

Regulatory Performance Committee AGENDA

Notice of Meeting:

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

Date: Friday 14 February 2020
Time: 9.30am
Venue: Committee Room 1, Level 2, Civic Offices,
53 Hereford Street, Christchurch

Membership

Chairperson	Councillor Tim Scandrett
Deputy Chairperson	Councillor Aaron Keown
Members	Councillor Catherine Chu
	Councillor Melanie Coker
	Councillor Anne Galloway

14 February 2020

Principal Advisor

Carolyn Gallagher
Acting General Manager Consenting
and Compliance
Tel: 941 8879

Liz Ryley
Committee and Hearings 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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Ōtautahi-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

Principles

Being open, transparent and democratically accountable Promoting equity, valuing diversity and fostering inclusion	Taking an inter-generational approach to sustainable development, prioritising the social, economic and cultural wellbeing of people and communities and the quality of the environment, now and into the future	Building on the relationship with Te Rūnanga o Ngāi Tahu and the Te Hononga-Council Papatipu Rūnanga partnership, reflecting mutual understanding and respect	Actively collaborating and co-operating with other local, regional and national organisations Ensuring the diversity and interests of our communities across the city and the district are reflected in decision-making
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Community Outcomes

Resilient communities Strong sense of community Active participation in civic life Safe and healthy communities Celebration of our identity through arts, culture, heritage, sport and recreation Valuing the voices of all cultures and ages (including children)	Liveable city Vibrant and thriving city centre Sustainable suburban and rural centres A well connected and accessible city promoting active and public transport Sufficient supply of, and access to, a range of housing 21st century garden city we are proud to live in	Healthy environment Healthy water bodies High quality drinking water Unique landscapes and indigenous biodiversity are valued and stewardship exercised Sustainable use of resources and minimising waste	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
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Strategic Priorities

Enabling active and connected communities to own their future	Meeting the challenge of climate change through every means available	Ensuring a high quality drinking water supply that is safe and sustainable	Accelerating the momentum the city needs	Ensuring rates are affordable and sustainable
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Ensuring we get core business done while delivering on our Strategic Priorities and achieving our Community Outcomes

Engagement with the community and partners	Strategies, Plans and Partnerships	Long Term Plan and Annual Plan	Our service delivery approach	Monitoring and reporting on our progress
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REGULATORY PERFORMANCE COMMITTEE - TERMS OF REFERENCE / NGĀ ĀRAHINA MAHINGA

Chair	Councillor Scandrett
Deputy Chair	Councillor Keown
Membership	Councillor Chu Councillor Coker Councillor Galloway
Quorum	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.
Meeting Cycle	Bimonthly
Reports To	Council

Area of Focus

The Regulatory Performance Committee considers and reports to Council on the following matters:

- Monitor the Council's regulatory and compliance functions
- Monitor the 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
 - Local Government Act 1974 and Local Government Act 2002
 - District Plan
 - Bylaws
 - Other regulatory matters

(For the avoidance of doubt, these powers relate specifically to the Council's regulatory and compliance functions. This Committee does not have the authority to adopt new bylaws, amendments to bylaws, amendments to the District Plan, or a Local Alcohol Policy.)
- Provide recommendations to Council on the Council's list of hearings commissioners under the Resource Management Act 1991.

Part A	Matters Requiring a Council Decision
Part B	Reports for Information
Part C	Decisions Under Delegation

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1. Apologies / Ngā Whakapāha

At the close of the agenda no apologies had been received.

2. Declarations of Interest / Ngā Whakapuaki Aronga

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 / Te Whakaāe o te hui o mua

That the minutes of the Regulatory Performance Committee meeting held on [Wednesday, 4 December 2019](#) be confirmed (refer page 6).

4. Public Forum / Te Huinga Whānui

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 9.30am.

5. Deputations by Appointment / Ngā Huinga Whakaritenga

There were no deputations by appointment at the time the agenda was prepared.

6. Petitions / Ngā Pākikitanga

There were no petitions received at the time the agenda was prepared.

Regulatory Performance Committee OPEN MINUTES

Date: Wednesday 4 December 2019
Time: 9am
Venue: Committee Room 1, Level 2, Civic Offices,
53 Hereford Street, Christchurch

Present

Chairperson	Councillor Tim Scandrett
Deputy Chairperson	Councillor Aaron Keown
Members	Councillor Catherine Chu
	Councillor Melanie Coker
	Councillor Anne Galloway

3 December 2019

Principal Advisor

Carolyn Gallagher
Acting General Manager Consenting
and Compliance
Tel: 941 8879

Liz Ryley
Committee Advisor
941 8153

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Part A Matters Requiring a Council Decision

Part B Reports for Information

Part C Decisions Under Delegation

1.

The agenda was dealt with in the following order.

1. Apologies / Ngā Whakapāha

Part C

Committee Resolved RPCM/2019/00023

That an apology from Councillor Galloway for lateness be accepted.

Councillor Scandrett/Councillor Keown

Carried

2. Declarations of Interest / Ngā Whakapuaki Aronga

Part B

There were no declarations of interest recorded.

3. Public Forum / Te Huinga Whānui

Part B

There were no public forum presentations.

4. Deputations by Appointment / Ngā Huinga Whakaritenga

Part B

There were no deputations by appointment.

5. Presentation of Petitions / Ngā Pākikitanga

Part B

There was no presentation of petitions.

Councillor Galloway arrived at 9.05am.

**6. Consenting and Compliance Highlights Report
September and October 2019**

Committee Comment

1. Request staff to arrange a Council briefing relating to information about the 5G rollout.
2. Request staff to provide a list of resource consent applications of interest received, to the next Committee meeting.
3. Request a briefing in relation to the Christ Church Cathedral consent process.
1. Request staff to arrange a Council briefing relating to information about the 5G rollout.

2. Request staff to provide a list of resource consent applications of interest received, to the next Committee meeting.
3. Request a briefing in relation to the Christ Church Cathedral consent process.

Committee Resolved RPCM/2019/00024

Part B

That the Regulatory Performance Committee:

- a. Receive the information contained within the Consenting and Compliance Highlights Report for September and October 2019.

Councillor Keown/Councillor Galloway

Carried

7. Building Consent Authority Accreditation December 2019 Update

Committee Resolved RPCM/2019/00025

Part B

That the Regulatory Performance Committee:

1. Receive the information provided in the Building Consent Authority Accreditation Report.

Councillor Galloway/Councillor Keown

Carried

8. Resource Consents Six Monthly Report

May to October 2019

Committee Resolved RPCM/2019/00026

Part B

That the Regulatory Performance Committee:

1. Receive the information in the Resource Consents Six Monthly Report – May to October 2019.

Councillor Keown/Councillor Chu

Carried

9. Accessibility Regulatory Working Group Terms of Reference

Committee Comment

1. Staff will talk further about highlighting accessibility matters in reports.

Committee Resolved RPCM/2019/00027

Part C

That the Regulatory Performance Committee:

Adopts the Terms of Reference for the Accessibility Regulatory Working Group.

Councillor Coker/Councillor Keown

Carried

Meeting concluded at 10.18am.

CONFIRMED THIS 7TH DAY OF FEBRUARY 2020

COUNCILLOR TIM SCANDRETT
CHAIRPERSON

Unconfirmed

Item 3 - Minutes of Previous Meeting 4/12/2019

7. Consenting and Compliance Highlights Report - November and December 2019

Reference / Te Tohutoro: 20/64931

John Higgins Head of Resource Consents

Robert Wright Head of Building Consenting

Presenter(s) / Te kaupāhō: Tracey Weston Head of Regulatory Compliance

Sam Hay Head of Business Solutions

Aaron Haymes Head of Strategic Partnerships

1. Purpose of Report / Te Pūtake Pūrongo

The purpose of this report is to provide an update to the Regulatory Performance Committee with respect to the delivery of functions performed within the Consenting and Compliance Group for November and December 2019.

2. Staff Recommendations / Ngā Tūtohu

That the Regulatory Performance Committee:

1. Receive the information in the Consenting and Compliance Highlights Report – November and December 2019.

3. Resource Consents Unit

3.1 Key Statistics:

	November	December
Non-notified applications processed within statutory timeframes (Target is 99%)	100%	100%
Notified applications processed within statutory timeframes (Target is 99%)	100%	100%
Customer satisfaction survey results (Pulse surveys) – Target is 70%	76%	82%

- 3.2 In November 270 resource consent applications were received. Numbers reduced to 250 in December in line with seasonal trending shown in previous years.

- 3.3 Attachment A includes a list of key applications is attached outlining applications of interest for November and December 2019.

4. Building Consents Unit

4.1 Key Statistics

	November	December
Building consents processed within 19 working days (target is 95%)	97.1%	94.2%
Code compliance certificate decisions made within 19 working days (target is 95%).	99.3%	98.7%

Inspections booked within three working days of requested date (target is 98%).	100%	100%
Customer satisfaction survey results (target is 75%). *A new programme for sending and analysing surveys is in progress. Surveys will resume as soon as possible.	81.3%	*No result available for December.
Number of building warrant of fitness audits	53	7

4.2 **Earthquake Prone Buildings**

During November and December, the Council were able to confirm that 19 non priority buildings had been strengthened above 34% of NBS (New Building Standard), which were subsequently removed from the register. One priority building was demolished in November, and in December two priority buildings were strengthened above 34% NBS.

4.3 **Eco Design Service**

The Eco Designer carried out 29 consultations in November and 15 in December. This lower than usual number is because service was only available for two weeks in December due to the designer taking annual leave. As well as consultations, the designer carried out a number of presentations internally and externally, to BOINZ, (Building Officials Institute NZ), The Superhome and Tiny House Movement, and the Plastic Recycling Christchurch group. Following a nomination by the Head of the Unit, the eco designer won the Individual Council Star Award in the "Passion" category. We are all extremely proud of her achievements.

4.4 **Significant Building Consent Applications (November and December)**

Property Address	Value of Work	Consent Details
120 Hawthornden Road, Avonhead	\$18,500,000	Summerset Villages - construction of retirement village main building - Stage 2 of 2.
188 Oxford Terrace, Central City	\$16,820,000	Construction of Convention & Exhibition Centre - Stage 8 of 10.
11 George Bellew Road, Harewood	\$10,983,900	Christchurch Airport - construction of warehouse and associated offices - Stage 2 of 4.

5. **Regulatory Compliance Unit**

5.1 **Prohibited dog areas**

The 1st November saw the commencement of the Councils annual prohibited area summer campaign, as per the Dog Control Bylaw 2016.

Each year an education and proactive monitoring approach is applied to the central city and surrounding areas – (Hagley Park, Mona Vale, Riccarton House and the Botanical gardens), as well as across popular Christchurch beaches where visitor numbers are known to be high.

This year a small number of dog owners were identified at these locations as not having their dogs under effective control, however that was quickly rectified by asking them to ensure their dogs were under effective control by means of voice command or asking owners to put their dogs on a leash.

As the summer improves, our focus has been on the highly populated beaches, such as Cass Bay and Corsair Bay, as these areas are proving to be increasingly popular with dog owners wanting to exercise their dogs, requiring regular patrols to ensure compliance is met.

Our Animal Management officers report that the East Coast beaches have been the best they had seen in years with more dogs being under effective control or leashed.

- 5.2 Attachment B is our Regulatory Compliance Unit Status Report for the period of November to December 2019.

6. Business Solutions Unit

6.1 Key Statistics

	November	December
Building Act Exemptions issued within 19 working days (target 95%)	100%	100%
Land Information Memoranda (LIMs) processed within statutory timeframes (target 99%)	100%	100%
Property files issued to customers: within 5 working days (target 99%) within 2 working days (target 99%)	94% 94%	95% 97%
Project Information Memoranda (PIMs) processed within statutory timeframes (target 99%)	100%	100%
Certificate of Acceptance certificates issued within 19 working days (target 95%)	100%	100%

- 6.2 In November 249 Building Act Exemption applications were received, of this 188 were approved at a rejected rate of 19%. In December we received 190 Building Act Exemption applications, of this 163 were approved at a rejection rate of 27%. This decline is consistent with other areas.
- 6.3 The LIM Support team took over the processing of Residential Property Files in December. This has had a beneficial increase to the KPI in Property Files which we store electronically with the expectation that slight improvements to the LOS will be made once training has been completed and the team gains control of Commercial Property Files in February.
- 6.4 1066 LIMs were received in November, showing consistency to previous years (1061 LIMs received November 2018), this was followed by a smaller decrease than expected in December with 658 LIMs received compared to 597 in December 2018.

7. Strategic Partnerships

- 7.1 Christchurch City Council BCA accreditation status was reconfirmed on 4 December 2019 with the clearance of a general non-compliance remaining from the IANZ assessment that was undertaken in March 2019.
- 7.2 BCA Quality Assurance staff have begun to prepare for the next assessment due in March 2021. This includes ensuring that adherence to accredited consenting process is occurring through a series of scheduled audits and with a process of continuous improvement that seeks to constantly refine the Council's consenting activity.

- 7.3 Examples of continuous improvement include refining advice available to customers that contributes to high quality consent applications, refining consenting demand forecasting to ensure sufficient future resourcing and checking over items that did not pass previous IANZ assessments to ensure ongoing compliance.
- 7.4 Strategic Partnerships case management staff have been assisting with the management of city barrier sites, supporting property owners with advice and obtaining regulatory approvals.

Attachments / Ngā Tāpirihanga

No.	Title	Page
A ↓	Resource Consent Key Applications - November, December 2019	15
B ↓	Regulatory Committee Dashboard Nov-Dec 2019	18

Confirmation of Statutory Compliance / Te Whakatūturutanga ā-Ture

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 / Ngā Kaiwaitohu

Author	Robert Wright - Head of Building Consenting
Approved By	Carolyn Gallagher - Acting General Manager Consenting and Compliance

DECEMBER 2019

APPEALS

Appeals against the decisions on two objections to additional fees, relating to applications at 60A Creyke Road (RMA/2018/2751 and RMA/2019/225)

RECEIVED

Address	Description	Applicant	Received Date	Ward	Status of application
4 Dickey's Road Belfast	To establish an Indoor and outdoor go cart centre	Supa Karts Indoor Raceway	22/12/2019	Innes	Awaiting payment
48 Savills Road Harewood	To discharge contaminants into land in circumstances where it may enter water	Frews Limited	20/12/2019	Harewood	Awaiting payment
77 North Parade Richmond	Proposed new primary school	Ministry Of Education	20/12/2019	Innes	Awaiting payment
100 Cathedral Square Central City	Christchurch Cathedral site establishment and stabilisation works	Christ Church Cathedral Reinstatement Limited	17/12/2019	Central	Processing
201 Salisbury Street Central City	Construction of twenty eight residential units	Williams Corporation Limited	16/12/2019	Central	Processing
31 Cathedral Square Central City	To restore and upgrade the former Chief Post Office building	Crystal Imports Limited	16/12/2019	Central	Awaiting payment
305 Armagh Street Central City	To construct seventeen units with associated landscaping	Williams Corporation Limited	12/12/2019	Central	Processing
250 Westminster Street St Albans	To extend the sports facility at Christchurch Park.	Christchurch Football Club Incorporated	6/12/2019	Innes	Processing
232 Highted Road Casebrook	Fee simple subdivision - eighty-two lots with land use consent including earthworks	The Roman Catholic Bishop of the Diocese of Christ	5/12/2019	Harewood	Processing
GLOBAL	Facilitate the Cranford Street upgrade component of the Christchurch Northern Corridor road project	Christchurch City Council	4/12/2019	Multiple	Processing
182 Armagh Street Central City	Establish and operate a temporary car parking facility with 42 long stay vehicle spaces	Wilson Parking New Zealand Limited	3/12/2019	Central	Awaiting payment
20 Bath Street Central City	Establish and operate three temporary car parking facilities providing long-stay vehicle spaces	Wilson Parking New Zealand Limited	3/12/2019	Central	Awaiting payment
45 Radcliffe Road Belfast	Upgrade to an existing telecommunications facility	Vodafone New Zealand Limited	12/12/2019	Innes	Processing
Ebbtide Street, End to Estuary	Establishment and operation of a telecommunications facility	Vodafone New Zealand Limited	11/12/2019	Coastal	Processing
Beresford Street, Mafeking to Union	Establishment & operation of telecommunications facility	Vodafone New Zealand Limited	10/12/2019	Coastal	Processing
Fendalton Road, Clifford to Jacksons	Upgrade of an existing telecommunications facility	Vodafone New Zealand Limited	2/12/2019	Fendalton	Processing

ISSUED

Address	Description	Applicant	Application type	Received date	Issued date	Outcome	Ward
311 Cranford Street St Albans	To Establish and Operate a Self Service Petrol Station	Waitomo Energy Limited	Land use consent	13/11/2019	20/12/2019	Granted	Papanui
79 Fitzgerald Avenue Central City	To Operate a Self Service Petrol Station	Waitomo Energy Limited	Land use consent	12/08/2019	11/12/2019	Granted	Central
Cashmere Road, Kaiwara to Penruddock	Upgrade telecommunications facility	Vodafone New Zealand Limited	Land use consent	29/11/2019	20/12/2019	Granted	Halswell
4 Riccarton Road Riccarton	To Construct Forty-Three Residential Units with Associated Car Parking and Landscaping.	Williams Corporation Limited	Land use consent	29/10/2019	19/12/2019	Granted	Riccarton

NOVEMBER 2019

APPEALS

No appeals were received

RECEIVED

Address	Description	Applicant	Received Date	Ward	Status of application
40 Guild Street Richmond	To establish fifteen social housing units and a community building. All the units are being relocated from Linwood Village and will range from 2-4 bedrooms.	The Christchurch Methodist Central Mission	29/11/2019	Innes	Received
107 Hasketts Road Templeton	To construct a 30m Drop Tower for vehicle safety testing	Holmes Farsight	28/11/2019	Hornby	Awaiting payment
70 Roberts Road Islington	Re-consenting of Waterloo Quarry, originally granted for a period of five years	Waterloo Park Limited	25/11/2019	Hornby	Awaiting payment
14 Cameo Grove Burwood	Fee simple subdivision - 254 lots and a number of amalgamation and boundary adjustments to Stage 2 Prestons Park	CDL Land New Zealand Limited	25/11/2019	Burwood	Processing
113 Beachville Road Redcliffs	Proposed alteration to designation for Redcliffs School	Ministry Of Education	25/11/2019	Heathcote	Awaiting payment
113 Beachville Road Redcliffs	Proposed development of Redcliffs School	Ministry Of Education	27/11/2019	Heathcote	Processing
80 Poulson Street Addington	Construct 12 new two-bedroom townhouses	Jet Holdings Limited	20/11/2019	Spreydon	Processing
25R Steadman Road Riccarton Park	Construct and operate a comprehensive care retirement village	Ryman Healthcare Limited	18/11/2019	Hornby	Processing
1/356 Brougham Street Sydenham	Redevelop Brougham Village through the construction of 90 social housing units with associated landscape, parking and manoeuvring areas.	Otautahi Community Housing Trust	8/11/2019	Heathcote	Processing
45 McFaddens Road St Albans	Construction of the Cranford to Rutland Major Cycleway Route	Christchurch City Council	6/11/2019	Papanui	Processing
51 Cathedral Square Central City	Fee Simple Subdivision of the Convention Centre site into two Lots (to facilitate delivery of the balance of the precinct)	Otakaro Limited	13/11/2019	Central	Processing
79 Cambridge Terrace Central City	Additions and alterations to an existing seven-storey building to convert it into an 87-room guest accommodation	Park Lane Hotel Investments Limited	9/07/2019	Central	Processing
18 Jeffreys Road Fendalton	Replace the 200 m ³ submerged suction tank with a new 500 m ³ above ground suction tank	Christchurch City Council	24/10/2019	Fendalton	Processing

ISSUED

Address	Description	Applicant	Application type	Received date	Issued date	Outcome	Ward
76 Buchan Street Sydenham	To operate a wine shop, warehouse and distribution, food and beverage outlet	Decant Limited	Land use consent	19/09/2019	12/11/2019	Granted	Central
108 Memorial Avenue Burnside	To construct and operate a healthcare facility	Ilam Medical Developments Limited	Land use consent	14/03/2019	14/11/2019	Granted Limited notified	Fendalton
198 Gloucester Street Central City	To construct 68 residential units on Super Lot 3	Fletcher Residential Limited	Land use consent	19/08/2019	7/11/2019	Granted	Central
200 Kilmore Street Central City	To redevelop the Christchurch City Fire Station	Fire and Emergency New Zealand	Land use consent	20/06/2019	20/11/2019	Granted	Central

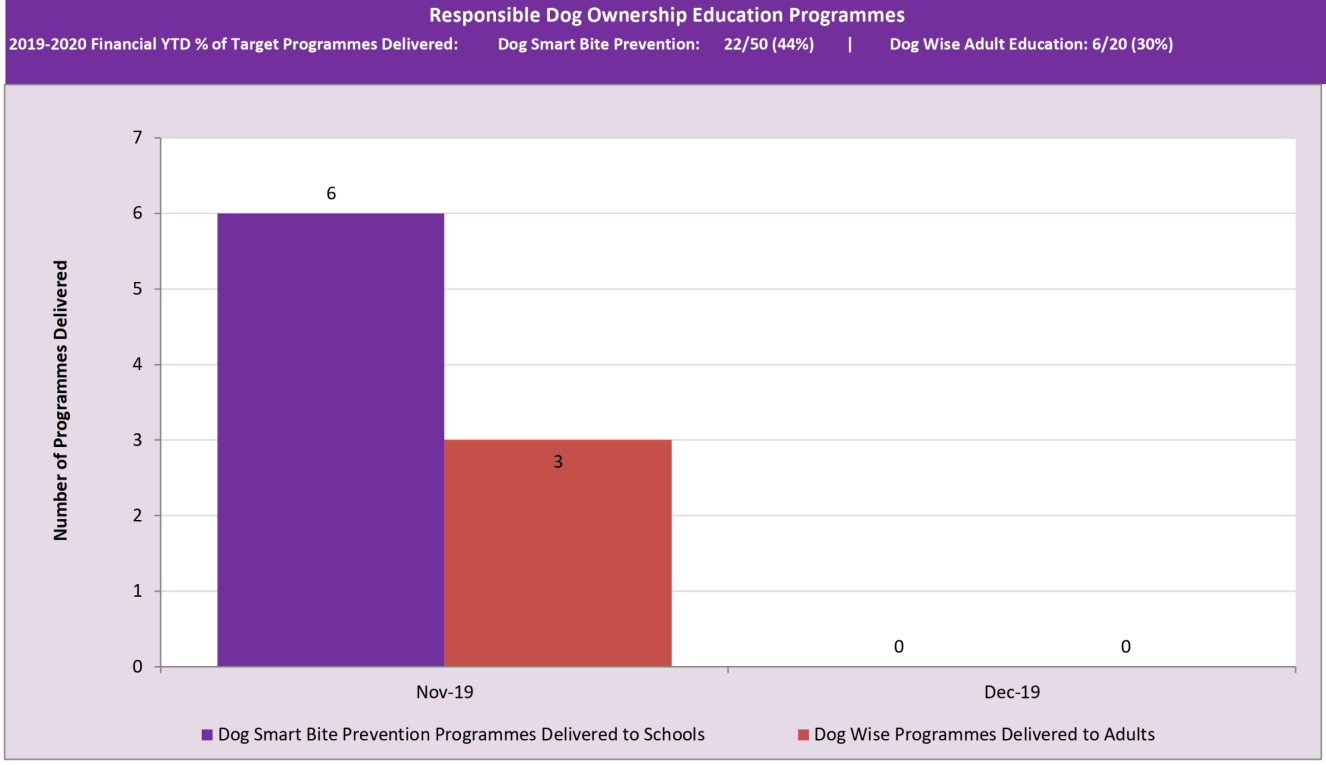
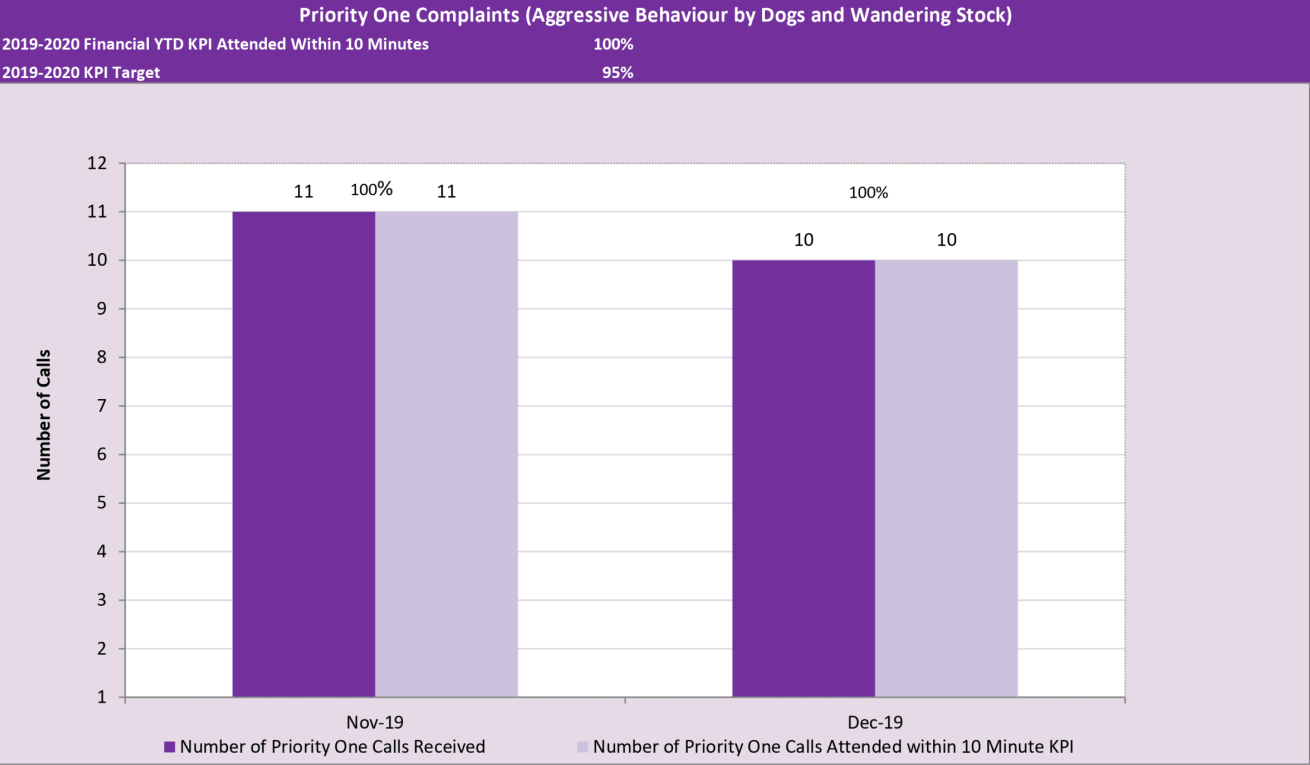
60 Hawford Road Opawa	The construction of a building containing care suites and the main reception for the Chatswood Retirement Village.	Ennor Investments Limited	Land use consent	5/07/2019	29/11/2019	Granted Limited notified	Heathcote
53 Birdwood Avenue Beckenham	To expand the existing retirement village by constructing eight units	Thorington Village Limited	Land use consent	29/08/2019	14/11/2019	Granted	Cashmere
14 locations within road reserve	Upgrade 14 existing telecommunication facilities (cell sites)	Vodafone New Zealand Limited	Certificate of compliance	18/10/2019	5/11/2019 - 13/11/2019	Certificates issued (permitted activity)	Multiple
3 locations within road reserve	Upgrade seven existing telecommunication facilities (cell sites)	Vodafone New Zealand Limited	Land use consent	17/10/2019	18/11/2019	Granted	Multiple
4 locations within road reserve	Upgrade seven existing telecommunication facilities (cell sites)	Vodafone New Zealand Limited	Land use consent	17/10/2019	12/11/2019	Granted	Multiple
12 Oxford Terrace Central City	Construction of a multi storey building with associated signage, access and parking	Huadu International Construction Group NZ Co Ltd	Land use consent	24/06/2019	4/11/2019	Granted	Central
311 Gloucester Street Central City	To redevelop the Christchurch East School Site	Ministry Of Education	Outline plan	2/10/2019	12/11/2019	Outline plan accepted	Central
43 Mahars Road St Albans	Outline Plan for partial redevelopment of Mairehau Primary School	Ministry Of Education	Outline plan	16/10/2019	14/11/2019	Outline plan accepted	Innes



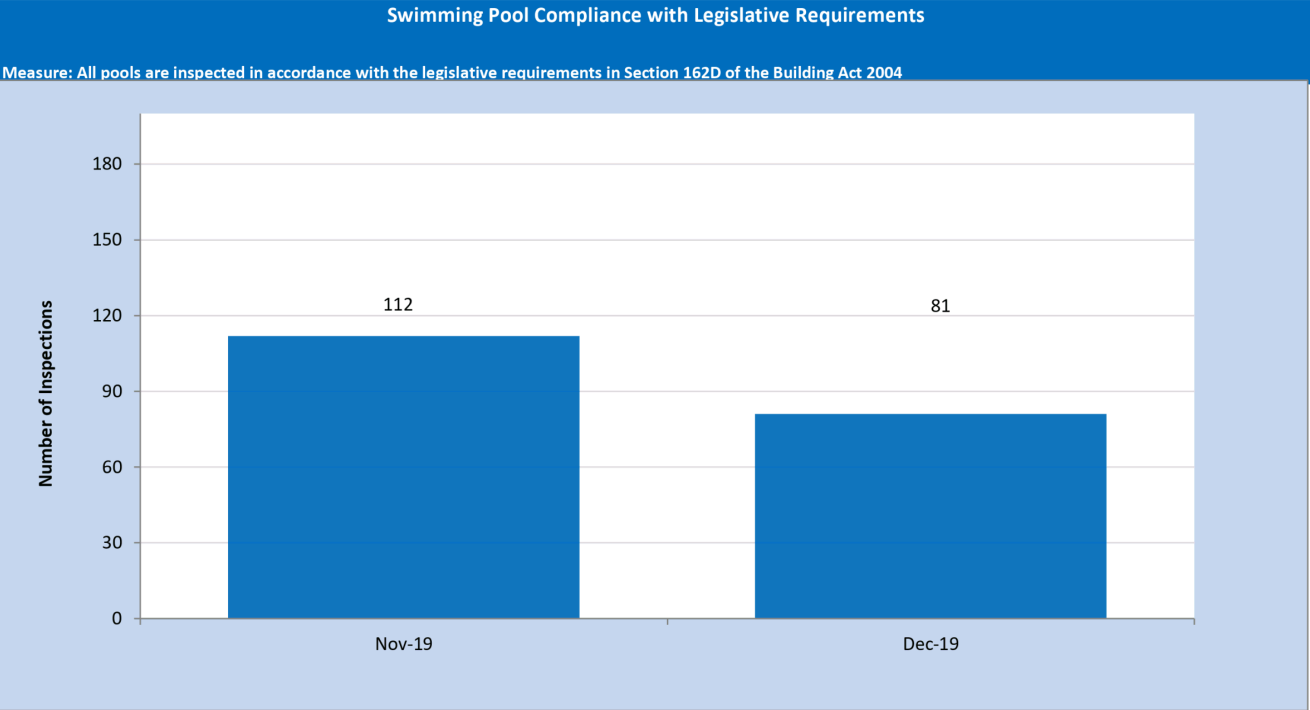
Regulatory Performance Committee - Regulatory Compliance Unit Status Report

31-Dec-19

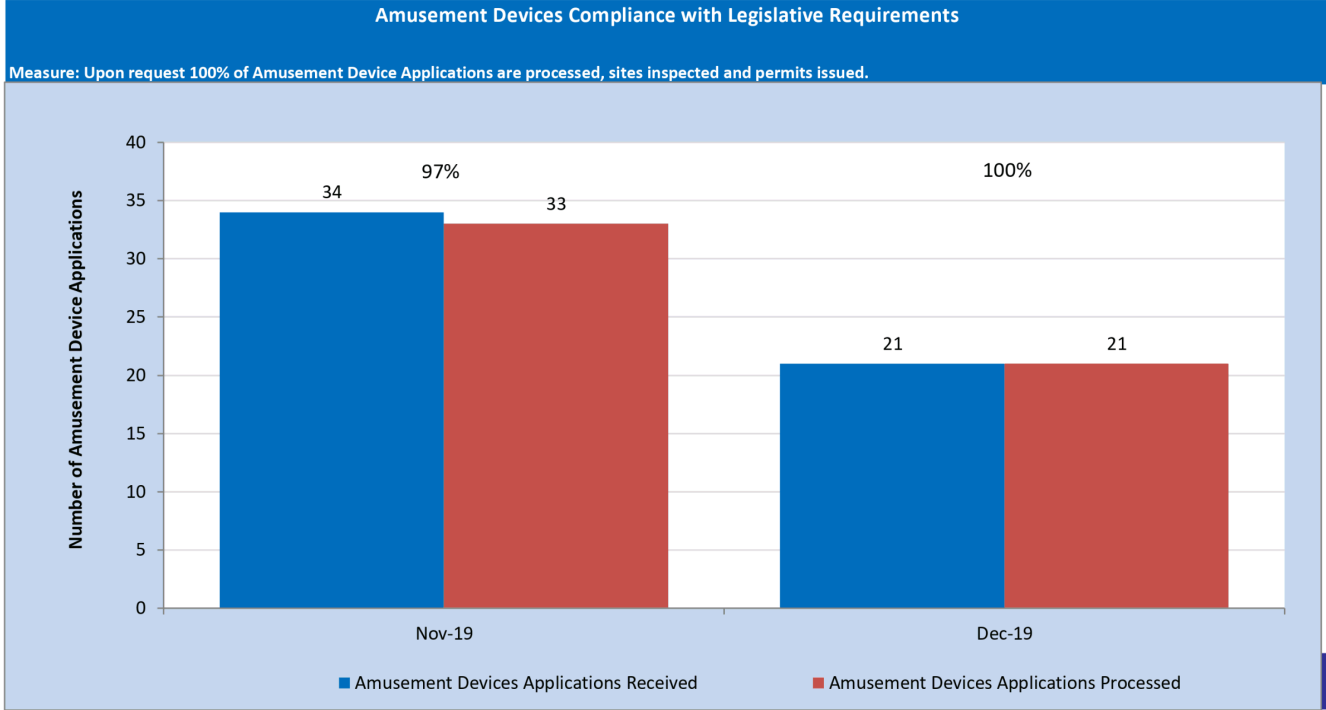
Animal Management



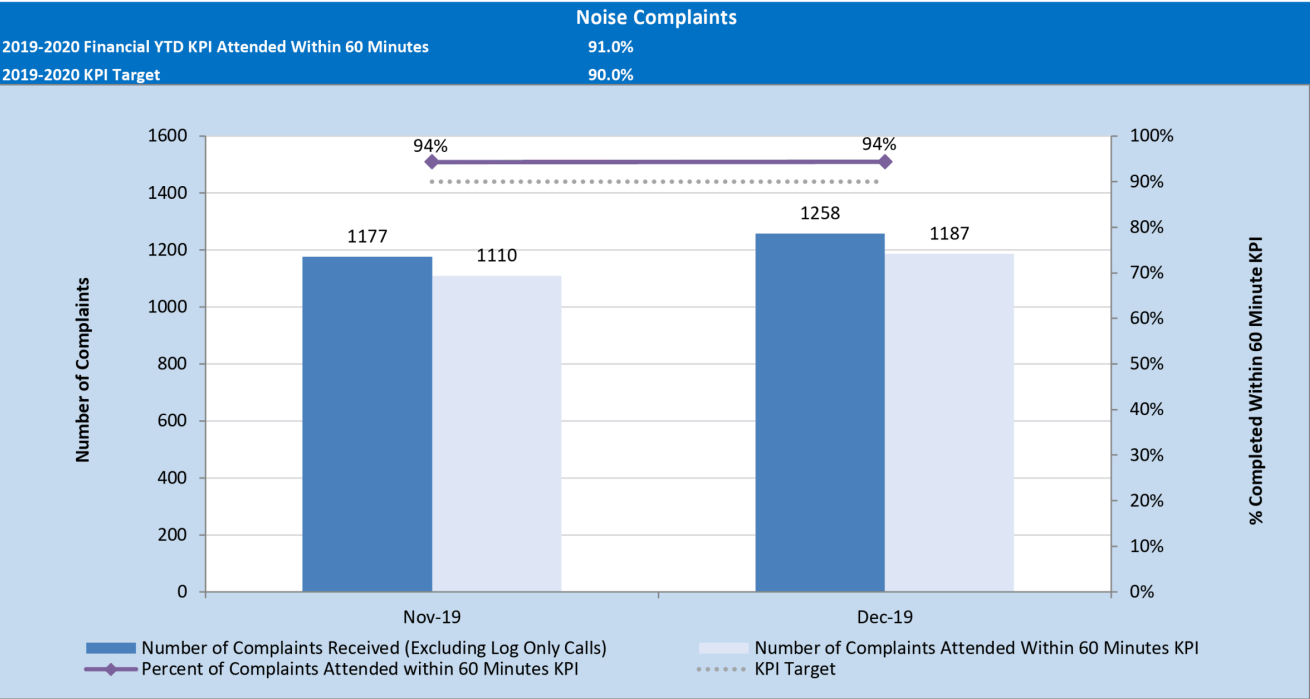
Swimming Pools



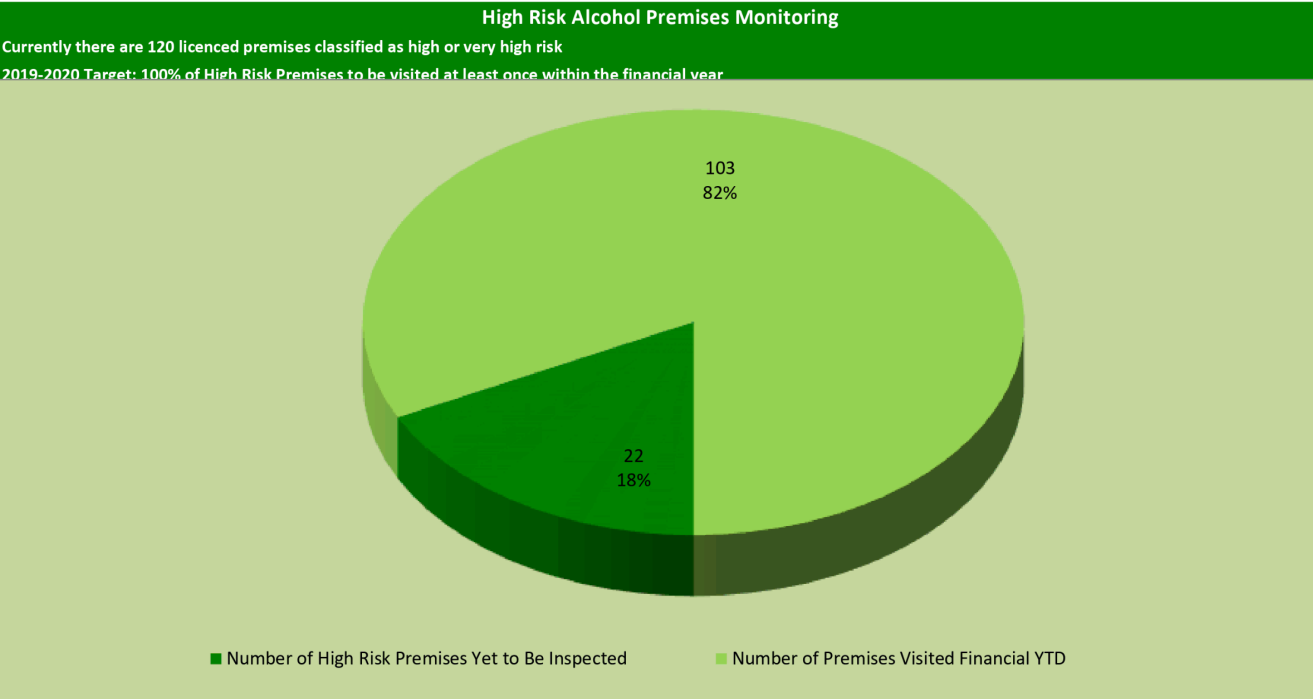
Amusement Devices



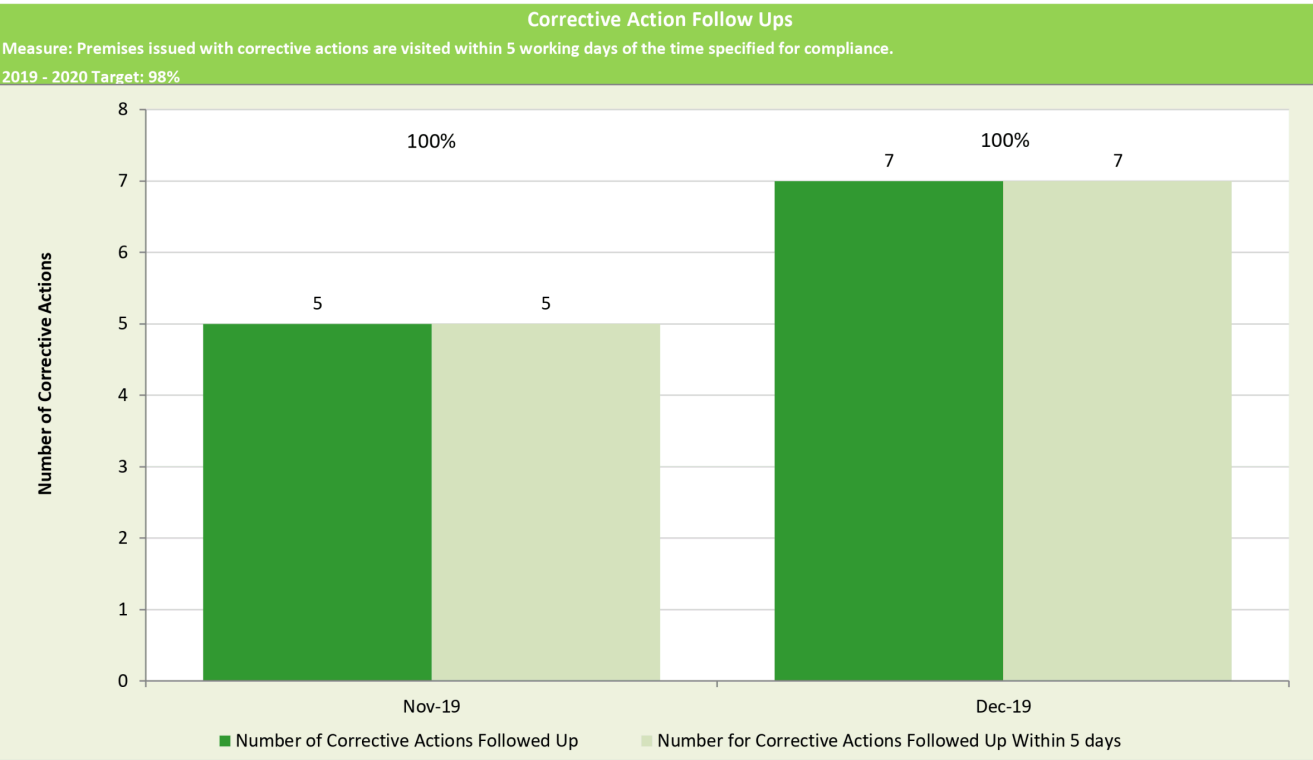
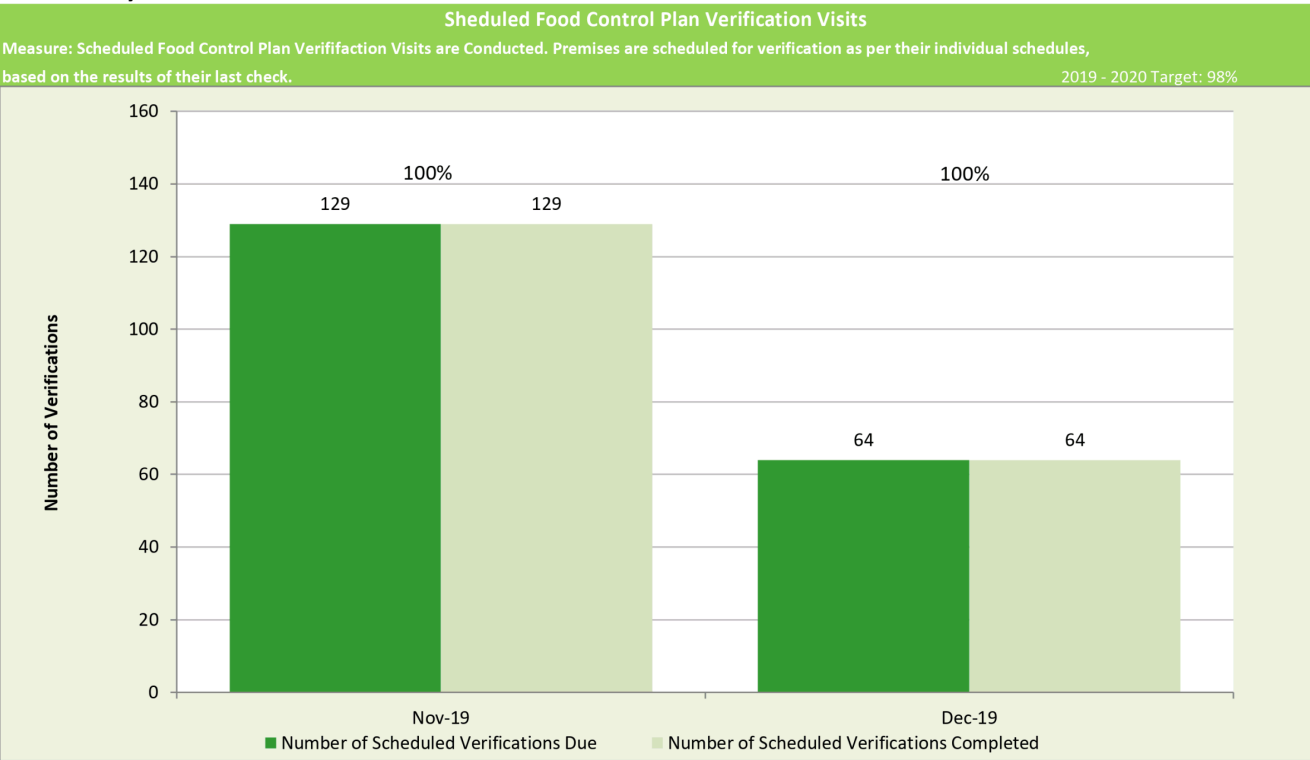
Environmental Health



Alcohol Licensing



Food Safety



8. Building Consenting Six Monthly Report July to December 2019

Reference / Te Tohutoro: 20/65669

Presenter(s) / Te kaupāhō: Robert Wright Head of Building Consenting

1. Purpose of Report / Te Pūtake Pūrongo

- 1.1 The purpose of this report is to provide an update to the Regulatory Performance Committee with respect to the Building Consenting Unit performance and delivery of its functions. This report covers activity for the period of July – December 2019.
- 1.2 Attachment A provides July – December 2019 graphical data on inspections, code compliance, earthquake prone buildings, exemptions, LIMS and PIMS, and a breakdown of residential / commercial building consent applications and decisions made.

2. Staff Recommendations / Ngā Tūtohu

That the Regulatory Performance Committee:

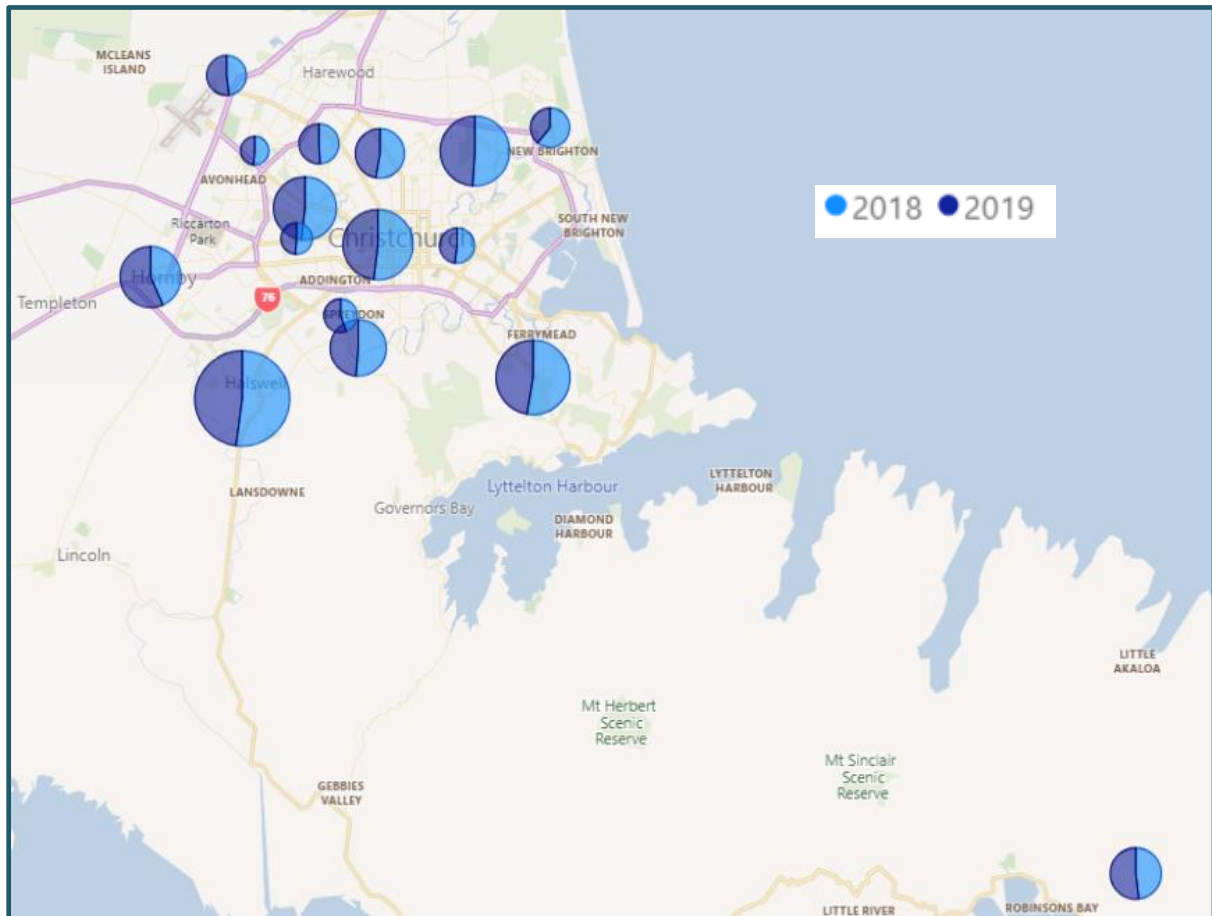
1. Receive the information in the Building Consenting Six Monthly Report – July to December 2019.

3. Applications for Building Consents

- 3.1 Between 1 July 2019 and 31 December 2019, 2,390 building consent applications were submitted, 190 less than the same period in 2018.
- 3.2 Building consent applications granted from 1 July to 31 December for 2018 and 2019:

BCs Granted by Ward	Number 2019	% 2019	Number 2018	% 2018
Banks Peninsula	122	6.42%	113	5.75%
Burwood	165	8.69%	172	8.75%
Cashmere	128	6.74%	135	6.87%
Central	164	8.64%	177	9.01%
Coastal	66	3.48%	103	5.24%
Fendalton	145	7.64%	156	7.94%
Halswell	230	12.11%	250	12.72%
Harewood	89	4.69%	82	4.17%
Heathcote	172	9.06%	191	9.72%
Hornby	164	8.64%	126	6.41%
Innes	106	5.58%	118	6.01%
Linwood	70	3.69%	76	3.87%
Papanui	88	4.63%	85	4.33%
Riccarton	61	3.21%	64	3.26%
Spreydon	76	4.00%	61	3.10%
Waimairi	53	2.79%	56	2.85%
* Excludes Amendments				

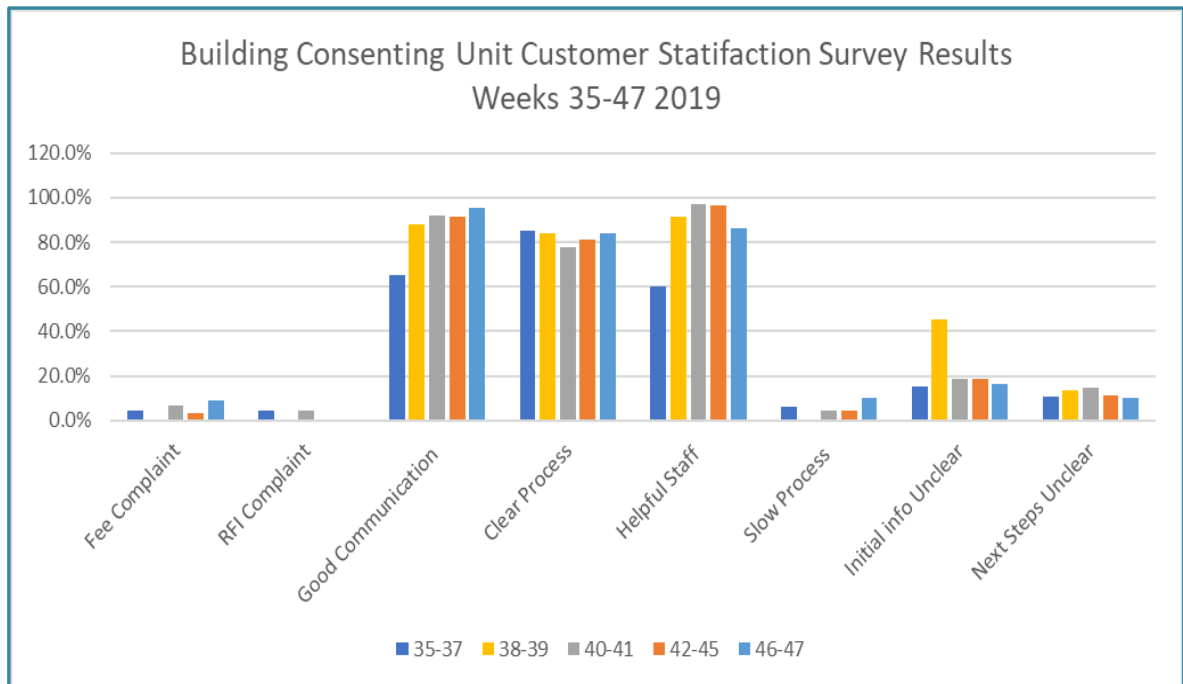
- 3.3 Granted building consents by ward, for the period 1 July to 31 December, showing variation between 2018 and 2019:



4. Customer Satisfaction

- 4.1 Customer satisfaction surveys are sent fortnightly once a customer has had their building consent application issued, completed final inspection, or received a code compliance certificate. The reason for staging it this way is to identify where improvements could be made and relevance to the parties and timing of each stage. The survey consists of seven questions, with prompts for comments. The response rate is around 10%.
- 4.2 A benchmark of 75% customer satisfaction has been set and agreed to via the Councils Long Term Plan. Each month survey results are collated and reported on. Since July, customer satisfaction has been over target, with most months either just over or close to 80%.
- 4.3 The results are also themed into categories including fees, communication, helpful staff, clear, unclear or slow processes, and clarity of information. Comments are followed up by team leaders.
- 4.4 Since theming the surveys, most dissatisfaction we are told about is around clarity of information throughout the consenting process. This may in part be due to agents handling the consent on behalf of the owner. However, due to this feedback, we are currently looking at where we could make improvements in this area. This is a fairly large project and budget and resource restraints mean we cannot complete this work as quickly as we would like.
- 4.5 Other dissatisfaction indicates issues with 'bureaucratic and slow' process and fees.

- 4.6 We do receive a lot of positive comments via our surveys, with high satisfaction noted for our communication, knowledge and helpfulness.
- 4.7 The below graph shows themed survey results from weeks 34-47 (August – November) 2019. There are no results available for December because the Council are in the process of implementing a new tool for sending and receiving surveys. Surveying will continue as soon as possible.



5. Earthquake Prone Buildings

- 5.1 As at 31 December 2019, there were 493 'non priority' and 180 priority buildings (673 in total) on the MBIE earthquake prone buildings register. Please note that the addition of 40 buildings in July and removal of 40 in October is due to one building (Salisbury Apartments) with 36 separate titles within it, causing a slight skew of the data.
- 5.2 The Building Act sets time frames for identification of potentially earthquake prone buildings in accordance with the table below.

Timeframes for action:

Seismic risk area:	TAs must identify potentially earthquake prone buildings by:		Owners of earthquake prone buildings must carry out seismic work within (time from issue of EPB notice):	
	Priority	Other	Priority	Other
High	1 January 2020	1 July 2022	7.5 years	15 years
Medium	1 July 2022	1 July 2027	12.5 years	25 years
Low	N/A	1 July 2032	N/A	35 years

- 5.3 We believe that the identification of priority building is now completed, although it may be inevitable that the odd small unreinforced masonry type buildings, particularly in industrial areas, are not identified in this first review. The identification of other earthquake prone buildings is continuing with approximately 3,200 files to review. It is anticipated this review will be completed by June 2020 which is well within the 2022 timeframe.

Attachments / Ngā Tāpirihanga

No.	Title	Page
A ↓	Building Consenting Unit Performance Report July-December 2019	25

Confirmation of Statutory Compliance / Te Whakatūtutanga ā-Ture

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

(a) This report contains:

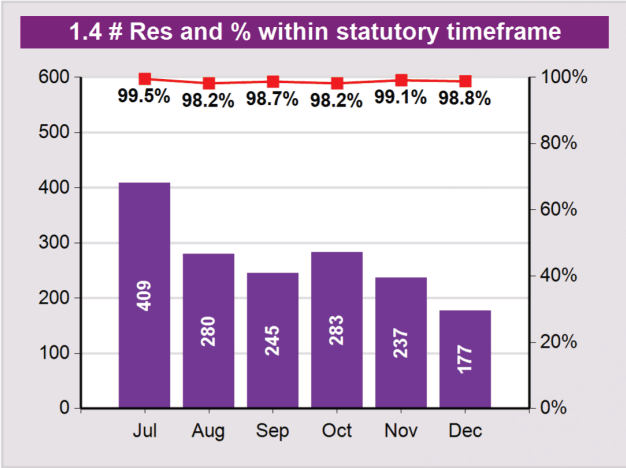
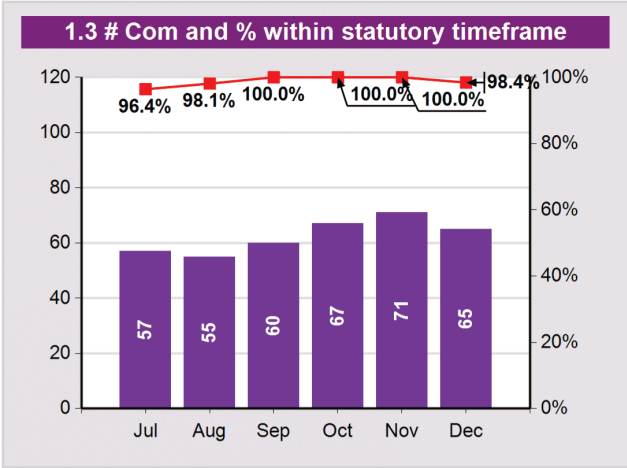
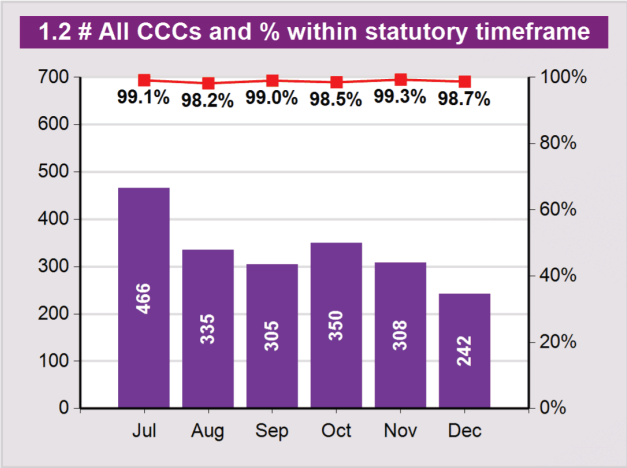
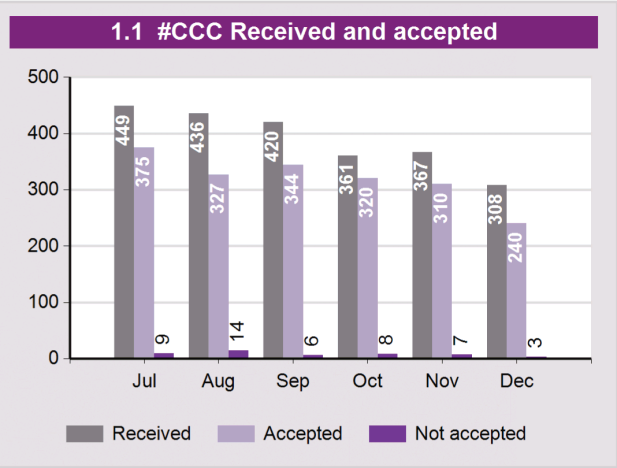
- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(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.

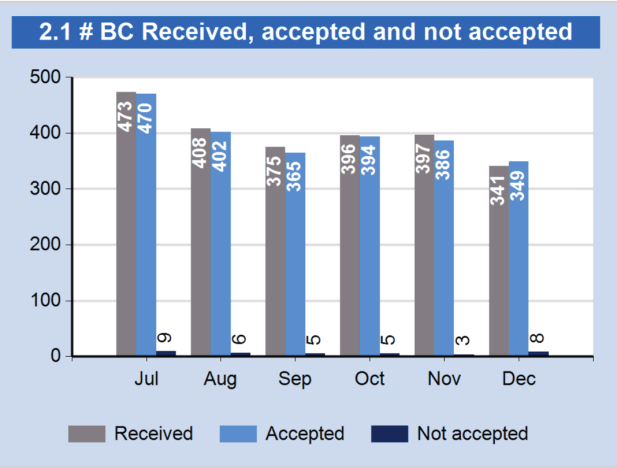
Signatories / Ngā Kaiwaitohu

Author	Robert Wright - Head of Building Consenting
Approved By	Carolyn Gallagher - Acting General Manager Consenting and Compliance

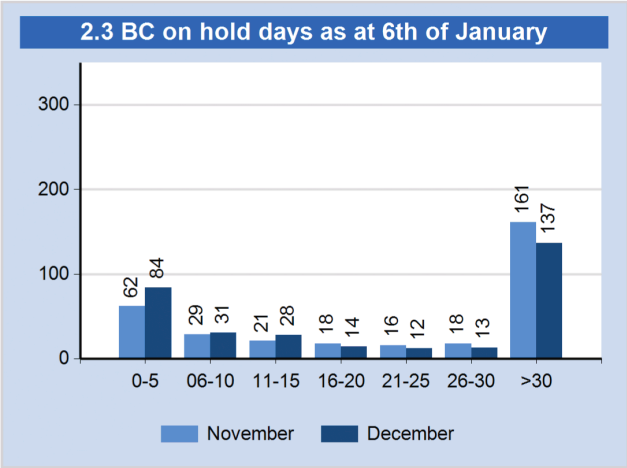
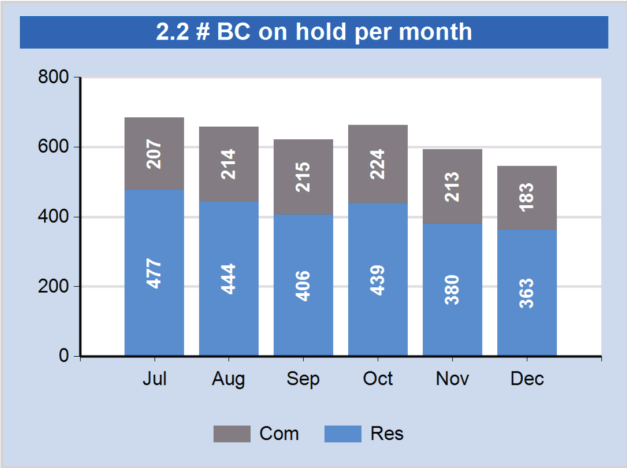
Code Compliance Certificates (CCC) decisions (S95 refusals and CCC issued)



Building Consents (BC) received / accepted



BC on hold



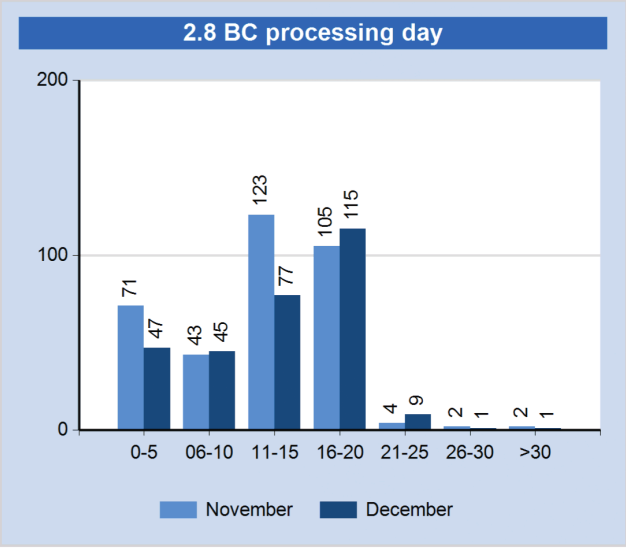
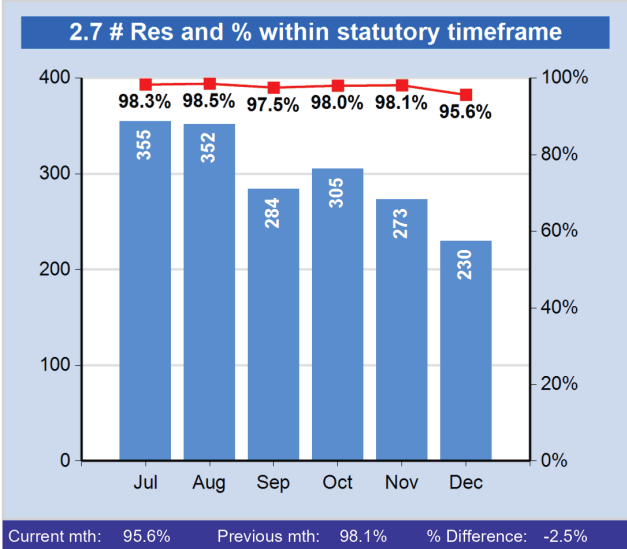
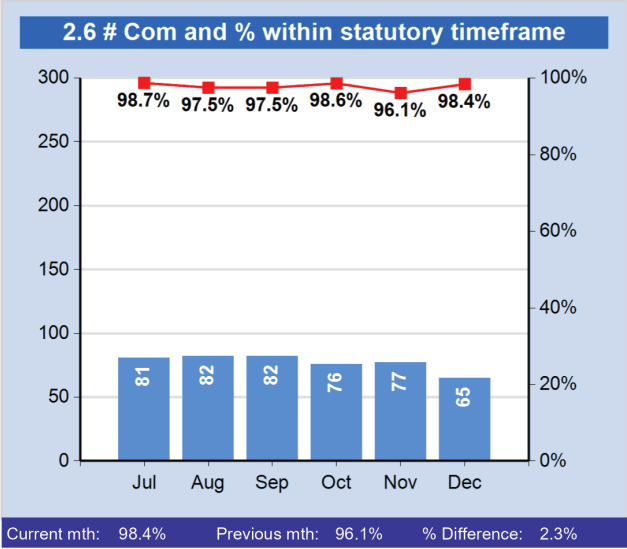
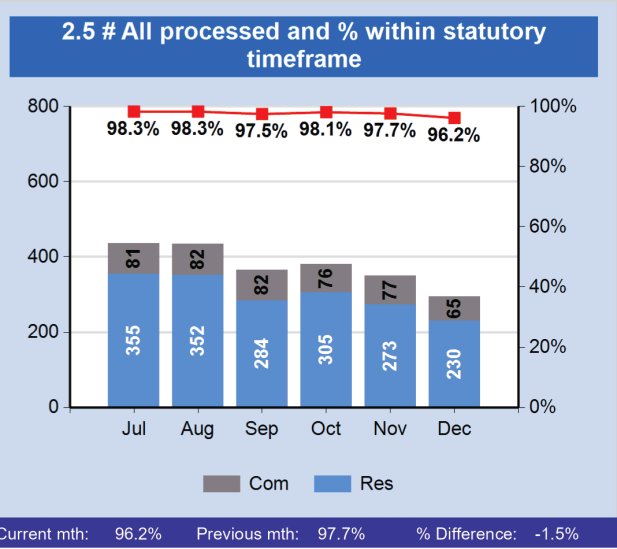
2.4 BC processing summary

# Processed			
Current Month	295	% Difference	-15.7%
Previous Month	350	Six Month Average	377
Financial YTD	2262	Last Financial YTD	2476

% Within Statutory Timeframe			
Financial YTD	97.8%	Last Financial YTD	97.6%

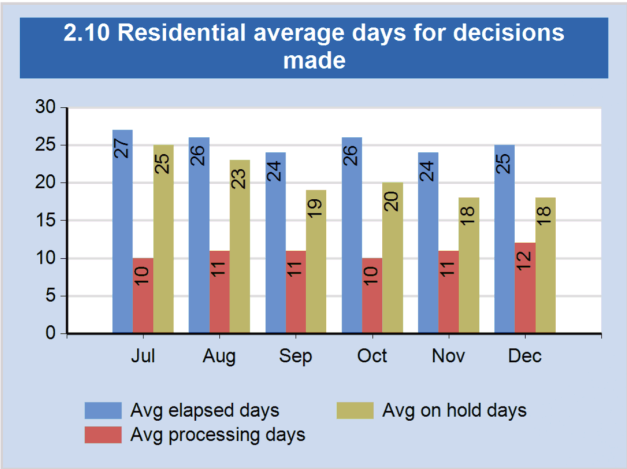
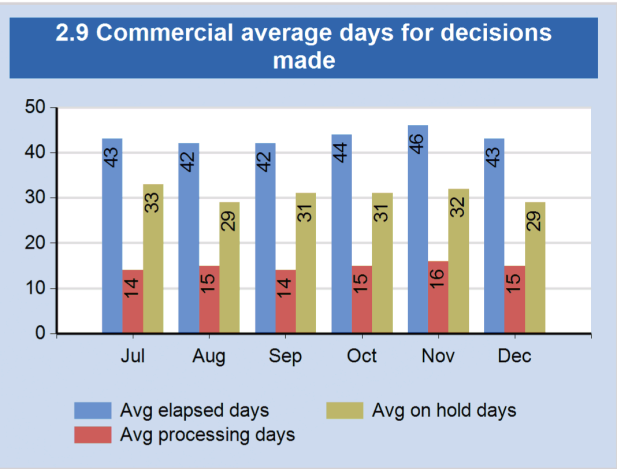
# On Hold			
Current Month	546	Six Month Average	628
Previous Month	593	% Difference	-7.9%

BC processing decision

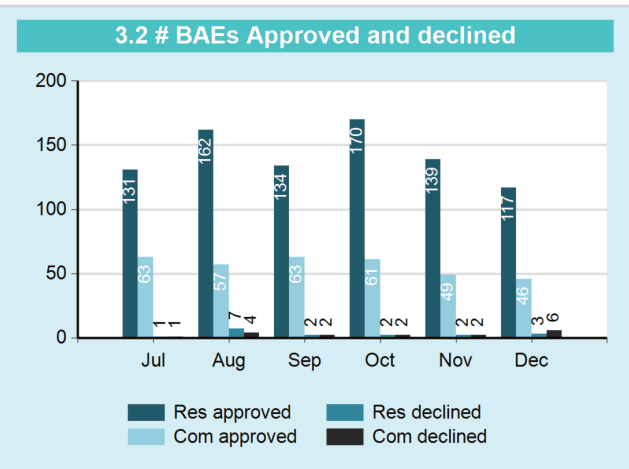
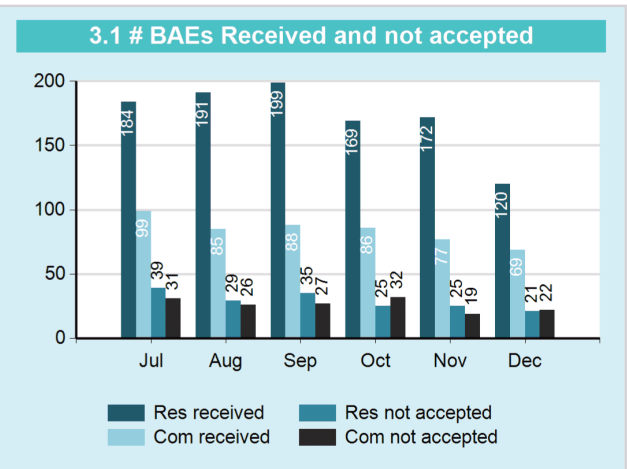


Com - Commercial complexity

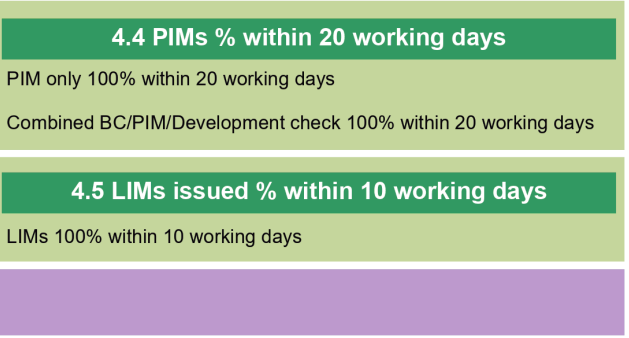
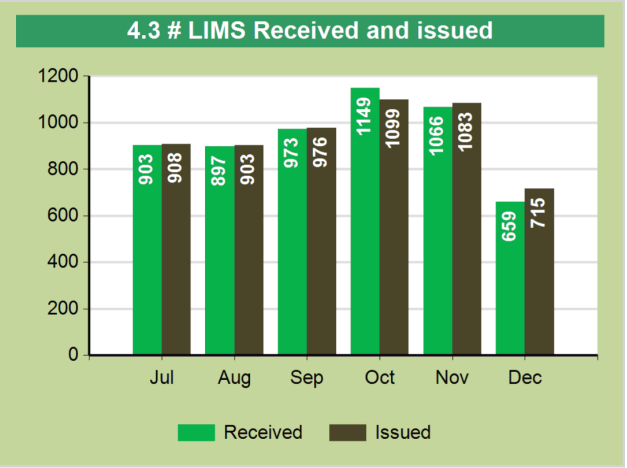
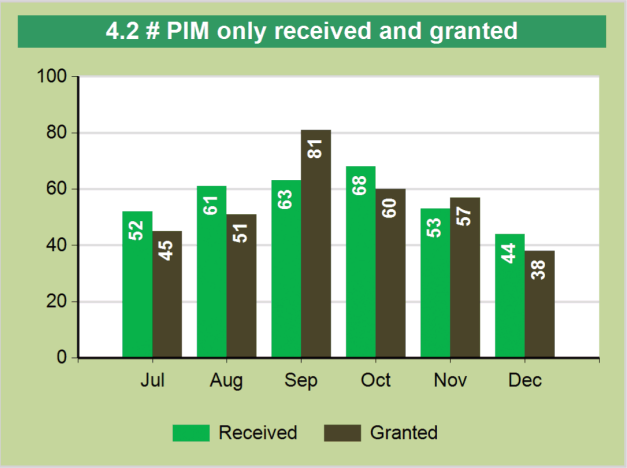
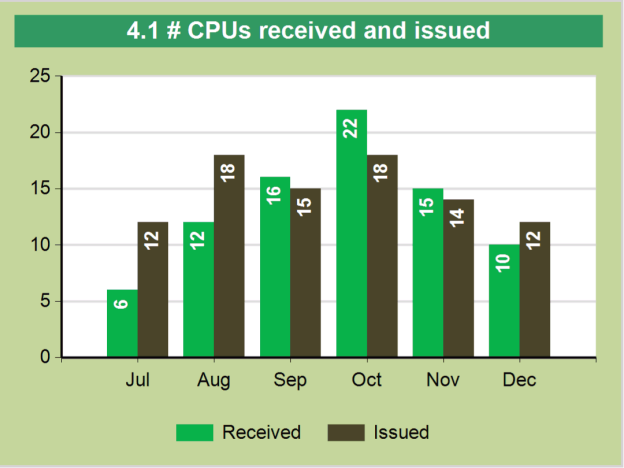
Res - Residential complexity



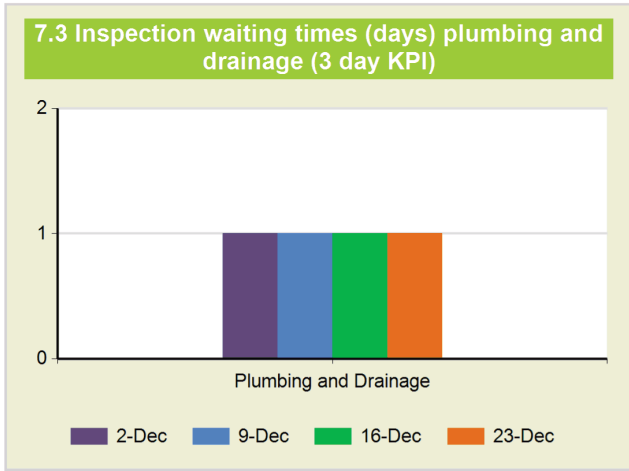
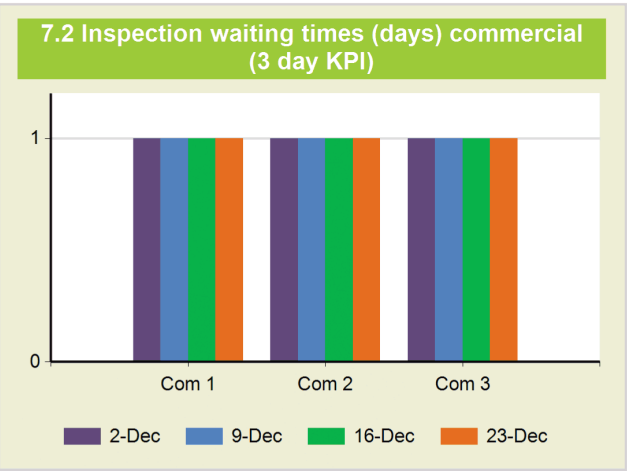
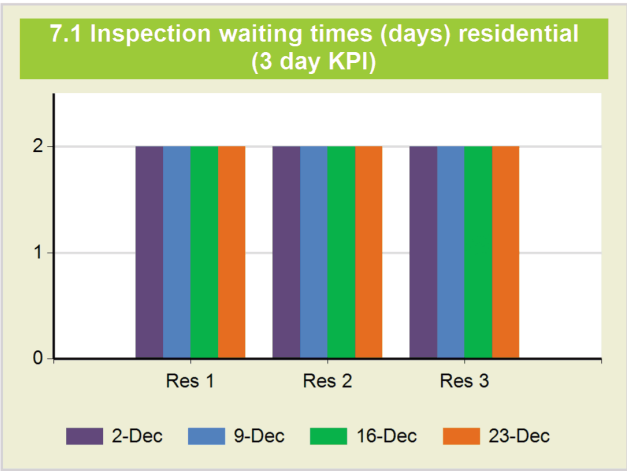
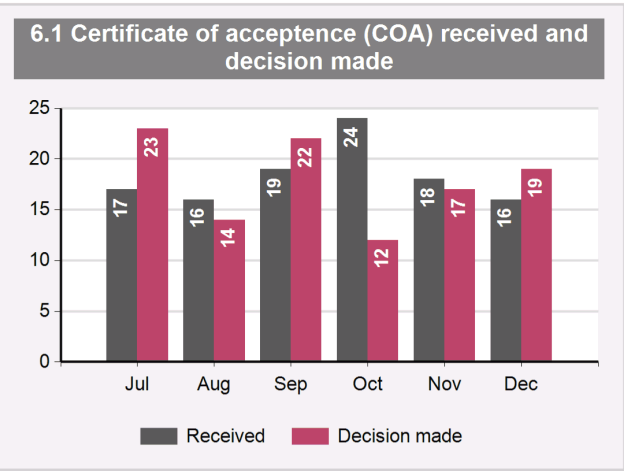
Building Act Exemptions (BAE)

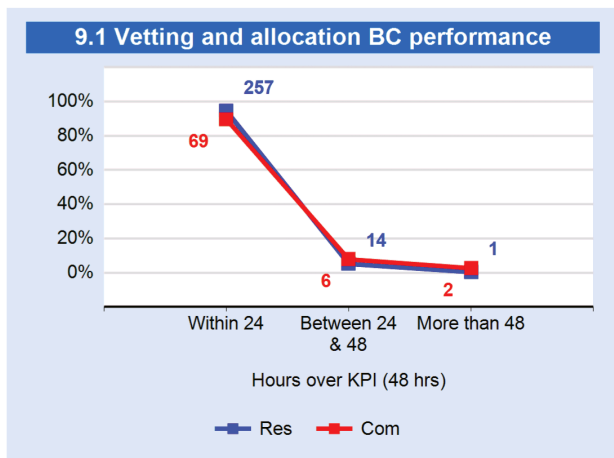
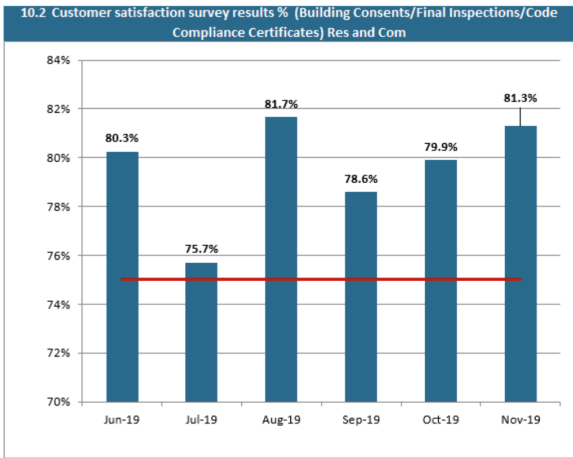
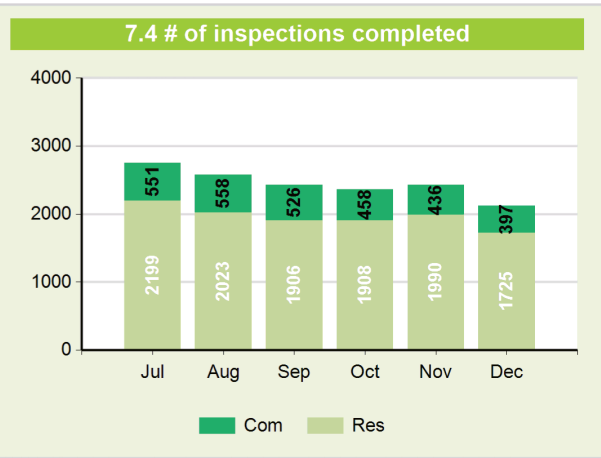


Certificate of Public Use (CPU), PIMs and LIMs



Inspections





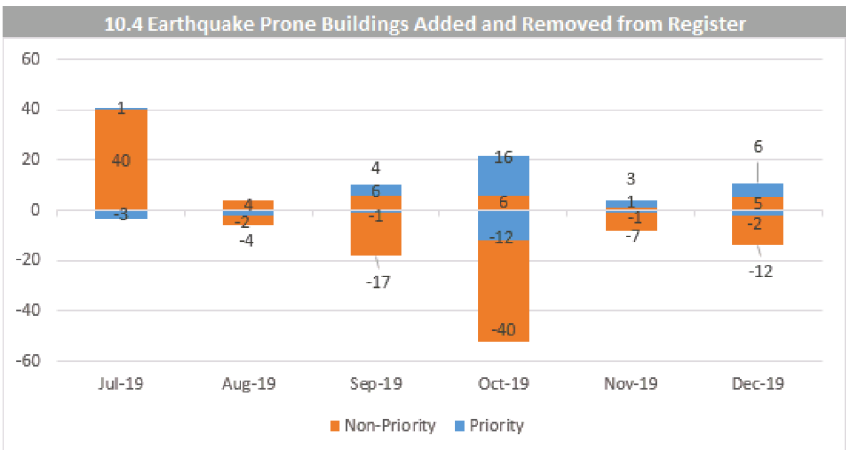
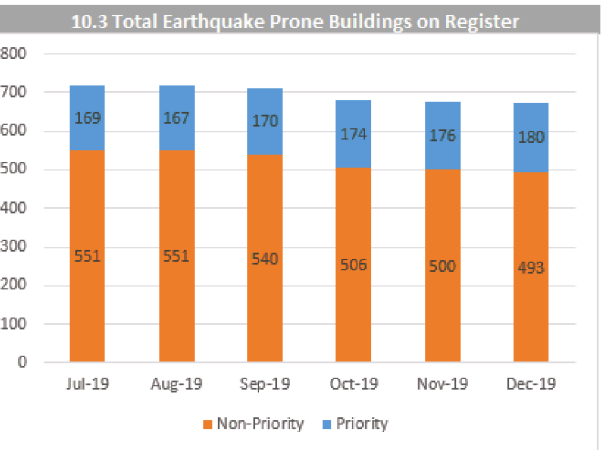
10.1 Internal KPI

95% processed within 19 days

	Current Month	Current Financial YTD
BC Processed	94.2%	96.4%
CC Certificate Decisions	98.7%	98.6%

98% of inspections booked within 3 days of requested date

	Current Month	Current Financial YTD
Inspections	100.0%	100.0%



10.5 Reasons Buildings removed from the Register		Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Priority Buildings	Strengthened	2	0	1	10	0	2
	Demolished	0	1	0	2	1	0
	Reassessed	1	1	0	0	0	0
Non-Priority Buildings	Strengthened	0	2	15	40	7	12
	Demolished	0	0	2	0	0	0
	Reassessed	0	2	0	0	0	0
10.6 Request for Engineering Assessment (S133AH)		Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Request for Engineering Assessment (S133AH)	Priority	1	0	0	1	0	0
	Non-Priority	16	0	1	-1	0	0
Buildings with Engineering Assessments received		16	2	0	4	0	3
Buildings Added to Register as result of a S133AH letter		19	0	0	1	0	0
Extension of time request granted (S133AJ)		0	0	0	0	0	0