Long Term Plan 2024-34 Activity Plan

Land and Property Information Services

- *Land Information Memoranda and property file requests*
- *Property File Requests*

Adopted 25 and 27 June 2024

Christchurch City Council

Final Version

- The Long Term Plan 2024-2034, and all its associated documents, including amendments to the draft LTP were adopted by Council on the 27th of June 2024. Approved changes, as appropriate, have been reflected in this Activity Plan.
- Uploaded 26 June 2024

Approvals

Role	Position	Name	For Draft LTP	
			Signature	Date of sign-off
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1. What this activity delivers

Land and Property Information Services

Land and Property Information services enables building or property investment decisions, large and small, to be based on good information. The provision of Land Information Memoranda (LIMs) and Property File information is provided on a daily basis through a centralised model ensuring accuracy and timeliness.

Land Information Memoranda

Land Information Memoranda (LIMs) include all specific information held by the council for individual residential and commercial properties. The number we process varies on demand, however generally it is between approximately 9,000 – 11,000 per year with on average 40 LIM applications accepted every day. A LIM is a product of all collated information the council holds both across its information management systems and in it's paper files. Due to the size of most commercial properties, these applications take longer to process.

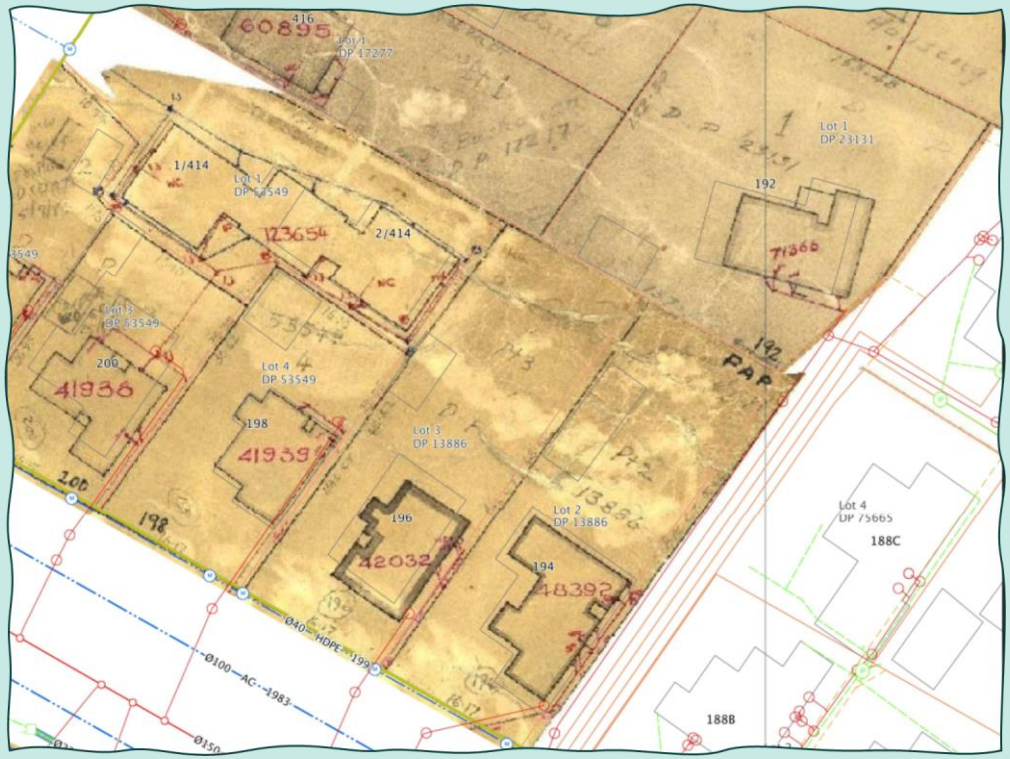
Property Files

As with LIMs, this information is stored both within the Council's information management system and in the paper files, with some of the historical information also stored on microfiche. The contents of a Property file is dependant on the information Council holds at the time of the request. We receive approximately 20-30 residential property file applications a day and 3-5 commercial applications, when all the information is already scanned it is our intention to provide the customer with the file within 2 working days of their request, and for those records that arent scanned the file is provided in 5 working days. Once the records are scanned the information is stored in the council's information management system for future use with the intention of eventually having all property file information stored electronically. Due to the large amount of information not scanned and the cost of scanning, it is not financially viable to digitise the information outside of the application process.

This activity includes the following services:

	Services	Contributes to Community outcomes
✓	**Land Information Memoranda and property file requests** - provides the community with access to all property information.	• Thriving and prosperous
✓	**Property File Requests** – consist of completed building permit & consent information, drainage plans, copies of all plans and specifications, code compliance certificates, PIMs, planning reports, resource consent decisions, associated documents, property inspection reports, historic LIMs, and any other relevant information which is associated with the commercial or residential property in question.	• Thriving and prosperous

A snapshot of provision and use for 2023/24:



8987 LIMs produced in 10 working days

726 property files digitised 5 working days

5942 electronic property files provided in 2 working days

2. Why we deliver this activity

2.1. Community Outcomes: How this activity contributes

Community Outcomes		Contribution*	Key contributions to achieving our community outcomes
	Collaborative and confident Our residents have the opportunity to actively participate in community and city life, have a strong sense of belonging and identity, and feel safe.	★	• Primarily an information service for the community
	Green and liveable Our neighbourhoods and communities are accessible and well connected, supporting our goals to reduce emissions, build climate resilience and protect and regenerate the environment, especially our biodiversity, water bodies and tree canopy.		
	A cultural powerhouse Our diverse communities are supported to understand and protect their heritage, pursue their arts, cultural and sporting interests, and contribute to making our city a creative cultural and events 'powerhouse'.		
	Thriving and prosperous Our city is a great place for people, business, and investment where we can all grow our potential, where enterprises are innovative and smart, and where together we raise productivity and reduce emissions.	★★	• The provision of Land Information Memoranda (LIMs) and property file information enables investment, informed decisions, and support to the housing market. Ensuring that all individuals have sufficient understanding of their investment. • The provision of property file information helps businesses and individuals to make informed decisions which leads to investment, bringing businesses and individuals into the city.

*Level of contribution – what this means	
★★★★	This activity is critical to the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service
★★★	This activity strongly supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service for some elements
★★	This activity supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service if practicable
★	This activity may provide incidental support to achieving this community outcome – it's not cost-effective to measure our impact

2.2. Strategic Priorities - How this activity supports progress on our priorities

Strategic Priorities		Contribution*	How our strategic priorities influence the way we work
	Be an inclusive and equitable city which puts people at the centre of developing our city and district, prioritising wellbeing, accessibility, and connection.	★	• The activity is mandated by legislation, making public consultation non-productive. • The activity connects communities though the sharing of locally held information to create better understanding about Land & Property Information so that the individuals within the community may make informed decisions when planning for their own futures and the future of the city.
	Champion Christchurch and collaborate to build our role as a leading New Zealand city.	★	
	Build trust and confidence in the Council through meaningful partnerships and communication, listening to and working with residents.	★★★★	• The provision of Land Information Memoranda (LIMs) and property file information is key in providing individuals with confidence that they are well informed to make decisions associated with property purchases, based on information Council holds pertaining to land, buildings and services.
	Reduce emissions as a Council and as a city, and invest in adaptation and resilience, leading a city-wide response to climate change while protecting our indigenous biodiversity, water bodies and tree canopy.	★	• LIMs provide a formal way to inform on site-specific matters such as sea level rise and flooding which enable the community to make more informed decisions on climate hazard exposure.
	Manage ratepayers' money wisely, delivering quality core services to the whole community and addressing the issues that are important to our residents.	★	• The majority of LIM's are associated with property transaction and respond to demands from the market. In this context, demand influences revenue and the responses are tailored accordingly. • The cost of collating Land & Property information is heavily influenced by whether the information has been previously scanned in and stored electronically or whether it needs to be scanned in from Hardcopy. • As more of the information owned by the Council is scanned through "on demand" this will reduce the cost of providing the service. This is a large process, and it is unlikely that significant difference will be seen between the LTP18 and 21, however it will attribute to minimizing costs in the future.
	Actively balance the needs of today's residents with the needs of future generations, with the aim of leaving no one behind	★★	• Council records and access to records is a core asset that allows landowners, builders, and developers to plan and facilitate development. From this perspective information is the mechanism that enables investment and accessibility.

*Levels of contribution – what this means	
★★★★	This activity is critical to the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service
★★★	This activity strongly supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service for some elements
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2.3. Climate Resilience Goals: How this activity supports climate resilience goals

Net zero emissions Christchurch

Key sources of greenhouse gas emissions from this activity includes:

- Our organisation CCC: Office electricity use
- Our District & Community: Minimal impact on district emission from this activity.

Land and Property Information Services are taking the following actions to reduce greenhouse gas emissions:

Operational/embedded greenhouse gas emissions

- This activity supports the Facilities Team's efforts to improve energy efficiency and emissions reductions in our office.

Greenhouse gas emissions by users of Land and Property Information Services:

- The documents we provide can be ordered and provided online which avoids the emissions generated from customers needing to travel to get the documents in person.

We understand and are preparing for the ongoing impact of Climate change

Key climate risks for the Land & Property Information services activity includes:

As this activity is primarily an information service for the community, there are minimal direct climate risks for the activity itself.
However, information on climate risks is likely to be updated more frequently in the future as more climate hazard data for properties is received.
Such risks will likely include:

- Areas exposed to sea-level rise inundation.
- Increased areas of flood risk.

Options being considered to reduce the risks to the Land and Property Information Services activity and the community posed by those climate risks include:

- LIM data for properties will be updated as required as new risk data is provided, which enables residents to make informed choices.

We are guardians of our natural environment and taonga

Please describe a pilot project you will undertake in the next three years to increase understanding of emissions reduction options and building resilience to climate risks relevant to your activity.

This activity does not expect to have a pilot project.

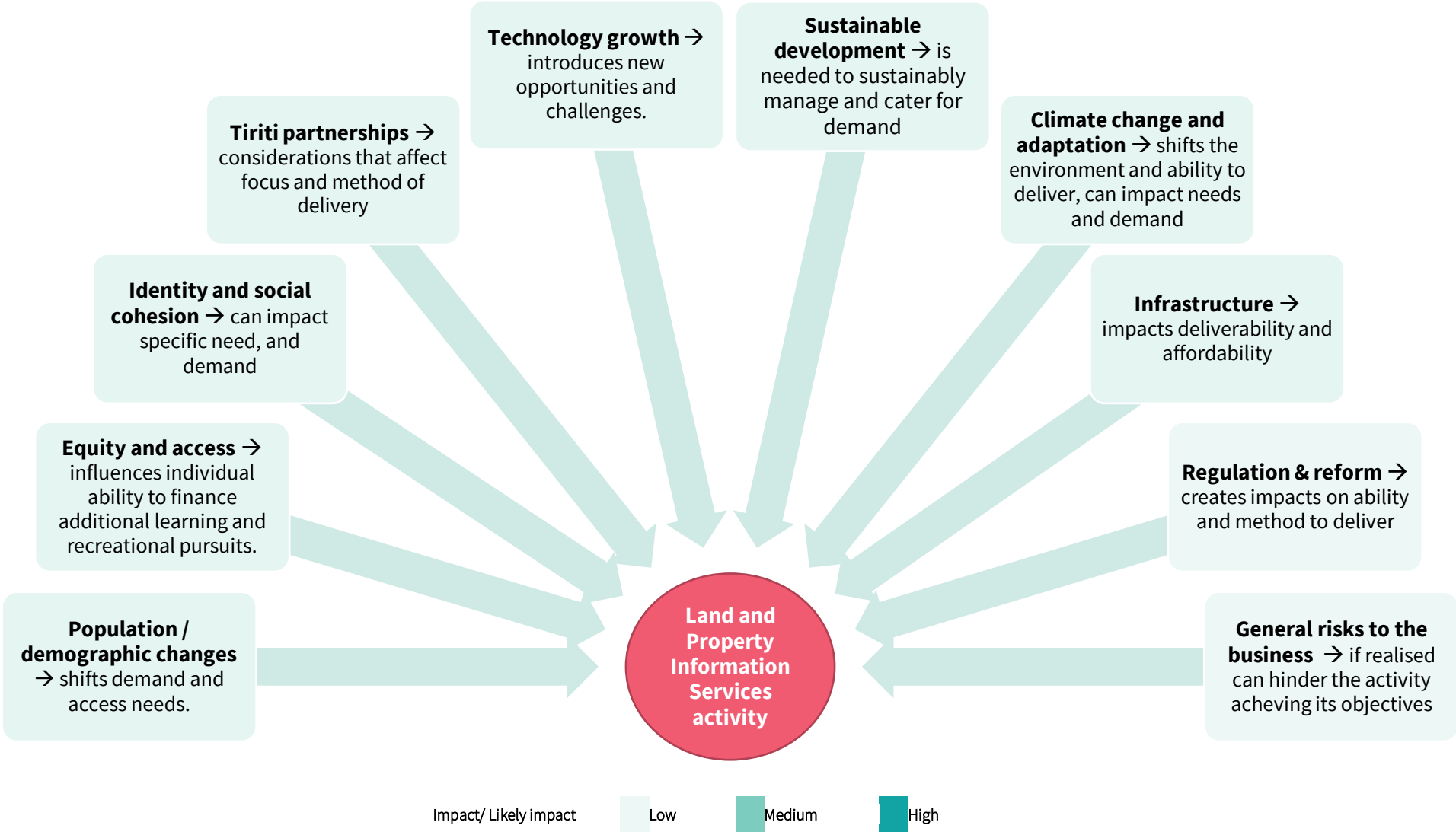
Please explain any levels of service changes in this LTP, or that may be required in the future as a result of climate change.

This activity has no level of service changes that may be required because of climate change.

3. How we are planning for future impacts

There are various factors influencing current and future demand for Council library facilities and the ability to deliver them. These are listed below.

3.1. Issues impacting current and future activity demand and deliverability



3.2. The high impact issues and mitigations planned

The more prominent ones that in particular effect our Community Outcomes or Strategic Priorities are summarised on this page. For further details on issues, including the current status, future projections, likely impact and mitigations please see Appendix B.

This activity has identified no high impact issues.

All current and future demand and deliverability impacts are identified as having low to no impact for this Activity.

4. Our levels of service

Council's Levels of Service (LoS) measures enable us to monitor and report against our outcomes and service performance. See Appendix A: Levels of Service Details for more detail.

Services & Level of Service Statements, with Measures of Success and future year Targets

Level of Service statement (What we will provide)	Measures of success (What our community can expect)	Performance Targets/Outputs			
		2024/25	2025/26	2026/27	2027 - 34
Land Information Memoranda and property file requests					
Provide timely land and property information services that enable building or property investment decisions, large and small, to be based on good information	Process land information memoranda applications within 10 working days (9.4.1)	99%			
Property file requests					
Provide timely response to property file requests	Provide customers with access to property files (9.4.2)	90% within 5 working days of request (subject to payment of fees)			
	Provide customers with access to property files that are already stored electronically (9.4.3)	90% within 2 working days of request (subject to payment of fees)			

5. How assets will be managed to deliver the services

This activity does not have assets.

6. Capital expenditure and key capital projects

This activity does not have capital expenditure and key capital projects.

7. Financial resources needed

7.1. Resources needed

Land & Property Information Services

000's	LTP 2024/25	LTP 2025/26	LTP 2026/27	LTP 2027/28	LTP 2028/29	LTP 2029/30	LTP 2030/31	LTP 2031/32	LTP 2032/33	LTP 2033/34
Activity Costs Before Overheads by Service										
Land Information Memoranda	1,158	1,214	1,249	1,289	1,333	1,379	1,417	1,464	1,500	1,522
Property File Requests	322	309	309	305	298	289	287	274	273	285
	1,480	**1,524**	**1,557**	**1,594**	**1,631**	**1,668**	**1,703**	**1,738**	**1,773**	**1,807**
Activity Costs by Cost Type										
Direct Operating Costs	2	2	2	2	2	2	2	2	2	2
Direct Maintenance Costs										
Staff and Contract Personnel Costs	994	1,024	1,047	1,071	1,096	1,121	1,145	1,169	1,193	1,215
Other Activity Costs	484	498	509	521	533	544	556	567	578	589
Overheads, Indirect and Other Costs	758	805	824	853	892	924	951	996	1,017	1,026
Depreciation										
Debt Servicing and Interest										
Total Activity Cost	**2,238**	**2,329**	**2,381**	**2,447**	**2,523**	**2,592**	**2,654**	**2,734**	**2,790**	**2,832**
Funded By:										
Fees and Charges	3,304	3,304	3,304	3,304	3,304	3,304	3,304	3,304	3,304	3,304
Grants and Subsidies										
Cost Recoveries										
Other Revenues										
Total Operational Revenue	**3,304**	**3,304**	**3,304**	**3,304**	**3,304**	**3,304**	**3,304**	**3,304**	**3,304**	**3,304**
Net Cost of Service	**(1,067)**	**(975)**	**(923)**	**(857)**	**(781)**	**(712)**	**(650)**	**(570)**	**(514)**	**(472)**
Funding Percentages										
Rates	-48%	-42%	-39%	-35%	-31%	-27%	-24%	-21%	-18%	-17%
Fees and Charges	148%	142%	139%	135%	131%	127%	124%	121%	118%	117%
Grants and Subsidies	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Cost Recoveries	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other Revenues	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Capital Expenditure										
Total Activity Capital										

7.2. Funding consideration and outcome

Section 101 Local Government Act 2002 - Funding Consideration. The following tables are based on the financials from the previous page.

Council funds the Land and Property Information Services Activity predominately through fees. This means that most funding comes from applicants, mostly on the basis of user pays.

- **Operating expenditure** is largely funded through fees as the Land and Property Information Service Activity directly benefits the requestor, community as a whole, and the benefits are received mostly in the same year the expenditure is incurred.
- **Capital expenditure** There is no capital expenditure associated with this Activity.

This funding approach is based on applying the following main funding principles to determine the funding policy.

Funding principles considered for operating costs

Consideration for funding method		Result	Implication
User-Pays	*the degree to which the Activity can be attributed to individuals or identifiable groups rather than the community as a whole*	High	Funded from fees and charges
Exacerbator-Pays	*the degree to which the Activity is required as a result of the action (or inaction) of individuals or identifiable groups*	High	Funded from fees and charges
Inter-Generational Equity	*the degree to which benefits can be attributed to future periods*	Low	Funded the year costs are incurred
Separate Funding?	*the degree to which the costs and benefits justify separate funding for the Activity*	Low	Funded from rates

Outcome: Funding for operating costs

Source	Proportion funded*	Funding Mechanisms
Individual / Group	High	Fees & Charges (High)
Community	n/a	n/a

Funding of *net* capital expenditure

Net *means after specific capital grants/subsidies/funding*

Category of capex	How it is funded initially - *Refer also to Financial Strategy*	Proportion*
Renewal/replacement	*Mix of rates and debt, but mostly rates – because the renewal / replacement programme is continuous. In future years, debt repayment is funded by rates.*	Nil
Service improvement	*Debt – because the benefits of capital expenditure on service improvement are received in future periods. In future years, debt repayment is funded by rates.*	Nil
Growth	*Development contributions and debt – because the benefits of capital expenditure relating to growth are received in future periods. In future years, debt repayment is funded by a mix of development contributions and rates.*	Nil

Outcome: Initial funding for capital

Initial funding source	Proportion of capex funded*
Rates	n/a
Borrowing	n/a
Development Contributions	n/a
Grants and Other	n/a

* Low = this source provides 0%-25% of the funding for this Activity, Medium = this source provides 25%-75% of the funding for this Activity, High = this source provides 75%-100% of the funding for this Activity

More information on the Council's Finance and Funding Polices can be found in the *Financial Strategy* and the *Revenue and Financing Policy*

8. Possible significant negative impacts on wellbeing

This activity does not expect to have any significant negative effects on social, economic, environmental, or cultural wellbeing of the local community, now or in the future.

Appendices

A. Appendix A: Levels of Service detail

A.1. Continuous Improvement Review (S17A) – Recommendations for change

No Continuous Improvement Reviews (S17A) have been identified for this Activity.

A.2. Levels of Service: Performance measures in detail

Level of Service statement (What we will provide)	LOS	Measures of success (What our community can expect)	Performance Targets/Outputs				Method of Measurement	Community Outcome	Historic Performance Trends	Benchmarks	C/M
			2024/25	2025/26	2026/27	2027 - 34					
Land Information Memoranda and property file requests											
Provide timely land and property information services that enable building or property investment decisions, large and small, to be based on good information	9.4.1	Process land information memoranda applications within 10 working days	99%				Timeframes are monitored and measured using computerised reports. Statutory obligations under Section 44A of LGOIMA are met by Council	Thriving and prosperous	2022/23: 98% 2021/22: 100% 2020/21: 99% 2019/20: 100% 2018/19: 100%	Section 44A of LGOIMA relating to land information memoranda. All LIMs issued within 10 working days. Wellington City Council LTP measure 100% within 10 working days	C
Property file requests											
Provide timely response to property file requests	9.4.2	Provide customers with access to property files	90% within 5 working days of request (subject to payment of fees)				Timeframes are monitored and measured using computerised reports	Thriving and prosperous	2022/23: 97% 2021/22: 98% 2020/21:93% 2019/20: 94.0% 2018/19: 89.1%		C
	9.4.3	Provide customers with access to property files that are already stored electronically	90% within 2 working days of request (subject to payment of fees)				Timeframes are monitored and measured using computerised reports	Thriving and prosperous	2022/23: 99% 2021/22: 99% 2020/21: 92% 2019/20: 96% 2018/19: 89.1%		C

A.3. Levels of Service changes from Long-term Plan 2021-31, and why

Related Levels of Service (now known as Measures of Success and Targets) have been grouped together under Level of Service Statements. This provides a reduced suite of levels of service that are most critical and meaningful, rationalising the overall number to be presented in the LTP and included in future reporting to ELT, Council, and the community, while ensuring continued transparency of non-financial performance across services. Applying this process has resulted in no material changes to Measures of Success or Targets beyond those specifically set out below.

Deletions

Activity / Level of Service	Change from 2021-31 LTP	Reason/Rationale	Options for Consultation
9.4.10 (C) Process project information memoranda applications within statutory timeframes	Moved to Building Regulation Activity.	The service delivery for Project Information Memorandums sits within the Building Regulation Activity.	Consultation not required: LOS retained in the LTP.

New

This Activity has no new levels of service.

Amendments

This Activity has no amended levels of service.

B. Appendix B: Possible issues impacting the Activity & the mitigations planned

Information for future impacts was collated in preparation of the draft LTP 2024-34 to inform Councillor decisions and community consultation. This section was not updated for final LTP adoption.

B.1. Changing customer needs

Population / demographic changes (No impact)

This Activity has identified no possible population or demographic change issues impacting the Activity.

Equity and access (No impact)

This Activity has identified no possible equity and access issues impacting the Activity.

Identity and social cohesion (No impact)

This Activity has identified no possible identity and social cohesion issues impacting the Activity.

B.2. Tiriti Partnerships (No impact)

This Activity has identified no possible Tiriti partnership issues impacting the Activity.

B.3. Technological growth (No impact)

This Activity has identified no possible technological growth issues impacting the Activity.

B.4. Resilience and environmental considerations

Climate change & adaptation (No impact)

This Activity has identified no possible climate change and adaptation issues impacting the Activity.

Sustainable development (No impact)

This Activity has identified no possible sustainable development issues impacting the Activity.

B.5. Infrastructure (No impact)

This Activity has identified no possible infrastructure issues impacting the Activity.

B.6. Regulations & reform (No impact)

This Activity has identified no possible regulation and reform issues impacting the Activity.

B.7. Identified Business Unit Risks

Business Units aligned with this activity, i.e., Facilities and Asset Planning, Legal and Democracy, Digital and Community Support & Partnerships, will collaborate to deliver the levels of service for this activity.

Business risks that could impact this activity have been considered. A summary of risks currently assessed as most relevant to the activity are listed below. Risks are recorded and periodically reported to the Executive Leadership Team and the Audit and Risk Management Committee.

Strategic priorities risk is associated with	Risk Description	Impact	Likelihood	Inherent Risk Rating	Controls / Mitigations	Residual Risk Rating
• Build trust and confidence in the Council through meaningful partnerships and communication, listening to and working with residents.	There is a risk of: • If we do not ensure we have effective processes to include all relevant information into LIMS, then incomplete LIMs could be produced. Resulting in customers making decisions without all information.	Moderate	Unlikely	Medium	• Regular engagement and review with Business Units who provide LIM content is undertaken to ensure it contains the correct and relevant information. • Systems are in place to prioritise the resolution of data and system errors affecting LIM production when errors are detected.	Low