



**Workshop - Council
NOTES ATTACHMENTS**

Date: Tuesday 28 April 2026
Time: 9.30 am
Venue: Camellia Chambers, Civic Offices,
53 Hereford Street, Christchurch

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Regulatory Compliance Unit Report

July to December 2025

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April 2026 6

Executive summary

The six months from July to December are typically the busiest period of the year for the Regulatory Compliance Unit. As the seasons change, from winter to spring and then summer, so too does our work and our workload.

With warmer, longer days people do more of the activities that we monitor compliance for. More houses are sold, there is more socialising which leads to more alcohol being consumed and more noise being made, more people go camping, and we receive more complaints about overgrown vegetation and vermin.

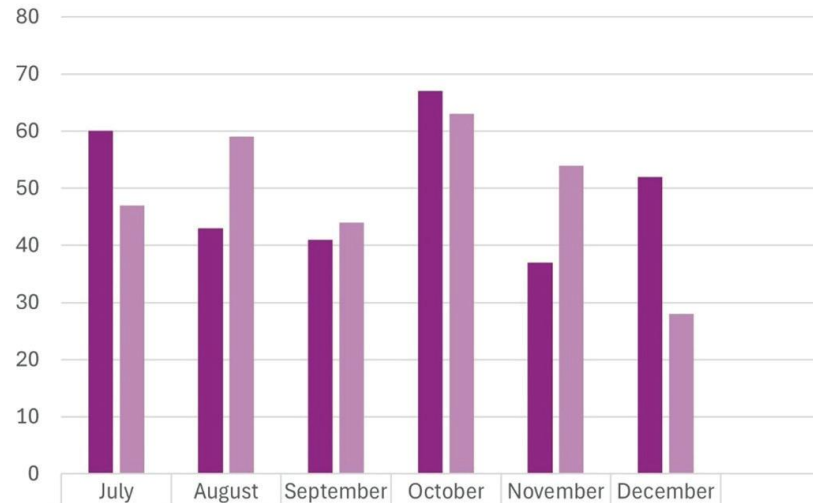
- The freedom camping compliance season starts at Labour Weekend for the New Brighton area and from 1 December for the rest of the district (until 30 April). Most campers are complying with self-containment rules.
- The Alcohol Licensing Team start monitoring compliance at special events from mid-October. There were eight events over this period, including some multi-day events. Phase two of the Christchurch Local Alcohol Policy took effect in October 2025, with 9pm closing for all off licenses (bottle stores). Around 140 new off licenses were hand delivered to the affected retailers.
- LIM numbers peak over spring and summer as more houses are sold. This year new LGOIMA regulations took effect, requiring natural hazard information to be included on LIMs. Our LIMs comply with the new regulations and detail all known hazards, with links to reports held by council and Environment Canterbury.
- Environmental compliance investigations increased as expected. Noise complaints peaked in November, with 1111 complaints.

The media shone a light on short-term visitor accommodation, which we now monitor proactively as well as reactively. Monitoring compliance with the Christchurch District Plan has proved challenging because of difficulty accessing information held by some provider platforms due their privacy policies.

Tracey Weston
Head of Regulatory Compliance



Food Safety Applications



	July	August	September	October	November	December
■ 1 July to 31 December 2024	60	43	41	67	37	52
■ 1 July to 31 December 2025	47	59	44	63	54	28

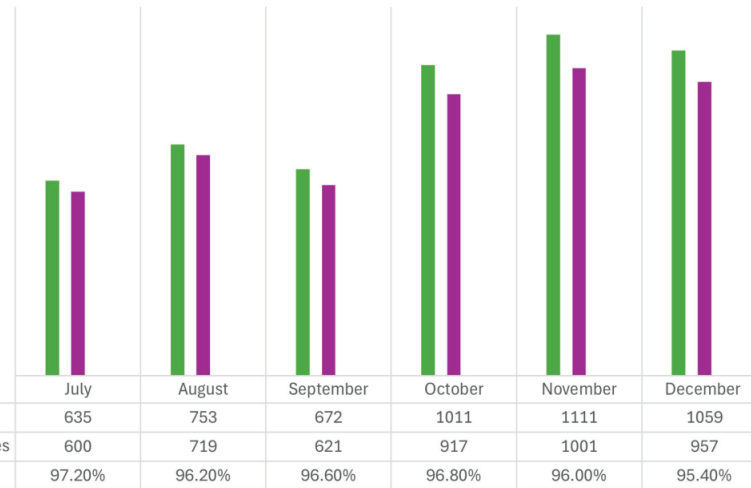
The number of Food safety applications has remained relatively consistent with the same reporting period for previous years.



Noise

Noise complaint volume summary – 1 July to 31 December 2025

■ Number of Complaints ■ Complaints Attended within 60 Minutes ■ Meeting KPI of 90%



Environmental Health

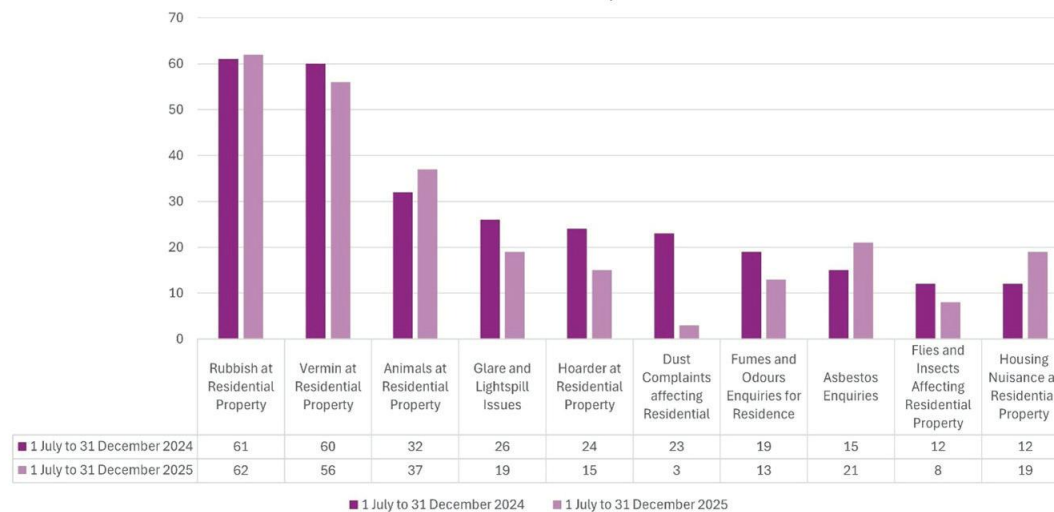
The top 10 types of complaints received for Environmental Health related nuisances are presented in this graph;

During the reporting period complaints relating to rubbish and vermin were the highest volume received. Rubbish and vermin complaints are assessed under the Health Act, with rubbish complaints also considered under the Litter Act.

For enforcement action to be taken, there must be evidence of a clear risk to public health or an objectively offensive condition affecting the surrounding area. The statutory thresholds for intervention are high.



Environmental Health Complaints



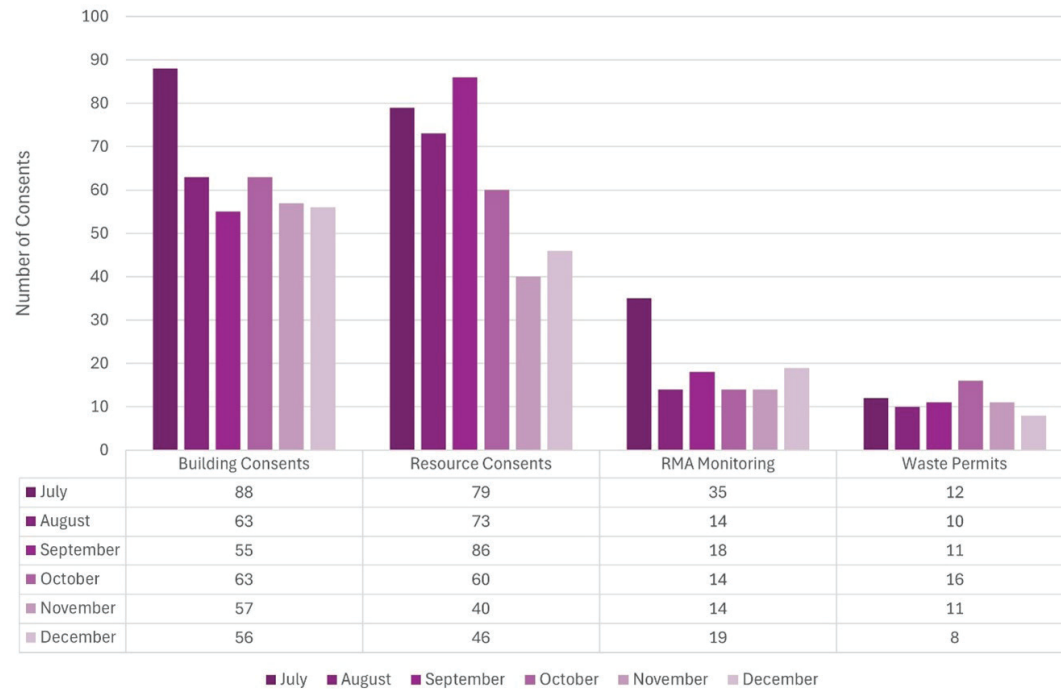
Specialist Advice – Consenting

The team provide specialist input for resource and building consent applications when required. The demand for this is variable as it correlates with resource and building consent applications. We also monitor compliance with public health related resource consent conditions.

The team report that consenting numbers are typically variable month to month, but that some of the spikes can be attributed to the introduction of the new Development Contributions Policy 2025, which took effect in mid-September last year.



Specialist Advice – Consenting July to December 2025



LIM Document and Property Information

Over the last six months, LIM requests have remained steady with continued slight increases compared to the previous year. The number of LIMs requested is linked to activity in the property market and considers factors such as housing availability and prices, interest rates, and CPI. LIM reports are in high demand during the spring and summer periods.

The drop in December is seasonal and anticipated as this reflects Real Estate Agents and Legal Firms closing over the Christmas and New Year holidays.

We anticipate that current trends in LIM volumes will continue for the foreseeable future.

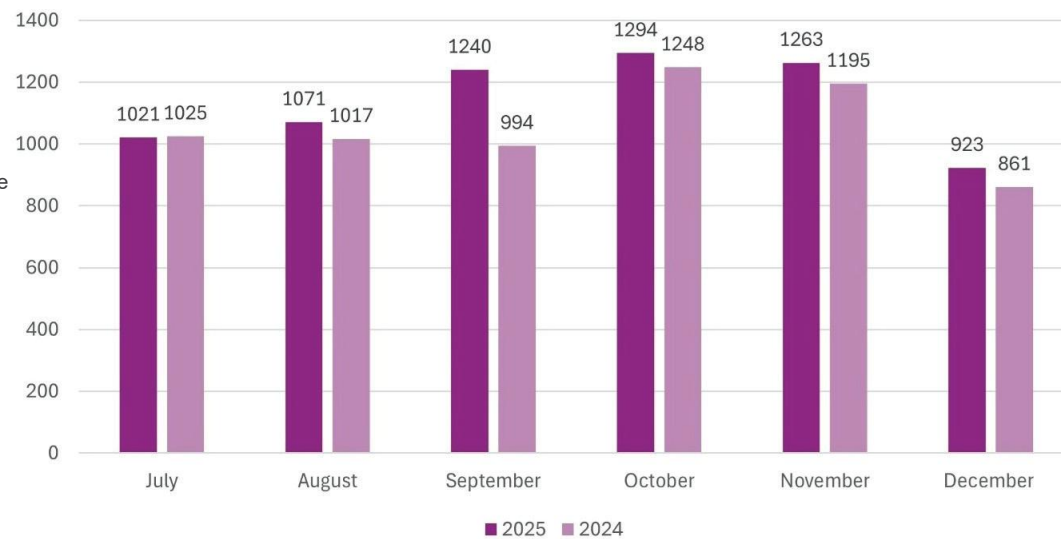
New LGOIMA Legislation Implementation

This year central government put in new regulations for all LIMs to contain all-natural hazard information as of 1 July 2025.

Council responded to this by standing up a project team from across the business and as a result our LIMs now contain all known and detailed natural hazard information, including supplying links to reports held by us, information from Environment Canterbury, and we now include the complete property file with all our LIM requests. This will help customers to complete their own due diligence.

As a result of this project our LIMs are compliant with the legislation under Section 44B of the LGOIMA.

LIMS issued by month



Alcohol Licensing

Local Alcohol Policy implementation

- Phase one of the Christchurch Local Alcohol Policy came into force on 25 August 2025. This phase generally relates to the restriction and freeze on the opening of bottle stores in areas of high deprivation and in areas that contain sensitive sites.
- Phase two of the Christchurch Local Alcohol Policy came into force on 25 October 2025. This phase related to the 9.00pm closing time of all off licenses (bottle stores).
- In October and November, approximately 140 new off licences were hand delivered to all off-licensed premises, revoking the old licence and issuing the replacement licence with the new closing time of 9pm.
- In December 2025, a District Licensing Committee Hearing was held for Halswell Liquorland which applied for a new alcohol off licence. This was the first test of the Christchurch Local Alcohol Policy. The proposed premises is in an area of high deprivation and was in breach of the new Christchurch Local Alcohol Policy (LAP). The licence application was declined due to the DLC finding that the potential of alcohol harm would be increased if the licence was granted. The licence was also declined on the grounds that the application was inconsistent with the new Christchurch Local Alcohol Policy.

Alcohol Licence Applications – Accepted



Special Event Monitoring

The special event monitoring season began mid-October.

Typically, two licensing inspectors attend these events to ensure that no alcohol harm-related matters arise and to ensure that the object of the Sale and Supply of Alcohol Act 2012 is complied with.

Summary of the events the team attended:

- Black Caps vs England
- Mystery Musical Festival – Red zone
- Addington Cup Day
- Riccarton Cup Day
- South Island Beer Festival
- Black Caps vs West Indies Test
- South Island Wine and Food Festival
- Rolling Meadows, Bottle Lake Forest



Addington Cup Day



South Island Wine and Food Festival



Rolling Meadows, Bottle Lake Forest

Compliance Investigations

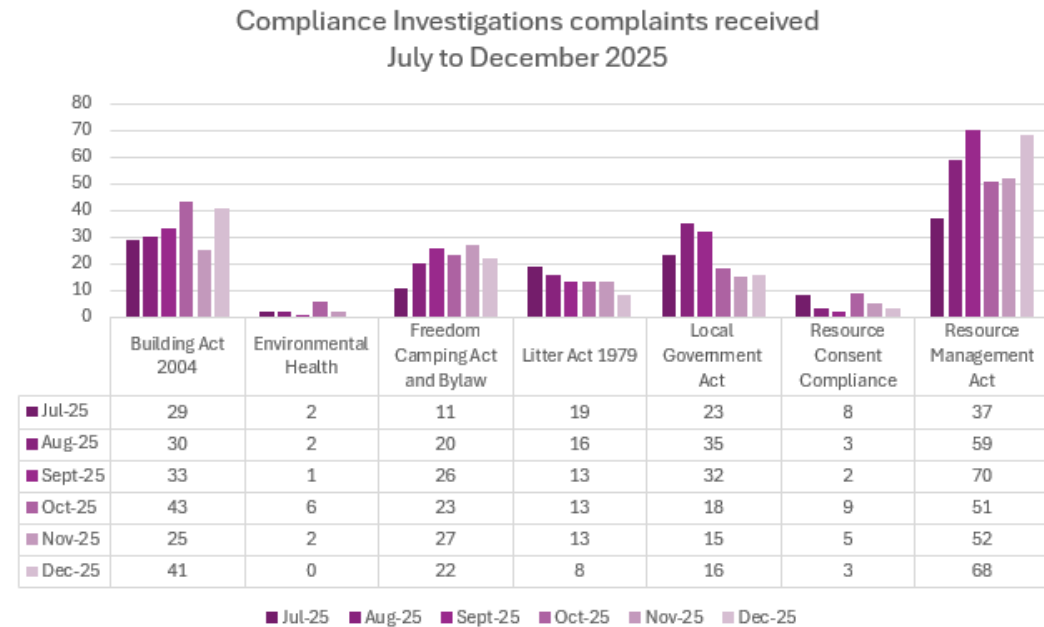
Complaint trends

As noted in the graph there has been an increase in RMA-related complaints, this increase directly correlates with the employment of a dedicated compliance officer being appointed to monitor and identify short-term accommodation compliance. The increase in complaints received reflects investigations that this officer has initiated and is not reflective of complaints received from the community.

There is also a notable increase in Local Government Act complaints, these relate to the Local Government election and complaints about signs and a signage campaign.



Compliance Investigations complaints received July to December 2025



Freedom Camping – observations for the season

The season is well underway, and we are seeing the majority of campers complying with Freedom Camping rules for Christchurch.

Self-Contained Vehicle compliance

At this time both the 'blue' and 'green' warrant cards for self-contained private vehicles are permitted. The transition period for privately-owned vehicles was extended by the Minister and now compliance is required by 7 June 2026 for private vehicles. No new certifications under blue warrant cards have been allowed since 7 June 2024.

From 7 June 2026, vehicles can be certified as self-contained under the green warrant requirements only. All rental vehicles must already be certified under the green warrant requirements (this has been in place since 7 December 2024).

Whether a vehicle is certified as self-contained or not is demonstrated by a warrant card displayed in the front windscreen (near the vehicle registration card), alongside the certification paperwork.



Short term Accommodation Compliance

With the employment of dedicated positions to monitor and identify short term accommodation compliance, the team have been looking into initiatives to encourage compliance.

Education Campaign

We are exploring doing an education campaign with the use of bulk mail drop advising owners about their obligations. This will be targeted initially to the ground floor units of properties located in the City Centre Zone. The aim is to get compliance as per the VADE (Voluntary, Assisted, Directed, Enforced) compliance model. At this stage the team are in the information gathering phase and aim to have this initiative achieved this year.

Information Sharing

Historically we have undertaken investigations into short-term accommodation on a reactive basis when a complaint is received, but we now monitor short term accommodation activity proactively.

Compliance with the District Plan rule has had its challenges due to difficulties in accessing data, property information and the reluctance of various booking platforms to share booking information with us.

Short-term accommodation providers do not publicly publish, nor routinely provide lists of accommodation providers. Privacy policies place limits on the disclosure of host and listing information, reflecting both host

privacy considerations and commercial sensitivity. Although some provider policies allow for information to be shared with governmental or public authorities in certain circumstances, to date we have not received a complete property level list for the city.

Council are still working with providers on the issue of a list.

Compliance Activities

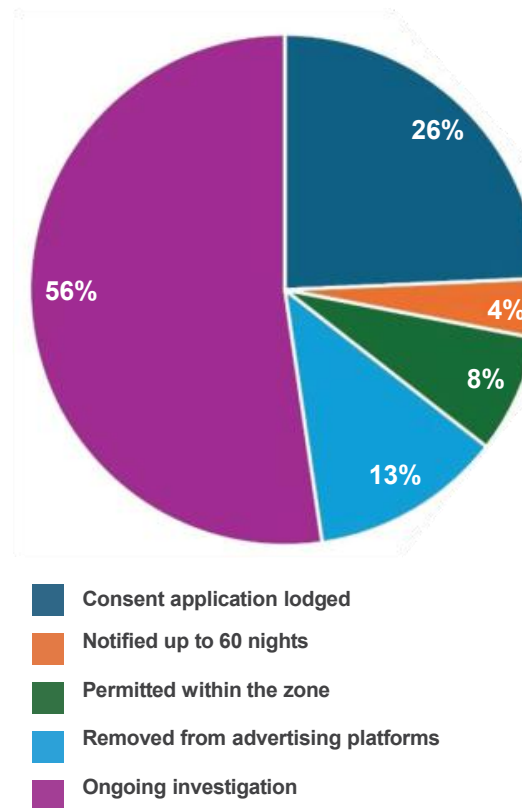
Council operates the VADE compliance model whereby voluntary or assisted compliance is the primary enforcement approach. To date, when compliance is initiated the majority of landowners either voluntarily comply by ceasing the activity or apply for a resource consent to permit the activity to occur.

Due to this, to date there have been no infringements and/or abatement notices issued for unconsented un-hosted visitor accommodation.

For the reporting period (and since the compliance officer started), there have been 107 initiated enforcement tickets. Of these, 51 tickets have been completed with the following outcomes:

- 26 consent applications lodged,
- 4 notified as up to 60 nights,
- 8 closed due to being permitted within the zone, and
- 13 removed from advertising platforms

Compliance tickets received



Animal Management

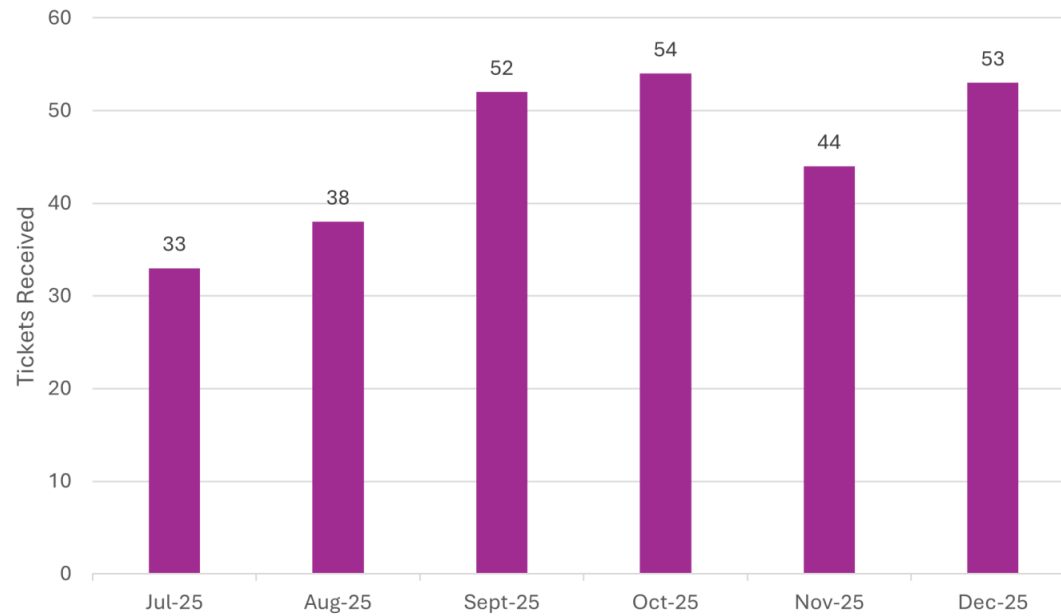
Priority One

Complaint types that fit within this category are dog attacks on people, animals and wandering stock. Found dogs are also treated as priority due to Councils focus on public safety.

The graph demonstrates the number of priority one complaints that were received and attended to within 15 minutes, for the reporting period 1 July to 31 December 2025.



Compliance Priority One tickets – 15 minute KPI



KPI achieved	July	August	September	October	November	December
	100%	100%	96.2%	100%	100%	98.1%

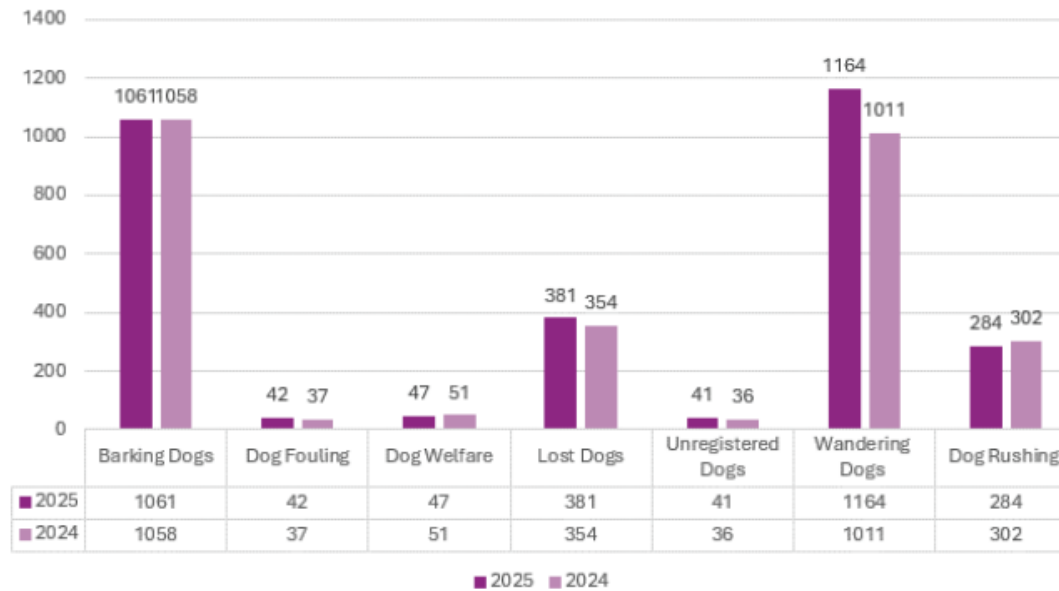
Animal Management

Priority Two

Complaint types within this category are: barking dogs, dog fouling, dog rushing on own property, dog welfare, lost dog, unregistered dog and wandering dogs.



Priority Two Complaints – Animal Management
1 July to 31 December



Animal Management

Education Campaigns – DogSmart and DogSafe

As part of our education compliance, we deliver DogSmart and DogSafe education programmes to schools and workplaces (for employee training) and the Reading to Dogs programme is delivered at our libraries.

We delivered:

- 17 education talks
- 4 DogSmart programmes to schools
- 13 DogSafe programmes to workplaces
- 8 We also have our Reading to Dogs sessions



Shelter Services

Here's a summary of the shelter services provided for the reporting period (1 July to 31 December 2025):

- Found dogs - 980 dogs were found and 668 were returned to their owners
- Impounded Dogs - 312 dogs were impounded
- Rehomed Dogs - 62 dogs were successfully rehomed
- Euthanised Dogs - 23 dogs were unable to be rehomed and were euthanised



Prosecution and Enforcement

Freedom Camping

For the season so far, a total of 27 infringements have been issued:

- 14 in Akaroa
- 1 in Christchurch
- 9 in New Brighton
- 3 in Lyttelton

The issued infringements were in relation to:

- 9 for no valid warrant
- 11 for camping in breach of a prohibited area of the bylaw
- 5 for depositing waste
- 2 for not self-contained



Boarding Houses

- 5 were issued a Notice to Fix (NTF).

Animal Management

Under the Dog Control Act 1996:

- 709 infringements were issued
- 62 warnings were issued
- There were two prosecutions:
 1. The court ordered for the dog to be destroyed, owner fined and ordered to pay court costs.
 2. One is pending for the court.
- 12 dogs were classified as dangerous (under Section 31 of the Act)
- 11 dogs were classified as menacing (under Section 33a of the Act)



Noise Enforcement Action

- 1031 excessive noise directions (END) were served
- 68 noise equipment seizures

Health Act Enforcement

- 1 cleansing order was issued

Food Act

- 11 improvement notices were issued requiring food business to make improvements to food safety practices and/or address repeated non-compliance
- 2 directed notices were issued requiring urgent action and/or temporarily prohibit the sale of food
- 2 infringements were issued
- 1 notice to close was issued

