

# **Land and Property Information Services**

## **Activity Management Plan**

**Long Term Plan 2015–2025**  
***As amended through the Annual Plan 2017/18***

1 July 2017



## Quality Assurance Statement

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# 1 Key Issues for the Land and Property Information Services Activity

Land and Property Information Services provides customers of Council with property specific information to ensure building or property development decisions are based on good information. This assists customers in making informed decisions in relation with regulatory related projects. This is provided on a day to day basis through responses to requests for the provision of Land Information Memoranda (LIMs), Project Information Memoranda and property file information.

## 1.1 Community Outcomes

Everything that the Council does in its day-to-day work is focused on achieving community outcomes. All activities outlined in this plan aim to deliver the results required to achieve these outcomes, contribute to Council strategies and meet legislative requirements. Likewise, all Council capital and operating expenditure is directed towards a level of service that moves the community closer to these outcomes now or at some future point.

The effective management of Land and Property Information Services for Christchurch means contributing to the community outcomes that:

- Christchurch has good quality housing
- The Council is responsive to the demands of the rebuild
- Statutory obligations are met by the Council

Section 4 shows how these outcomes flow down into and influence the Council's activities and levels of service in relation to Land and Property Information Services.

## 1.2 Effects of growth, demand and sustainability

Following the Canterbury earthquake sequence the Building Control Group has faced unprecedented demand for services. The devastating nature of the seismic events meant a rebuild was inevitable. The trends within the property market in Christchurch are forecasted to remain constant over the next 5 – 10 years due to the rebuild and properties changing ownership more frequently. We are therefore forecasting LIM volumes to mirror this trend and remain at approximately 10,000 per annum.

## 1.3 Key Challenges and Opportunities for Land and Property Information Services

In working towards the community outcomes and influenced by population growth and demand, Council faces the challenge of making decisions that prioritise resources to deliver the best mix of services at the right level and in a sustainable way. The key challenges and opportunities that have been priorities by Council are below in Table 2-1.

Table 1-1

Key Issue	Discussion
<p>Community confusion associated with content of the LIM product.</p>	<p>The Council is mandated by legislation to provide information on a requested piece of land in the district as per section 44(a) of the Local Government Official Information and Meetings Act 1987, we do however have the option to include more than the mandated information. The criteria for what additional information is considered to be included in the LIM is covered by our discretionary information policy.</p> <p>Before the Council includes any discretionary information in a LIM, consideration should be given to these three things - relevance, accuracy and reasonableness.</p> <p>Any discretionary information that is included in a LIM needs to be concerned with the land that is the subject of the LIM. In other words, the information needs to be relevant to the land in question.</p> <p>Where a centralised register of key information exists this Council commonly references the information source directly, this ensures the applicant is referring to the most up to date information and removes the risk of Council providing information that is out of date or has been superseded by another party.</p> <p>An example of this type of information is referral to the District Plan, Ecan's Listed Land Use Register, and CERA's land zoning information.</p>



## 2 Proposed changes to activity

Table 2-1 summarises the proposed changes for the management of the Land and Property Information Services activity since the Three Year Plan 2013-16 Activity Management Plan.

**Table 2-1 Proposed changes to activity**

Key Change	Reason	Level of significance? What investigations are needed?	Options for consultation and engagement
Realignment of General advice and Manage the consent preparation process meetings from Activity Plan 9.4 to Activity Management Plan 9.1 Building Consenting and Inspections	This realignment positions the service to the appropriate part of the business where the service and budget responsibility are represented within the Group.	Minimal, Investigation not necessary as Levels of service will be remaining in the same Group.	Not necessary – no change to public, internal adjustment only.
Provide customers with self service online request and retrieval service for property file records.	<p>This service provision improves the level of service to customers from a 3 day turnaround period to a 48 hour timeframe; it supports the faster provision of property file records to support Resource Consent and LIM processing.</p> <p>The provision of an electronic portal also removes the requirement to have 2 FTE supporting this service in the request and file preparation phases of the service delivery.</p> <p>Expanding our service delivery channels is in line with the organisational approach to grow service delivery channels and meet our customers' growing expectations.</p>	Medium level of significance as it will increase customer satisfaction and improve timeframes for LIM and Resource Consent applications by removing the current 3 day wait time.	Not necessary as this is an enhancement to current service and will not incur additional costs to the ratepayer due to user pays model funding this improvement to Council services.

Key Change	Reason	Level of significance? What investigations are needed?	Options for consultation and engagement
<p>Provide customers with Fast track LIM option for both commercial and residential customers.</p>	<p>This service provision improves the level of service from a 10 day statutory delivery of a LIM to a 5 day service delivery commitment. Customers who will benefit from this service are typically ones who require a LIM at short notice.</p> <p>Examples of when this service may be utilised are in support of a property settlement decision, or for customers who have forgotten to provide a LIM prior to auction or open home timings.</p> <p>Typically we currently receive 1 – 3 requests for LIMs to be prioritised per week and this causes service inequity for customers. The application of a tiered fee structure provides Customers with service choice and provides a greater equity amongst users of this service.</p>	<p>Medium level of significance as it will increase customer satisfaction..</p>	<p>Not necessary as this is an enhancement to current service and will not incur additional costs to the ratepayer due to user pays model.</p>

### 3 Activity description

#### 3.1 Focusing on what we want to achieve

Council undertakes activities in order to deliver on the community outcomes for Christchurch. The outcomes that relate most directly to the management of the city's Land & Property Information Services network are that:

- Christchurch has good quality housing
- The Council is responsive to the demands of the rebuild
- Statutory obligations are met by the Council.

#### 3.2 How we will know we are achieving the outcomes

We will know we are achieving the above outcomes when we see the following results:

- **Building decisions are based on good information** provided from property files; Project Information Memoranda's and land information memoranda.
- Land information memoranda (**LIMs**) and Project Information Memoranda (**PIMs**) support developers and property owners' needs and **are processed in accordance with** the District Plan and statutory requirements.

The activities that follow in section 4 and the levels of service within them are all linked to the above results to ensure Councils stays focused on moving towards the community outcomes. This link aims to confirm why we are doing the activities – that they will realistically move us closer to our goals – and that service delivery remains relevant to strategic direction.

#### 3.3 What services we provide

This activity includes the following services:

- Land Information Memoranda (LIMs)
- Project Information Memoranda (PIMs)
- Issuing Property Files

There are no assets associated with this activity.

#### 3.4 Our key customers

Customers include builders, developers, planning consultants, architects, surveyors, building and property owners, housing companies, plumbers and drain layers, real estate, engineers, lawyers, property purchasers and the community as a whole.

##### 3.4.1 Who Benefits?

Who benefits?	
Individual	Full
Identifiable part of the community	
Whole community	

##### Explanatory Comments:

The Services covered in this Activity Management Plan are a direct benefit to individuals using the product offerings.

### 3.4.2 Who pays?

Funding - Fees / User Charges	Other revenue Grants & Subsidies	General rate	Targeted rate
114%	0%	-14%	0%
Full			

Does this Activity generate surplus funds that can be applied to other areas? **Yes**

#### Explanatory Comments:

Current funding is 100% user-pays; we are currently over-recovering for the combined services within this activity resulting in a slight subsidisation of rates.

### 3.5 Key legislation and Council strategies

To meet the requirements of:

- Local Government and Official Information Act 1987
- Building Act 2004
- Resource Management Act 1991

## 4 Levels of service and performance measures

Table 4-1

Performance Standards Levels of Service (we provide)	Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2024/25	
					Year 1	Year 2	Year 3		
					2015/16	2016/17	2017/18		
<b>Land Information Memoranda (LIMs)</b>									
9.4.1	Process Land Information Memorandum applications within statutory timeframes	<i>Statutory obligations are met by Council</i>	<i>Meet statutory requirements of 10 working days</i>	2013/14: 99.99% 2012/13: 100% 2011/12: 100% 2010/11: 100% 2009/10: 99.99%	<i>Section 44 of LOGIMA relating to Land Information Memoranda</i>  <i>100% North shore City Council</i> <i>100% Hamilton City Council issued within 10 working Days</i>	Process 100% of Land Information Memorandum applications within 10 working days  (excl Christmas period of closure)	Process 100% of Land Information Memorandum applications within 10 working days  (excl Christmas period of closure)	Process 99% of Land Information Memorandum applications within 10 working days  (excl Christmas period of closure)	Process 100% of Land Information Memorandum applications within 10 working days  (excl Christmas period of closure)

Performance Standards Levels of Service (we provide)	Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2024/25	
					Year 1	Year 2	Year 3		
					2015/16	2016/17	2017/18		
<b>Project Information Memoranda (PIMs)</b>									
9.4.10	Process Project Information Memorandum within statutory timeframes	<i>Statutory obligations are met by Council</i>	<i>100% of Project Information Memorandum applications issued within 20 working days (excl Christmas period of closure)</i>	2013/14: 87%	<i>To be advised</i>	Non LTP 9.4.10.1 Process 92% of Project Information Memorandum applications within 18 working days (excl Christmas period of closure)	Non LTP 9.4.10.1 Process 95% of Project Information Memorandum applications within 18 working days (excl Christmas period of closure)	<del>Non LTP            9.4.10.1            Process 98% of Project Information Memorandum applications within 18 working days            (excl Christmas period of closure)</del> Discontinued	Process 100% of Project Information Memorandum applications within 20 working days (excl Christmas period of closure)
						LTP 9.4.10.2 Process 100% of Project Information Memorandum applications within 20 working days (excl Christmas period of closure)	LTP 9.4.10.2 Process 100% of Project Information Memorandum applications within 20 working days (excl Christmas period of closure)	LTP 9.4.10.2 Process 100% of Project Information Memorandum applications within 20 working days (excl Christmas period of closure)	Process 100% of Project Information Memorandum applications within 20 working days (excl Christmas period of closure)

Performance Standards Levels of Service (we provide)	Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2024/25	
					Year 1	Year 2	Year 3		
					2015/16	2016/17	2017/18		
<b>Issuing Property Files</b>									
9.4.2	Provide residential property files to customers in electronic format	<i>Council is responsive to demands of the rebuild</i>	<i>Provide customers with a copy of the consenting information the Council holds relating to properties, in an electronic format, which enables ease of information sharing between multiple parties and assists with consenting works.</i>	2013/14: 99% 2012/13: 87%  <i>This performance result was against 90% within 3 working days.</i>	<i>Auckland City Council maximum five working days</i>	Provide 90% of residential property files to customers in electronic format within 3 working days of request.  Within the 15/16 financial develop and implement online delivery mechanism to enable delivery within 48 hours of request.	Provide 98% of customers with access to digitised residential property files via online portal within 48 hours of request.	Provide 98% of customers with access to digitised residential property files via online portal within 48 hours of request.	Provide 98% of customers with access to digitised residential property files via online portal within 48 hours of request.

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10
						Year 1	Year 2	Year 3	
						2015/16	2016/17	2017/18	2024/25
9.4.3	Retrieve and provide commercial property files in hard copy for customers	<i>Council is responsive to demands of rebuild</i>	<i>Provide customers with the opportunity to view commercial property records in hard copy format. Customers are also provided with the option to obtain an electronic copy of part or all of commercial property files to assist with development and building projects.</i>	2013/14: 98% 2012/13: 95% 2013/14: 100% 2012/13: 94%	<i>Auckland City Council maximum five working days</i>	Non-LTP 9.4.3.1 Retrieve and provide 90% of commercial property files within three working days of request LTP 9.4.3.2 Retrieve and provide 95% of optional requests for scanning of records within five working days (charges apply)	Non-LTP 9.4.3.1 Retrieve and provide 95% of commercial property files within three working days of request LTP 9.4.3.2 Retrieve and provide 95% of optional requests for scanning of records within 3 working days (charges apply)	Non-LTP 9.4.3.1 Retrieve and provide 95% of commercial property files within three working days of request LTP 9.4.3.2 Retrieve and provide 95% of optional requests for scanning of records within 5 working days (charges apply)	Non-LTP 9.4.3.1 Retrieve and provide 95% of commercial property files within three working days of request LTP 9.4.3.2 Retrieve and provide 95% of optional requests for scanning of records within 3 working days (charges apply)
9.4.4	Provide viewing services to customers requesting to view Commercial property files	<i>Council is responsive to demands of rebuild</i>	<i>Provide counter services option to our customers during typical business trading hours.  Customers advised to arrive before 4.00pm to ensure same day viewing opportunity.</i>	<i>Between the hours of 8.00am – 5.00pm, Monday to Friday (excluding Public Holidays)</i>	<i>Auckland City Council 8.30am – 5.00pm, Monday to Friday, recommending customers arrive by 4.00pm for end of day viewing</i>	Access to documents available between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)	Access to documents available between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)	Access to documents available between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)	Access to documents available between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)



## 5 Review of cost effectiveness - regulatory functions and service delivery

Review of this function is not necessary due to all services within this Activity being governed by Legislation or Contractual agreement.

## 6 Risk Management

**Table 6-1 Significant Risks and Control Measures**

Risk Description	Current Control	Proposed Control	Target Risk Level
Maintenance of data quality of information which is incorporated into the production and both LIMs and the provision of property file records.	Staff respond to content anomalies as and when customers advise.	Robust annual review regime to be implemented associated with data that is provided as part of the LIM, PIM, or property file service delivery suite.	Med

## 7 Improvement Plan

Provide customers with self service online request and retrieval service for property file records, this service can also be utilised for other services associated with this Activity Management Plan such as LIMs and PIMs.

This service improvement will lift the level of service to customers from a 3 day turnaround period to a 48 hour timeframe; it supports the faster provision of property file records to support Resource Consent and LIM processing.

The provision of an electronic portal also removes the requirement to have 2 FTE supporting this service in the request and file preparation phases of the service delivery.

Expanding our service delivery channels is in line with the organisational approach to grow service delivery channels and meet our customers' growing expectations.

## 8 Operations Strategy

### 8.1 Operations

The services within this Activity Plan are legislated, operationally we are resourced to deliver LIM and PIM services 100% within the statutory timeframes. The Council has also entered into 10 year contractual agreements with external providers to ensure stability and consistency of service supporting the Property files levels of service.

## 9 Summary of Cost for Activity

Figure 9-1

REGULATION AND ENFORCEMENT · LAND AND PROPERTY INFORMATION SERVICES					<i>Funding splits exclude EQ Costs from all calculations</i>					
	<u>Funding Caps in 2015/16 Dollar:</u>									
	2014/15 Annual Plan	2015/16	2016/17	2017/18	Funding - User Charges	Other revenue	General rate	Targeted rate	Period of Benefit (years)	Comments
	000's									
<b>Operational Budget</b>										
PIMs and LIMs	1,850	1,874	1,869	1,843						
Issuing Property Files	1,049	1,055	1,034	1,013						
Consent Preparation Process Meetings	701	702	701	691						
General Public Advice	0	0	0	0						
<b>Activity Costs before Overheads</b>	<b>3,600</b>	<b>3,631</b>	<b>3,604</b>	<b>3,547</b>						
Earthquake Response Costs	-	-	-	-						
Corporate Overhead	192	187	185	173						
Depreciation	-	-	-	-						
Interest	-	-	-	-						
<b>Total Activity Cost</b>	<b>3,792</b>	<b>3,817</b>	<b>3,788</b>	<b>3,720</b>	114% Full	0%	-14% Residual benefit	0%		
<b>Funded By:</b>										
Fees and Charges	4,299	4,350	4,307	4,230						
Grants and Subsidies	-	-	-	-						
Earthquake Recoveries	-	-	-	-						
<b>Total Operational Revenue</b>	<b>4,299</b>	<b>4,350</b>	<b>4,307</b>	<b>4,230</b>						
<b>Net Cost of Service</b>	<b>(507)</b>	<b>(533)</b>	<b>(518)</b>	<b>(510)</b>						
<b>Funded by:</b>										
Rates	(507)	(533)	(518)	(510)						
Earthquake Borrowing	-	-	-	-						
	<b>(507)</b>	<b>(533)</b>	<b>(518)</b>	<b>(510)</b>						
<b>Capital Expenditure</b>										
Earthquake Rebuild										
Renewals and Replacements										
Improved Levels of Service										
Additional Demand										

