

Activity 9.4: Land and Property Information Services

Accountable Manager: Tracey Weston

What services are provided?

- Land Information Memoranda (LIMs)
- Project Information Memorada (PIMs)
- Issuing Property Files
- General public advice
 - Manage the consent preparation process meetings

Why do we provide these services?

The Council must process applications for:

Land Information Memoranda (LIMs) and Project Information Memorada (PIMs) in accordance with relevant statutes.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<ul style="list-style-type: none"> ➤ Christchurch has good quality housing ➤ The Council is responsive to the demands of the rebuild <p>Statutory obligations are met by the Council</p>	<p><i>Issuing Property Files and Land Information Memoranda helps to ensure that building decisions are based on good information, resulting in buildings that are compliant, fit-for-purpose and safe to occupy.</i></p> <p><i>The provision of advice and information assists customers to understand regulatory requirements, reduces the time to issue consents and supports the rebuild of Christchurch.</i></p> <p><i>Council processes applications for Land Information Memoranda, in accordance with the District Plan and relevant statutory processes, within timeframes that support the needs of developers and property owners.</i></p>
<p><i>Processing these applications provides a mechanism for achieving many other community outcomes and contributes to Christchurch having healthy environments, a liveable city, strong communities and a prosperous city.</i></p>	

Which group or section of the community will benefit from this activity?:

Builders, developers, planning consultants, architects, surveyors, building and property owners, housing companies, plumbers and drainlayers, real estate, engineers, lawyers, property purchasers and the community as a whole.

Key legislation:

To meet the requirements of:

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

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Land Information Memoranda (LIMs)					
9.4.1 Process Land Information Memorandum applications within statutory timeframes.	100% issued within 10 working days	Section 44 of Local Government Official Information and Meetings Act relating to Land Information Memoranda	Process 100% of Land Information Memorandum applications within 10 working days (excl Christmas period of closure).	Meet statutory processing requirements within 10 working days.	
Project Information Memoranda (PIMs)					
9.4.10 Process Project Information Memorandum applications within statutory timeframes.	100% issued within 20 working days	Building Act 2004 section 34.1	Process 100% of Project Information Memorandum applications within 20 working days (excl Christmas period of closure).	Meet statutory processing requirements within 20 working days.	

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Issuing Property Files					
9.4.2 Provide residential property files to customers in electronic format.	90% within three working days of request	Auckland City Council maximum five working days	Provide 90% of residential property files to customers in electronic format within three working days of request.	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.	
9.4.3 Retrieve and provide commercial property files in hard copy for customers.	90% within three working days of request	Auckland City Council maximum five working days	<p style="text-align: center;">9.4.3.1</p> Retrieve and provide 90% of commercial property files within three working days of request. <p style="text-align: center;">9.4.3.2</p> Retrieve and provide 95% of optional requests for scanning of records within five working days (charges apply).	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 a commercial property file to assist with development and building projects.	
9.4.4 Provide viewing services to customers requesting to view Commercial property files.	100% between the hours of 8.30am – 5.00pm, Monday to Friday (excluding Public Holidays)	Auckland City Council 8.30am – 5.00pm, Monday to Friday, recommending customers arrive by 4.00pm for end of day viewing	Access to documents available between the hours of 8.30am – 5.00pm, Monday to Friday (excluding public holidays).	Provide counter services option to our customers during typical business trading hours. Not viewable at Civic Offices.	

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
General public advice					
9.4.5 Provide counter service operations for Regulatory Services customers.	100% between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)	Auckland Council: 8.30 – 5.00pm Monday to Friday	Counter service at Civic Offices between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays).	Provide counter services option to our customers during normal business trading hours.	
9.4.6 Ensure that customers are satisfied with Regulatory Services public advice provided at Civic Offices	2012/13 Survey underway 2011/12 - 94% 2010/11 - 91.2% 2009/10 - 96%	Auckland City Council 2011/12 Building Consent 75%	Ensure 90% of customers are satisfied with the service provided.	Provides a measure of customer satisfaction with public advice on regulatory functions, based on an annual survey of walk-in customers at the Hereford Street Civic Offices. Many transactions are resolved at this point of contact.	

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Manage the consent preparation process meetings					
9.4.8 Provide meeting records to all parties in attendance.	New service		Provide meeting records within two working days of the meeting date for 90% of consent preparation meetings.		
9.4.9 Ensure consent preparation customers are satisfied with meeting service provided.	New service		Ensure consent preparation customers are satisfied <i>Once the new processes are in place, new quantitative levels of service will be set with Council.)</i>	Provides a measure of customer satisfaction with the consent preparation meeting service.	