

**DISTRICT SERVICES
MONTHLY
BUSINESS REPORT**

May 2021

Executive Summary

This District Services Monthly Business Report provides a summary of progress and highlights for the month of May 2021. The District Services Group achieved several successes and made good progress in the following areas:

Community and Customer Services

- **Libraries:** Libraries took possession of their outreach van (a custom-built mobile library) in May which will enable the team to provide service in more remote parts of the district and deliver on the Library Strategy adopted in 2018.
- **Museum:** The museum strategy was completed in May which provides clear direction for future services.
- **i-SITES:** Visitor numbers have been stronger since the travel bubble between NZ and Australia opened. In the past year, the Visitor Information Network Incorporated Board revisited the strategic options surrounding the future of the i-SITE network. An initial preferred option will be updated and presented by i-Sites NZ / Visitor Information Network NZ in July for further consideration by Council.
- **Customer Care:** Appropriate resourcing of the Contact Centre has been given priority to alleviate longer wait times for customers during peak periods.
- **Housing for the Elderly:** Most of the heating and ventilation requirements for the Healthy Homes regulations across the villages has been completed. Kaikohe is the only outstanding village with work currently being completed.
- **Cemeteries:** The unveiling of the Spickman-Nisbet headstones took place in early May. This concludes the He Waka Kotahi (NZTA) project of uplifting and reburial of all the remains from a private family cemetery, (slipping onto State Highway 10) into the Kaeo Public Cemetery. This project was a great example of multiple agencies working together to achieve a good outcome for the families and improve road safety for the general public.

Building Consents

Building consent numbers have remained higher than the four-year average for the past four months; the higher numbers were a feature during 6 of the 11 months of the year being reported on. The actual number of consents received (1765) are higher than the forecast number of building consents (1400); a total of 1378 consents have been issued. Forecast inspections (6700) for the year were also exceeded, with a total of 8139 inspections completed. Code compliance certificates issued are close to the 1300 forecast figure, with the end of May figure tracking at 1169.

The inspections team, responding to demand, have completed 884 inspection for the month of May with a pass rate of 83%.

Environmental Services

- **Resource Consents:** 70 RMA applications and 52 RMA certificates and LGA applications were received. In total, 54 RMA decisions were issued in May with three decisions issued outside statutory timeframes. This gives the Resource Consents Team a statutory compliance percentage of 94%.
- **Noise Complaints:** Noise complaints have decreased in May with only 89 noise complaint Requests for Service (RFSs) received in May 2021, a decrease of nearly 40 complaints, which is expected during the winter months. Response times were 78.5% met for urban areas and 60% met in rural areas against a KPI target of 95%. The ability for the contractor to source Police assistance for some properties is impacting on response time performance.
- **Parking Enforcement:** 76 parking infringements were issued this month. Preparation is underway for the WoF and Vehicle Registration trial to commence on 1 July 2021; the trial will have an initial educational approach.
- **Animal Management:** 376 RFSs were received for Animal Management in May, 41 urgent and 335 non-urgent. 113 of these RFSs were adoption or rehoming queries. Animal Management Officers responded to 92% of RFSs within the required levels of service during May.
- **Environmental Health Services:** 28 businesses had verification visits by Environmental Health Officers during May 2021. A total of 42 Good Host Visits (GHV) of Licensed premises were also conducted.

Performance in Brief

Introduction

The District Services group provides many services for the benefit of our communities to make it a great place to work, live and visit. The group is made up of three departments:

- **Community & Customer Services:** This includes Customer Care – Service Centres and Contact Centre, Libraries and Museum, i-SITE Information Centres, Tenancy services for Housing for the Elderly and burial processing for Cemeteries.
- **Building Services:** This includes processing and inspecting Building Consents and Building Compliance related matters.
- **Environmental Services:** This includes Animal Management, Environmental Health (Food, Alcohol and Health licensing and monitoring), Compliance Monitoring (Legislation and Bylaw monitoring and enforcement) and Resource Consents processing.



Our Customers

We are transitioning to a new measurement system for Customer Experience feedback. AskNicely is our new measurement tool, which is customer friendly, easy to use and simpler. Reporting is not yet available.

Our Finances

The District Services group activities are funded from rates or user charges, or a mix of both. The key objective is to fund these services in an affordable, transparent and accountable way. This ensures that payment for Council services is sourced from those who use them.

Funding Breakdown for the District Services Group

<p>Rates 100%</p> <p>User Charges 0%</p> <p>Customer Services</p>	<p>Rates 90-99%</p> <p>User Charges 1-10%</p> <p>Building Compliance Monitoring and Enforcement Libraries</p>	<p>Rates 70-79%</p> <p>User Charges 21-30%</p> <p>i-SITEs</p>
<p>Rates 60-69%</p> <p>User Charges 31-40%</p> <p>Cemeteries Animal Control</p>	<p>Rates 50-59%</p> <p>User Charges 41-50%</p> <p>Parking Enforcement</p>	<p>Rates 40-49%</p> <p>User Charges 51-60%</p> <p>Resource Consents Environmental Health Building Consents Housing for the Elderly</p>

Our Level of Service KPIs

The District Services group performance is measured using Key Performance Indicator (KPI) measures aligned with the Long Term Plan 2018 – 28 (LTP) and Annual Plan.

These measures demonstrate our commitment to our legislative obligations and contribution to community outcomes.

Contribution to community outcomes	
	Communities that are healthy, safe, connected and sustainable
	Connected and engaged communities prepared for the unexpected
	Proud, vibrant communities
	Prosperous communities supported by a sustainable economy
	A wisely managed and treasured environment that recognises the special role of tangata whenua as kaitiaki

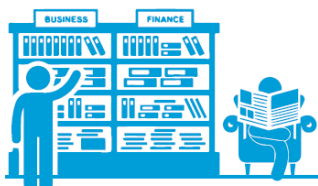
Community and Customer Services

This section contains performance information for the Community and Customer Services department.

Introduction

Community and Customer Services includes Customer Care – Service Centres and Contact Centre, Libraries and Museum, i-SITE Information Centres, Tenancy services for Housing for the Elderly and burial processing for Cemeteries.

Connecting with our communities and providing excellent customer service is important to Council. Our Customer Care team at service centres and the contact centre are the first point of contact for people in our district, providing vital services such as delivery of information, liaising with departments to progress requests from the community, helping people to solve Council-related issues, and receiving and processing payments. Customer services related to cemeteries and housing for elderly is also part of our remit.



Our libraries provide leisure and lifelong learning opportunities that strengthen our communities. They provide free and open access to knowledge and information services to all residents, and are a safe, neutral place where people can connect. We maintain and manage six public libraries located in Kaeo, Kaikohe, Kaitaia, Kawakawa, Kerikeri and Paihia and an outreach service.

Museum @Te Ahu's purpose is to illuminate the stories and histories of the Far North district of New Zealand. As the only museum in the area they have an important role in explaining the specialness of the Far North.

Visitors to our District often seek advice about their travel arrangements, and for this reason we provide i-SITEs where helpful local experts provide a key component of an excellent visitor experience to our District. Located in key visitor areas, our i-SITEs are vitally important to the economic prosperity of our communities. We have three i-SITEs in Kaitaia, Opononi and Paihia. i-SITEs are not just for our visitors, they also act as the local service centre where residents and ratepayers can register their dog, pay their rates, and make general enquiries about council services.



Community and Customer Care Executive Summary - May 2021

The end of May saw the completion of Scott May's eight week secondment to the role of Manager – Community and Customer Services who filled in for Jacine Warmington while she was seconded to the role of General Manager – Corporate Services. Both thoroughly enjoyed their experience in the different roles and grateful to have been given the opportunity to get across other areas of the business with increased responsibility. It clearly signals the organisation's intent to invest in and grow their people.

Libraries

Libraries took possession of their outreach van in May. Funded by National Library until June 2022 the van will enable the team to provide service in more remote parts of the district.

The museum strategy was completed in May. Created after community consultation and input from the Museum Trust, the strategy provides clear direction for future services.

New library programming includes a Minecraft club for primary school children at Kawakawa, Kaikohe and Procter Libraries. The community has responded enthusiastically.

Library stars shine brightly

I am proud to announce that Senior Librarian, Sabine Weber-Beard, has been chosen to represent New Zealand at the International Federation of Library Associations and Institutions (IFLA) based in The Netherlands.

Sabine was one of two New Zealanders elected to the 20-member Regional Division Committee for Asia-Oceania.

The Committee supports the development and delivery of action plans that respond to library needs in the Asia-Oceania region. This is a great opportunity for Sabine to develop her leadership skills and influence international library policy.

This isn't the first time Sabine has distinguished herself. In 2018, she was part of the team that made a successful bid for New Zealand to host the 2020 World Library and Information Congress.

She also received a national Outstanding Service to Public Libraries Award in 2018, thanks to a nomination by Manager – Community and Customer Services, Jacine Warmington.

I would also like to acknowledge other stars in our library team. Chris Pigott, Nicola Smith and Roxanne Harrison attended the Public Library Managers of New Zealand conference in Wellington last month to form



A great achievement for Senior Librarian Sabine Weber-Beard.

connections and hear about innovations in the sector.

The main takeaway was that, while we lack the resources of the big metro councils, we're super-agile and our services, programmes and events are right up there with the biggest and best New Zealand has to offer.

i-SITE's

Visitor numbers have been stronger since the travel bubble between NZ and Australia opened up with our Australian neighbours taking the opportunity to explore and enjoy the Far North. Retail is holding its own with both locals and visitors purchasing product.

A planned i-SITE Owners and Managers forum was postponed from May to July. In the past year the Visitor Information Network Incorporated Board and executive have revisited the strategic options surrounding the future of the i-SITE Network, building on significant work that had been undertaken before the onset of Covid-19. They are now able to share with owners their formal preferred option for the future of the network and are seeking feedback and support to finalise and bring to fruition.

Customer Care

There has been an ongoing focus on finding casual staff for the Contact Centre. In May a casual staff member in the contact centre had the opportunity to apply for a permanent multi-skilled CSO position and was successful. Another casual has been taken on and their training is underway.

Housing for the Elderly

May saw most of the heating and ventilation requirements for the Healthy Homes regulations across the villages completed. Kaikohe is the only outstanding village with work currently being done. The feedback from tenants is a mixture of "I don't need it; I don't feel the cold" to "this is the best thing since sliced bread".

Six monthly inspections have been carried out in Awanui and Puckey Avenue with a few issues raised. Reminders will be sent out about keeping smoke alarms on the ceilings at all times. District Facilities are hoping to have one of the vacant units in Awanui finished in the coming weeks and there are a number of applicants to interview. Two tenancies ended during May and another will become vacant in early June. Interviews were held for a vacant unit in Ahipara and the new tenant will move in early June.

Cemeteries

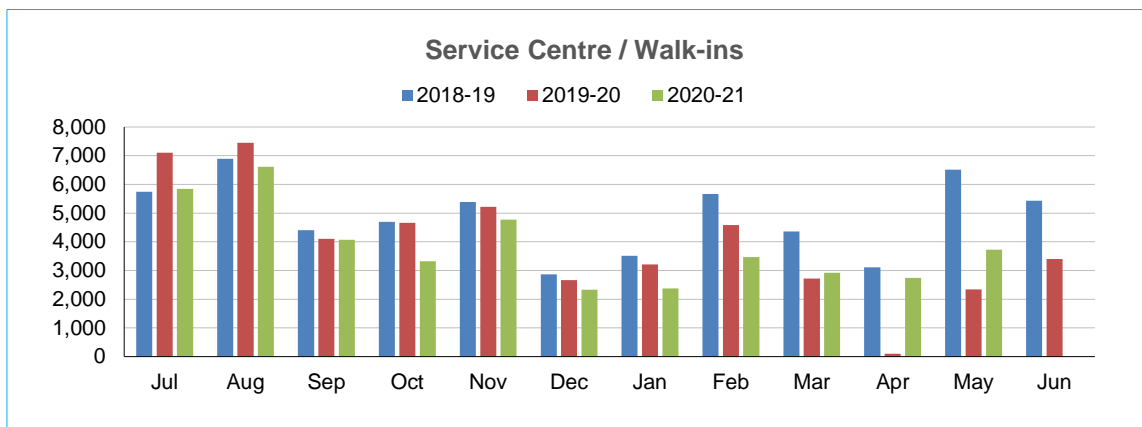
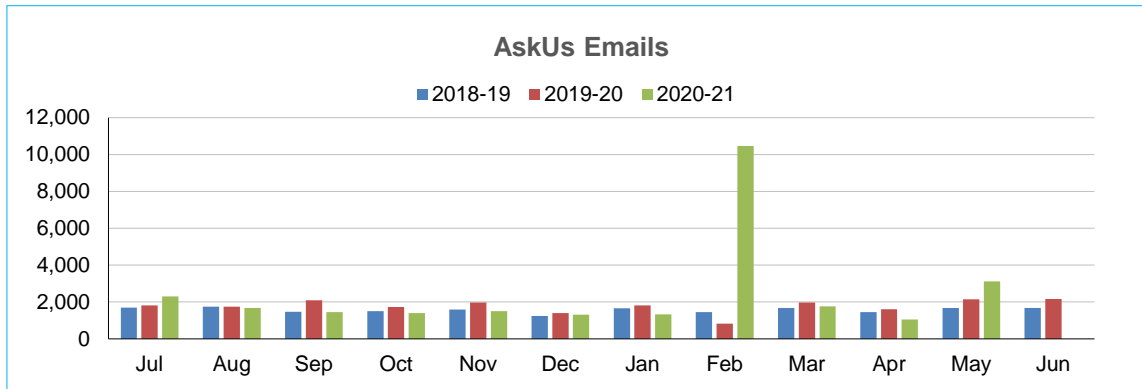
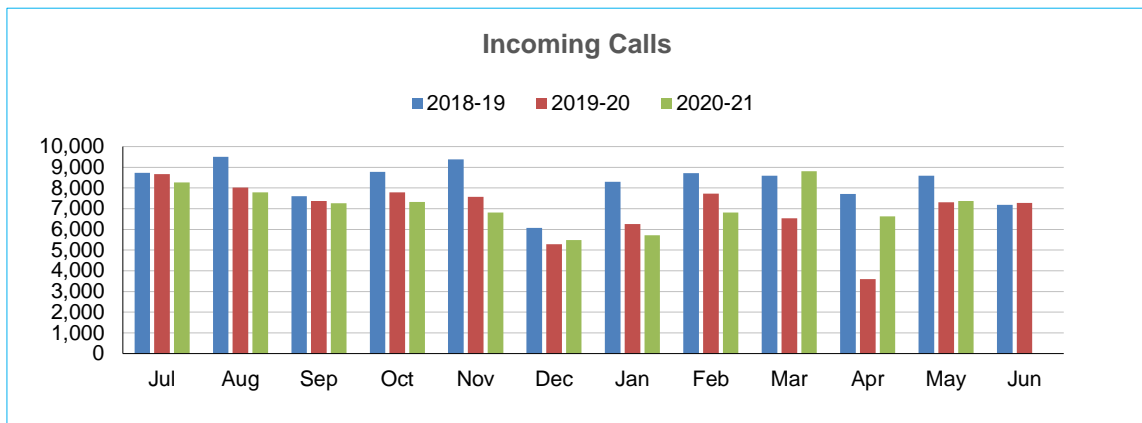
The unveiling of the Spickman-Nisbet headstones took place in early May. This concludes the He Waka Kotahi (NZTA) project of uplifting and reburial of all the remains from a private family cemetery, (slipping onto State Highway 10) into the Kaeo Public Cemetery. This project was a great example of multiple agencies working together to achieve a good outcome for the families and road safety for the general public.

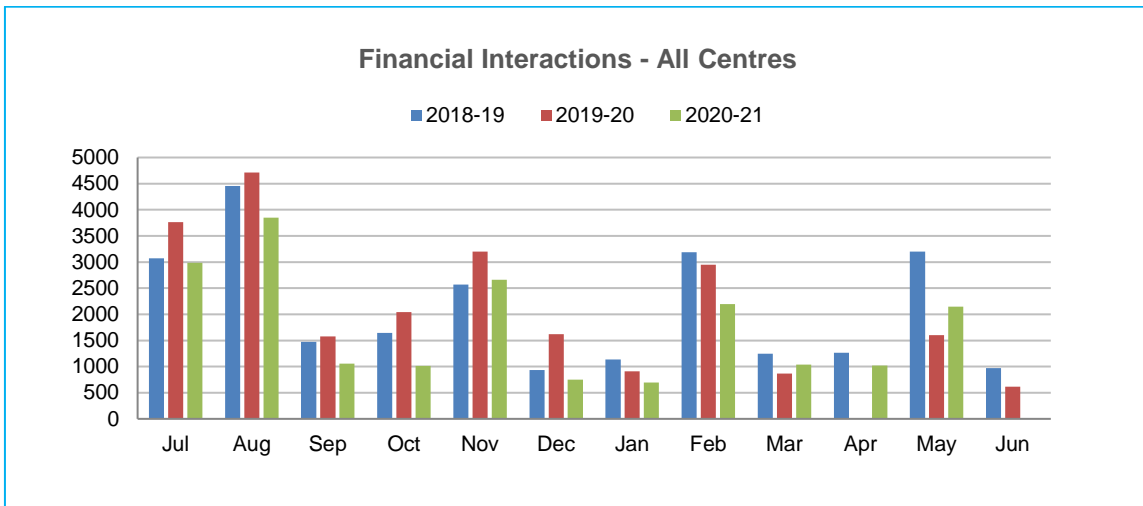
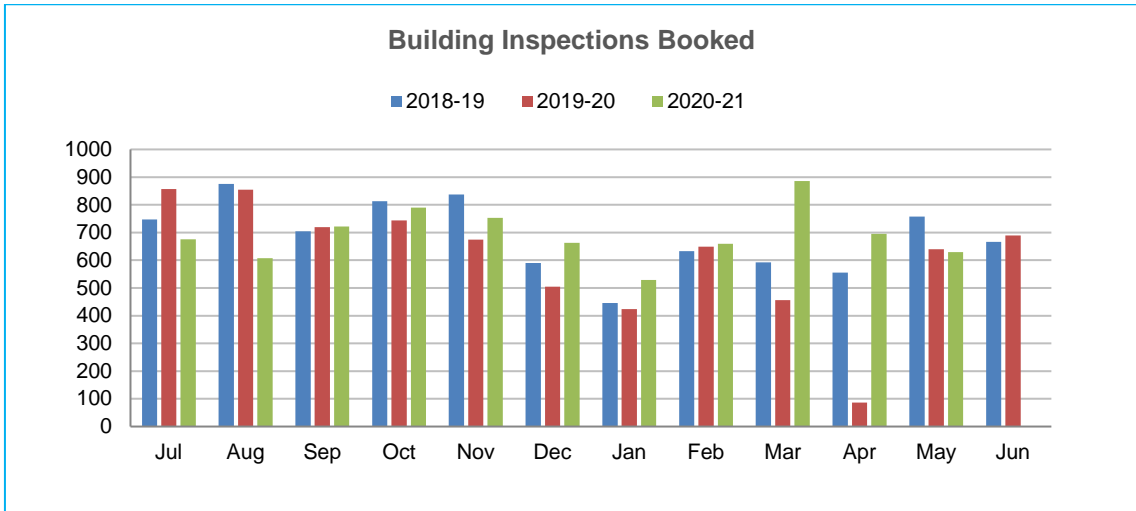
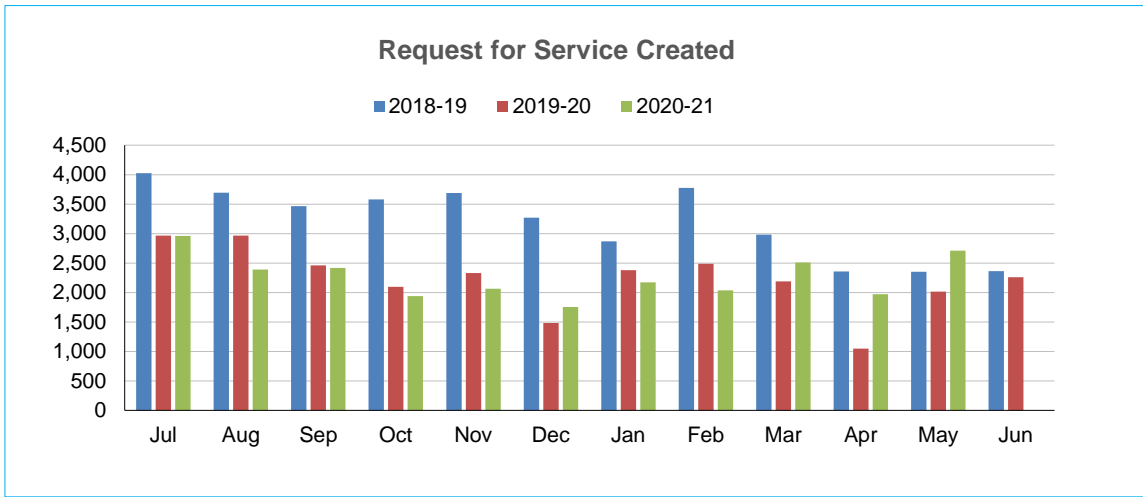
Customer Care

The Customer Care team consists of 2 teams: Contact Centre and Service Centre staff. As well as receiving calls from customers, the Contact Centre staff are also responsible for responding to emails from customers (AskUs Emails), managing online customer registrations and actioning change of address requests for customers. Both teams are also responsible for booking building inspections for the whole region.

Comparison of May 2021 with May 2020:

- 33.85% increase in financial interactions at Service Centres (2,147 up from 1,604)
- 0.81% increase in calls to the Contact Centre (7,369 up from 7,310)
- 45.68% increase in Ask.U.s emails received (3,116 up from 2,139)
- 1.56% decrease in building inspections booked (630 down from 640)
- 59.23% increase in visits to Service Centres (3,726 up from 2,340)



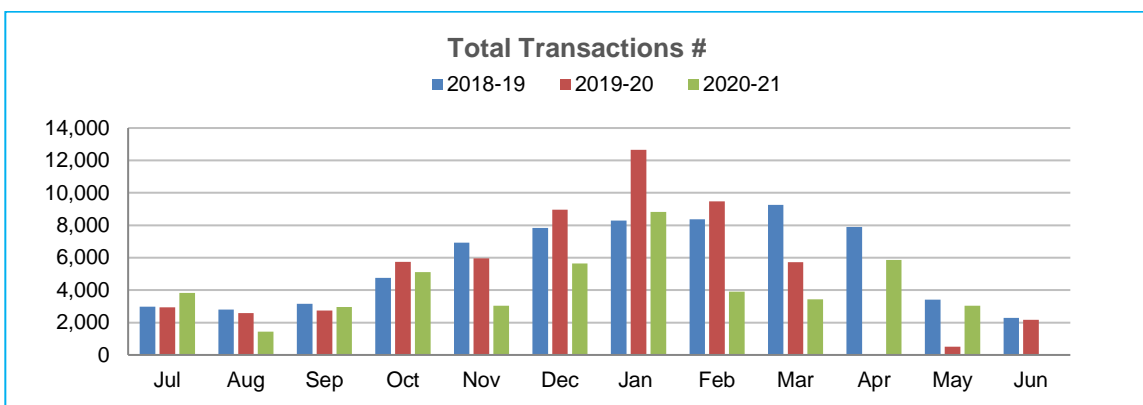
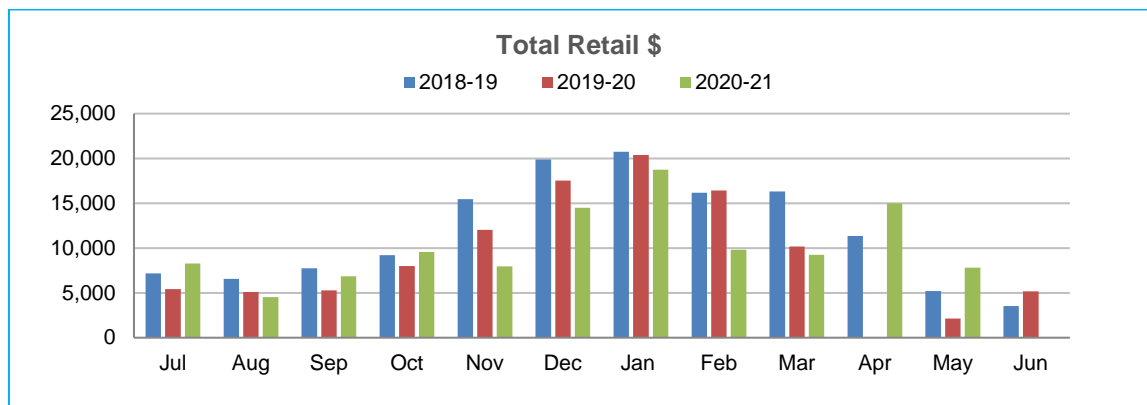
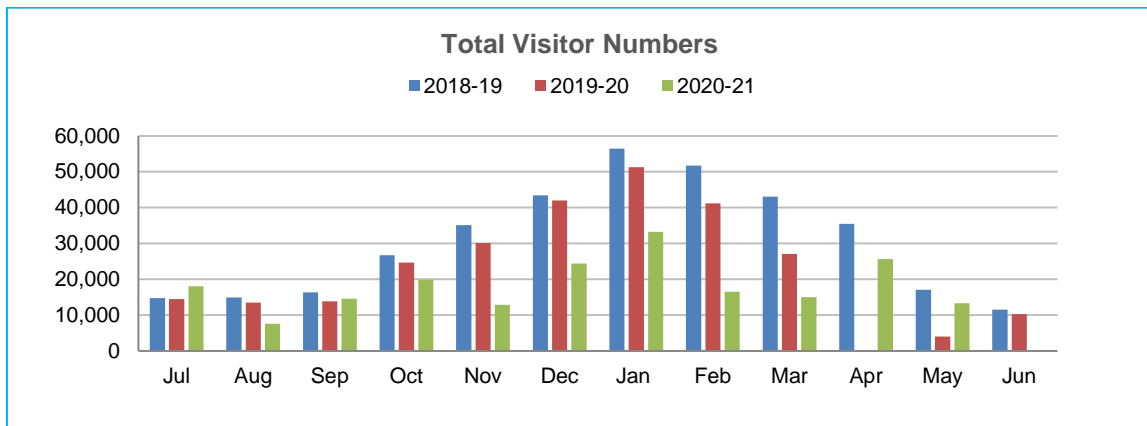


i-SITES

Three i-SITES; Kaitaia, Opononi and Paihia. As well as serving visitors the i-SITES function as a local service centre where residents and ratepayers can register their dog, pay their rates, and make general enquiries about council services.

Comparison of May 2021 with May 2020:

- 229% increase in visitor numbers (13,316 up from 4,037)
- 263% increase in retail revenue (\$7,815 up from \$2,150)
- 482% increase in transaction spend (\$10,058 up from \$1,727)
- 487% increase in transaction numbers (3,031 up from 516)

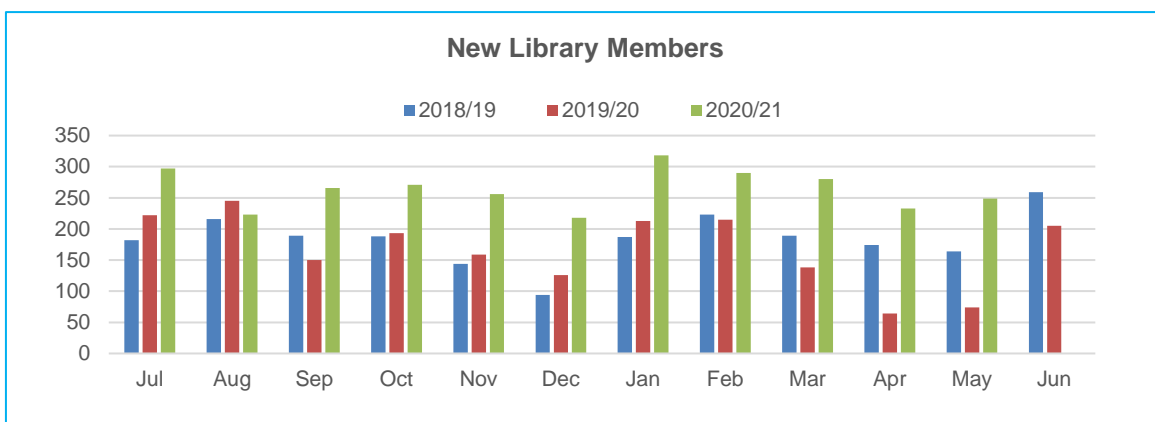
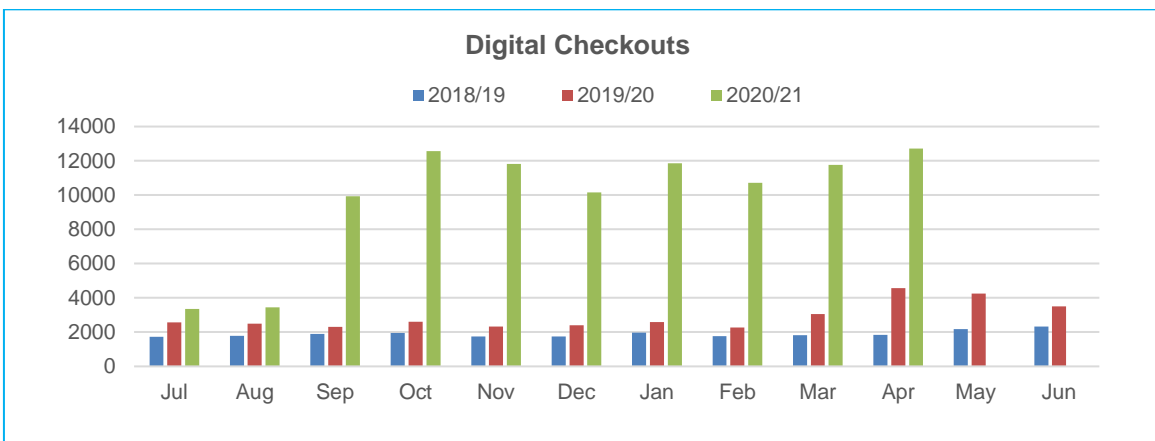
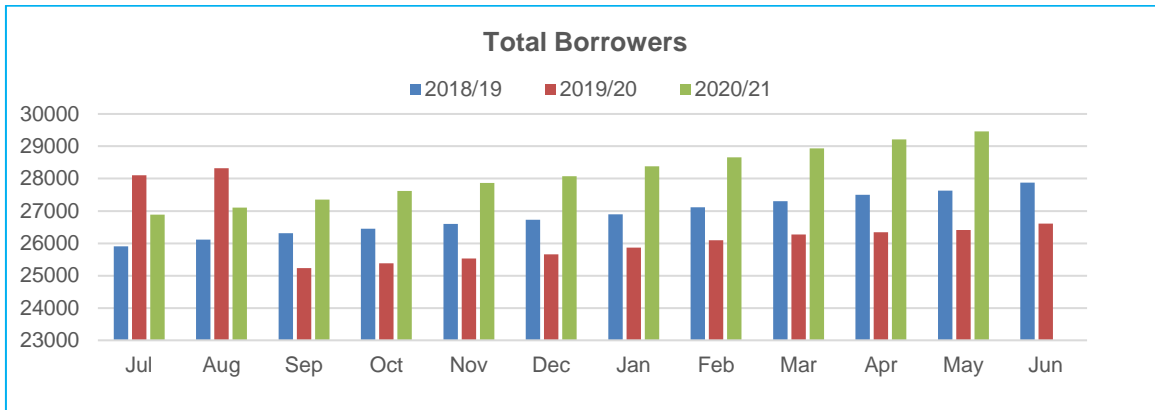


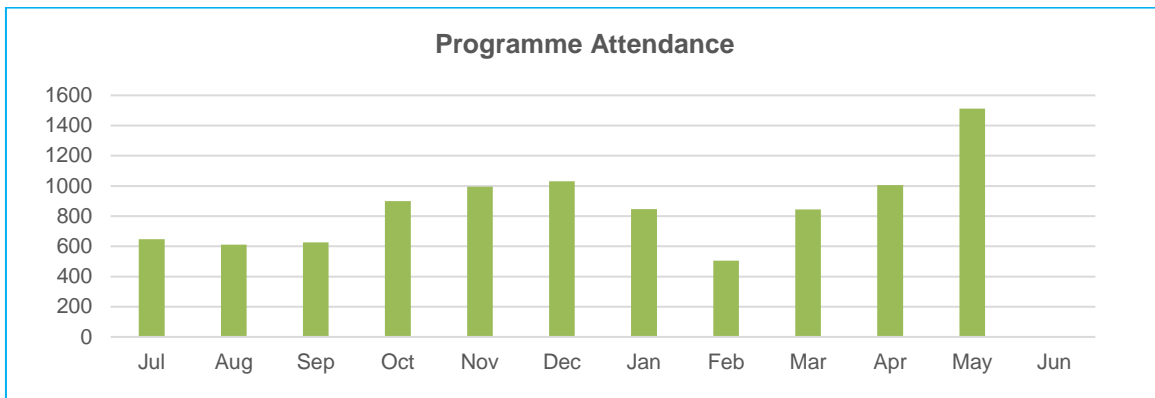
Libraries

Six public libraries and an outreach service (mobile library) provide access to a large selection of reading material such as books for all ages, magazines, newspapers and DVD's. The libraries also provide access to online collections including eBooks, eMagazines, movies and newspapers, computers / internet access, wifi, free internet modems (Skinny Jump programme), printing, copying, scanning, meeting rooms, study spaces and JP services.

Comparison of May 2021 with May 2020:

- 287% increase in ebook and audio downloads (16,488 up from 4,255)
- 16.2% decrease in library website sessions (down from 41,793)

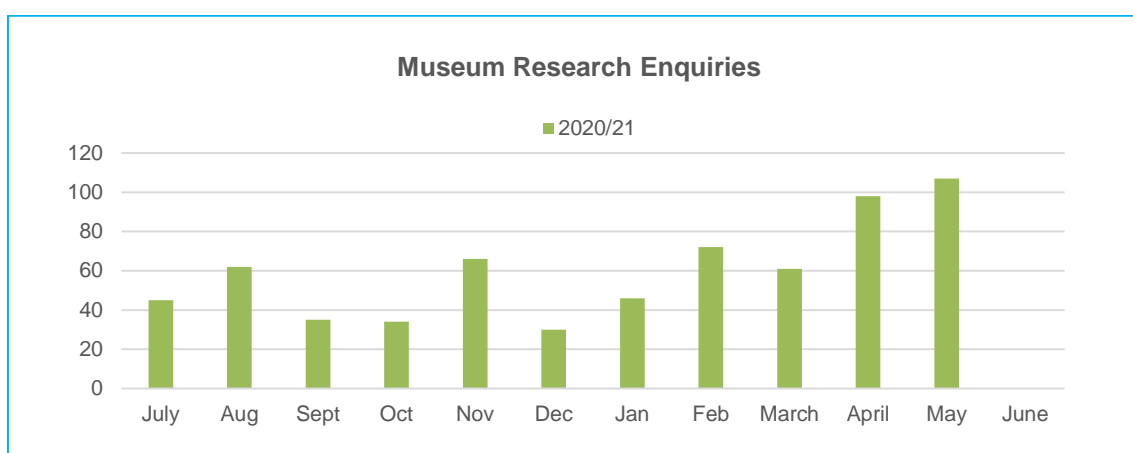




Programmes currently on offer are Tamariki Tune Time, Robotics, Lego club, Minecraft, Virtual reality and Storytime.

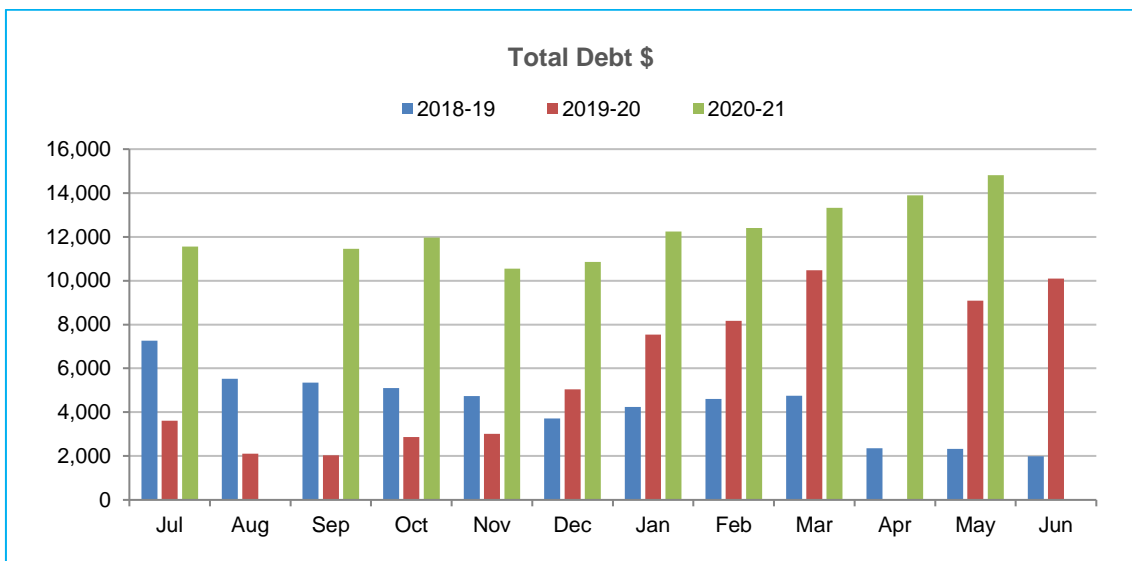
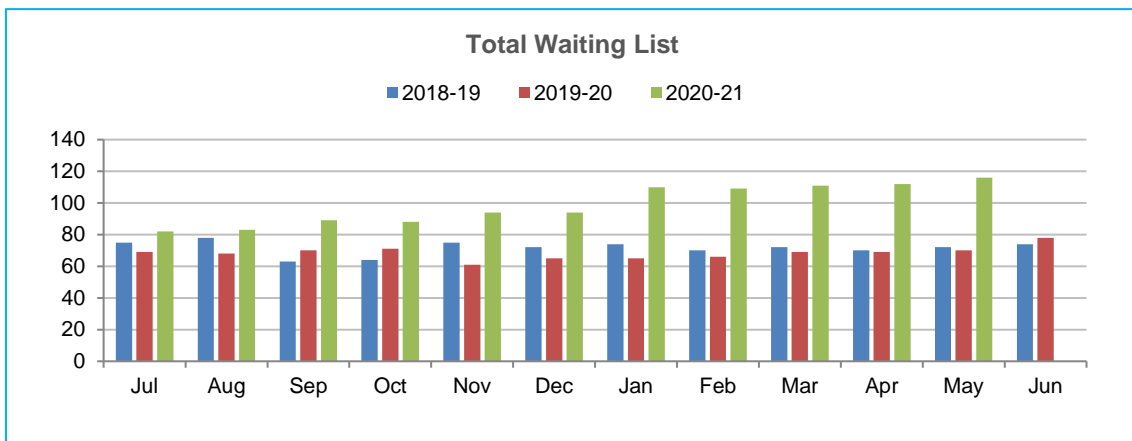
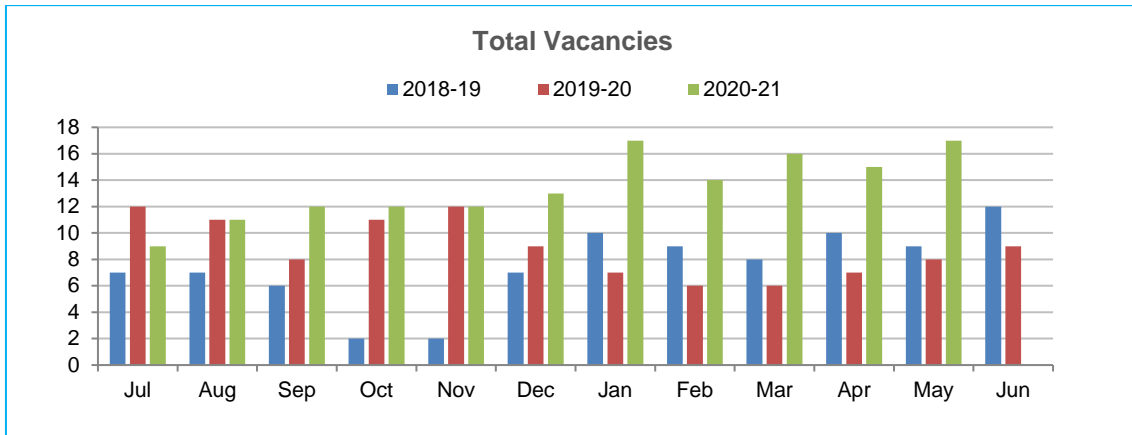
Museum

The Museum @ Te Ahu (formerly known as the Far North Regional Museum) was established in 1969 with the purpose of collecting and preserving treasures and taonga relating to the history of the Far North. It is located in the Te Ahu complex in Kaitiāia.



Housing for the Elderly

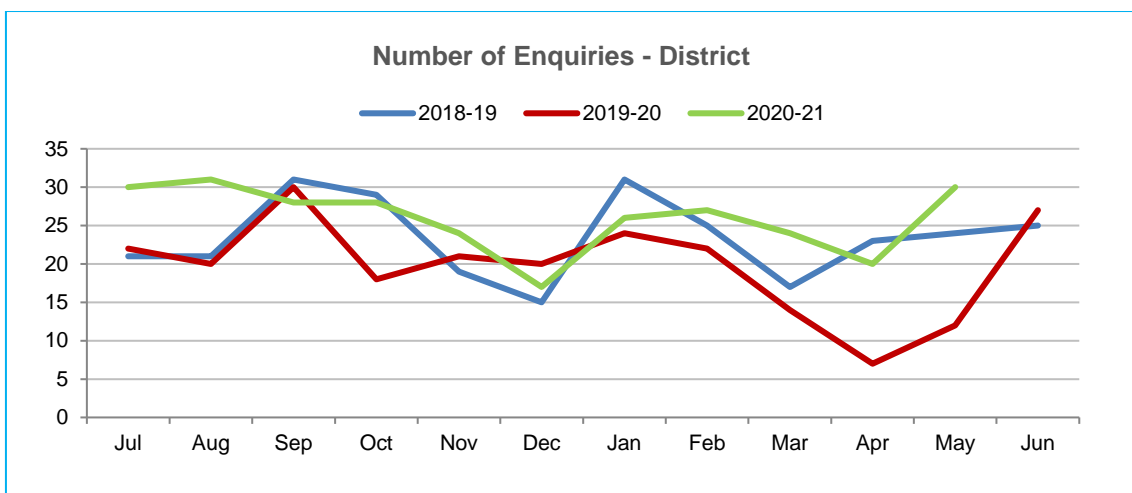
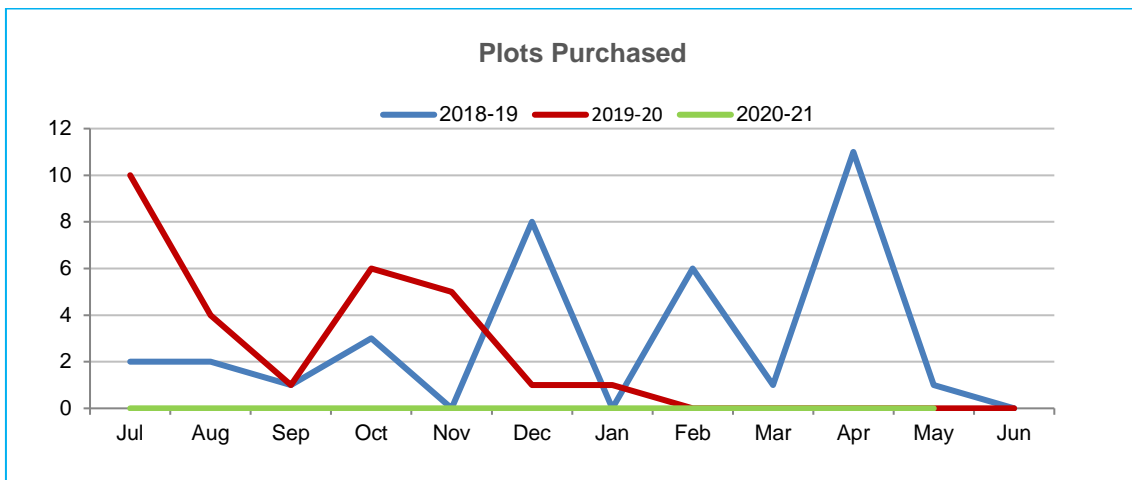
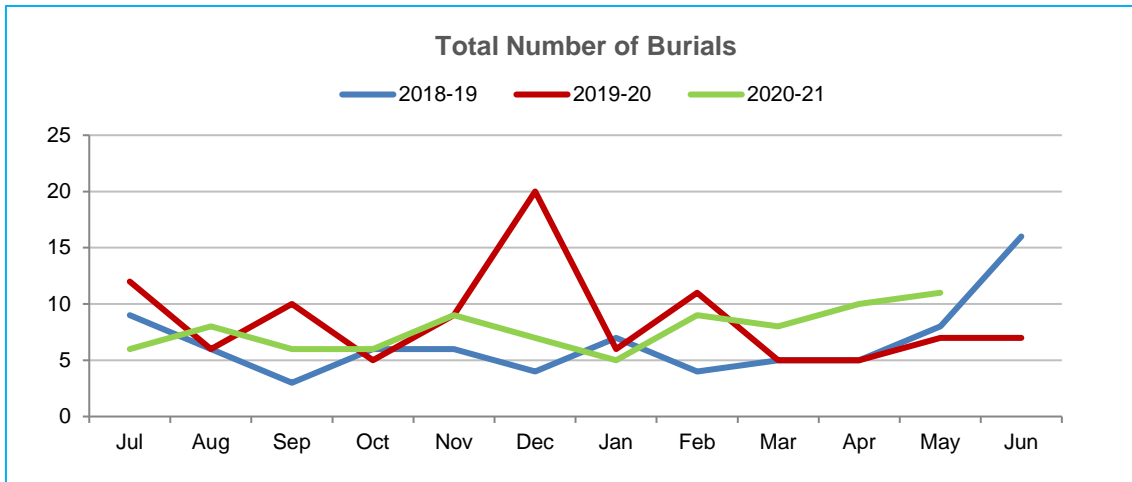
Council offers Housing for the Elderly (HFE) units in 12 complexes (147 units) across the district to eligible tenants over the age of 60 and who are on a benefit. Vacancies are generally due to refurbishment and wait lists continue to be high due to the lack of housing in the district and an ageing population.



*The Total Debt graph shows rent arrears.

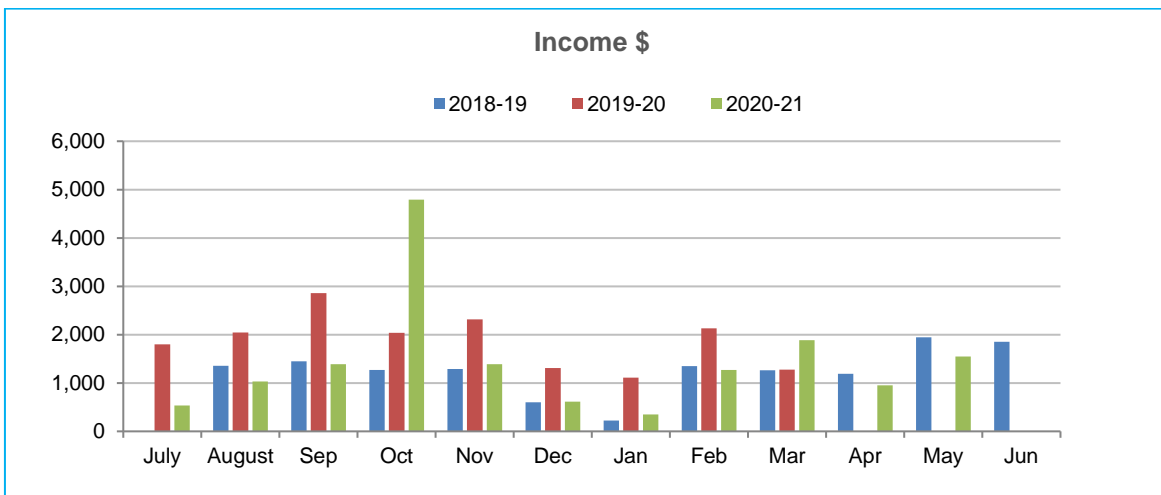
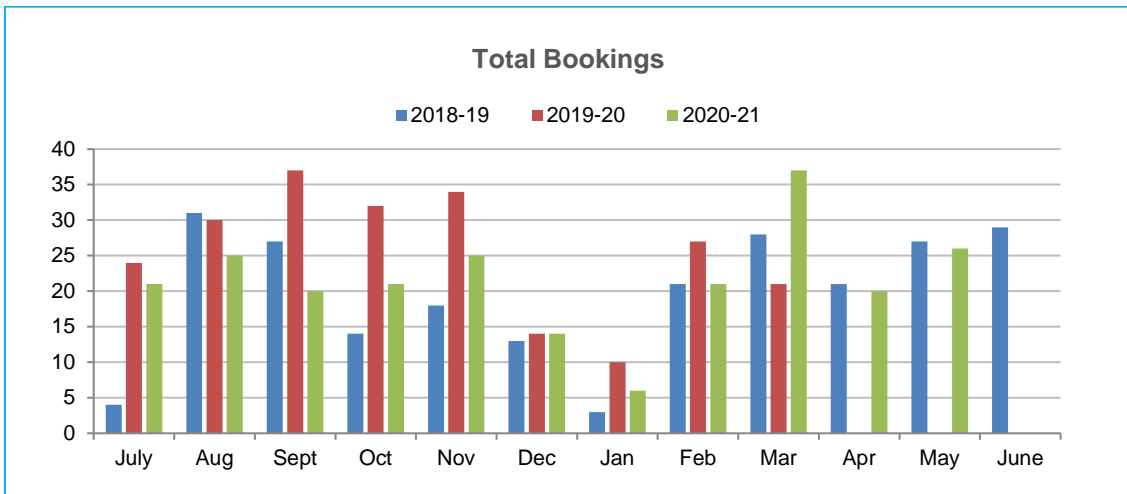
Cemeteries

There is a range of services and facilities for burials and memorials in the district. Council manages and maintains 11 of the 26 cemeteries. Genealogy (whakapapa) can be searched using an online cemetery database to find records by family name.



Memorial Hall

The Memorial Hall is located in Kaikohe and is the only Council owned hall run by Council. It is regularly used for youth martial arts, fundraising and other private events.



Building Services

This section contains performance information for the Building Services department.

Introduction

The Building Services Department consists of two teams, the building consent authority (BCA) and the territorial authority (TA). A territorial authority must perform the functions of a BCA for its own city or district. In addition to these responsibilities, a territorial authority performs the following functions, including any functions that are incidental and related to, or consequential upon these.

The BCA perform the following functions:

- issue building consents
- inspect building work for which it has granted a building consent
- issue notices to fix
- issue code compliance certificates
- issue compliance schedules



A territorial authority issue:

- project information memoranda
- certificates of acceptance
- certificates for public use
- compliance schedules (and amends compliance schedules)



A territorial authority also:

- follows up and resolves notices to fix
- enforces the provisions relating to annual building warrants of fitness
- performs functions relating to dangerous or insanitary buildings
- determines whether building work is exempt under Schedule 1 from requiring a building consent



Power to inspect and enter land

- Sections 222 to 228 provide details of the powers of entry to undertake an inspection

Building Services Executive Summary – May 2021

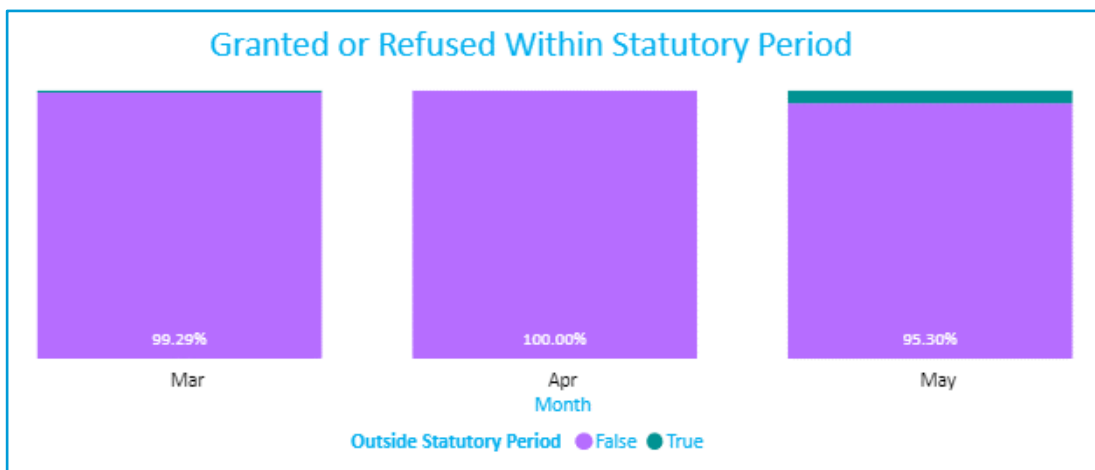
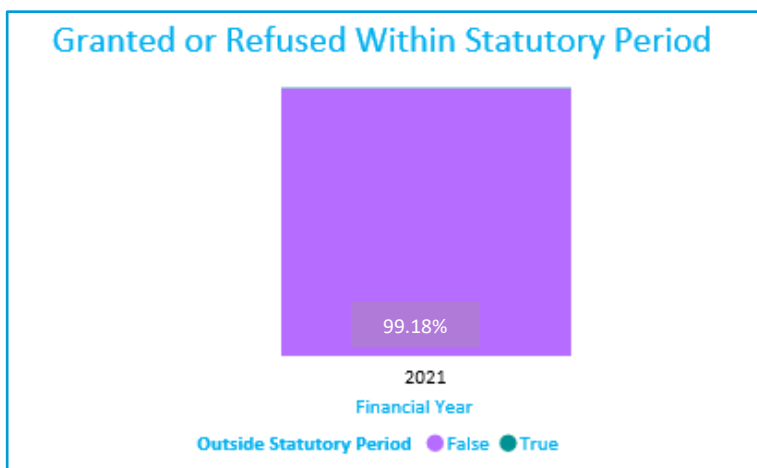
Building consent numbers have remained higher than the four-year average now for four months running and a total of six months of the year to date. We are currently beyond the forecast number of building consents and inspections for the year. Building consents were forecasted for 1400, we have received 1765 to date and issued 1378, while inspections were forecasted for 6700 and we have completed 8139 to date. Code compliance certificates were forecast for 1300 and we are currently tracking at 1169 for the year.

Given the current state of BCA's across the country IANZ have requested a follow up in October 2021. This will be a simple exercise of sharing records with IANZ demonstrating the current state of the BCA. We are currently working to ensure that IANZ have confidence that the BCA is on track for the next onsite assessment in October 2022.

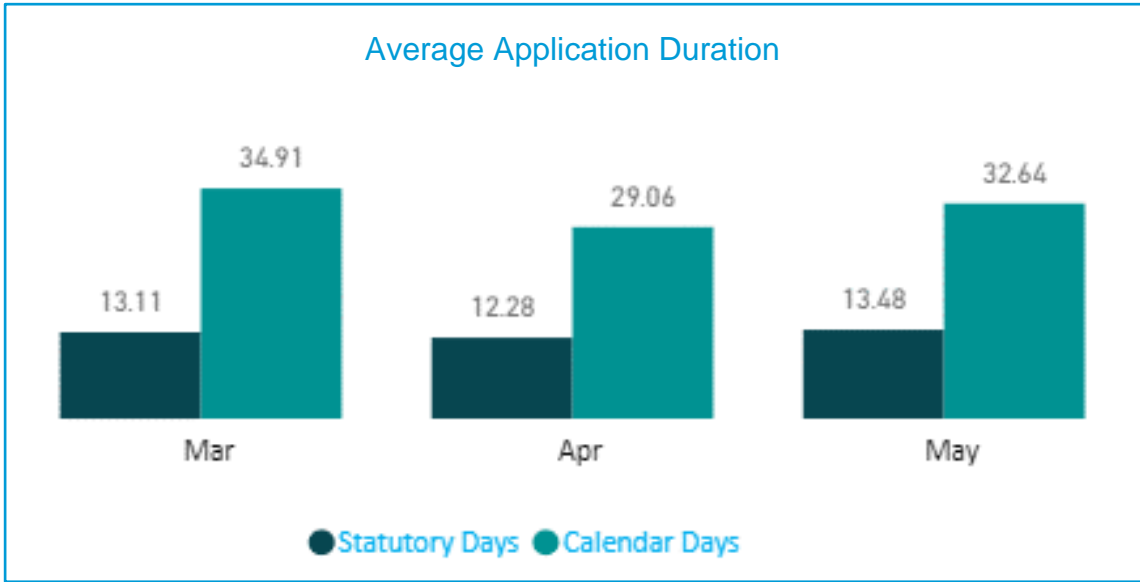
The inspections team, responding to demand, have completed 884 inspection for the month of May with a pass rate of 83%.

Levels of Service

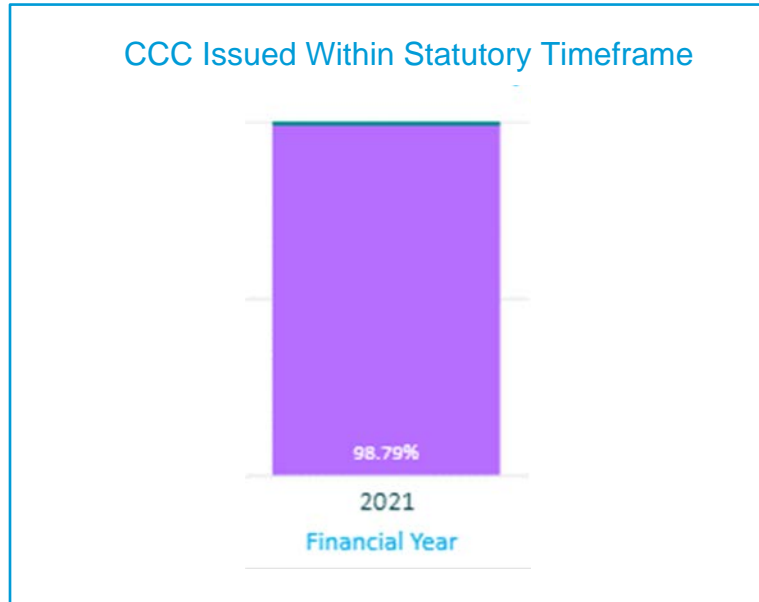
Building consent processing compliance is tracking at 99.18% for the current year to date. This is a marginal decrease on the 99.66% previously reported. A total of 1346 consents have been issued with 11 over the 20-day statutory timeframe. The BI reported eight consents granted outside of the statutory timeframe in May. One of these overs was due to an incorrect lodgement date being entered into the workflow that has since been corrected. The other seven overs are a result of the high volume of consents exceeding the BCA's capacity to process them.



Both the average statutory and calendar days to issue a consent increased in May. This is consistent with the high numbers of consent applications the BCA is currently experiencing.

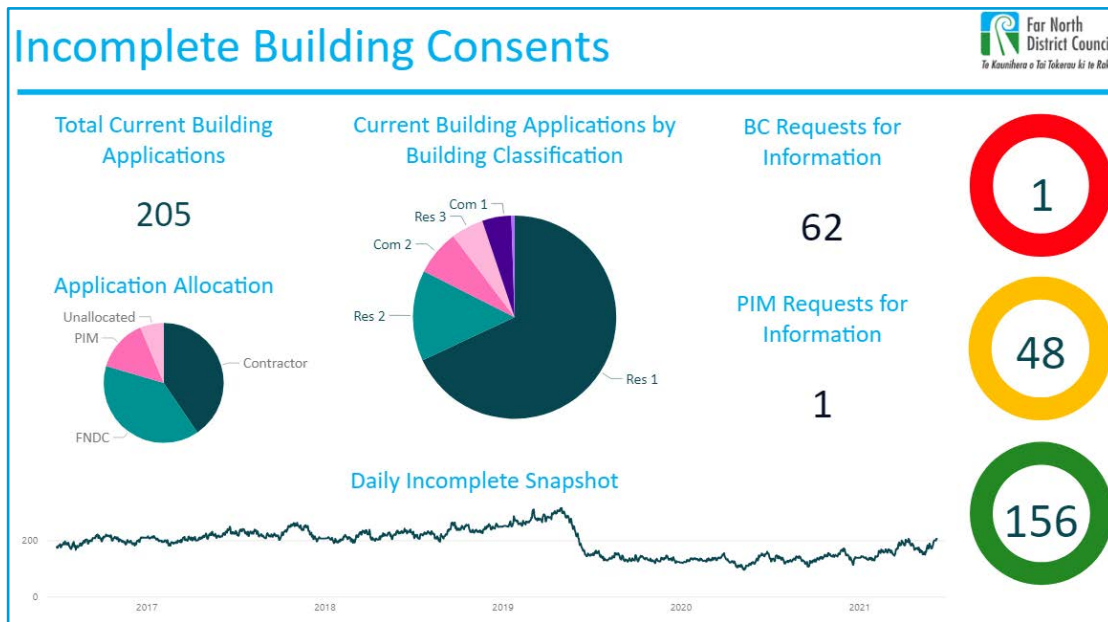


The current year to date compliance rate for issuing code compliance certificates within the 20-day statutory timeframe is 98.80%. This is an increase on the 98.64% reported in the previous period. A total of 1155 certificates have been issued, with only 14 issued outside the statutory timeframe for the year.

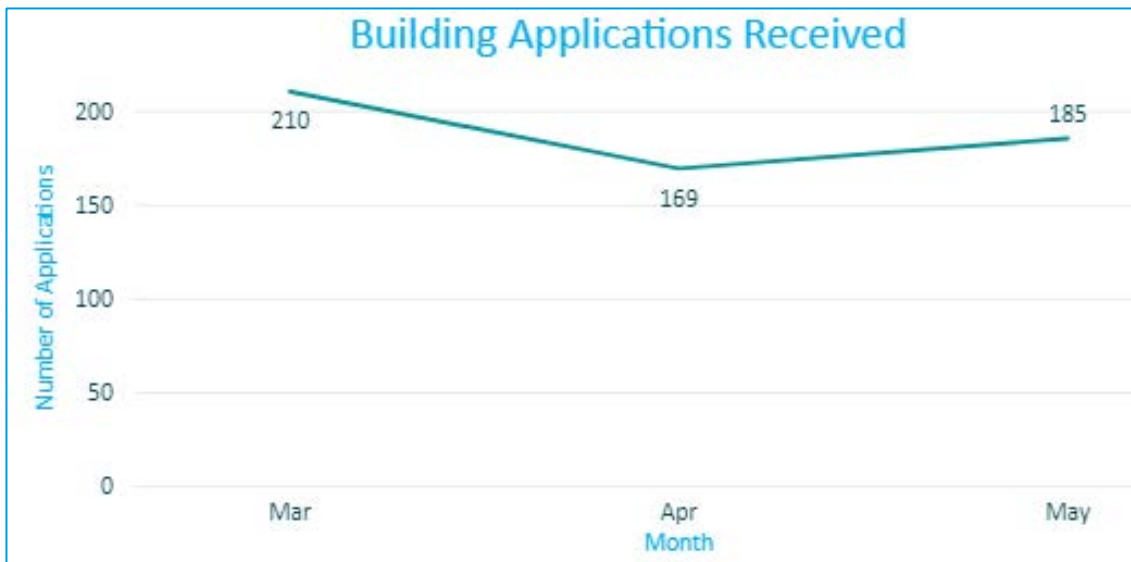


Building Consent Authority

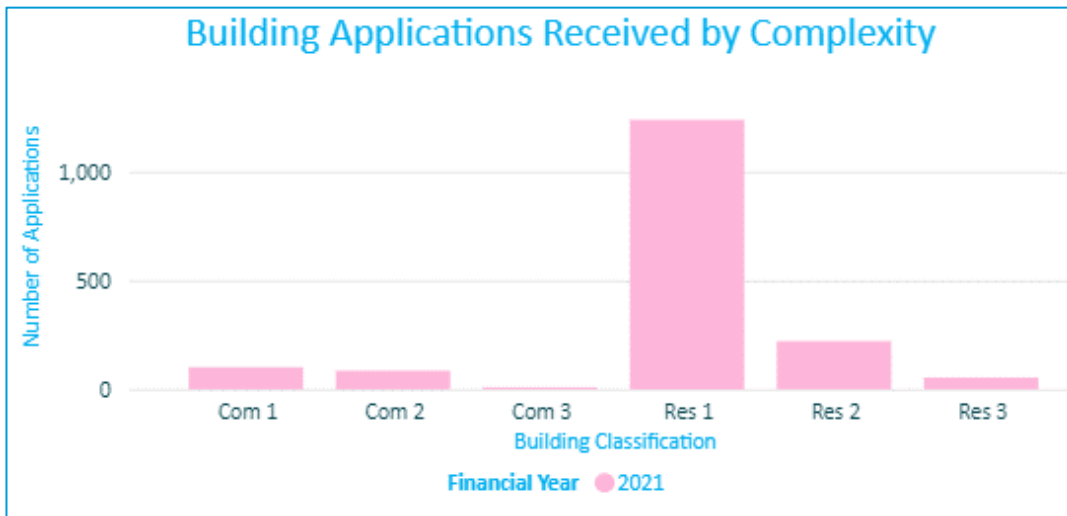
The dashboard below shows the consents currently being processed by the BCA. There are 132 Residential 1 (Res1), 28 Residential 2 (Res2), 10 Residential 3 (Res3), 9 Commercial 1 (Com 1), 14 Commercial 2 (Com 2) and 1 Commercial 3 (Com 3) applications. Use of contractors has decreased marginally to 50% as in-house competency and capacity continues to increase. It is important to note that these numbers include consents that are currently on hold awaiting information. The one consent that is appearing in the red below is a duplicate that is to be removed.



The dashboard below shows the number of consent applications received per month. Received consent applications increased in May to 185 applications. This is 61 applications higher than May last year and 41 applications higher than the previous 4-year average. The previous four-year trend suggests that we can expect a decrease in applications in June.



The dashboard below shows the building consent applications received by category. Res 1 applications continue to dominate the current workload of the BCA with a total of 1240 Res 1 applications lodged to date. The commercial sector remains steady with 194 commercial applications to date. By comparison there were 133 commercial applications in total for the previous financial year.



Building Compliance

The Building Compliance Team (TA) are regulators operating under the Building Act 2004, which sets out the rules for the construction, alteration, demolition and maintenance of new and existing buildings in New Zealand.

Its purpose is to ensure people can use buildings safely and without endangering the health or the property of others. The team manage the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificate of Acceptance and Exemptions.

Building compliance issues are not always Council's responsibility. Other agencies such as the police or another government agency may be responsible or certain matters may be civil matters to be decided either legally or through mediation.

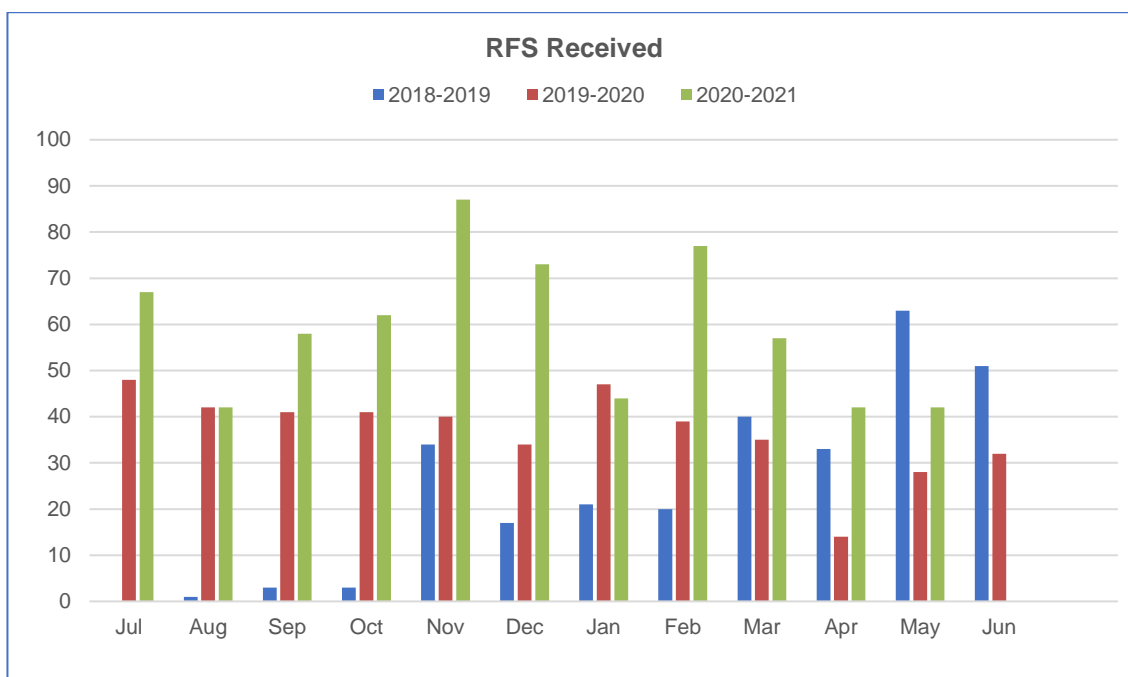
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

Formal enforcement is not taken lightly. It is based on thorough investigation and considers the impact, and what the person responsible has done to address the situation.

Requests for Service (RFS)

Requests for service range from general requests about legislation and owner obligations, through to requests to investigate suspected breaches of the Building Act 2004.

May saw a tapering off and reduction in the number of requests for service, reflective of the change in season and the onset of wetter weather. The Building Compliance team continues to deal with a number of dwellings being built across the district without consent.



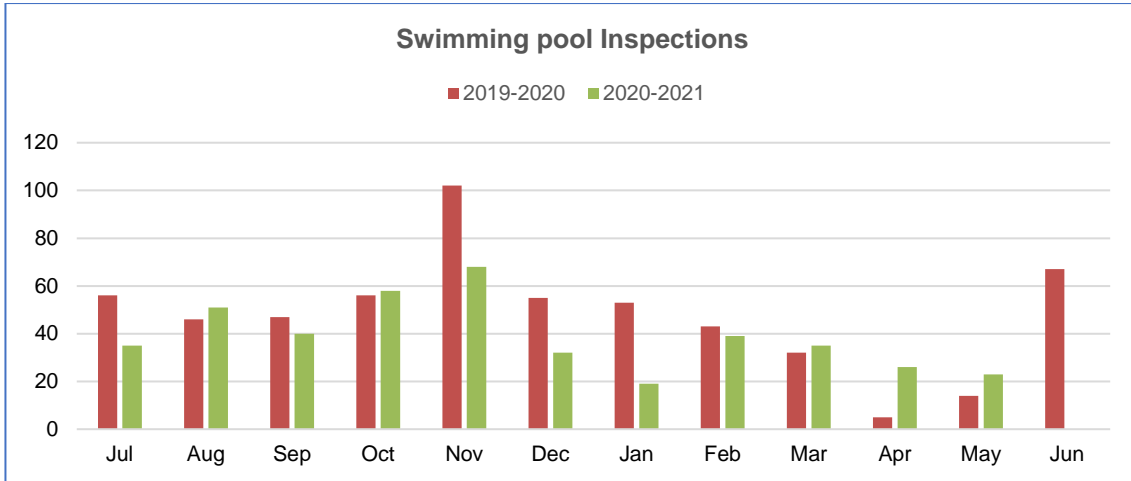
Swimming Pools

From 1 January 2017, the provisions of the Fencing of Swimming Pools Act 1987 were incorporated into and form part of the Building Act 2004. The Act applies to all residential pools and small heated pools with a depth of 400mm or more.

Pools that are filled (or partly filled) with water must have a physical barrier that restricts access to the pool by unsupervised children under the age of 6 years of age. Residential pools, including indoor swimming pools are subject to an inspection every 3 years.

23 swimming pool inspections were carried out during the month of May, with the completion of inspections on track and as per the allotted inspections for the year.

The swimming pool fail rate was 18% for this period. Council are working hard to provide these homeowners with the knowledge and information to help them achieve compliance and reduce the risk of drowning in the district.



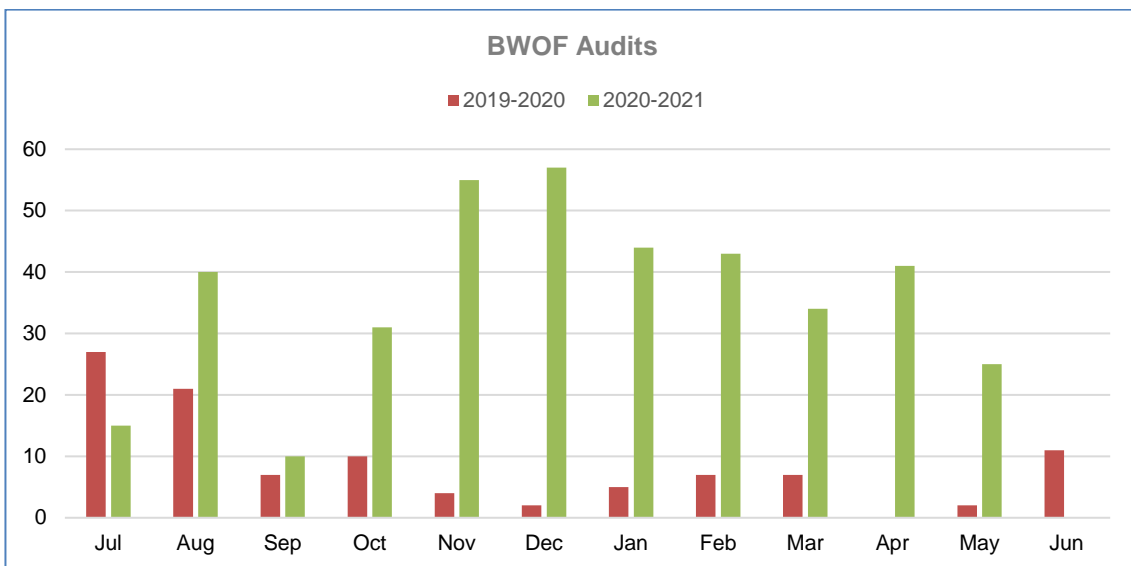
Building Warrant of Fitness (BWoF)

A building warrant of fitness (BWoF) is an annual certificate that confirms that specified systems in a building have been inspected and maintained and that requirements of the compliance schedule have been met.

Building owners are required to engage an independent qualified person (IQP) to inspect and certify the specified systems, display a copy of the BWoF certificate within the public area of the building and to provide the Council with a copy of the BWoF and IQP certificates of compliance.

The Council undertake BWoF audits of commercial buildings following a risk-based approach. Audits are carried out on a 1, 3, or 5-year cycle, but can also include any requests for service where there are concerns about a building owner’s on-going compliance with the regulations.

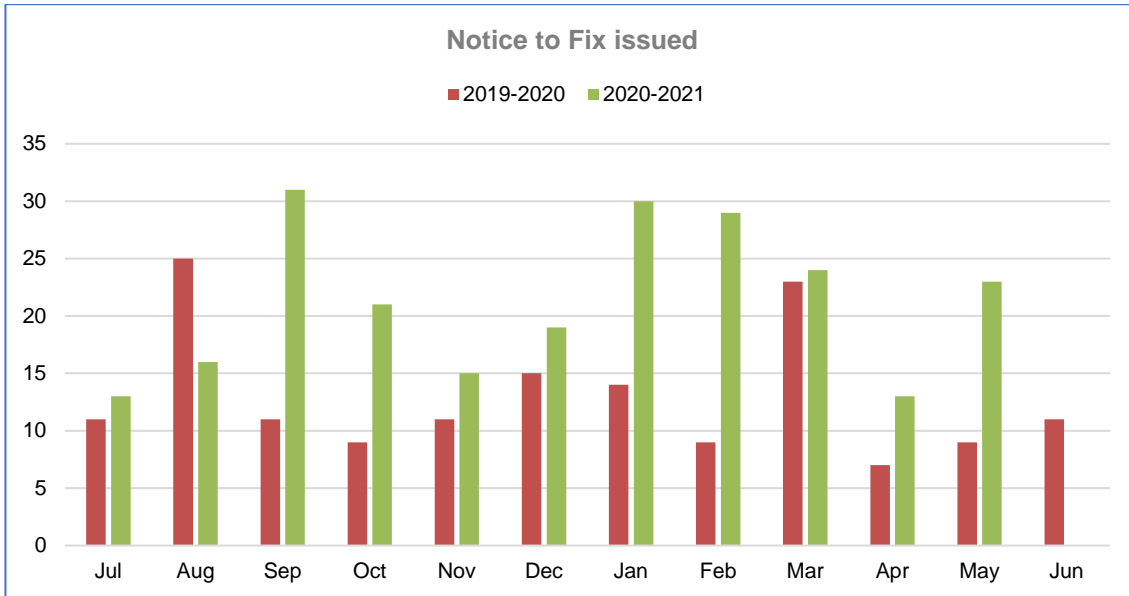
25 BWoF audits were carried out during May. The digital transformation and new dashboards have seen BWoF in perhaps the best shape it’s been since the introduction of a BWoF regime.



Notices to Fix

A Notice to Fix (NTF) is a statutory notice requiring a person to remedy a breach of the Building Act 2004 or regulations under that Act. A NTF can be issued for all breaches of the Act, not just for building work.

23 Statutory Notices were served during the month of May for breaches of the Building Act 2004

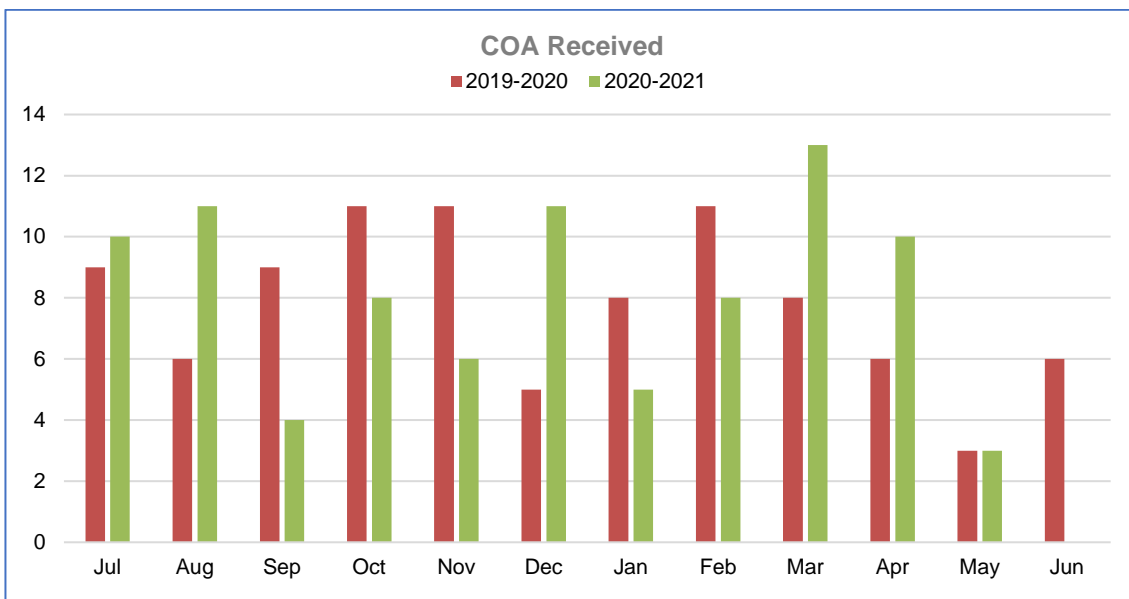


Certificates of Acceptance

A certificate of acceptance (COA) provides building code certification on work that can be inspected. It excludes work that cannot be inspected, so is not as comprehensive as a Code of Compliance Certificate (CCC). A certificate of acceptance applies where:

- work that requires a building consent was completed without one
- urgent work is carried out under section 42 of the Building Act
- another building consent authority or building certifier refuses to or cannot issue a CCC

Council received 3 COA applications were received during the month of May, consistent with last year's figures.



Infringements

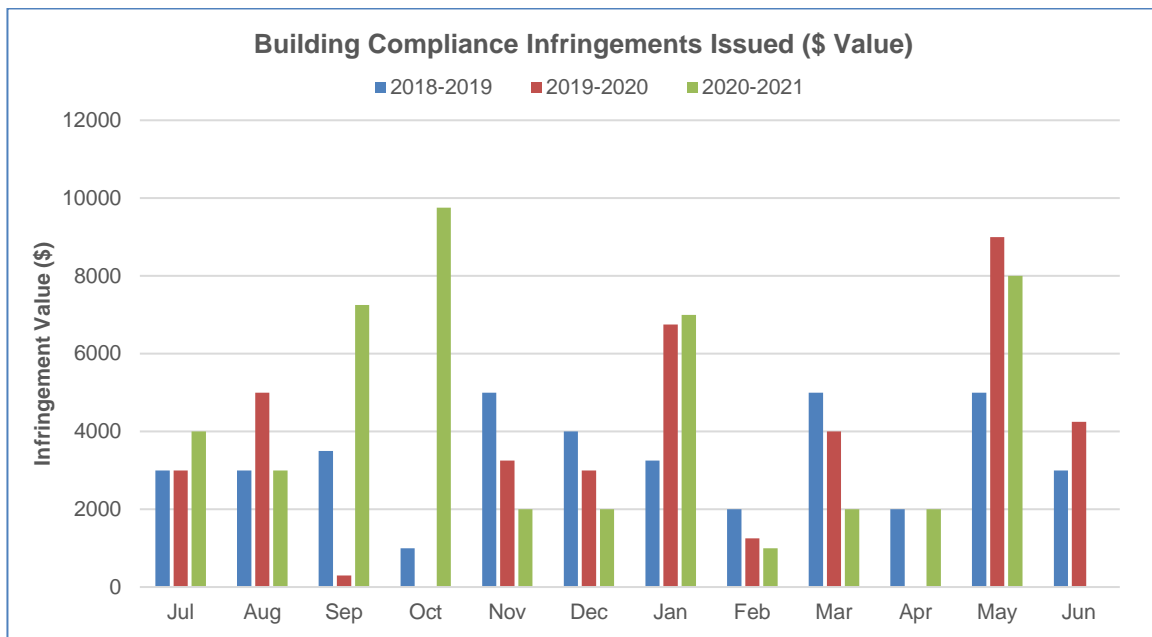
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

The Building Infringement Regulations contain a clear and unambiguous list of infringement offences. These infringement offences are based on specific existing building offences. The fees are prescribed by regulations, following consultation with territorial and regional authorities and building sector representatives, with the following principles in mind:

- Higher fees would reflect direct risks to health and safety
- There should be consistency between offences that are similar in nature

Fees range from \$250 (for procedural offences) to \$2,000 (for more serious breaches), with the level of fee reflecting a smaller percentage of the maximum fine already specified in the Building Act.

7 infringements were issued during the month of May.



Environmental Services

This section contains performance information for the Environmental Services department.

Introduction

Environmental Services cover the regulatory and licensing activities and responsibilities for council. The department is directed by primary legislation and FNDC policies and bylaws.

This team is made up of Resource Consent Management, Monitoring and Compliance, Animal Management and Environmental Health (Food and Liquor) and associated Administration support.

Activities and services undertaken include:

- the processing and monitoring of resource consent applications and related consents
- promotion of responsible ownership of dogs, including the care and control around people, protected wildlife, other animals, property, and natural habitats
- responsibilities for the sale, supply, and consumption of alcohol, to minimise alcohol-related harm in our District
- providing verification services for food control plans ensuring that food prepared and sold is safe.



The team provides advice and guidance while delivering compliance, monitoring and enforcement across the region. By applying a risk-based approach this enables monitoring efforts to be focussed on the biggest risks to the community and target areas where businesses and people are less likely to comply.

Council has responsibilities under legislation to safeguard public health, safety, and welfare. Regulatory activities and responsibilities, such as the issue of consents, the enforcement of bylaws, and the provision of liquor licenses are undertaken for the benefit of our communities and to ensure that everyone can live in and enjoy our district.

Environmental Services Executive Summary – May 2021

Resource Consents

122 resource consent applications were lodged in May 2021. This is made up of 70 RMA applications and 52 RMA certificates and LGA applications. There were 54 RMA decisions issued in May with three decisions issued outside statutory timeframes. This gives the Resource Consents Team a statutory compliance percentage of 94%. This is a slight increase on April's compliance of 93%.

Discounts applied to consent processing for 2020/2021 to the end of May is \$44,090.58. For the same period last year there had been \$183,181.21 applied. The result, to date, is reflective of meeting statutory timeframes and is a difference of over \$139K.

Monitoring and Compliance

The vacant roles within the Monitoring and Compliance team have been filled and training has begun. The recruitment for a fixed term Resource Consent Monitoring role is underway.

Noise complaints have decreased in May with only 89 noise complaint RFS received in May 2021, a decrease of nearly 40 complaints, which is expected during the winter months. Response times were 78.5% met for urban areas and 60% met in rural areas against a KPI target of 95%. The ability for the contractor to source Police assistance for some properties is impacting on response time performance.

76 parking infringements were issued this month. Preparation is underway for the WoF and Vehicle Registration trial to commence on 1 July 2021, which will have an initial educational approach.

Vehicle crossing applications remain high in May with 13 applications received across the month.

Animal Management

376 RFS were received for Animal Management in May, 41 urgent and 335 non-urgent. 113 of these RFS were adoption or rehoming queries. Animal Management Officers responded to 92% of RFS within the required levels of service during May.

40 dogs were impounded, and 12 dogs were rehomed via Council's Facebook page or to a rescue group during the month.

The Northern Animal Shelter is still on track to be operational and receive dogs from July 2021. Once operational, the temporary dog pound in Horeke will be decommissioned.



Environmental Health

28 businesses had verification visits by Environmental Health Officers during May 2021. There were also 42 Good Host Visits (GHV) of Licensed premises conducted.

The team are tracking extremely well in terms of the number of GHVs being completed and have already visited over 93% of premises in the district over the year exceeding the annual KPI target for visits ($\geq 25\%$ of premises visited annually).

Resource Consents

Introduction

What we do and why

A critical function of Council is enabling the sustainable use, development and protection of the natural and physical resources in our district. This is underpinned by the obligations imposed by the Resource Management Act 1991. Activities and services undertaken include the processing of resource consent applications and related consents, such as earthworks permits.

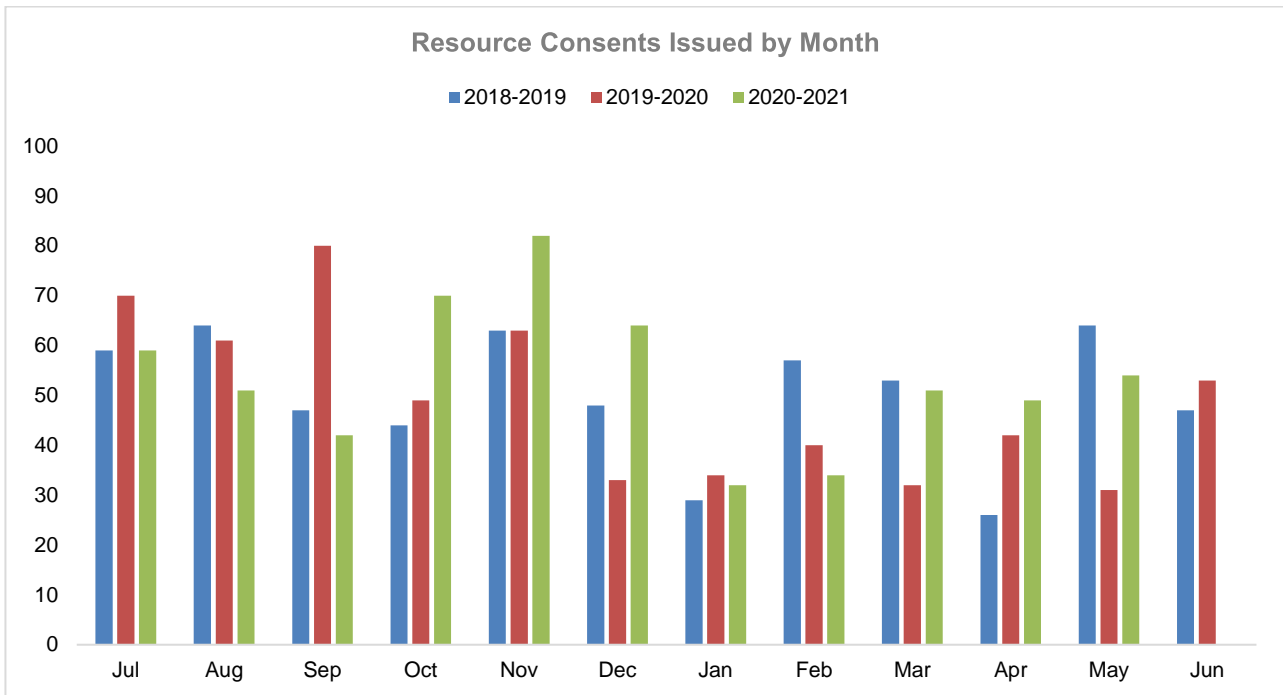
Levels of Service

The level of service for resource consents was amended as part of the 2018 – 2028 LTP process to better express councils' commitment to the community. The previous satisfaction measure has been replaced with two new ones to assess the response to compliance incidents, and processing of applications. These more adequately provide an indicator of performance.

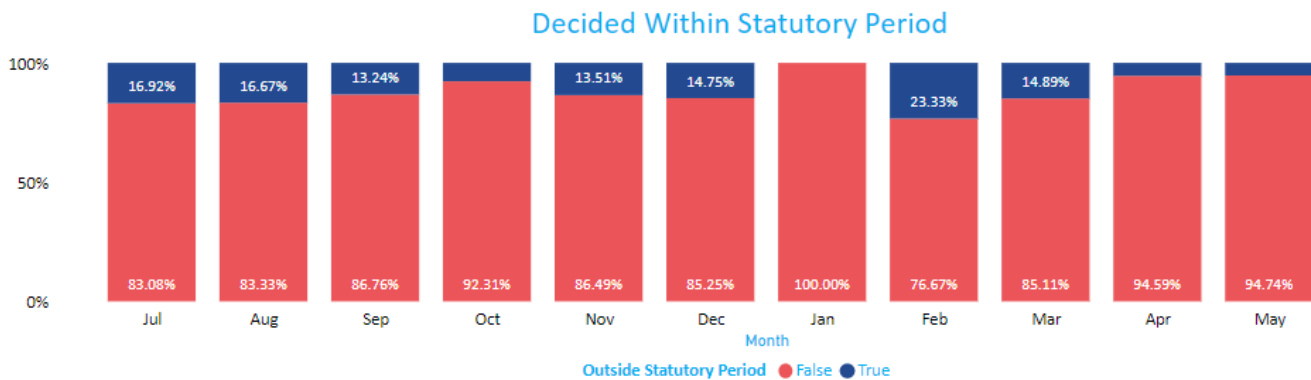
Resource Consents Summary



The resource consents team had a very busy May, receiving 70 RMA applications. The graph above shows the applications received by month over the last 3 years. The resource consents team received 8 more applications than in May 2019 and 20 more than in May 2020.



The graph above shows the number of applications issued by month over the last 3 years. A total of 54 RMA decisions were issued in May 2021, this is 23 more than May 2020 but 10 less than May 2019.



The graph above shows compliance to the end of May 2021. Of the 54 RMA applications issued, 3 were outside statutory timeframes, giving a percentage of 94% meeting statutory timeframes. This is a slight increase from April 2021. The three consents that went over were only over by one day and all due to miscalculations in days. A record is kept of all the reasons why statutory timeframes are not met to address improvements going forward.

Types of Applications Received

The following table details the numbers and types of resource consent applications received for May 2021. This shows a high number of land use and subdivision applications received in May.

Type of Resource Consent	Number Received
Land use consent	32
Subdivision	15
Variation	6
Permitted Boundary Activity	7
Extension of Time	1
Certificate of Compliance	0

Other consent	0
Combined land use and subdivision	6
Outline waiver	1
Discharge	1
Contaminated Soil	1
Total RMA	70

Certificate and Permit Applications Received

52 various certificates and Local Government Act (LGA) applications were worked on and issued in May. The following table details the number of certificates and other applications received for May 2021.

Type of Certificate & LGA applications	Number Received
CER223	19
CER224	14
CERBND	0
CEROTH	6
CER348	1
LGA348	2
LGAEWK	6
LIQCOC	2
RMA Plan Approvals	2
Total Certificates	52

In total the resource consents team, along with the planning support team, worked on 70 new RMA applications, and 52 certificates, licences and permits, and attended multiple concept development meetings in May 2021.

Trends, News and Success Stories

Status of Discounts

The Resource Management (Discount on Administrative Charges) Regulations 2010 require local authorities to provide a discount for resource consent applications not processed within the statutory timeframes set out in the RMA. The discount set out by the regulations is 1% per day, up to a maximum of 50 working days.

Discounts applied to consent processing for 2020/2021 to the end of May is \$44,090.58. For the same period last year there had been \$183,181.21 applied. The result, to date, is reflective of meeting statutory timeframes and is a difference of over \$139k.

Hearings

The Environment Court released their decision between Seafort Holdings Limited and FNDC on 25 May 2021. The Environment Court Judge recommended the Council erred in not holding a hearing before the proceedings were brought before the Environment Court. A hearing is currently being organised.

Customer and Relationships

The new customer feedback system, AskNicely, has been successfully rolled out with the resource consents team receiving 25 responses out of 80 surveys sent in May 2021. Twelve were satisfied, nine were not satisfied and four were neutral. Five of the nine dissatisfied customers were regarding matters unrelated to resource consents, one from someone who didn't have a consent.

Monitoring

Introduction

Council is responsible for safeguarding public safety, minimising environmental risk, and protecting social and cultural interests as directed by primary legislation and our policies and bylaws. The monitoring and enforcement team are responsible for the administration and enforcement of these obligations.

The Monitoring Team is responsible for:

- District Plan breaches
- RMA breaches
- Bylaw breaches
- LGA breaches
- Removal of abandoned vehicles
- Parking enforcement
- Resource consent monitoring
- Bylaw permits
- Litter infringements
- Noise complaints

May News

The Monitoring and Compliance Team have recruited two new Monitoring Officers filling vacancies. The role of fixed term Resource Consent Monitoring role has been readvertised.

The Team have been collaborating with District Facilities, Strategic Policy & Planning (SPP) and Legal Services to create procedures for Reserve Act encroachments. They have also been workshopping with SPP about new Bylaws and the District Plan.

Preparations have begun for the WoF and Vehicle Registration trial which will commence on 1 July 2021. Parking Infringement statistics have been added to this report for context of Parking Warden activity pre-trial commencing.

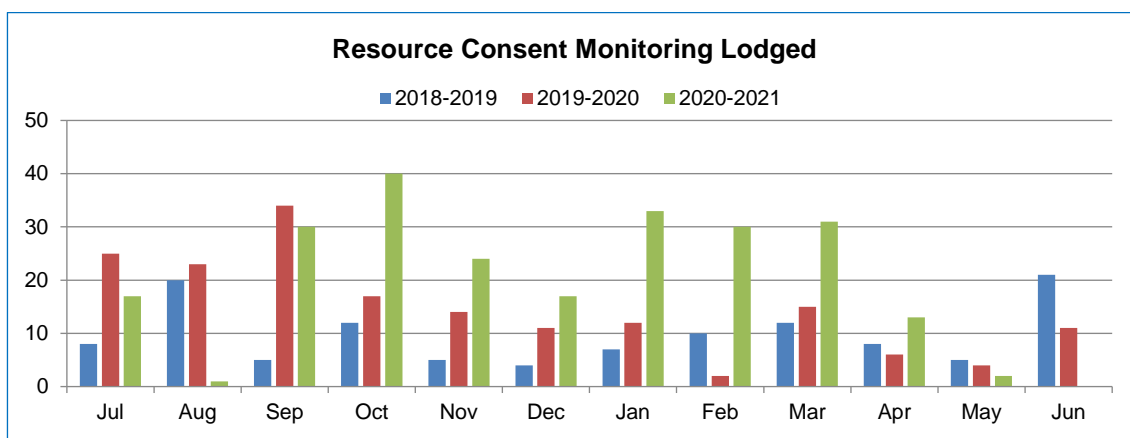
Monitoring Officers have been receiving queries while in the field about the Draft Significant Natural Area (SNA) maps.

Noise Complaints

Noise complaints have decreased in May with only 89 noise complaint RFS received in May 2021, a decrease of nearly 40 complaints, which is expected during the winter months. Response times were 78.5% met for urban areas and 60% met in rural areas against a KPI target of 95%. The ability for the contractor to source Police assistance for some properties is impacting on response time performance.

Resource Consent Monitoring

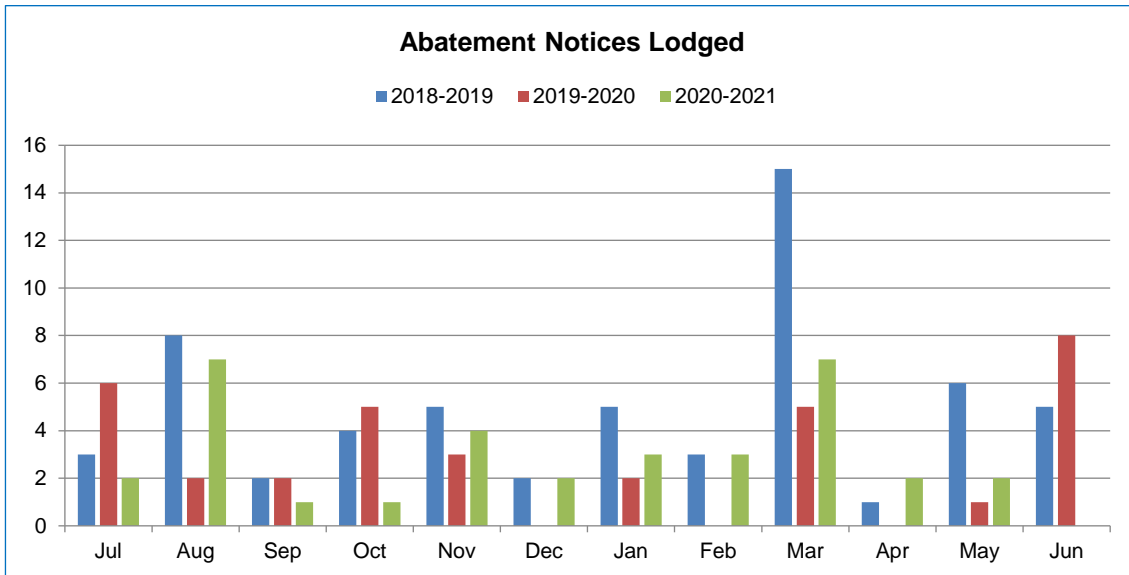
If a resource consent (RC) is issued with conditions, it becomes the responsibility of the Resource Consent Monitors (RCM's) to ensure those conditions are met in a timely manner. The RCM's are notified of decisions by the planners and lodge the new RC in Pathway as an 'MRC' application. The graph below shows a decline in monitoring activity since April 2020 for the 2020/2021 year. This is due to the Resource Consent Monitoring Officer vacancy. The number of MRC's is expected to rise in July as a backlog of resource consents commence monitoring.



Abatement Notices

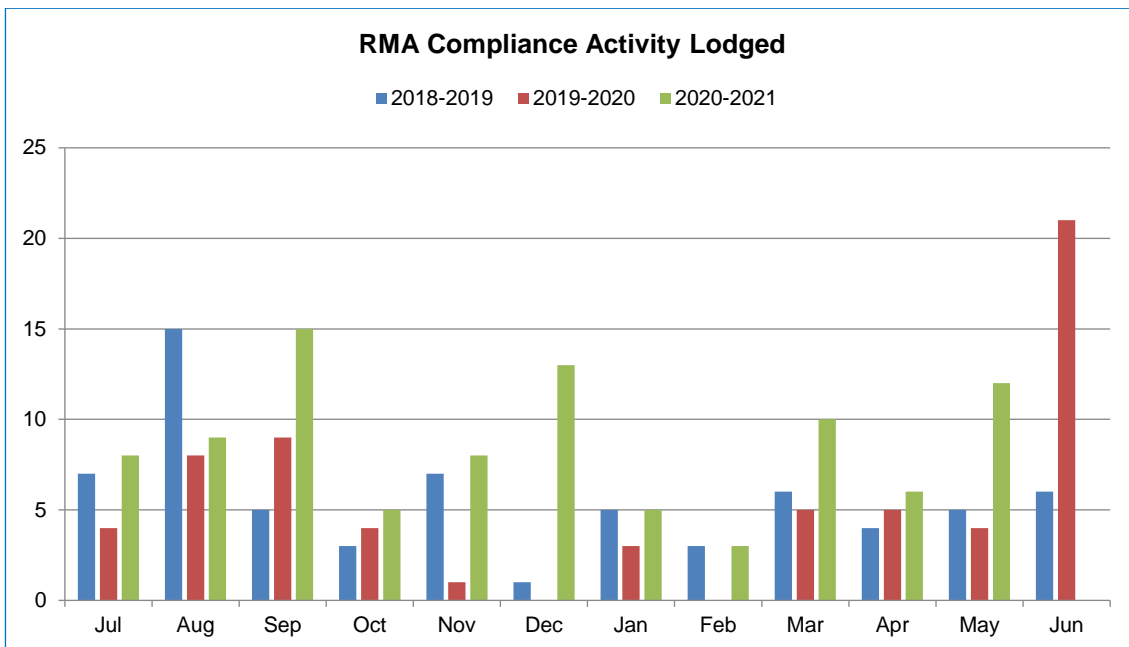
The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something or cease something that is causing a breach of the RMA. Usually this means ceasing a breach of a rule in the District Plan. Abatement notices can also be issued for failing to comply with a condition in a resource consent.

Abatement notices are issued with a specific date by which the offender must comply. If an offender has not complied with an abatement notice and is not showing a willingness to cooperate with council an environmental infringement notice (EIN) of \$750 can be issued.



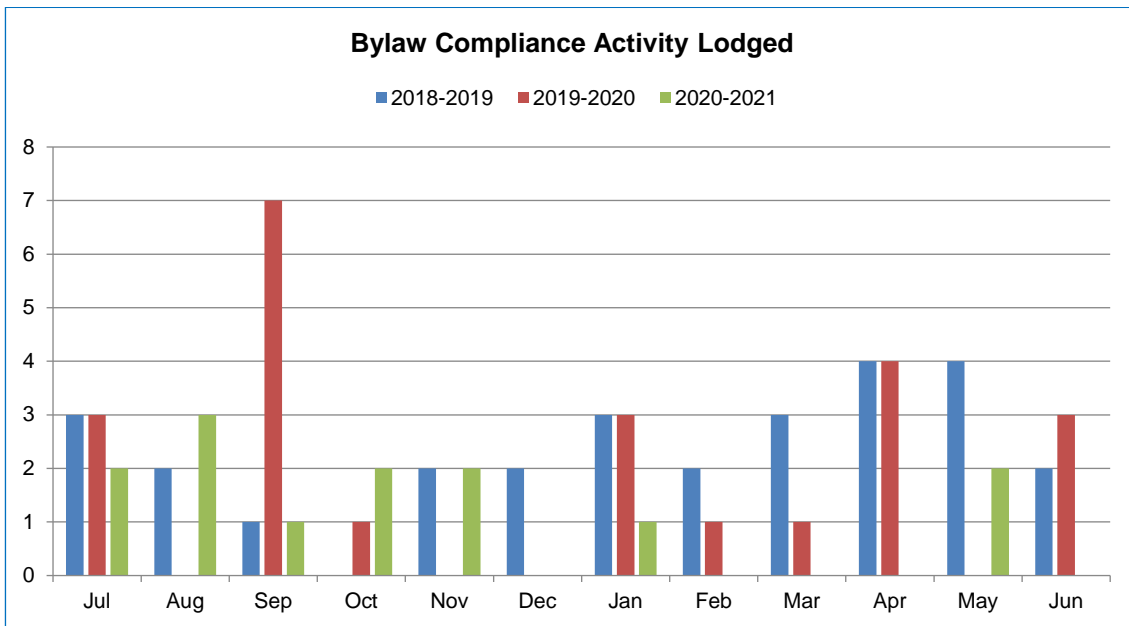
Compliance

Although the Monitoring team's policy is to promote voluntary compliance with the District Plan there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The graph below shows the compliance activity for the last two financial years and up until May this year.



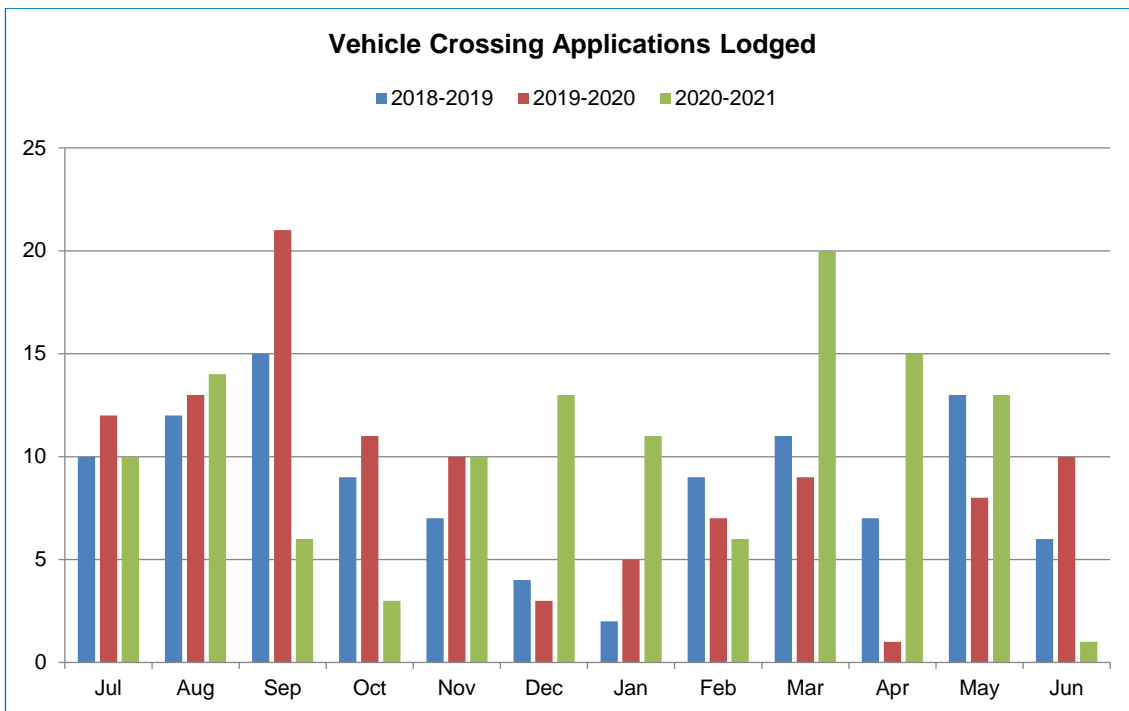
Bylaw Compliance Activity

The Monitoring team is also responsible for investigating incidences reported to them of non-compliance with the Far North District Council's Bylaw's. The following graph shows 2 incidences for May 2021. Bylaw Compliance activity has reduced since several Bylaws lapsed and are not able to be enforced.

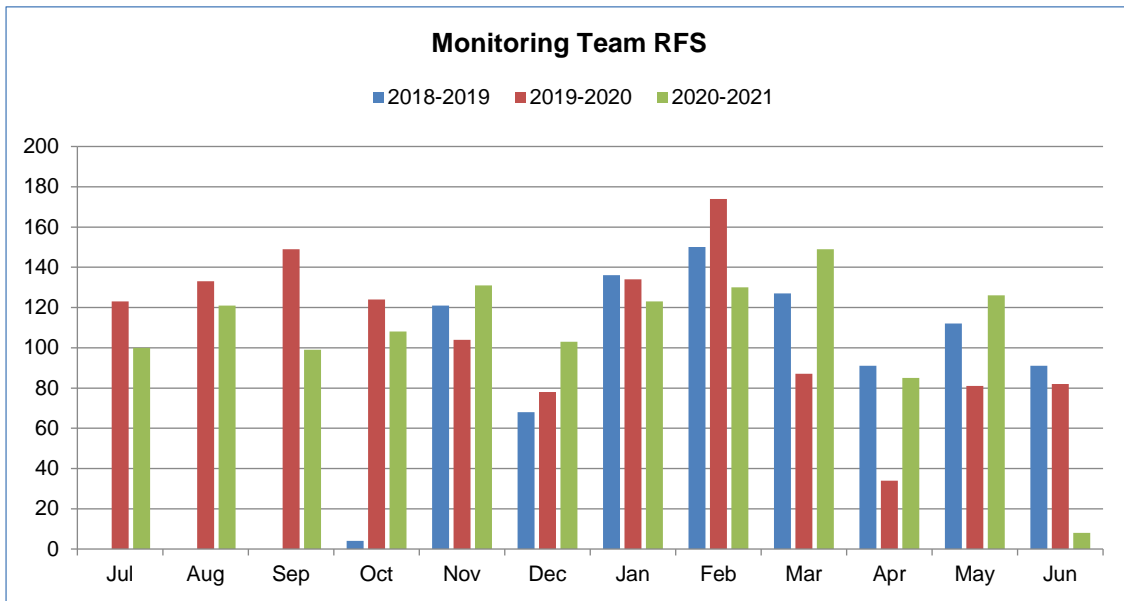


Vehicle Crossing Applications

The Monitoring team has contracted out the management of Vehicle Crossing Applications. The following graph shows the number of applications received in May 2021 is similar to May 18/19.

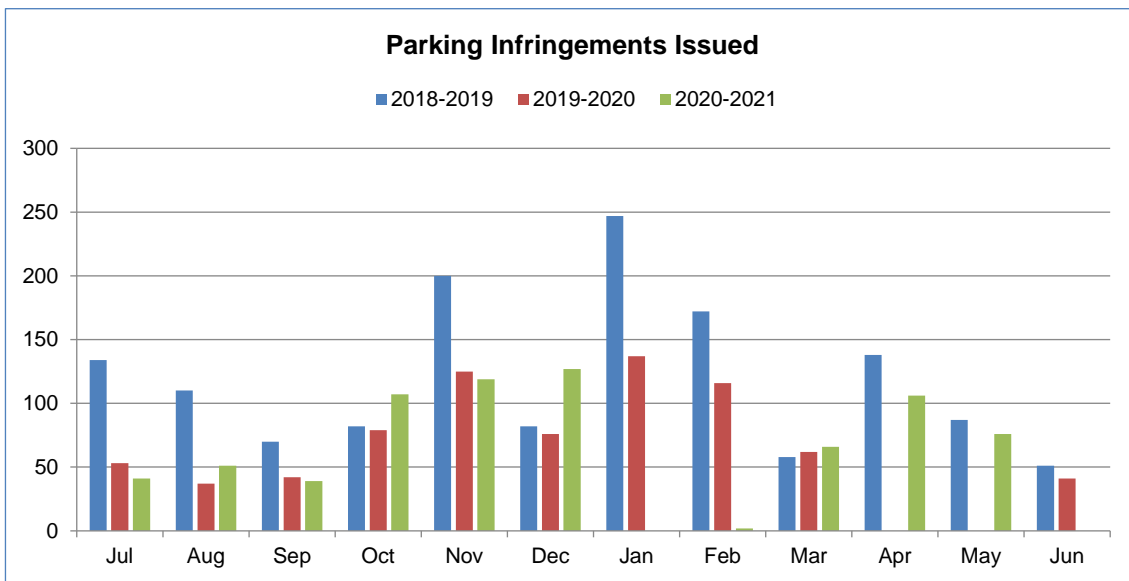


Monitoring Team RFS Responses



Parking Infringements Issued

In July 2021 Council will commence a trial of enforcing Registration and WoF compliance. The chart below provides a pre-trial baseline of Parking Warden activity.



Animal Management

Introduction

Animals, in particular livestock and dogs, play a significant role in the far north lifestyle. Council understands the economic and social benefits of animals, but Council has a duty to contribute to the safety of our communities and the welfare of those animals. The goal of the animal management team is to reduce the risk of potential negative impacts by encouraging responsible dog ownership and working with farmers to minimise wandering stock.

RFS Responses

Code	KPI Target	Achieved
Urgent RFS (AMU)	≥92%	87.8%
Non-urgent RFS (AMN)	≥92%	97.9%

RFS Responses

The month of May saw a total of 362 RFS's for Animal Management of which 32 were dog attack or aggressive dog reports.

Registration Follow Ups

During the month of May 38 NTR's (Notices to Register) and 43 Infringement Notices were issued.

An NTR is issued to a dog owner as a prompt to get their dog registered. The officers may give the dog owner a period to meet this requirement, however if the dog remains unregistered an Infringement Notice is issued. The infringement fee is \$300, however if registration is paid within a specified timeframe, then the Infringement will be waived. Unfortunately, continued non-compliance results in the Infringements being forwarded to the Courts and potential seizure of the dog.

Impounded Dogs

38 dogs were impounded in May resulting in 16 being claimed by the owners, 5 being resituated with Rescue Groups and 7 being adopted out to new homes.

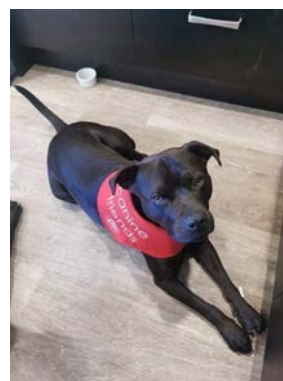
Dog Adoptions

7 dogs were successfully adopted to new homes.

- 2 to Auckland
- 1 to Whangarei
- 4 within the FNDC district

Here is a good news adoption story:

One of our dogs was adopted out in January 21. She was named 'Sora' and recently Sora's new owners contacted us to say that the dog has passed her training as a Rest Home rehabilitation dog and has received her uniform. She will go to her first Rest Home in the next couple of weeks.



Animal Shelters

The Northern Animal Shelter is still on track to be operational and receive dogs from July 2021. Once operational, the temporary dog pound in Horeke will be decommissioned.



Environmental Health Services

Introduction

The safety and well-being of our communities, visitors and our environment is one of the primary functions and responsibilities of Council. We are accountable to our communities and have several obligations under primary legislation. The Environmental Health Services team are responsible for the administration and enforcement of these obligations.

The Environmental Health Services (EHS) team is responsible for:

- Food business registrations and health licensing
- Providing food verification services
- Inspections of licensed premises
- Investigating health nuisances
- Carrying out host responsibility inspections of licensed premises and
- Processing alcohol applications

Levels of Service

Level of service 8.2.1. Food Control Plan and National Programme audits completed as scheduled.

The level of service for environmental health was amended to better express our commitment to the community. We have adjusted the target for food control plan audits across the 10 years of the LTP to transition from relatively poor results to the desired level by 2021.

Target: 95% **This Month:** 93.3% **Last Month:** 90.9% **Last Year:** 93%

During May 2021, 30 verifications were scheduled. Of these scheduled verifications 28 were completed. The verifications (2) that were not completed were due to the operator cancelling for reasons such as illness or unavailable.

Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

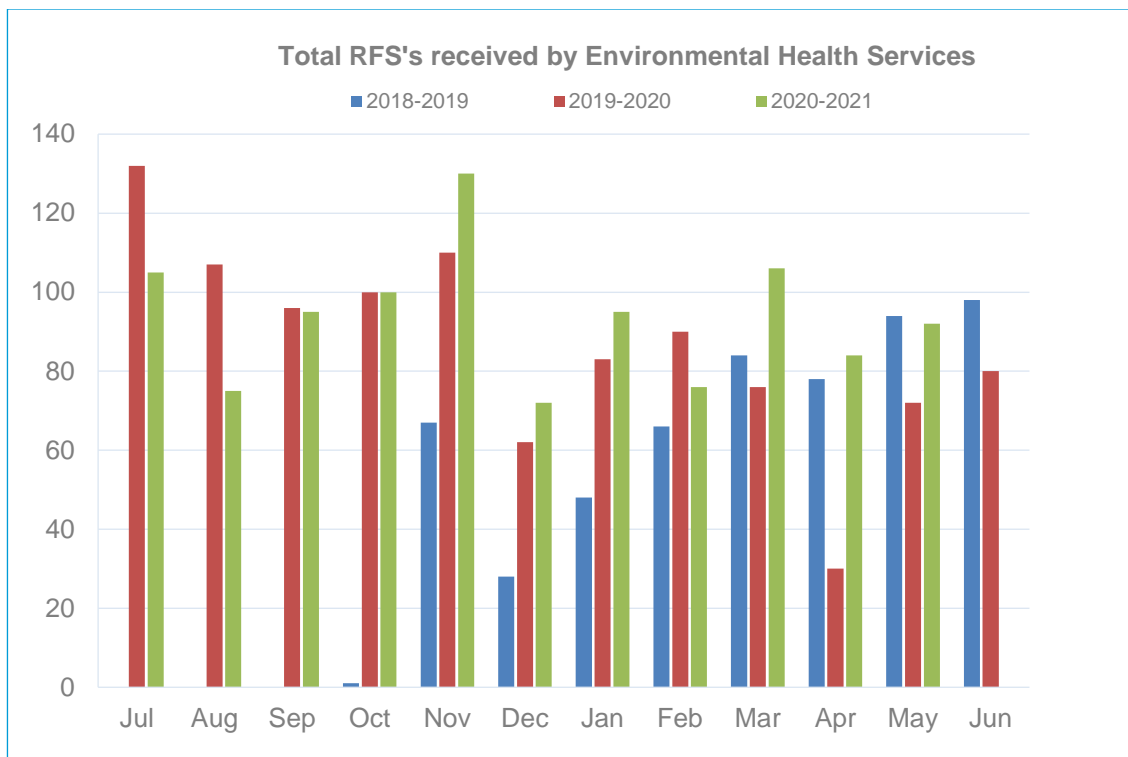
Target: 25% **This Month:** 94.16% **Last Month:** 77% **Last Year:** 22.8%

At present the team are tracking well in terms of the number of visits to licensed premises. At present there are 257 licensed premises in the Far North district. The team have visited a total of 242 of the licensed premises from July 2020 – May 2021. Currently we are tracking at 94.16% of licensed premises visited so far, our overall annual level of service target is 25%.

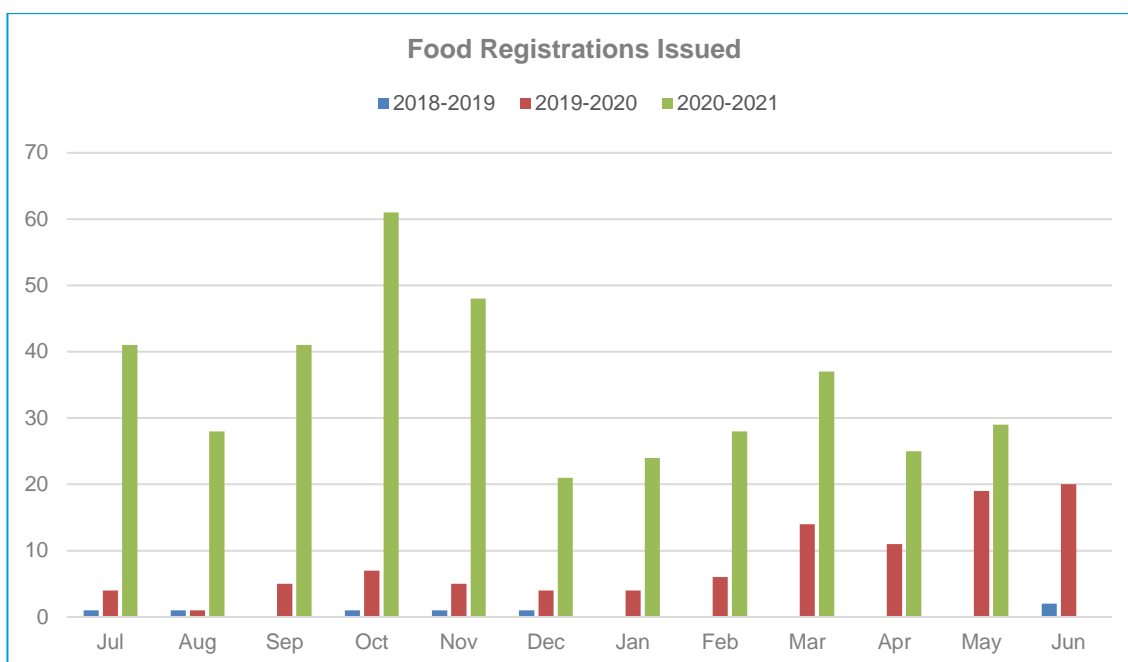
During May 2021, 42 visits were completed by the EHS team.

The team are confident that they will visit all of the licensed premises in our District before 30 June 2021, this has never been achieved. For the remainder of this reporting year there is a total of 15 licensed premises left to visit.

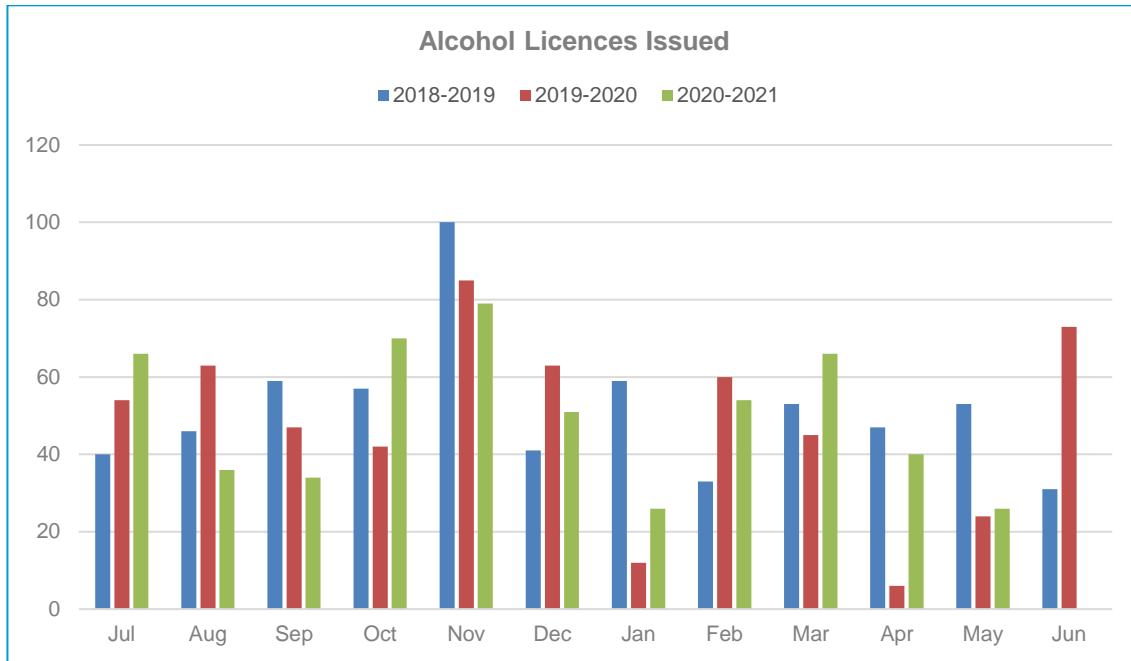
Requests for Service



Food Registrations Issued



Alcohol licences Issued



Health licensing

