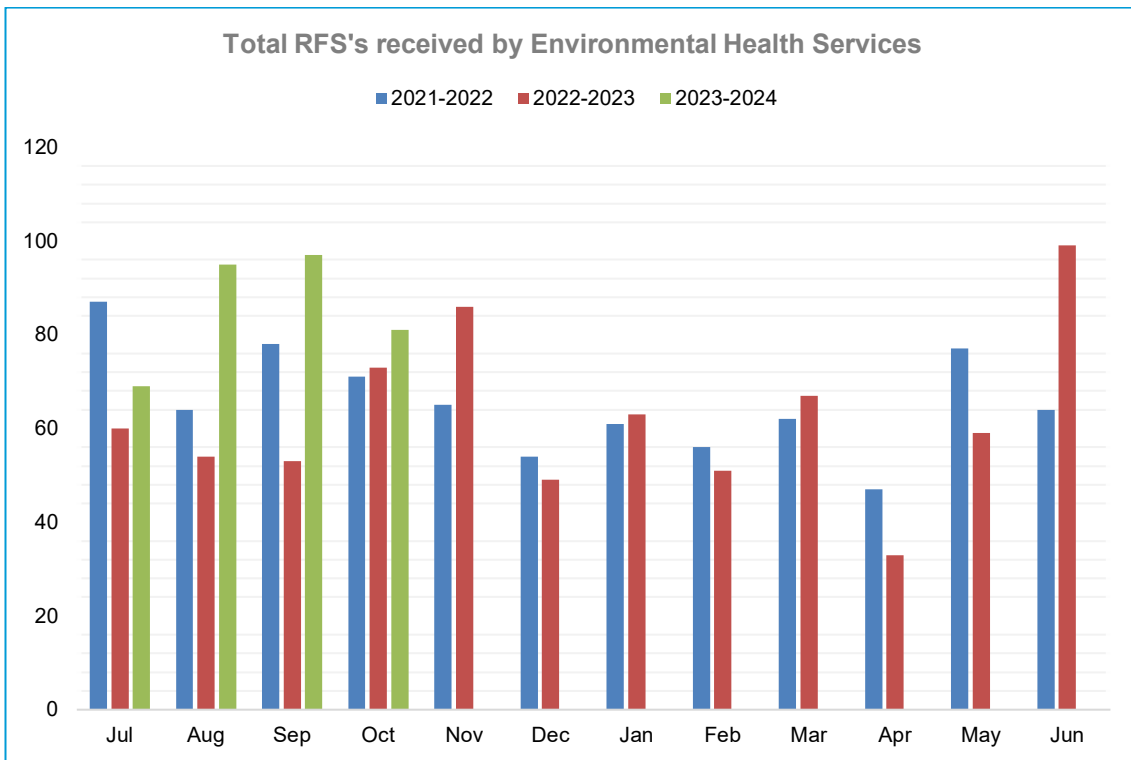
At present there are 259 licensed premises in the Far North District. 25 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that EHS will complete 234 visits during 2023-2024.

During October 2023, 20 visits were completed by EHS. The EHS will complete the remaining 170 visits by 30 June 2024.

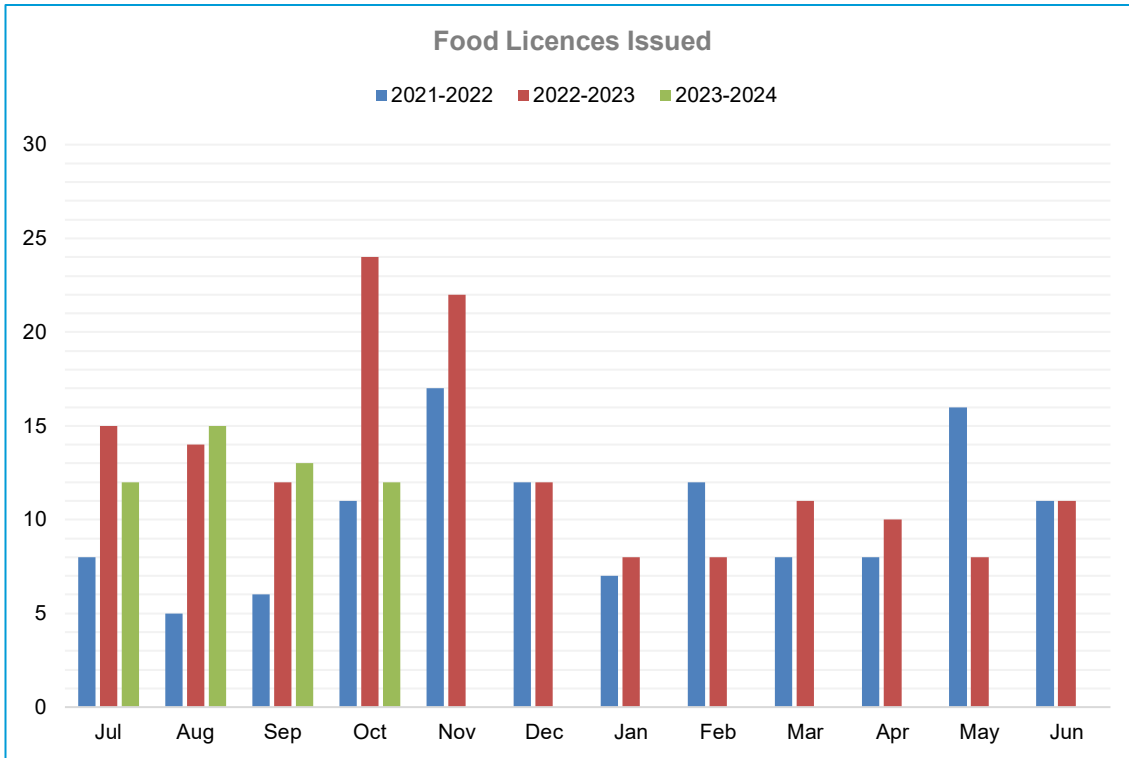
The following graph shows the 20 visits completed in October.



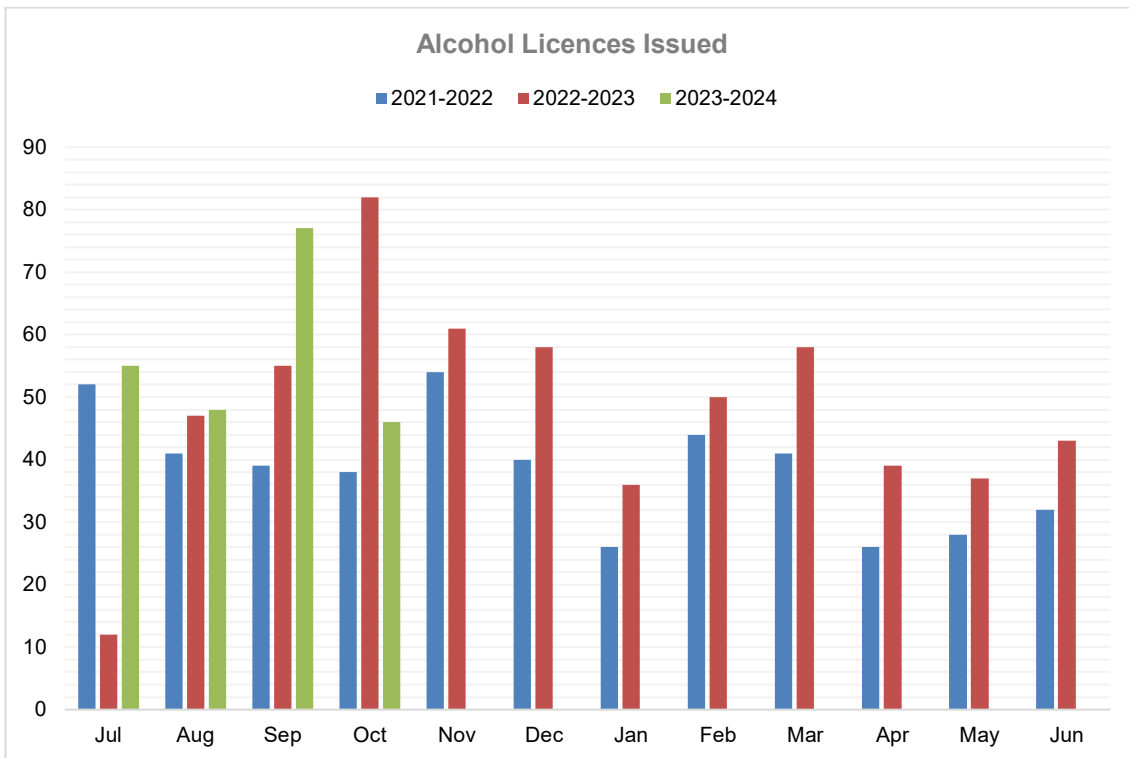
### Requests for Service



## Food Registrations Issued



## Alcohol Licences Issued

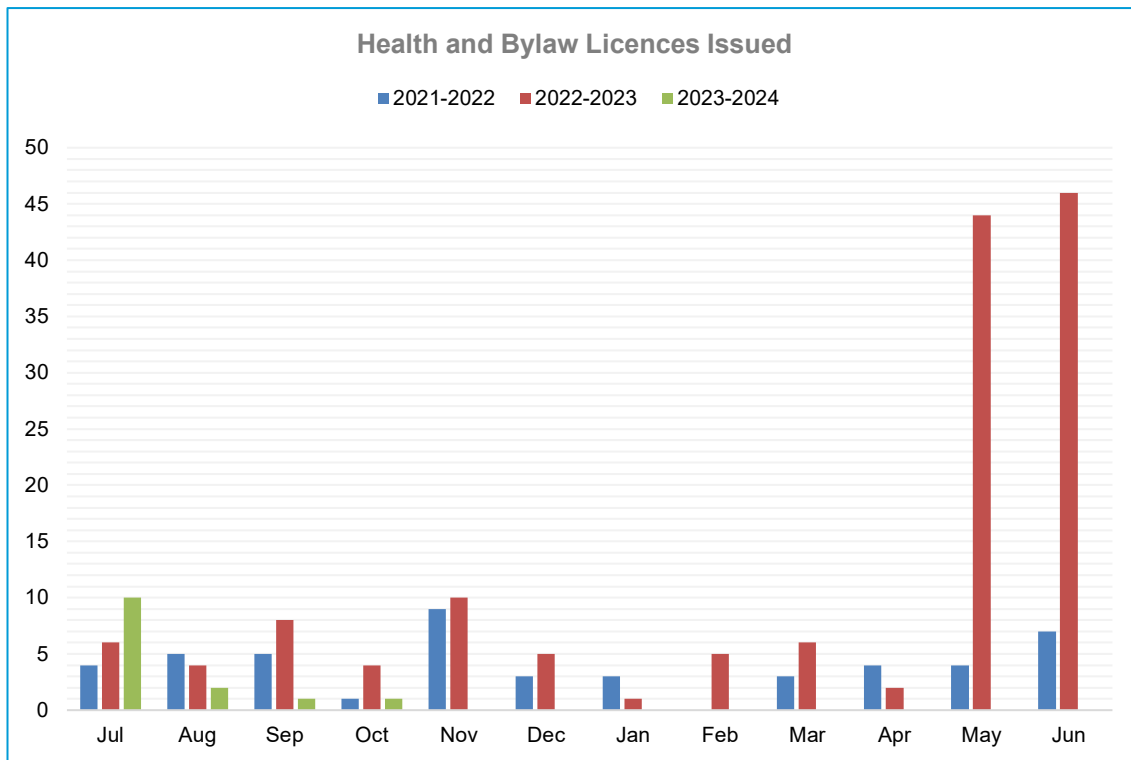


## Health Licensing

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 October 2023, 1 health licence was issued.

The following table shows the health licences issued in October:



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 October 2023 with 20 responses received, giving the team a response rate of 42.2%. There were 17 satisfied customers, 1 neutral customer and 2 customers who were dissatisfied. For October, the Environmental Health Services finished up at number 2 on the team leader board. For October the Environmental Health Services team achieved an average rating of 4.40 out of 5.

**4.40**

▼ -0.29

01 Oct 2023 - 31 Oct 2023

Company — Goal: Off



|                 |           |         |               |              |            |
|-----------------|-----------|---------|---------------|--------------|------------|
| TOTAL RESPONSES | SATISFIED | NEUTRAL | NOT SATISFIED | SURVEYS SENT | RESP. RATE |
| 20              | 17        | 1       | 2             | 45           | 42.2%      |

# 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 105 applications in October 2023, compared to 108 in October of 2022 year and 144 in 2021.

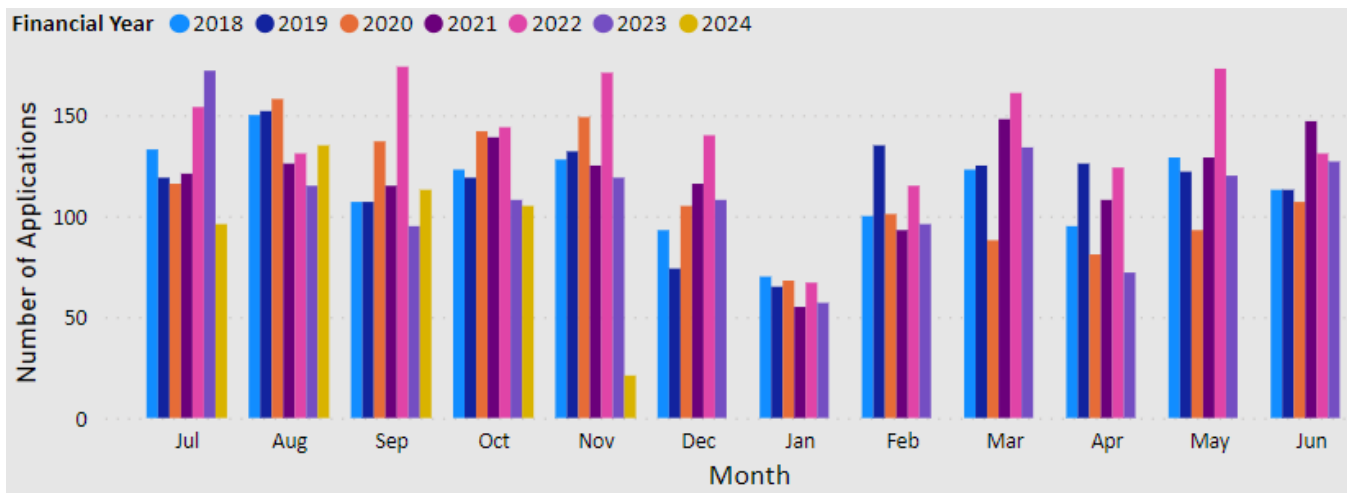


Figure 1: Total Applications Received

Figure 2 shows the total number of RMA applications\* received each month since 2018. A total of 48 resource consent and associated applications were lodged this month. This shows consistent volumes to previous years, except the high volumes in October of 2022 and 2021.

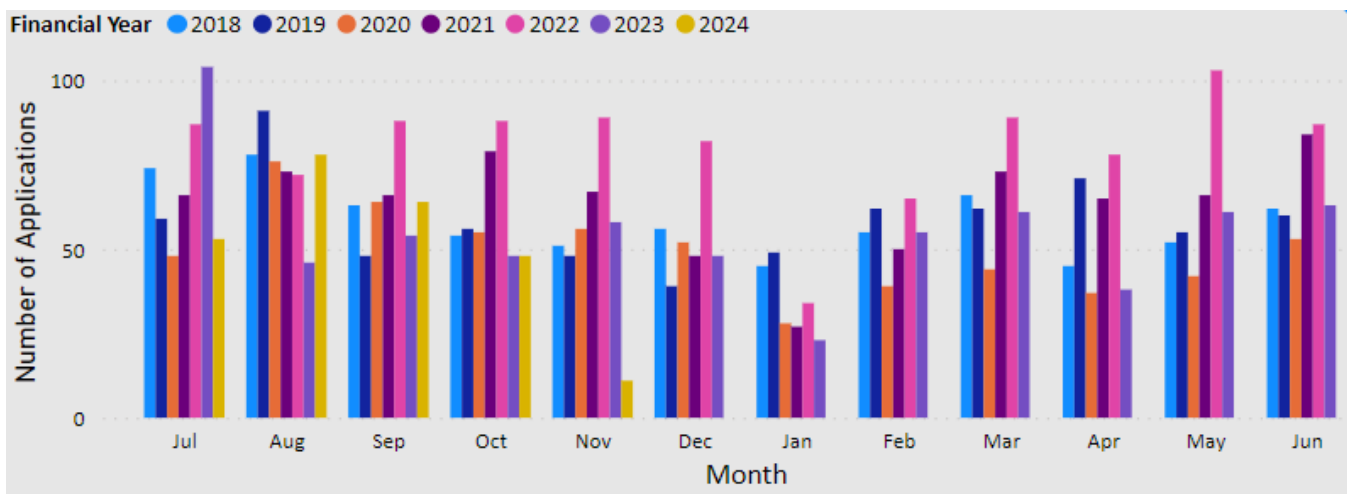


Figure 2: RMA Applications Received

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

## Decisions issued

The Resource Consents team issued 98 decisions under the RMA and LGA in October. Of the 98 decisions, 51 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 increased use of consultants and the incoming Manager and new Team Leader. 36 consents were outside statutory timeframes and 15 consents within statutory timeframes in October, resulting in 29.41% 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.

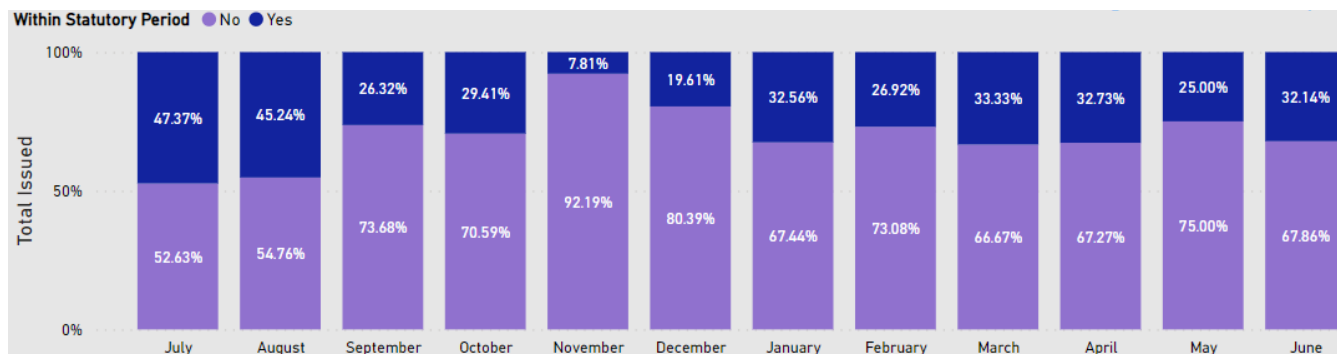


Figure 3: Resource Consents issued showing statutory Compliance

**\*NOTE:** This is a snapshot as of 6 November 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               | Nov       | Dec       | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Land use                          | 29        | 21        | 12        | 24        | 31        | 16        | 29        | 24        | 24        | 32        | 31        | 19        |
| Subdivision                       | 14        | 15        | 6         | 14        | 6         | 11        | 13        | 8         | 11        | 14        | 5         | 11        |
| Variation                         | 5         | 3         | 1         | 4         | 7         | 1         | 6         | 11        | 9         | 16        | 9         | 5         |
| Permitted Boundary Activity       | 6         | 3         | 2         | 5         | 5         | 5         | 3         | 5         | 1         | 1         | 2         | 5         |
| Extension of Time                 | 0         | 2         | 0         | 0         | 1         | 1         | 3         | 4         | 1         | 0         | 2         | 7         |
| Certificate of Compliance         | 1         | 1         | 0         | 0         | 2         | 0         | 2         | 0         | 0         | 0         | 0         | 0         |
| RMA Discharge                     | 0         | 0         | 1         | 0         | 1         | 1         | 0         | 1         | 1         | 0         | 0         | 0         |
| RMA NES CS                        | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| Combined land use and subdivision | 2         | 2         | 1         | 5         | 4         | 5         | 5         | 2         | 3         | 4         | 6         | 3         |
| Outline Plan                      | 1         | 1         | 0         | 0         | 2         | 0         | 1         | 2         | 2         | 0         | 0         | 1         |
| Outline waiver                    | 1         | 1         | 1         | 0         | 1         | 0         | 1         | 0         | 3         | 0         | 2         | 1         |
| Designations                      | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 1         | 0         | 0         | 0         |
| Combined Land Use and Discharge   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         |
| <b>Total RMA</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> | <b>52</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 | Nov       | Dec       | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       |
|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| RMAOTH              | 6         | 1         | 0         | 1         | 0         | 0         | 0         | 1         | 1         | 5         | 3         | 2         |
| RMAOBJ              | 1         | 0         | 0         | 0         | 3         | 3         | 4         | 8         | 1         | 6         | 8         | 2         |
| CER221              | 0         | 0         | 0         | 0         | 0         | 0         | 2         | 1         | 0         | 0         | 0         | 0         |
| CER223              | 16        | 17        | 9         | 13        | 22        | 10        | 14        | 20        | 15        | 17        | 13        | 18        |
| CER224              | 10        | 13        | 8         | 12        | 21        | 7         | 16        | 17        | 11        | 20        | 14        | 19        |
| CER348              | 0         | 1         | 0         | 1         | 1         | 0         | 3         | 1         | 1         | 1         | 0         | 1         |
| CERBND              | 0         | 0         | 1         | 0         | 2         | 0         | 2         | 1         | 1         | 1         | 0         | 1         |
| CEROTH              | 6         | 7         | 3         | 6         | 9         | 2         | 4         | 3         | 3         | 6         | 1         | 3         |
| LGA348              | 2         | 0         | 2         | 1         | 1         | 0         | 2         | 3         | 1         | 3         | 1         | 2         |
| LGA327              | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| LGAEWK              | 13        | 12        | 5         | 4         | 6         | 7         | 3         | 5         | 3         | 5         | 8         | 2         |
| LIQCOC              | 1         | 0         | 2         | 3         | 0         | 1         | 3         | 3         | 1         | 1         | 3         | 1         |
| RMAEPA              | 13        | 4         | 4         | 2         | 12        | 6         | 8         | 7         | 4         | 4         | 5         | 3         |
| <b>Total</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> | <b>54</b> |

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.

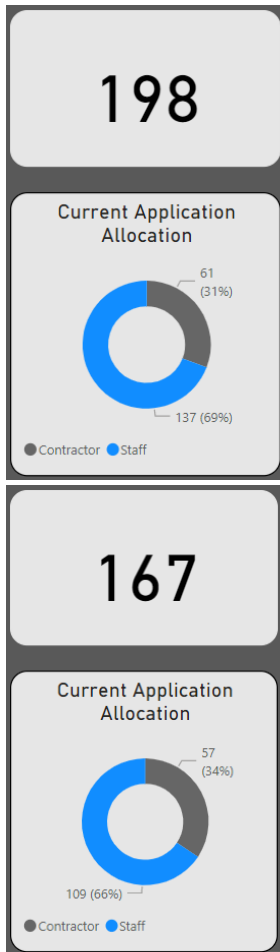
| Application Number   | Location                                       |
|----------------------|--|
| CER-2220428-CER224/A | 115 Brass Road, Pukepoto 0481                  |
| CER-2170033-CER224/A | 660 Taupo Bay Road, Mangonui 0494              |
| CER-2220371-CER224/A | Lot 2, Kaimaumau Road, Waiharara 0486          |
| CER-2230390-CER224/A | Lot 7, Waipapa Road, Kerikeri 0230             |
| CER-2200263-CER224/A | Lot 2, Kerikeri Inlet Road, Kerikeri 0230      |
| CER-2300687-CER224   | 10 Penney Crescent, Kaikohe 0405               |
| CER-2230325-CER224/A | 433 Otaua Road, Otaua                          |
| CER-2220414-CER224/A | Lot 4, Inland Road, Karikari Peninsula 0483    |
| CER-2220718-CER224/A | 31 Quarry Road, Kaikohe 0405                   |
| CER-2220395-CER224/A | 12 Ngapuhi Road, Kerikeri 0295                 |
| CER-2220403-CER224/A | 146 Omapere Road, Kaikohe 0405                 |
| CER-2220398-CER224   | 32 Ngapuhi Road, Kerikeri 0295                 |
| CER-2220617-CER224/A | 1147 Oromahoe Road, Oromahoe 0472              |
| CER-2230171-CER224/A | Lot 1, Waiare Road, Kaeo 0478                  |
| CER-2220598-CER224/A | 2278 State Highway 10, Kerikeri 0470           |
| CER-2230014-CER224/A | 265 Waipapa Road, Kerikeri 0295                |
| CER-2230146-CER224/A | Lot 10, Mangatoetoe Road, Kaitaia 0482         |
| CER-2200294-CER224/A | 4619 State Highway 10, Karikari Peninsula 0483 |

## Applications in process

There are currently 8 applications in pre-lodgement awaiting either additional information or payment.

There are 15 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 34 applications which have been assessed by internal or external planners which are awaiting review and signing by delegated authority and 10 currently being reviewed (Total under review 43). This is up from 23 in September.



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 14 from last month (184).

There are 137 (69%) allocated to internal staff up from 119 (65%) in September, and 61 (31%) allocated to Consultant Planners down from 65 (35%) in September. 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 167 applications on hold down from 173 in September.

Overall, the Resource Consents team is managing a total of 365 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

October 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.

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:

- 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 Salamasina Brown (Intermediate Planner) and will be farewelling Grace Quinn-Foster (Intermediate Planner) in November.

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.

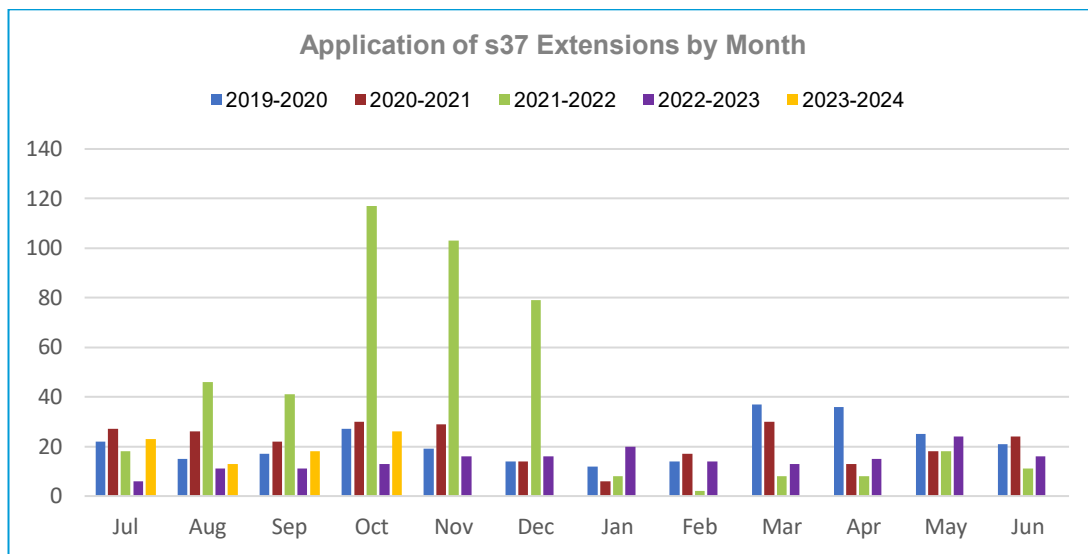


Figure 6: Application of s37 extensions

## Customer and Relationships

### Ask Nicely Results

Resource Consents sent out 50 customer service surveys in October 2023 with 25 responses received, giving the team a response rate of 50%. There were 20 satisfied customers, 1 neutral customer and 4 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.

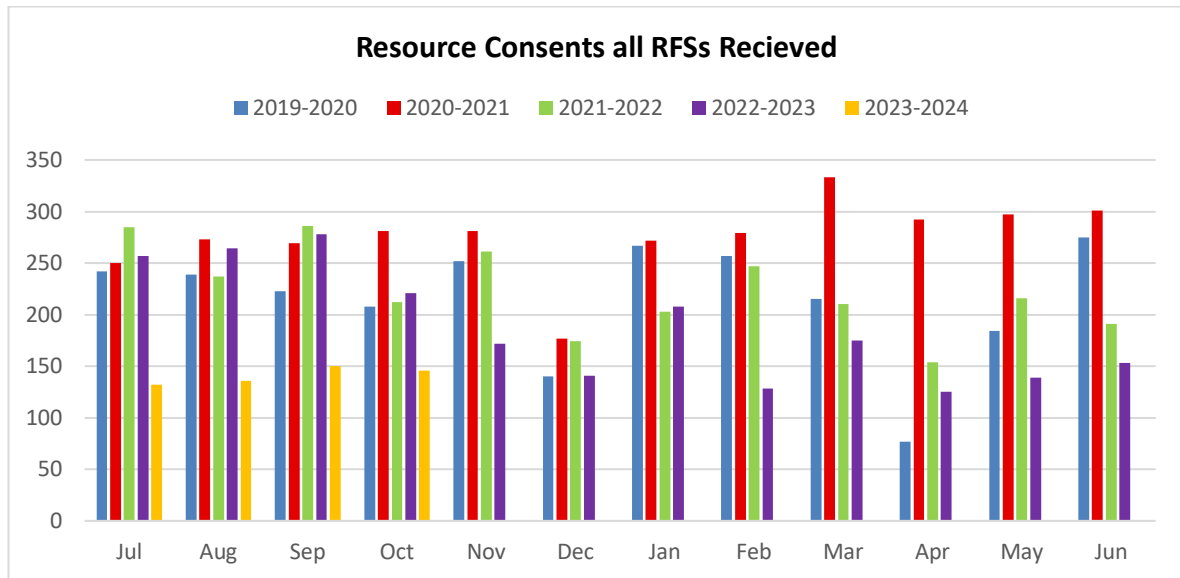


Figure 7: Number of RFS Received by month

### 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 31 historical expired leases.

- **Aupōuri Ngati Kahu – Te Rarawa Trust, Tangonge Domain, Kaitaia** – Public consultation on the granting of a new ground lease was commenced on the 30<sup>th</sup> October and will run for 4 weeks.
- **Doubtless Bay Sea Scouts, Taipa** – Public consultation on the granting of a new ground lease was commenced on the 2<sup>nd</sup> November 2023 and will run for 4 weeks.
- **Bellingham Quarries Ltd, Larmer Road** – Council granted a new ground lease over part of Larmer Road Quarry on the 19<sup>th</sup> October.
- **Okaihau Whanau House, Okaihau** – This lease has now been fully executed and is in place until its renewal is due in September 2028

## Upcoming reports for November 2023

### Kaikohe – Hokianga Community Board

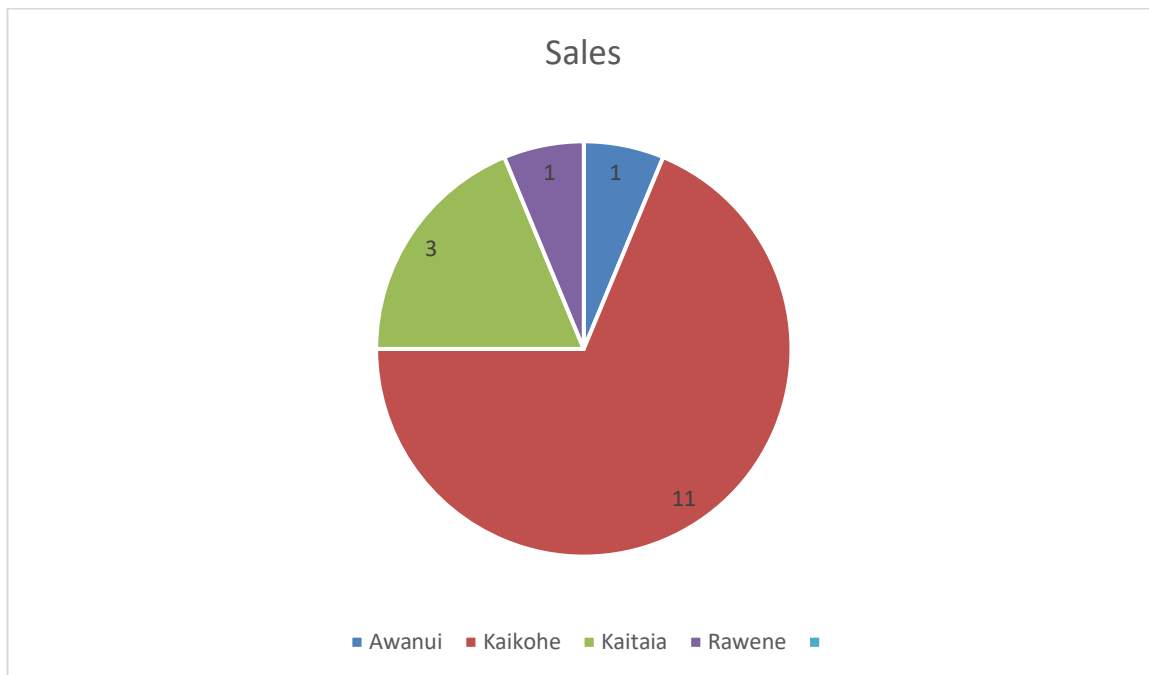
- Rawene Domain – An information report will be presented to provide background to the past and current usage of the Domain on the 22<sup>nd</sup> November.

### Bay of Islands Community Board

- Russell Playcentre – A report will be presented to the community board to initiate public consultation on the granting of a new ground lease over 14 Church Road, Russell, on the 23<sup>rd</sup> November.

## Housing for the Elderly

We currently have 16 vacant pensioner units:



- The Awanui unit requires repair and maintenance prior to interviews. Renewal works have now been allocated to our Project Management team and we are working with them to fill any units that do not require maintenance or renewals.
- The 6 monthly inspections on all units have been completed and issues that have arisen are being addressed.

## 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 – October 2023

### Housing for the Elderly (HFTE)

Housing for the Elderly upgrade work is progressing slowly with trying to achieve the desired outcomes within a timely manner and within the reduced budgets. This work is prioritised; however contractor willingness and availability are impeding progress. The Project Manager has rescoped this work with the aim of attracting more contractors. The aim is to have a contractor onsite in Kaikohe before Christmas to start accessibility ramps and then begin renovations in the new year when aluminium joinery will be available. The project manager is currently working on a plan for Kaitaia and Kawakawa

### Halls

Halls have been raised as an item of contention with some elected members at the LTP workshops. The Asset Manager is working on a matrix to inform the proposed work listed in the LTP and it is hoped this will explain the reasons for the work being planned.

### 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. This agreement requires a further extension.

External funding has been provided for this airport however a business case has been requested by government to support the funding.

### 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.

Draft asset management plans have been delivered and a date and time to review is still to be set. Final financial input will be provided once workshops have been completed.

### Solid Waste Contract Tender

The tenders for the new solid waste contracts and now closed and currently under evaluation. The outcome of that will be available next month.

### BAU update

Planning assessments for projects and consents due for renewal are a risk at present with no expertise in house. The Planner vacancy is now with the sizing committee for review, once this is completed this vacancy will be advertised.

Project Managers are progressing their portfolios of work with some capacity to undertake operational work programmes.

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   |
|--------------------------------|------------|---|--|
| <b>Housing for the Elderly</b> | ●          | LOS upgrades  | <p>Current Status</p> <ul style="list-style-type: none"> <li>Project Manager looking at alternative approach for this work.</li> <li>Kaikohē village will have accessible ramps installed prior to Christmas.</li> </ul> <p>Next action</p> <ul style="list-style-type: none"> <li>Project Manager is reassessing the scope of work as required and working with procurement to see how we can possibly attract further interest.</li> <li>Decision on the viability of renovating Kawakawa units is required.</li> </ul>          |
| <b>Lake Ohia Hall Renewals</b> | ●          | <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> |
| <b>Okaihau Hall Renewals</b>   | ●          | <ul style="list-style-type: none"> <li>Interior Renewals</li> <li>New toilets</li> <li>New kitchen</li> <li>New rear deck and access</li> <li>Accessibility and other internal upgrades</li> <li>Asbestos Remediation</li> </ul>  | <p>Current Status</p> <ul style="list-style-type: none"> <li>Building consent approved</li> <li>Asbestos survey and testing quote has been received for removal. The price to remove is acceptable and amendment to plans will be done.</li> </ul> <p>Current Activity</p> <ul style="list-style-type: none"> <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>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>  |

| Project Name                        | RAG Status | Project Description   | Project Update  |
|-------------------------------------|------------|---|---|
| <b>Unahi Wharf Carpark Project</b>  | ●          | 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"> <li>Stages 3 &amp; 4 works are nearing completion.</li> <li>Stages 3 &amp; 4 works are nearing completion. The Stage 3 &amp; 4 works package included; installation of concrete bases for tables, install bench seats, information board, dry vault toilet, Hoe / Pou and a welcome sign. The Pou / Hoe for this site has been designed, and we have received a quote for its construction. The information sign board content has been finalised. These works are now anticipated to be completed in December.</li> </ul>             |
| <b>Russell Cemetery Development</b> | ●          | Expansion and development of the Russell Cemetery.  | <ul style="list-style-type: none"> <li>The tender has closed and Siteworx Northland Ltd are the preferred Contractor. A pre-start meeting is scheduled for 13 November, Phase One – vegetation clearance should be completed before Christmas. We will create a temporary access for vegetation clearance, whilst we work with stakeholders for a permanent access solution. We are engaging a designer to finalise a layout plan and assist with the technical cemetery planning and design aspects.</li> </ul>  |
| <b>Te Hiku Netball Courts</b>       | ●          | 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"> <li>Following a continued lack of progress of physical works onsite, the notice to terminate the contract was issued by the Engineer on 1st September. The contractor has now disestablished, we have now received pricing from a local contractor, FNR and have finalised the contract documents for their immediate start. FNR are creating their site-specific H&amp;S plan, quality management plan and a programme required before works can proceed and will shortly provide a commencement date for early November..</li> </ul> |
| <b>North Park Toilets</b>           | ●          | 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"> <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>      | ●          | 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"> <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>                                |

| Project Name   | RAG Status | Project Description   | Project Update  |
|--|------------|---|---|
| <b>Opua-Paihia Coastal Walkway Upgrade Stage 2 Works</b> | ●          | 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"> <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>                   | ●          | Car parking improvement and footpath access to Sports Complex   | <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>                            | ●          | Construction of 4 Court facility attached to the existing Sports Complex  | <ul style="list-style-type: none"> <li>The ASB Courts are currently being installed and expected to be 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>                          | ●          | Installation of Public Toilet at Rangitane Reserve  | <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> <li>Still awaiting engagement from Te Whiu and Ngati Rangi/Ngati Mau. Te Hono assistance has been requested with nil response from Hapu to date. Awaiting Ngāpuhi direction.</li> </ul>  |
| <b>Mill Bay Jetty and Mangonui Boardwalk phase 2</b>     | ●          | 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"> <li>Construction progressing and work currently within contractor's programme.</li> </ul>  |
| <b>Kaitia Airport</b>                                    | ●          | Renewal of main runway and Healthy home compliance on residential dwelling  | <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>             | ●          | 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"> <li>Design approved</li> <li>Building Consent issued</li> </ul> <p>Current Activity</p>  |

| Project Name                 | RAG Status | Project Description   | Project Update   |
|------------------------------|------------|---|--|
|                              |            |   | <ul style="list-style-type: none"> <li>Tender currently out of GETZ</li> </ul> Next Activity <ul style="list-style-type: none"> <li>Evaluation and award.</li> </ul>   |
| <b>Kaeo library Renewals</b> | ●          | Historical building requiring renewal works. Programme of works in progress | Current Activity <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 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 continue with road parcel ownership and an expectation that Technical Operations should manage maintenance within unformed road areas. Discussions with NTA are ongoing around the road parcel issues as this still needs to be resolved.

The backlog of aged and unreviewed agreements continues to be an outstanding concern. 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 has been delayed this month due staff absences. This will be an ongoing task over the coming months with the key focus on the largest cemeteries based in Kerikeri, Kaikohe and Kaitia. This will ensure our cemetery records are accurate as we transition into PlotBox. Preparation to rollout out Plotbox to external contractors and funeral directions is underway.

Applications to use councils reserve for events have increased for bookings in November and December. The Kerikeri Half Marathon will take place this month 18 November 2023 where the finish line and prize giving will be based on the Kerikeri Domain.

### Community Services Contract

Community Facilities Maintenance Contract is available on for tender on the GETS website. Supplier briefings have taken place in August 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

### Wiroa Stream Walkway

The Friends of Wiroa Stream Community group have reported various informational and directional signage along the walkway has been vandalised. Police have been notified of the damage. The FOWS are arranging for information signage to be reinstated. Directional signage will be installed on thicker posts at their next planned working bee being 6 November 2023.



*Wiroa Stream walkway – signage damaged*

### 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. Police have declared the site safe to access. Onsite meeting with contractors and relevant staff will take place 7 November 2023.

## 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. The plan to re-seed and re-soil at this time has been delayed due to ground conditions, loose metal has been laid due to ponding water. Orange fencing will remain in place until early December 2023.

### Kaikohe Memorial Hall

Six monthly fire evacuation training programme is due to maintain the evacuation scheme with Fire and Emergency NZ. Hall caretakers will participate in Fire Evacuation refresher training as part of the training programme.

## 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

- Annual servicing of heat pumps and extractor fans at councils Housing for Elderly sites district wide has been completed. Contractor maintenance reports have been received identifying essential maintenance and / or repairs to be rectified.
- Application of moss and mould remover has been applied to external walls, ramps and pathways including clearance of debris from gutter at councils Housing for the Elderly sites in Western and Eastern areas. Northern sites delayed due to recent weather conditions. Contractors will trial a drone to apply wet and forget product to the roof tops of the Housing for the Elderly sites providing a cost effective, safe, and efficient option.
- External washdown and gutter clearance of council offices and community Halls is expected to be completed by end of November.
- Preparation of summer season programme/s relating to parks and reserves is underway. MBIE has funded \$250k to council through the Freedom Camping Transition Fund to support the delivery of the responsible camping programme 2023/24. Distribution of portaloos to various sites for peak season will take place in mid-December.

## Ask Nicely

The team achieved an Ask Nicely score of 3.55 for October down from 4.07 for September multiple staff absences have had some impacted on the overall score with delays in responding to requests in a timely fashion. Other comments outside of Technical Operations responsibility relate to swimming pool not being opened for labour weekend, lack of available housing district wide, cleaning litter from rural roadsides.

## In Summary

Overall Technical Operations have maintained an elevated level of service by prioritisation and focussing on essential tasks while supporting each other to cover workloads due to unexpected staff absences. Contractor performance is being well managed with positive results being seen with core contract audits. 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 as we navigate the RFP process.

Aged agreements and grants, cemetery mapping, improvements to servicing and forward works programme/s will be progressed in the new year.