Regulatory Performance Committee
AGENDA

Notice of Meeting:
An ordinary meeting of the Regulatory Performance Committee will be held on:

Date: Wednesday 3 July 2019
Time: 2pm
Venue: Council Chamber, Level 2, Civic Offices, 53 Hereford Street, Christchurch

Membership
Acting Chairman
Acting Deputy Chairman
Members

Councillor James Gough
Councillor Sara Templeton
Councillor Jimmy Chen
Councillor David East
Councillor Anne Galloway
Councillor Tim Scandrett

28 June 2019

Principal Advisor
Carolyn Gallagher
Acting General Manager Consenting & Compliance

Liz Ryley
Committee Advisor
941 8153
liz.ryley@ccc.govt.nz
www.ccc.govt.nz

Note: The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. If you require further information relating to any reports, please contact the person named on the report.

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Strategic Framework

The Council’s Vision – Christchurch is a city of opportunity for all.
Open to new ideas, new people and new ways of doing things – a city where anything is possible.

Whiria ngā whenu o ngā papa
Honoa ki te maurua tāukiuki
Bind together the strands of each mat
And join together with the seams of respect and reciprocity.
The partnership with Papatipu Rūnanga reflects mutual understanding and respect, and a goal of improving the economic, cultural, environmental and social wellbeing for all.

Overarching Principle
Partnership – Our people are our taonga – to be treasured and encouraged. By working together we can create a city that uses their skill and talent, where we can all participate, and be valued.

Supporting Principles
Accountability
Affectability
Agility
Equity
Innovation

Community Outcomes
What we want to achieve together as our city evolves

Strong communities
Strong sense of community
Active participation in civic life
Safe and healthy communities
Celebration of our identity through arts, culture, heritage and sport
Valuing the voices of children and young people

Liveable city
Vibrant and thriving central city, suburban and rural centres
A well connected and accessible city
Sufficient supply of, and access to, a range of housing
21st century garden city we are proud to live in

Healthy environment
Healthy waterways
High quality drinking water
Unique landscapes and indigenous biodiversity are valued
Sustainable use of resources

Prosperous economy
Great place for people, business and investment
An inclusive, equitable economy with broad-based prosperity for all
A productive, adaptive and resilient economic base
Modern and robust city infrastructure and community facilities

Strategic Priorities
Our focus for improvement over the next three years and beyond

Enabling active citizenship and connected communities
Maximising opportunities to develop a vibrant, prosperous and sustainable 21st century city
Climate change leadership
Informed and proactive approaches to natural hazard risks
Increasing active, public and shared transport opportunities and use
Safe and sustainable water supply and improved waterways
Regulatory Performance Committee
03 July 2019

REGULATORY PERFORMANCE COMMITTEE - TERMS OF REFERENCE

<table>
<thead>
<tr>
<th>Acting Chair</th>
<th>Councillor Gough</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership</td>
<td>Councillor Templeton (Acting Deputy Chair), Councillor Chen, Councillor Galloway, Councillor Scandrett, Councillor East</td>
</tr>
<tr>
<td>Quorum</td>
<td>Half of the members if the number of members (including vacancies) is even, or a majority of members if the number of members (including vacancies) is odd.</td>
</tr>
<tr>
<td>Meeting Cycle</td>
<td>Monthly</td>
</tr>
<tr>
<td>Reports To</td>
<td>Council</td>
</tr>
</tbody>
</table>

Responsibilities
The focus of the Regulatory Performance Committee is Council’s regulatory and compliance functions. The Committee seeks to foster:

- active citizenship, community participation and community partnerships
- innovation and creativity
- relationship with key partner organisations and agencies
- engagement with community boards on bylaw development and review

The Regulatory Performance Committee considers and reports to Council on issues and activities relating to:

- Council’s regulatory and compliance functions
- Council’s regulatory and compliance functions under:
  - Resource Management Act 1991 and related legislation
  - Building Act 2004 and the New Zealand Building Code
  - Dog Control Act 1996
  - Sale and Supply of Alcohol Act 2012
  - Historic Places Act 1980
  - District Plan
  - Bylaws
  - Other regulatory matters
- District planning
- relationship with key partner organisations and agencies
- engagement with community boards on bylaw development and review
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STAFF REPORTS

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C  9.  Resolution to Exclude the Public................................................................................ 32
1. **Apologies**
   At the close of the agenda no apologies had been received.

2. **Declarations of Interest**
   Members are reminded of the need to be vigilant and to stand aside from decision making when a conflict arises between their role as an elected representative and any private or other external interest they might have.

3. **Confirmation of Previous Minutes**
   That the minutes of the Regulatory Performance Committee meeting held on **Wednesday, 5 June 2019** be confirmed (refer page 6).

4. **Public Forum**
   A period of up to 30 minutes may be available for people to speak for up to five minutes on any issue that is not the subject of a separate hearings process. It is intended that the public forum session will be held at approximately 2pm.

5. **Deputations by Appointment**
   There were no deputations by appointment at the time the agenda was prepared.

6. **Petitions**
   There were no petitions received at the time the agenda was prepared.
Regulatory Performance Committee
OPEN MINUTES

Date: Wednesday 5 June 2019
Time: 2pm
Venue: Committee Room 1, Level 2, Civic Offices, 53 Hereford Street, Christchurch

Present
Acting Chairman
Councillor James Gough
Acting Deputy Chairman
Councillor Sara Templeton
Members
Councillor Jimmy Chen
Councillor David East
Councillor Anne Galloway
Councillor Tim Scandrett

5 June 2019
Principal Advisor
Leonie Rae
General Manager Consenting & Compliance
Liz Ryley
Committee Advisor
941 8153
liz.ryley@ccc.govt.nz
www.ccc.govt.nz

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The agenda was dealt with in the following order.

1. **Apologies**
   - Part C
     - Committee Resolved RPCM/2019/00010
       
       That an apology from Councillor Templeton for early departure, be accepted.
       
       Councillor Scandrett/Councillor Chen  **Carried**

2. **Declarations of Interest**
   - Part B
     - There were no declarations of interest recorded.

3. **Confirmation of Previous Minutes**
   - Part C
     - Committee Resolved RPCM/2019/00011
       
       That the minutes of the Regulatory Performance Committee meeting held on Wednesday, 3 April 2019 be confirmed.
       
       Councillor Gough/Councillor Chen  **Carried**

4. **Public Forum**
   - Part B
     - There were no public forum presentations.

5. **Deputations by Appointment**
   - Part B
     - There were no deputations by appointment.

6. **Presentation of Petitions**
   - Part B
     - There was no presentation of petitions.
7. Christchurch City Council BCA Accreditation Assessment 2019

Committee Comment

1. Sam Hay, Head of Business Solutions, spoke to the IANZ report.
2. The Committee passed on its thanks for the work carried out by the staff to achieve the BCA accreditation.

Committee Resolved RPCM/2019/00012

Part C

That the Regulatory Performance Committee:

1. Receive the information in this report.

Councillor Chen/Councillor Galloway \textbf{Carried}

Councillor Templeton left the meeting at 2:10 pm during discussion on Item 7, and returned to the meeting following the conclusion of Item 7.

8. Building Consenting Unit Update

Committee Resolved RPCM/2019/00013

Part C

That the Regulatory Performance Committee:

1. Receive the information in the Building Consenting unit update report.

Councillor Chen/Councillor Galloway \textbf{Carried}


Committee Resolved RPCM/2019/00014

Part C

That the Regulatory Performance Committee:


Councillor Scandrett/Councillor East \textbf{Carried}

10. Regulatory Performance Committee - Regulatory Compliance Unit Status Report

Committee Comment
1. The Committee requested that “Abandoned/Vacant Properties” only be included in the report in exceptional circumstances.

Committee Resolved RPCM/2019/00015

Part C

That the Regulatory Performance Committee:

1. Receive the information in the Regulatory Compliance Unit Status Report.

Councillor Gough/Councillor Galloway Carried

Councillor Templeton departed at 2.48pm.

Meeting concluded at 2.49pm.

CONFIRMED THIS 3RD DAY OF JULY 2019

COUNCILLOR JAMES GOUGH
CHAIRMAN
7. Building Consenting Unit Update July 2019

Reference: 19/672668
Presenter(s): Robert Wright Head of Building Consenting

1. Purpose of Report

1.1 The purpose of this report is to provide an update for the Regulatory Performance Committee from the Building Consenting Unit. This update includes information from May 2019. Attachment A is the performance report and attachment B is a report showing year on year data trends.

2. Staff Recommendations

That the Regulatory Performance Committee:

1. Receive the information in the Building Consenting unit update report.

3. Building Consenting Unit Update

3.1 Key Performance Indicators:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>LTP Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building consents granted within 20 working days</td>
<td>96.8%</td>
</tr>
<tr>
<td>Code compliance certificates granted within 20 working days</td>
<td>97.8%</td>
</tr>
<tr>
<td>LTP level of service</td>
<td>100%</td>
</tr>
</tbody>
</table>

3.2 Earthquake Prone Buildings

By the end of May 2019, there were 717 Christchurch buildings on the national earthquake prone building register. We added 27 buildings in May, and removed five due to structural strengthening being completed.

There were five 133AH notices sent to owners requesting a detailed seismic assessment report for clarification of the earthquake prone building status of their building.

Link to the register: https://epbr.building.govt.nz/

All known priority buildings on strategic routes have now received letters reducing their previous time frame of 15 years to strengthen or demolish, to seven and a half years. All 213 buildings fit within the following priority buildings criteria:

- unreinforced masonry buildings
- buildings located on strategic routes, high pedestrian areas and thoroughfares
- early childhood centres, registered schools, private training (occupied by at least 20 people)
Item 7

- hospital buildings that will likely be needed in an emergency
- buildings that are used to provide emergency response

Link here to ‘priority building’ definition and criteria: earthquake-prone-buildings/epb-priority-buildings.pdf

3.3 Stakeholder Engagement

Building consenting managers meet and collaborate regularly with a number of our customers including other councils across the country, Master Builders, Certified Builders, ADNZ (Architectural Designers NZ), Housing NZ, and both large and smaller group home builders.

Over the last month, the Head of Building Consenting attended a number of workshops on the proposed building law reforms by MBIE. A submission on behalf of Christchurch City Council was emailed on Friday 14 June (consultation closed on 16 June). A memorandum outlining the changes proposed was sent to elected members in May.

3.4 Pre-Application Meetings

Pre-application meetings are available for projects requiring building consents, resource consents or both. Discussions with applicants and/or their representatives are held prior to lodgement of the application and can be especially helpful before or at the design stage. The meeting(s) will involve as many staff as required (e.g. a planner, senior inspector, eco-advisor, case manager) to assist applicants with submitting quality applications.

The building consenting unit are required to review pre-application customer satisfaction survey results and review issues quarterly for resolution. The most recent survey result is from January to March 2019 with 91.98% satisfaction.

3.5 Customer Satisfaction

The building consenting unit send short surveys to our customers every fortnight as one of our measures to gauge customer satisfaction. Respondents comment that our staff are helpful and assist them well throughout the building consenting process. Most of the comments indicating dissatisfaction are around the cost. During May, we achieved a result of 75.82% for customer satisfaction. The graph below shows results from the last six months, with the red line indicating our benchmark of 75%.

Managers and team leaders receive survey results weekly and deal with any issues raised with both the customer and consenting staff if necessary. Results and comments are registered so common themes for improvement can be identified and resolved where possible.
3.6 **Building Warrants of Fitness**

A building warrant of fitness is a statement signed by the building owner (or owners agent), stating that the requirements of the building’s compliance schedule have been fully complied with in the previous 12 months.

Received warrants of fitness are regularly audited for accuracy. During May, there were 63 audits completed, bringing the total to 415 for this financial year.

3.7 **Eco-Design**

For the month of May, the eco-design service did 28 individual consultations, with the yearly total of 342 so far, which is well over the KPI of carrying out 300 consults per year. Our advisor attended 10 industry meetings and was invited to talk at the Waimakiriri District Council for the elected members and council employees as well as at the KNX 2019 awards ceremony.

3.8 **Significant Consents in May 2019:**

<table>
<thead>
<tr>
<th>Address</th>
<th>Value of Building Work</th>
<th>Building Consent Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>137 Cavendish Road</td>
<td>$10,326,500</td>
<td>Construction of Retirement Village Main building</td>
</tr>
<tr>
<td>15 Innovation Road</td>
<td>$9,600,000</td>
<td>Construction of food distribution centre</td>
</tr>
<tr>
<td>17 Carmen Road</td>
<td>$4,250,000</td>
<td>Alterations to Retail/Hospitality complex</td>
</tr>
</tbody>
</table>

**Attachments**

<table>
<thead>
<tr>
<th>No.</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Building Consenting Unit Performance Report May 2019</td>
<td>14</td>
</tr>
<tr>
<td>B</td>
<td>Building Consenting Data Trends to May 2019</td>
<td>17</td>
</tr>
</tbody>
</table>

**Confirmation of Statutory Compliance**

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

(i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and

(ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council’s significance and engagement policy.

**Signatories**

<table>
<thead>
<tr>
<th>Author</th>
<th>Robert Wright - Head of Building Consenting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved By</td>
<td>Carolyn Gallagher - Acting General Manager Consenting and Compliance</td>
</tr>
</tbody>
</table>
024 Monthly Report  Consenting & Compliance Group  Six months ending May 2019

Regulatory Performance Committee
03 July 2019

Attachment A

Item 7
Building Act Exemption (BAE) Decisions

<table>
<thead>
<tr>
<th>Month</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>82</td>
<td>117</td>
<td>97</td>
<td>145</td>
</tr>
<tr>
<td>Feb</td>
<td>162</td>
<td>121</td>
<td>140</td>
<td>141</td>
</tr>
<tr>
<td>Mar</td>
<td>123</td>
<td>181</td>
<td>191</td>
<td>226</td>
</tr>
<tr>
<td>Apr</td>
<td>136</td>
<td>152</td>
<td>166</td>
<td>193</td>
</tr>
<tr>
<td>May</td>
<td>124</td>
<td>245</td>
<td>199</td>
<td>178</td>
</tr>
<tr>
<td>Jun</td>
<td>115</td>
<td>133</td>
<td>146</td>
<td></td>
</tr>
<tr>
<td>Jul</td>
<td>159</td>
<td>181</td>
<td>154</td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td>161</td>
<td>182</td>
<td>213</td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td>146</td>
<td>211</td>
<td>180</td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td>158</td>
<td>211</td>
<td>178</td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td>193</td>
<td>207</td>
<td>164</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td>128</td>
<td>186</td>
<td>157</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>2,673</td>
<td>2,133</td>
<td>1,992</td>
<td></td>
</tr>
</tbody>
</table>

Inspections

<table>
<thead>
<tr>
<th>Month</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>2,625</td>
<td>2,700</td>
<td>2,419</td>
<td>2,634</td>
</tr>
<tr>
<td>Feb</td>
<td>4,986</td>
<td>4,349</td>
<td>3,276</td>
<td>2,234</td>
</tr>
<tr>
<td>Mar</td>
<td>5,100</td>
<td>4,083</td>
<td>3,039</td>
<td>2,579</td>
</tr>
<tr>
<td>Apr</td>
<td>4,870</td>
<td>3,344</td>
<td>3,236</td>
<td>2,652</td>
</tr>
<tr>
<td>May</td>
<td>5,004</td>
<td>5,001</td>
<td>6,028</td>
<td>2,954</td>
</tr>
<tr>
<td>Jun</td>
<td>5,154</td>
<td>4,352</td>
<td>3,958</td>
<td></td>
</tr>
<tr>
<td>Jul</td>
<td>4,900</td>
<td>3,602</td>
<td>3,643</td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td>5,325</td>
<td>4,277</td>
<td>3,536</td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td>5,220</td>
<td>4,892</td>
<td>3,089</td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td>4,763</td>
<td>3,606</td>
<td>3,169</td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td>5,339</td>
<td>4,189</td>
<td>3,027</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td>4,544</td>
<td>3,509</td>
<td>2,354</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>58,640</td>
<td>48,563</td>
<td>38,426</td>
<td></td>
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</tbody>
</table>

Land Information Memorandums (LIMs)

<table>
<thead>
<tr>
<th>Month</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>674</td>
<td>726</td>
<td>605</td>
<td>764</td>
</tr>
<tr>
<td>Feb</td>
<td>3,014</td>
<td>911</td>
<td>1,029</td>
<td>963</td>
</tr>
<tr>
<td>Mar</td>
<td>3,902</td>
<td>1,286</td>
<td>1,255</td>
<td>1,244</td>
</tr>
<tr>
<td>Apr</td>
<td>1,015</td>
<td>816</td>
<td>1,024</td>
<td>860</td>
</tr>
<tr>
<td>May</td>
<td>1,019</td>
<td>1,080</td>
<td>1,057</td>
<td>1,054</td>
</tr>
<tr>
<td>Jun</td>
<td>875</td>
<td>820</td>
<td>782</td>
<td></td>
</tr>
<tr>
<td>Jul</td>
<td>984</td>
<td>731</td>
<td>822</td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td>984</td>
<td>868</td>
<td>978</td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td>900</td>
<td>891</td>
<td>912</td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td>1,073</td>
<td>963</td>
<td>1,095</td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td>3,112</td>
<td>1,750</td>
<td>1,638</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td>728</td>
<td>728</td>
<td>582</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>21,792</td>
<td>10,932</td>
<td>11,223</td>
<td></td>
</tr>
</tbody>
</table>

Reference: 19/636527
Presenter(s): John Higgins – Head of Resource Consents

1. **Purpose of Report**

   1.1 The purpose of this report is to provide a monthly update to the Regulatory Performance Committee with respect to the delivery of resource consent functions. This report covers activity for the month of May 2019.

   1.2 **Attachment A** provides graphical information relating to application numbers and performance. Key aspects of that graphical information are also discussed below.

   1.3 **Attachment B** provides a table of key applications.

   1.4 The author will be present at the Committee meeting to highlight key areas of the report and answer any questions.

2. **Staff Recommendations**

   That the Regulatory Performance Committee:


3. **Application Numbers**

   3.1 Applications received increased from 230 in April to 309 in May.

   3.2 No Temporary Accommodation approvals were issued in May. 13 District Plan certificates were issued in May.

   3.3 Overall application numbers are tracking slightly below the 2017/18 years.

   3.4 Workloads remain high overall driven by a surge in application numbers and an increased complexity profile of applications taking more time to process.

   3.5 216 applications were issued in May. A breakdown of processing type is shown in the table below (some applications types are excluded from this table).

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Number issued</th>
<th>%</th>
<th>Number issued YTD</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity not permitted (PBA, MAR)</td>
<td>0</td>
<td>0.00%</td>
<td>4</td>
<td>0.19%</td>
</tr>
<tr>
<td>Activity permitted (PBA, MAR)</td>
<td>6</td>
<td>2.78%</td>
<td>70</td>
<td>3.28%</td>
</tr>
<tr>
<td>Certificate can be issued (COC, EUC)</td>
<td>1</td>
<td>0.46%</td>
<td>20</td>
<td>0.94%</td>
</tr>
<tr>
<td>Certificate issued (241, 243, 226)</td>
<td>1</td>
<td>0.46%</td>
<td>15</td>
<td>0.70%</td>
</tr>
<tr>
<td>Certificate unable to be issued (COC, EUC)</td>
<td>1</td>
<td>0.46%</td>
<td>3</td>
<td>0.14%</td>
</tr>
<tr>
<td>Changes requested to Outline Plan</td>
<td>0</td>
<td>0.00%</td>
<td>1</td>
<td>0.04%</td>
</tr>
<tr>
<td>Declined</td>
<td>1</td>
<td>0.46%</td>
<td>8</td>
<td>0.37%</td>
</tr>
<tr>
<td>Granted</td>
<td>196</td>
<td>90.74%</td>
<td>1961</td>
<td>91.76%</td>
</tr>
<tr>
<td>NGR accepted</td>
<td>2</td>
<td>0.93%</td>
<td>3</td>
<td>0.14%</td>
</tr>
<tr>
<td>Outline plan accepted</td>
<td>3</td>
<td>3.70%</td>
<td>36</td>
<td>1.68%</td>
</tr>
<tr>
<td>Surrender accepted (138)</td>
<td>0</td>
<td>0.00%</td>
<td>13</td>
<td>0.61%</td>
</tr>
<tr>
<td>Surrender not accepted</td>
<td>0</td>
<td>0.00%</td>
<td>1</td>
<td>0.05%</td>
</tr>
<tr>
<td>Total</td>
<td>216</td>
<td>100%</td>
<td>2137</td>
<td>100%</td>
</tr>
</tbody>
</table>
3.6 Of the applications issued in May, the decision outcomes are reported in the table below (again some of the application types are excluded).

<table>
<thead>
<tr>
<th>Process</th>
<th>Number issued</th>
<th>Number issued YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fast track application</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>Limited notified with hearing</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>Limited notified without hearing</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td>Non-notified - no written approvals</td>
<td>134</td>
<td>1579</td>
</tr>
<tr>
<td>Non-notified - with written approvals</td>
<td>26</td>
<td>310</td>
</tr>
<tr>
<td>Non-notified with hearing</td>
<td>1</td>
<td>6</td>
</tr>
</tbody>
</table>

4. Performance

4.1 97% of non-notified applications were processed within timeframe in May. YTD is tracking at 98%. Notified applications were 100% within timeframe for May and YTD. This is slight drop in performance due to workload pressures, but 98% is being maintained YTD for non-notified applications which is still relatively high.

5. List of Significant Applications

5.1 A list of significant applications received and issued is included in Attachment B.

6. Customer Satisfaction

6.1 Included on the decision letter for every resource consent is a link to an electronic survey. This survey provides feedback on the service which is reviewed regularly and feeds into the continuous improvement programme.

6.2 The May survey indicated 100% of respondents were satisfied with the quality of service received throughout the consent process, year to date satisfaction is tracking at 90%, the highest score to date as per below graph.

6.3 In addition, in the Council’s Residents Survey, resource consents achieved 74% customer satisfaction which was above the target of 70%.
Confirmation of Statutory Compliance

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:
   (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
   (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories

<table>
<thead>
<tr>
<th>Author</th>
<th>Carolyn Gallagher - Acting General Manager Consenting and Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>John Higgins - Head of Resource Consents</td>
</tr>
</tbody>
</table>

Attachments

<table>
<thead>
<tr>
<th>No.</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Attachment A - Key Statistics - May 2019</td>
<td>22</td>
</tr>
<tr>
<td>B</td>
<td>Attachment B - Key Applications - May 2019</td>
<td>31</td>
</tr>
</tbody>
</table>
Regulatory Performance Committee
03 July 2019

Temporary Accommodation Approvals Issued

Use of consultants for resource consent processing

HPRM 13/1137232
Land Use Applications Processed 2009-19

Subdivision Applications Processed 2009-19

HPRM 13/1137232
Statutory processing days for non-notified applications

Complexity of resource consent applications

HPRM 13/1137232
Item No.: 8

Residential vs Non-residential

- Residential
- Non-residential
- Mixed use

Pre-application meetings involving planning issues

Number of meetings

HPRM 13/1137232
Yearly totals

2017/18 = 2364
1896 land use applications - 72 exceeded the statutory timeframe
468 subdivision applications - 1 exceeded the statutory timeframe

2016/17 = 2587
2011 land use applications – 50* exceeded the statutory timeframe
576 subdivision applications – 9 exceeded the statutory timeframe

* 13 of these were associated with the introduction of the Connect system. Specifically, a system “bug” relating to incorrect counting of days when there are overlapping holds, and some user error in putting applications on hold while staff became familiar with how to use the new system.

2015/16 = 2854
2344 land use applications – 20 exceeded the statutory timeframe
510 subdivision applications – 3 exceeded the statutory timeframe

2014/15 = 2851
2385 land use applications – 19 exceeded the statutory timeframe
482 subdivision applications – 3 exceeded the statutory timeframe

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Land Use (incl EUC, NOR, CoC, outline plans/waivers)</td>
<td>2223</td>
<td>2369</td>
<td>2344</td>
<td>2011</td>
<td>1896</td>
</tr>
<tr>
<td>Subdivision</td>
<td>399</td>
<td>482</td>
<td>510</td>
<td>576</td>
<td>468</td>
</tr>
<tr>
<td><strong>Total resource consents &amp; NOR</strong></td>
<td><strong>2622</strong></td>
<td><strong>2851</strong></td>
<td><strong>2854</strong></td>
<td><strong>2857</strong></td>
<td><strong>2364</strong></td>
</tr>
<tr>
<td>Notified applications (included in land use above)</td>
<td>26</td>
<td>30</td>
<td>52</td>
<td>48</td>
<td>30</td>
</tr>
<tr>
<td>Temporary Accommodation</td>
<td>137</td>
<td>47</td>
<td>49</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>s.223 certificates</td>
<td>187</td>
<td>199</td>
<td>230</td>
<td>450</td>
<td>349</td>
</tr>
<tr>
<td>s.224 certificates (s.223/224 combined up to 2015/16)</td>
<td>287</td>
<td>339</td>
<td>422</td>
<td>456</td>
<td>368</td>
</tr>
</tbody>
</table>

HPRM 13/1137232
### MAY 2019

#### APPEALS

**RMA/2018/3096 - 52A Creyke Road**, guest accommodation activity - applicant appealed the Council’s decision to decline consent

<table>
<thead>
<tr>
<th>Address</th>
<th>Description</th>
<th>Applicant</th>
<th>Received Date</th>
<th>Ward</th>
<th>Status of Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>100 Cathedral Square Central City</td>
<td>The comprehensive ongoing maintenance and management of significant trees at 100 Cathedral Square, in accordance with a Tree Maintenance</td>
<td>Christ Church Cathedral Reinstatement Limited</td>
<td>23/05/2019</td>
<td>Central</td>
<td>Received</td>
</tr>
</tbody>
</table>

**Attachment B**

**Item 8**

<table>
<thead>
<tr>
<th>Address</th>
<th>Description</th>
<th>Applicant</th>
<th>Application Type</th>
<th>Received Date</th>
<th>Issued Date</th>
<th>Outcome</th>
<th>Ward</th>
</tr>
</thead>
<tbody>
<tr>
<td>163 Kilmore Street Central City</td>
<td>A limited duration parking lot with 59 parking spaces</td>
<td>Wilson Parking New Zealand Limited</td>
<td>Land use consent</td>
<td>11/12/2019</td>
<td>15/05/2019</td>
<td>Granted</td>
<td>Central</td>
</tr>
<tr>
<td>52A Creyke Road Christchurch</td>
<td>To utilise a dwelling for guest accommodation</td>
<td>Philippa Helen Archibald</td>
<td>Land use consent</td>
<td>14/12/2019</td>
<td>1/06/2019</td>
<td>Declined</td>
<td>Fendalton</td>
</tr>
<tr>
<td>59 Curlewis Road Upper Riccarton</td>
<td>Conversion of six older persons units into a multi-unit residential complex</td>
<td>KIM Limited</td>
<td>Land use consent</td>
<td>12/02/2019</td>
<td>27/05/2019</td>
<td>Granted</td>
<td>Riccarton</td>
</tr>
<tr>
<td>Northern arterial Christchurch</td>
<td>To Establish a Special Purpose Lane Along Northern Arterial Extension</td>
<td>Christchurch City Council</td>
<td>Outline plan accepted</td>
<td>20/04/2019</td>
<td>17/05/2019</td>
<td>Multiple</td>
<td>Multiple</td>
</tr>
<tr>
<td>84 Langtoms Road Papamuri</td>
<td>Alter Designation for Northern Arterial Route to Include Third SouthBound Lane</td>
<td>New Zealand Transport Agency</td>
<td>Outline plan accepted</td>
<td>9/04/2019</td>
<td>17/05/2019</td>
<td>Multiple</td>
<td>Multiple</td>
</tr>
<tr>
<td>90 The Runway Hornby</td>
<td>To Construct and Operate an Eight-Cinema Complex</td>
<td>Canterbury Property Investments Limited</td>
<td>Land use consent</td>
<td>25/02/2019</td>
<td>31/05/2019</td>
<td>Granted</td>
<td>Halwood</td>
</tr>
<tr>
<td>94 Longman Street Papamuri</td>
<td>Eighteen social housing units</td>
<td>Housing New Zealand Corporation - National Office</td>
<td>Land use consent</td>
<td>26/02/2019</td>
<td>23/05/2019</td>
<td>Granted</td>
<td>Papamuri</td>
</tr>
</tbody>
</table>
9. Resolution to Exclude the Public


I move that the public be excluded from the following parts of the proceedings of this meeting, namely items listed overleaf.

Reason for passing this resolution: good reason to withhold exists under section 7. Specific grounds under section 48(1) for the passing of this resolution: Section 48(1)(a)

Note

Section 48(4) of the Local Government Official Information and Meetings Act 1987 provides as follows:

“(4) Every resolution to exclude the public shall be put at a time when the meeting is open to the public, and the text of that resolution (or copies thereof):

(a) Shall be available to any member of the public who is present; and
(b) Shall form part of the minutes of the local authority.”

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:
<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>GENERAL SUBJECT OF EACH MATTER TO BE CONSIDERED</th>
<th>SECTION</th>
<th>SUBCLAUSE AND REASON UNDER THE ACT</th>
<th>PLAIN ENGLISH REASON</th>
<th>WHEN REPORTS CAN BE RELEASED</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>POTENTIAL DISTRICT PLAN CHANGE TO SUPPORT CENTRAL CITY RECOVERY</td>
<td>S7(2)(G)</td>
<td>MAINTAIN LEGAL PROFESSIONAL PRIVILEGE</td>
<td>TO KEEP LEGAL ADVICE CONFIDENTIAL.</td>
<td>10 YEARS OR UNTIL OPERATIVE DATE OF THE NEXT FULL DISTRICT PLAN REVIEW, WHICHEVER IS EARLIER.</td>
</tr>
</tbody>
</table>