

**DELIVERY AND
OPERATIONS
BUSINESS REPORT**

March-April 2024

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 March – April 2024.

Executive Summary

Building Services

Building Consent Authority (BCA)

At the end of March, the BCA completed another month of high performance. Building Consent and Code Compliance Certificate compliance for the year are both at 100%. Average working and calendar days for building consents are 7 and 14 days, whereas code compliance certificates are 5 and 10 days.

At the end of April, the BCA completed another month of high performance, achieving 100% compliance on Building Consent and Code Compliance Certificate, which retains the compliance for the year at 100% for both. Average working and calendar days for building consents are 10 and 29 days, whereas code compliance certificates are 7 and 23 days.

Compliance

Monitoring

Monitoring received 220 Requests for Service (RFS) in March/April 2024.

A total of 163 noise complaints were received and responded to during this period (84 March and 79 April). Response times of 83% and 86% were achieved for urban areas and 100% and 79% in rural areas.

There were 95 parking tickets issued in March 2024 and 60 in April 2024.

Animal Management

742 RFS's were received for Animal Management in the March/April 2024 period, 128 urgent and 614 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

81 dogs were impounded in during March and April 2024. 76 were released from the shelter. In terms of the dogs released, 17 were claimed by their owners, 5 taken by a Rescue Group and 6 were adopted out to a new home. A total of 48 dogs were euthanised due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 120 infringements issued during March and April by the Animal Management team:

- 98 x failure to register dog - s42
- 16 x not under control – s53(1)
- 3 x Failure to confine – s52A
- 2 x breaching dog control notices – s20 (5)
- 1 x Wilful Obstruction of an Officer – s18

The end of February 2024 saw a total of 8387 dogs registered across the district.

Environmental Health

A total of 82 Food Verification audits were completed in March and April 2024.

During March and April 2024, 66 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. The team have visited 55% of premises so far.

A total of 178 Requests for Service (RFS) were received in March and April 2024.

Resource Consents

March saw an increase in the number of applications received. The team has been successful in recruitment of planners which has led to less reliance on consultant planners for business-as-usual processing.

The Resource Consents team issued 116 decisions under the RMA and LGA in March of the 116 decisions, 49 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 22 consents were outside statutory timeframes and 27 consents within statutory timeframes in March, resulting in 55.10% compliance rate.

Our engineering team have the added responsibility of processing 223/224 Certificates, Engineer Plan Approvals and assist with Compliance and request from the public. It is our engineering team's preference to process these inhouse and we manage to keep around 90% of the "post Decision" applications inhouse with some help from a consultant Wil Pile.

With our two engineers Alistair and Brads focus on post approvals (with some RC processing) it leaves Rinku to write Engineering memos. We therefore still outsource a high number of new applications.

Once our new Senior Engineer is up to speed, we will have Rinku & Aasif writing reports. This still only leaves 2 Engineers to write reports. So, there will still be a demand for Engineering consultants.

The following positions are currently vacant:

- Team Leader – Resource Consents
- Resource Consents Engineer (Permanent)
- Planning Technician Fixed Term

The Team was successful recruiting to the Resource Planner role and welcomes Angela Fusitu'a to the team. April saw a decrease in the number of applications received. The team has been successful in recruitment of planners which has led to less reliance on consultant planners for business-as-usual processing.

The Resource Consents team issued 120 decisions under the RMA and LGA in April, of the 120 decisions, 43 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 8 consents were outside statutory timeframes and 35 consents within statutory timeframes in April, resulting in 81.40% compliance rate.

The overall high compliance rate is a direct effect of internal staff recruitment that has increased our processing capacity and reduced the usage of external consultants. Currently the only use of external consultants is legacy applications.

The following positions are currently vacant:

- Senior Planner
- Planning Technician (Fixed Term)

The Team continues to advertise for staff in a very competitive market. The team has welcomed two new staff members in April:

- Chantelle Stevenson - RMA Support officer
- Liz Searle - Senior Resource Consent Planner

The team was successful in recruiting a to the RC Engineer and Team Leader Planning.

Property and Facilities Management

Property Management

Property Managements focus through March and April has been collating processes and finalising lease negotiations for final sign off. We have collated reports for the Community Board regarding the annual Hall Committee statistic and information returns, which will be presented in May.

Te Hiku Sports Hub swimming pool remains closed, but their grand opening is expected in June.

Lease tenancy visits continue, with a last visit required in Kaitaia. We will then proceed to begin with the Eastern Ward visits.

Six monthly inspections for the Housing for the Elderly units have nearly concluded, with Pukey Ave, Kaitaia being carried out in May.

As a team, we are focused on the training of staff to ensure all agreements, licences to occupy and leases are in place. We are also ensuring back up cover is provided for our contract payments.

Technical Operations

Technical Operation's focus for March and April has been on working through some of our historical RFS', actioning playground condition reports and reviewing some of our processes. We have been preparing ourselves for the demobilisation of our current contractor, Green By Nature, for the Community Facilities Contract, alongside the mobilisation. The following two months will be a crucial time for our team as we focus on final audits and our transition.

We have been upskilling where we can, to ensure we can deliver knowledgeable service to our community and were privileged to attend a Pest plant workshop, Top Energy and the Kauri Collective.

Our new contract with Citycare was officially announced last week and our wider Property and Facilities leadership have supported them with three Recruitment evenings across Kaitaia, Kaikohe and Kerikeri.

Each evening was a success, with plenty of engagement from local community who are keen to maintain the district as a beautiful place.

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

Building Consent Authority

At the end of March, the BCA completed another month of high performance. Building Consent and Code Compliance Certificate compliance for the year are both at 100%. Average working and calendar days for building consents are 7 and 14 days, whereas code compliance certificates are 5 and 10 days.

There is a downward trend in consenting currently which is allowing more time to train staff to be multi-skilled to provide cover when we have high numbers in other areas of the business or when staff are away.

Applications received are trending similarly to previous years, but the total number of applications is down, with the total for the year look likely to be around 1200 consents which is less than the last few years.

The building services team current have work programme with 5 key projects aimed at improving the customer experience and aiding in resource recovery by being more efficient in how we conduct our business processes, these project will largely be dependent on wide council resources, but give the current down turn we have capacity to advance these project where possible.

1. Data collect in line with BCA statistic NZ standards.
2. BI reporting for building compliance (Bwofs, NTF's and swimming) pools.
3. Portal revamp
4. Objective files from pathways
5. Dashboard for COC inspections (food and alcohol)

At the end of April, the BCA completed another month of high performance, achieving 100% compliance on Building Consent and Code Compliance Certificate, which retains the compliance for the year at 100% for both. Average working and calendar days for building consents are 10 and 29 days, whereas code compliance certificates are 7 and 23 days.

Applications received are trending similarly to previous years, but the total number of applications is down, with the total for the year look likely to be around 1200 consents which is less than the last few years.

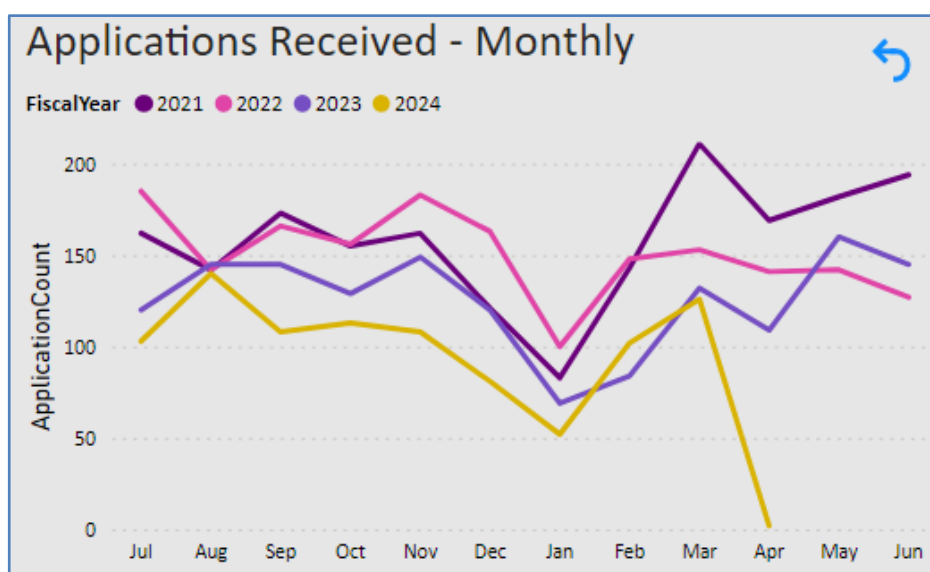
MBIE have provided a report on the performance of all of the BCA in NZ and Far north have land in the top 10% for overall performance.

Across the country, 90.7% of applications were processed within the statutory period. FNDC is 100%.

Of the 69 BCAs in the country, eight processed 100% of applications within the statutory period. FNDC is one of these.

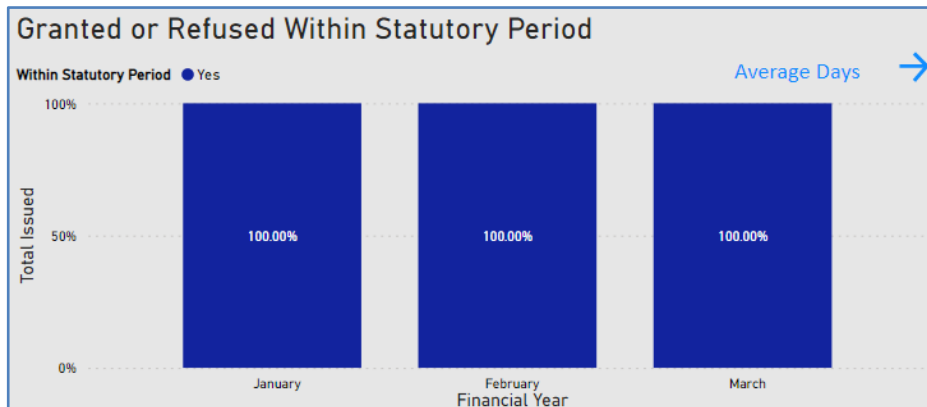
The median time to process an application is 9 working days. FNDC is 7 working days.

MBIE Report attached later in this report.

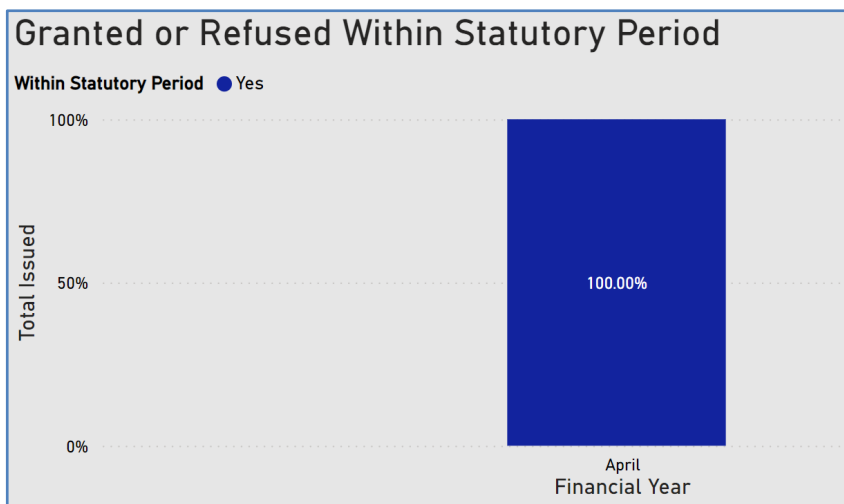


Building Consent Processing

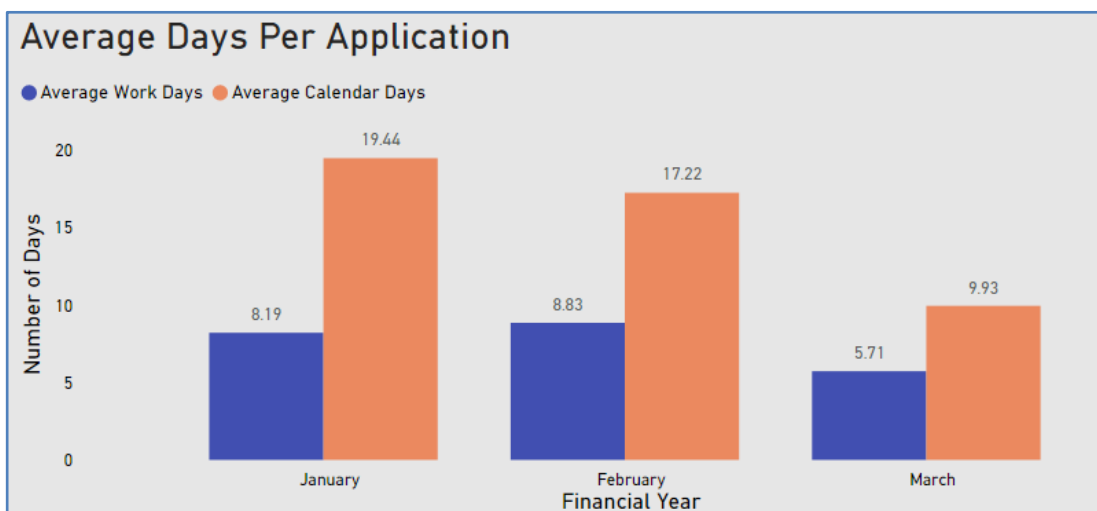
The building consent processing unit has achieved 100% compliance for the 2023-24 Fiscal Year so far. The BCA has received 1048 consents to date. The month of March saw 126 consents received, and 106 issued within the statutory time.



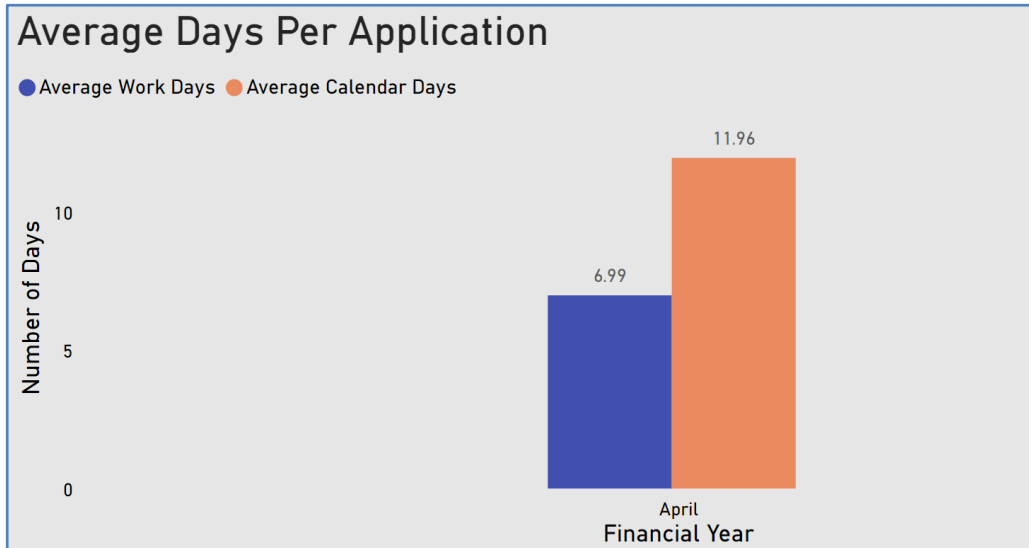
The month of April saw 111 consents received, and 79 issued within the statutory time.



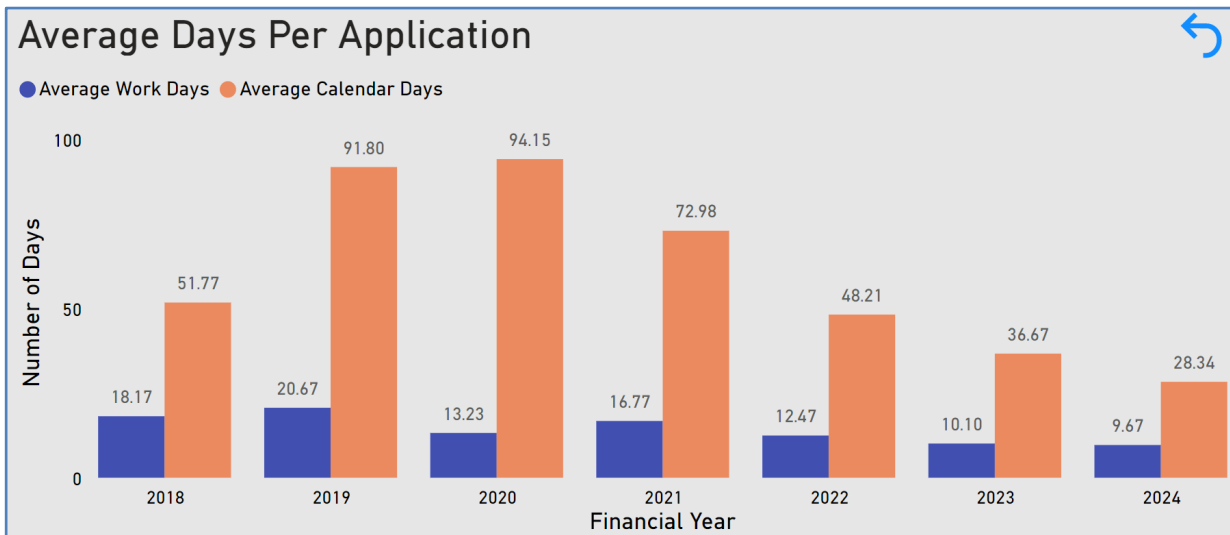
March was a good month for issuing building consents with the average statutory day count continuing to trend down from previous months.



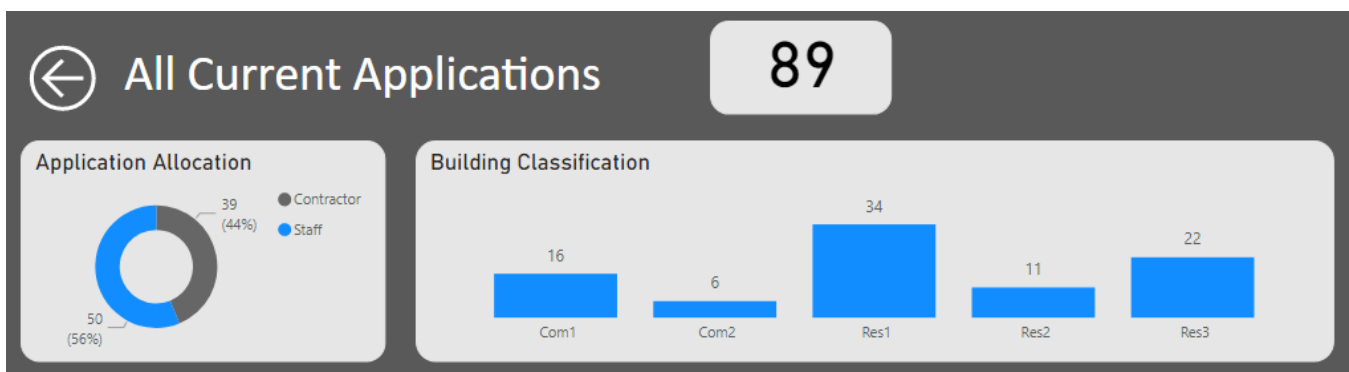
April was a good month for issuing building consents with the average statutory day count to issue a building consent at 6.99 days.



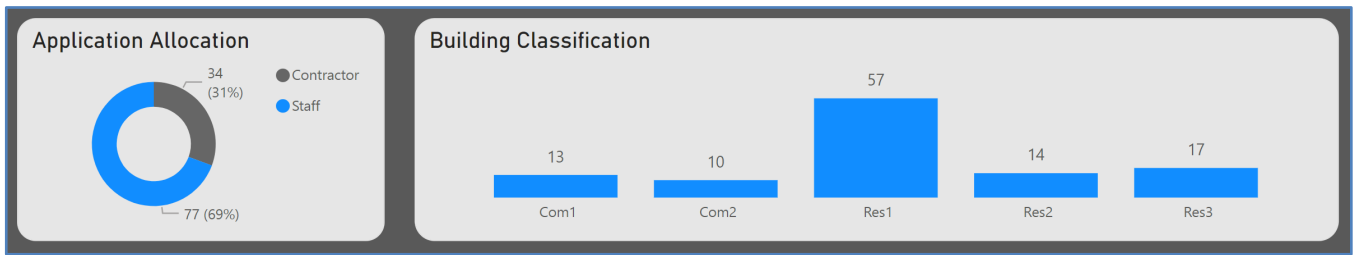
The average day count to issue building consents also continues to trend down in comparison to the previous six years.



For March, the dashboard below shows the consents currently being processed by the BCA. There are 34 Residential 1 (Res1), 11 Residential 2 (Res2), 22 Residential 3 (Res3), 16 Commercial 1 (Com 1), 6 Commercial 2 (Com 2) and 0 Commercial 3 (Com 3) applications. Use of contractors (building consultants) is currently at 44%.

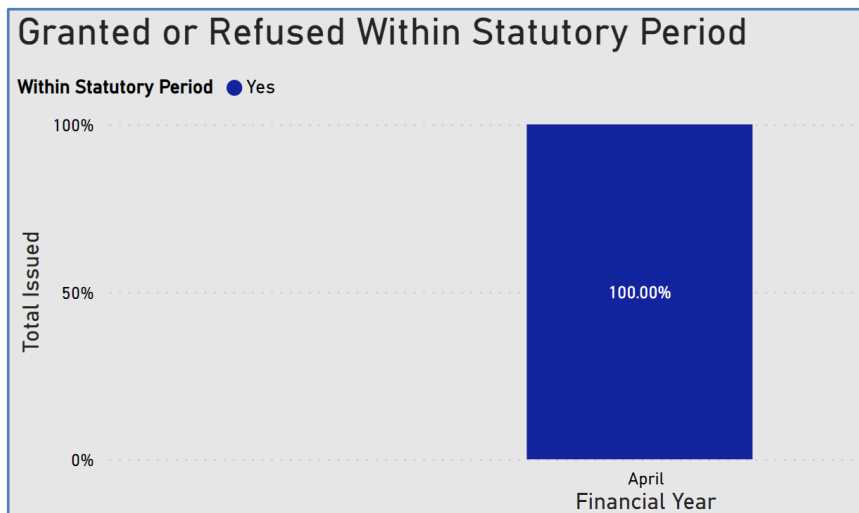


For April, the dashboard below shows the consents currently being processed by the BCA. There are 57 Residential 1 (Res1), 14 Residential 2 (Res2), 17 Residential 3 (Res3), 13 Commercial 1 (Com 1), 10 Commercial 2 (Com 2) and 0 Commercial 3 (Com 3) applications. Use of contractors (building consultants) is currently at 31%.

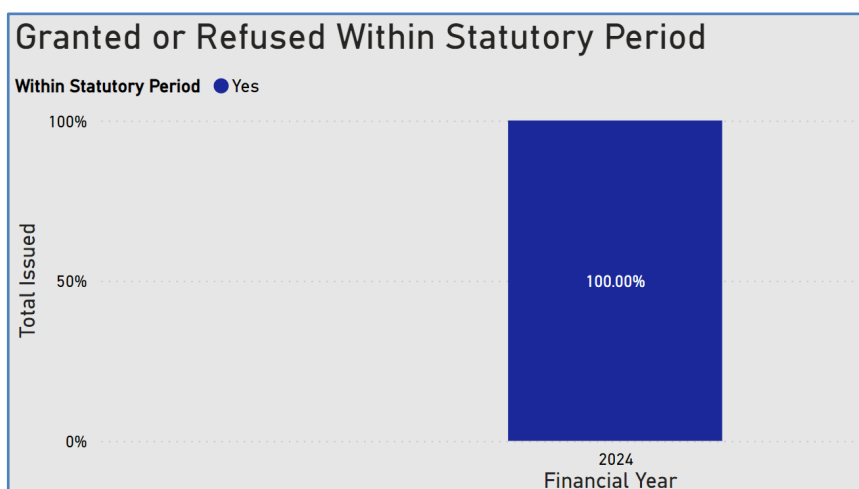


Code Compliance Certificates

The BCA has achieved a 100% compliance rate for the month of April for issuing code compliance certificates. The team are striving to maintain 100% compliance for the last quarter of the year. A total of 103 certificates have been issued for the month of March. A total of ninety-six certificates have been issued for the month of April.

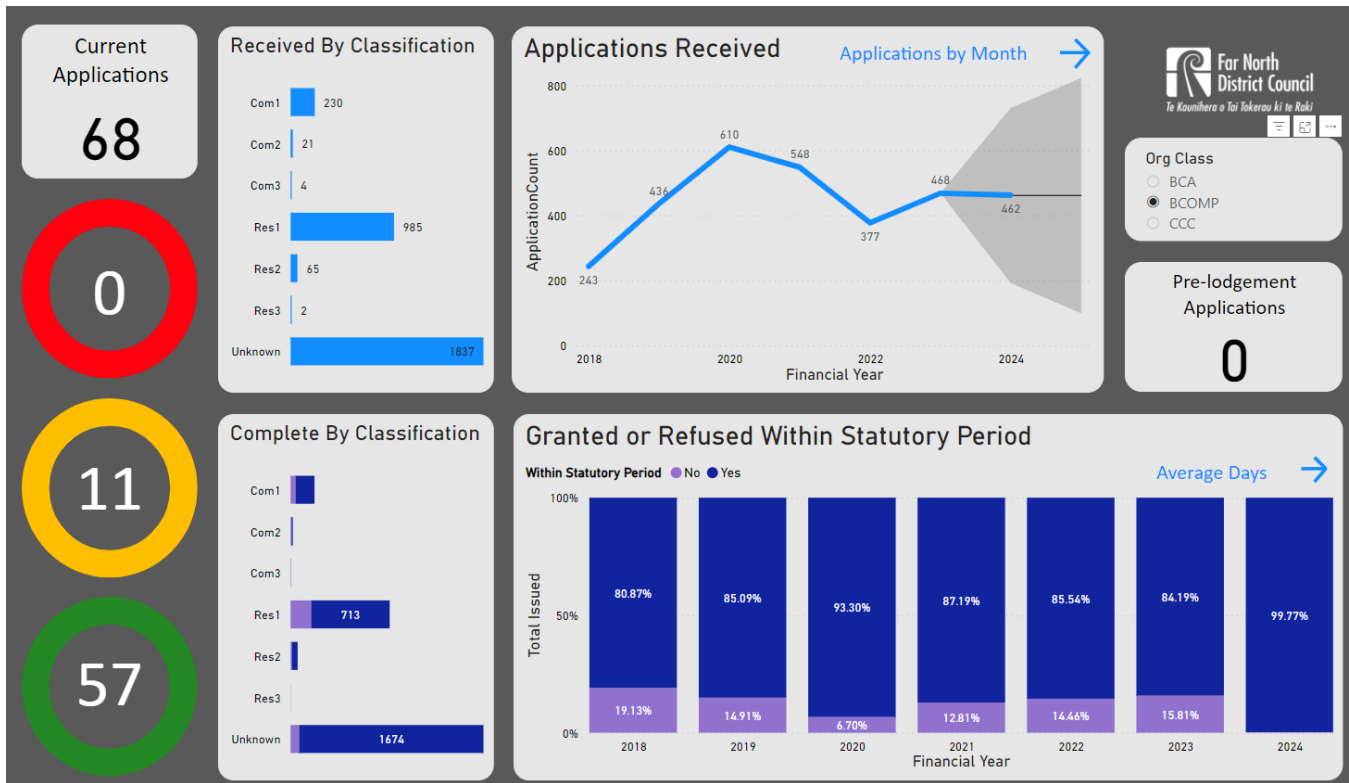


The overall compliance for 2023/2024 is 100%

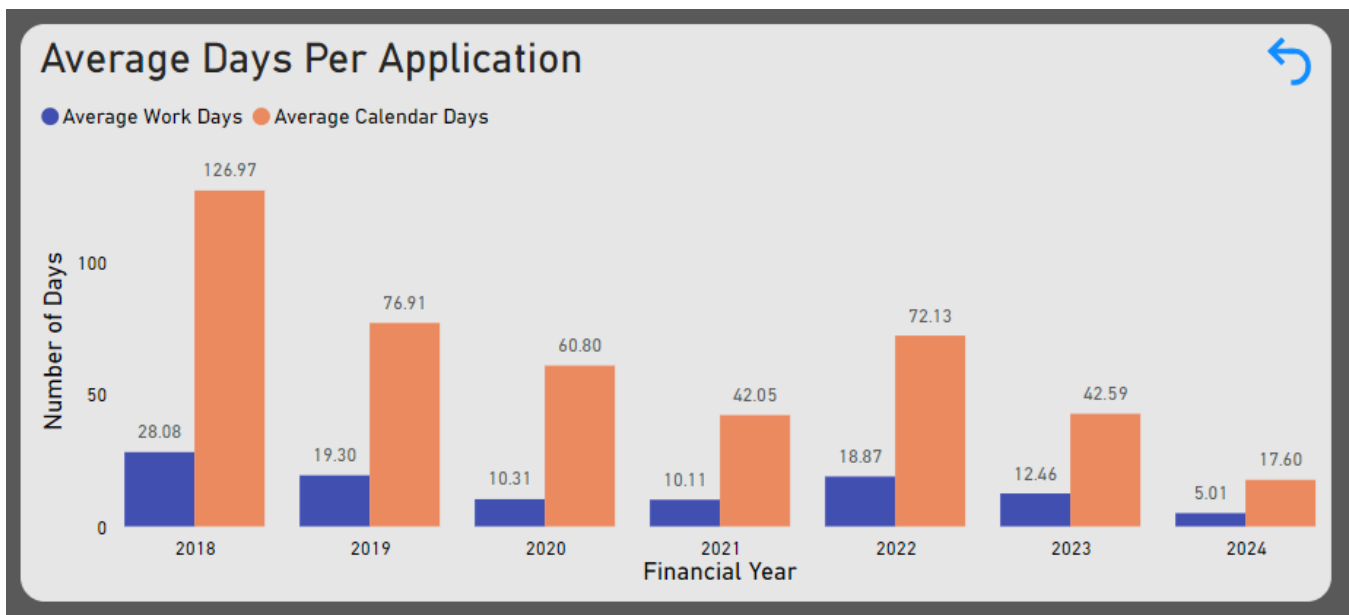


Building Compliance

BI for Applications



Bi is at 99.77% 1 application out of time that was on hold since 2021 and was out of time back then finally the project is finished, and it is off the books.

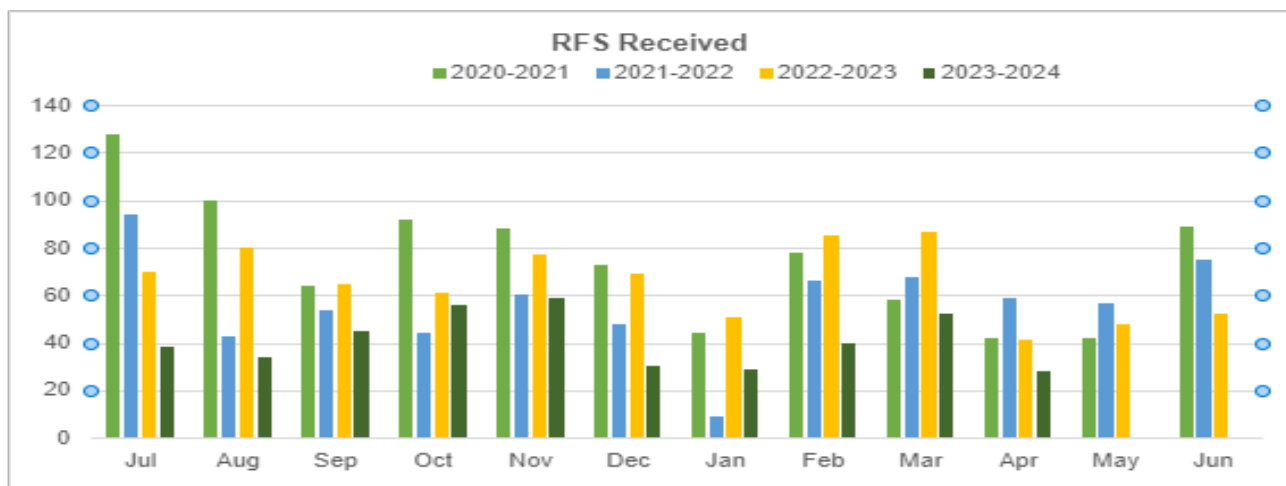


Requests for Service (RFSs)

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

March was a steady month for RFS' for Building Compliance handling 52. Majority of these have been BWOF queries as we are operating a new regime and clearing out a lot of old data and this has led to customer queries.

Building Compliance received 28 RFS in April. The short weeks and school holidays have led to a drop off expected at this time of year. 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.

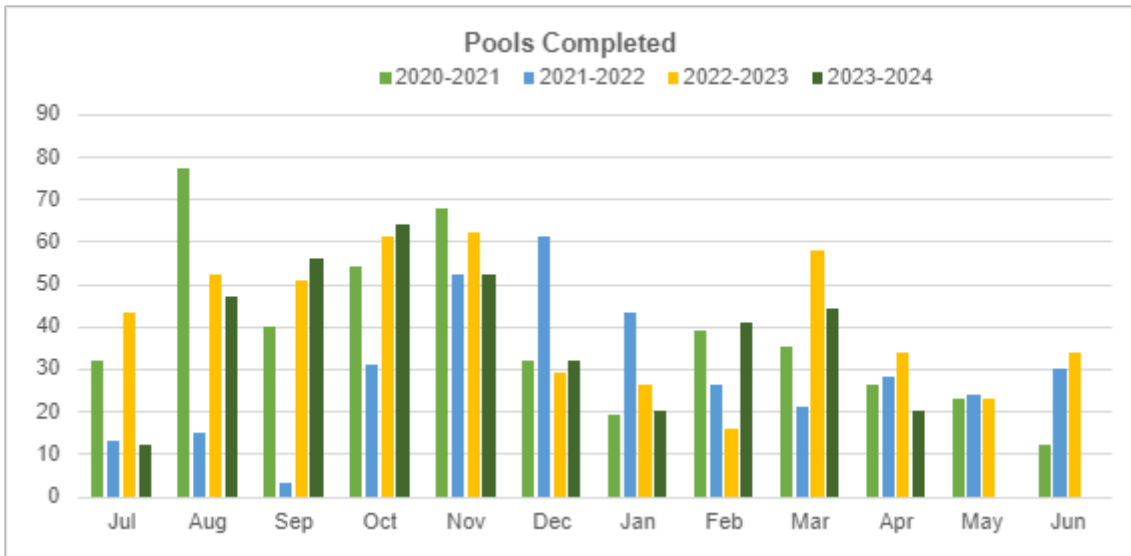
Pools that are filled (or partly filled) with water must have a physical barrier that restricts access to the pool by unsupervised children under the age of 6 years of age. Residential pools, including indoor swimming pools are subject to an inspection every 3 years.

A total of forty-four swimming pool inspections were conducted during the month of March, this is on track with the expected number based on the 3yr cycle.

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.

A total of 20 swimming pool inspections were conducted during the month of April, this is on track for this time of year.

The swimming pool fail rate was 20% 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)

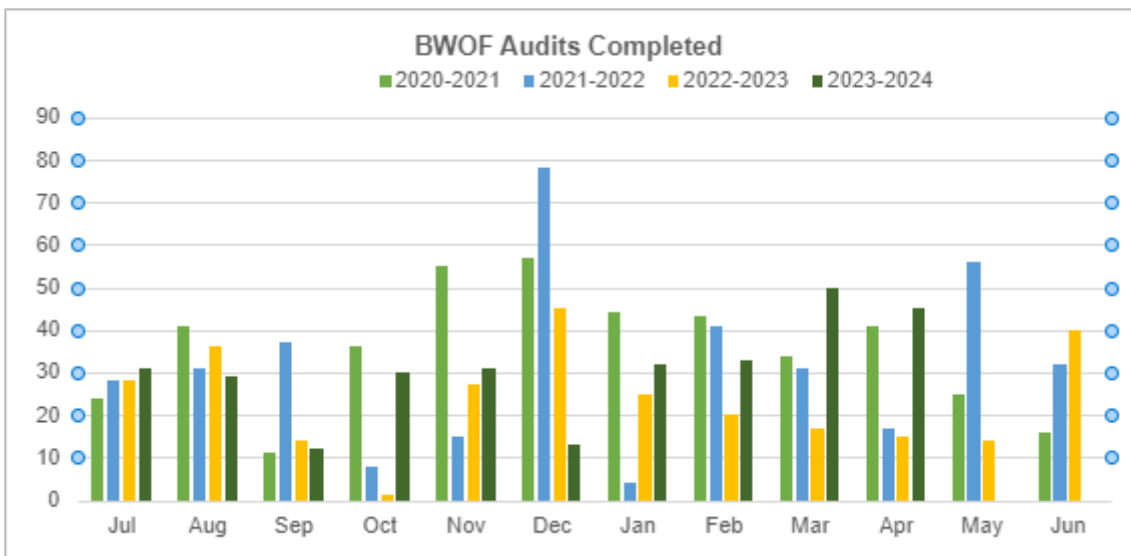
A building warrant of fitness (BWOF) is an annual certificate that confirms that specified systems in a building have been inspected and maintained and that requirements of the compliance schedule have been met.

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 conducted 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.

50 BWOF audits were conducted during March 3 per officer per week. A detailed analysis of all BWOF's on the 1,3,5yr regime has identified our workload for the next 5yrs. This work is currently being spread across the officers and scheduled in.

45 BWOF audits were conducted during April. This is accurate for the month as we have 4 officers doing 3 per week each. Due to annual leave one person missed a week of BWOF's so 45 is exactly the right amount

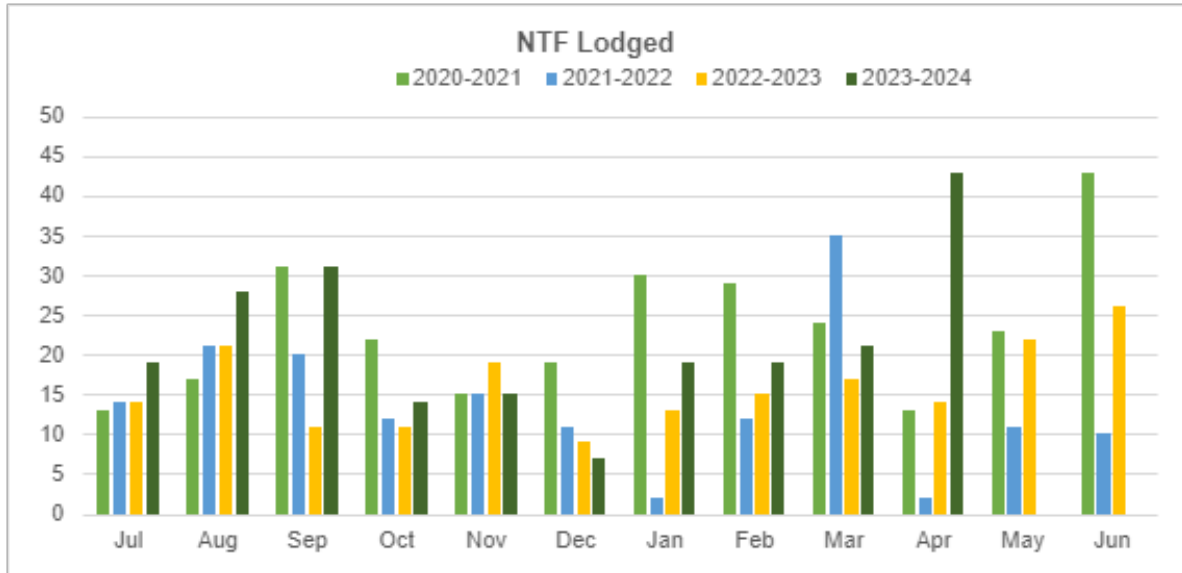


Notices to Fix

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.

21 Statutory Notices were served during the month of March for breaches of the Building Act 2004.

43 Statutory Notices were served during the month of April for breaches of the Building Act 2004. The team are working hard through the old Notices to fix and making them current. We are pushing offenders to achieve compliance.

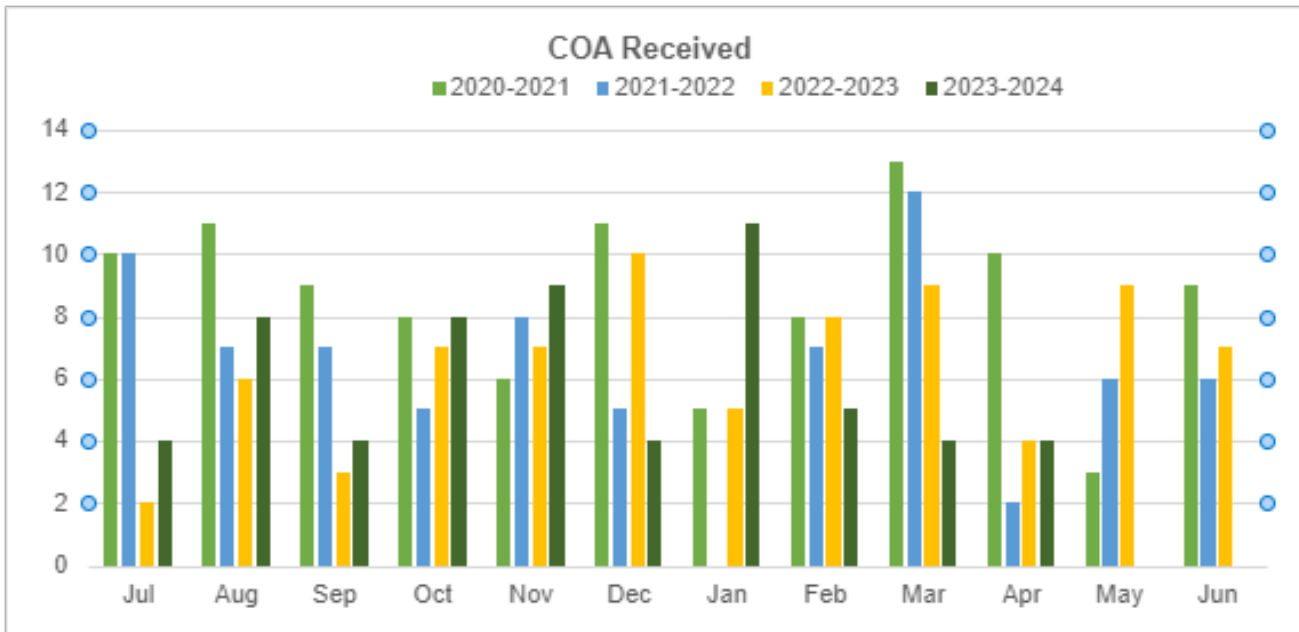


Certificates of Acceptance

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 conducted 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 March and received 4 COA applications during the month of April. 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.

One infringement was issued during the month of March. The infringement was for non-compliance with an NTF.

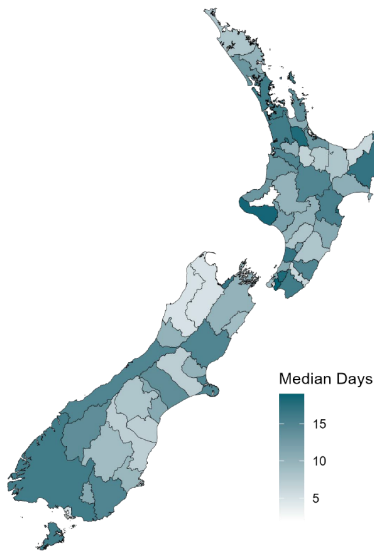
Eleven infringements were issued during the month of April. These infringements were for non-compliance with a NTF, breaches of Section 40 of the Building Act breaches of Sec 17 of the building Act and obstructing officers in their duties. The team are using the infringements to gain compliance and show offenders that break the law there are consequences.

TIMEFRAMES - Application Types

During the first quarter of 2024, a total of 15,736 applications for Building Consents, including amendments, and 15,125 applications for Code Compliance Certificates (CCCs), including Certificates of Acceptance, were processed.

Out of all the Building Consent applications, 88.0 per cent were processed within the statutory timeframe. The median processing time for these applications was 13.2 working days.

Figure 3: Median days to processing Building Consent applications, excl. Regional Authorities and Consentium



On the other hand, the median processing time for Code Compliance Certificates were much shorter at five working days, and 93.6 per cent of the applications were processed within the statutory timeframe.

Out of the 67 BCAs (excluding the regional authorities due to the low number of applications), all of them had a median processing time for Building Consents that was below 20 working days. Additionally, 64 of them also had a median processing time for Code Compliance Certificates below the statutory timeframe.

Figure 4: Median days to processing Code Compliance Certificate applications, excl. Regional Authorities and Consentium

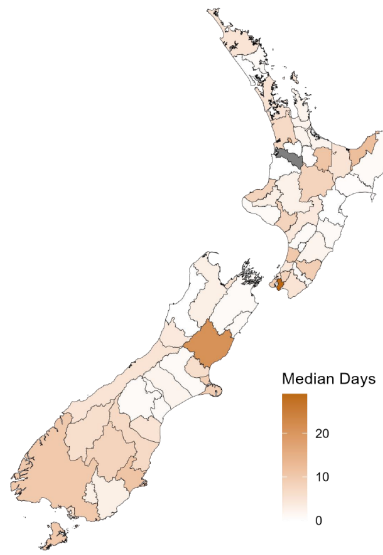


Table 1: Median days and Percentage of applications for BC and CCC that met statutory requirements (excl. Regional Authorities due to the low number of applications)

	Median Days		Percentage met the timeframe	
	BCs	CCCs	BCs	CCCs
Major Urban				
Auckland	16	5	83.4%	94.7%
Hamilton City	18	15	99.7%	99.6%
Tauranga City	16	1	75.8%	97.8%
Hutt City	19	29	53.6%	33.9%
Wellington City	9	9	86.8%	83.8%
Christchurch City	15	9	79.8%	92.1%
Dunedin City	10	11	97.0%	98.7%
North Island				
Far North	8	5	100.0%	100.0%
Whangārei	10	1	96.3%	99.6%
Kaipara	13	0	97.8%	98.5%
Thames-Coromandel	14	2	97.0%	100.0%
Hauraki	11	2	83.6%	94.5%
Waikato	16	7	91.7%	96.4%
Matamata-Piako	18	2	92.7%	96.9%
Waipa	10	0	83.2%	98.5%
Otorohanga	15	NA	100.0%	NA
South Waikato	7	1	90.0%	97.4%
Waitemoa	13	0	95.8%	94.1%
Tairāpiti	15	8	85.6%	93.9%
Western Bay of Plenty	13	2	94.1%	90.8%
Rotorua Lakes	8	11	96.9%	91.9%
Whakatāne	8	5	87.6%	78.9%
Kawerau	4	0	100.0%	100.0%
Opōtiki	6	12	96.4%	75.5%
Gisborne	17	1	78.9%	96.1%
Wairoa	11	1	85.0%	100.0%
Hastings	16	0	68.7%	80.7%
Napier City	18	0	77.3%	100.0%
Central Hawke's Bay	11	1	98.4%	100.0%
New Plymouth	13	8	96.3%	99.1%
Stratford	2	3	100.0%	97.4%
South Taranaki	19	1	70.7%	75.6%
Rangitikei	10	3	100.0%	98.2%
Whanganui	12	8	99.3%	98.5%
Rangitikei	10	4	100.0%	95.3%
Manawatu	8	1	100.0%	100.0%
Palmerston North City	12	0	88.3%	94.3%
Taranaki	8	2	96.5%	95.7%
Horowhenua	17	10	62.3%	88.5%
Kāpiti Coast	11	4	96.3%	95.9%
Porirua City	11	5	98.1%	95.7%
Upper Hutt City	18	8	92.1%	94.1%
Masterton	15	9	93.8%	92.9%
Carterton	6	1	100.0%	95.1%
South Wairarapa	16	5	95.3%	98.2%
South Island				
Tasman	5	3	99.6%	98.8%
Nelson City	17	5	85.3%	98.2%
Marlborough	10	1	89.1%	97.8%
Kaikōura	9	1	100.0%	100.0%
Buller	5	0	100.0%	100.0%
Grey	10	4	91.3%	91.2%
Westland	15	5	90.0%	100.0%
Hurunui	15	21	93.8%	48.3%
Waimakariri	10	6	99.2%	96.8%
Selwyn	7	1	93.6%	97.9%
Ashburton	14	2	85.8%	97.2%
Timaru	11	1	98.4%	100.0%
Mackenzie	8	1	100.0%	100.0%
Waimate	7	5	100.0%	94.3%
Waitaki	7	7	100.0%	98.5%
Central Otago	9	8	99.5%	94.8%
Queenstown Lakes	14	6	95.5%	99.2%
Clutha	15	3	97.0%	92.3%
Southland	16	10	75.6%	87.0%
Gore	11	3	89.1%	93.2%
Invercargill City	5	6	95.0%	95.3%
Consentium	6	1	99.8%	99.8%

TIMEFRAMES – Building Categories

The median time to process all applications (building consent applications, amendments, code certificate compliance, and certificate of acceptance) was eight days for residential buildings, and 14 days for commercial buildings.

Most applications (92.3 per cent) for residential buildings were processed in 20 working days. The majority (81.5 per cent) of applications for commercial buildings were processed within the statutory timeframe.

Note that most of the application processed (85.3 per cent) were for residential buildings.

Table 2: Median days and Percentage of applications that met statutory requirements by Building Categories (excl. Regional Authorities due to the low number of applications)

	Median Days		Percentage met the timeframe	
	Resl.	Comm.	Resl.	Comm.
Major Urban				
Auckland	9	17	91.6%	73.8%
Hamilton City	17	17	99.8%	99.4%
Tauranga City	9	15	86.4%	80.0%
Hutt City	22	29	46.5%	32.4%
Wellington City	9	11	88.1%	74.4%
Christchurch City	12	15	85.8%	81.8%
Dunedin City	10	12	98.9%	93.4%
North Island				
Far North	7	13	100.0%	100.0%
Whangārei	3	8	98.0%	94.3%
Kaipara	1	10	99.0%	92.0%
Thames-Coromandel	8	6	98.3%	100.0%
Hauraki	6	3	89.1%	91.7%
Waikato	10	8	95.1%	95.3%
Matamata-Piako	6	15	95.5%	90.5%
Waipa	3	6	92.4%	85.3%
Otorohanga	13	17	100.0%	100.0%
South Waikato	1	1	97.5%	87.5%
Waitemo	10	1	94.9%	100.0%
Tairāpiti	10	15	92.0%	75.0%
Western Bay of Plenty	7	14	93.7%	84.7%
Rotorua Lakes	9	10	95.6%	91.4%
Whakatāne	6	14	83.5%	75.7%
Kāverau	1	3	100.0%	100.0%
Ōpōtiki	10	8	81.7%	81.8%
Gisborne	7	15	90.1%	76.8%
Wairoa	4	9	91.4%	100.0%
Hastings	11	14	76.0%	61.5%
Napier City	7	19	90.6%	75.4%
Central Hawke's Bay	1	1	99.3%	100.0%
New Plymouth	9	11	98.3%	94.5%
Stratford	2	6	98.7%	100.0%
South Taranaki	14	19	74.9%	60.6%
Ruapehu	7	11	98.8%	100.0%
Whanganui	10	12	98.9%	98.0%
Rangitikei	8	7	97.5%	100.0%
Manawatu	7	NA	100.0%	NA
Palmerston North City	3	4	91.8%	90.9%
Taranaki	6	8	95.3%	100.0%
Horowhenua	16	28	73.1%	35.7%
Kāpiti Coast	8	15	96.5%	91.7%
Porirua City	7	12	97.4%	95.3%
Upper Hutt City	14	19	94.9%	81.1%
Masterton	11	18	94.5%	78.9%
Carterton	2	1	97.6%	66.7%
South Wairarapa	8	7	96.8%	100.0%
South Island				
Tasman	3	5	99.3%	98.7%
Nelson City	9	17	93.5%	81.7%
Marlborough	5	13	97.4%	70.6%
Kaikōura	6	7	100.0%	100.0%
Buller	0	4	100.0%	100.0%
Grey	7	12	91.5%	87.5%
Westland	15	13	91.9%	75.0%
Hurunui	17	23	67.9%	42.4%
Waimakariri	7	11	98.2%	97.2%
Selwyn	3	5	97.3%	80.0%
Ashburton	6	12	93.2%	82.8%
Timaru	4	10	99.0%	100.0%
Mackenzie	4	4	100.0%	100.0%
Waimate	6	11	96.9%	100.0%
Wairaki	7	11	99.0%	100.0%
Central Otago	8	10	98.2%	93.6%
Queenstown Lakes	12	11	97.4%	96.0%
Clutha	13	13	95.8%	100.0%
Southland	11	16	85.7%	68.3%
Gore	6	15	96.9%	69.6%
Invercargill City	5	11	97.4%	83.7%
Consentium	3	10	100.0%	96.0%

Figure 5: Median days to processing applications for residential buildings, excl. Regional Authorities and Consentium

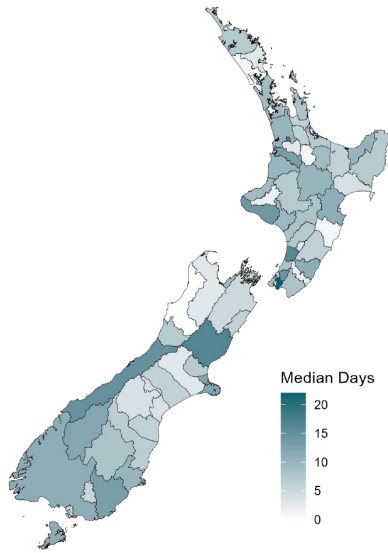
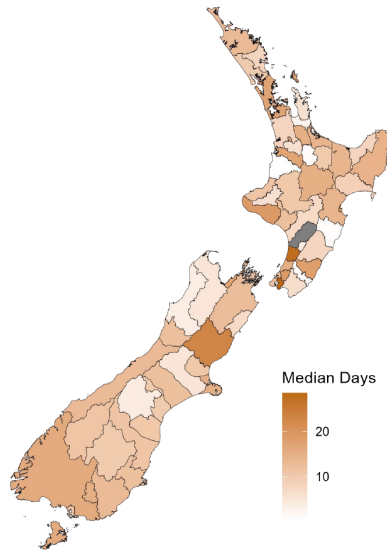


Figure 6: Median days to processing applications for commercial buildings, excl. Regional Authorities and Consentium



DEFINITIONS AND CAVEATS

Building

A building is a temporary or permanent movable or immovable structure under section 8 of the Building Act 2004.

Building Categories

The building types are based on the National BCA competency assessment system levels

- **Residential buildings** include standalone houses, apartments, townhouses, units, domestic outbuildings, and other dwellings.
- **Commercial buildings** include hotels, motels, boarding houses, prisons, hospitals, nursing homes, other health buildings, education buildings, social, culture and religious buildings, commercial buildings, factories, industrial and storage buildings, and farming buildings.

Building Consent

A building consent is a formal document permitting the construction, alteration, demolition or removal of a building. We have included amendments in the reporting.

Building Consent Authorities (BCAs)

Building Consent Authorities are responsible for checking to ensure that an application for a building consent complies with the Building Code and that building work has been carried out in accordance with the building consent for that work. They are also responsible for issuing building consents and code compliance certificates.

BCAs are usually local and district councils. They can also be regional councils (for dams), and private organisations (e.g. Consentium).

Disclaimer

This document is a guide only. It should not be used as a substitute for legislation or legal advice. The Ministry of Business, Innovation and Employment is not responsible for the results of any actions taken on the basis of information in this document, or for any errors or omissions. While care has been used in processing, analysing, and extracting information, MBIE gives no warranty that the information supplied is free from error. We shall not be liable for any loss suffered through the use, directly or indirectly, of any information, product, or service.

Quality of statistical data:

While care has been used in processing, analysing, and extracting information, MBIE gives no warranty that the information supplied is free from error. We shall not be liable for any loss suffered through the use, directly or indirectly, of any information, product, or service.

4

Code Compliance Certificate (CCC)

A code compliance certificate is a formal statement issued under section 95 of the Building Act 2004. It states that building work carried out under a building consent complies with that building consent. We have included Certificate of Acceptance in the reporting.

Data Quality

The results presented in this publication may differ from those published by the BCAs. This variance can be attributed to a range of data quality issues that we've encountered during our analysis. These issues include, but are not limited to, inconsistencies in standardisation and data gaps. As a result, figures from this publication should be considered with an understanding of these potential discrepancies.

Median number of days

The median is the middle value of the durations when they are arranged in ascending order. If the dataset contains an odd number of observations, the median is the middle number. If the dataset contains an even number of observations, the median is the average of the two middle numbers.

We have chosen to use the median number of days in our reporting as it is less sensitive to outliers. This also allows for a more consistent approach in comparing BCAs of different sizes

Regional authorities

We have excluded Waikato Regional Council and Environment Canterbury Regional Council from the breakdown of Application Types and Building Categories due to the low number of applications.

Statutory timeframe

BCAs have a statutory obligation to process a building consent or a code compliance certificate application within 20 working days of receipt. This timeframe applies to all consents, regardless of their type or complexity. If the BCA requires additional information to process the consent, they may issue a request for further information (RFI). This issuing of an RFI 'stops the clock' until the requested information is supplied by the applicant.

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:

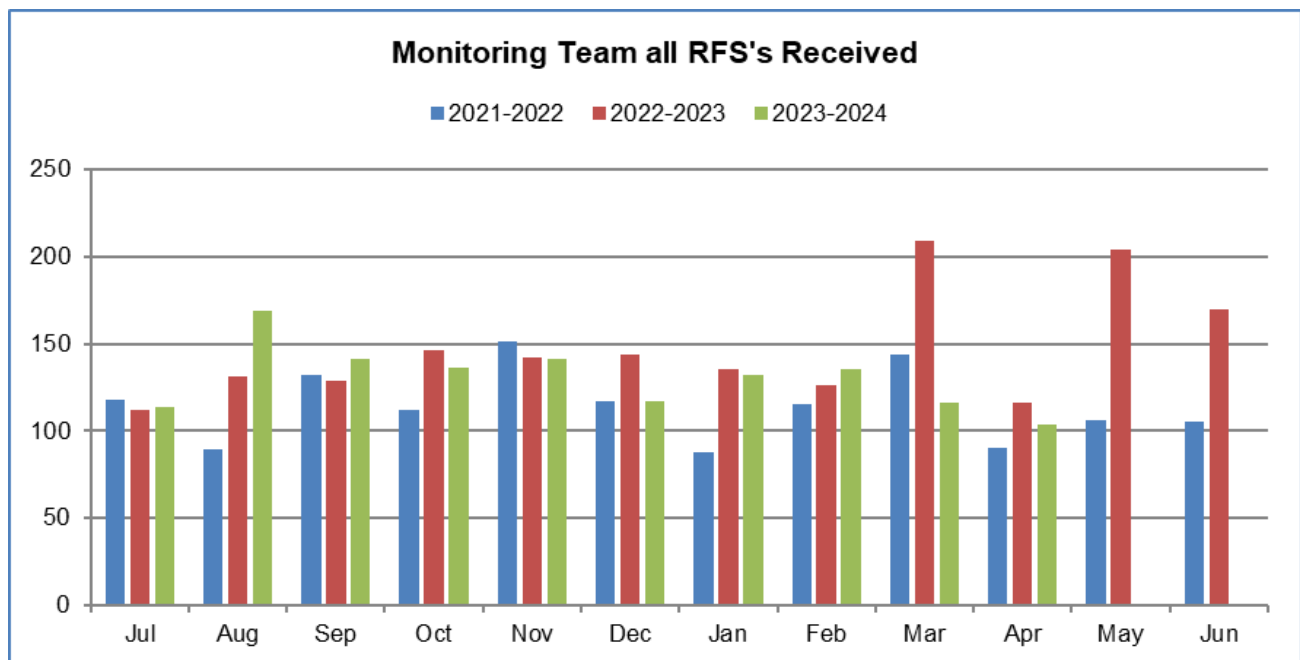
- Resource Management Act breaches
- Local Government Act breaches
- Reserves Act breaches
- Litter Act breaches
- Land Transport Act (stationary vehicle offences)
- District Plan breaches
- Bylaw breaches
- Resource consent monitoring
- Noise complaints
- Removal of abandoned vehicles

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

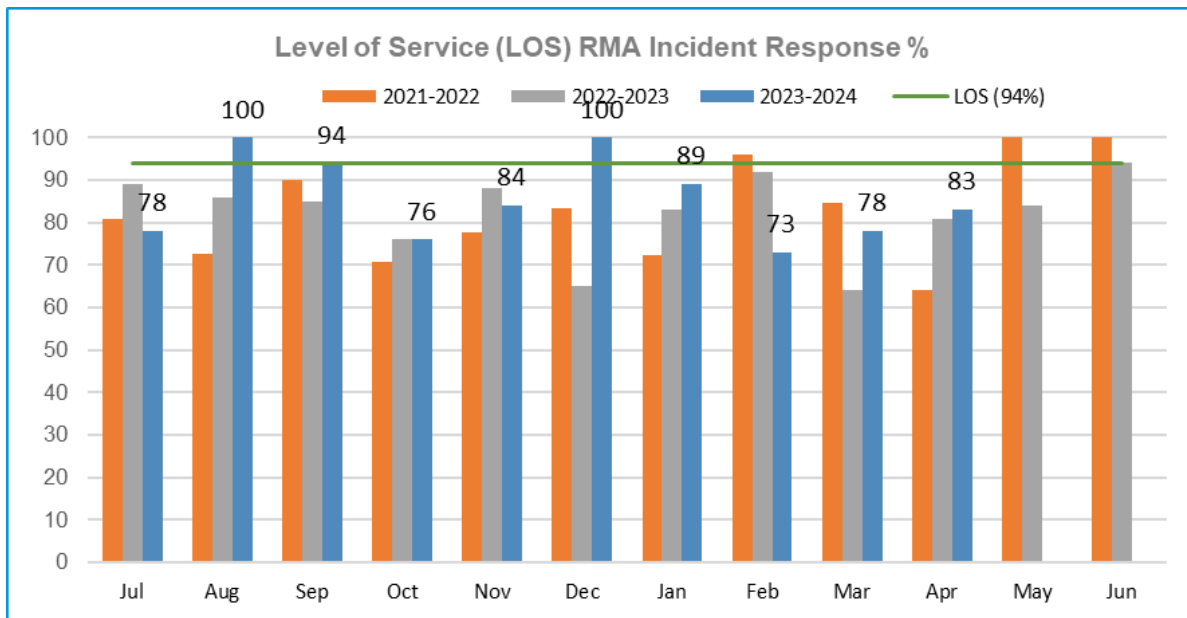
The following graph shows all Requests for Service (RFS) received monthly over the last three financial years by Monitoring. These RFS reflect all responsibilities held by Monitoring. The following sections break down those requests into areas of legislation. There were 116 requests for service in March and 104 in April 2024.



Resource Management Act 1991

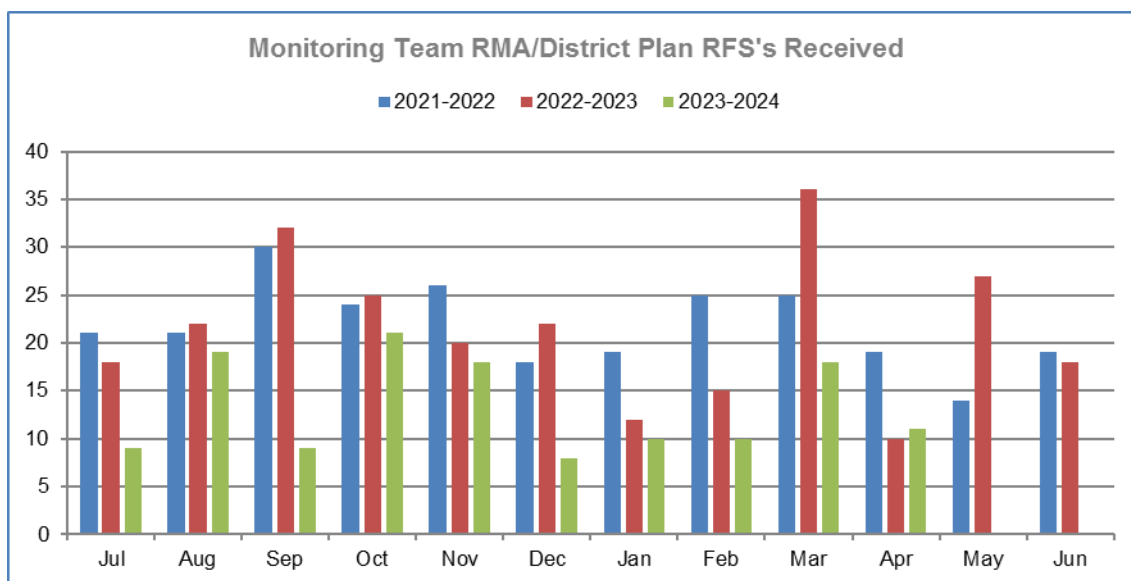
A large amount of the work undertaken by Monitoring falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities.

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 March 2024 achieved 78% and 83% for April 2024

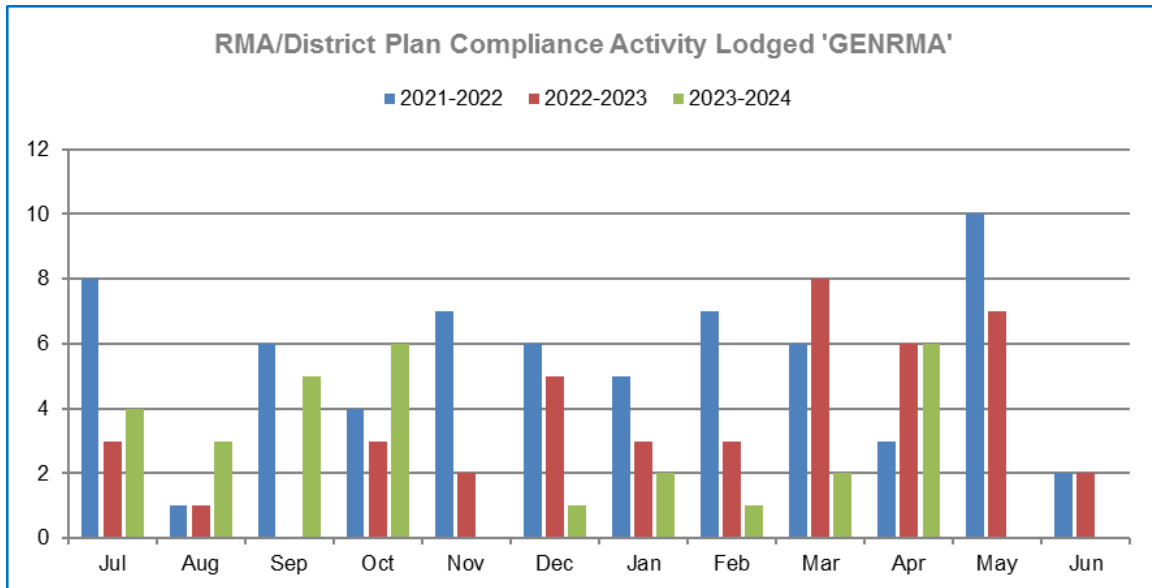


2024	On Time	Over Time	Grand Total	LOS %
March	14	4	18	78%
April	10	2	12	83%

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



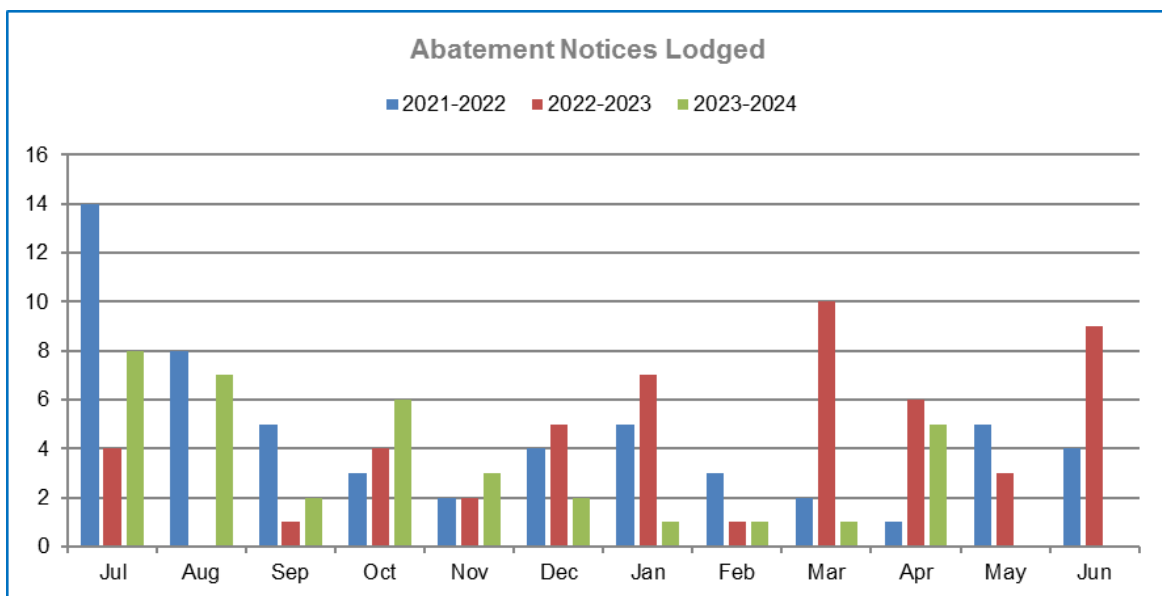
If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows GENRMA lodged by Monitoring over the last three financial years. There were two GENRMA lodged in March 2024 and six in April 2024.



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 was one abatement notice issued in March and five in April 2024.



There were two Environmental infringement notices issued in March and none in April 2024

Resource Consent Monitoring

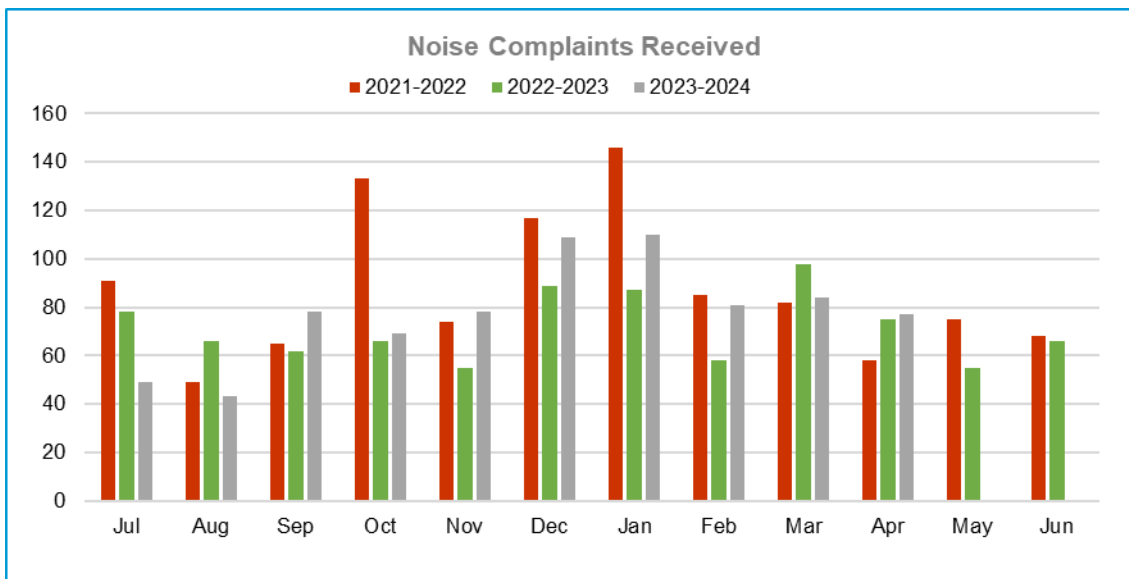
The resource consent monitoring role remains extremely busy with several areas being addressed. Current workflow includes:

- 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 21 new Resource Consent Monitoring cases lodged in April 2024

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.



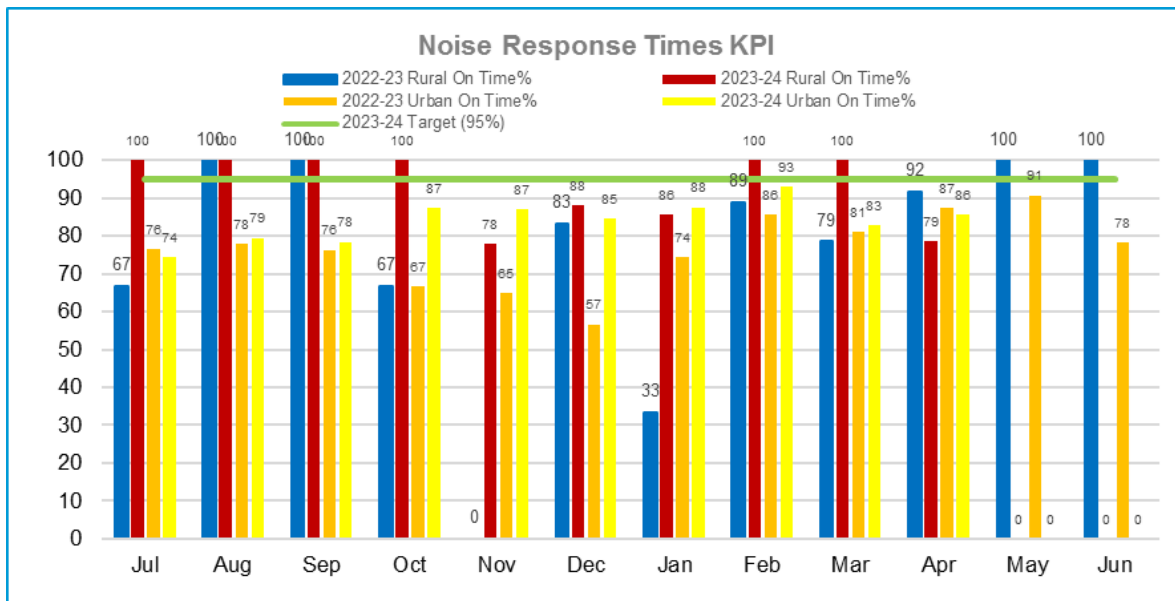
In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security 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 March and April 2024.

Noise response times	March 2024	Target 95%
Urban On Time	63	83%
Urban Over Time	13	
Rural On Time	8	100%
Rural Over Time	0	
Grand Total	84	

Noise response times	April 2024	Target 95%
Urban On Time	54	86%
Urban Over Time	9	
Rural On Time	11	79%
Rural Over Time	3	
Grand Total	79	

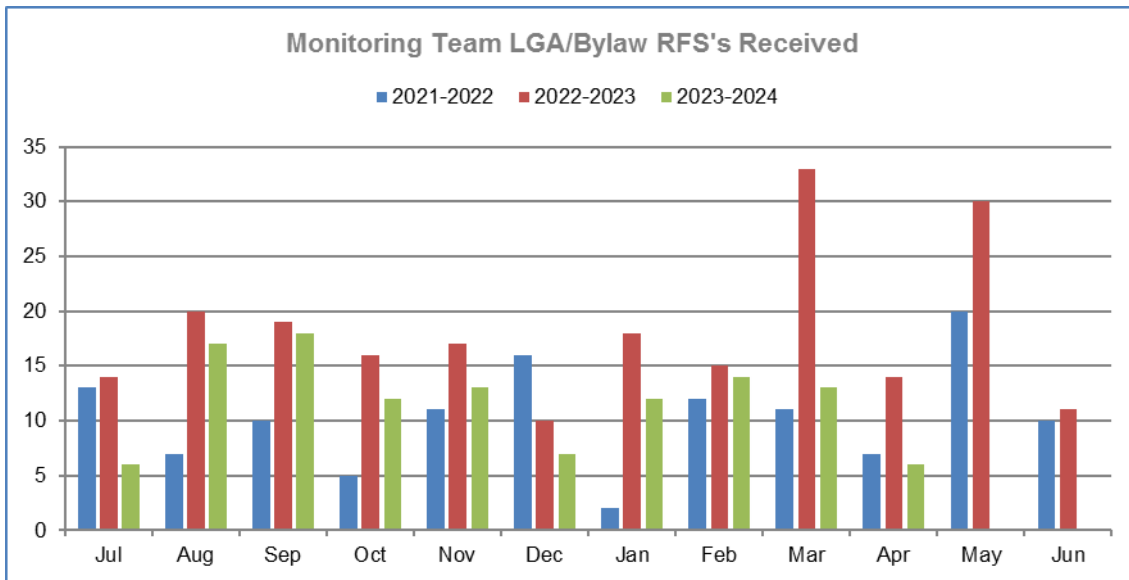
Action Taken 2023-2024	March 2024	April 2024
Abatement Notice Issued	0	0
Excessive Noise Directive Issued	5	21
No Action Taken	66	40
Seizure Performed	0	1
Verbal Warning Issued	27	13
Grand Total	98	75

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 March and April 2024.

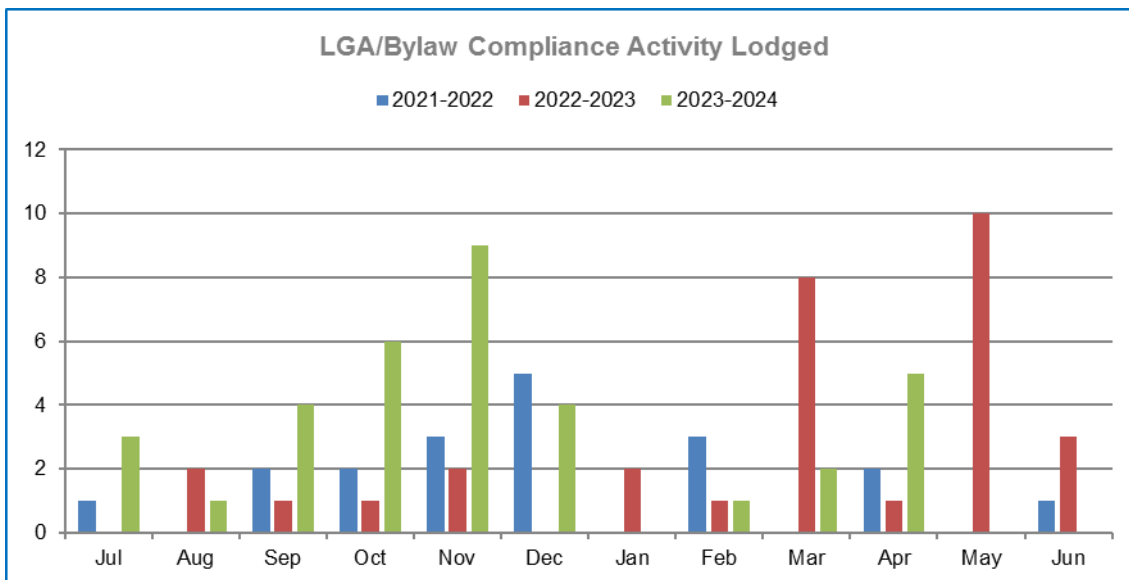


Local Government Act 1974/2002

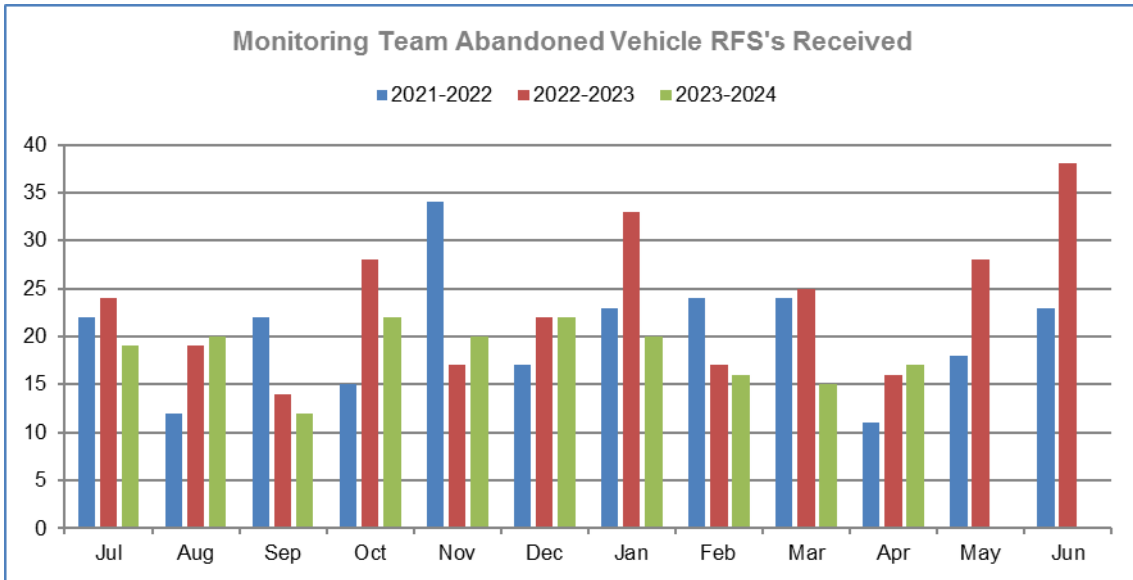
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads. The next graph shows RFSs received by Monitoring for LGA/Bylaw incidents over the last three financial years.



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.

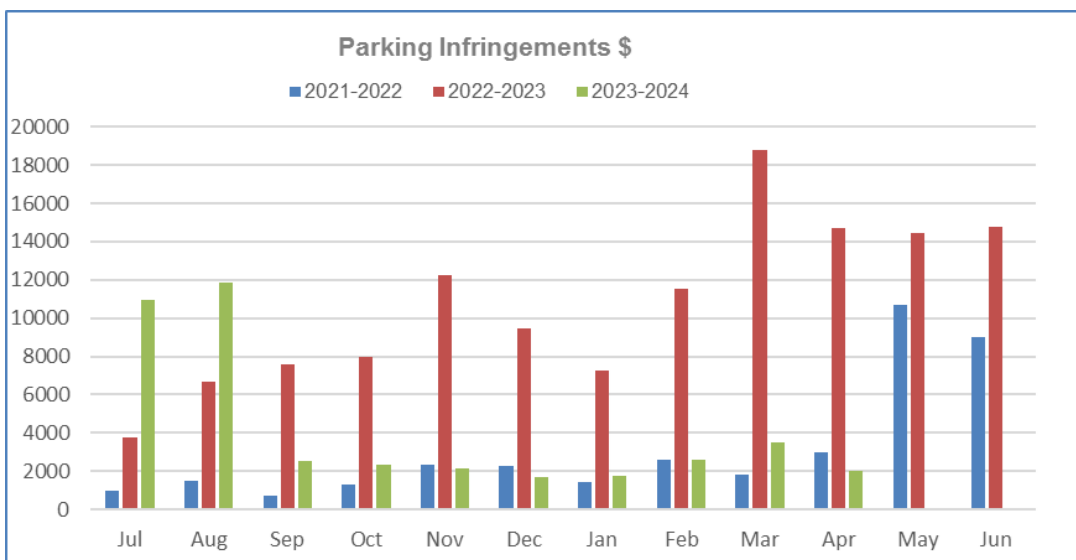
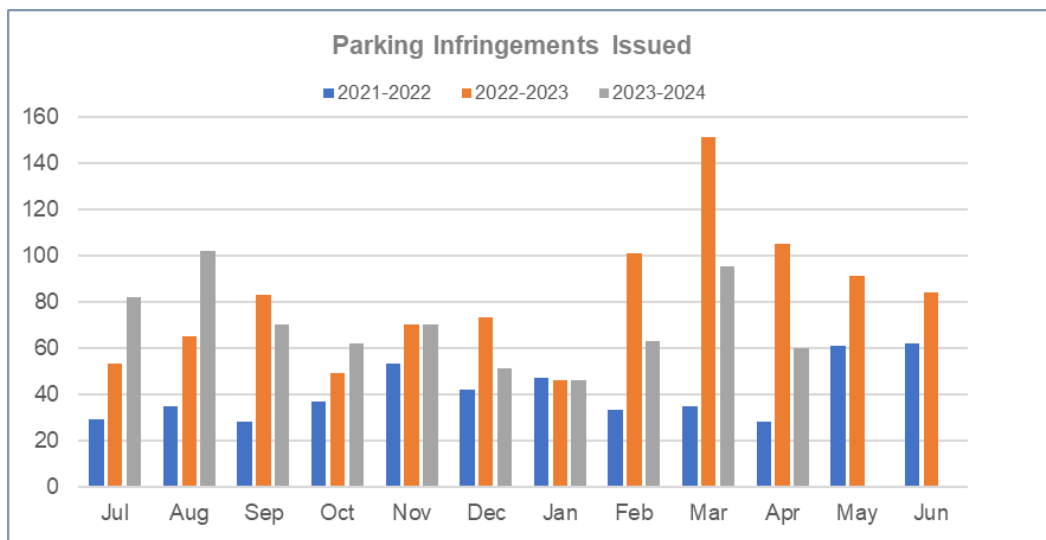


The following graph shows RFS received for the removal of abandoned vehicles. Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.



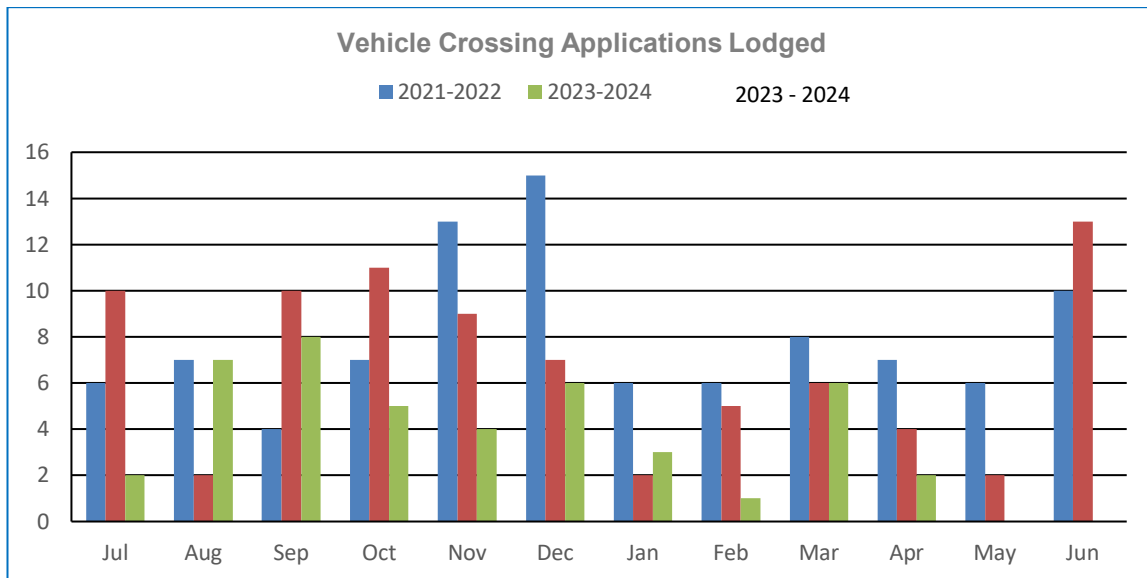
Parking

There were 95 parking tickets issued in March 2024 and 60 in April 2024.



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

Approval Number		Description	Ward
5	ALF-65	Kerikeri Lunchbox	Bay of Islands-Whangaroa
6	ALF-63	Avo Sushi	Bay of Islands-Whangaroa
7	ALF-50	Sushi Gallery	Bay of Islands-Whangaroa
8	ALF-49	Duke Of Marlborough Business Limited	Bay of Islands-Whangaroa
9	ALF-48	Cc's Cafe Cinema	Bay of Islands-Whangaroa
10	ALF-39	The Gables Restaurant	Bay of Islands-Whangaroa
11	ALF-37	Jimmy Jacks Rib Shack	Bay of Islands-Whangaroa
12	ALF-3	Fishbone Cafe	Bay of Islands-Whangaroa
13	ALF-98	Letz Café	Bay of Islands-Whangaroa
14	ALF-102	Spice Grill	Bay of Islands-Whangaroa
15	ALF-103	Rocksalt Restaurant & Bar	Bay of Islands-Whangaroa
16	ALF-104	El Café	Bay of Islands-Whangaroa
17	ALF-88	Kaikohe Bakehouse Cafe	Kaikohe-Hokianga
18	ALF-99	A New Era Cafe	Kaikohe-Hokianga
19	ALF-68	Mussel Rock Cafe and Bar	Te Hiku
20	ALF-100	Jesse's On The Waterfront Cafe & Bar	Te Hiku
21	ALF-85	Beach Box Coffee and Gelato	Te Hiku

Customer Service – Ask Nicely

Monitoring team had 31 surveys sent out in March with a response rate of 48.4%. 6 satisfied and 5 not satisfied.

3.15

▲ 0.15

01 Mar 2024 - 31 Mar 2024

Company — Goal: Off



TOTAL RESPONSES
13

SATISFIED
6

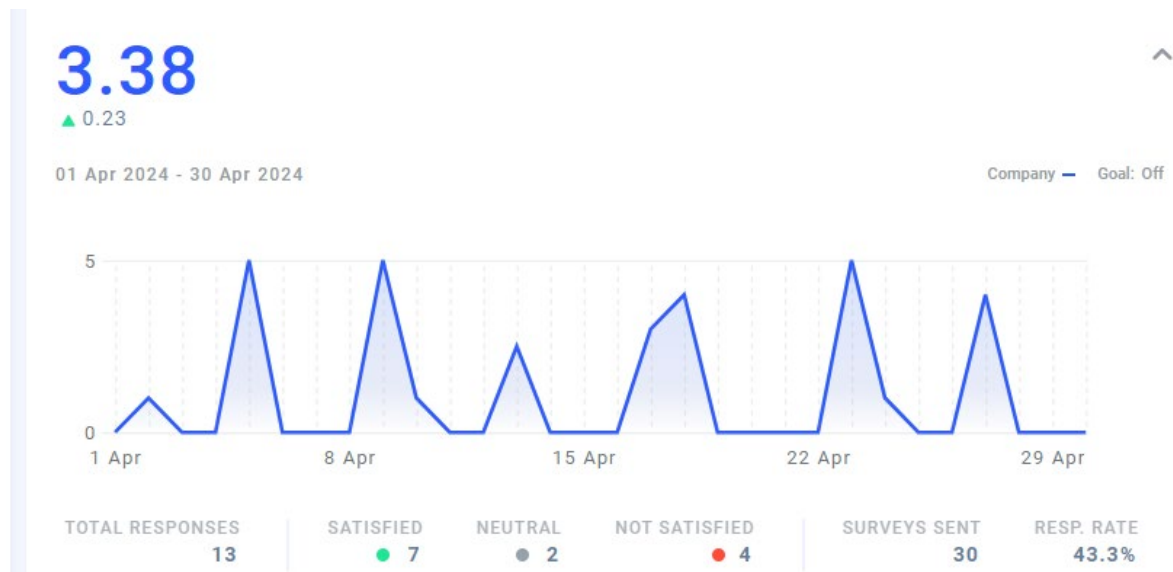
NEUTRAL
2

NOT SATISFIED
5

SURVEYS SENT
31

RESP. RATE
48.4%

Monitoring team had 30 surveys sent out in April 2024 with a response rate of 43.3%. 7 satisfied and 4 not satisfied.



Animal Management

Introduction

Animals, in particular livestock and dogs, play a significant role in the far north lifestyle. Council understands the economic and social benefits of animals, but Council has a duty to contribute to the safety of our communities and the welfare of those animals. The goal of animal management is to reduce the risk of potential negative impacts by encouraging responsible dog ownership and working with farmers to minimise wandering stock.

Requests For Service (RFS) Responses

379 RFS's were received for Animal Management in March, 69 urgent and 310 non-urgent.

363 RFS's were received for Animal Management in April, 59 urgent and 304 non-urgent.

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

Impounded Dogs

34 dogs were impounded in March 2024. 40 were released from the shelter. In terms of the dogs released 7 were claimed by their owners, 3 taken by a Rescue Group and 3 dogs adopted out to a new home. A total of 27 dogs were euthanised in March due to not being claimed by an owner and not meeting the criteria to be rehomed.

47 dogs were impounded in April 2024. 36 were released from the shelter. In terms of the dogs released 10 were claimed by their owners, 2 taken by a Rescue Group and 3 dogs adopted out to a new home. A total of 21 dogs were euthanised in March due to not being claimed by an owner and not meeting the criteria to be rehomed.

Infringements

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

- 13 x failure to register dog - s42
- 9 x not under control – s53(1)
- 1 x Failure to control and confine – s52A
- 0 x Wilful Obstruction of an Officer – s18

- 2 x breaching dog control notices – s20 (5)

There were 95 infringements issued in April by the Animal Management team:

- 85 x failure to register dog - s42
- 7 x not under control – s53(1)
- 2 x Failure to control and confine – s52A
- 1 x Wilful Obstruction of an Officer – s18
- 0 x breaching dog control notices – s20 (5)

The end of April 2024 saw a total of 8387 dogs registered across the district.

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:** 94.9% **Last Month:** 94.9%

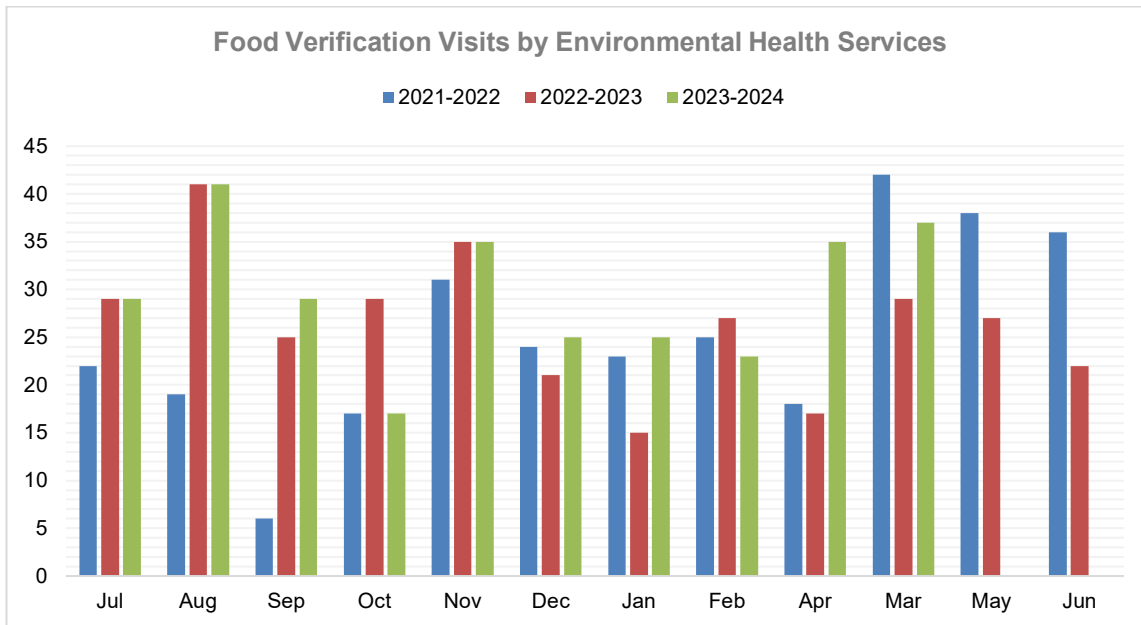
During March 2024, 39 verifications were scheduled. Of the 39 scheduled verifications, 37 were completed.

2 verifications did not take place as the Operator cancelled the verification. These verifications were rescheduled for completion.

During April 2024, 43 verifications were scheduled. Of the 43 scheduled verifications, 35 were completed.

6 verifications did not take place as the Operator cancelled the verification and 2 were cancelled as the verifier took leave. These verifications will be rescheduled for completion.

The following graph shows the number of verifications completed in March and April.



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: 83.3% Last Month: 55.2%

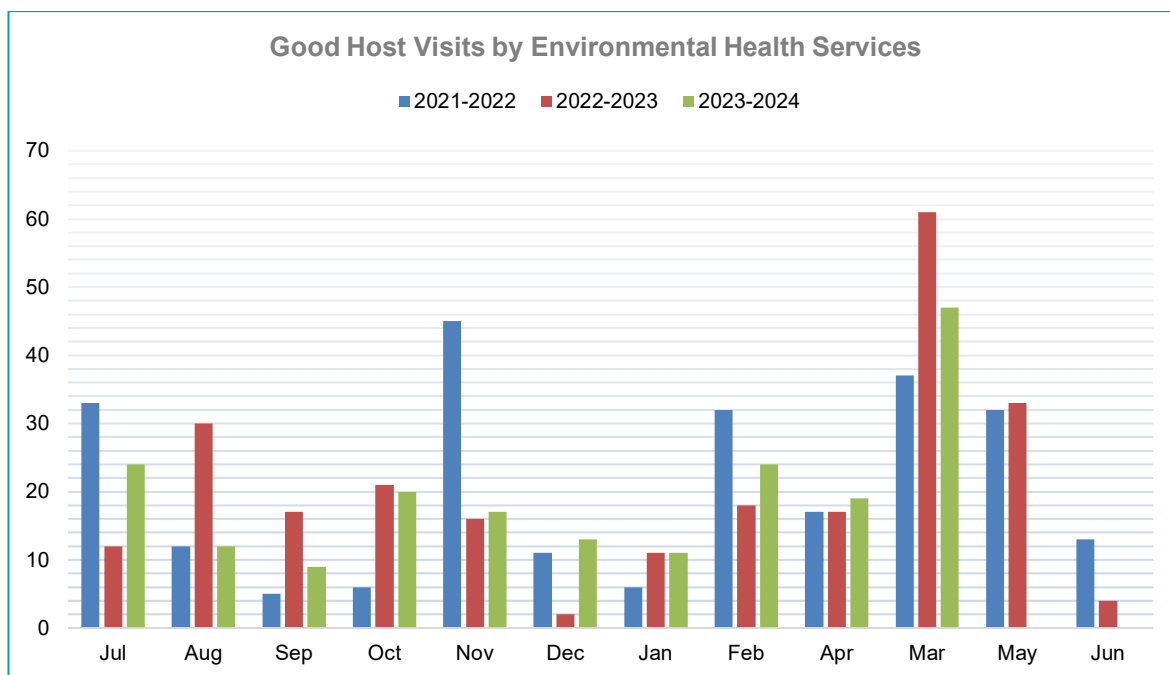
At present there are 263 licensed premises in the Far North District. 25 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that EHS will complete 234 visits during 2023-2024.

During March 2024, 47 visits were completed by EHS.

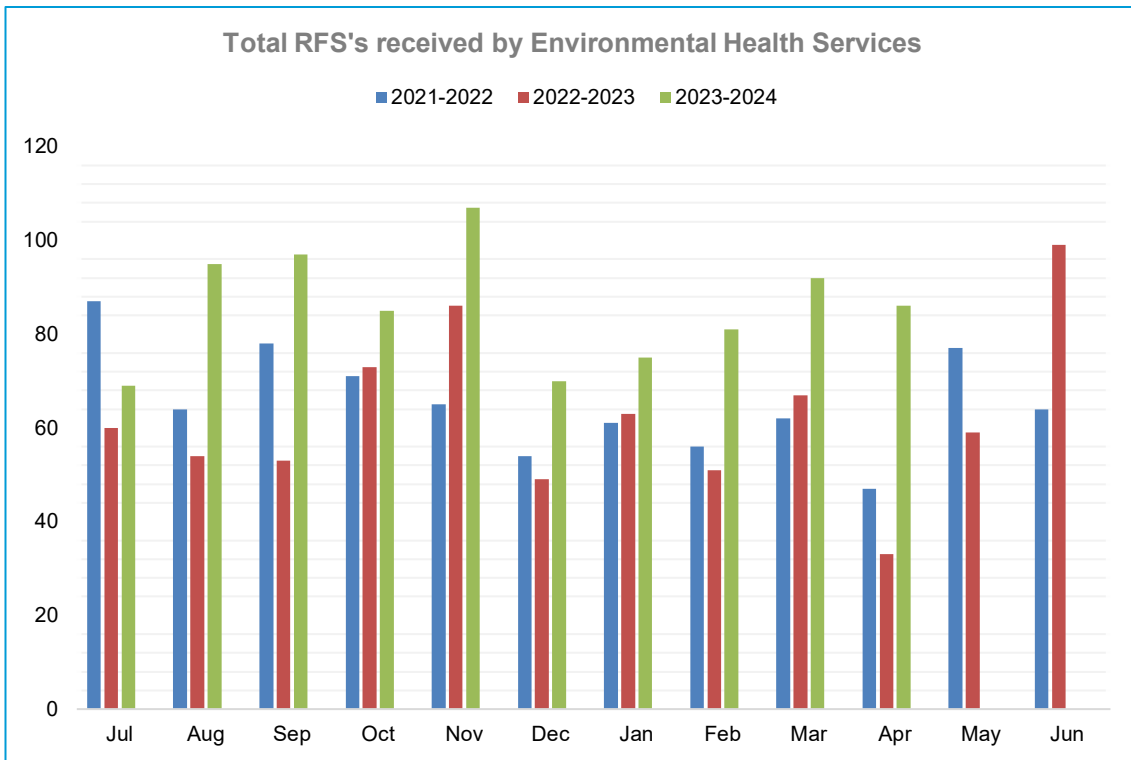
During April 2024, 19 visits were completed by EHS.

The EHS will complete the remaining 39 visits by 30 June 2024.

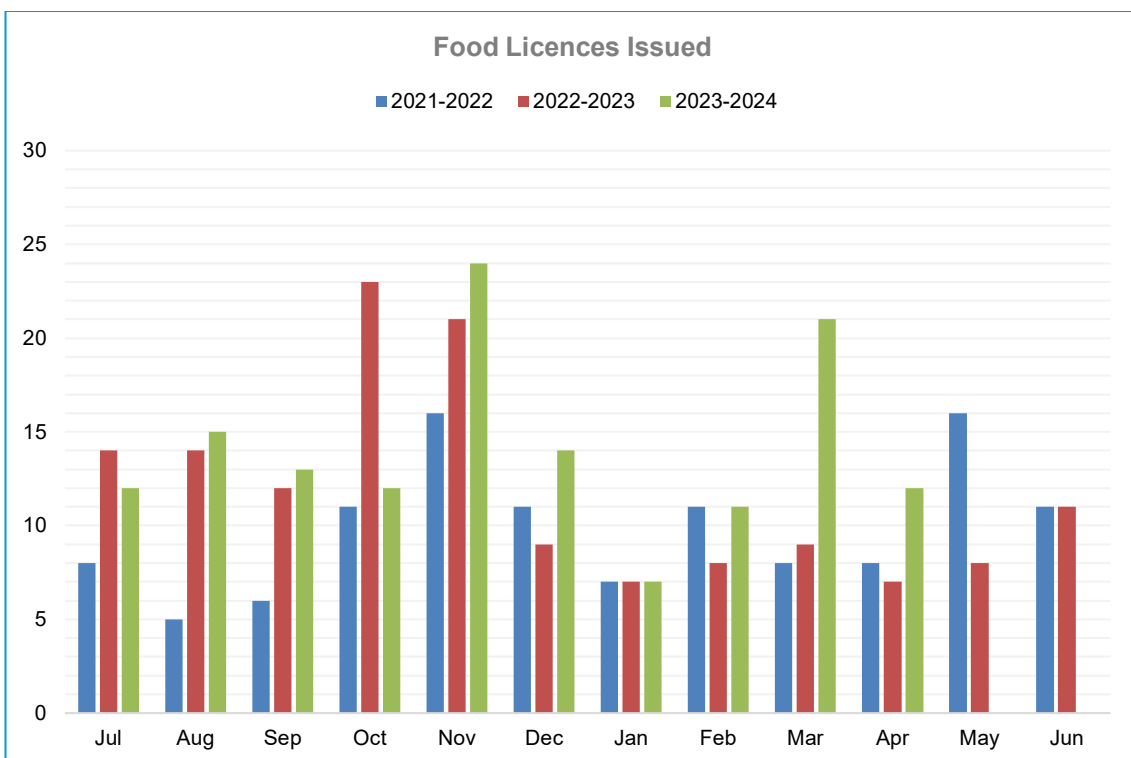
The following graph shows the visits completed in March and April.



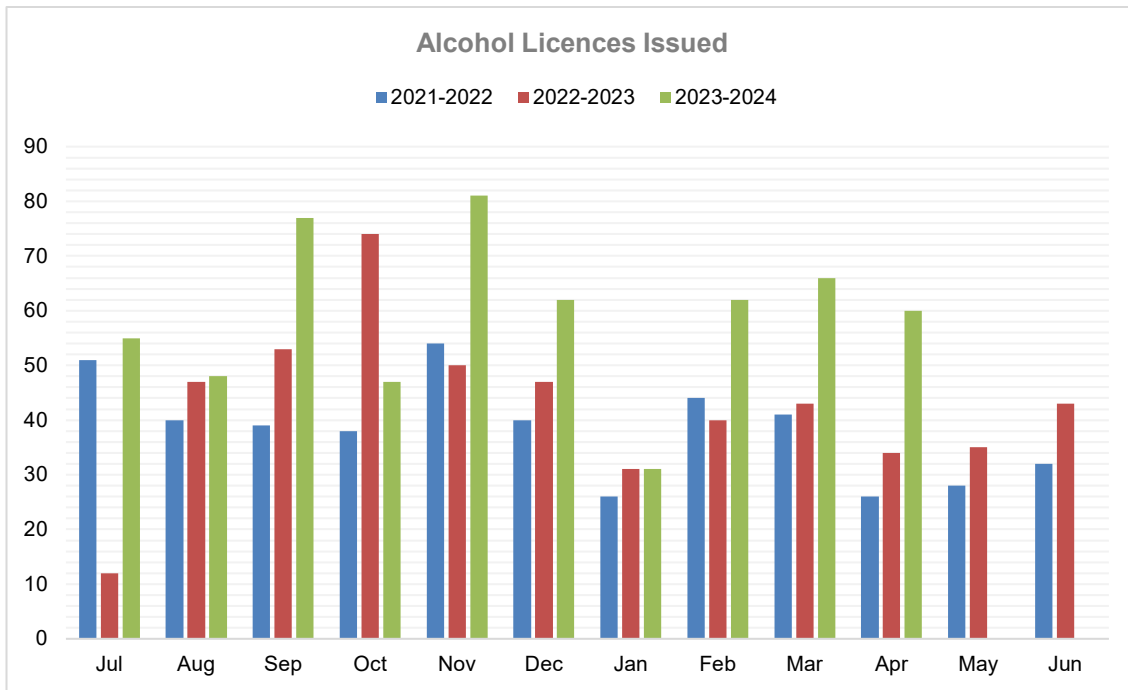
Requests for Service



Food Registrations Issued



Alcohol Licences Issued

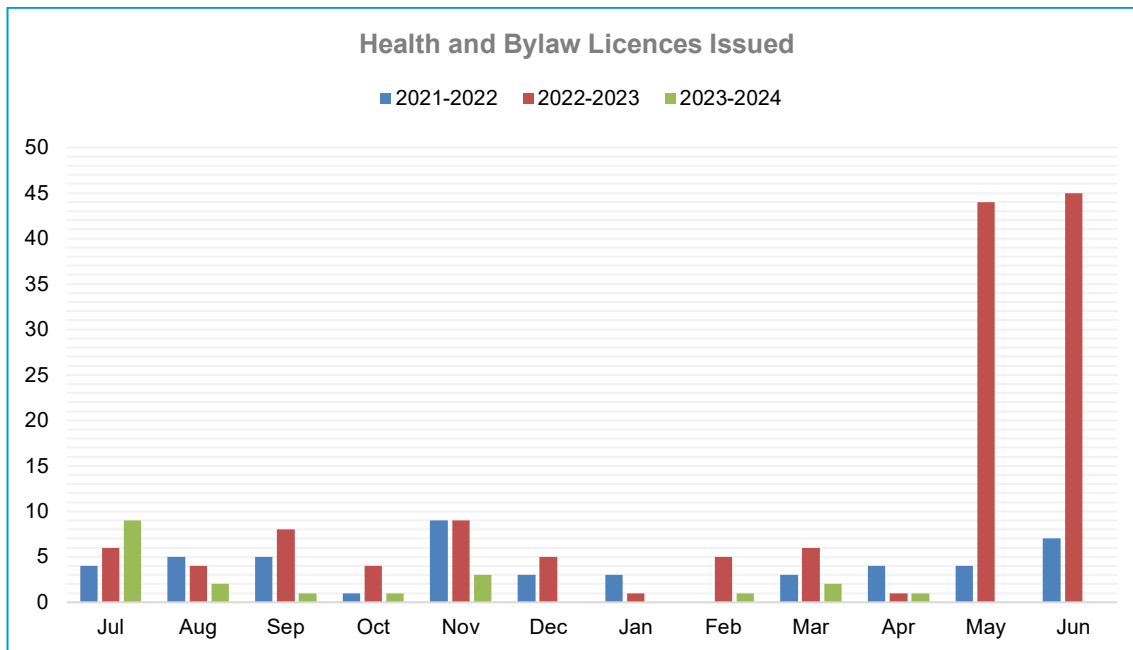


Health Licensing

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 March 2024, 2 health licences were issued. In April 2024 only 1 health licence was issued.

The following table shows the health licences issued in March and April:



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

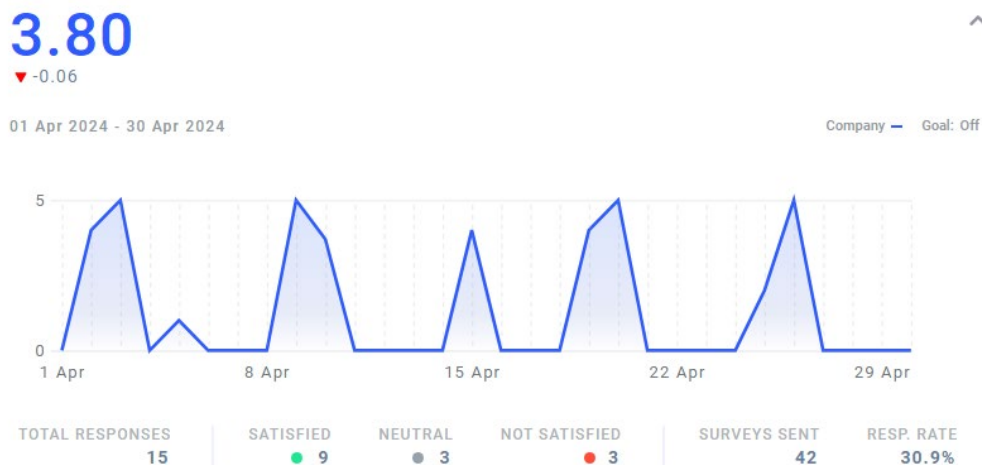
In March 2024, the Environmental Health Services team had 51 surveys sent out with 22 responses received, giving the team a response rate of 47.1%. There were 17 satisfied customers, 0 neutral customer and 5 customers who were dissatisfied.

For March 2024 the Environmental Health Services team achieved an average rating of 3.86 out of 5.



In April 2024, the Environmental Health Services team had 42 surveys sent out with 15 responses received, giving the team a response rate of 30.9%. There were 9 satisfied customers, 3 neutral customer and 3 customers who were dissatisfied.

For April 2024 the Environmental Health Services team achieved an average rating of 3.80 out of 5.



EHS Quarterly Newsletters – Autumn 2024

On 6 March 2024, the EHS team published the “Autumn Alcohol Licensing” newsletter. This can be found on the Council website at: https://www.fndc.govt.nz/_data/assets/pdf_file/0026/18890/He-karere-waipiro-Alcohol-Newsletter-Autumn-2024.pdf

On 8 March 2024, the EHS team published the annual “Rugby Club” newsletter. This newsletter was emailed to the 14 rugby clubs across the District. The purpose of the newsletter was to remind rugby clubs of their responsibilities under the Sale & Supply of Alcohol Act 2012.

On 11 March 2024, the EHS team published the “Autumn Food Business” newsletter. This can be found on the Council website at: https://www.fndc.govt.nz/_data/assets/pdf_file/0025/18880/He-kai-karere-Food-Newsletter-Autumn-2024.pdf

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 121 applications in March 2024, compared to 134 in March of 2023 year and 161 in March 2022.
- Planning support lodged 96 applications in April 2024, compared to 72 in April of 2023 year and 124 in April 2022.

Figure 1: Total Applications Received

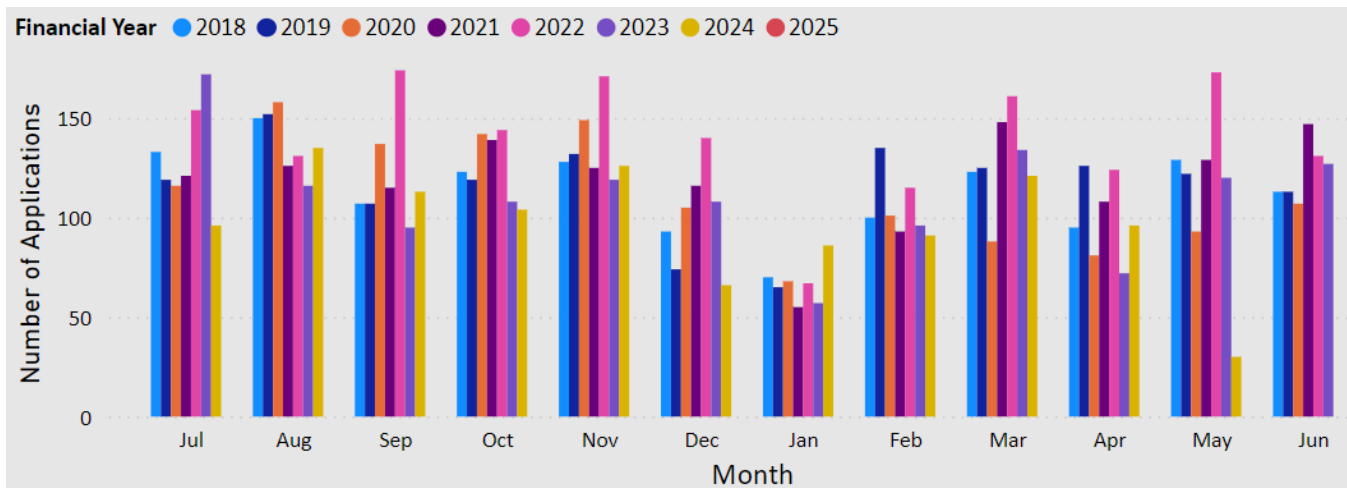
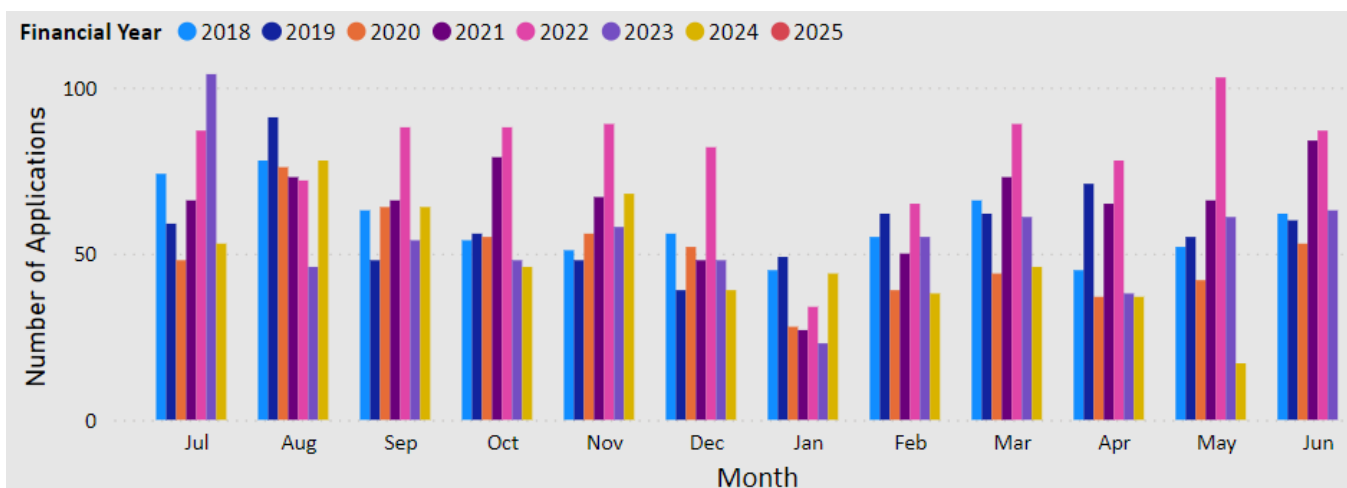


Figure 2 shows the total number of RMA applications* received each month since 2018.

A total of 57 resource consent and associated applications were lodged in March. This shows an increase in volumes to previous years, except the high volumes in December 2022 and 2021.

A total of 37 resource consent and associated applications were lodged in April. This is the same 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 116 decisions under the RMA and LGA in March of the 116 decisions, 49 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the

Environment (MfE). 22 consents were outside statutory timeframes and 27 consents within statutory timeframes in March, resulting in 55.10% compliance rate.

The Resource Consents team issued 120 decisions under the RMA and LGA in April, of the 120 decisions, 43 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 8 consents were outside statutory timeframes and 35 consents within statutory timeframes in April, resulting in 81.40% compliance rate.

The Resource Consents Performance graph below* shows compliance for the previous 12 months. The overall high compliance rate is a direct effect of internal staff recruitment that has increased our processing capacity and reduced the usage of external consultants.

Figure 3: Resource Consents issued showing statutory Compliance.



*NOTE: This is a snapshot as of 7th May 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	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Land use	29	24	24	32	31	19	25	21	18	21	22	12
Subdivision	13	8	11	14	5	11	13	8	7	5	4	7
Variation	6	11	9	16	9	5	16	8	6	4	4	1
Permitted Boundary Activity	3	5	1	1	2	5	4	0	0	2	2	3
Extension of Time	3	4	1	0	2	7	0	0	0	1	1	1
Certificate of Compliance	2	0	0	0	0	0	1	0	0	1	0	0
RMA Discharge	0	1	1	0	0	0	1	0	0	0	0	0
RMA NES CS	0	0	0	0	0	0	0	0	0	0	0	0
Combined land use and subdivision	5	2	3	4	6	3	0	9	5	0	8	6
Outline Plan	1	2	2	0	0	1	0	2	1	1	4	2
Outline waiver	1	0	3	0	2	1	2	3	0	3	3	4
Designations	1	0	1	0	0	0	1	0	0	0	0	0
Combined Land Use and Discharge	0	0	1	0	0	0	0	0	0	0	0	0
Total RMA	64	57	57	67	57	52	62	51	41	38	48	36

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	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
RMAOTH	0	1	1	5	3	2	0	0	1	2	0	3
RMAOBJ	4	8	1	6	8	2	10	1	5	3	2	3
CER221	2	1	0	0	0	0	0	0	0	1	0	1
CER223	14	20	15	17	13	18	19	9	10	20	23	23
CER224	16	17	11	20	14	19	18	7	14	12	24	11
CER348	3	1	1	1	0	1	1	0	1	1	1	2
CERBND	2	1	1	1	0	1	0	1	0	1	2	0
CEROTH	4	3	3	6	1	3	1	3	2	6	7	5
LGA348	2	3	1	3	1	2	1	1	2	0	1	3
LGA327	0	0	0	0	0	0	0		0	0	0	0
LGAEWK	3	5	3	5	8	2	11	2	3	4	5	1
LIQCOC	3	3	1	1	3	1	1	2	3	2	1	2
RMAEPA	8	7	4	4	5	3	4	1	7	3	9	6
Total	61	70	42	69	56	54	67	27	48	55	75	60

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 March 2024.

Application Number	Location
CER-2240238-CER224/A	30 Caprine Road, Waipapa 0295
CER-2230116-CER224/A	36 Koranae Road, Kerikeri 0295
CER-2220417-CER224/A	310 Puketotara Road, Kerikeri 0295
CER-2240138-CER224/A	109 Paponga Road, Broadwood 0491
CER-2220610-CER224/A	Lot 1, Mangatete Heights, Kaingaroa 0483
CER-2220455-CER224/A	45 Paparore Road, Waipapakauri 0486
CER-2220022-CER224/A	594 Koutu Loop Road, Whirinaki 0473
CER-2160436-CER224/A	184 Showground Road, Ohaeawai 0472
CER-2240199-CER224/A	1/22 Taipa Point Road, Taipa 0420
CER-2230410-CER224/A	601 Cable Bay Block Road, Cable Bay 0420
CER-2220696-CER224/A	108 Hone Heke Road, Kerikeri 0230
CER-2300444-CER224/A	127 Totara North Road, Kaeo 0479
CER-2190412-CER224/A	83A Hone Heke Road, Kerikeri 0230
CER-2098-CER224	11 Objective Test Mews, Mitimiti 0492
CER-2220308-CER224/A	119 Redcliffs Road, Kerikeri 0294
CER-2240077-CER224/A	92 Hautapu Road, Moerewa 0211
CER-2240038-CER224/A	5 Clendon Esplanade, Rawene 0443
CER-2230395-CER224/A	216 Tahanga Road, Karikari Peninsula 0483
CER-2230389-CER224	28 Amokura Drive, Kerikeri 0230
CER-2220780-CER224/A	79 Kemp Road, Kerikeri 0230
CER-2300196-CER224/A	79B Puketiti Drive, Mangonui 0494
CER-2230583-CER224/A	68 Elingamite Drive, Pukenui 0484
CER-2220466-CER224/A	48 Barriball Road, Taipa 0420
CER-2230163-CER224/A	47 Darwin Road, Kerikeri 0230

The below table shows the locations of the s224 certificates issued in April 2024.

Application Number	Location
CER-2160184-CER224/A	36 Mangakaretu Road, Kerikeri 0295
CER-2240108-CER224/A	219 Haruru Falls Road, Haruru 0204
CER-2230047-CER224/A	Lot 36, Russell Whakapara Road, Russell 0272
CER-2230446-CER224/A	512 State Highway 10, Doubtless Bay 0483
CER-2190521-CER224/A	80 Te Iringa West Road, Kaikohe 0474

Application Number	Location
CER-2230104-CER224/A	5 Hulme Drive, Okaihau 0475
CER-2200324-CER224/A	1088B Omaunu Road, Kaeo 0479
CER-2220616-CER224/A	854 Kaitaia-Awaroa Road, Ahipara 0481
CER-2300437-CER224/A	17A Snowdon Avenue, Moerewa 0211
CER-2240083-CER224/A	5 Old Church Road, Whangaroa 0478
CER-2230492-CER224/A	Pt Otangaroa 1C1A, Otangaroa Road, Kaeo 0479
CER-2160184-CER224/A	36 Mangakaretu Road, Kerikeri 0295

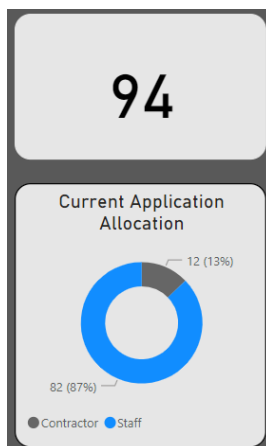
Applications in process

March

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

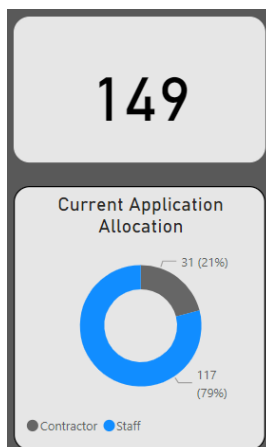
There are 5 applications awaiting allocation (Precheck).

At time of writing there are 10 applications which have been assessed by internal or external planners which are awaiting review and signing by delegated authority and all 10 of these are currently being reviewed.



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 10 from last month (104).

There are 82 (87%) allocated to internal staff compared to 80 (77%) in February 2024, and 12 (13%) allocated to Consultant Planners down from 21 (23%) in February 2024. This reflects a reduction in the 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 149 applications on hold down from 159 in February 2024.

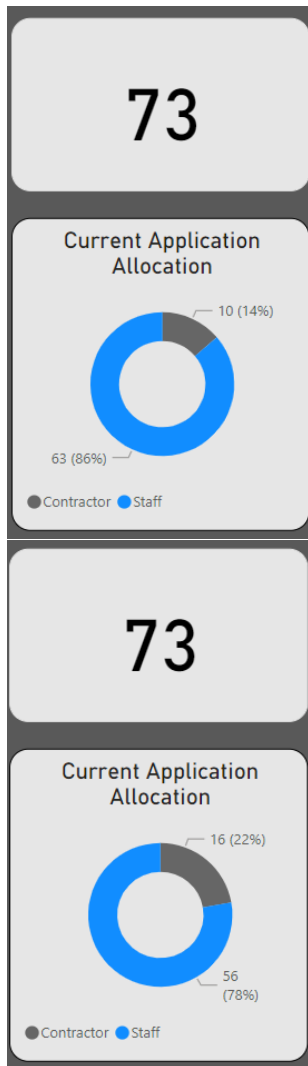
Overall, the Resource Consents team is managing a total of 263 RMA applications, the majority of which are being processed in house.

April

There are currently 6 applications in pre-lodgement awaiting either additional information or payment.

There are 3 applications awaiting allocation (Precheck).

As of the 7th May 2024 there are 7 applications which are awaiting review and signing by delegated authority, and 1 currently on hold (Total of 8 under review).



The figure on the left is the number of applications that are current within the council system (Pathway). The total number of active applications is 73

There are 63 (86%) allocated to internal staff and 10 (14%) allocated to Consultant Planners. This reflects a reduction in the 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 73 applications on hold.

Overall, the Resource Consents team is managing a total of 146 RMA applications, the majority of which are being processed in house.

Trends, News and Success Stories

Hearings

There was one hearing held in March 2024 for a mixed use development on State Highway 10 outside of Kerikeri. The commissioner has not issued a decision at the date of writing this report.

There were no hearings held in April 2024.

Processing Timeframes

March saw a slight decrease in the number of applications received. Better staffing and normalised workloads have led to all new applications received being processed by internal planning team members. The only consents being processed by external consultants are legacy consents from 2023 and earlier.

The team is still using the services of consultant engineers but a consolidation of the consultants and renewing of consultant engineers contracts are seeing tighter controls around charging and invoicing.

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 Commissioners to review and sign off decisions.

April 2024 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.

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. No applications have been allocated to external planning consultants for over two months now.

Decision making by delegated authority continues to be a pinch point as we continue to support and develop our internal staff, we have engaged three Independent Commissioners to review and sign off decisions.

Staffing

In March, the following positions were vacant:

- Team Leader – Resource Consents
- Resource Consents Engineer
- Planning Technician (Fixed Term).

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

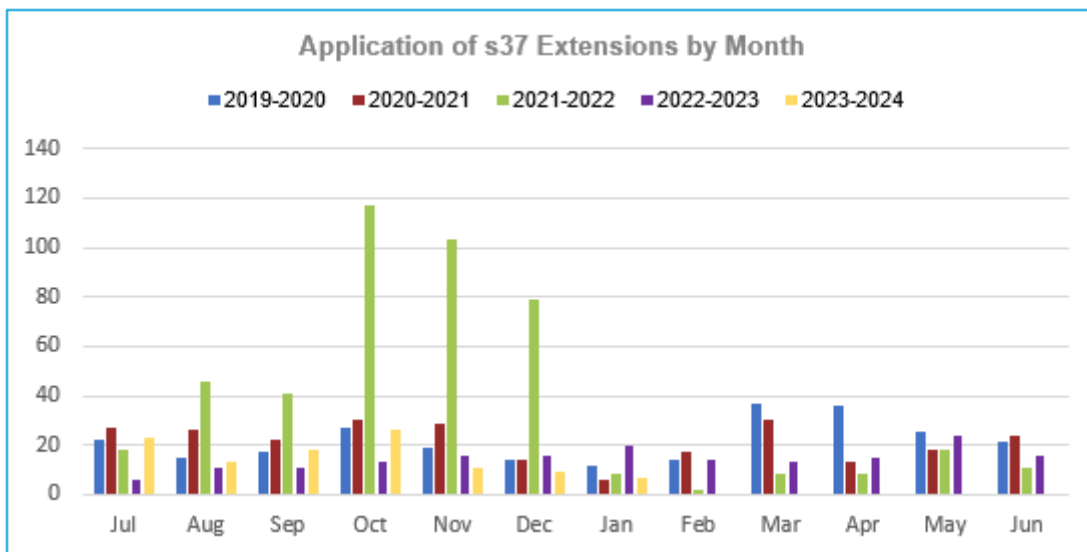
Management of workloads is key to ongoing retention and ensuring staff are not unduly stressed.

In April, the following positions are currently vacant:

- Senior Planner
- Planning Technician (Fixed Term)

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

Figure 6: Application of s37 extensions



Customer and Relationships

Ask Nicely Results

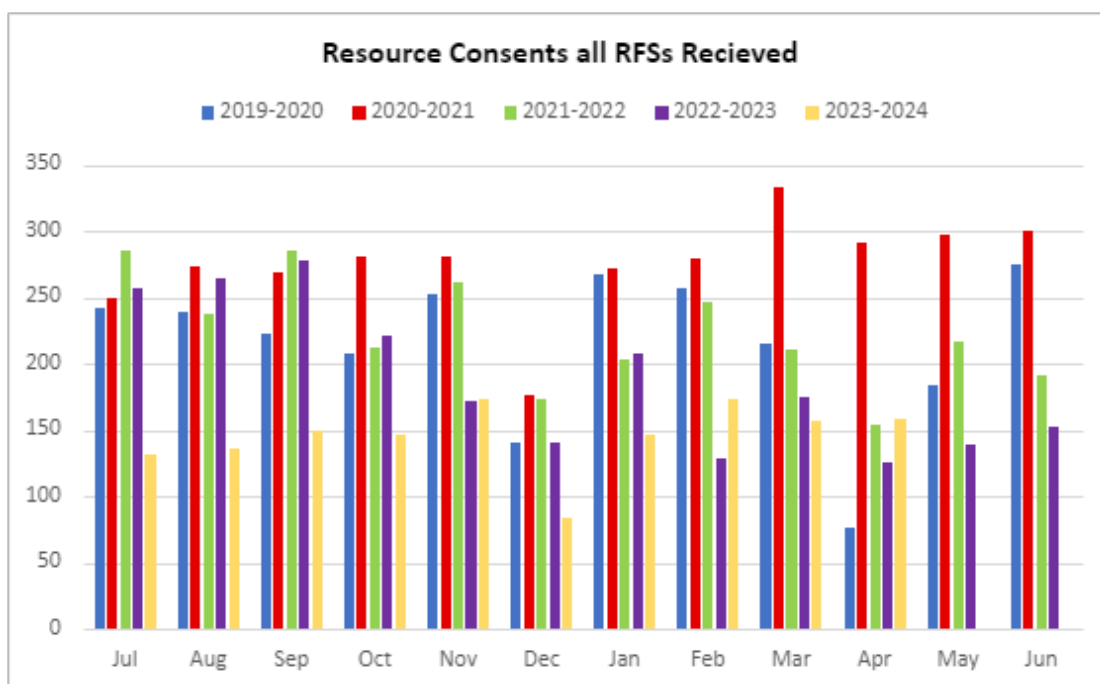
Resource Consents sent out 95 customer service surveys in March 2024 with 22 responses received, giving the team a response rate of 23.2%. There were 17 satisfied customers, 3 neutral customers and 2 customers dissatisfied.

Resource Consents sent out 95 customer service surveys in April 2024 with 16 responses received, giving the team a response rate of 18.9%. There were 10 satisfied customers, 5 customers dissatisfied, and 1 neutral customer.

Request for Service Responses

The Duty Planner and our admin staff are constantly under time pressure to answer Requests for Service (RFS) and are helped by planners when RFS's 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

Applications	Description	Received	Status
2240253-RMALUC	11 Res Units	12/06/2023	Suspended
2240332-RMALUC	11 Res Units	22/02/2024	Current
2300424-RMALUC	Papakainga Housing	22/02/2021	Suspended
2230041-RMASUB	9 Lot Sub over 2 stages	20/07/2022	Current
2230352-RMASUB	9 Lot Sub	27/01/2023	Current
2230531-RMACOM	21 Lot Sub over 2 stages	22/05/2023	Current
2230147-RMACOM	11 Lot Sub	15/09/2022	Suspended
2230475-RMASUB	7 Lot Sub	12/04/2023	Current

2220418-RMASUB	10 Lot Sub	10/12/2021	Suspended
2240239-RMALUC	50 units - retirement village	28/11/2023	Awaiting sign off
2200416 RMACOM	133 Lot Subdivision		Awaiting Env Ct ruling

RMA Reform Implications

Overview Government is taking a phased approach to the reform of the resource management system. The three phases are:

- Phase one - repeal the Natural and Built Environment Act and Spatial Planning Act
- Phase two – targeted changes to the RMA

The Government wants to reduce the regulatory burden on resource consent applicants and support development in key sectors, including farming, mining, and other primary industries. It is proposing targeted changes to give certainty to councils and consent applicants, while new legislation to replace the RMA is developed. The changes will be made through two amendment bills. These bills will be focused on amendments to the current system that can be progressed quickly and have an impact in the short to medium term. RM Bill 1 is narrow in scope and addresses a small number of time-critical changes. These changes provide more certainty to councils and resource consent applicants and give effect to a number of coalition commitments.

The proposed changes will:

- make it clear that, while the NPS-FM is being reviewed and replaced, resource consent applicants no longer need to demonstrate their proposed activities follow the Te Mana o te Wai hierarchy of obligations, as set out in the National Policy Statement for Freshwater Management (NPS-FM)
- amend stock exclusion regulations for sloped land
- repeal the intensive winter grazing regulations
- align the consenting pathway for coal mining with the pathway for other mining activities in the National Policy Statement for Indigenous Biodiversity (NPS-IB), NPS-FM, and the National Environmental Standards for Freshwater (NES-F)
- suspend the NPS-IB requirement for councils to identify new Significant Natural Areas for three years, to give time to review of how they operate
- speed up the process to develop or amend national direction, such as national policy statements and national environmental standards.

This Bill is intended to be introduced in May 2024. RM Bill 2 will be more substantive and will take some time to develop. RM Bill 2 is expected to be introduced to Parliament later in 2024. In addition, the Government has begun a programme of amending or developing new RMA national direction to make it easier to consent new infrastructure, get more houses built, and enhance the primary sector. While some changes will be made through the RMA amendment bills, the Government is also exploring ways to progress changes as part of an integrated national direction package. MGD Community of Learning 3 Phase Three - comprehensive reform and replacement of the RMA Phase Three of the reform will focus on replacing the current RMA with new resource management legislation based on the enjoyment of property rights. This work is on a longer timeframe. The Government intends to introduce a bill in mid-2025 and pass it into law by the end of 2025

Property and Facilities Management

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

Introduction

The Property and Facilities Management department consists of two teams: Property Management 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 27 historical expired leases.

- **Aupouri Ngāti Kahu – Te Rarawa Trust, Tangonge Domain, Kaitaia** – The group was granted a lease by Council on 8th February. The lease is now with the tenant for their review.
- **Doubtless Bay Sea Scouts, Taipa** – Council granted a new ground lease on the 14th March. The lease is now with the tenant for their review.
- **Te Rarawa Rugby Club Incorporated** – Public consultation ran from 3rd April to 30th April. Submissions will be collated and presented to the 16th July Te Hiku Community Board meeting
- **Hokianga Bowling Club** – The group was granted a lease by Council on 8th February. The lease is now with the tenant for their review.

Upcoming reports for May 2024

Te Hiku Community Board

- **Far Community Foodbank Trust** – A new lease request over part 6 South Road, Kaitaia will be presented on 14th May for recommendation to Council.
- **Te Hiku Community Hall Annual Information Report 2022-2023** – This is an annual requirement as per the Community Halls Policy 2016.

Kaikohe - Hokianga Community Board

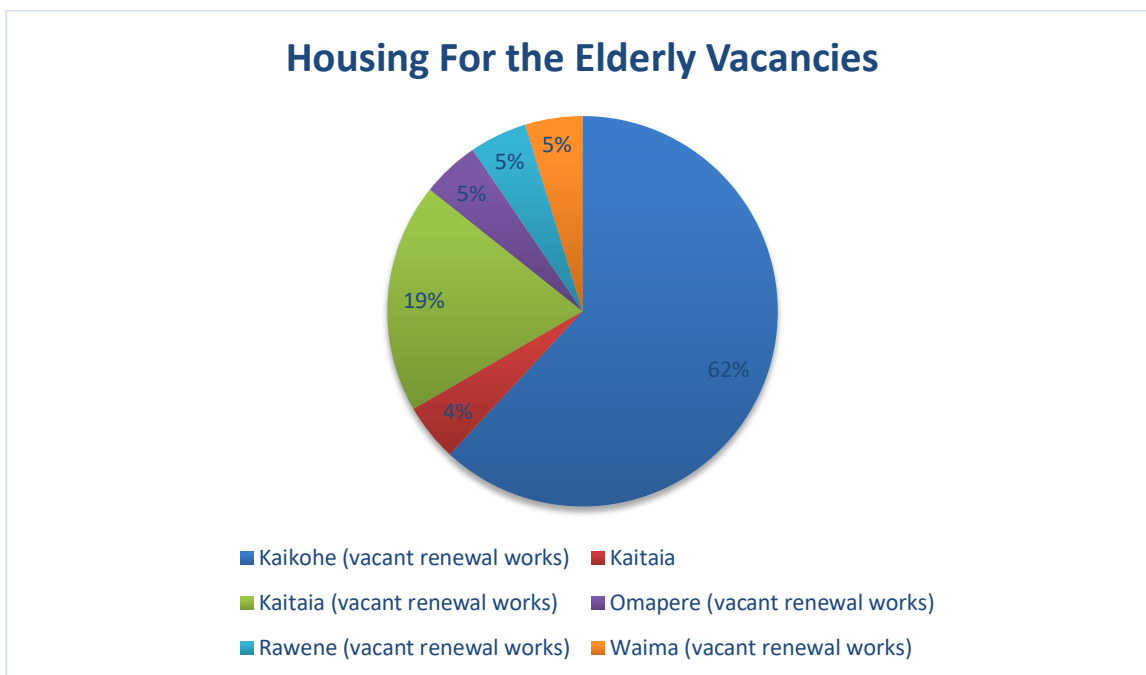
- **Kaikohe - Hokianga Community Hall Annual Information Report 2022-2023** – This is an annual requirement as per the Community Halls Policy 2016.

Bay of Islands - Whangaroa Community Board

- **Bay of Islands - Whangaroa Community Hall Annual Information Report 2022-2023** – This is an annual requirement as per the Community Halls Policy 2016.
- **Job Complete Ltd** – A new lease request over part 195 Puketona Road, Haruru will be presented on 16th May for recommendation to Council.

Housing for the Elderly

We currently have 23 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. At this stage, we have one vacant unit which will be interviewed for in May. Renewal works have commenced on two vacant units in Puckey Avenue, Kaitaia.

Cemeteries & Events

- Cemetery auditing of burial information continues to be a focus within the month of May, including Russell, Paihia and Mangonui cemeteries. Preparation to rollout out Plotbox to external contractors and funeral directions is underway, with expectation of this coinciding with the new fiscal year.
- We will be contacting Community Owned Cemeteries to develop a better relationship with them, ensuring their burial information is shared with FNDC so our records can be updated regularly.
- Event bookings have been relatively quiet now the Summer period is over.

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.

- 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.
- 120 Burials per annum.
- 58 Halls & Community Facilities.
- 27 Volunteer Groups engaged with annually.
- 2 Million m² of Active Reserves currently mown.
- 72 Toilets to Maintain.
- 525 Bins Serviced per annum.
- Approx. 4,000 RFS's each year.

Highlights

Anzac

- This year the team proactively begun ANZAC preparations in February by checking all the sites and monuments and noting down if any repairs or maintenance were required. We worked with our contractor to get these sites up to specification in time for ANZAC, and mowing was purposely done right before hand to ensure a smooth cut. The information and photographs we did gather, will aid us in our preparation for next year to deliver another fantastic service.
- Our contractor received some great feedback from the community “ *On behalf of the 2023/24 Kerikeri Returned and Services Association (Inc) Executive Committee I would like to acknowledge our appreciation for the time and effort you and your staff expended mowing the grass, turning off and pumping out the water feature, arranging for bollard key and the key for the pump shed for the power for our recent Anzac day commemoration held at the Memorial Wall*”.

Kauri Dieback

- We have been working with Northland Regional Council (NRC) on growing our understanding of the Kauri Dieback and how this impacts our work in the Far North. We are committed to protecting our non-diseased Kauri, aligning with the Biosecurity Order 2022 and an example of this is our recent discovery of a Kauri Forest in Houhora. Two of our team attended a Kauri Collective workshop held by NRC with a range of guest speakers.



Key challenges

- A lack of policy and defined process for community requests has been a challenge to make informed and consistent decisions. As a result, we have an outstanding number of requests around items like memorial chairs and BBQ's.
- The backlog of aged and unreviewed agreements continues to be an outstanding challenge. We tend to come across historical agreements as they are brought to our attention through urgent repair work and we are reviewing and renewing as we go.

Community Services Contract

- It has been announced that the Far North District Council have awarded the Community Facilities Contract to Citycare Property Limited which will commence on the 1st July 2024. We are currently underway with demobilising our current contract with Green By Nature, and mobilising of our new contract which will be our priority over the next two months. This will be a busy and strenuous time for the team and there will be further communication about what changes/impacts there may be, particularly around responding to Requests for Service.
- We have supported three recruitment evenings that Citycare organised across the three wards, to recruit local employees to deliver the contract. The messaging was clear that local is important. Each night was unique and a highlight was the evening at Kaikohe where Cllr Kapa, Cllr Rakena, Community Board Member Chicky Rudkin and Vice Chair of Kaikohe Business Association Linda Bracken were in attendance displaying *mahi tahi*.



- Operationally we are reviewing the number of audits we are achieving and implementing better practise around Health and Safety and ensuring these audits are consistent. Our audits for our Community Facilities Contract have met an overall 92.4% of a target of 100% which is across the different functions e.g. playgrounds, town maintenance.

Eastern area

Shippey's Reserve

Members of public were occupying the reserve since Waitangi and initial attempts to move them on were unsuccessful. Working with our monitoring team, "No camping" signs were erected in Shippey's Reserve and a couple of other areas near to the reserve. A positive result was the members of public occupying have moved on and we hope this will help to prevent future occupations.

There has been a handover of a new asset from our Projects team, which is the public toilets at Opito Bay. Toilet counters were installed, and it was interesting to see how frequently the toilets had been visited over the summer season.

Western area

Hone Heke Monument, Kaikohe

We have been working with Corrections who approached us early this year to undertake community service work at the Hone Heke Monument. This would be weed work and maintaining the gardens. We are currently working with them to form an agreement and walk them through the volunteer health and safety induction process. This means volunteers can undertake physical work on council owned land in a safe manner for the benefit of their communities.

Northern area

Hendersen Bay Reserve

Our last update on Henderson Bay, we were dealing with members of the public damaging our assets on the Reserve to create vehicle access which the track cannot sustain. Since then, we sought guidance from our monitoring team and have placed large rocks on the Reserve to prevent any four-wheel drive access. We are currently working with our Councillor, member of Community Board and a representative from Northland Regional Council to plan around signage and safe accessibility through our Reserve to the beach.

Ask Nicely

The team achieved an Ask Nicely score of 3.08 for the period of March and April, which is a tool we use to measure outcomes from the public. We are seeking to understand the results below and focusing on ensuring our customers are acknowledged when putting through a request for service and provided realistic timelines.

