

**DELIVERY AND
OPERATIONS
BUSINESS REPORT**

Nov / Dec 2023

Introduction

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

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

These include:

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



The Delivery and Operations Business report provides a summary of key highlights and noteworthy trends for the months of November and December 2023.

Executive Summary

Building Services

Building Consent Authority (BCA)

At the end of December, the BCA completed another year of high performance. Building Consent and Code Compliance Certificate compliance for the year are both 100%. Average working and calendar days for building consents are 5 and 19 days, whereas code compliance certificates are 4 and 18 days.

The BCA has cleared the IANZ audit from October, and will look forward to the upcoming audit in October.

Compliance

Monitoring and Compliance

Monitoring received 257 Requests for Service (RFS) in November/December 2023.

A total of 187 noise complaints were received and responded to during this period (78 November and 109 December). Response times of 87% and 85% were achieved for urban areas and 78% and 88% in rural areas.

There was a total of 70 parking infringements issued in November and 51 in December 2023.

This is significantly lower than previous years due to the decision by Council not to enforce Overdue WoF and vehicle registration across the district.

Animal Management

558 RFS's were received for Animal Management in the November/December 2023 period, 78 urgent and 480 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

75 dogs were impounded in during November and December 2023. 80 were released from the shelter. In terms of the dogs released, 16 were claimed by their owners, 4 taken by a Rescue Group and 4 were adopted out to a new home. A total of 57 dogs were euthanised due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 114 infringements issued during November and December 2023 by the Animal Management team:

- 96 x failure to register dog - s42
- 12 x not under control – s53(1)
- 4 x breaching dog control notices – s20 (5)
- 2 x Wilful Obstruction of an Officer – s18

The end of December 2023 saw a total of 7987 dogs registered across the district.

Environmental Health

A total of 62 Food Verification audits were completed in November and December 2023.

During November and December 2023, 30 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. To the end of quarter 2, the team have visited 40% of premises so far.

A total of 177 Requests for Service (RFS) were received in November and December 2023.

Resource Consents

November saw a slight increase in the number of applications received. Better staffing and normalised workloads have 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.

The Resource Consents team issued 124 decisions under the RMA and LGA in November. Of the 124 decisions, 76 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). There has been a slight increase from previous months and is a result of the increased use of consultants and the incoming Manager and new Team Leader. 31 consents were outside statutory timeframes and 45 consents within statutory timeframes in November, resulting in 40.79% 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:

- 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 two new team leaders Nadia de la Guerre and Brian Huang and have farewelled Simeon McLean (Team Leader – Resource Consents).

Property and Facilities Management

Property Management

Property Managements focus through November and December 2023 has consisted of presenting reports to the Community Boards for their recommendation on the granting of new leases over Reserves for expired community leases.

With swimming pools now open, staff have been working with external stakeholders to ensure these are operating smoothly. Te Hiku Sports Hub swimming pool will remain closed until at least mid March due to shipping delays of key materials.

A workshop with Te Hiku Basketball and Recreation Centre Trust was held at the end of the year. We have continued to build our relationship with The Turner Centre Trust to ensure smooth transition of the building ownership.

All Housing for the Elderly unit inspections have been carried out for 2023 and renewal work is being carried out slowly in the vacant units as possible.

We are now a team of 6 amazing staff – the role of Contracts & Property Officer was filled mid December and the Technical Operations Coordinator role has transitioned from Technical Operations to our team.

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 upcoming workshop.

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 focus for November and December has been the delivery of the summer season programme/s of works relating to parks and reserves, public toilets and building maintenance.

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

Preparation of the Forward Works Programme for 2024/25 is underway, the work includes external washdown of council offices, Housing for the Elderly site and Community Halls, servicing of Housing for the Elderly heat pumps and other routine works.

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.

Building Services

This section contains performance information for the Building Services department.

Introduction

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

The BCA perform the following functions:

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



A territorial authority issue:

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



A territorial authority also:

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



Power to inspect and enter land

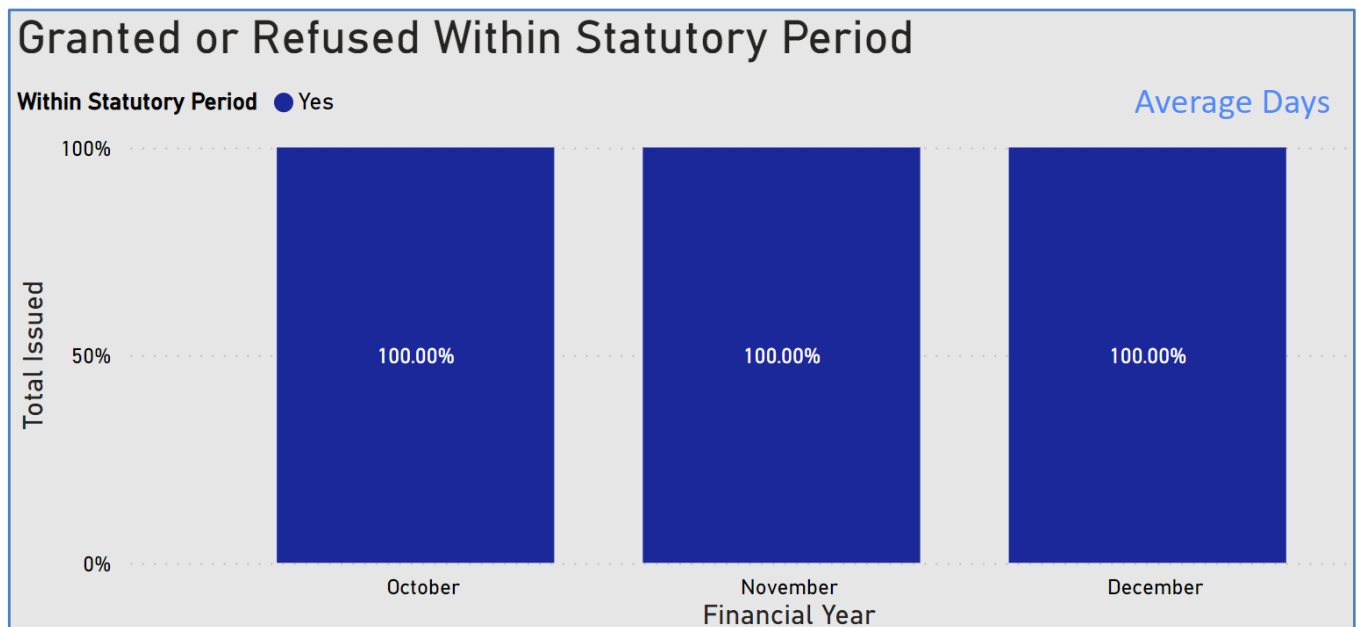
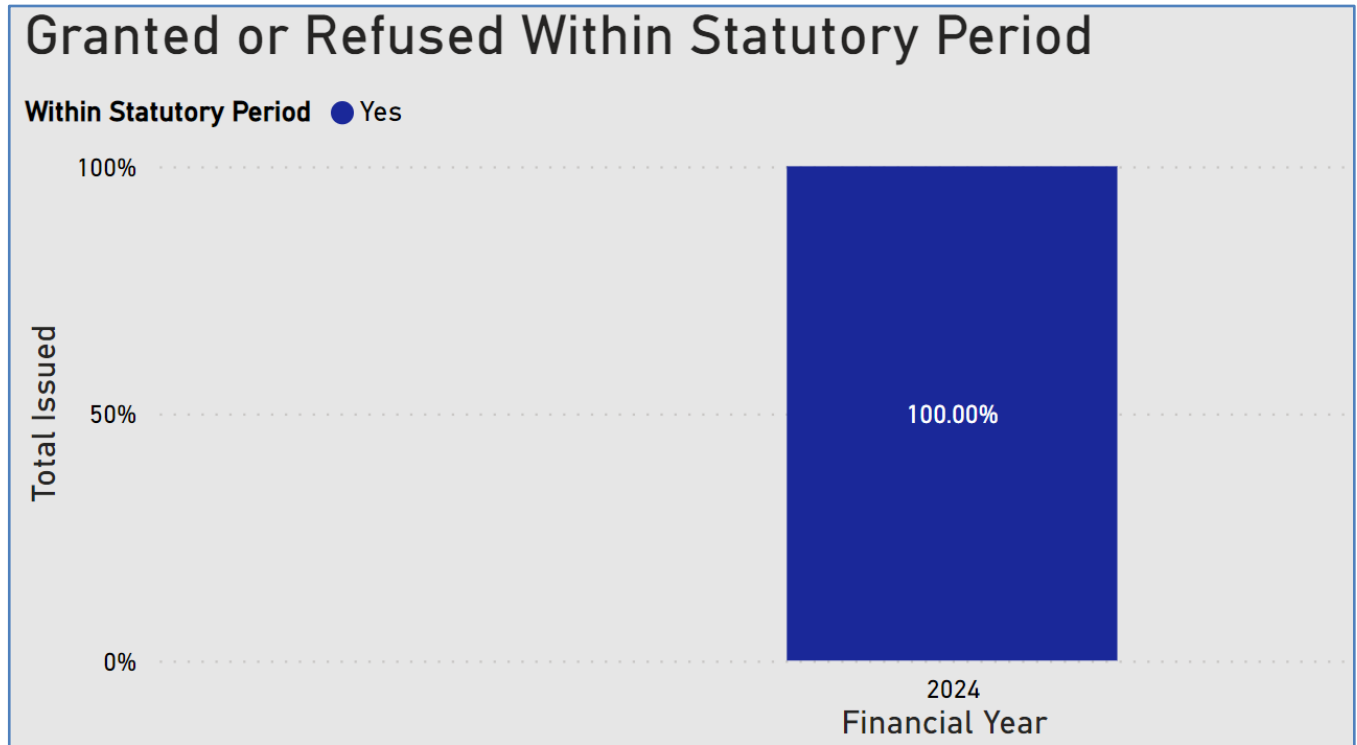
- Sections 222 to 228 provide details of the powers of entry to undertake an inspection

Levels of Service

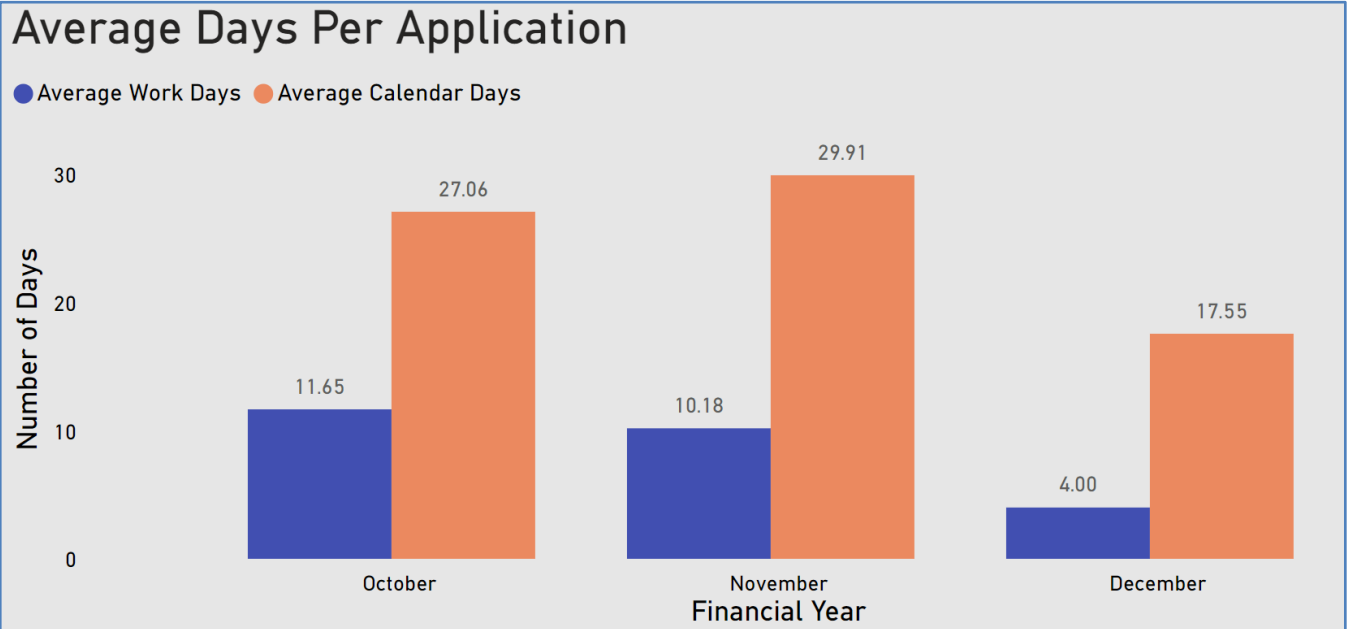
Building Consent Authority

Consent Processing

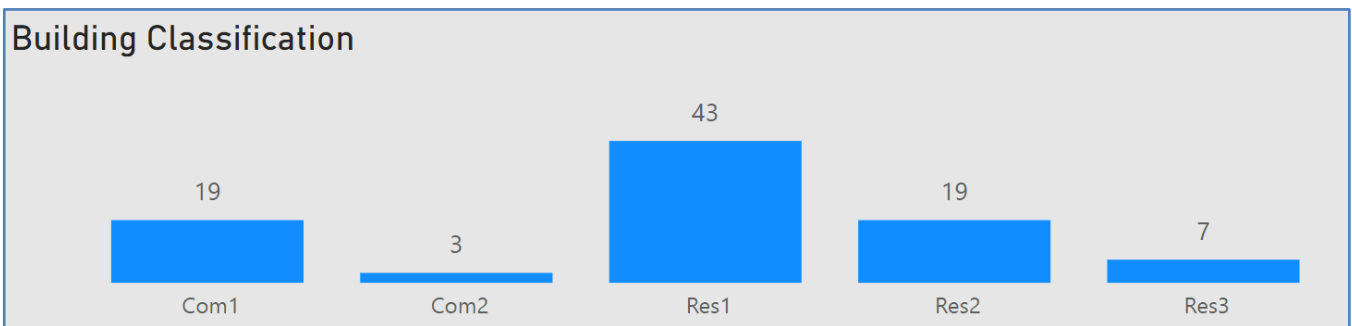
The building consent processing unit has achieved 100% compliance for the month of December. A total of 73 consents were issued.



The average day count to issue building consents also continues to trend down in comparison to the previous six years, and due to a slowdown in consents received we have seen average days decrease from 10 days to 4 days from November to December.

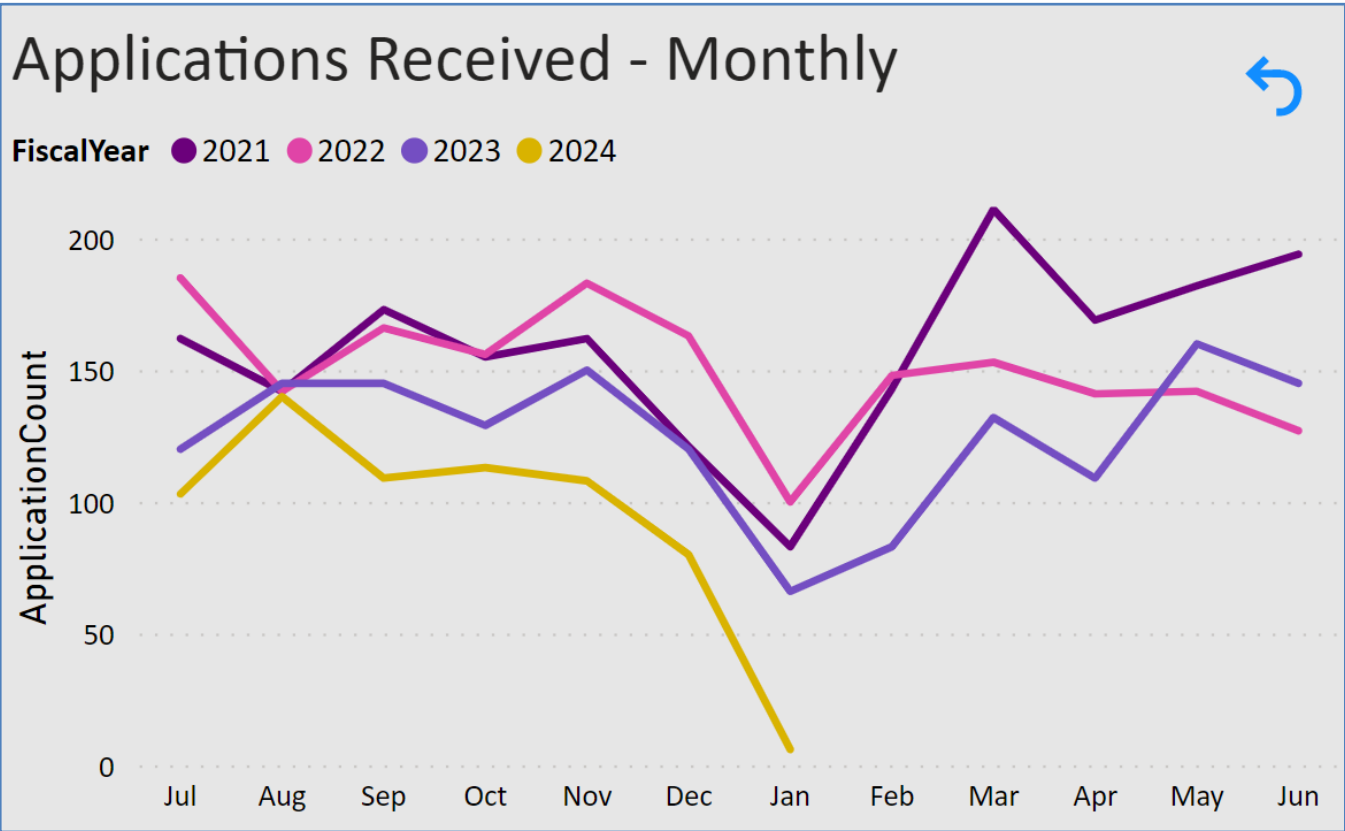


The dashboard below shows the consents currently being processed by the BCA by building classification (RES = Residential and COM = Commercial). Use of contractors (building consultants) is currently at 47%.



Application numbers

The number of consent applications received for the month of December is lower than all the previous three years. The previous 3-year average equates to 134 applications for the month of December. For December 2023 we received 80 applications. Overall, there is still a slowing in the unprecedented high number of consents that the BCA has been experiencing over the last few years. Designers report a slowing in enquiries and inflation and interest rates remain high slowing the construction industry.

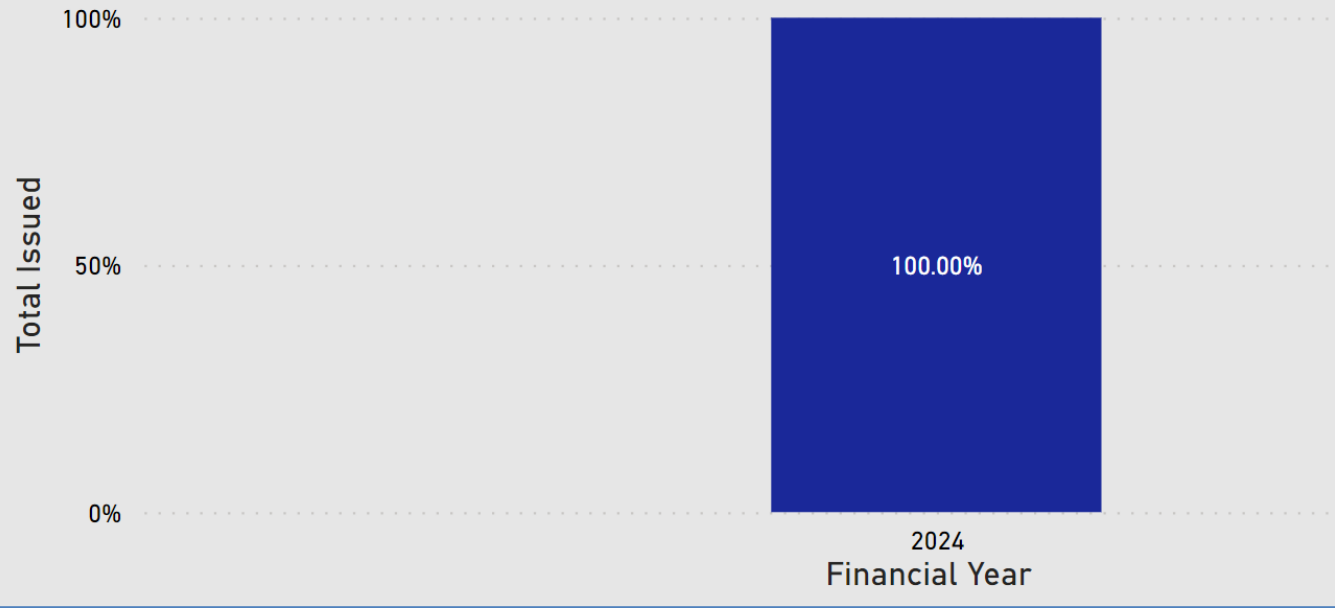


The BCA has achieved a 100% compliance rate for the month of December for issuing code compliance certificates. A total of 80 certificates have been issued.

The overall compliance for 2024 is 100%

Granted or Refused Within Statutory Period

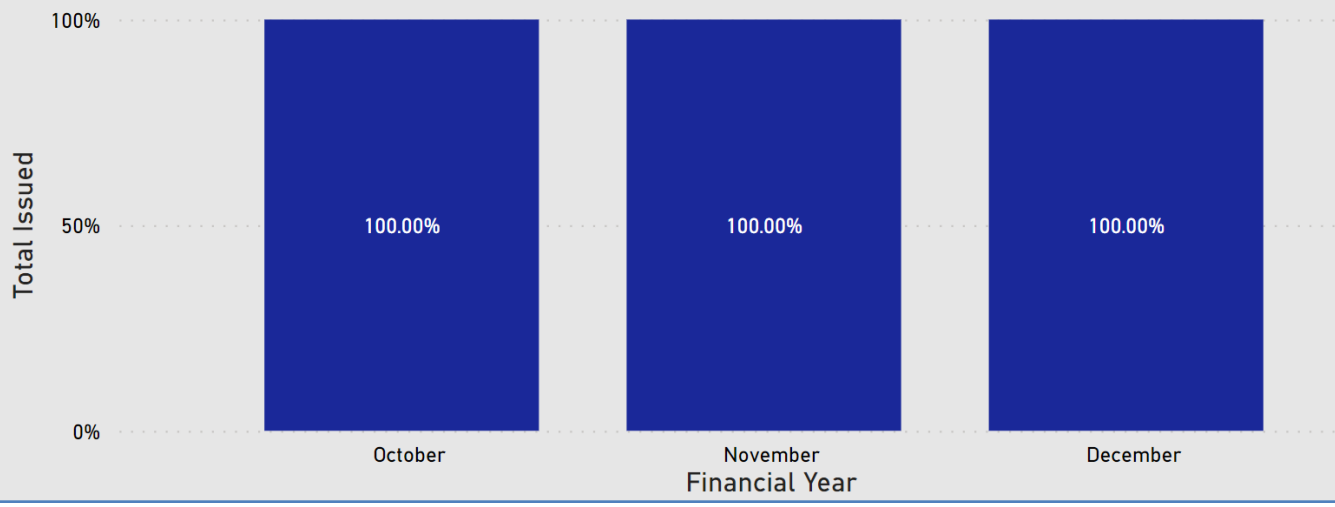
Within Statutory Period ● Yes



Granted or Refused Within Statutory Period

Within Statutory Period ● Yes

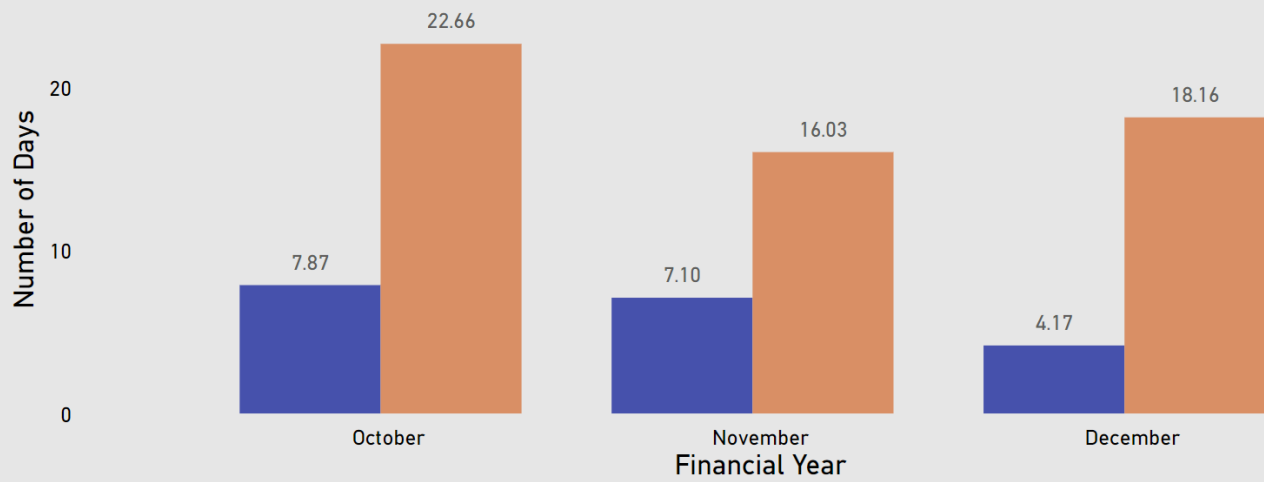
Average Days



On average CCCs for December were issued in 4 Days.

Average Days Per Application

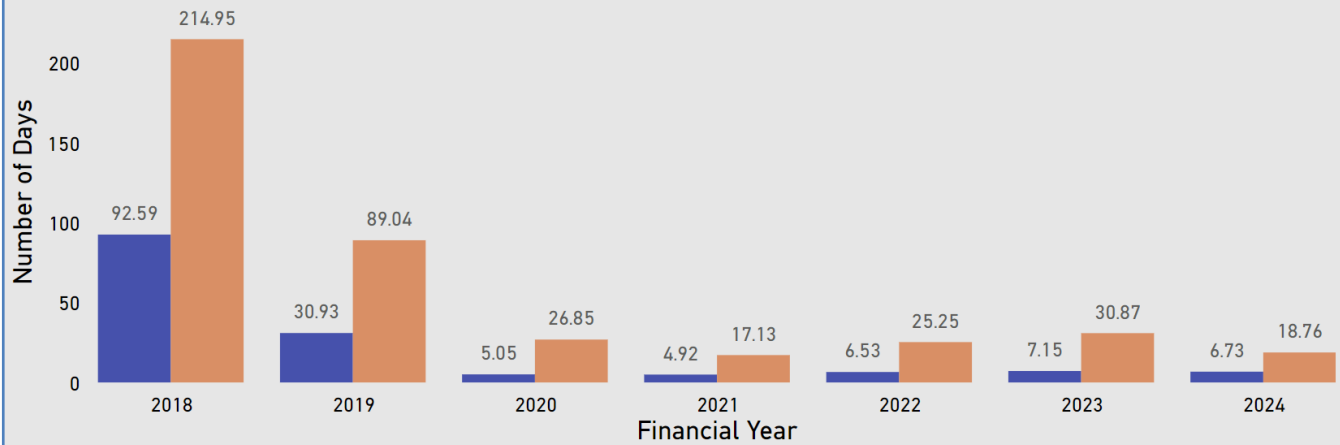
● Average Work Days ● Average Calendar Days



The BCA's performance in issuing Code Compliance Certificates illustrates continuous improvement. This is due to administrative diligence in monitoring and processing CCC applications.

Average Days Per Application

● Average Work Days ● Average Calendar Days



Building Compliance

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

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

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

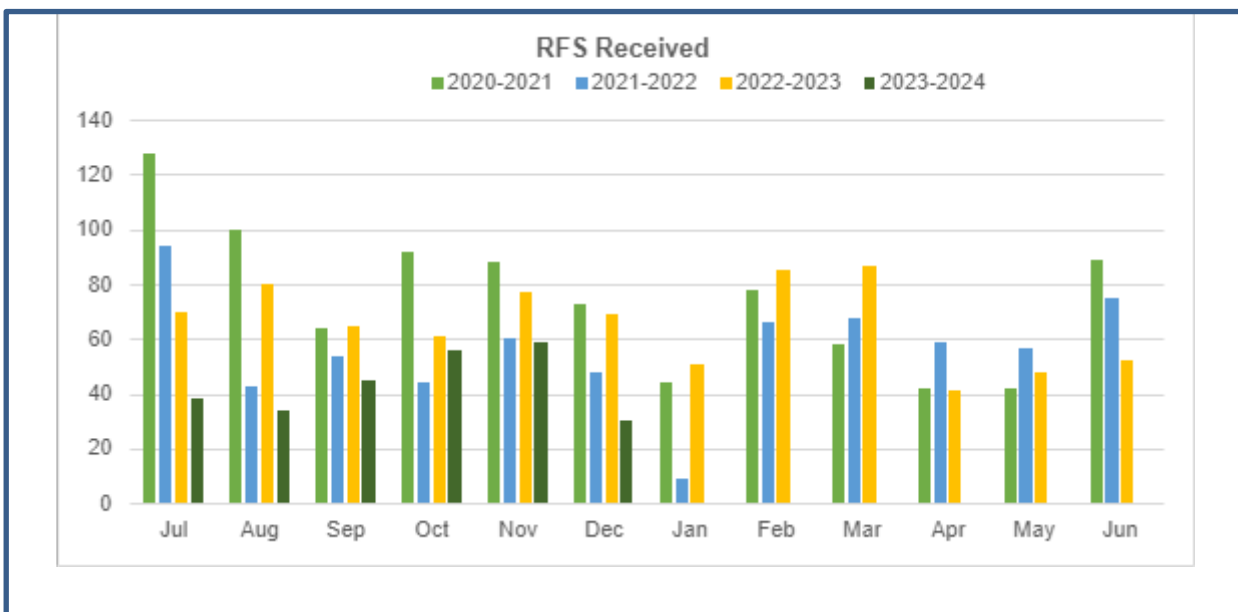
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

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

Requests for Service (RFSs)

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

December, we received 30 RFS' these were for illegal building works and building warrant of fitness bill challenges. The Building Compliance team continues to deal with a range of Building Act 2004 non-compliances.



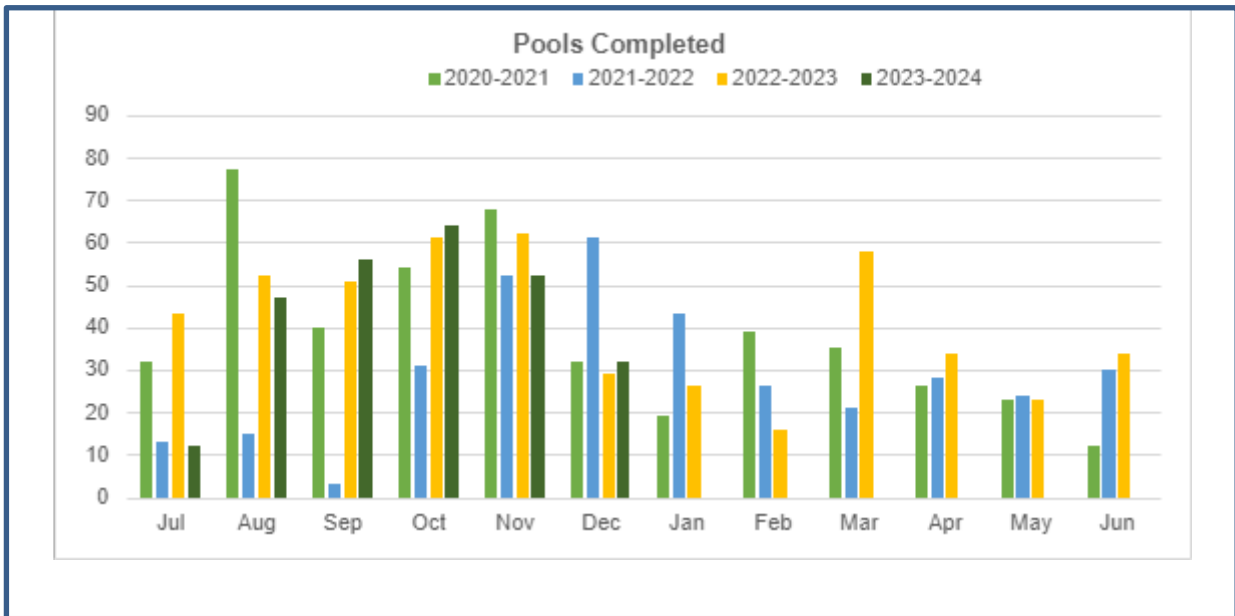
Swimming Pools

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

The swimming pool fail rate was 25% 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.



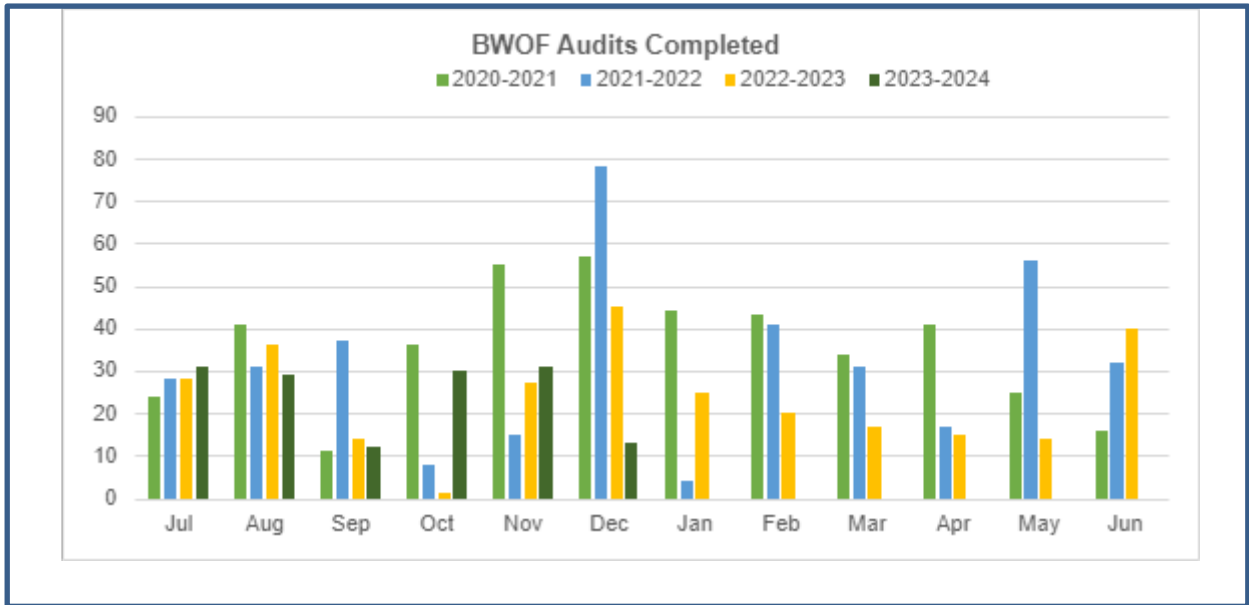
Building Warrant of Fitness (BWoF)

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.

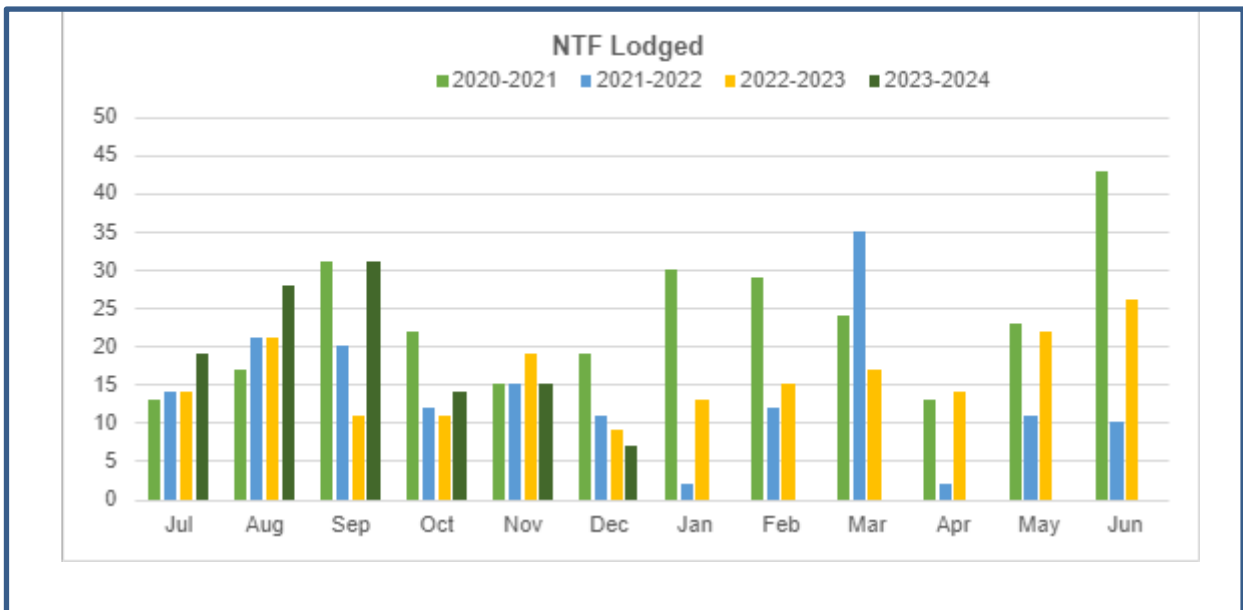
13 BWoF audits were carried out during December the team are focussing on updating compliance schedules to the newest format approved by IANZ this is a very time-consuming process and the team will be working though 3 per week per officer so between 12 and 16 per month.



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.

7 Statutory Notices were served during the month of December for breaches of the Building Act 2004.

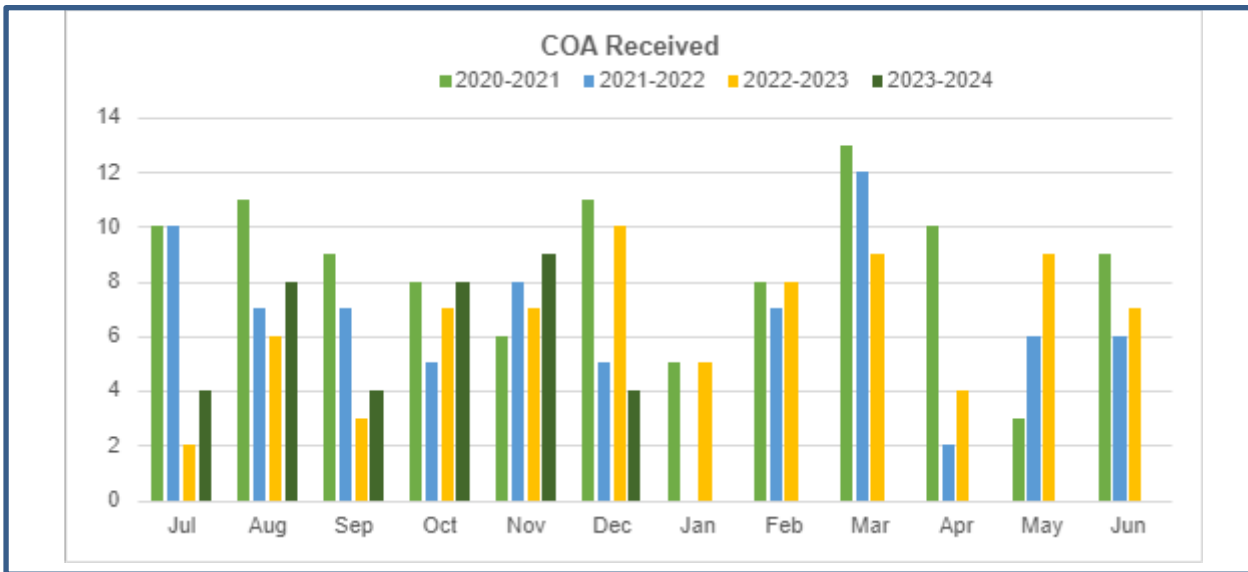


Certificates of Acceptance

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

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

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



Infringements

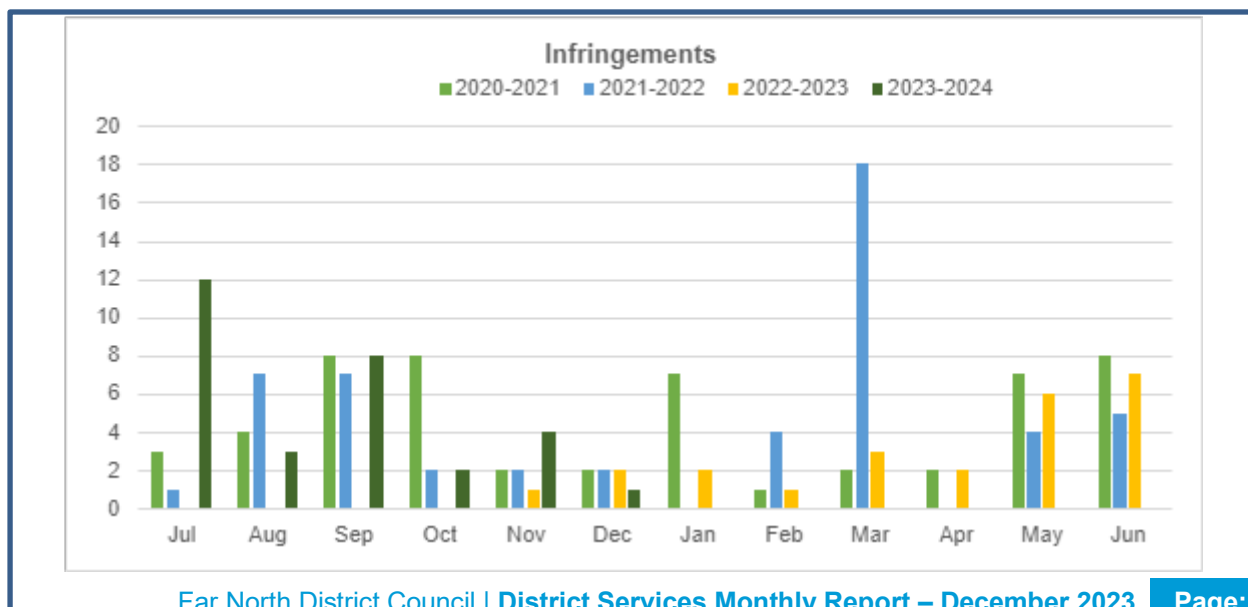
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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.

1 infringement was issued during the month of December for a breach of Section 40 of the Building Act.



Compliance

This section contains performance information for the Compliance department.

Introduction

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

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

Activities and services undertaken include:

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



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

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

Contribution to community outcomes



Communities that are healthy, safe, connected and sustainable



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



Proud, vibrant communities

Monitoring

Introduction

Council is responsible for safeguarding public safety, minimising environmental risk, and protecting social and cultural interests as directed by primary legislation and our policies and bylaws. Monitoring and Enforcement are responsible for the administration and enforcement of these obligations.

Monitoring is responsible for:

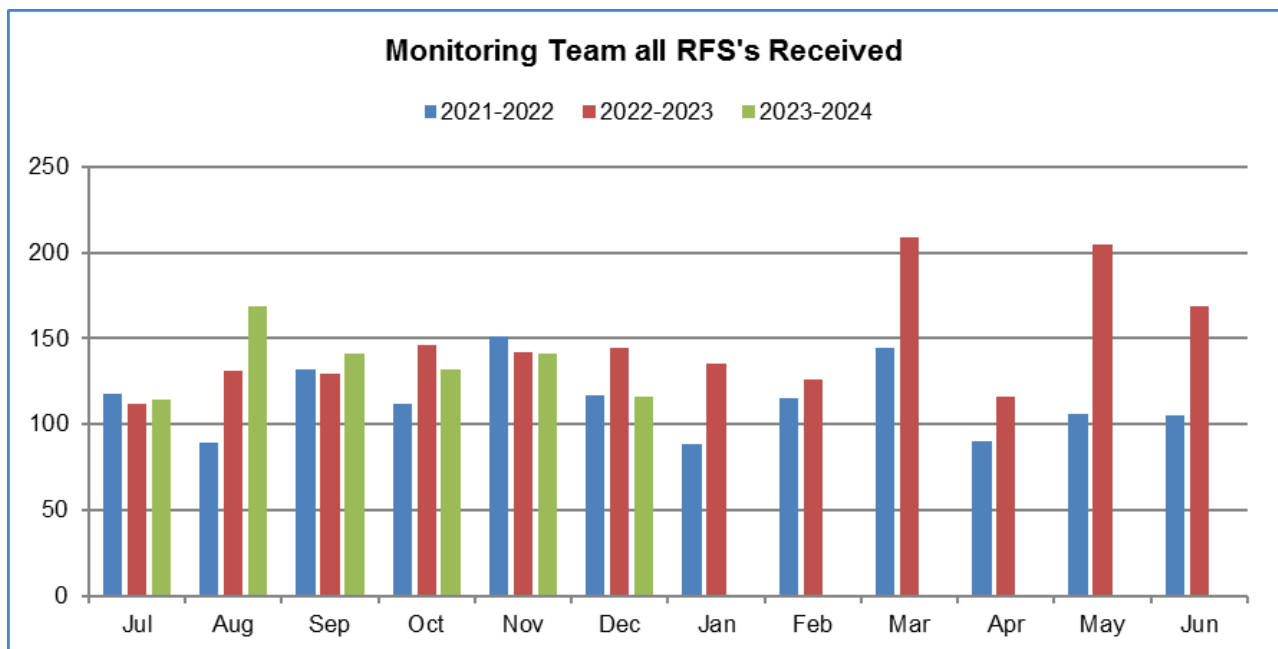
- Resource Management Act breaches
- Local Government Act breaches
- Reserves Act breaches
- Litter Act breaches
- Land Transport Act (stationary vehicle offences)
- District Plan breaches
- Bylaw breaches
- Resource consent monitoring
- Noise complaints
- Removal of abandoned vehicles

Staffing

Monitoring comprises of a team leader, five monitoring officers, two resource consent monitoring officers (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

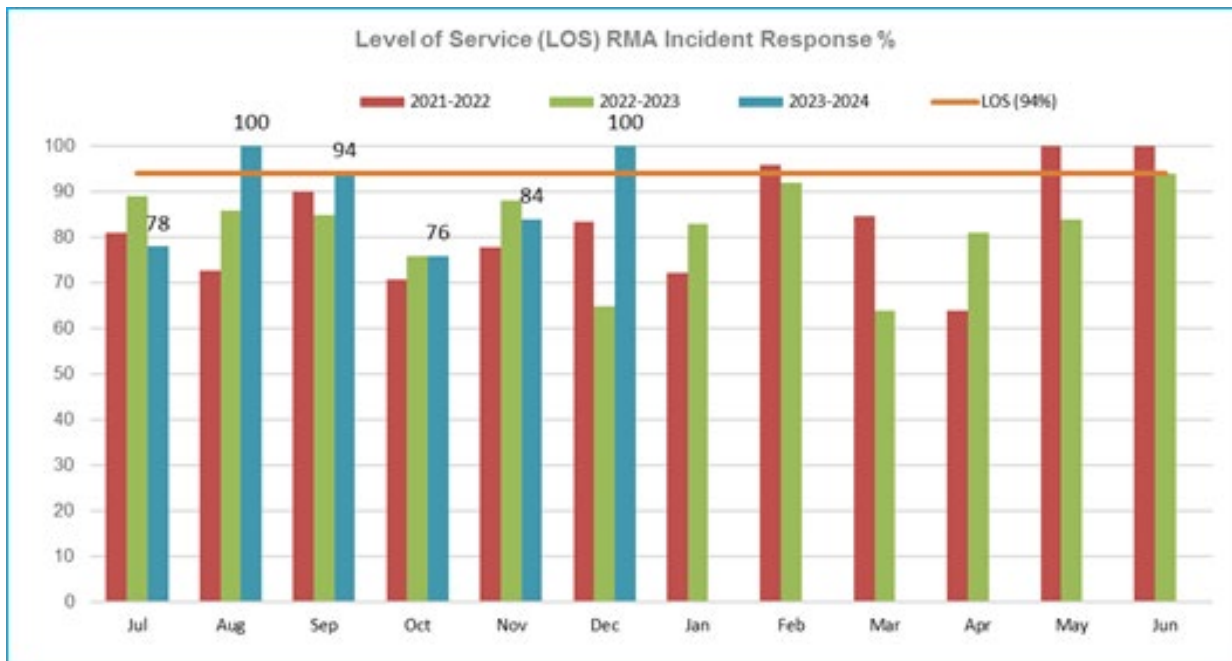
The following graph shows all Requests for Service (RFS) received monthly over the last three financial years by Monitoring. These RFS reflect all responsibilities held by Monitoring. The following sections break down those requests into areas of legislation. There were 141 request for service in November and 116 in December 2023.



Resource Management Act 1991

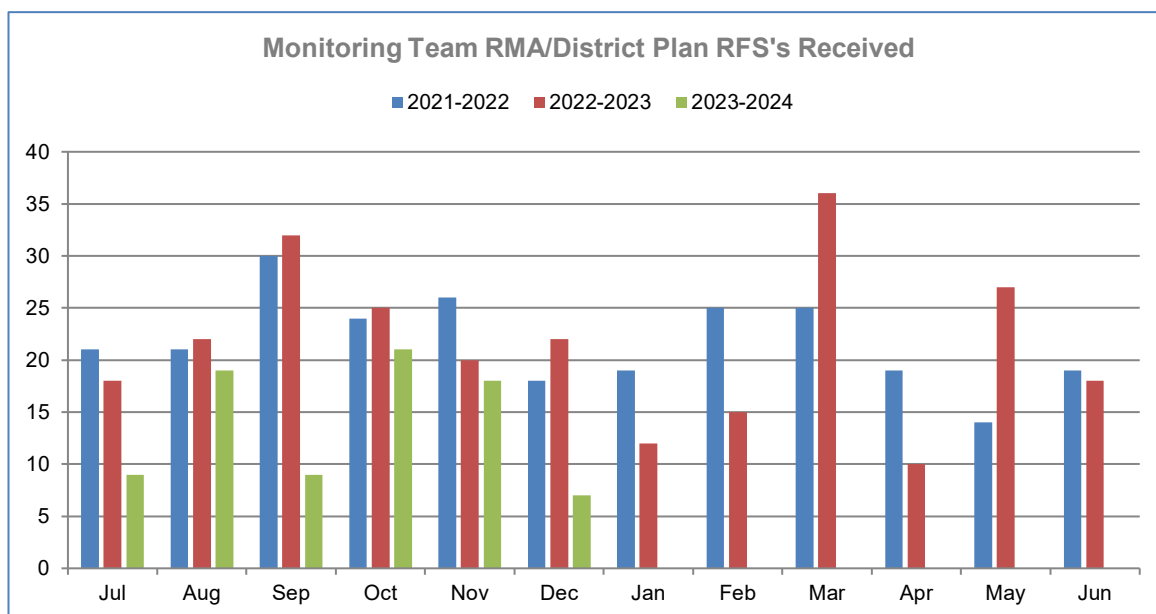
A large amount of the work undertaken by Monitoring falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities.

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 November 2023 achieved 84 and 100% for December 2023.

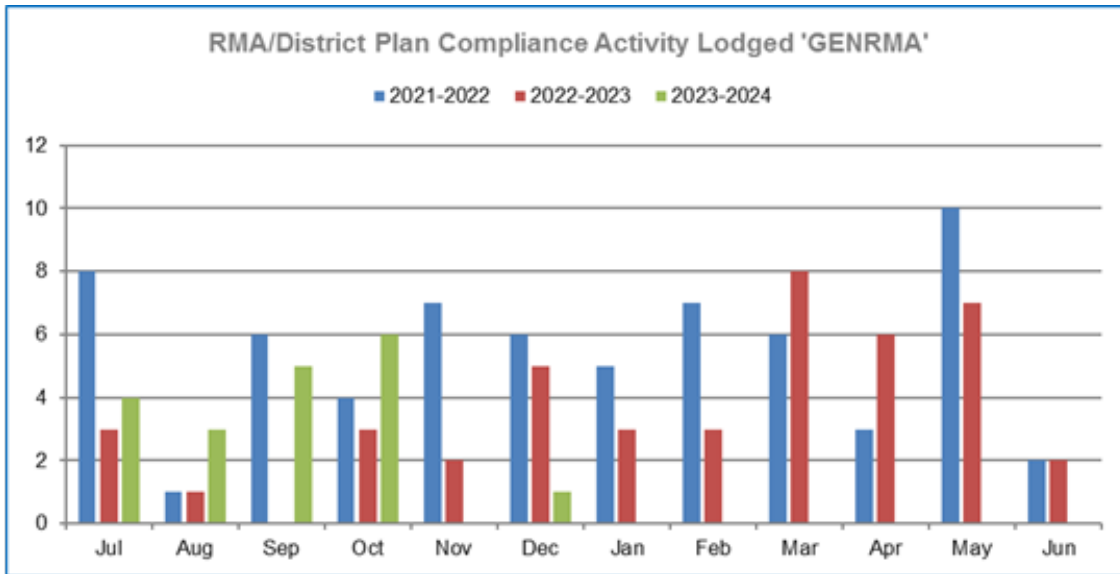


2023	On Time	Over Time	Grand Total	LOS %
November	16	4	20	84%
December	9	0	9	100%

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



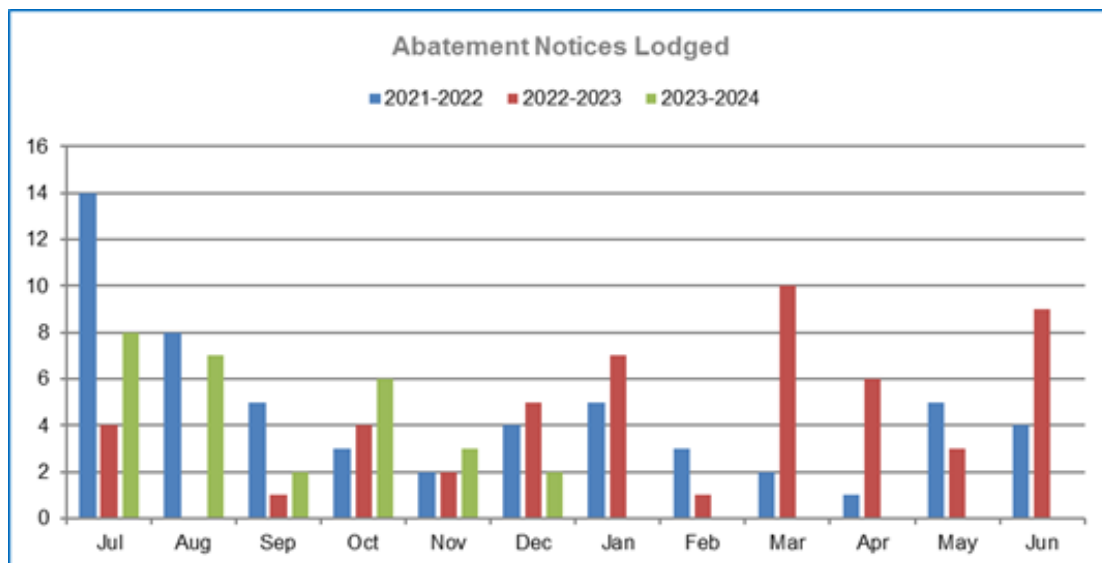
If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows GENRMA lodged by Monitoring over the last three financial years. There were no GENRMA lodged in November 2023 and one in December 2023.



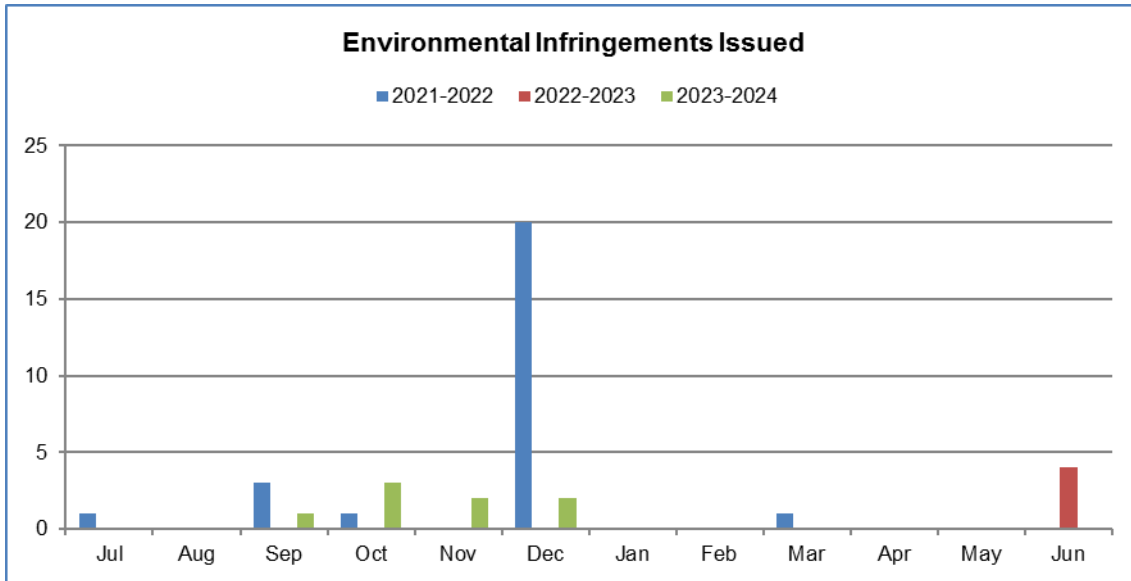
Although Monitoring's policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something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



The graph below shows environmental infringement notices (EINs) issued during the last three financial years. There were two EINs issued in November and two also in December 2023.



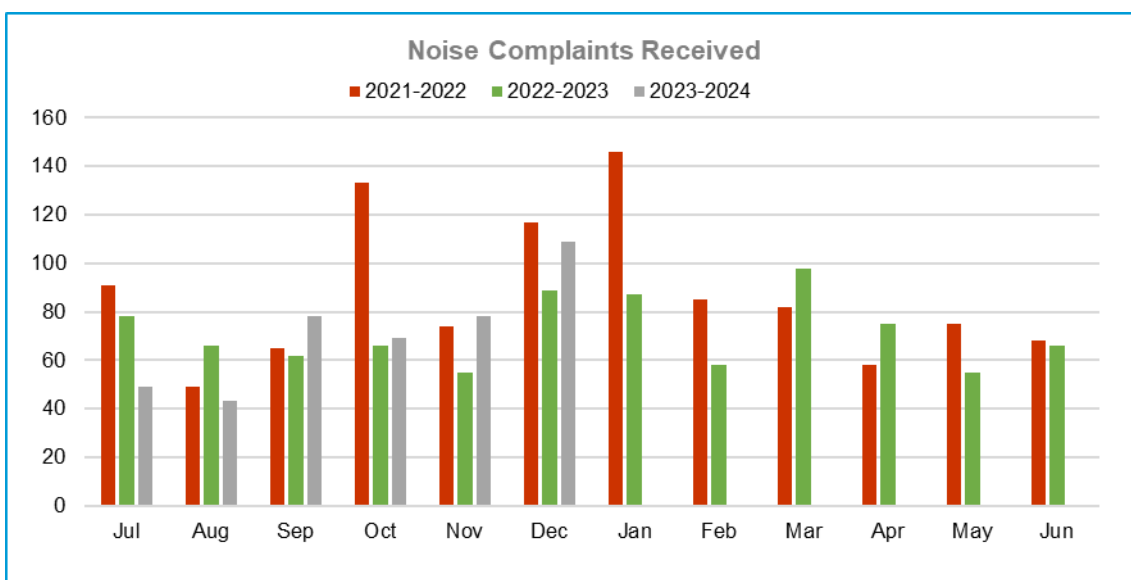
Resource Consent Monitoring

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

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.



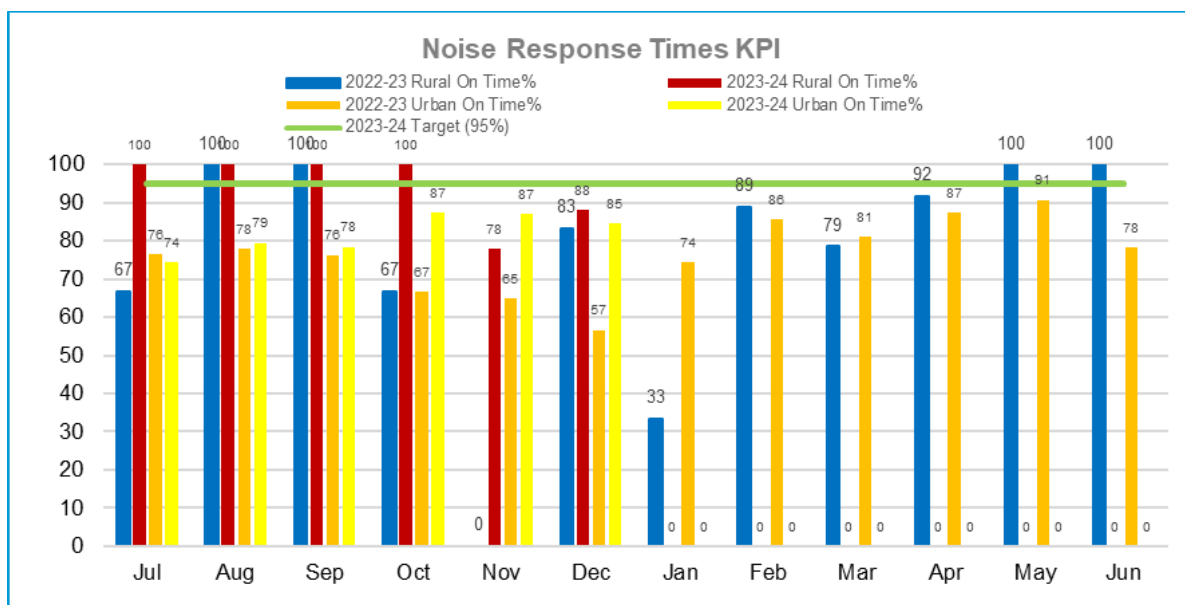
In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security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

Action Taken 2023-2024	November 2023	December 2023
Abatement Notice Issued	0	0
Excessive Noise Directive Issued	15	25
No Action Taken	61	81
Seizure Performed	0	0
Verbal Warning Issued	2	3
Grand Total	78	109

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 graphs below show attendance times in relation to the LTP LOS KPI for First Security noise call outs in November and December 2023.

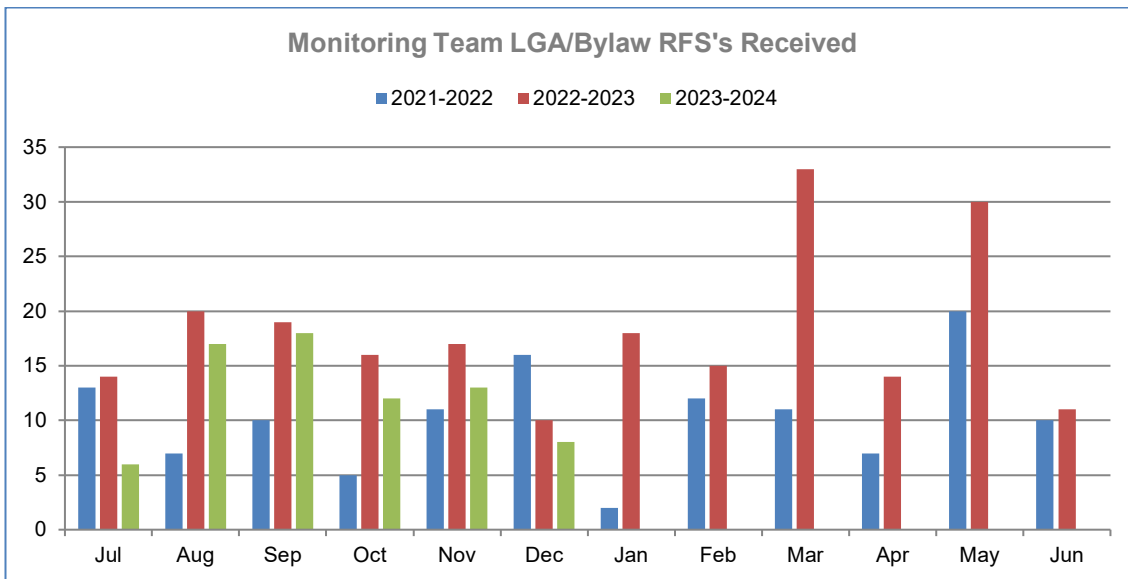
Noise response times	November 2023	Target 95%
Urban On Time	60	85%
Urban Over Time	9	
Rural On Time	7	78%
Rural Over Time	2	
Grand Total	78	

Noise response times	December 2023	Target 95%
Urban On Time	71	85%
Urban Over Time	13	
Rural On Time	22	88%
Rural Over Time	3	
Grand Total	109	

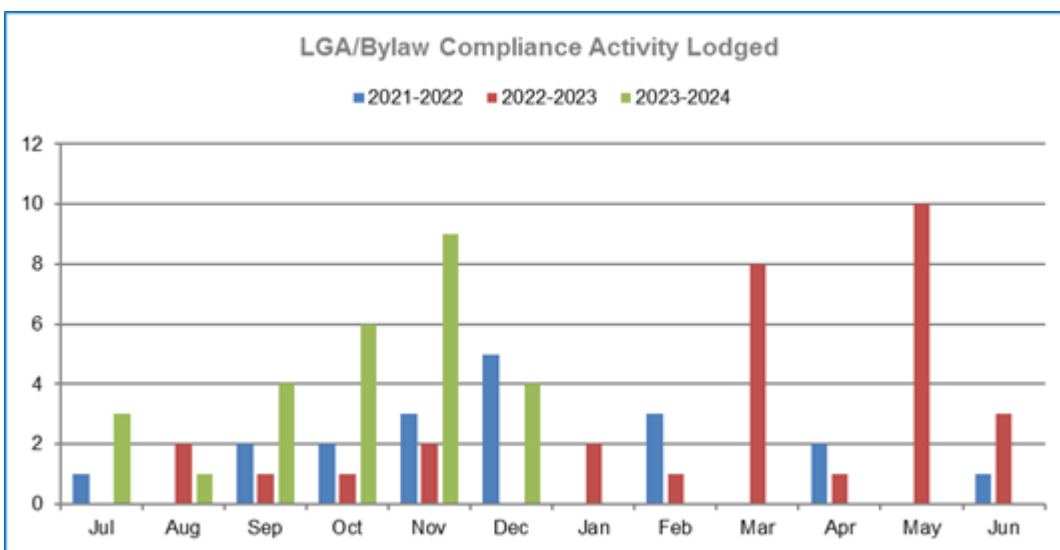


Local Government Act 1974/2002

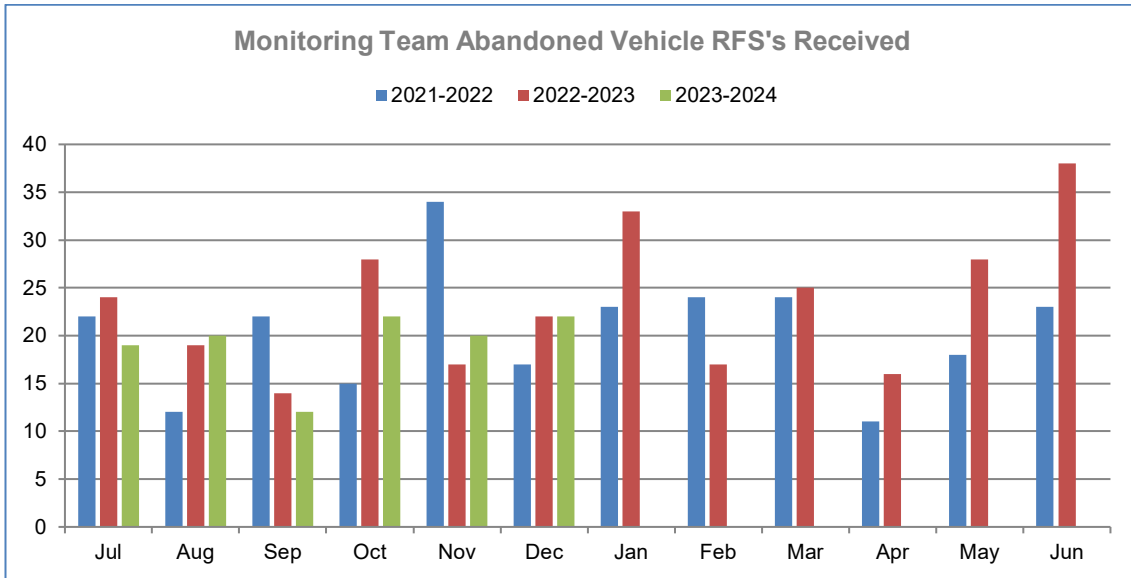
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads. The next graph shows RFSs received by Monitoring for LGA/Bylaw incidents over the last three financial years.



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.

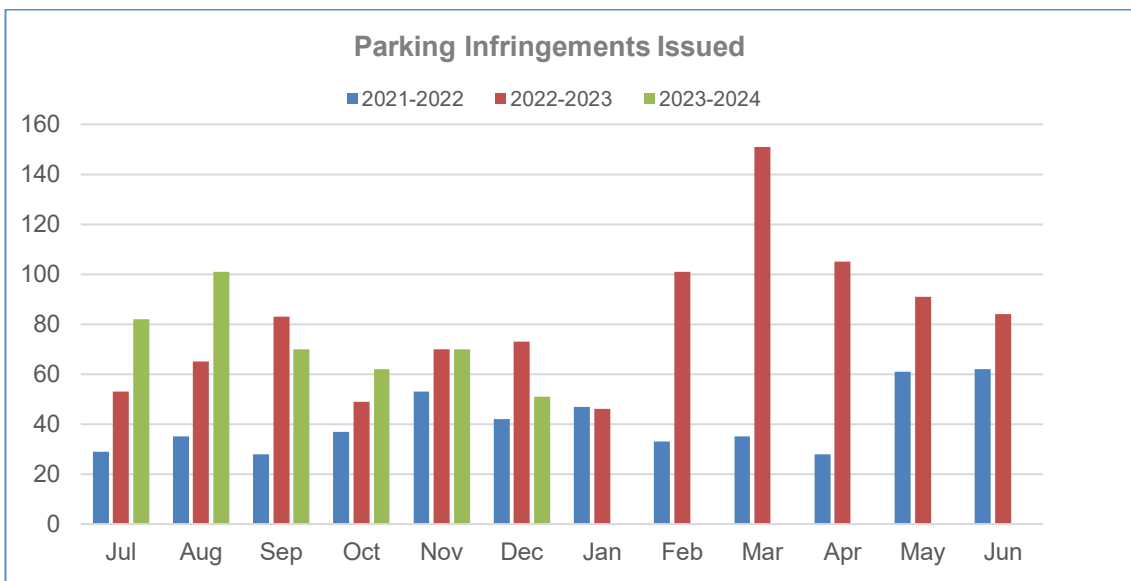


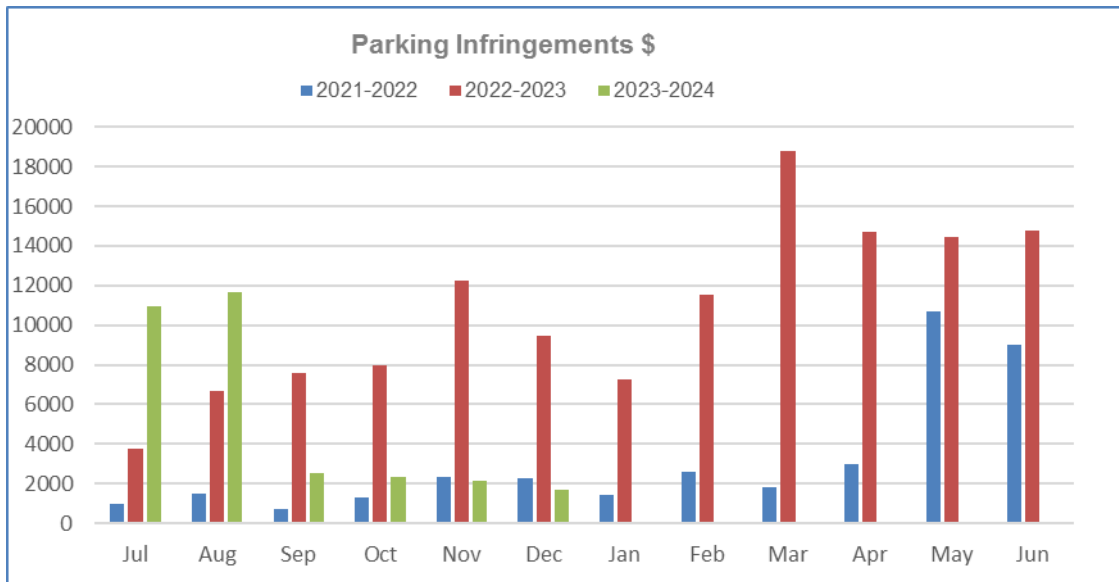
The following graph shows RFS received for the removal of abandoned vehicles. Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.



Parking

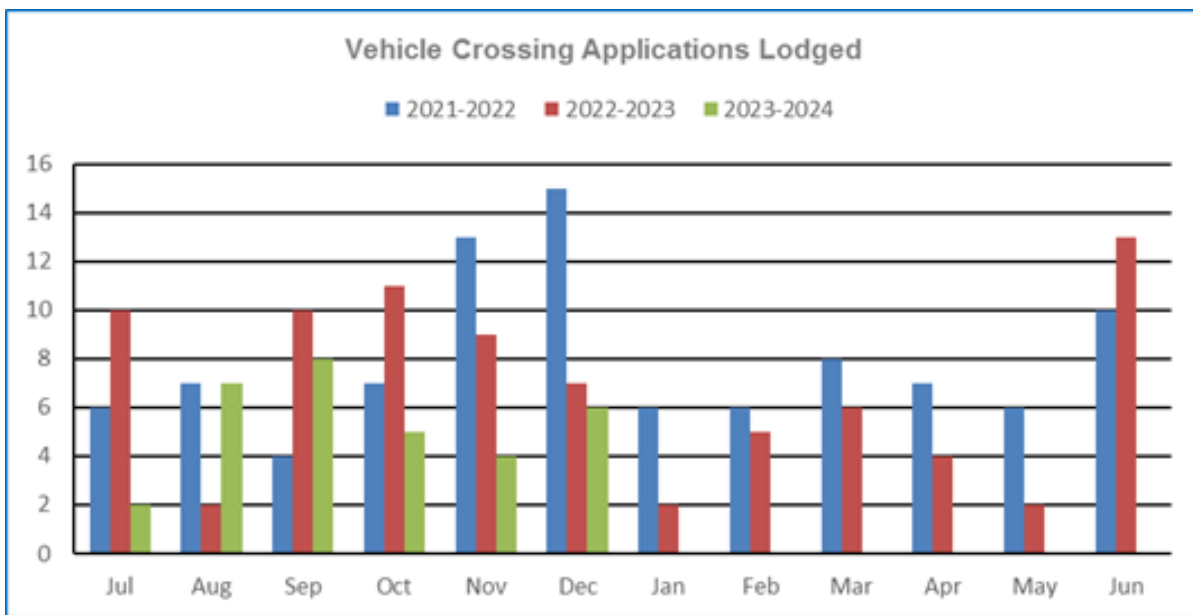
There was a total of 70 parking infringements issued in November and 51 in December 2023.





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

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

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

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

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

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

Approval Number		Description	Ward
1	ALF-96	Burger Fiasko	Bay of Islands-Whangaroa
2	ALF-93	29 The Strand Limited T/A Seaside	Bay of Islands-Whangaroa
3	ALF-92	25 The Strand, Russell T/A Butterfish Limited	Bay of Islands-Whangaroa
4	ALF-83	Konnie's Kafe	Bay of Islands-Whangaroa
5	ALF-65	Kerikeri Lunchbox	Bay of Islands-Whangaroa
6	ALF-63	Avo Sushi	Bay of Islands-Whangaroa
7	ALF-50	Sushi Gallery	Bay of Islands-Whangaroa
8	ALF-49	Duke Of Marlborough Business Limited	Bay of Islands-Whangaroa
9	ALF-48	Cc's Cafe Cinema	Bay of Islands-Whangaroa
10	ALF-39	The Gables Restaurant	Bay of Islands-Whangaroa
11	ALF-37	Jimmy Jacks Rib Shack	Bay of Islands-Whangaroa
12	ALF-3	Fishbone Cafe	Bay of Islands-Whangaroa
13	ALF-98	Letz Café	Bay of Islands-Whangaroa
14	ALF-102	Spice Grill	Bay of Islands-Whangaroa
15	ALF-103	Rocksalt Restaurant & Bar	Bay of Islands-Whangaroa
16	ALF-104	EI Café	Bay of Islands-Whangaroa
17	ALF-88	Kaikohe Bakehouse Cafe	Kaikohe-Hokianga
18	ALF-99	A New Era Cafe	Kaikohe-Hokianga
19	ALF-68	Mussel Rock Cafe and Bar	Te Hiku
20	ALF-100	Jesse's On The Waterfront Cafe & Bar	Te Hiku
21	ALF-85	Beach Box Coffee and Gelato	Te Hiku

Customer Service – Ask Nicely

The Monitoring Team had 53 surveys sent out in November 2023 with a 50.9% response rate. 15 customers expressed satisfaction and 10 were not satisfied.

3.52

▼ -0.41

01 Nov 2023 - 30 Nov 2023

Company — Goal: Off



TOTAL RESPONSES	SATISFIED	NEUTRAL	NOT SATISFIED	SURVEYS SENT	RESP. RATE
27	● 15	● 2	● 10	53	50.9%

The Monitoring Team had 23 surveys sent out in December 2023 with a 30.4% response rate. 4 customers expressed satisfaction and 3 were not satisfied.

3.25

▼ -0.27

01 Dec 2023 - 31 Dec 2023

Company — Goal: Off



TOTAL RESPONSES	SATISFIED	NEUTRAL	NOT SATISFIED	SURVEYS SENT	RESP. RATE
8	● 4	● 1	● 3	23	30.4%

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

345 RFS's were received for Animal Management in November, 50 urgent and 295 non-urgent.

213 RFS's were received for Animal Management in December, 28 urgent and 185 non-urgent.

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

Impounded Dogs

43 dogs were impounded in November 2023. 54 were released from the shelter. In terms of the dogs released 12 were claimed by their owners, 3 taken by a Rescue Group and 2 were adopted out to a new home. A total of 37 dogs were euthanised in November due to not being claimed by an owner and not meeting the criteria to be rehomed.

32 dogs were impounded in December 2023. 26 were released from the shelter. In terms of the dogs released 4 were claimed by their owners, 1 taken by a Rescue Group and 2 were adopted out to a new home. A total of 20 dogs were euthanised in November due to not being claimed by an owner and not meeting the criteria to be rehomed.

Infringements

There were 89 infringements issued in November by the Animal Management team:

- 78 x failure to register dog - s42
- 6 x not under control – s53(1)
- 3 x breaching dog control notices – s20 (5)
- 2 x Wilful Obstruction of an Officer – s18

There were 25 infringements issued in December by the Animal Management team:

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

The end of December 2023 saw a total of 7987 dogs registered across the district. This is an increase of 579 dogs for the same period last year (2022/23)

Customer Service – Ask Nicely

The Animal Management Team had 100 surveys sent out in November with a 41% response rate. Of those responses 73.2% were satisfied with the responses.

The Animal Management Team had 74 surveys sent out in December with a 40.5% response rate. Of those responses 50% were satisfied with the responses

Dog Attacks

November 23		December 23	
Person	10 4 North 6 South	Person	6 2 North 4 South
Domestic Animal	11 1 North 10 South.	Domestic Animal	10 4 North 6 South.
Stock	3 0 North 3 South	Stock	2 2 North 0 South
Poultry	1 1 North 0 South	Poultry	0 0 North 0 South
Protected Wildlife	0 0 North 0 South	Protected Wildlife	0 0 North 0 South
Total	25	Total	18

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: 96.2% Last Month: 97.2%

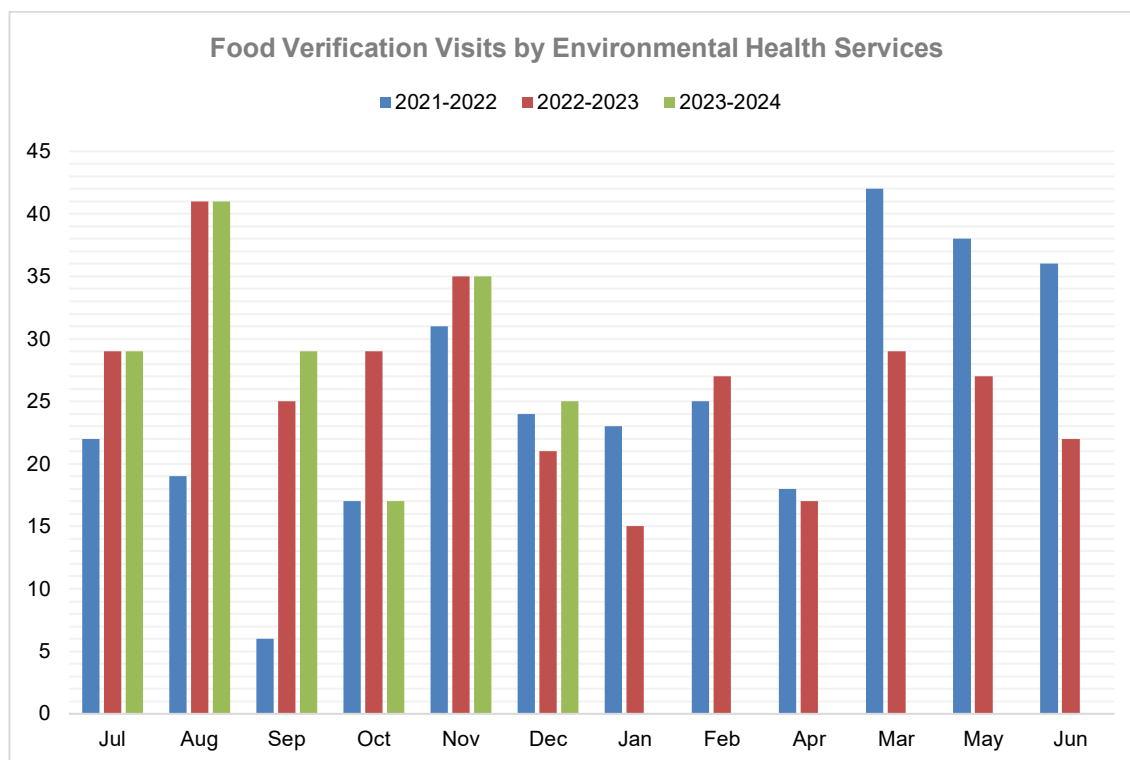
During November 2023, 36 verifications were scheduled. Of the 36 scheduled verifications, 35 were completed.

1 verification did not take place as the Operator cancelled the verification. This verification will be rescheduled for completion.

During December 2023, 26 verifications were scheduled. Of the 26 scheduled verifications, 25 were completed.

1 verification did not take place as the Operator cancelled the verification. This verification will be rescheduled for completion.

The following graph shows the number of verifications completed in November and December.



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: 40.2% Last Month: 34.6%

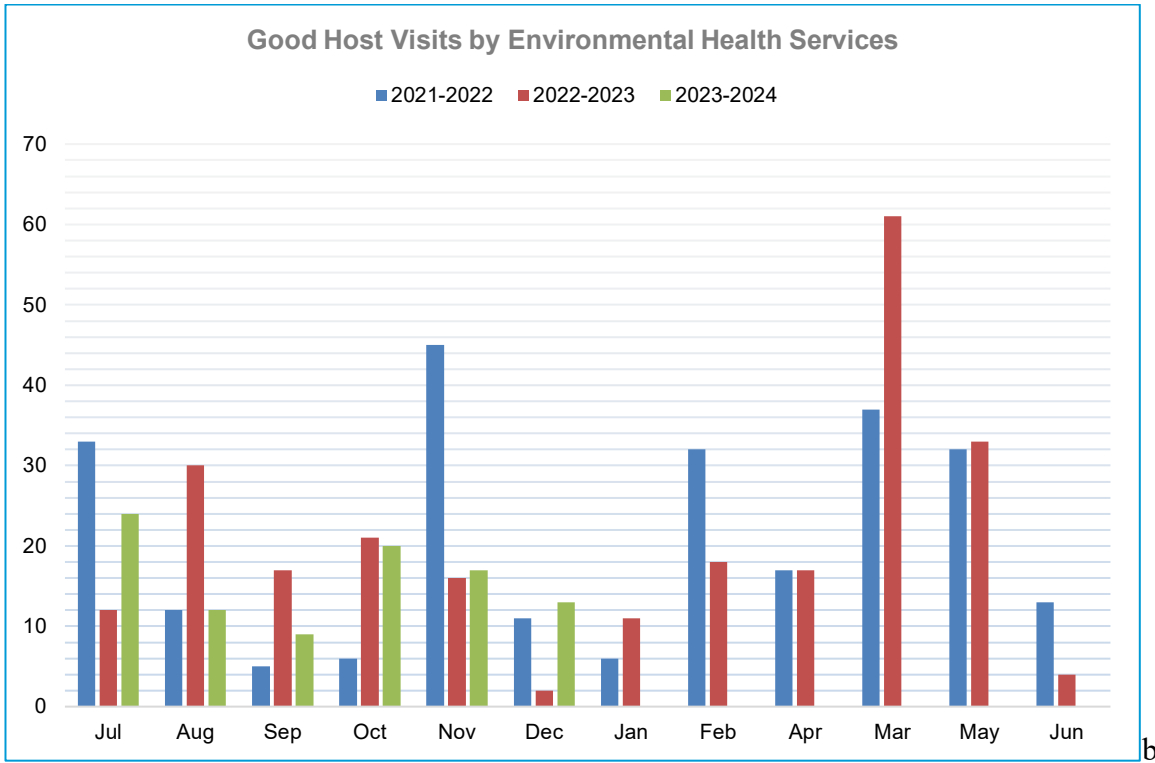
At present there are 263 licensed premises in the Far North District. 25 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that EHS will complete 234 visits during 2023-2024.

During November 2023, 17 visits were completed by EHS.

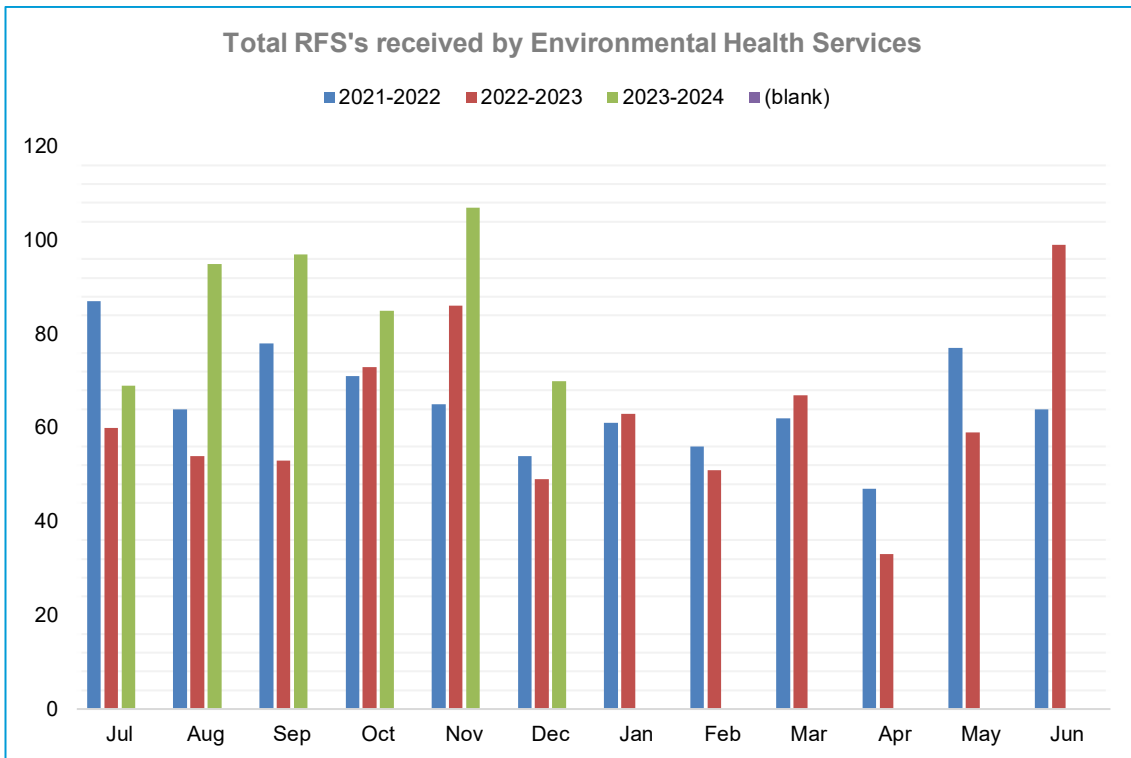
During December 2023, 13 visits were completed by EHS.

The EHS will complete the remaining 140 visits by 30 June 2024.

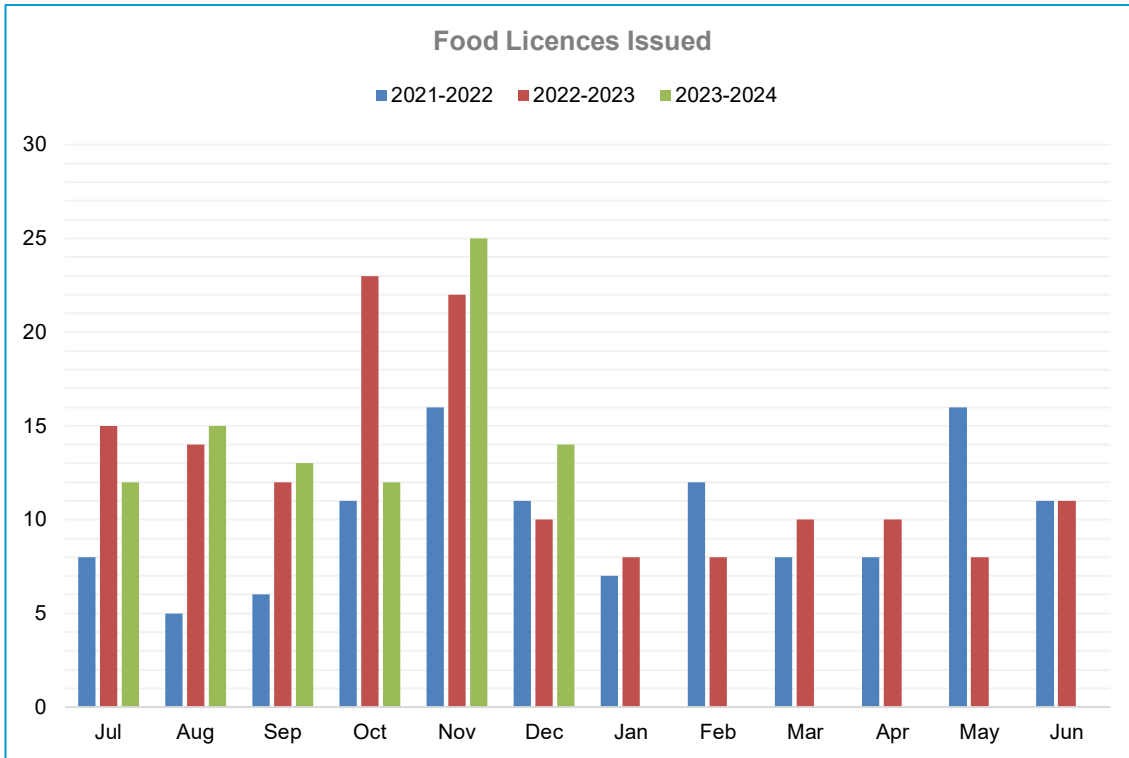
The following graph shows the visits completed in November and December.



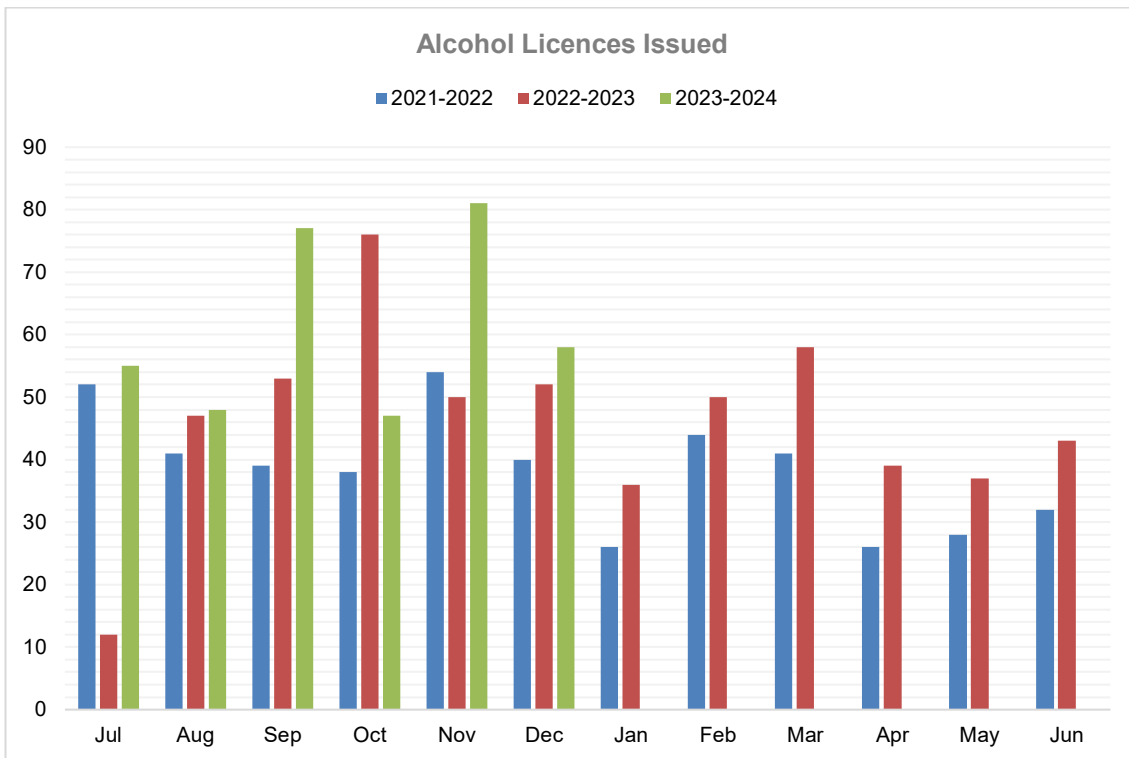
Requests for Service



Food Registrations Issued



Alcohol Licences Issued

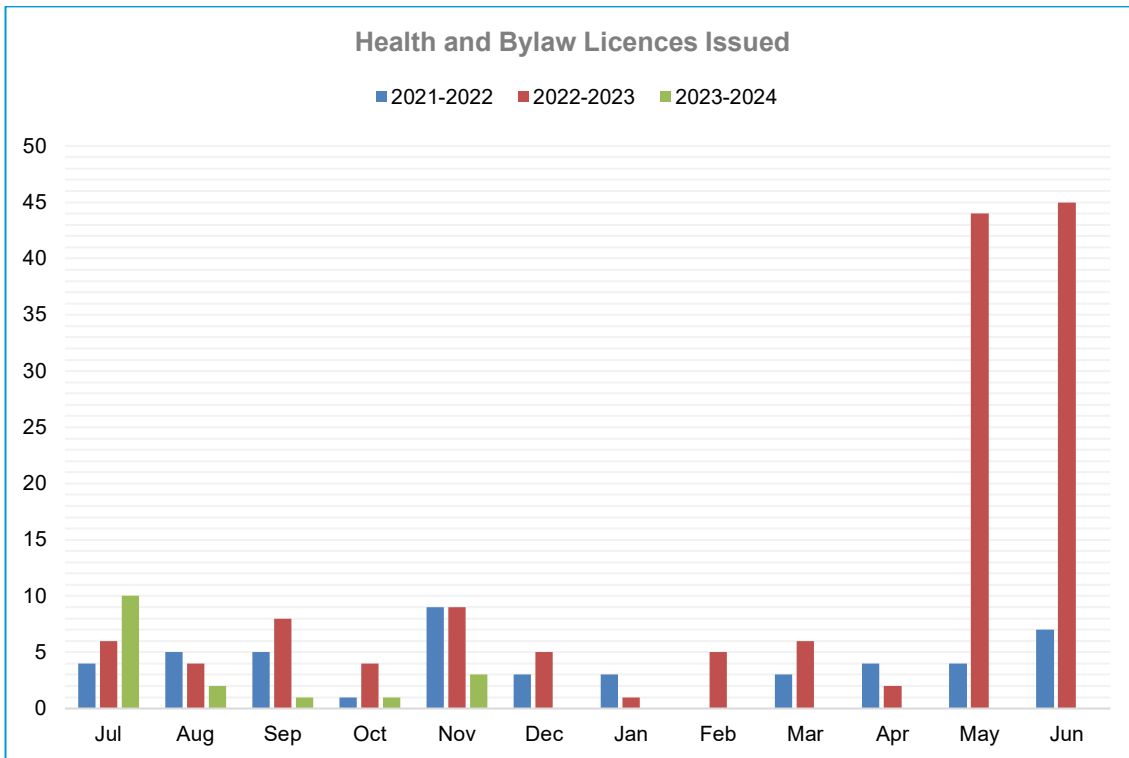


Health Licensing

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 November 2023, 3 health licences were issued. There were no health licences issued in December 2023.

The following table shows the health licences issued in November and December:



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 35 surveys sent out in November 2023 with 15 responses received, giving the team a response rate of 45.7%. There were 13 satisfied customers, 0 neutral customer and 2 customers who were dissatisfied. For November, the Environmental Health Services finished up at number 2 on the team leader board. For November the Environmental Health Services team achieved an average rating of 4.40 out of 5.

4.40

▲ 0.00

01 Nov 2023 - 30 Nov 2023

Company — Goal: Off



TOTAL RESPONSES	SATISFIED	NEUTRAL	NOT SATISFIED	SURVEYS SENT	RESP. RATE
15	13	0	2	35	45.7%

The Environmental Health Services team had 52 surveys sent out in December 2023 with 22 responses received, giving the team a response rate of 36.5%. There were 19 satisfied customers, 3 neutral customer and 0 customers who were dissatisfied. For December, the Environmental Health Services finished up at number 1 on the team leader board. For December the Environmental Health Services team achieved an average rating of 4.45 out of 5.



Environmental Health Services – Quarterly Newsletters

The Environmental Health Services published its “Summer 2023” newsletters in November.

- The summer alcohol licensing newsletter was published on 15 November 2023.
- The summer food business newsletter was published on 15 November 2023.

All published newsletters can be found on the FNDC Newsletter library at <https://www.fndc.govt.nz/Your-council/Council-newsletter-library> .

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 77 applications in December 2023, compared to 108 in December of 2022 year and 140 in December 2021.

Figure 1: Total Applications Received

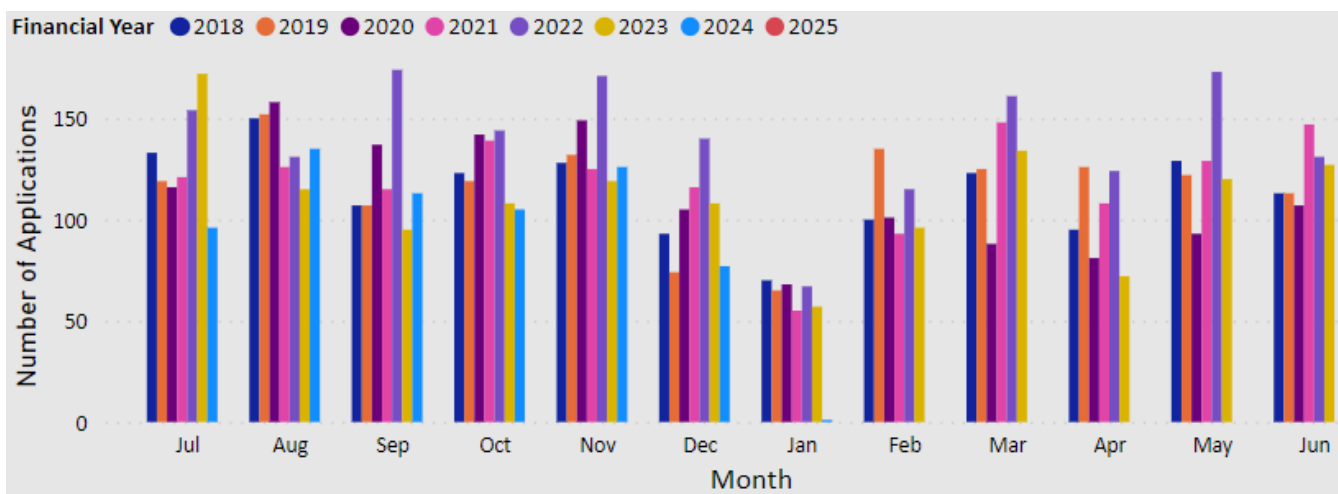
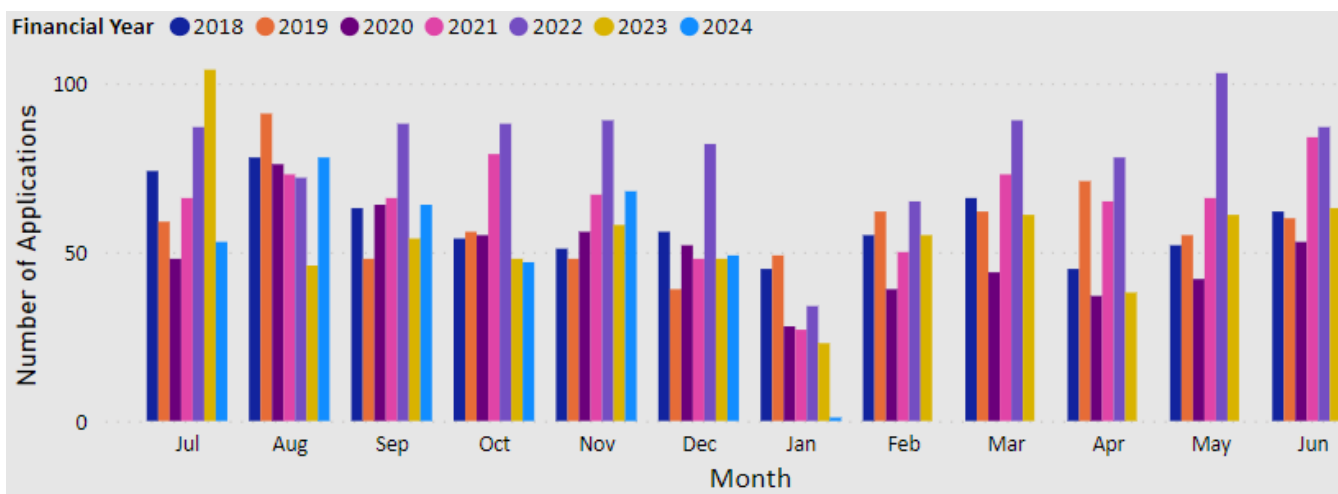


Figure 2 shows the total number of RMA applications* received each month since 2018. A total of 49 resource consent and associated applications were lodged this month. This shows a small increase in volumes to previous years, except the high volumes in December 2022 and 2021.

Figure 2: RMA Applications Received



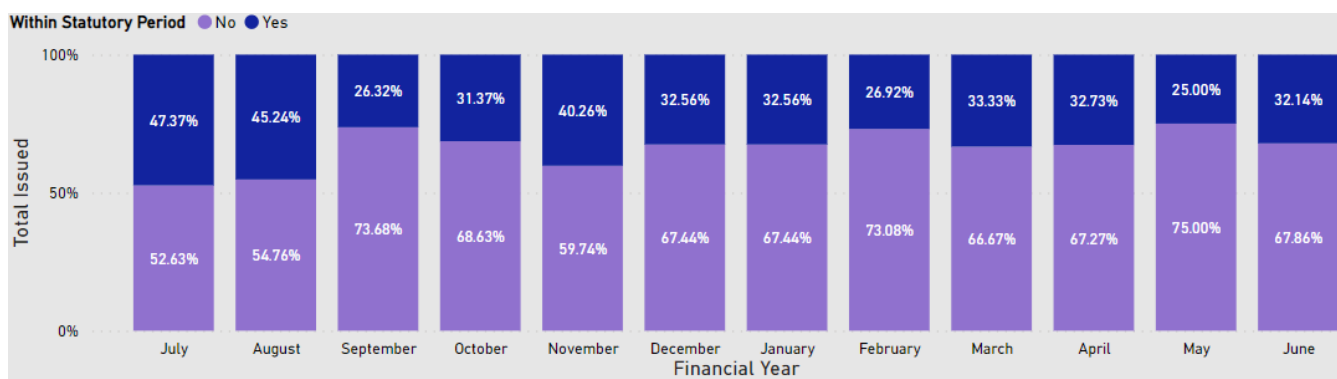
*Refers to RMA applications lodged that have statutory timeframe reporting but excludes certificates.

Decisions issued

The Resource Consents team issued 91 decisions under the RMA and LGA in December. Of the 91 decisions, 38 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). There has been a slight increase from previous months and is a result of the increased use of consultants and the incoming Manager and new Team Leader. 24 consents were outside statutory timeframes and 14 consents within statutory timeframes in December, resulting in 32.56% 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 8th January 2024 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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Land use	12	24	31	16	29	24	24	32	31	19	25	21
Subdivision	6	14	6	11	13	8	11	14	5	11	13	8
Variation	1	4	7	1	6	11	9	16	9	5	16	8
Permitted Boundary Activity	2	5	5	5	3	5	1	1	2	5	4	0
Extension of Time	0	0	1	1	3	4	1	0	2	7	0	0
Certificate of Compliance	0	0	2	0	2	0	0	0	0	0	1	0
RMA Discharge	1	0	1	1	0	1	1	0	0	0	1	0
RMA NES CS	0	0	0	0	0	0	0	0	0	0	0	0
Combined land use and subdivision	1	5	4	5	5	2	3	4	6	3	0	9
Outline Plan	0	0	2	0	1	2	2	0	0	1	0	2
Outline waiver	1	0	1	0	1	0	3	0	2	1	2	3
Designations	0	0	0	0	1	0	1	0	0	0	1	0
Combined Land Use and Discharge	0	0	0	0	0	0	1	0	0	0	0	0
Total RMA	24	52	60	40	64	57	57	67	57	52	62	51

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.

Figure 5: Number of certificate and other applications received monthly

Type of Application	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
RMAOTH	0	1	0	0	0	1	1	5	3	2	0	0
RMAOBJ	0	0	3	3	4	8	1	6	8	2	10	1
CER221	0	0	0	0	2	1	0	0	0	0	0	0
CER223	9	13	22	10	14	20	15	17	13	18	19	9
CER224	8	12	21	7	16	17	11	20	14	19	18	7
CER348	0	1	1	0	3	1	1	1	0	1	1	0
CERBND	1	0	2	0	2	1	1	1	0	1	0	1
CEROTH	3	6	9	2	4	3	3	6	1	3	1	3
LGA348	2	1	1	0	2	3	1	3	1	2	1	1
LGA327	0	0	0	0	0	0	0	0	0	0	0	
LGAEWK	5	4	6	7	3	5	3	5	8	2	11	2
LIQCOC	2	3	0	1	3	3	1	1	3	1	1	2
RMAEPA	4	2	12	6	8	7	4	4	5	3	4	1
Total	33	43	77	36	61	70	42	69	56	54	67	27

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 November 2023.

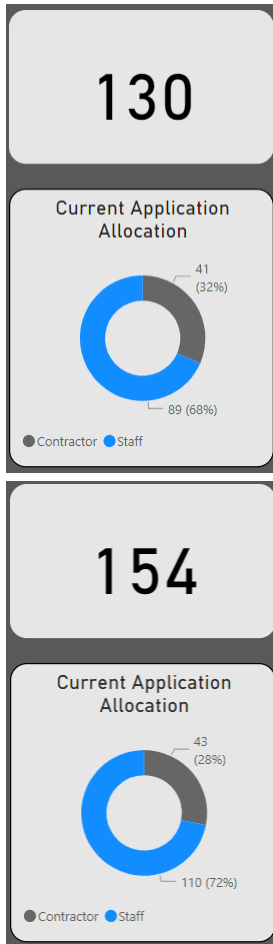
Application Number	Location
CER-2220347-CER224/A	546 Waiotemarama Gorge Road, Opononi 0473
CER-2220781-CER224/A	1810 Ngapipito Road, Kawakawa 0281
CER-2220706-CER224/A	654 Pungaere Road, Kerikeri 0295
CER-2230297-CER224/A	72B Ironbark Road, Waipapa 0295
CER-2300583-CER224/A	3835 State Highway 10, Kaeo 0478
CER-2220612-CER224/A	1135 Omaunu Road, Kaeo 0479
CER-2230096-CER224/A	16 Limelight Lane, Kerikeri 0230
CER-2300567-CER224/A	256 Wharau Road, Kerikeri 0293
CER-2220876-CER224/A	16 Waikare Road, Kawakawa 0283
CER-2220503-CER224/A	9 Baffin Street, Opuia 0200
CER-2220856-CER224/A	124 Montrose Road, Kerikeri 0295
CER-2230460-CER224/A	170D Kerikeri Inlet Road, Kerikeri 0230
CER-2300255-CER224/A	5-9 Ohotu Way, Kaitaia 0410
CER-2220793-CER224/A	1726 Waiare Road, Kaeo 0478
CER-2220136-CER224/A	362 Waikare Road, Kawakawa 0283
CER-2220819-CER224/A	22 Pungaere Road, Kerikeri 0295
CER-2220709-CER224/A	15 Greenway Drive, Kerikeri 0230
CER-2190408-CER224/A	1556C State Highway 10, Kerikeri 0470
CER-2230207-CER224/A	121 Olive View Heights Drive, Taipa 0420
CER-2230060-CER224	271 Redcliffs Road, Kerikeri 0294

Applications in process

There are currently 20 applications in pre-lodgement awaiting either additional information or payment.

There are 10 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 15 applications which have been assessed by internal or external planners which are awaiting review and signing by delegated authority and 15 currently being reviewed (Total under review 30). This is down 9 in November from 39.



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 reduced by 55 from last month (185).

There are 89 (68%) allocated to internal staff down from 128 (69%) in November, and 41 (32%) allocated to Consultant Planners down from 57 (31%) in November. 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 154 applications on hold down from 160 in November.

Overall, the Resource Consents team is managing a total of 345 RMA applications, the majority of which are being processed in house.

Trends, News and Success Stories

Hearings

No hearings were held in December.

Processing Timeframes

December saw a slight decrease in the number of applications received. Better staffing and normalised workloads have led to less reliance on consultant planners for business-as-usual processing. However, capacity is still an issue and external capacity is limited.

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, 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:

- RMA Support Officer (Permanent)
- Planning Technician (Fixed Term)
- Intermediate Planner (Permanent)
- Senior Planner (Permanent)
- Senior Planner (Fixed Term)

The Team continues to advertise for staff in a very competitive market.

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.

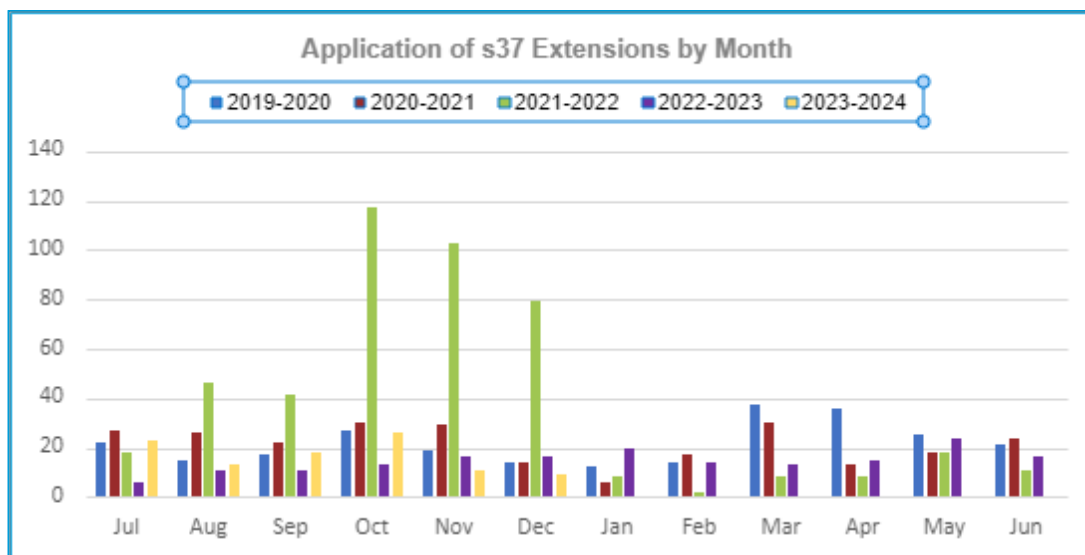


Figure 6: Application of s37 extensions

Customer and Relationships

Ask Nicely Results

Resource Consents sent out 88 customer service surveys in December 2023 with 31 responses received, giving the team a response rate of 27.3%. There were 14 satisfied customers, 3 neutral customer and 14 customers dissatisfied.

Request for Service Responses

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

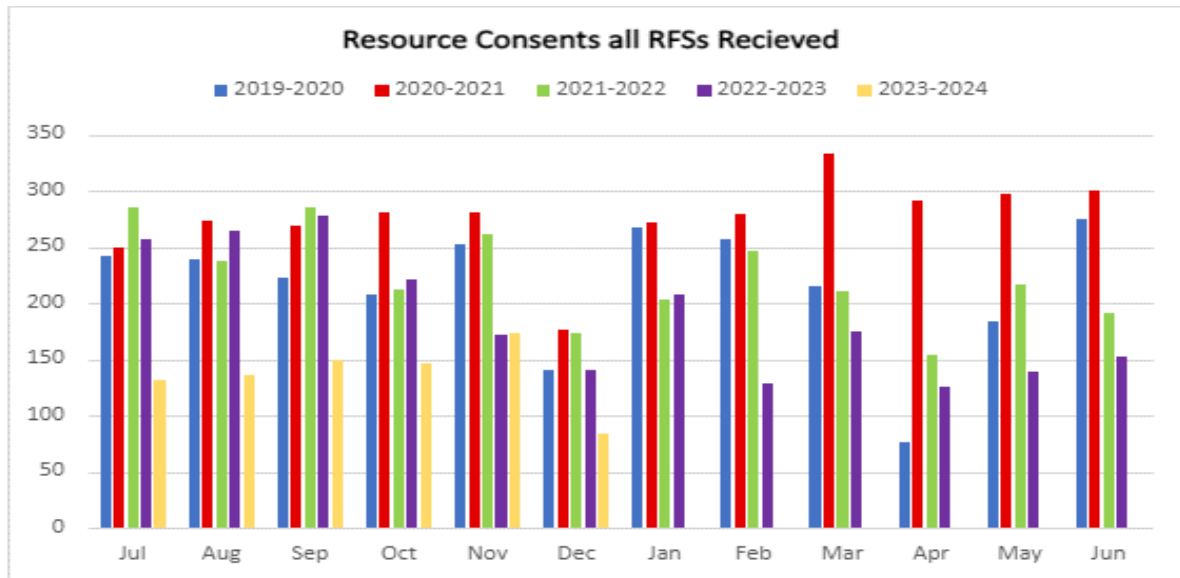


Figure 7: Number of RFS Received by month

Applications Received for Significant Developments – December 2021 Onwards

Application	Allocated	Received	Location	Status	Description
2220163-RMACOM	Consultant Planner	20/09/2021	Whatuwhiwhi	Suspended	Subdivision to create 140 lots at Whatuwhiwhi. Application originally rejected in November due to lack of sewer access.
2220418-RMASUB	In-house	10/12/2021	Taipa	Suspended	Subdivision to create 10 allotments in the Coastal Living Zone as a Discretionary Activity.
2220473-RMALUC	Consultant Planner	22/12/2021	Mangonui	Suspended	Tasting room at Paewhenua Island breaching the Visual Amenity, Scale of Activities Earthworks, TIF, and access standards in the General Coastal zone and consent for a change of use under the NESCS. Also included are changes to a consent notice and a discharge consent under the regional plan. The activity is a Discretionary activity.
2220509-RMALUC	Consultant Planner	31/01/2022	Kerikeri	Suspended	A self-storage facility consisting of 9 buildings with a combined floor area of 6498m ² and 30,133m ³ of earthworks'
2230232-RMACOM	Consultant Planner	15/11/2022	Kerikeri	Withdrawn	To undertake a unit title and fee simple subdivision in two stages and construct 18 residential units.
2240011-RMALUC	In-house	11/07/2023	Kerikeri	Current	To construct six residential units in the residential zone breaching the residential intensity, sunlight, stormwater management, traffic intensity, on-site car parking spaces and vehicle crossing standard rules as a discretionary activity.

RMA Reform Implications

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

Property and Facilities Management

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

Introduction

The Property and Facilities Management department is made up of three teams: Property Management, Assets and Project Delivery, and Technical Operations.

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

Facilities include:

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



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

Key facts about solid waste management:

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



Contribution to community outcomes



Communities that are healthy, safe, connected and sustainable



Proud, vibrant communities



Connected communities that are prepared for the unexpected



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

Property Management

Introduction

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

The Property Management team perform the following functions:

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

Leases

There are currently 31 historical expired leases.

- Aupouri Ngati Kahu – Te Rarawa Trust, Tangonge Domain, Kaitaia – Public consultation ran for 4 weeks and was widely supported by the community and the Te Hiku Community Board. A report will be presented to Council on the 8th February for final resolution on the granting of the lease.
- Doubtless Bay Sea Scouts, Taipa – Public consultation ran for 4 weeks and was widely supported by the community and the Te Hiku Community Board. A report will be presented to Council on the 8th February for final resolution on the granting of the lease.
- Te Rarawa Rugby Club Incorporated – A report is being presented to Council on the 8th February to initiate public consultation on the granting of a new ground lease.
- Hokianga Bowling Club - A report is being presented to Council on the 8th February for final resolution on the granting of a new ground lease.
- 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 February 2024

Council

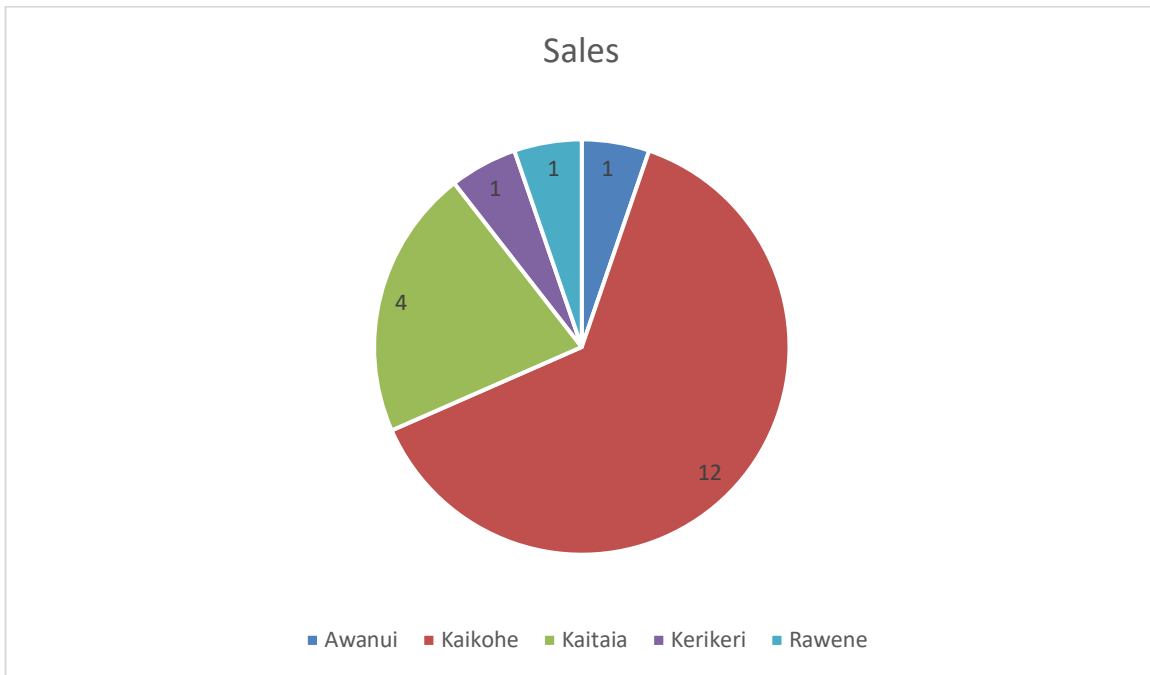
- Aupouri Ngati Kahu – Te Rarawa Trust, Tangonge Domain, Kaitaia – Public consultation ran for 4 weeks and was widely supported by the community and the Te Hiku Community Board. A report will be presented to Council on the 8th February for final resolution on the granting of the lease.
- Playcentre Aotearoa, Russell Playcentre – A report will be presented on the 8th February for Council to resolve on the granting of a new ground lease.
- Te Rarawa Rugby Club Incorporated – A report is being presented to Council on the 8th February to initiate public consultation on the granting of a new ground lease.
- Hokianga Bowling Club - A report is being presented to Council on the 8th February for final resolution on the granting of a new ground lease.

Te Hiku Community Board

- **Doubtless Bay Sea Scouts, Taipa** – Public consultation ran for 4 weeks and a report will be presented on the 13th February for recommendation to Council.

Housing for the Elderly

We currently have 19 vacant pensioner units:



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. Renewal works have commenced on two vacant units in Puckey Avenue, Kaitaia.

Valuations of the Housing for the Elderly units is ongoing.

Cemeteries & Events

- Cemetery auditing of burial information has been a work in progress. This will be an ongoing task over the coming months with the key focus on the largest cemeteries based in Kerikeri, Kaikohe and Kaitaia. 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.
- Event bookings have slowed down now that the Christmas period is over. Applications to use councils reserve for Waitangi Day are being processed.

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 – December 2023

Housing for the Elderly (HFTE)

- Upgrades for Kaikohe, Kaitaia & Kawakawa progressing.
- Kaikohe Village has ramps being installed at present and the renovation in one of the units has also commenced.
- Kaitaia Villages has renovations commencing in 3 units.
- Rawene has a safety works project required for ramps and footpaths, this work will commence once funding is acquired.

Opuia/Paihia Walking Track

- Due to substantial slip and fallen tree a small part of the track has been diverted up Richardson Street.
- Significant barriers and signage were installed prior to Christmas; however some innovative locals have cut holes in the barriers to enable them to still access that part of the track.
- Work is underway to close this up again.

Kaitaia Airfield

- Crown and Ngāi Takoto will continue with the transfer of land ownership.
- The Airfield Management agreement between FNDC and FNHL has been extended until 30 June 2024 to permit continued operations at the airfield.
- Council is waiting to hear from Ngāi Takoto regarding the signing of the lease document. It is uncertain as to when this may occur.
- Safety fencing between the school and the runway has been approved and it is expected this work to be completed by the end of January.
- Further capital works to the runway lighting, runway and drainage are budgeted for and work cannot commence until the final lease arrangements are completed.

Long Term Plan

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

Solid Waste Contract Tender

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

BAU update

- Realignment of the team under the Head of Infrastructure Strategy in March 2024 has unsettled the team, but it is hoped that further disruptions and/or changes will not occur once the new structure is decided.
- Planning assessments for projects and consents due for renewal are a risk at present with no expertise in house. Team Leader is working on the SP5 for the Planner vacancy within the team. Work to engage an external resource may be required.
- Asset Management Plans and Long-Term Planning work currently in progress.
- Work happening in the project space is reported in the programme below.

Capital Project Report – September 2023

Project Name	RAG Status	Project Description	Project Update
Housing for the Elderly	●	<ul style="list-style-type: none"> • Renewal and LOS upgrades 	<p>Current Status</p> <ul style="list-style-type: none"> • Work to commence in Kaikoeh & Kaitaia in January. <p>Next action</p> <ul style="list-style-type: none"> • Currently work through ramps and renovations in Kaikohe and Kaitaia • Further funding is required for safety works in Rawene.
Lake Ohia Hall Renewals	●	<ul style="list-style-type: none"> • External Envelope • Re-Piling • New toilets • New kitchen • Repair/replace wall claddings • Repair timber windows • New entrances, deck, and accessible ramp • Accessibility and other internal upgrades 	<p>Current Status</p> <ul style="list-style-type: none"> • Lodged Building Consent 26/05/23 - RFIs raised <p>Current Activity</p> <ul style="list-style-type: none"> • Develop works plan • Producing tender document, working with kitchen designer to incorporate committee's requests. <p>Next Activity</p> <ul style="list-style-type: none"> • Pending completion of design works for kitchen it is planned to tender for physical work in October.
Okaihau Hall Renewals	●	<ul style="list-style-type: none"> • Interior Renewals • New toilets • New kitchen • New rear deck and access • Accessibility and other internal upgrades • Asbestos Remediation 	<p>Current Status</p> <ul style="list-style-type: none"> • Building consent approved • Asbestos survey and testing have identified significant areas of the Hall both externally and internally require asbestos remediation prior to commencing fitout of kitchen and bathrooms <p>Current Activity</p> <ul style="list-style-type: none"> • Structural Engineer has assessed sub floor foundations and concluded they are okay • Work with Hall Committee to find and engage a kitchen designer <p>Next Activity</p> <ul style="list-style-type: none"> • Collate Assessments to formulate a wider programme of works

Project Name	RAG Status	Project Description	Project Update
			<ul style="list-style-type: none"> Meet with Asbestos Removal Contractor to gauge costs involved
Rawene Hall Renewals	●	<ul style="list-style-type: none"> Interior Renewals New toilets New kitchen Accessibility and other internal upgrades	Current Status <ul style="list-style-type: none"> Works progressing Current Activity <ul style="list-style-type: none"> Contractor appointed and contract being signed Next Activity <ul style="list-style-type: none"> Works to commence in February
Unahi Wharf Carpark Project	●	To compliment the recent wharf upgrade, the carpark and existing boat ramp area are proposed to be upgraded - Provision of additional trailer parking and carparks, permanent unisex public toilet, additional tables & bench seats, planting & general beautification, signboards and Pou.	The dry vault toilet had a few snags that required rectifying before Council's Operations teams would take it over, this has since been resolved and is open for use with only minor works still required including lighting planned for January. The fabricators of the Pou could no longer complete the works by Christmas due to high workload, so will be completed after the holiday break in late Jan 2024. There is an area of ponding along the interface of the concrete carpark and the seal, a local contractor has been engaged to get an estimate to complete the works.
Russell Cemetery Development	●	Expansion and development of the Russell Cemetery.	Phase One – vegetation clearance was completed prior to Christmas including the access road and the Ground Penetrating Radar (GPR) scan of the total area of the new cemetery. The GPR identified a number unmarked graves which we have flagged on site and surveyed the locations to capture for future reference. The final layout design will ensure these locations are left undisturbed. A landscape architect/designer with support from an experienced cemetery designer has been engaged to complete the final design.
Pukenui Coastal Walkway	●	This project requires the construction of three separate walkway sections that will eventually link the Pukenui community. The three sections are located between Houhora Heads Rd and Harrys Lane in Pukenui.	Design and consenting works have begun for Section 2. We have drafted a list of consenting requirements / thresholds and rules so that we are conscious of what information we need to provide during our design or change in our design if it is likely we will be unable to get consent for it. The Kauri Dieback Management Report is being reviewed and will be completed in January.
Opua-Paihia Coastal Walkway Upgrade Stage 2 Works	●	This project is the second stage of the Opua-Paihia Coastal Walkway Upgrade of the existing walkway between Te Haumi Bridge and Beechy Street, Opua. The works consist of track surface, minor structure and minor drainage upgrades, upgrade of existing, and construction of several new bridge/boardwalks, and installation of low height retaining walls.	Stage 2 Package 1 has been split into two phases: Phase one: English Bay to Smith Road: Variation issued and Practical completion issued for section of track to permit opening over the holiday season. Approximately 6 weeks remaining to complete of phase one once contractor back to site in early Feb. Phase two: Smith Road to Te Haumi. 6 week Construction package now starting March 24. Stage 2 Package 2: Consented portion between English Bay and Beechy Street. Lodgement of consent planned for Feb 24. Application will exclude structures below Richardson street in vicinity of slip and closed section.
Kerikeri Squash Courts	●	Construction of 4 Court facility attached to the existing Sports Complex	<ul style="list-style-type: none"> Works completed CCC pending work on exits in the existing building

Project Name	RAG Status	Project Description	Project Update
			<ul style="list-style-type: none"> Formal opening on February 10th.
Rangitane Public Toilets	●	Installation of Public Toilet at Rangitane Reserve	<ul style="list-style-type: none"> Project still on hold at this time. Received CIA from Ngati Rangī/Ngati Mau. Further CIA required from Te Whiu and potentially further test pits to be supervised by Heritage NZ
Rangitane Boat Ramp	●	Development of the Rangitane boat ramp and reclamation area for parking	<ul style="list-style-type: none"> Consultants progressing detailed reports BOI Planning communications and work relating to this project RC applying pending
Kaitaia Airport	●	Renewal of main runway and Healthy home compliance on residential dwelling	<ul style="list-style-type: none"> Lease and Ownership details are in progress with the lease being finalised and should be in place by the end of the calendar year. Airport Management Agreement to be signed by both parties.
Minor Renewals		Minor renewals as required in various locations	<ul style="list-style-type: none"> Clansman Rawene Horeke Narrows Kohukohu Wharf
Proctor Library rear roof replacement	●	Replacement of the old building roof, structural changes to the roof line, remove A/C units from roof and reinstate on ground with caging	<ul style="list-style-type: none"> Works to commence Mid-January Toy Library will relocate to a room within the library Walk over the parking tenants to ensure they have the correct locations for their temporary parking allocations.
Kaeo library Renewals	●	Historical building requiring renewal works. Programme of works in progress	<ul style="list-style-type: none"> Work to be undertaken to investigate where and how the water is entering the building. Plan to deal with the works following this investigations.

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.
- Oversee Cemetery Maintenance and Burials.
- Engage and Induct Volunteers.
- Ensure Contractor HSE is to a high standard.
- Deliver the forward works programme
- Deliver the park furniture renewal programme

- 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

Technical Operations focus for November and December 2023 has been the delivery of the summer season programme/s of works relating to parks and reserves, public toilets and building maintenance.

There has been an increase of customer enquiries leading into Christmas period relating to parks and reserves, events on reserves and town maintenance. Essential request based on health and safety and compliance requirements are being actioned effectively. Non-essential request/s for maintenance are being placed on hold and will be actioned in the new year.

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 resources and capability.

Community Services Contract

- Community Facilities Maintenance Contract is available on for tender on the GETS website. Supplier briefings have taken place in August 2023 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 closed 29 November 2023. Preferred supplier has been selected. Negotiations begin 27 January 2024.
- Operationally we continue to undertake a good number of audits and have corrective actions processes in place to drive continuous improvement from the contractor.

Audit results YTD below.

	Target	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Average
Mowing	95	65.0		73.8	53.6	60.7	87.9	99.3	100.0	94.1	98.9	98.5	92.0	91.1	90.1
Edging	95	61.2		71.9	50.0	50.0	64.6	97.2	95.2	62.5	82.7	77.3	62.5	71.4	82.2
Gardens	95			93.5	77.1	45.4			98.6	95.8	100.0	98.1	100.0	90.8	94.2
Playgrounds	95	100.0		96.4	88.6	98.2	98.2	100.0	100.0	97.3	99.3	97.4	100.0	99.1	98.4
Town Maintenance	95			86.1	86.7	90.6					100.0	84.4	98.5	95.3	95.4
Toilet Maintenance	95	97.1		88.9	89.3	78.2	83.6	92.8	92.8	89.5	95.4	91.2	100.0	95.2	94.0
Cemeteries	95					91.7		100.0		97.2	97.2	100.0	100.0	100.0	99.0
Furniture	95	100.0		99.3	78.8	95.0	98.3	100.0	100.0	97.0	99.3	99.4	100.0	97.5	98.2
Total Internal	95	78.5		81.3	80.8	69.5	84.8	95.1	97.8	90.3	94.4	94.1	98.1	93.1	92.1

Eastern area

Te Karuwaha Parade, Waitangi

Members of public occupying the reserve had been moved on by enforcements and Police. Council continued to monitor the site using security cameras, security fencing and security guards over through December. The reserve is being re-opened to public and services such as mowing and grounds care will be reinstated prior to Waitangi day.

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. Contractor will level out site re-soil by end of February 2024.

Hone Heke Monument, Kaikohe

Corrections have indicated they would like to undertake community service work on the Hone Heke Monument. Council is working with Corrections through the volunteer induction process which ensures volunteers can undertake physical work on council owned land in a safe manner for the benefit of their communities.

Northern area

Hendersen Bay Reserve

Member of Public has cut council bollards to gain access to beach. Council renewed the bollards. The new bollards were then cut within a month of the bollards being replaced. Council installed rock barriers to prevent access. The rock barriers have since been relocated by a member of public. The matter has now been referred to council enforcement team. Bollards will be reinstated following enforcement action.

Forward Works Programme

- Preparation of the Forward Works Programme for 2024/25 is underway, the work includes external washdown of council offices, Housing for the Elderly site and Community Halls, servicing of Housing for the Elderly heat pumps and other routine works.
- 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 3.57 for the period of November and December 2023.

3.57

▲ 0.57



01 Nov 2023 - 31 Dec 2023

Company — Goal: Off



TOTAL RESPONSES
30

SATISFIED
● 20

NEUTRAL
● 1

NOT SATISFIED
● 9

SURVEYS SENT
71

RESP. RATE
40.9%