

## Activity 9.2: Resource Consenting

### Accountable Manager: Steve McCarthy

#### What services are provided?

- Resource consents (notified, non-notified and appeals, and temporary accommodation)
- Subdivision consents
- Development Contributions assessment
- Resource consenting public advice

#### Why do we provide these services?

The Council must process applications for:

Land use resource consents, subdivision consents, 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"> <li>➤ There is sufficient housing to accommodate residents</li> <li>➤ There is adequate and appropriate land for residential, commercial, industrial and agricultural uses</li> <li>➤ The Council is responsive to the demands of the rebuild</li> </ul> <p>Statutory obligations are met by the Council</p>	<p><i>Prompt and efficient processing of resource consent applications, the provision of public advice and the collection of development contributions facilitate the development of new housing and the availability of land for residential, commercial, industrial and agricultural purposes.</i></p> <p><i>Council provides public advice and processes applications for land use resource consents and subdivision consents in accordance with the District Plan and relevant statutory processes, within timeframes that support developers' needs.</i></p>
<p><i>Processing resource consent applications in accordance with District Plan requirements provides a mechanism for achieving many other community outcomes that contribute 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, signwriters, hire companies, real estate, engineers, lawyers, property purchasers and walk in customers.  
The community as a whole.

#### Key legislation:

To meet the requirements of:

Resource Management Act 1991, Building Act 2004; Canterbury Earthquake Recovery Act 2011

## 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
<b>Resource Consents (notified, non-notified and appeals, and temporary accommodation)</b>					
9.2.1 % of simple resource consents processed within statutory timeframes	96% within 15 working days		100% within 10 working days	<p>New software allows quicker reference of applications to Planners. Assuming adequate information, leading to a compliant consent.</p> <p>The target is better than the statutory timeframe which is 20 working days.</p> <p><b>Land Use</b></p> <p>A simple consent includes:</p> <p>Non-notified applications in all zones (except the Living G,H,3, 4A, 4B, 4C and 5 zones) which involve non compliance with the following rules:</p> <ul style="list-style-type: none"> <li>- Sunlight and outlook for neighbours</li> <li>- Separation from neighbours</li> <li>- Continuous building length</li> <li>- Outdoor living space</li> <li>- Outline plan waivers</li> </ul>	Accepted
9.2.2 % of complex resource consents processed within statutory timeframes	85% in 20 working days		100% within the statutory timeframes	<p>The RMA discount regulations penalise where consents go over time.</p> <p>The statutory timeframes are 20 – 70 days depending on whether publically notified hearings are required or not.</p> <p>Ensures hearings are conducted expeditiously.</p> <p>Assuming adequate information, leading to a compliant consent.</p>	Set target to 100%, but include caveat in calculation method, whereby factors outside the Council control are excluded.

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### Performance Standards for LTP

Performance Standards for LTP	Current Performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Resource Consents (notified, non-notified and appeals, and temporary accommodation) (cont'd)</b>					
9.2.3 % of Central City land use consents processed within timeframes	85% within 20 working days		100% within 10 working days	Greater use of pre-application consultation and Planners specifically assigned to these applications should enable shorter timeframes. Measure as per CERA.  Assuming adequate information, leading to a compliant consent.	14 days reference removed.
9.2.4 % of Permitted Temporary Accommodation applications processed within timeframes	Not presently measured		100% within three working days	The Council set a timeframe of three working days for processing permitted Temporary Accommodation applications where full application received. Permitted Temporary Accommodation applications comply with the standards and do not need to be referred to Commissioner or for comment from Community Board.  Assuming adequate information, leading to a compliant consent.	Accepted
9.2.5 % of Process Site Specific Temporary Accommodation applications processed within timeframes	Not presently measured		100% within five working days	The Council set a timeframe of five working days for processing Site Specific Temporary Accommodation applications where the full application is received. Site Specific Temporary Accommodation applications do not fully comply with the standards and need to be referred to Commissioner or for comment from the Community Board. Assuming adequate information, leading to a compliant consent.	Accepted
9.2.6 Ensure resource consent decision-making is robust and legally defensible (ex 9.1.5)	100% in 11/12 (only one judicial review application, which was dismissed)		No applications for judicial review of decisions are upheld.	This target designed to ensure decision-making at all levels is robust and legally defensible.	Accepted

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### Performance Standards for LTP

Performance Standards for LTP	Current Performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Resource Consents (notified, non-notified and appeals, and temporary accommodation) (cont'd)</b>					
9.2.7 % satisfaction with resource consenting process			75% satisfaction	To be surveyed through point of contact annual survey.	Accepted
<b>Subdivision consents</b>					
9.2.8 % of simple subdivision consents processed within statutory timeframes	96% within 15 working days		100% within 10 working days	<p>New software allows quicker reference of applications to Planners.</p> <p>The target is better than the statutory timeframe which is 20 working days. <b>Simple subdivision consents are:</b> Category 1 applications (boundary adjustments, Rights of Way, Amalgamations, fee Simple of three allotments or less, Unit Titles/Cross Lease of five units or less) without engineering works.</p> <p>Assuming adequate information, leading to a compliant consent.</p>	Accepted
9.2.9 % of complex subdivision consents processed within statutory timeframes	77% within statutory timeframes		<b>95%</b> within statutory timeframes	<p>The RMA discount regulations penalise where consents go over time.</p> <p>The statutory timeframes are 20 – 70 days depending on whether publically notified hearings are required or not.</p> <p>Assuming adequate information, leading to a compliant consent.</p>	<b>9.2.9 Propose target is reinstated as 95% - to be confirmed by Council when approving draft LTP.</b>

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### Performance Standards for LTP

Performance Standards for LTP	Current Performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Subdivision consents (cont'd)</b>					
9.2.10 % 'Engineering sign-off of infrastructure' subdivision certification (s223) issued	Not presently measured		100% within 10 working days	Timely receipt of information that leads to compliant engineering infrastructure.	Accepted
9.2.11 % Subdivision completion certification (s224) issued	Not presently measured		100% within 20 working days	Timely issuing of final certification to enable subdivision to be completed. Requires timely provision of documentation.	Accepted
9.2.12 % satisfaction with sub-division consenting process			75% satisfaction	To be surveyed through point of contact annual survey.	<b>Come back to committee with more optimistic (higher) target.</b>
<b>Development Contributions assessment</b>					
9.2.13 % Development Contributions assessments completed	90% within 10 working days YTD		98% within 10 working days		Accepted
<b>Resource consenting public advice</b>					
9.2.14 Provide public advice service to support resource and sub-division consenting customers	Between the hours of 8.30am – 5.00pm, Monday to Friday (excluding public holidays)		Counter service at Civic Offices 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.	Accepted

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### Performance Standards for LTP

Performance Standards for LTP	Current Performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Resource consenting public advice (cont)</b>					
9.2.15 Provide electronic portal for submission of resource consent and sub-division consent applications			On-line portal available 24/7 (except for maintenance requirements) for resource consent and subdivision consent applications		<b>Come back to committee with LOS on services the portal delivers – ie lodgement, searches, etc</b>
9.2.16 % satisfaction with resource and sub-division consenting public advice provided	90%	Peer group range (NZ Council Benchmarking Group) is 85% to 95% for walk in customers	90% of customers satisfied with service provided	Provides measure of customer satisfaction, around both walk-in counter and telephone services.	Accepted

## Customer

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### Non-LTP Performance Standards

Non-LTP Performance Standards	Current Performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Resource Consents (notified, non-notified and appeals, and temporary accommodation) (cont'd)</b>					
9.2.17 Efficiency: Cost per transaction (ex 9.1.6)	Average controllable cost for 2011/12 is \$2,874		The average controllable cost of non-notified resource consent reduces from the previous year	Efficiencies in operational processes should see a reduction in real costs per transaction, over time.  This means that the increased costs are absorbed and there are incremental efficiency gains each year.	Accepted