Regulatory Performance Committee
AGENDA

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

Date:       Wednesday 31 July 2019
Time:       2pm
Venue:      Council Chamber, Level 2, Civic Offices,
            53 Hereford Street, Christchurch

Membership
Acting Chairman
Councillor James Gough

Acting Deputy Chairman
Councillor Sara Templeton
Councillor Jimmy Chen
Councillor David East
Councillor Anne Galloway
Councillor Tim Scandrett

25 July 2019

Principal Advisor
Carolyn Gallagher
Acting General Manager Consenting
and 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.

To view copies of Agendas and Minutes, visit:
https://www.ccc.govt.nz/the-council/meetings-agendas-and-minutes/
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
Agility
Equity
Innovation

Supporting Principles
Collaboration
Prudent Financial Management
Stewardship
Wellbeing and resilience
Trust

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
31 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 East, Councillor Galloway, Councillor Scandrett,</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
Part A  Matters Requiring a Council Decision
Part B  Reports for Information
Part C  Decisions Under Delegation

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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 Open and PX minutes of the Regulatory Performance Committee meeting held on Wednesday, 3 July 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**
   5.1 **RiskNet**
   Stuart Fletcher will speak on behalf of RiskNet regarding property due diligence.

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

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

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

1 July 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

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The agenda was dealt with in the following order.

1. **Apologies**
   - **Part C**
   - Committee Resolved RPCM/2019/00016
     
     That the apology from Councillor Gough be accepted.
     
     Councillor Scandrett/Councillor Galloway
     
     Carried

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

3. **Confirmation of Previous Minutes**
   - **Part C**
   
     Committee Resolved RPCM/2019/00017
     
     That the minutes of the Regulatory Performance Committee meeting held on Wednesday, 5 June 2019 be confirmed.
     
     Councillor Galloway/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. **Building Consenting Unit Update July 2019**
   
     Committee Resolved RPCM/2019/00018
Part C

That the Regulatory Performance Committee:

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

Councillor Chen/Councillor Galloway  Carried


Committee Resolved RPCM/2019/00019

Part C

That the Regulatory Performance Committee:


Councillor Chen/Councillor Scandrett  Carried

9  Resolution to Exclude the Public

Committee Resolved RPCM/2019/00020

That at 2.24pm the resolution to exclude the public set out on pages 32 to 33 of the agenda be adopted.

Councillor Templeton/Councillor Galloway  Carried

The public were re-admitted to the meeting at 2.49pm.

Meeting concluded at 2.49pm.

CONFIRMED THIS 31ST DAY OF JULY 2019

COUNCILLOR SARA TEMPLETON
ACTING DEPUTY CHAIRMAN
7. **Building Consenting Unit Update**  
**Reference:** 19/805951  
**Presenter(s):** Robert Wright – Head of Building Consenting

1. **Purpose of Report**  
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 June 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>Key Performance Indicators</th>
<th>LTP target for June achieved at 97.1%. The 2018/19 Financial Year year end result was 95.8%.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The legislative requirement is that building consents are granted within 20 working days. Agreed LTP level of service is to issue 95% of building consents within 19 working days from the date of acceptance.</td>
<td>June LTP target achieved at 98.8%. The 2018/19 Financial Year end result was 98.3%.</td>
</tr>
<tr>
<td>The legislative requirement is to grant code compliance certificates within 20 working days. Agreed LTP level of service is issue 95% of code compliance certificates within 19 working days from the date of acceptance.</td>
<td>LTP level of service is that 98% of inspections are carried out within three working days of customer request.</td>
</tr>
<tr>
<td>June LTP target achieved at 100%. The 2018/19 Financial Year end result was also 100%.</td>
<td></td>
</tr>
</tbody>
</table>

3.2 **Earthquake Prone Buildings**

By the end of June 2019, there were 683 Christchurch buildings on the national earthquake prone building register. We added 42 buildings in June, and removed 15 due to structural strengthening being completed.

There was only one 133AH notice sent in June, 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/](https://epbr.building.govt.nz/)

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, Architectural Designers NZ, Housing NZ, and both large and smaller group home builders. In June, staff from the Building Consenting Unit organised and hosted an information evening for Architects...
and Designers NZ on restricted building work and ‘FAQ’s’ on building consent applications. The unit also hosted a Master Builders Beer Night (these are scheduled bi-monthly for members) with our senior building inspectors presenting and speaking with the group.

**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 last quarter result from the 2018/19 year (April-June) was 91.43%. The financial year average was 91.78%.

**Customer Satisfaction**

The Building Consenting Unit send short surveys to our customers every fortnight as one of our measures to gauge customer satisfaction. We receive a good number of compliments; most of the feedback indicating dissatisfaction is around the cost. During June, we achieved a result of 80.3% for customer satisfaction. The graph below shows results from the last six months, with the red line indicating our benchmark of 75%. The financial year average for 2018/19 was 75.96%.

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.

![Customer Satisfaction Survey Results](image)

**3.4 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.

There were 456 building warrant of fitness audits performed throughout the 2018/19 financial year. While there is no longer a target to reach, we have continued to increase the number of...
audits we do each year and are well above the measure set in previous years (350 audits per year).

3.5 **Eco-Design**

The Eco Design Service workload for June reached 26 individual consultations for residential buildings, and attendance at 12 industry meetings. The advisor has also been busy organising free electric buses that rotate between the nine new houses that have been designed to be healthy, efficient, utilise renewable energy and minimise waste for the Superhome tour at the end of July. The total number of consultations carried out for the 2018/19 financial year reached 368, which was well above the year target of 300, and 19 more consults than last year.

3.6 **Significant Consents in June 2019:**

<table>
<thead>
<tr>
<th>Address &amp; Name of Building</th>
<th>Value of Building Work</th>
<th>Building Consent Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>85 Aldwins Road (Linwood High School)</td>
<td>$34,000,000</td>
<td>Construction of Linwood High School - site works, and construction of Blocks C, G, L, M and S.</td>
</tr>
<tr>
<td>39 Kahu Road (Christchurch Boys' High School)</td>
<td>$17,218,000</td>
<td>Alteration and addition to high school - addition of the Caddick block to the admin building and construction of Caldwell block, including demolition of existing Caldwell block.</td>
</tr>
<tr>
<td>118 Salisbury Street (apartment blocks)</td>
<td>$10,000,000</td>
<td>Construction of 72 apartments within three apartment blocks.</td>
</tr>
<tr>
<td>210 Kittyhawk Avenue (Rest home)</td>
<td>$10,000,000</td>
<td>Construction of Rest home - completion of the building consisting of 40 dementia units on ground floor and 37 care suites to first floor.</td>
</tr>
<tr>
<td>12 Gould Crescent (Bamford School)</td>
<td>$4,500,000</td>
<td>Construction of teaching block, administration and hall.</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 June 2019</td>
<td>13</td>
</tr>
<tr>
<td>B</td>
<td>Building Consenting Year on Year Data Trends</td>
<td>16</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>
Code Compliance Certificates (CCC) decisions ($95 refusals and CCC issued)

Building Consents (BC) received / accepted

BC on hold

BC processing decision

Attachment A
Building Trends

Building Consent Decisions (BC)

Code Compliance Certificate (CCC) Decisions ($95 Refusal & Issued)
Building Act Exemption (BAE) Decisions

<table>
<thead>
<tr>
<th>Nominal</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>129</td>
<td>140</td>
<td>141</td>
</tr>
<tr>
<td>Mar</td>
<td>123</td>
<td>185</td>
<td>192</td>
<td>216</td>
</tr>
<tr>
<td>Apr</td>
<td>124</td>
<td>152</td>
<td>165</td>
<td>161</td>
</tr>
<tr>
<td>May</td>
<td>124</td>
<td>265</td>
<td>190</td>
<td>178</td>
</tr>
<tr>
<td>Jun</td>
<td>115</td>
<td>133</td>
<td>146</td>
<td>156</td>
</tr>
<tr>
<td>Jul</td>
<td>140</td>
<td>161</td>
<td>124</td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td>161</td>
<td>182</td>
<td>232</td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td>146</td>
<td>211</td>
<td>190</td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td>128</td>
<td>215</td>
<td>194</td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td>151</td>
<td>207</td>
<td>186</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>1,679</td>
<td>2,139</td>
<td>1,992</td>
<td></td>
</tr>
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</table>

Inspections

<table>
<thead>
<tr>
<th>Nominal</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>2,025</td>
<td>2,700</td>
<td>2,423</td>
<td>2,024</td>
</tr>
<tr>
<td>Feb</td>
<td>4,996</td>
<td>4,347</td>
<td>3,176</td>
<td>2,934</td>
</tr>
<tr>
<td>Mar</td>
<td>5,200</td>
<td>4,993</td>
<td>3,858</td>
<td>2,578</td>
</tr>
<tr>
<td>Apr</td>
<td>4,870</td>
<td>3,544</td>
<td>3,296</td>
<td>2,501</td>
</tr>
<tr>
<td>May</td>
<td>1,004</td>
<td>1,601</td>
<td>1,026</td>
<td>2,079</td>
</tr>
<tr>
<td>Jun</td>
<td>5,354</td>
<td>4,352</td>
<td>3,038</td>
<td>2,295</td>
</tr>
<tr>
<td>Jul</td>
<td>4,000</td>
<td>3,493</td>
<td>3,643</td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td>5,325</td>
<td>4,777</td>
<td>3,530</td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td>5,220</td>
<td>4,002</td>
<td>3,080</td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td>4,763</td>
<td>3,926</td>
<td>3,189</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>3,530</td>
<td>2,394</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>58,640</td>
<td>48,569</td>
<td>38,426</td>
<td></td>
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</table>

Land Information Memorandums (LIMs)

<table>
<thead>
<tr>
<th>Nominal</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
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<tbody>
<tr>
<td>Jan</td>
<td>618</td>
<td>726</td>
<td>806</td>
<td>794</td>
</tr>
<tr>
<td>Feb</td>
<td>1,014</td>
<td>911</td>
<td>929</td>
<td>963</td>
</tr>
<tr>
<td>Mar</td>
<td>3,390</td>
<td>3,246</td>
<td>3,215</td>
<td>1,448</td>
</tr>
<tr>
<td>Apr</td>
<td>1,015</td>
<td>816</td>
<td>1,004</td>
<td>860</td>
</tr>
<tr>
<td>May</td>
<td>1,440</td>
<td>1,080</td>
<td>1,037</td>
<td>1,104</td>
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<tr>
<td>Jun</td>
<td>879</td>
<td>820</td>
<td>762</td>
<td>788</td>
</tr>
<tr>
<td>Jul</td>
<td>988</td>
<td>739</td>
<td>822</td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td>986</td>
<td>869</td>
<td>978</td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td>990</td>
<td>891</td>
<td>912</td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td>1,074</td>
<td>963</td>
<td>1,002</td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td>3,112</td>
<td>1,550</td>
<td>1,186</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td>752</td>
<td>728</td>
<td>702</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>11,792</td>
<td>10,932</td>
<td>11,251</td>
<td></td>
</tr>
</tbody>
</table>

Reference: 19/771623
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 June 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 All applications received decreased from 309 in May to 255 in June.

3.2 Overall resource consent application numbers processed at the end of the financial year were only slightly below the 2017/18 year of 2364 at **2317** (note the table below lists 2315 but 2317 is the correct number).

3.3 Workloads however were higher due to an increase in the complexity profile of applications and challenges recruiting appropriately skilled staff.

3.4 182 applications were issued in June. 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>0.17%</td>
</tr>
<tr>
<td>Activity permitted (PBA, MAR)</td>
<td>10</td>
<td>5.49%</td>
<td>79</td>
<td>3.41%</td>
</tr>
<tr>
<td>Certificate can be issued (COC, EUC)</td>
<td>1</td>
<td>0.55%</td>
<td>21</td>
<td>0.91%</td>
</tr>
<tr>
<td>Certificate issued (241, 243, 226)</td>
<td>3</td>
<td>1.65%</td>
<td>18</td>
<td>0.78%</td>
</tr>
<tr>
<td>Certificate unable to be issued (COC, EUC)</td>
<td>0</td>
<td>0.00%</td>
<td>3</td>
<td>0.13%</td>
</tr>
<tr>
<td>Changes requested to Outline Plan</td>
<td>0</td>
<td>0.00%</td>
<td>4</td>
<td>0.17%</td>
</tr>
<tr>
<td>Declined</td>
<td>1</td>
<td>0.55%</td>
<td>9</td>
<td>0.39%</td>
</tr>
<tr>
<td>Granted</td>
<td>163</td>
<td>89.56%</td>
<td>2120</td>
<td>91.58%</td>
</tr>
<tr>
<td>NOR accepted</td>
<td>0</td>
<td>0.00%</td>
<td>3</td>
<td>0.13%</td>
</tr>
<tr>
<td>Outline plan accepted</td>
<td>3</td>
<td>1.65%</td>
<td>39</td>
<td>1.68%</td>
</tr>
<tr>
<td>Requirement confirmed with conditions</td>
<td>1</td>
<td>0.55%</td>
<td>1</td>
<td>0.04%</td>
</tr>
<tr>
<td>Surrender accepted (136)</td>
<td>0</td>
<td>0.00%</td>
<td>13</td>
<td>0.56%</td>
</tr>
<tr>
<td>Surrender not accepted</td>
<td>0</td>
<td>0.00%</td>
<td>1</td>
<td>0.04%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>182</strong></td>
<td><strong>100%</strong></td>
<td><strong>2315</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
3.5 Of the applications issued in June, 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>6</td>
<td></td>
</tr>
<tr>
<td>Limited notified with hearing</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Limited notified without hearing</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Non-notified - no written approvals</td>
<td>135</td>
<td>1739</td>
</tr>
<tr>
<td>Non-notified - with written approvals</td>
<td>24</td>
<td>353</td>
</tr>
<tr>
<td>Non-notified with hearing</td>
<td>6</td>
<td></td>
</tr>
</tbody>
</table>

4. Performance

4.1 99% of non-notified applications were processed within timeframe in June and financial year ending 2019, meeting target. Notified applications were 100% within timeframe financial year ending 2019, exceeding target.

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 June survey indicated 100% of respondents were satisfied with the quality of service received throughout the consent process, financial year ending 2019 satisfaction of 90% was achieved, exceeding target of 70%.

6.3 In addition, in the Council’s Residents Survey, resource consents achieved 74% customer satisfaction which was above the target of 70%.
Attachment A - Key Statistics - June 2019

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>John Higgins - Head of Resource Consents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved By</td>
<td>Carolyn Gallagher - Acting General Manager Consenting and Compliance</td>
</tr>
</tbody>
</table>
Land Use and Subdivision Applications Processed

District Plan Certification

HPRM 13/1137232
Temporary Accommodation Approvals Issued

Use of consultants for resource consent processing

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

Complexity of resource consent applications
Residential vs Non-residential

Pre-application meetings involving planning issues

HPRM 13/1137232
Building Consent / PIM assessments by planning

HPRM 13/1137232
YEARY TOTALS – APPLICATIONS PROCESSED

2018/19 = 2317
1814 land use applications – 28 exceeded the statutory timeframe
503 subdivision applications – 7 exceeded the statutory timeframe

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 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>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Land Use (incl EUC, NOR, CoC, outline plans)</td>
<td>2223</td>
<td>2369</td>
<td>2344</td>
<td>2011</td>
<td>1896</td>
<td>1814</td>
</tr>
<tr>
<td>Subdivision</td>
<td>399</td>
<td>482</td>
<td>510</td>
<td>576</td>
<td>468</td>
<td>503</td>
</tr>
<tr>
<td><strong>Total resource consents &amp; NOR</strong></td>
<td>2622</td>
<td>2851</td>
<td>2854</td>
<td>2857</td>
<td>2364</td>
<td>2317</td>
</tr>
<tr>
<td>Notified applications (incl. in land use above)</td>
<td>26</td>
<td>30</td>
<td>52</td>
<td>48</td>
<td>30</td>
<td>20</td>
</tr>
<tr>
<td>Temporary Accommodation</td>
<td>137</td>
<td>47</td>
<td>49</td>
<td>9</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>s223 certificates</td>
<td>187</td>
<td>199</td>
<td>230</td>
<td>450</td>
<td>349</td>
<td>391</td>
</tr>
<tr>
<td>s224 certificates*</td>
<td>287</td>
<td>339</td>
<td>422</td>
<td>456</td>
<td>368</td>
<td>404</td>
</tr>
<tr>
<td>Planning checks for PIMs &amp; building consents</td>
<td>-</td>
<td>-</td>
<td>6237</td>
<td>4981</td>
<td>3852</td>
<td>3681</td>
</tr>
<tr>
<td>Pre-application meetings – planning input</td>
<td>-</td>
<td>653</td>
<td>465</td>
<td>523</td>
<td>481</td>
<td>407</td>
</tr>
</tbody>
</table>

* Combined s223/s224 requests were recorded as s224 until July 2016

HPRM 13/1137232
### JUNE 2019

**APPEALS**
No appeals were received

### RECEIVED

<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>132 Lichfield Street Central City</td>
<td>To establish and operate a temporary carpark for 42 vehicles for five years</td>
<td>Wilson Parking New Zealand Limited</td>
<td>27/06/2019</td>
<td>Central</td>
<td>Processing</td>
</tr>
<tr>
<td>1 Cresselly Place St Martins</td>
<td>To Establish Twenty Eight Social Housing Units</td>
<td>Otatahi Community Housing Trust</td>
<td>26/06/2019</td>
<td>Cashmere</td>
<td>Processing</td>
</tr>
<tr>
<td>12 Oxford Terrace Central City</td>
<td>Construction of a Multi Storey Building with associated Signage, Access and Parking</td>
<td>Huadu International Construction Group New Zealand</td>
<td>24/06/2019</td>
<td>Central</td>
<td>Processing</td>
</tr>
<tr>
<td>63 Victoria Street Central City</td>
<td>Re-fit of the ground floor into a bar and adult entertainment venue</td>
<td>Casino Bar Limited</td>
<td>26/03/2019</td>
<td>Central</td>
<td>Granted</td>
</tr>
<tr>
<td>366 Halswell Junction Road Halswell</td>
<td>Fee Simple Subdivision - 36 Lots</td>
<td>Silverstar Homes Limited</td>
<td>12/06/2019</td>
<td>Halswell</td>
<td>On hold - waiting for response from applicant</td>
</tr>
<tr>
<td>300 Halswell Junction Road Halswell</td>
<td>Boundary adjustment subdivision - 4 lots</td>
<td>Carston Developments Limited</td>
<td>22/05/2019</td>
<td>Halswell</td>
<td>On hold - waiting for response from applicant</td>
</tr>
<tr>
<td>74 rue Balguerie Akaroa</td>
<td>Construction of a Café, Entrance Building and Ten Space Parking Lot</td>
<td>SP Jay</td>
<td>24/04/2019</td>
<td>Akaroa</td>
<td>On hold - waiting for response from applicant</td>
</tr>
<tr>
<td>45 Godley Quay Lyttelton</td>
<td>To Establish a Container Terminal and Other Activities on Reclaimed Land</td>
<td>Lyttelton Port Company Limited</td>
<td>21/06/2019</td>
<td>Banks Peninsula</td>
<td>Processing</td>
</tr>
</tbody>
</table>
9. Regulatory Performance Committee - Regulatory Compliance Unit Status Report

Reference: 19/798612
Presenter(s): Tracey Weston, Head of Regulatory Compliance

1. Purpose of Report

1.1 The purpose of this report is to provide the Regulatory Performance Committee with an update on the Unit’s performance against our Key Performance Indicators across the last two months.

2. Staff Recommendations

That the Regulatory Performance Committee:

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

3. Context/Background

Investigations of interest

On 16 June there was a fire which substantially damaged a property in St Albans. There had been a history of complaints regarding the state of this property which included its state of repair and rubbish stored outside. Council Engineers confirmed that following the fire it was not safe to occupy, and staff worked with the owner to bring about demolition of the property and clearance of all material from the site.

4. Performance Against the Unit’s Key Performance Indicators

4.1 The following and attached data provides a summary of how the Unit is tracking against our Key Performance Indicators for the period from 01 May 2019 – 30 June 2019.

4.2 Compliance and Investigations

| Protect the health and safety of the community by ensuring Resource Management Act activities comply with legislative requirements |
|---|---|
| **Measure** – High risk Resource Management Act consents and clean fill sites are monitored at least once every three months | Target 95% |

**Reporting period commentary:**
High Risk sites and Clean Fill sites are programmed for inspection to achieve this rolling target of monitoring at least once every three months.
There are currently 3 high risk sites, which were visited in May/June period.
There are 22 clean fill sites, 6 of which were inspected during May and 8 inspected during the June period. This target was achieved for the 2018/19 performance year.
Protect community safety through the timely and effective response to complaints about public safety

**Measure** – Investigations of dangerous building reports are initiated and identified hazards secured within 24 hours, 7 days a week  
**Target 100%**

**Reporting period commentary:**
A total of 7 Investigations of dangerous buildings were reported and initiated during this reporting period with 1 occurring in May and 6 in June. For the 2018/19 performance period this target was achieved.

**Measure** – Investigations into reports of incidents covered by the Resource Management Act that meet serious risk to public safety criteria are initiated within 24 hours, 7 days a week  
**Target 100%**

**Reporting period commentary:**
No reports were received during May or June 2019 for RMA related incidents. For the 2018/19 performance period this target was achieved.

### Attachments

<table>
<thead>
<tr>
<th>No.</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Regulatory Committee Dashboard</td>
<td>35</td>
</tr>
</tbody>
</table>

### Confirmation of Statutory Compliance

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<table>
<thead>
<tr>
<th>Author</th>
<th>Approved By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoe Hallam - Team Leader Compliance Support</td>
<td>Tracey Weston - Head of Regulatory Compliance</td>
</tr>
<tr>
<td></td>
<td>Carolyn Gallagher - Acting General Manager Consenting and Compliance</td>
</tr>
</tbody>
</table>
Environmental Health

Noise Complaints

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of Complaints</th>
<th>% Complied Within 60 Minutes KPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-19</td>
<td>851</td>
<td>86%</td>
</tr>
<tr>
<td>Feb-19</td>
<td>733</td>
<td>115%</td>
</tr>
<tr>
<td>Mar-19</td>
<td>888</td>
<td>80%</td>
</tr>
<tr>
<td>Apr-19</td>
<td>919</td>
<td>87%</td>
</tr>
<tr>
<td>May-19</td>
<td>834</td>
<td>91%</td>
</tr>
<tr>
<td>Jun-19</td>
<td>678</td>
<td>87%</td>
</tr>
</tbody>
</table>

Food Safety

Scheduled Food Control Plan Verification Visits

- Measure: Scheduled Food Control Plan Verification Visits are Concluded. Premises are scheduled for verification as per their individual schedules, based on the results of their last check.

- 2018 - 2019 Target: 80%

- Number of Verifications
  - Jan-19: 63
  - Feb-19: 109
  - Mar-19: 109
  - Apr-19: 129
  - May-19: 129
  - Jun-19: 78

Alcohol Licensing

High Risk Alcohol Premises Monitoring

- Currently there are 123 high risk premises classified as high or very high risk.
- 123 premises (100%) of High Risk Premises to be visited at least once within the financial year.

- Number of Premises Visited Financial YTD: 123
- Number of Premises Visited: 123
- Number of High Risk Premises Yet to Be Inspected: 0

Corrective Action Follow Ups

- Measure: Premises issued with corrective actions are visited within 5 working days of the time specified for compliance.
- 2018 - 2019 Target: 100%

- Number of Corrective Actions
  - Jan-19: 0
  - Feb-19: 0
  - Mar-19: 0
  - Apr-19: 0
  - May-19: 0
  - Jun-19: 0