

# Regulatory Services



*“Building consents, dog and animal control, food safety regulations – these are very necessary things. I believe they should be efficiently done and value should be seen for what is provided.”*

*Where there’s non-compliance, action needs to be taken.”*



**Andrew Fee**  
Westmorland

## What activities are included in regulatory services?

### Licensing and enforcement

- Animal Control
- Enforcement relating to legislative breaches including City plan and Bylaws
- Liquor licensing
- Health licensing
- Environmental compliance, including noise control and environmental health parking enforcement & administration, and licensing and enforcement public advice

### Building consenting and inspections

- Building Consents
- Building Inspections and Code Compliance Certificates
- Annual Building Warrants of Fitness
- Certificate of Acceptance and Certificate for Public Use
- Building consenting public advice

### Resource consenting

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

### Building policy

- Building accreditation and policy development
- Weather tight homes repairs assessment and claim processing

## Land and property information services

- Land Information Memoranda (LIMs)
- Issuing Property Files
- General public advice
- Manage pre-application bookings and meetings

## Why is the Council involved in regulatory services?

- To meet Council's statutory and regulatory obligations. Priority is given to protecting public health & safety, educating the community in regards to its regulatory obligations and enforcing compliance where necessary.
- The Council must process applications for building consents, project information memoranda (PIMs), code compliance certificates and building warrants of fitness, in accordance with relevant statutes.
- The Council must process applications for land use resource consents, subdivision consents, in accordance with relevant statutes.
- To ensure Council operations align with the requirements of the Building Act and the Building Consent Authority Accreditation regulations. That claims are resolved in accordance with the Weathertight Homes Resolution Services Act.
- The Council must process applications for: Land information memoranda (LIMs), in accordance with relevant statutes.

## How do regulatory services contribute to our community outcomes?

### Risks from natural hazards, including earthquakes, flooding, tsunami and rock fall are minimised

#### Injuries and risks to public health are minimised

- The Council helps to protect public health and safety and minimise risks by ensuring that dogs are registered and dogs and stock are adequately controlled; inspecting and licensing premises that sell liquor; registering and auditing premises that prepare and sell food; Enforcing compliance with legislation relating to the fencing of swimming pools; monitoring and enforcing legislation and regulations relating to hazardous substance; monitoring and enforcement of Resource Management Act consents and temporary accommodation permits; investigating and enforcing Building Act legislation including dangerous works and dangerous buildings; responding to complaints about noise and other environmental nuisances; monitoring and enforcing legislation and regulations relating to sound levels.
- The Council provides public advice and processes applications for building consents, and code compliance certificates, and carries out building inspections and building warrants of fitness, enables the rebuild process, to ensure that buildings are safe, fit for purpose and of good quality.

### Earthquake demolition waste is safely disposed of with minimal adverse effects

- Monitoring and enforcing resource consents, and investigating complaints about environmental nuisances, provides a mechanism for ensuring that earthquake demolition waste is being safely disposed of.

Council Activities and Services

## Regulatory Services

### How do regulatory services contribute to our community outcomes? (continued)

#### The transport system provides people with access to economic, social and cultural activities

- Enforcing parking conditions means that there is a higher turnaround of vehicles using priced parking spaces, enabling a greater number and range of people able to visit retail and business areas and particularly the Central City.

#### Statutory obligations are met by the Council

- By providing licensing, inspection and enforcement services, the Council undertakes its statutory responsibilities and ensures community compliance with regulations regarding parking, fencing of swimming pools, and the City Plan and Council bylaws.
- 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.
- Council processes applications for land information memoranda (LIMs), in accordance with the District Plan and relevant statutory processes, within timeframes that support the needs of developers and property owners.

#### There is sufficient housing to accommodate residents

#### There is adequate and appropriate land for residential, commercial, industrial and agricultural uses

### The Council is responsive to the demands of the rebuild

- 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.
- The provision of advice and arrangement of pre-application meetings assists in customers understanding regulatory requirements, thus supporting the rebuild of Christchurch.

#### Christchurch has good quality housing

- By maintaining building accreditation, developing building policy and processing claims for weather tight homes, Council contributes to good quality housing in the city, which in turn reduces risks to public health.
- Issuing property files and land information memoranda helps to ensure that building decisions are based on good information, contributing to the quality of housing and other buildings.

### What changes are planned for regulatory services?

Applicants for consents will receive additional support prior to a consent’s being lodged to improve the quality of applications, so that applications may be processed more quickly. Times for responding to complaints will be improved. There will be increased inspections of swimming and spa pools, temporary accommodation permit holders and other matters likely to affect public health and safety.

### What negative effects or risks can occur in relation to regulatory services?

Negative Effects	Mitigation Options
Costs are borne by registered dog owners – unregistered dog owners do not pay.	House-to-house surveys to detect unregistered dogs.
Costs imposed on licensed operators, property owners and applicants.	A cost-effective service is provided to customers.
Costs and land use constraints imposed on landowners.	Costs and benefits of regulatory intervention are assessed.
Delays in processing consents, inspections and issuing of code compliance certificates.	Continually improve consenting processes and systems, including increasing use of on-line facilities.
Incorrect or incomplete consenting and property information on file.	Ensure that records are maintained and stored in accordance with Public Records Act.



Council Activities and Services

Regulatory Services

Activity	What is the Council trying to achieve?	What services will the Council offer to make this happen?	How would we know these services were successful?	Target
<b>Licensing and enforcement</b>	To meet Council's statutory and regulatory obligations. Priority is given to protecting public health & safety, educating the community in regards to it's regulatory obligations and enforcing compliance where necessary	Animal control	<b>Measure</b>	
		Percent of priority 1 complaints (aggressive behaviour by dogs & wandering stock) responded to within 10 minutes.	95%	
		Priority 1 dog complaints involving serious injury are referred to the Police within 5 mins of confirmation of serious injury	100%	
		Annually re-inspect properties of dogs classified as dangerous and high risk menacing, checking for compliance	95%	
		Provision of animal control services, including the Animal Shelter.	Opening hours for Animal Control Weekdays 8.30am to 5pm (Weekends Closed)	
			Opening hours for Animal Shelter: Weekdays 1pm to 5.30pm, Weekends Saturday only 11am to 1pm	
			Free micro-chipping for dogs	
			School dog education programmes provided for approx 20 schools per annum	
		Enforcement relating to legislative breaches including City plan and Bylaws	Investigations into reports of matters that pose a serious risk to public safety are commenced within 24 hours. (for matters such as: dangerous buildings, non-consented dangerous works - buildings/ excavations).	100%
			Upon confirmation by Council staff of non-compliance, at least one written advice regarding corrective action (warnings) to be given for breaches of City Plan / RMA / Building Act & bylaw breaches within 30 days.	95%
	A minimum percentage of swimming pools and spa pools is inspected annually	25%		

## Council Activities and Services

## Regulatory Services

Current Performance	Planned Performance		
	2013/14	2014/15	2015/16
95%	95%	Maintain	Maintain
100%	100%	Maintain	Maintain
Not measured historically	95%	Maintain	Maintain
Not measured historically	Opening hours for Animal Control Weekdays 8.30am to 5pm (Weekends Closed)	Maintain	Maintain
Not measured historically	Opening hours for Animal Shelter: Weekdays 1pm to 5.30pm, Weekends Saturday only 11am to 1pm	Maintain	Maintain
Not measured historically	Free micro-chipping for dogs	Maintain	Maintain
Not measured historically	School dog education programmes provided for approx 20 schools per annum	Maintain	Maintain
100%	100%	Maintain	Maintain
100%	95%	Maintain	Maintain
24.75%	25%	Maintain	Maintain

Council Activities and Services

Regulatory Services

Activity	What is the Council trying to achieve?	What services will the Council offer to make this happen?	How would we know these services were successful?	Target
Licensing and enforcement (continued)			Measure	
			All known earthquake waste demolition storage sites and clean fill sites inspected bimonthly.	95%
				Report periodically to Regulatory and Planning Committee
			Monitoring of Temporary Accommodation Permits - all permit holders inspected at least 12 months prior to expiry of permit.	95%
			Court proceedings taken by Council are fair and in the public interest	100%
		Liquor licensing	Inspect all high risk liquor premises (assessed using Council Liquor Licensing Team risk assessment methodology) at least twice per year.	95%
			Report on all new On/Off/Club applications under the Sale and Supply of Alcohol Act within 28 working days of receipt of application with the District Licensing Committee (subject to all objections, oppositions and statutory reports having been received)	Report on 95% of all new On/Off/Club applications under the Sale and Supply of Alcohol Act within 28 working days of receipt of application with the District Licensing Committee (subject to all objections, oppositions and statutory reports having been received)
		Health licensing	Identified non-compliant food premises to be re-inspected twice within six months	100%
			Inspect all food premises once per year.	75%
		Environmental compliance, including noise control and environmental health	Complaints in relation to noise are responded to within 1 hour	90%
		Noise direction notices issued immediately upon first visit and confirmation of "excessiveness".	95%	

## Council Activities and Services

## Regulatory Services

Current Performance	Planned Performance		
	2013/14	2014/15	2015/16
New	95%	Maintain	Maintain
New	Report periodically to Regulatory and Planning Committee	Maintain	Maintain
New	95%	Maintain	Maintain
100%	100%	Maintain	Maintain
100%	95%	Maintain	Maintain
New	Report on 95% of all new On/Off/Club applications under the Sale and Supply of Alcohol Act within 28 working days of receipt of application with the District Licensing Committee (subject to all objections, oppositions and statutory reports having been received)	Maintain	Maintain
Not measured historically	100%	Maintain	Maintain
100%	75%	Maintain	Maintain
90%	90%	Maintain	Maintain
Not measured historically	95%	Maintain	Maintain



Council Activities and Services

Regulatory Services

Activity	What is the Council trying to achieve?	What services will the Council offer to make this happen?	How would we know these services were successful?	Target
<b>Licensing and enforcement</b> (continued)			Measure Investigations into reports of matters that pose a serious risk to public health are commenced within 24 hours (for matters such as: Asbestos, P-Labs, contaminated land and Hazardous Substances and New Organisms)	100%
		Parking Enforcement & Administration	Percentage of Parking Court Defended Hearings Proved	80%
			Parking Enforcement Services provided	Weekdays: Monday to Friday (0700 to 1830 hrs) and Weekends (0800 to 1600) excluding public holidays.
			Parking Enforcement officers average response time to requests for service	City: Response within 15 minutes
				Suburbs: Response within 20 minutes
		Licensing and enforcement public advice	Provide public advice service to support licensing and enforcement customers	Counter service at Civic Offices between the hours of 8.30am – 5.00pm, Monday to Friday (excluding public holidays)
<b>Building consenting and inspections</b>	The Council must process applications for Building consents, project information memoranda (PIMs), code compliance certificates and building warrants of fitness, in accordance with relevant statutes.	Building consents	Process % of all building consent applications within statutory timeframes	Grant percentage of all building consents within 20 working days
			Process % of all building consent applications within statutory timeframes - by category	Grant percentage all residential building consents within 10 working days
				Grant percentage of all commercial 1 & 2 consents within 15 working days
				Grant percentage of all commercial 3 consents within 20 working days

## Council Activities and Services

## Regulatory Services

Current Performance	Planned Performance		
	2013/14	2014/15	2015/16
Not measured historically	100%	Maintain	Maintain
Not measured historically	80%	Maintain	Maintain
Not measured historically	Weekdays: Monday to Friday (0700 to 1830 hrs) and Weekends (0800 to 1600) excluding public holidays.	Maintain	Maintain
Not measured historically	City: 95% response within 15 minutes	City: 95% response within 15 minutes	
Not measured historically	Suburbs: 95% response within 20 minutes	Suburbs: 95% response within 20 minutes	
Not measured historically	Counter service at Civic Offices between the hours of 8.30am – 5.00pm, Monday to Friday (excluding public holidays)	Maintain	Maintain
97%	Grant 95% of all building consents within 20 working days	Grant 95% of all building consents within 20 working days	
Data for 2012/13 not available until after 30 June 2013	Grant 85% of all residential building consents within 10 working days	Grant 85% of all residential building consents within 10 working days	
Data for 2012/13 not available until after 30 June 2013	Grant 80% of all commercial 1 & 2 consents within 15 working days	Grant 80% of all commercial 1 & 2 consents within 15 working days	
Data for 2012/13 not available until after 30 June 2013	Grant 80% of all commercial 3 consents within 20 working days	Grant 80% of all commercial 3 consents within 20 working days	

Council Activities and Services

Regulatory Services

Activity	What is the Council trying to achieve?	What services will the Council offer to make this happen?	How would we know these services were successful?	Target	
<b>Building consenting and inspections</b> (continued)			Measure Process % of all building consent applications within statutory timeframes - by value	Value of build work <\$150,000: Average processing time and average total elapsed time	
				Value of build work \$150,000 to \$499,999: Average processing time and average total elapsed time	
				Value of build work \$500,000 to \$999,999: Average processing time and average total elapsed time	
				Value of build work >\$1,000,000: Average processing time and average total elapsed time	
				Ensure % satisfaction with building consents process	Ensure percentage of customers satisfied
		Building Inspections and Code Compliance Certificates		Carry out building inspections in a timely manner	Carry out percentage of inspections within three working days.
				Code Compliance Certificate (CCC) applications processed in a timely manner	Percentage of Code Compliance Certificates completed within 20 working days
					Value of build work <\$150,000: Average processing time and average total elapsed time
					Value of build work \$150,000 to \$499,999: Average processing time and average total elapsed time

## Council Activities and Services

## Regulatory Services

Current Performance	Planned Performance		
	2013/14	2014/15	2015/16
Data for 2012/13 not available until after 30 June 2013	Value of build work <\$150,000: Average processing time of five working days or less (exclude suspend time) and average total elapsed time of 15 calendar days	Value of build work <\$150,000: Average processing time of five working days or less (exclude suspend time) and average total elapsed time of 15 calendar days	
Data for 2012/13 not available until after 30 June 2013	Value of build work \$150,000 to \$499,999: Average processing time of 10 working days or less (exclude suspend time) and average total elapsed time of 20 calendar days	Value of build work \$150,000 to \$499,999: Average processing time of 10 working days or less (exclude suspend time) and average total elapsed time of 20 calendar days	
Data for 2012/13 not available until after 30 June 2013	Value of build work \$500,000 to \$999,999: Average processing time of 15 working days or less (exclude suspend time) and average total elapsed time of 25 calendar days	Value of build work \$500,000 to \$999,999: Average processing time of 15 working days or less (exclude suspend time) and average total elapsed time of 25 calendar days	
Data for 2012/13 not available until after 30 June 2013	Value of build work >\$1,000,000: Average processing time of 20 working days or less (exclude suspend time) and average total elapsed time of 35 calendar days	Value of build work >\$1,000,000: Average processing time of 20 working days or less (exclude suspend time) and average total elapsed time of 35 calendar days	
57%	Ensure 70% of customers satisfied	Ensure 75% of customers satisfied	Ensure 80% of customers satisfied
100%	Carry out 99% of inspections within three working days.	Carry out 99% of inspections within three working days.	
Data for 2012/13 not available until after 30 June 2013	100% Code Compliance Certificates completed within 20 working days	100% Code Compliance Certificates completed within 20 working days	
Data for 2012/13 not available until after 30 June 2013	Value of build work <\$150,000: Average processing time of five working days or less (exclude suspend time) and average total elapsed time of 15 calendar days	Value of build work <\$150,000: Average processing time of five working days or less (exclude suspend time) and average total elapsed time of 15 calendar days	
Data for 2012/13 not available until after 30 June 2013	Value of build work \$150,000 to \$499,999: Average processing time of 10 working days or less (exclude suspend time) and average total elapsed time of 20 calendar days	Value of build work \$150,000 to \$499,999: Average processing time of 10 working days or less (exclude suspend time) and average total elapsed time of 20 calendar days	

Council Activities and Services

Regulatory Services

Activity	What is the Council trying to achieve?	What services will the Council offer to make this happen?	How would we know these services were successful?	Target
<b>Building consenting and inspections</b> (continued)			Measure	Value of build work \$500,000 to \$999,999: Average processing time and average total elapsed time
				Value of build work >\$1,000,000: Average processing time and average total elapsed time
		Building consenting public advice	Provide public advice service to support building consenting customers	Counter Service at Civic Offices between the hours of 8.30am – 5.00pm, Monday to Friday (excluding public holidays)
			Provide % satisfaction with building consenting public advice	Build project customers are satisfied with concept stage and pre-application advice services provided
		Annual Building Warrants of Fitness	Undertake building compliance schedule audits	Audit commercial sites
<b>Resource consenting</b>	There is sufficient housing to accommodate residents	Resource consents (notified, non-notified and appeals, and temporary accommodation)	% of simple resource consents processed within statutory timeframes	Percent processed within 10 working days
	There is adequate and appropriate land for residential, commercial, industrial and agricultural uses		% of complex resource consents processed within statutory timeframes	Percent processed within the statutory timeframes
	The Council is responsive to the demands of the rebuild	Statutory obligations are met by the Council	% of Central City land use consents processed within timeframes	Percent processed within 10 working days
			% of Permitted Temporary Accommodation applications processed in timeframes	Percent processed within 3 working days
			% of Site Specific Temporary Accommodation applications processed within timeframes	Percent processed within 5 working days
			Ensure resource consent decision-making is robust and legally defensible	No applications for judicial review of decisions are upheld

## Council Activities and Services

## Regulatory Services

Current Performance	Planned Performance		
	2013/14	2014/15	2015/16
Data for 2012/13 not available until after 30 June 2013	Value of build work \$500,000 to \$999,999: Average processing time of 15 working days or less (exclude suspend time) and average total elapsed time of 25 calendar days	Value of build work \$500,000 to \$999,999: Average processing time of 15 working days or less (exclude suspend time) and average total elapsed time of 25 calendar days	
Data for 2012/13 not available until after 30 June 2013	Value of build work >\$1,000,000: Average processing time of 20 working days or less (exclude suspend time) and average total elapsed time of 35 calendar days	Value of build work >\$1,000,000: Average processing time of 20 working days or less (exclude suspend time) and average total elapsed time of 35 calendar days	
Not measured historically	Counter Service at Civic Offices between the hours of 8.30am – 5.00pm, Monday to Friday (excluding public holidays)	Maintain	Maintain
94%	Provide 90% satisfaction to build project customers with concept stage and pre-application advice services provided	Provide 90% satisfaction to build project customers with concept stage and pre-application advice services provided	
Data for 2012/13 not available until after 30 June 2013	Audit 200 commercial sites	Audit 300 commercial sites	Audit 400 commercial sites
Data for 2012/13 not available until after 30 June 2013	100% within 10 working days	100% within 10 working days	
Data for 2012/13 not available until after 30 June 2013	100% within the statutory timeframes	100% within the statutory timeframes	
Data for 2012/13 not available until after 30 June 2013	100% within 10 working days	100% within 10 working days	
Data for 2012/13 not available until after 30 June 2013	100% within 3 working days	100% within 3 working days	
Data for 2012/13 not available until after 30 June 2013	100% within 5 working days	100% within 5 working days	
Data for 2012/13 not available until after 30 June 2013	No applications for judicial review of decisions are upheld	Maintain	Maintain

Council Activities and Services

Regulatory Services

Activity	What is the Council trying to achieve?	What services will the Council offer to make this happen?	How would we know these services were successful?	Target
Resource consenting (continued)			Measure % satisfaction with resource consenting process	Percent satisfied
		Subdivision consents	% of simple subdivision consents processed within statutory timeframes	Percent processed within 10 working days
			% of complex subdivision consents within statutory timeframes	Percent processed within statutory timeframes
			% 'Engineering sign-off of infrastructure' subdivision certification (s223) issued	Percent processed within 10 working days
			% Subdivision completion certification (s224) issued	Percent processed within 20 working days
			% satisfaction with subdivision consenting process	Percent satisfied
		Development Contributions assessment	% Development Contributions assessments completed	Percent assessed within 10 working days
		Resource consenting public advice	Provide public advice service to support resource and sub-division consenting customers	Counter service at Civic Offices between the hours of 8.30am – 5.00pm, Monday to Friday (excluding public holidays)
			Provide electronic portal for submission of resource consent and sub-division consent applications.	On-line portal available 24/7 (except for maintenance requirements)
			% satisfaction with resource and sub-division consenting public advice provided	Percent of customers satisfied with service provided

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Current Performance	Planned Performance		
	2013/14	2014/15	2015/16
Data for 2012/13 not available until after 30 June 2013	75% satisfaction	75% satisfaction	
Data for 2012/13 not available until after 30 June 2013	100% within 10 working days	100% within 10 working days	
Data for 2012/13 not available until after 30 June 2013	95% within statutory timeframes	95% within statutory timeframes	
Data for 2012/13 not available until after 30 June 2013	100% within 10 working days	100% within 10 working days	
Data for 2012/13 not available until after 30 June 2013	100% within 20 working days	100% within 20 working days	
Data for 2012/13 not available until after 30 June 2013	75% satisfaction	75% satisfaction	
Data for 2012/13 not available until after 30 June 2013	98% within 10 working days	98% within 10 working days	
Data for 2012/13 not available until after 30 June 2013	Counter service at Civic Offices between the hours of 8.30am – 5.00pm, Monday to Friday (excluding public holidays)	Maintain	Maintain
Data for 2012/13 not available until after 30 June 2013	On-line portal available 24/7 (except for maintenance requirements)	On-line portal available 24/7 (except for maintenance requirements)	
Data for 2012/13 not available until after 30 June 2013	90% of customers satisfied with service provided	90% of customers satisfied with service provided	



Council Activities and Services

Regulatory Services

Activity	What is the Council trying to achieve?	What services will the Council offer to make this happen?	How would we know these services were successful?	Target
<b>Building policy</b>	Christchurch has good quality housing Injuries and risks to public health are minimised Statutory obligations are met by the Council	Building accreditation and policy development	Maintain Building Consent Authority status for all building works (except dams)	Maintain Building Consent Authority status for all building works (except dams)
		Weathertight homes repairs assessment and claim processing	Notify building related claims for weather tight homes to insurer	Notify building related claims for weather tight homes to insurers within 10 working days
			Assess Weathertight Homes Resolution Service (WHRS) Financial Assistance Package repair plans	Assess percentage of Weathertight Homes Resolution Service (WHRS) Financial Assistance Package repair plans against performance standards in the Building Code, within 20 working days
<b>Land and property information services</b>	Christchurch has good quality housing The Council is responsive to the demands of the rebuild Statutory obligations are met by the Council	Land Information Memoranda (LIMs)	Process Land Information Memorandum applications within statutory timeframes	Process percent of Land Information Memorandum applications within 10 working days (excl Christmas period of closure)
		Issuing Property Files	Provide residential property files to customers in electronic format	Provide percent of residential property files to customers in electronic format within three working days of request
			Retrieve and provide commercial property files in hard copy for customers	Retrieve and provide percent of commercial property files within three working days of request
				Retrieve and provide percent of optional requests for scanning of records within five working days (charges apply)
			Provide viewing services to customers requesting to view Commercial property files	Access to documents available between the hours of 8.30am – 5.00pm, Monday to Friday (excluding public holidays)

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## Regulatory Services

Current Performance	Planned Performance		
	2013/14	2014/15	2015/16
Data for 2012/13 not available until after 30 June 2013	Maintain Building Consent Authority status for all building works (except dams)	Maintain	Maintain
Data for 2012/13 not available until after 30 June 2013	Notify 100% of building related claims for weather tight homes to insurers within 10 working days	Notify 100% of building related claims for weather tight homes to insurers within 10 working days	
Data for 2012/13 not available until after 30 June 2013	Assess 100% Weather tight Homes Resolution Service (WHRS) Financial Assistance Package repair plans against performance standards in the Building Code, within 20 working days	Assess 100% Weather tight Homes Resolution Service (WHRS) Financial Assistance Package repair plans against performance standards in the Building Code, within 20 working days	
2011/12: 100% issued within 10 working days	Process 100% of Land Information Memorandum applications within 10 working days (excl Christmas period of closure)	Maintain	Maintain
2011/12: 90% within three working days of request	Provide 90% of residential property files to customers in electronic format within three working days of request	Provide 90% of residential property files to customers in electronic format within three working days of request	
2011/12: 90% within three working days of request	Retrieve and provide 90% of commercial property files within three working days of request	Retrieve and provide 90% of commercial property files within three working days of request	
Data for 2012/13 not available until after 30 June 2013	Retrieve and provide 95% of optional requests for scanning of records within five working days (charges apply)	Retrieve and provide 95% of optional requests for scanning of records within five working days (charges apply)	
100% between the hours of 8.30am – 5.00pm, Monday to Friday (excluding Public Holidays)	Access to documents available between the hours of 8.30am – 5.00pm, Monday to Friday (excluding public holidays)	Access to documents available between the hours of 8.30am – 5.00pm, Monday to Friday (excluding public holidays)	

Council Activities and Services

Regulatory Services

Activity	What is the Council trying to achieve?	What services will the Council offer to make this happen?	How would we know these services were successful?	Target
Land and property information services (continued)		General public advice	Measure Provide counter service operations for Regulatory Services customers	Counter service at Civic Offices between the hours of 8.30am – 5.00pm, Monday to Friday (excluding public holidays)
			Ensure customers satisfied with Regulatory Services public advice provided at Civic Offices (for health licensing, building and building process advice, not individual application advice)	Percent of customers satisfied with service provided
		Manage pre-application bookings and meetings	Provide consenting customers with pre-application meeting service	Meetings are held with prospective applicants who request a meeting
				Meetings held within five working days of receipt of meeting request (unless a later meeting date is specifically requested by the applicant)
				Percent of applicants utilising the pre-application service
			Provide pre-application meeting records to all parties in attendance	Provide percent of pre-application meeting records within two working days of meeting conclusion
			Ensure pre-application customers are satisfied with meeting service provided	Ensure pre-application customers are satisfied

## Council Activities and Services

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Current Performance	Planned Performance		
	2013/14	2014/15	2015/16
100% 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)	Maintain	Maintain
2009/10: 96% 2010/11: 91.2% 2011/12: 94%	Ensure 90% of customers satisfied with service provided	Ensure 90% of customers satisfied with service provided	
Data for 2012/13 not available until after 30 June 2013	Meetings are held with 100% of prospective applicants who request a meeting	Maintain	Maintain
Data for 2012/13 not available until after 30 June 2013	Meetings held within five working days of receipt of meeting request (unless a later meeting date is specifically requested by the applicant)	Maintain	Maintain
Data for 2012/13 not available until after 30 June 2013	Percent of applicants utilising the pre-application service determined during baseline year	Percent of applicants utilising the pre-application service increases 25% on 2013/14 result	Percent of applicants utilising the pre-application service increases 40% on 2013/14 result
Data for 2012/13 not available until after 30 June 2013	Provide 90% of pre-application meeting records within two working days of meeting conclusion	Provide 90% of pre-application meeting records within two working days of meeting conclusion	
Data for 2012/13 not available until after 30 June 2013	Ensure pre-application customers are satisfied: 15% increase on baseline year (2012/13)	Ensure pre-application customers are satisfied: 15% increase on previous year result (2013/14)	

## Council Activities and Services

## Regulatory Services

Annual Plan 2012/13		Three Year Plan 2013 - 2016		
		2013/14	2014/15	2015/16
		\$000		
	<b>Cost of proposed services</b>			
12,663	Licensing and Enforcement	13,080	13,696	14,082
24,524	Building Consenting and Inspections	21,875	24,163	22,251
8,023	Resource Consenting	6,756	6,874	7,086
1,787	Building Policy	2,070	1,990	1,999
2,393	Land and Property Information Services	2,650	2,542	2,474
<b>49,390</b>		<b>46,431</b>	<b>49,265</b>	<b>47,892</b>
	<b>Operating revenue from proposed services</b>			
7,436	Licensing and Enforcement	7,840	8,870	10,339
23,506	Building Consenting and Inspections	20,788	23,879	22,093
5,240	Resource Consenting	4,638	4,661	4,801
150	Building Policy	162	187	171
1,972	Land and Property Information Services	2,819	2,896	2,980
<b>38,304</b>		<b>36,247</b>	<b>40,493</b>	<b>40,384</b>
-	Vested assets	-	-	-
<b>11,086</b>	<b>Net cost of services</b>	<b>10,184</b>	<b>8,772</b>	<b>7,508</b>

*Rationale for activity funding (see also the Revenue and Financing Policy)*

User charges are collected for services considered reasonable by the Council and the costs of direct benefit activities are generally recovered in full.

The balance of the net operating cost is funded by general rates as the whole community benefits from these activities.

Capital expenditure is funded corporately in accordance with the Revenue and Financing Policy.

## Council Activities and Services

## Regulatory Services Funding Impact Statement

Annual Plan 2012/13		Three Year Plan 2013 - 2016		
		2013/14	2014/15	2015/16
		\$000		
	<b>Sources of operating funding</b>			
8,908	General rates, uniform annual general charges, rates penalties	10,111	8,674	7,403
-	- Targeted rates	-	-	-
-	- Subsidies and grants for operating purposes	-	-	-
34,137	Fees and charges	32,182	35,803	34,597
-	- Internal charges and overheads recovered	-	-	-
88	Earthquake recoveries	-	-	-
4,079	Local authorities fuel tax, fines, infringement fees, and other receipts	4,065	4,690	5,787
<b>47,212</b>	<b>Total operating funding</b>	<b>46,358</b>	<b>49,167</b>	<b>47,787</b>
	<b>Applications of operating funding</b>			
46,746	Payments to staff and suppliers	43,063	45,774	44,452
-	- Finance costs	-	-	-
2,298	Internal charges and overheads applied	2,665	2,729	2,633
320	Other operating funding applications	670	670	670
<b>49,364</b>	<b>Total applications of operating funding</b>	<b>46,398</b>	<b>49,173</b>	<b>47,755</b>
<b>(2,152)</b>	<b>Surplus (deficit) of operating funding</b>	<b>(40)</b>	<b>(6)</b>	<b>32</b>
	<b>Sources of capital funding</b>			
-	- Subsidies and grants for capital expenditure	-	-	-
-	- Development and financial contributions	-	-	-
-	- Earthquake recoveries	-	-	-
2,498	Increase (decrease) in debt	109	104	13
-	- Gross proceeds from sale of assets	-	-	-
-	- Lump sum contributions	-	-	-
<b>2,498</b>	<b>Total sources of capital funding</b>	<b>109</b>	<b>104</b>	<b>13</b>

Annual Plan 2012/13		Three Year Plan 2013 - 2016		
		2013/14	2014/15	2015/16
		\$000		
	<b>Applications of capital funding</b>			
	Capital expenditure			
80	- to replace existing assets	45	57	6
-	- earthquake rebuild	-	-	-
5	- to improve the level of service	264	161	165
-	- to meet additional demand	-	-	-
261	Increase (decrease) in reserves	(240)	(120)	(126)
-	Increase (decrease) of investments	-	-	-
<b>346</b>	<b>Total applications of capital funding</b>	<b>69</b>	<b>98</b>	<b>45</b>
<b>2,152</b>	<b>Surplus (deficit) of capital funding</b>	<b>40</b>	<b>6</b>	<b>(32)</b>
	<b>Funding balance</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>Reconciliation to net cost of services</b>			
(2,152)	Surplus (deficit) of operating funding from funding impact statement	(40)	(6)	32
(8,908)	Remove rates funding	(10,111)	(8,674)	(7,403)
(26)	Deduct depreciation expense	(33)	(92)	(137)
-	Add capital revenues	-	-	-
-	Add vested assets / non cash revenue	-	-	-
<b>(11,086)</b>	<b>Net cost of services per activity statement surplus/(deficit)</b>	<b>(10,184)</b>	<b>(8,772)</b>	<b>(7,508)</b>