

**DISTRICT SERVICES  
MONTHLY  
BUSINESS REPORT**

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**August 2021**

## 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 have transitioned to a new measurement system for Customer Experience feedback. AskNicely is our new measurement tool, which is customer friendly, easy to use and simpler.

### 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

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

### 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 |

## Executive Summary

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

### Community and Customer Services

- **Libraries:** Due to the COVID-19 level 4 lockdown, all Libraries were closed from 18 – 31 August. There was a significant increase in ebook and audio downloads during this time – 59,288 up from 3,445 in July, an increase of 1620.9%.
- **i-SITES:** All i-Sites were closed from 18 – 31 August. The team worked from home supporting other areas of Council including contacting tenants from our Housing for Elderly units and Dog registration administration. Unfortunately, while Auckland remains in Alert Level 4 or 3, tourism in the region is somewhat limited. There was a resurgence of visitors to the region when Auckland came out of the last alert level 3 lockdown.
- **Customer Care:** The telephone system upgrade was completed on Monday 9 August 2021 and has been successful. With the Covid-19 lockdown from Wednesday 18 August, calls dropped significantly. With the exception of 4 Customer Care staff, all of the staff in this team worked from home with no issue. Along with their business as usual workloads, they supported other areas of council with their administration.
- **Housing for the Elderly:** When COVID-19 level 4 lockdown was announced in August, welfare calls to tenants commenced with support from Library and i-SITE staff. However, due to the lockdown, no tenancies began and the planned interviews for the two ended tenancies in Kaikohe and Kerikeri have had to be held over until September.

### Building Consents

Compliance with statutory timeframes for both building consents and code compliance certificates is at 100% for the month. On average, building consents are being issued within 11 days and code compliance certificates in 7 days. 35 BWOA audits were carried out during July as the team now focuses on delivering qualitative audits and establishing a work rhythm, supported by digital transformation and new dashboards to track performance.

### Environmental Services

- **Resource Consents:** Compliance with statutory timeframes for resource consents is at 100% for the month. Since achieving 100% compliance in June 2021, the team has achieved 100% compliance for three consecutive months, which has not been achieved in recent years.
- **Monitoring and Compliance:** August was a relatively quiet month for Monitoring reflecting the level 4 lockdown from Wednesday 18 August. The team achieved an RFS level of service response rate of 100%, with all 80 RFS received in August responded to within ten working days. There were 49 noise complaints received and responded to in August. Strategies for improvement in urban response times are being discussed with the Noise Contractor. 35 parking infringements were issued during the month outside of Covid alert levels 3 and 4.
- **Animal Management:** Animal Management were an essential service during level 4 and responded to urgent dog aggression RFS. 412 RFS were received for Animal Management during August and Animal Management Officers continued to respond to requests within level of service agreed times (95% for urgent response and 97% for non-urgent). A total of 30 dogs were impounded during August, with six dogs adopted via Council's Facebook page during the month and a further dog taken by a rescue group.
- **Environmental Health Services:** 20 businesses had food verification visits by Environmental Health Officers during August 2021. The Ministry for Primary Industries (MPI) issued a directive that verifiers were unable to do verifications during alert level 4. Also, businesses that were not essential were not permitted to be open for trading. Only 9 Good Host Visits (GHVs) of licensed premises were conducted due to alert level 4 restrictions.

# Community and Customer Services

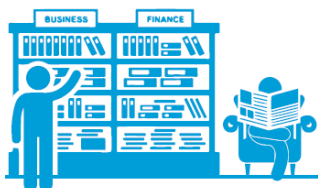
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This section contains performance information for the Community and Customer Services department.

## 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 - August 2021

### Libraries and Museum

- The Museum digitization project phase two began, with the first images of the collection being captured
- Libraries and the Museum both reverted to digital-first service during lockdown
- A review of Museum governance began in August, as part of the Museum Strategy implementation
- Three library projects received CEO signoff, including Procter Library Refresh, the RFID/Self Check Out project, and the Recollect local history database project

### i-SITE's

- The Jazz and Blues festival was well attended and brought a lot of people to the Bay of Islands. This year there were no international bands, but the New Zealand ones were well received
- The i-SITEs have been closed since 18 August. The team worked from home supporting other areas of Council including contacting tenants from our Housing for Elderly units and Dog registration administration
- Unfortunately, while Auckland remains in alert level 4 or 3, tourism in the region is somewhat limited. There was a resurgence of visitors to the region when Auckland came out of the last alert level 3 lockdown.

### Customer Care

- The telephone system upgrade was completed on Monday 9 August 2021 and has been successful
- With the Covid-19 lockdown from Wednesday 18 August, calls dropped significantly
- Aside from four, all Customer Care staff worked from home with no issue. Along with their business as usual, they supported other areas of council with their administration.

### Housing for the Elderly

- During August, two tenancies ended, one in Kaikohe and one in Kerikeri, both tenants have moved on to live with family or go into care. Both were characters in the respective villages and will be missed by staff and the other tenants
- No tenancies began in August and the planned interviews for the Kaikohe units has been pushed to September due to the COVID-19 level 4 lockdown
- No inspections took place in August due to the lockdown and the change over to the 4-monthly inspection schedule with the District Facilities Technical Officers
- A report on the future of the three units in Oxford Street, Kaitaia, will be made to Council by IAM staff. The initial advice is that these are no longer fit for habitation. Tenants will be given the opportunity to change their tenancy agreements for units they have relocated to
- When level 4 lockdown was announced, welfare calls to tenants commenced with support from Library and i-SITE staff. Some amusing stories have emerged from these calls, with staff reporting back on the tenants' favourite walking routes, 5pm drink orders, what recipes to use on "Aunty Google" and "Uncle Youtube" to get the best lockdown cook on and much more.

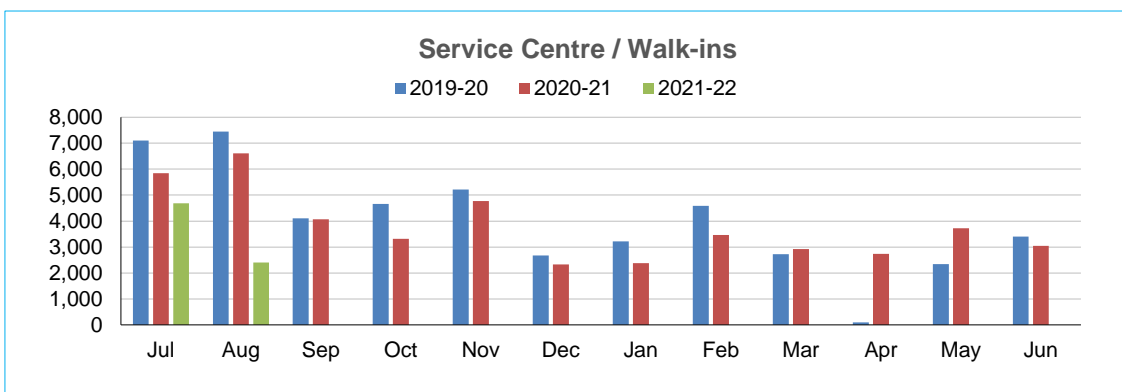
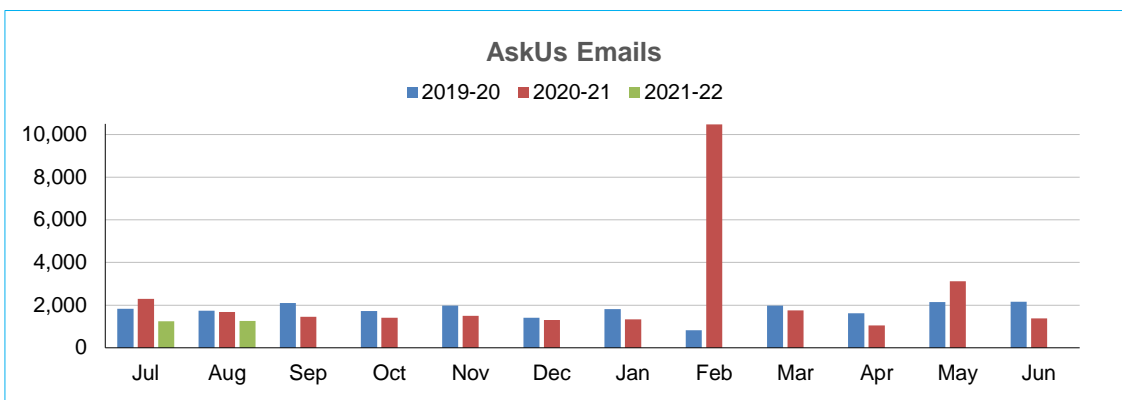
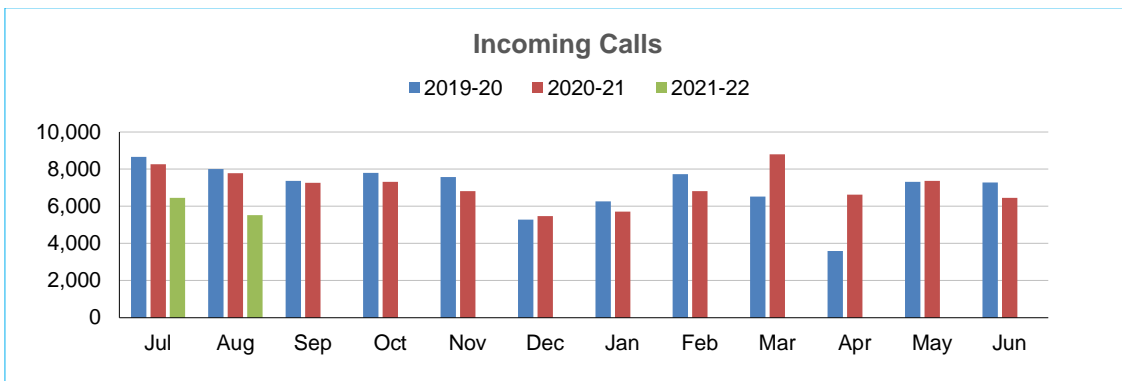
## Customer Care

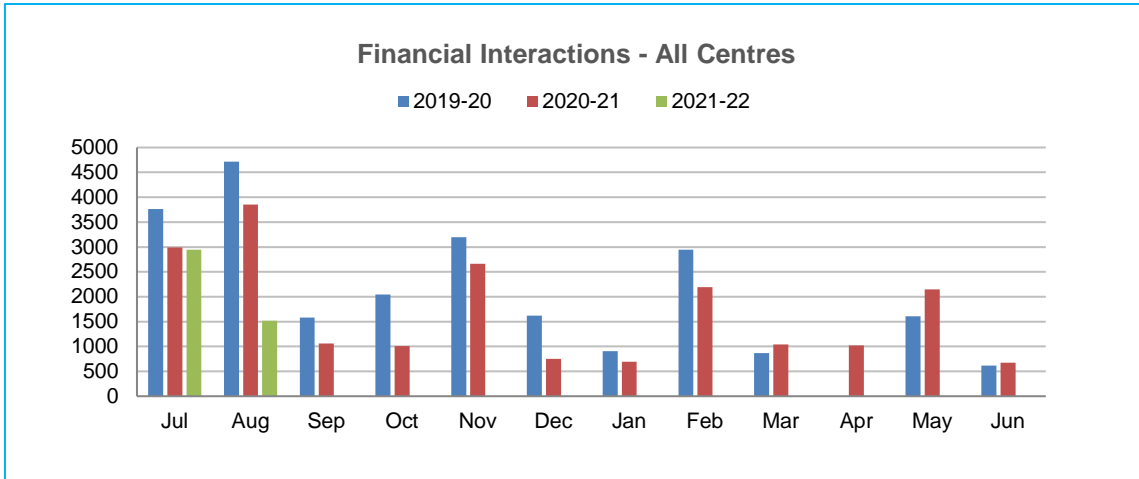
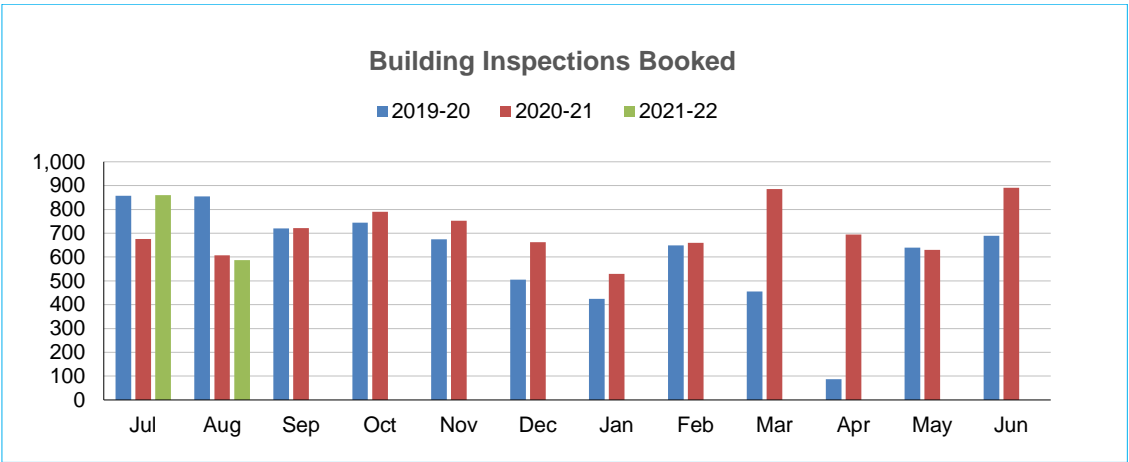
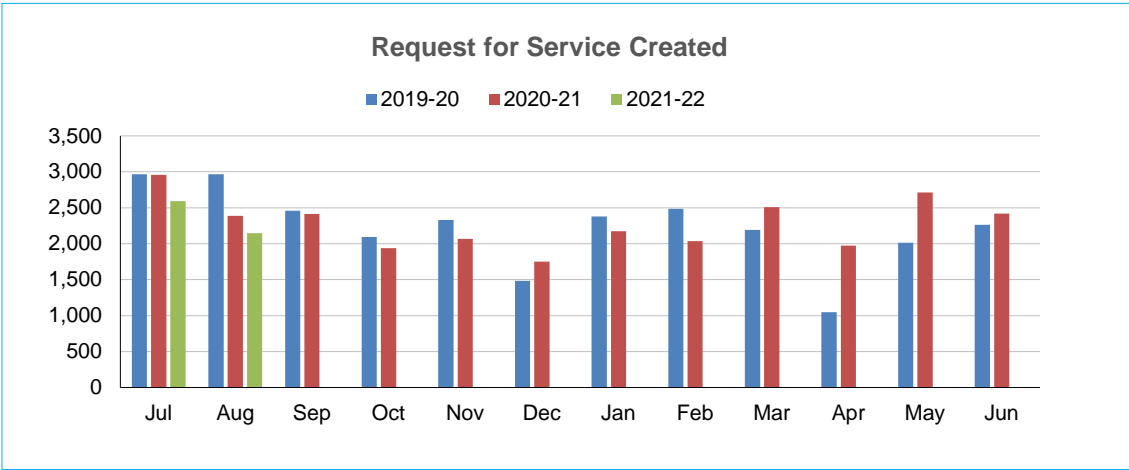
The Customer Care team is comprised of 2 teams, the Contact Centre- and Service Centre staff. As well as receiving calls from customers, the Contact Centre staff are also responsible for responding to emails from customers (AskUs Emails), managing online customer registrations and actioning change of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

Comparison of August 2021 with August 2020.

**Note: From 18 -31 August, all Service Centres were closed due to Covid-19 level 4.**

- 60.57% decrease in financial interactions at Service Centres (1,518 down from 3,850)
- 28.92% decrease in calls to the Contact Centre (5,532 down from 7,783)
- 24.67% decrease in AskUs emails received (1,264 down from 1,678)
- 3.30% decrease in building inspections booked (587 down from 607)
- 63.67% decrease in visits to Service Centres (2,402 down from 6,612)







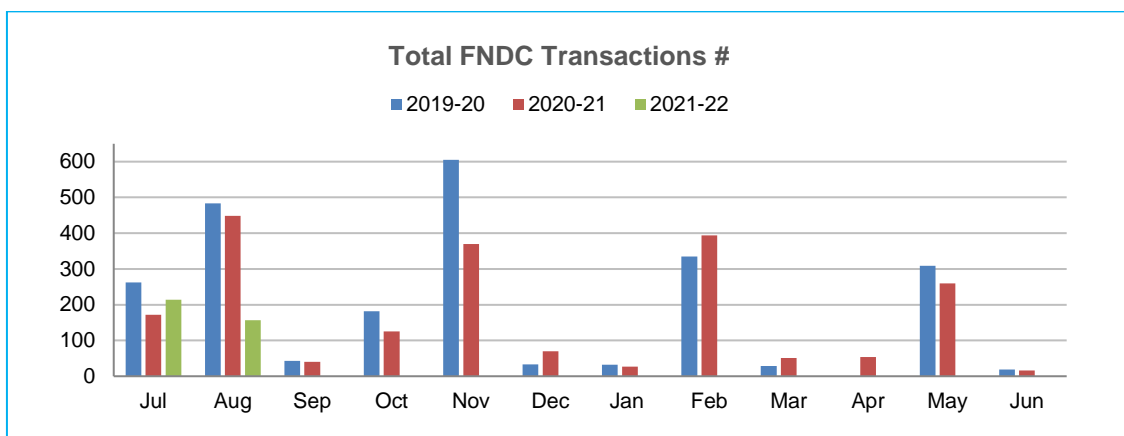
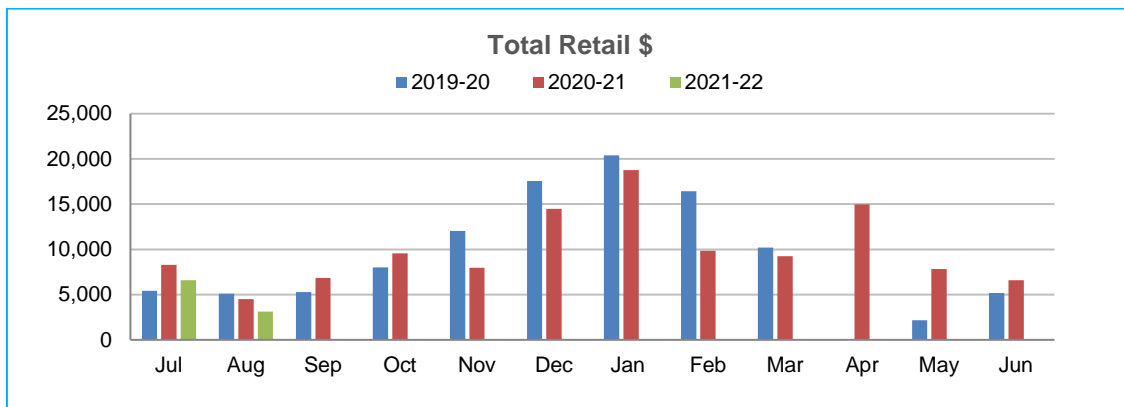
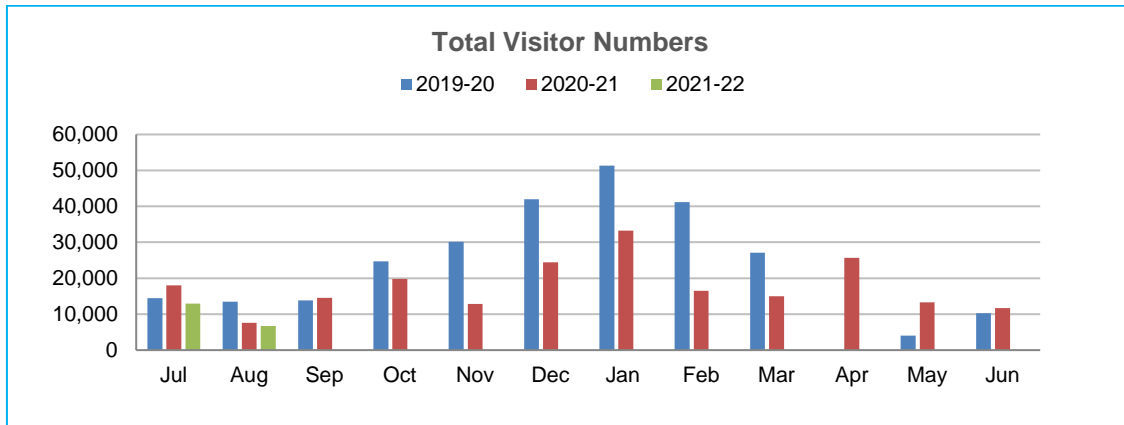
## i-SITES

Three i-SITES are located in Kaitaia, Opononi and Paihia respectively. As well as servicing our 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 August 2021 with August 2020.

**Note: From 18 -31 August, all i-SITES were closed due to Covid-19 level 4.**

- 11% decrease in visitor numbers (6,717 down from 7,583)
- 30% decrease in retail revenue (\$3,130 down from \$4,517)
- 9% increase in transaction spend (\$4,664 up from \$4,246)
- 23% increase in transaction numbers (1,778 up from 1,439)



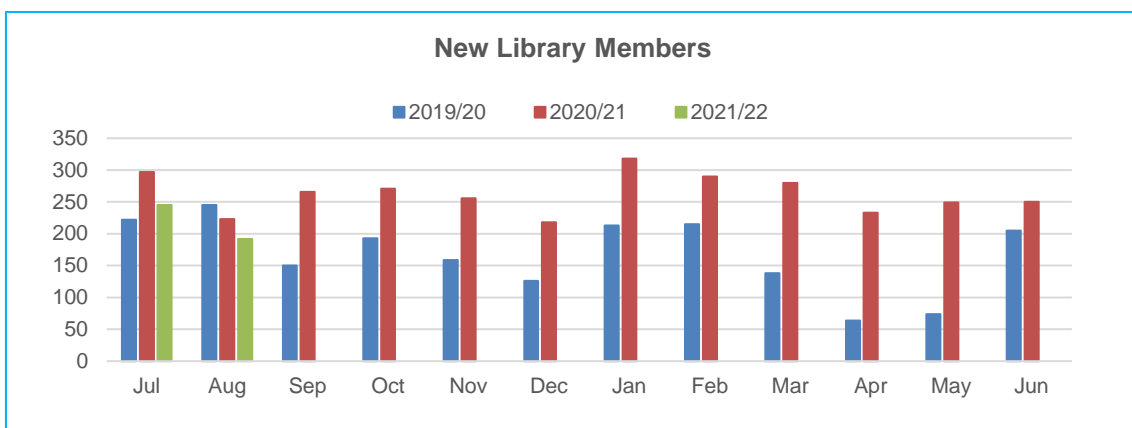
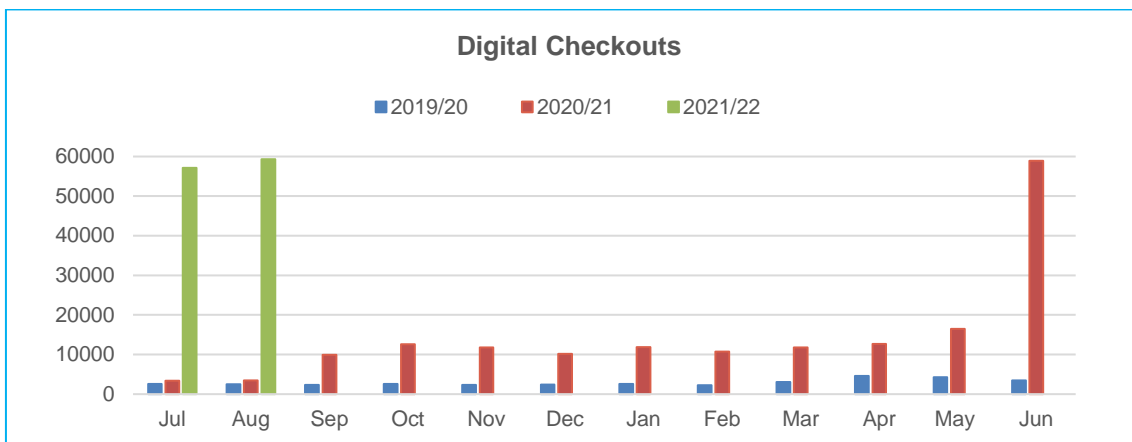
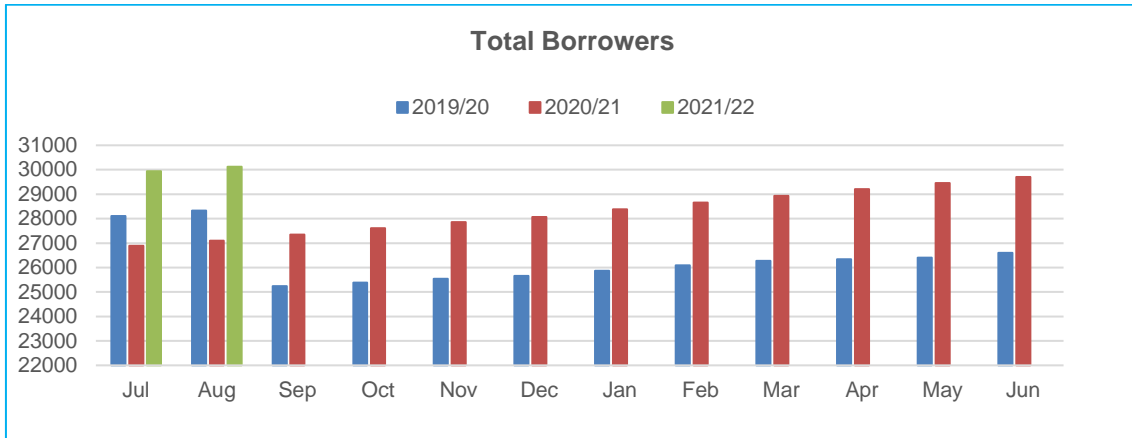
## Libraries

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 Justice of the Peace (JP) services.

Comparison of August 2021 with August 2020.

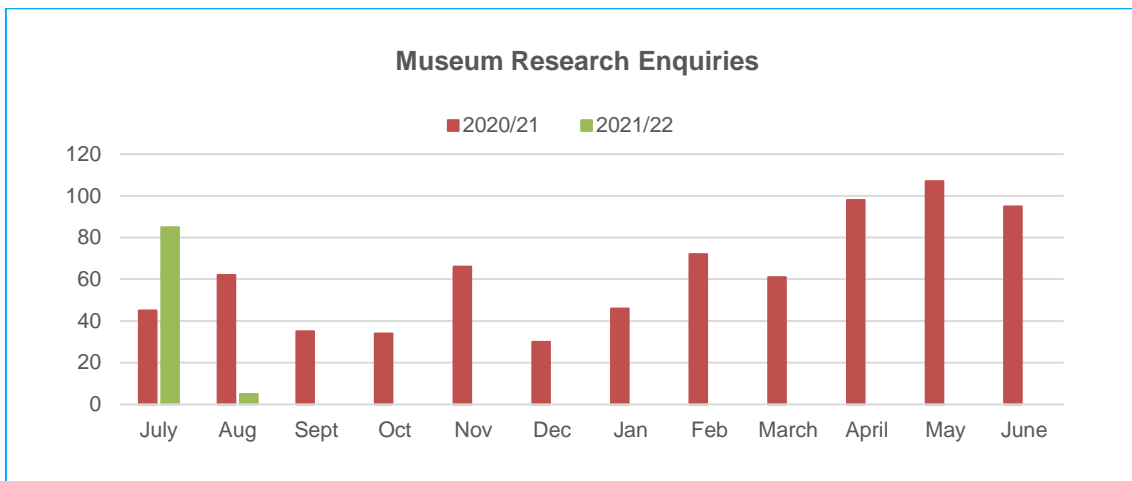
**Note: From 18 -31 August, all Libraries were closed due to Covid-19 level 4.**

- 1620.9% increase in ebook and audio downloads (59,288 up from 3,445)
- 49.1% decrease in library website sessions (31,493 down from 67,916)
- 27.4% increase in digital checkouts (103,279 up from 81,085)



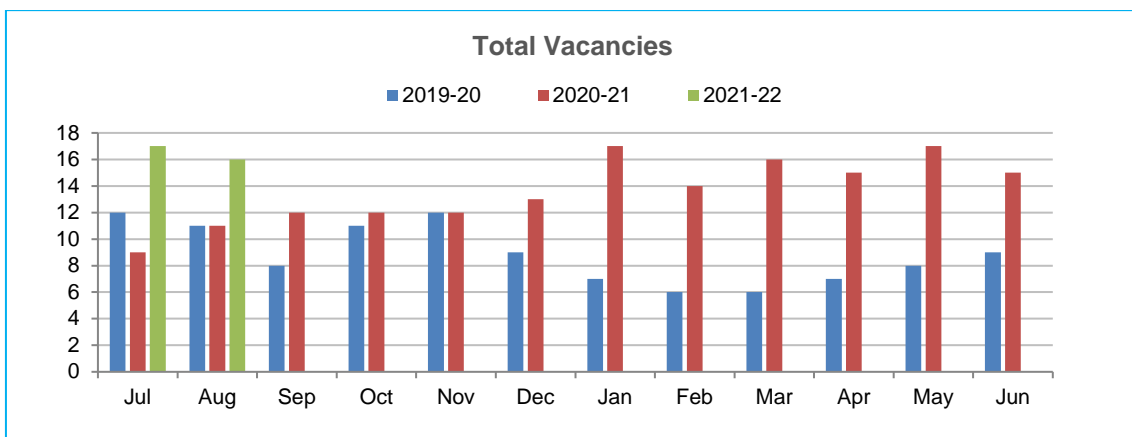
## Museum

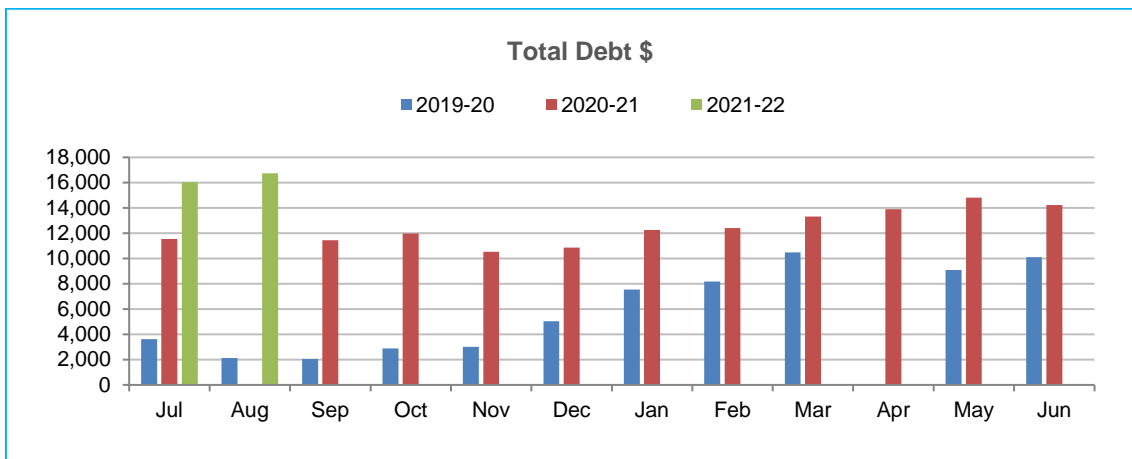
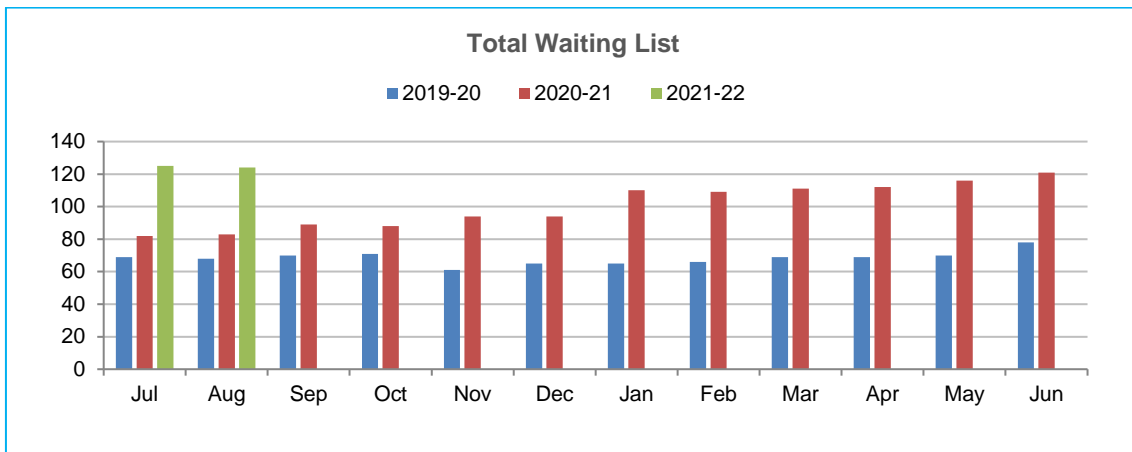
The Museum @ Te Ahu (formerly known as the Far North Regional Museum) was established in 1969 with the purpose of collecting and preserving treasures and taonga relating to the history of the Far North. It is located in the Te Ahu complex in Kaitiāia.



## 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.



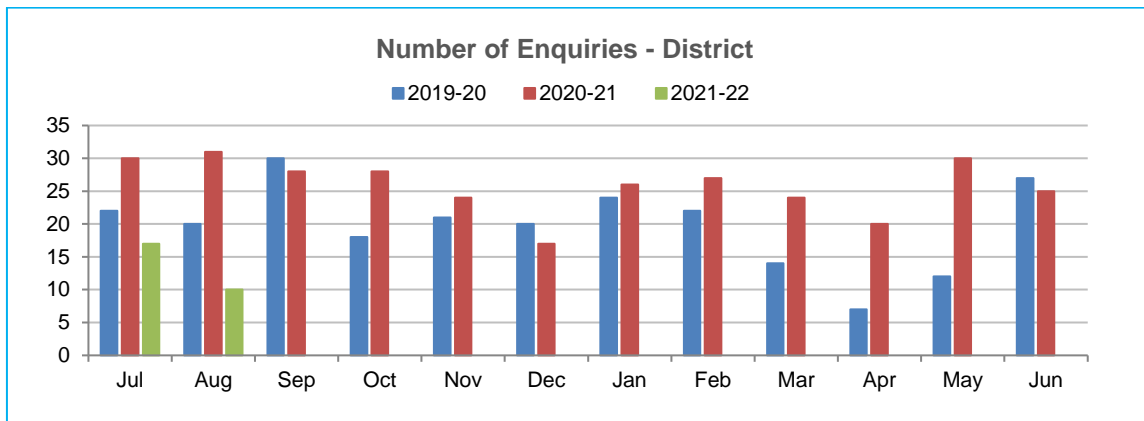
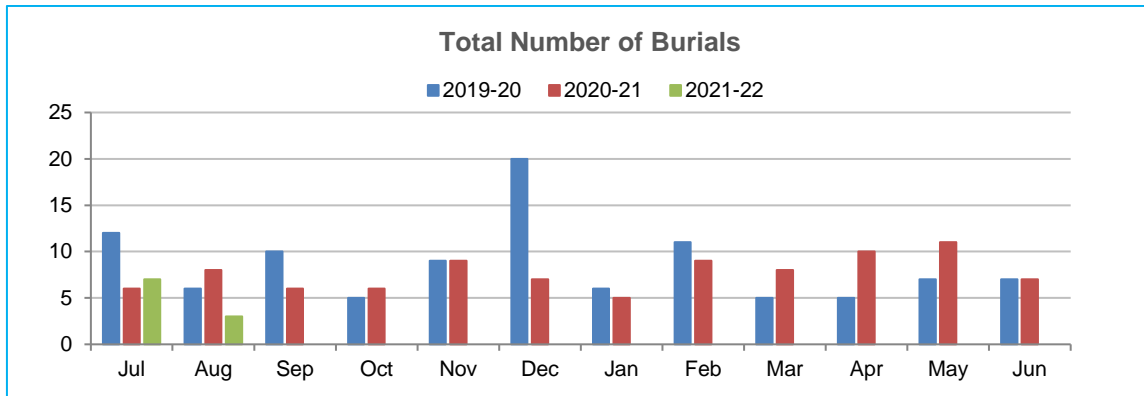


\*The Total Debt graph shows rent arrears.

Debt is being investigated and tenants contacted to rectify arrears. Many tenants will have payment plans put in place to clear the debt over a period of time.

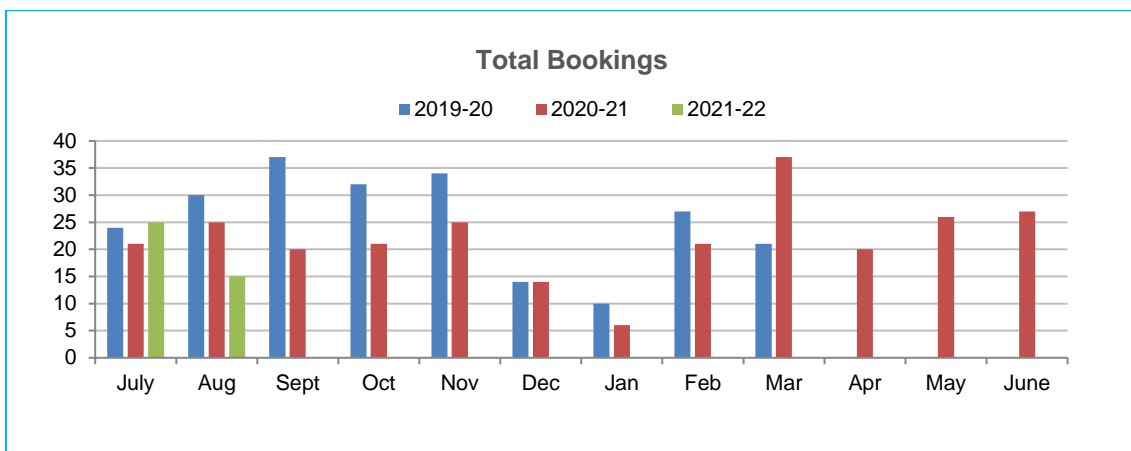
## Cemeteries

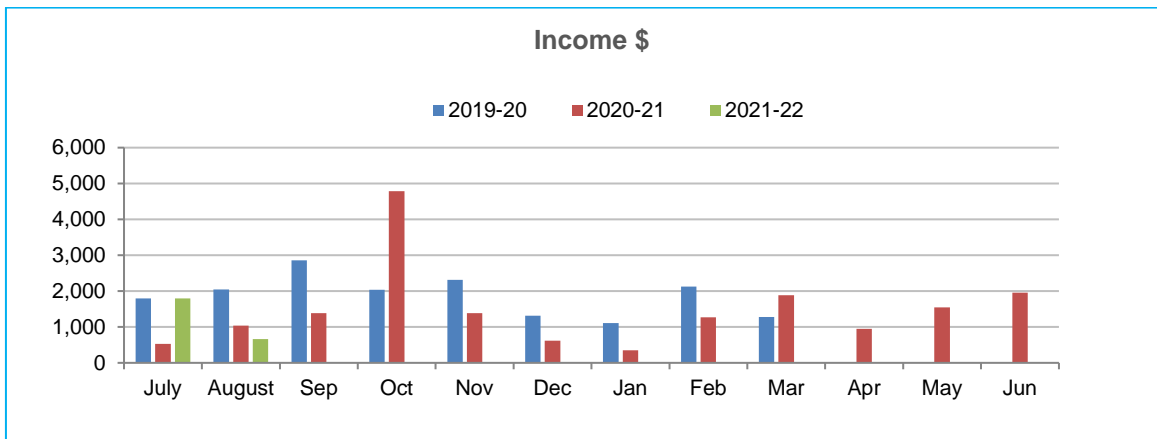
There is a range of services and facilities for burials and memorials in the district. Council manages and maintains 11 of the 26 cemeteries. Genealogy (whakapapa) can be searched using an online cemetery database to find records by family name.



## 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.

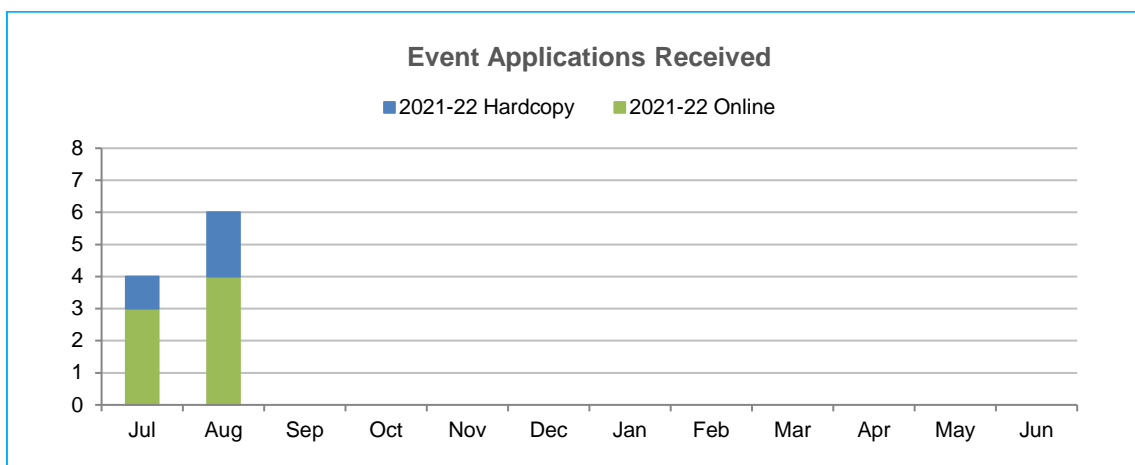




## Events

On 6 July 2021 booking events with FNDC became available online. Permits are issued to applicants for the use of Council’s open spaces for many kinds of activities such as weddings and other family events, sporting events, circuses, fairs, and large community events. Customers can now apply through the FNDC website and the system will step them through what is required.

Four online event applications and two hard copy application were received in August.



| Date of Event                         | Place of Event  | Event Type             |
|---------------------------------------|---|------------------------|
| Friday 10 or Monday 13 September 2021 | Bledisloe Domain  | Cross Country          |
| Sunday 3 October 2021                 | Foreshore Road Reserve, Ahipara                                   | Remembrance Day        |
| 12-13 November 2021                   | Kerikeri Domain   | Kerikeri Half Marathon |
| Saturday 13 November 2021             | Russell Village Green and Long Beach Reserve                      | Russell racing event   |
| Thursday 17 March 2022                | Russell Village Green   | Cycle challenge        |
| Friday 18-19 March 2022               | Kerikeri Domain   | Cycle challenge        |
| 22-23 April 2022                      | Paihia i-SITE Reserve and footpaths and walking tracks to Russell | Run series             |

# Building Services

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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



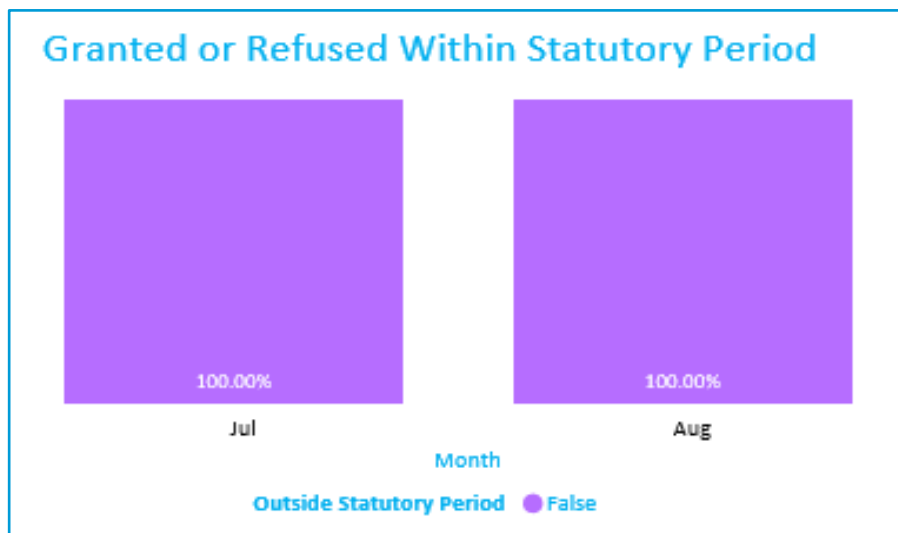
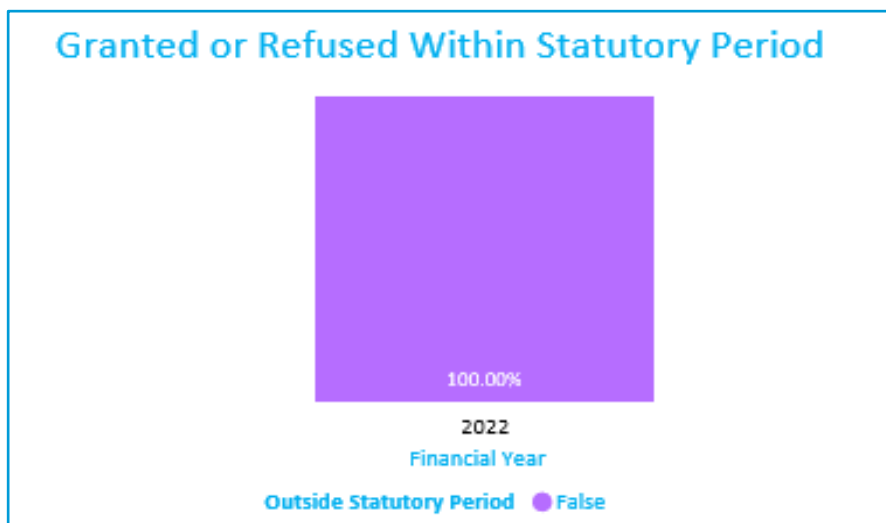
## Building Services Executive Summary – August 2021

The BCA has received 140 consents for the month of August which is on par with previous years. Compliance remains at 100% with the BCA issuing consents, on average, in 11 days with 146 issued in August. Code compliance certificates are also tracking at 100% compliance, with code compliance certificates (CCCs) issued, on average, in 7 days. 114 code compliance certificates were issued in August.

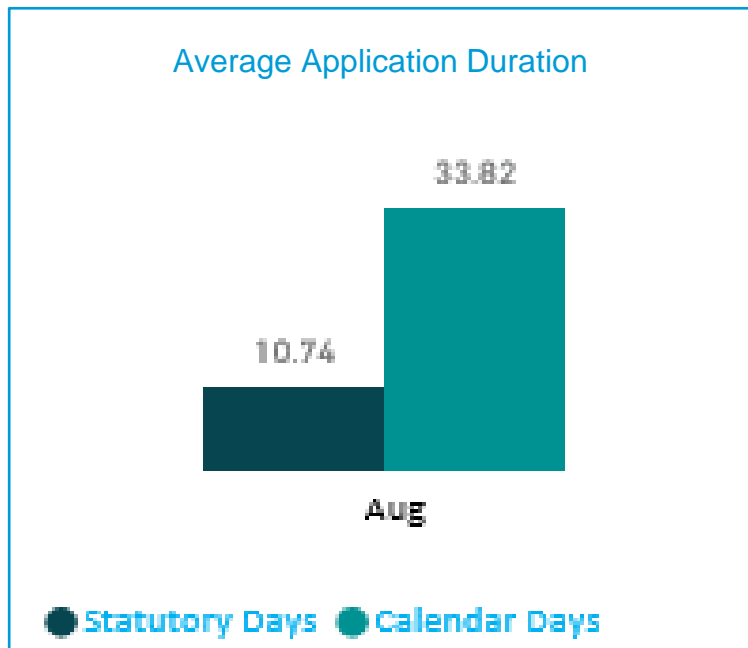
The BCA has made its application for a special assessment by IANZ, this audit will be a remote audit and the BCA is currently waiting for the list of documents IANZ requires to complete the audit. The audit will be completed at the end of October.

### Levels of Service

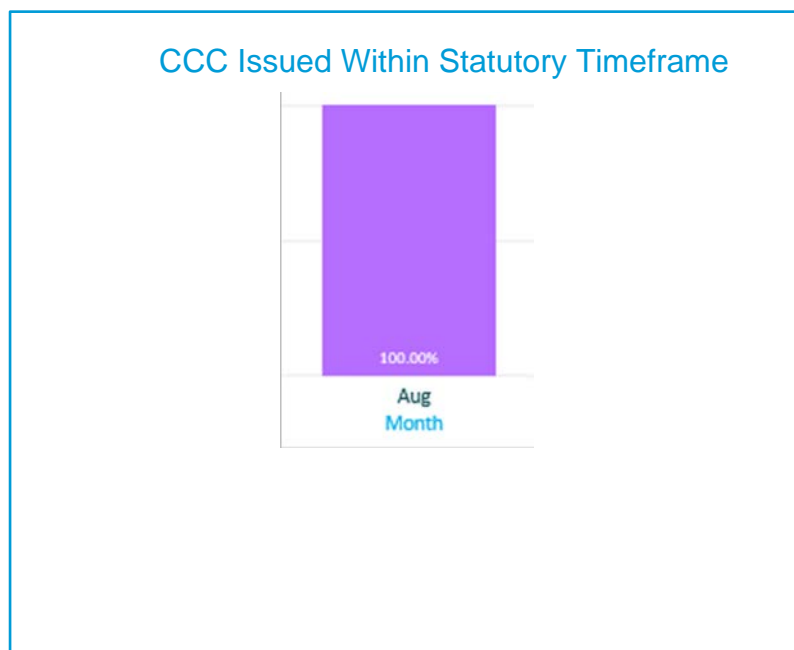
Building consent processing has achieved 100% compliance for the month of August. A total of 146 consents were granted in August.



Both the average statutory and calendar days to issue a consent decreased in August. Consent numbers remain steady and all processing resources are working to capacity to achieve this decrease.

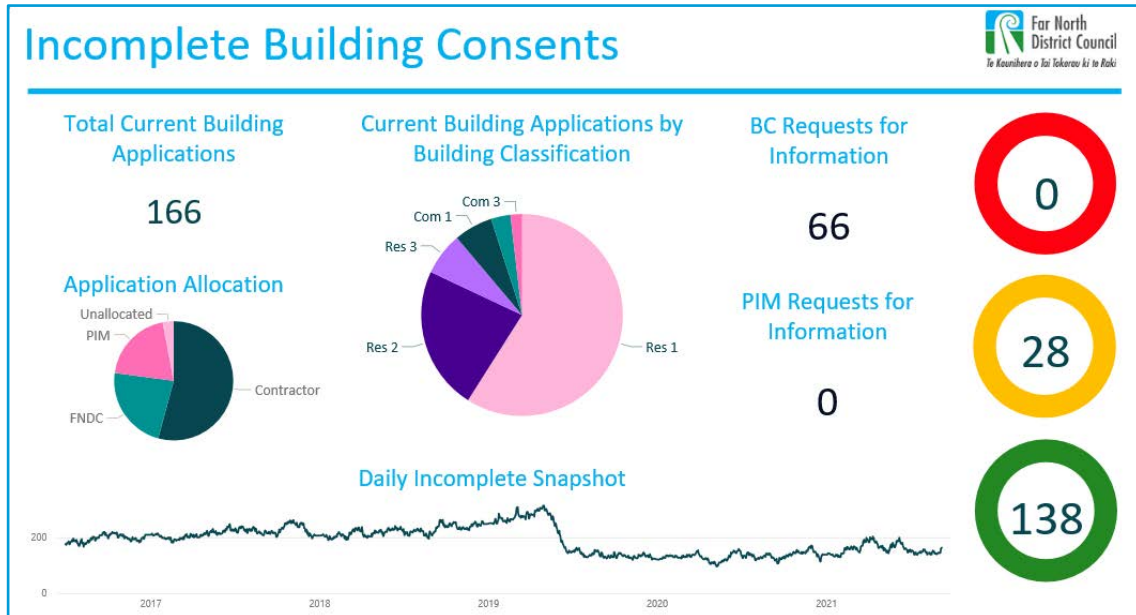


The BCA has achieved a 100% compliance rate for the month of August for issuing code compliance certificates. A total of 114 certificates have been issued.

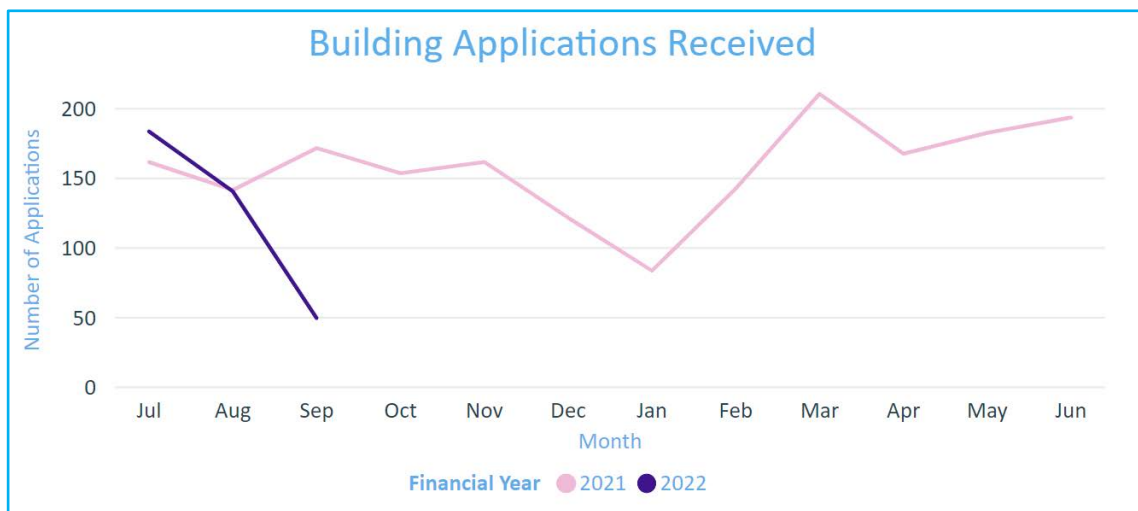


## Building Consent Authority

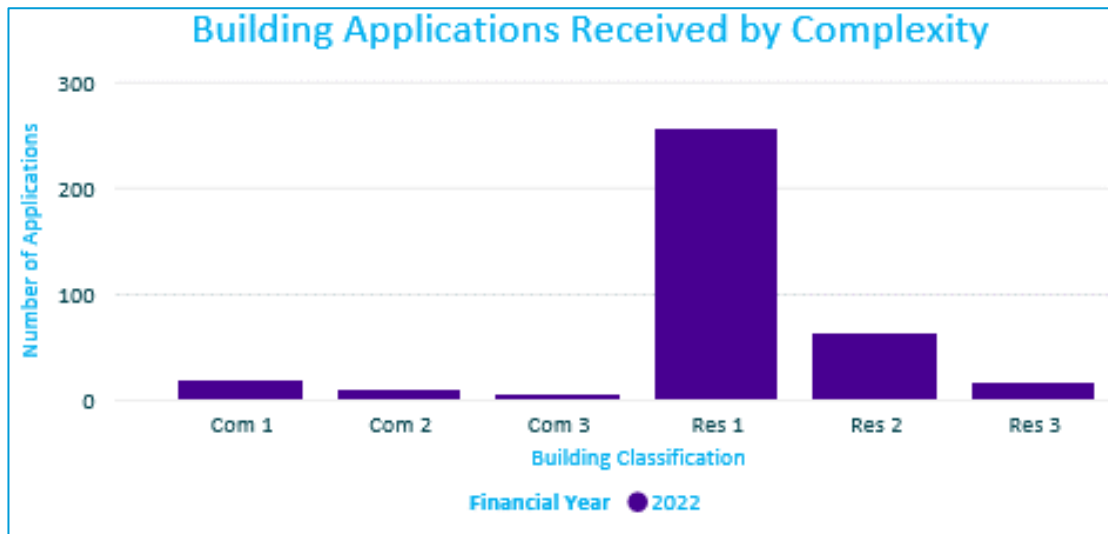
The dashboard below shows the consents currently being processed by the BCA. There are 95 Residential 1 (Res1), 37 Residential 2 (Res2), 11 Residential 3 (Res3), 10 Commercial 1 (Com 1), 5 Commercial 2 (Com 2) and 3 Commercial 3 (Com 3) applications. Use of contractors (building consultants) has increased marginally to 54%. It is important to note that the abovementioned consent numbers include consents that are currently on hold awaiting information.



The number of consent applications received decreased from 177 in July to 141 in August. This is the same number of applications as August last year and 5 applications lower than the 4-year average. This indicates a slight slowing in the unprecedented high number of consents that the BCA has been experiencing but may be as a result of the Covid-19 lockdown during August.



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 255 Res 1 applications received for the 2021/22 financial year. The commercial sector remains steady with a total of 33 commercial applications received for the current financial year.



## Building Compliance

The Building Compliance Team (part of the Territorial Authority) 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 manages the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificates of Acceptance and Exemptions.

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

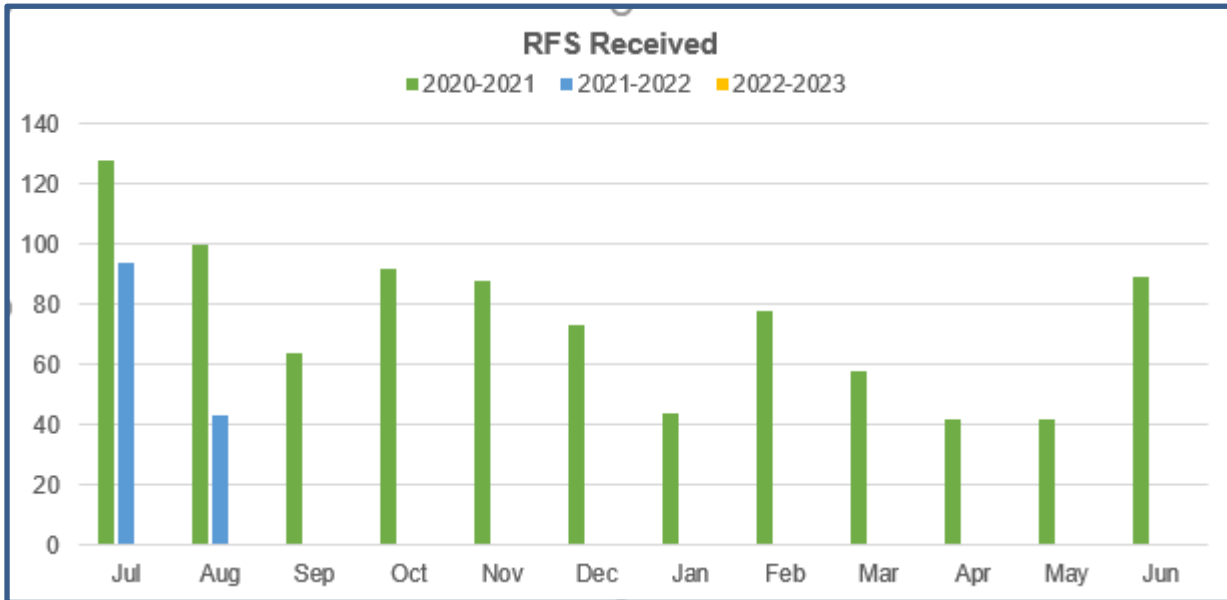
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

Formal enforcement is not taken lightly. It is based on thorough investigation and considers the impact as well as any steps that may have been taken to address the non-compliance.

## 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.

August was slow month for incoming RFS, affected by the lockdown that occurred from mid-August. With the onset of spring, it is expected that the number of complaints will reduce, with stormwater-related complaints accounting for a large portion of RFS during the winter months. The Building Compliance team continues to deal with a range of Building Act 2004 non-compliances.



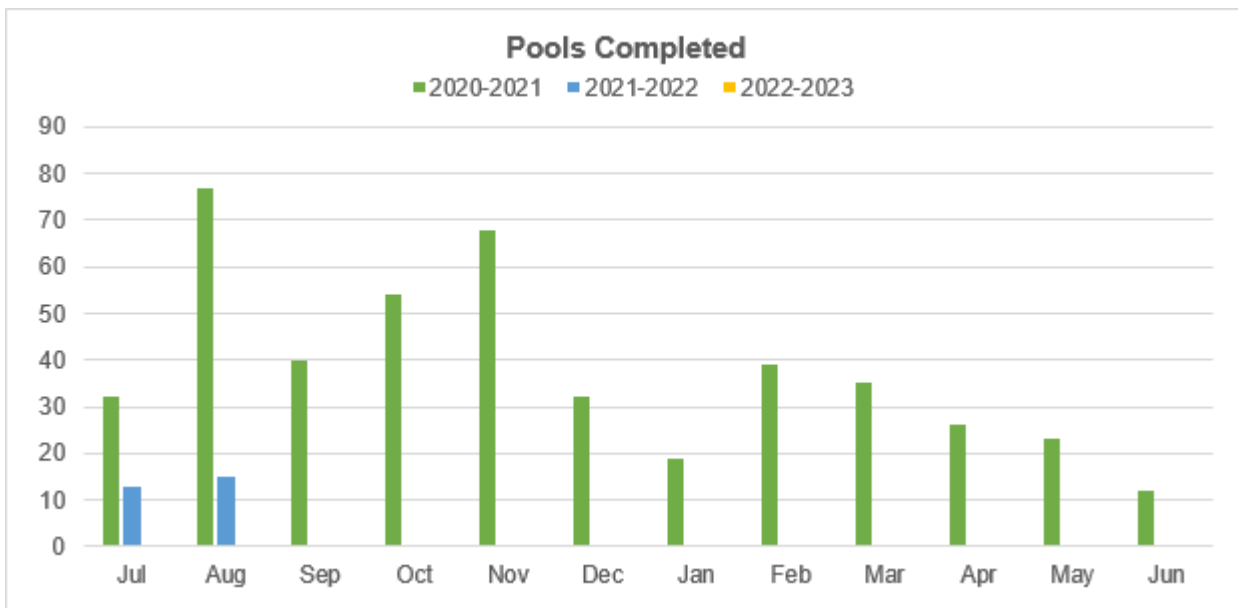
## Swimming Pools

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.

A total of 15 swimming pool inspections were carried out during the month of August, with the completion of inspections on track and as per the allotted inspections for the year.

The swimming pool fail rate was 26% for this period. Council is 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.



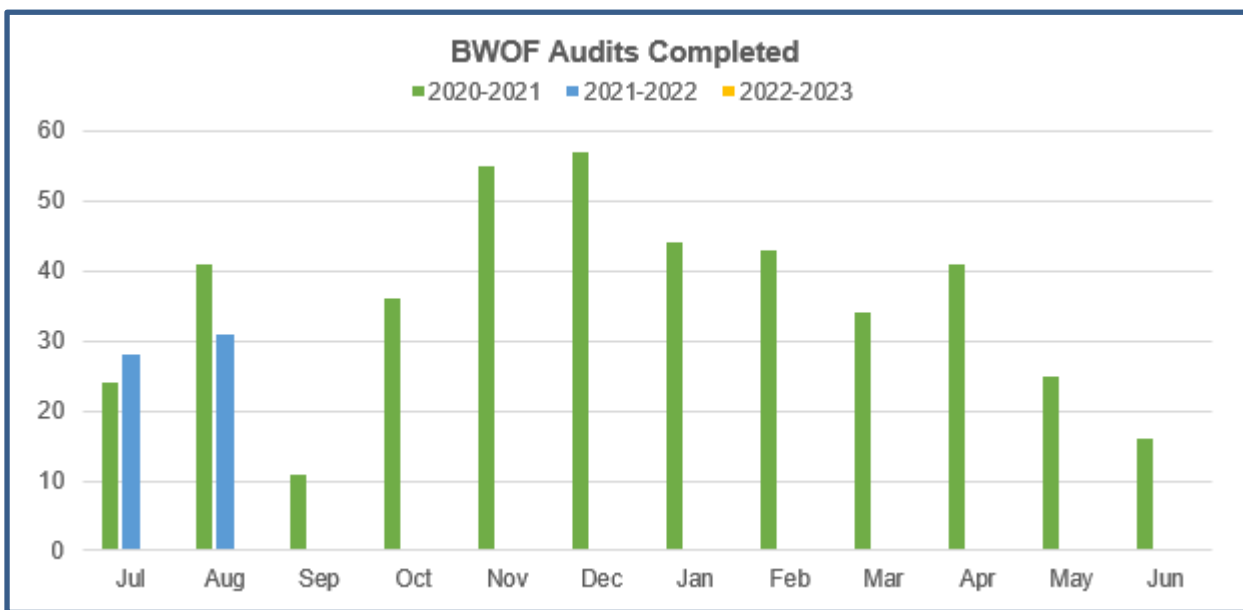
## Building Warrant of Fitness (BWoF)

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.

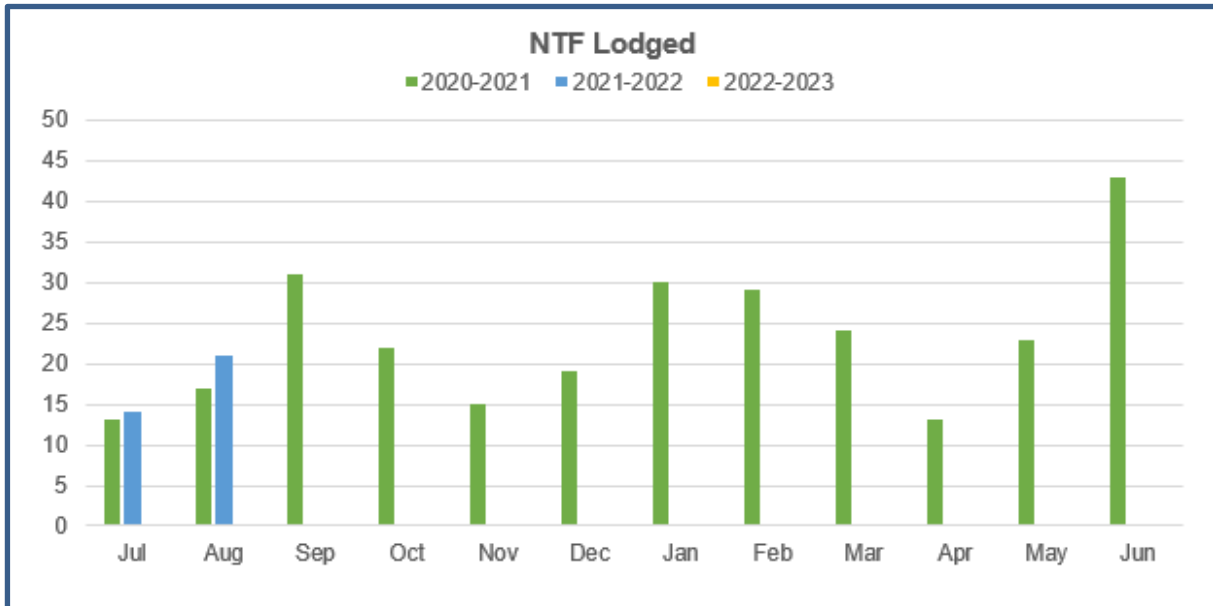
31 BWoF audits were carried out during August as the team now focuses on delivering qualitative audits and establishing a work rhythm, supported by digital transformation and new dashboards to track performance.



## 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.

21 Statutory Notices were served during the month of August for breaches of the Building Act 2004.

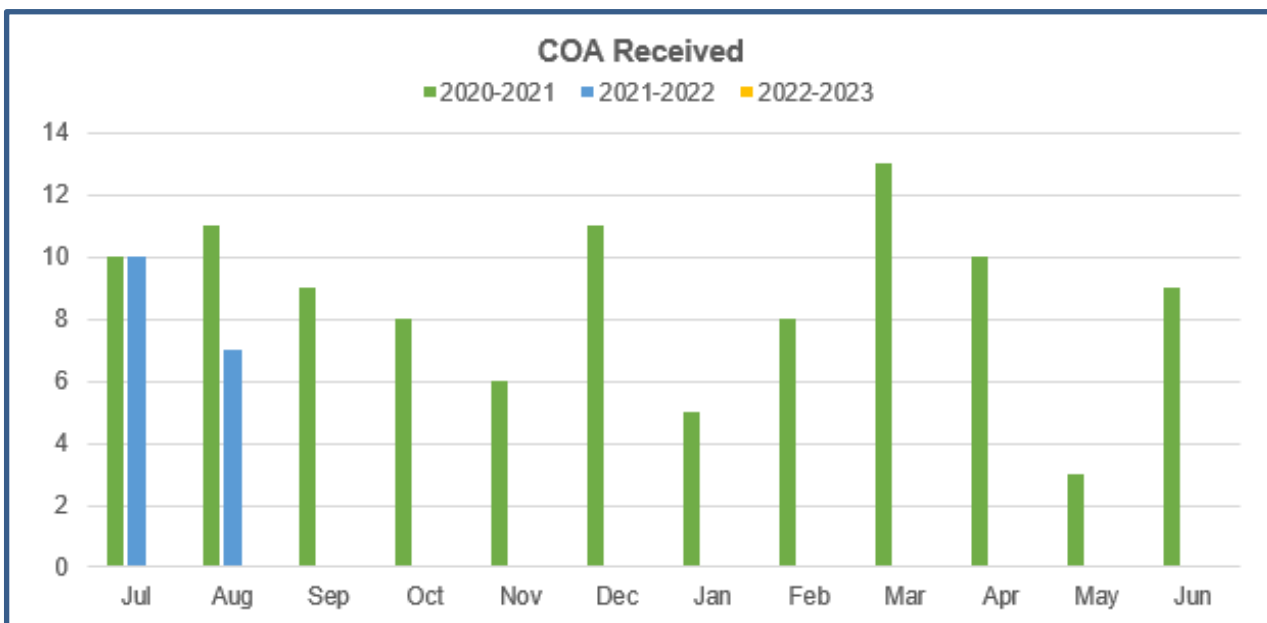


## Certificates of Acceptance

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 7 COA applications during the month of August. The number of COA applications remain consistent month to month.



## Infringements

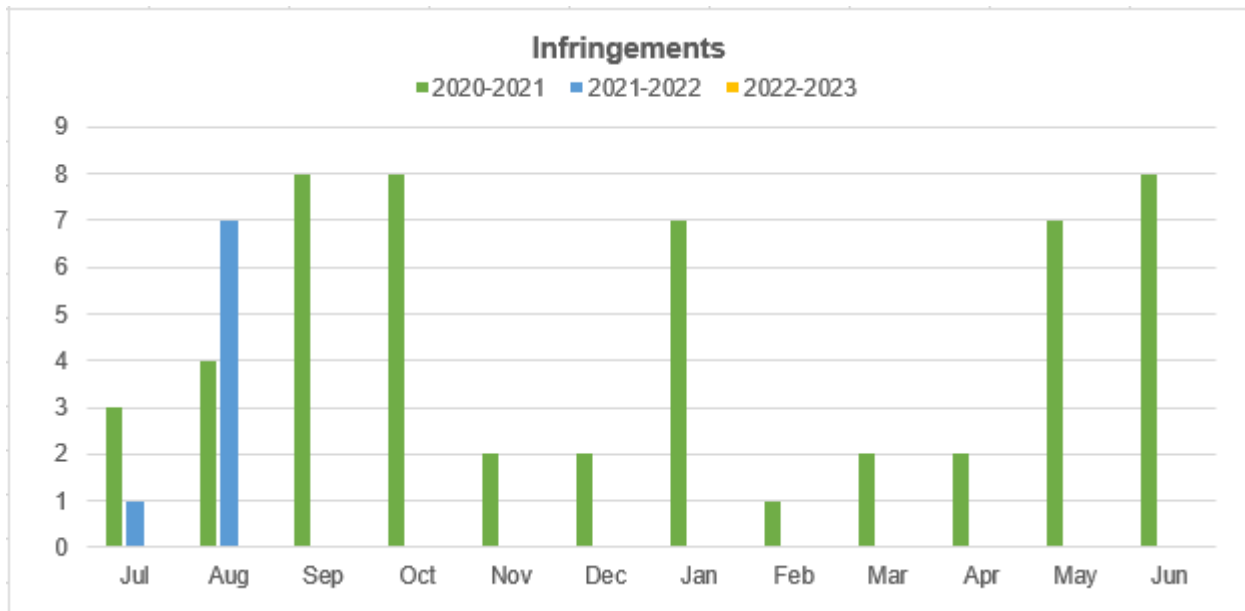
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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 August. Most infringements were for non-compliance with a NTF.





# 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.
- Investigation, monitoring and enforcement of bylaws, District Plan breaches and parking.



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 – August 2021

### Resource Consents

The Resource Consent team has had 100% compliance with statutory timeframes for the third month in a row. This is a fantastic effort considering the high number of applications that continue to be received.

125 applications were received in August 2021. This consists of 74 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes and the remaining 49 were applications under the RMA, Local Government Act (LGA), the Liquor Licence Act (LLA), not reported as part of statutory timeframes to the Ministry for the Environment.

The RC Team issued 114 decisions under the RMA and LGA in August. Of the 114 decisions, 60 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE).

The Resource Consent team now have Business Intelligence for reporting, which has enabled more accurate updates to previous graphs. Due to this, there will be some variations from previous monthly graphs and reports.

### Monitoring and Compliance

August was a relatively quiet month for Monitoring reflecting the level 4 lockdown the country went into on Wednesday 18 August.

The team achieved an RFS level of service response rate of 100%, with all 80 RFS received in August responded to within ten working days.

There were 49 noise complaints received and responded to in August. A decrease in response times from 79% to 74.5% was seen for urban areas and 100% was met in rural areas against a KPI target of 95%. Noise complaints were not responded to in alert level 4, which explains the low number of RFS received. Strategies for improvement continue to be discussed with the Noise Contractor to increase the figure for urban areas.

35 parking infringements were issued during the month. The Parking Warden did not operate in alert level 4 and 3.

### Environmental Health

20 businesses had food verification visits by Environmental Health Officers during August 2021. MPI issued a directive that verifiers were unable to do verifications during alert level 4. Also, businesses that were not essential were not permitted to be open for trading.

Only 9 Good Host Visits (GHVs) of licensed premises were conducted due to alert level 4 restrictions.

### Animal Management

412 RFS were received for Animal Management in August 2021; 77 urgent and 335 non-urgent. Of the non-urgent RFS, 129 were for registration queries. Re-registration runs from 1 July to 1 September.

Animal Management were an essential service during level 4 and responded to urgent dog aggression RFSs.

Animal Management Officers continued to respond to requests within level of service agreed times (95% for urgent response and 97% for non-urgent) in August.

A total of 30 dogs were impounded during August, with six dogs adopted via Council's Facebook page during the month and a further dog taken by a rescue group.

## Resource Consents

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### 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 council’s commitment to the community. The previous satisfaction measures have been replaced with two new ones to assess the response to compliance incidents and processing of applications. These are more appropriate indicators of performance.

## Resource Consents Summary

Due to having Business Intelligence released for the Resource Consents (RC) Team, the previous graphs have been updated. This does mean there will be some variations from previous monthly graphs and reports.

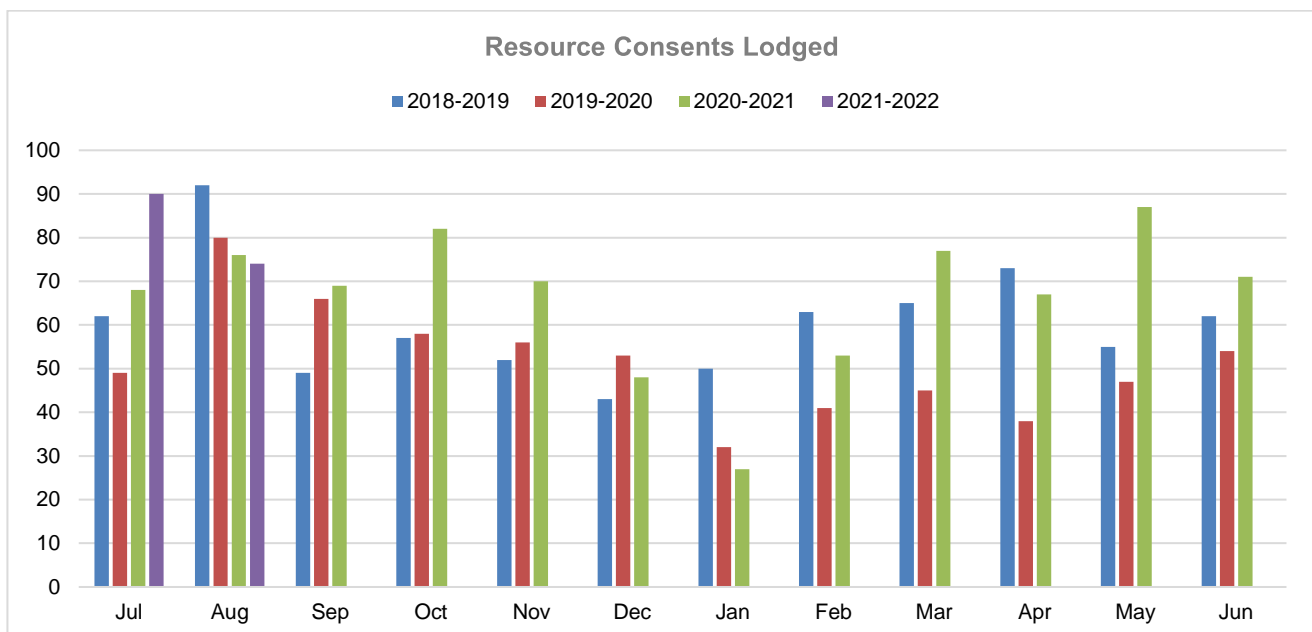
125 applications were received in August. In total, 74 of those were applications under the Resource Management Act 1991 (RMA) that form part of reporting on statutory timeframes to the Ministry for the Environment. The remaining 49 were applications under the RMA, Local Government Act (LGA), the Liquor Licence Act (LLA) that do not form part of statutory timeframes reporting.

The RC Team issued 114 various decisions under the RMA and LGA in August 2021. Of the 114 applications, 60 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). As previously stated, no consents were outside statutory timeframes for August. Therefore, the RC team has achieved 100% performance against statutory timeframes for three consecutive months.

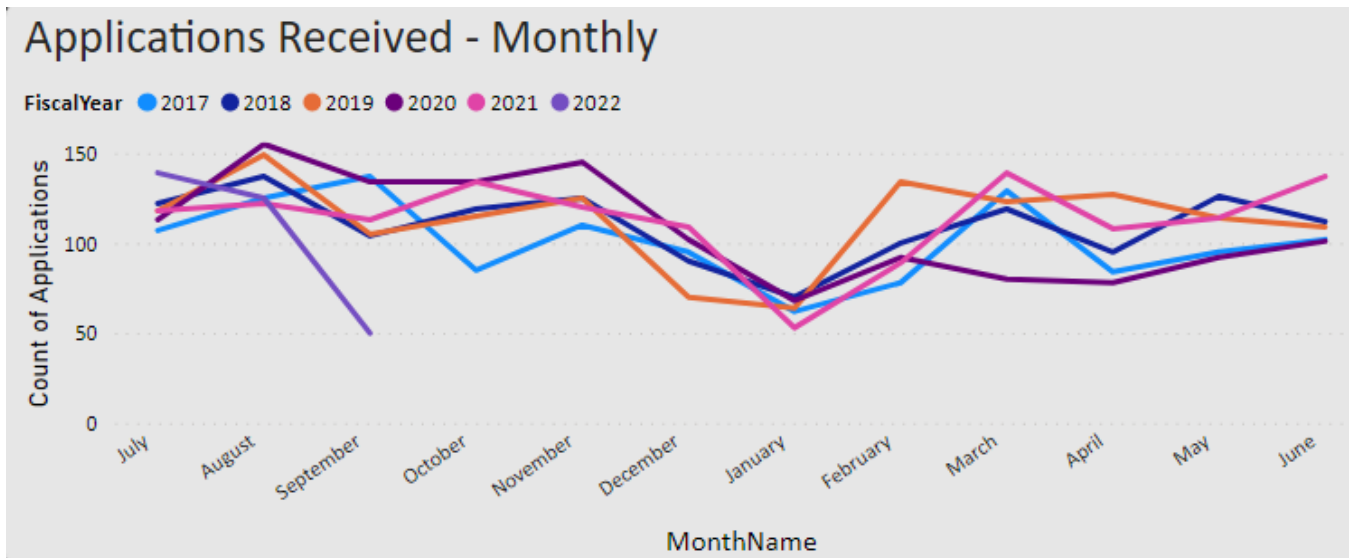
## Applications Lodged

The graph below shows the RMA\* applications received by month over the last 3 years. The planning support team lodged 74 RMA applications in August 2021 compared to 76 in the previous financial year and 80 in the 2019/2020 financial year. This represents a similar number of RMA applications received in August for the last three financial years.

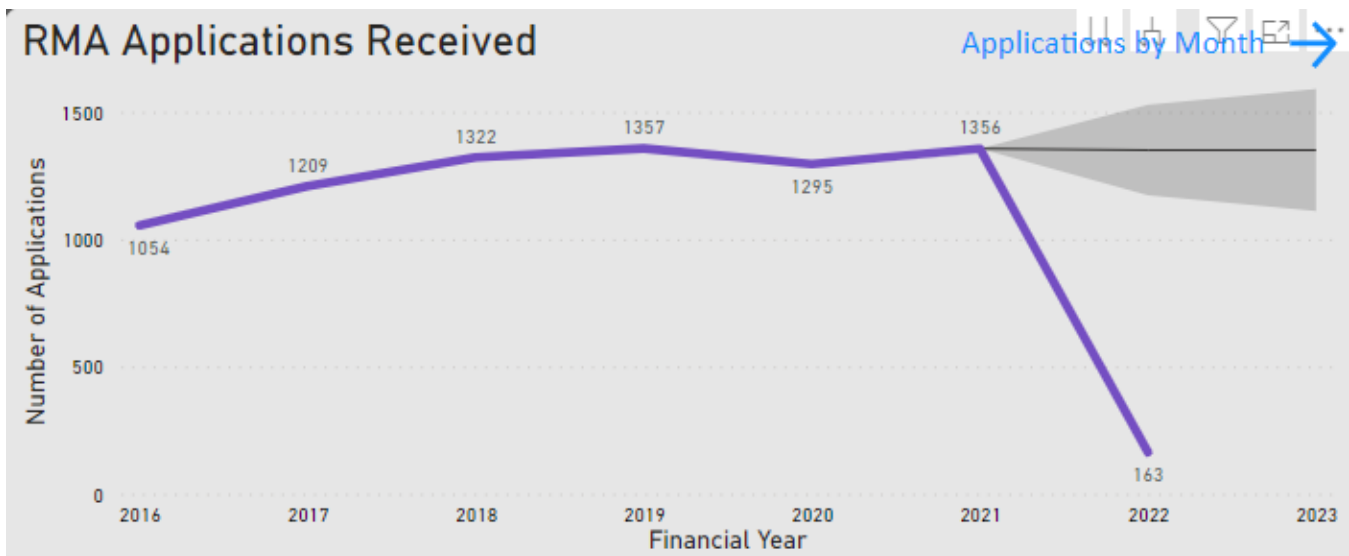
\*Refers to applications lodged that require statutory timeframes reporting.



The graph below is one of the new graphs from the recently released Business Intelligence reporting capability. This graph shows the total number of applications received each month since 2017. The number of 125 applications received consists of all the applications handled by the Resource Consents Team in August 2021.



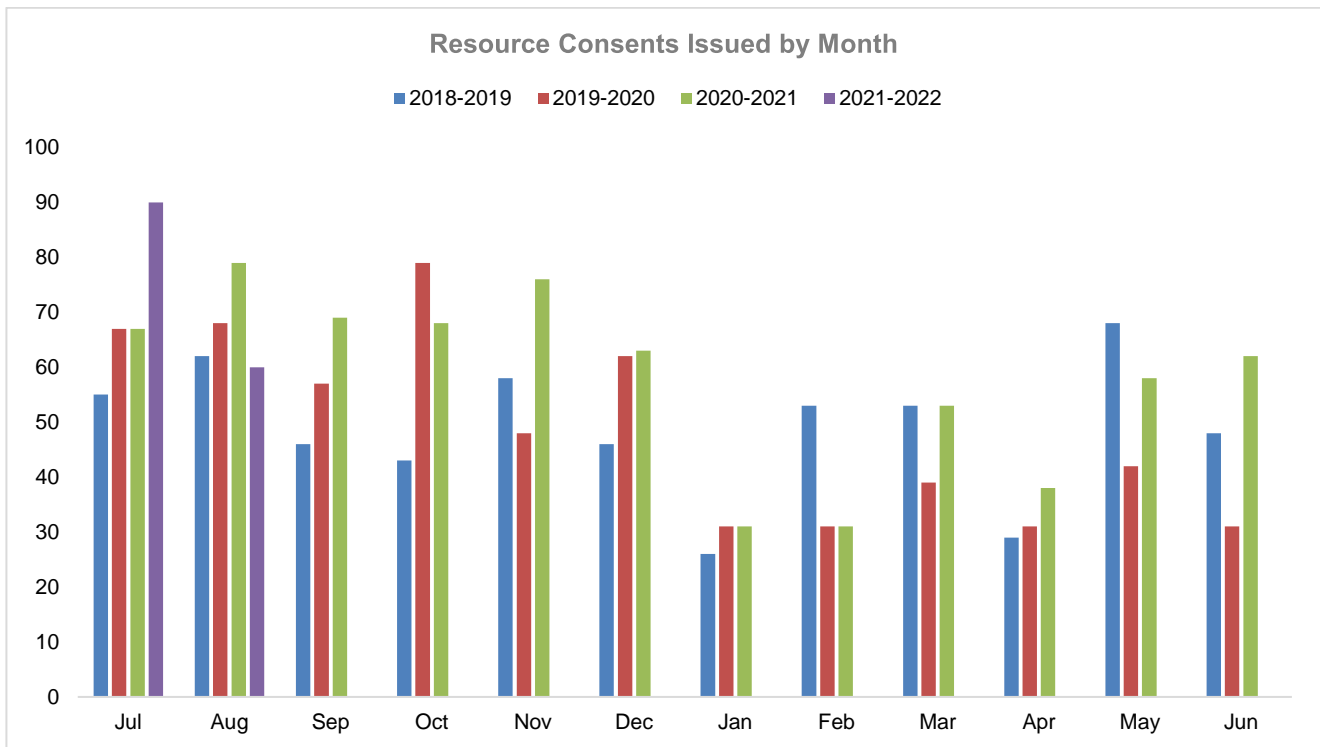
The following graph shows the total number of applications received by year since 2016. This number includes applications received under the Resource Management Act and the Local Government Act (LGA). This shows the volume of applications received showing an upwards trend since 2016 with a slight decrease in 2020 due to the pandemic and nationwide lockdown. The 2022 figure below shows the number of applications received during July and August in the current Financial Year.



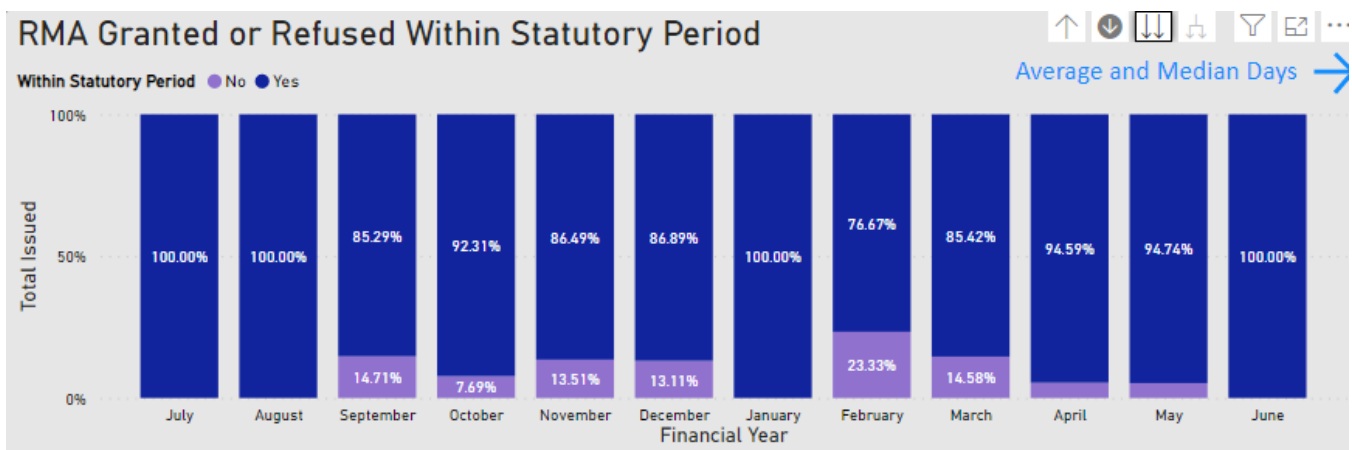
### Decisions issued

The RC Team issued 114 various decisions under the RMA and LGA in August 2021. Of the 114 applications, 60 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). As stated above in the summary, no consents were outside statutory timeframes for August. The decisions issued during June and July were also 100% within statutory timeframes.

The graph below shows 60 Resource Consent decisions issued in August 2021. The number of issued consents is down by 19 on decisions issued in August 2020.



The Resource Consents Performance graph below shows compliance from September 2020 through to August 2021 (July 2021 is at the start of the graph). Of the 114 decisions issued in August 2021, 60 of those decisions were decisions reported to the Ministry for the Environment (MFE) and all were within statutory timeframes. This confirms three consecutive months being at 100% of decisions being within timeframes.



### Types of Applications Received

The two tables on the next page separate out the RMA applications from the rest of the applications received. The second table includes applications from developers to gain a record of title for their subdivision proposals. This shows a decrease in the number of land use and subdivision applications received in August. This lower volume of applications received could be related to the recent time spent under level 4 lockdowns due to the Delta strain of Covid19 being detected in the community.

| Type of Resource Consent          | Number Received |           |           |           |           |           |           |           |
|-----------------------------------|-----------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|                                   | Jan             | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       |
| Land use consent                  | 8               | 16        | 29        | 14        | 32        | 41        | 28        | 34        |
| Subdivision                       | 8               | 6         | 19        | 9         | 15        | 18        | 26        | 18        |
| Variation                         | 2               | 5         | 8         | 5         | 6         | 12        | 10        | 3         |
| Permitted Boundary Activity       | 1               | 1         | 7         | 4         | 7         | 3         | 9         | 7         |
| Extension of Time                 | 0               | 1         | 1         | 0         | 1         | 0         | 2         | 0         |
| Certificate of Compliance         | 0               | 0         | 1         | 0         | 0         | 2         | 0         | 0         |
| RMA Discharge                     | 0               | 0         | 0         | 0         | 1         | 1         | 0         | 1         |
| RMA NES CS                        | 0               | 0         | 0         | 0         | 0         | 0         | 0         | 1         |
| Combined land use and subdivision | 2               | 4         | 5         | 3         | 6         | 6         | 8         | 6         |
| Outline Plan                      | 0               | 0         | 0         | 0         | 0         | 0         | 2         | 2         |
| Outline waiver                    | 0               | 0         | 3         | 1         |           | 3         | 2         | 2         |
| <b>Total RMA</b>                  | <b>21</b>       | <b>33</b> | <b>73</b> | <b>37</b> | <b>67</b> | <b>90</b> | <b>90</b> | <b>74</b> |

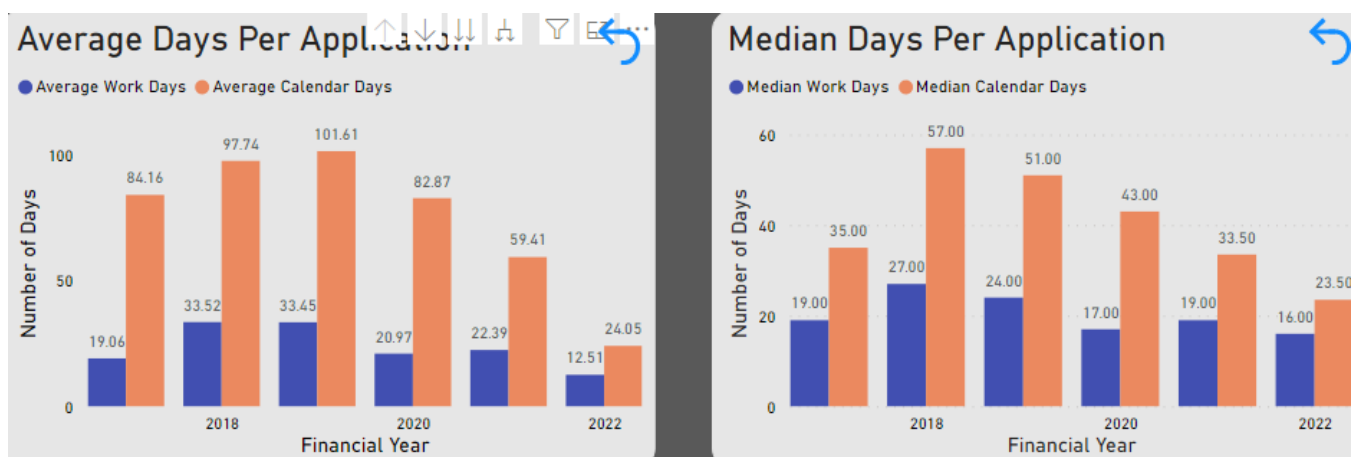
### Certificate Applications Received

The table below details the number of certificate and other applications received for August 2021. This table shows that 49 various certificates and Local Government Act (LGA) applications were worked on and issued in August. The Resource Consents Team made less use of Planning Consultants in August compared to previous months.

| Type of Certificate & LGA & other work | Number Received |           |           |           |           |           |           |           |
|--|-----------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|  | Jan             | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       |
| RMA OTH                                | 0               | 0         | 0         |           | 1         | 0         | 2         | 0         |
| RMA OBJ                                | 0               | 0         | 0         | 0         | 0         | 2         | 1         | 2         |
| CER221                                 | 0               | 0         | 0         | 0         | 0         | 1         | 0         | 2         |
| CER223                                 | 16              | 20        | 22        | 18        | 19        | 14        | 20        | 13        |
| CER224                                 | 4               | 10        | 4         | 14        | 24        | 9         | 14        | 10        |
| CER348                                 | 0               | 0         | 0         | 0         | 0         | 2         | 0         | 2         |
| CERBND                                 | 0               | 0         | 6         | 1         | 0         | 0         | 0         | 0         |
| CEROTH                                 | 0               | 0         | 4         | 1         | 0         | 0         | 0         | 0         |
| LGA348                                 | 0               | 2         | 2         | 2         | 2         | 4         | 2         | 3         |
| LGAEWK                                 | 0               | 8         | 15        | 16        | 6         | 14        | 11        | 16        |
| LIQCOC                                 | 0               | 1         | 0         | 1         | 2         | 7         | 2         | 3         |
| <b>Total</b>                           | <b>20</b>       | <b>41</b> | <b>53</b> | <b>52</b> | <b>53</b> | <b>51</b> | <b>49</b> | <b>49</b> |

## Trends, News and Success Stories

The graph below shows the average number of days it takes the planners and engineers to process an application. The trend is consistently moving down from an average number of 33 working days in the 2018-2019 financial year to 22 working days in the 2020-2021 financial year. The average number of calendar days has dropped from the highest number in the 2019/2020 financial year of 102 days to 60 calendar days in the 2020/2021 financial year. The team is currently tracking at 12.51 average working days and 24 average calendar days in the 2021/2022 financial year.



In total the resource consents team, along with the planning support team, worked on 74 new RMA applications, 49 various LGA applications, certificates, licences and permits and issued 114 various decisions. In addition, the Resource Consents Team attended eight concept development meetings (CDM's) and pre-lodgement application meetings in August 2021. The Resource Consent Engineers also worked on 5 Engineering Plan approvals to assist a more streamlined process for building consents being issued and applications for Certificate under s224 of the RMA.

### Hearings

One fee objection was held in August with the Commissioner upholding the decision of Council.

### Customer and Relationships

The Resource Consents Team had 66 surveys sent out in August 2021 with 28 responses received, giving the team a response rate of 38%. There were 16 satisfied customers, and 5 customers were dissatisfied. We continue to receive comments that are attributed to building or planning support.

The Resource Consents team, being part of the regulatory arm of the council, often receives a negative comment due to the perceived high cost of obtaining a resource consent and or frustration with the District Plan rules and legislation.

## 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:

|  |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>• District Plan breaches</li> <li>• RMA breaches</li> <li>• Bylaw breaches</li> <li>• LGA breaches</li> </ul> | <ul style="list-style-type: none"> <li>• Removal of abandoned vehicles</li> <li>• Parking enforcement</li> <li>• Resource consent monitoring</li> </ul> | <ul style="list-style-type: none"> <li>• Bylaw permits</li> <li>• Litter infringements</li> <li>• Noise complaints</li> </ul> |
|--|---|---|

## Staffing

Recruitment is complete for a fixed term monitoring officer and there are currently no vacancies in the team.

## Levels of Service

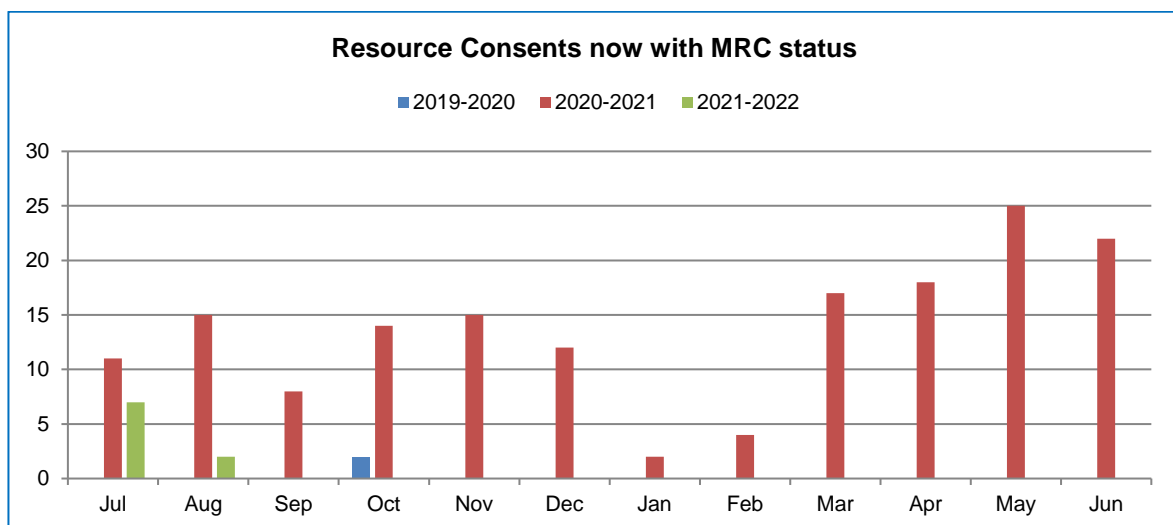
### 8.3 To ensure compliance with the Resource Management Act with regard to noise pollution.

| Performance measure  | Latest results: 2016/17 | 2018/19                         | 2019/20                         | 2020/21                         | 2021-28                         |
|--|-------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| 8.3.1 Respond to noise complaints within the following timeframes:<br>In urban areas: 1 hour, and<br>In rural areas: 2 hours | New                     | ≥85%<br>within set<br>timeframe | ≥90%<br>within set<br>timeframe | ≥95%<br>within set<br>timeframe | ≥95%<br>within set<br>timeframe |

## Resource Consent Monitoring

If a resource consent (RC) is issued with conditions, it becomes the responsibility of the Resource Consent Monitors (RCMs) to ensure those conditions are met in a timely manner. The RCMs are notified of decisions by the planners. This is an automated process within Pathways where an email is sent to ten RCM inbox once the status of a consent is changed to 'Decision Issued' and there are conditions to monitor.

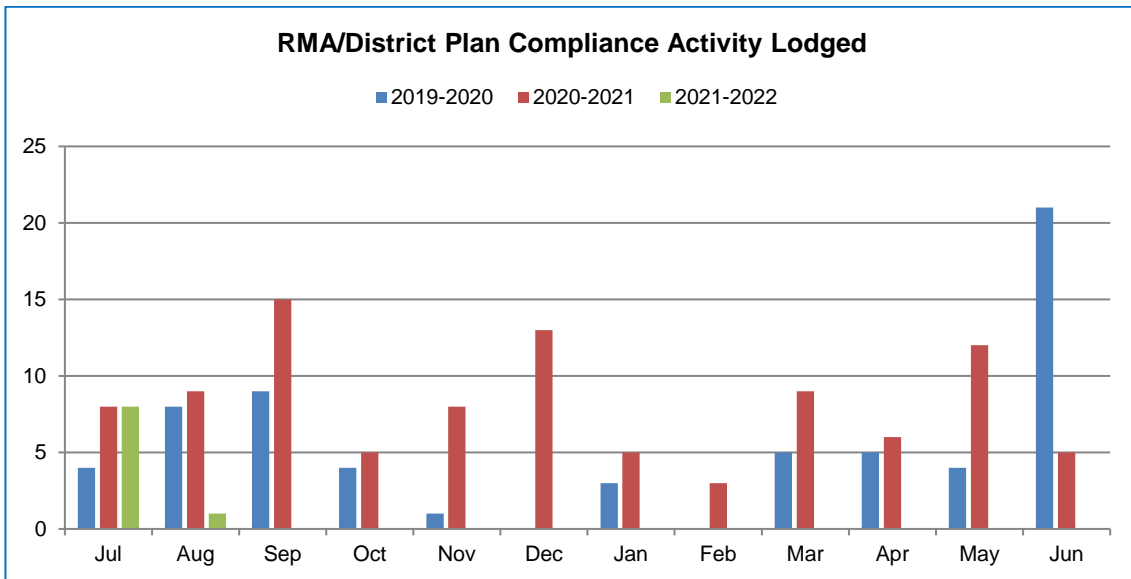
The graph below shows how many issued consents have had their status changed to MRC (Monitored Resource Consent), reflecting the fact they have been passed over for monitoring.



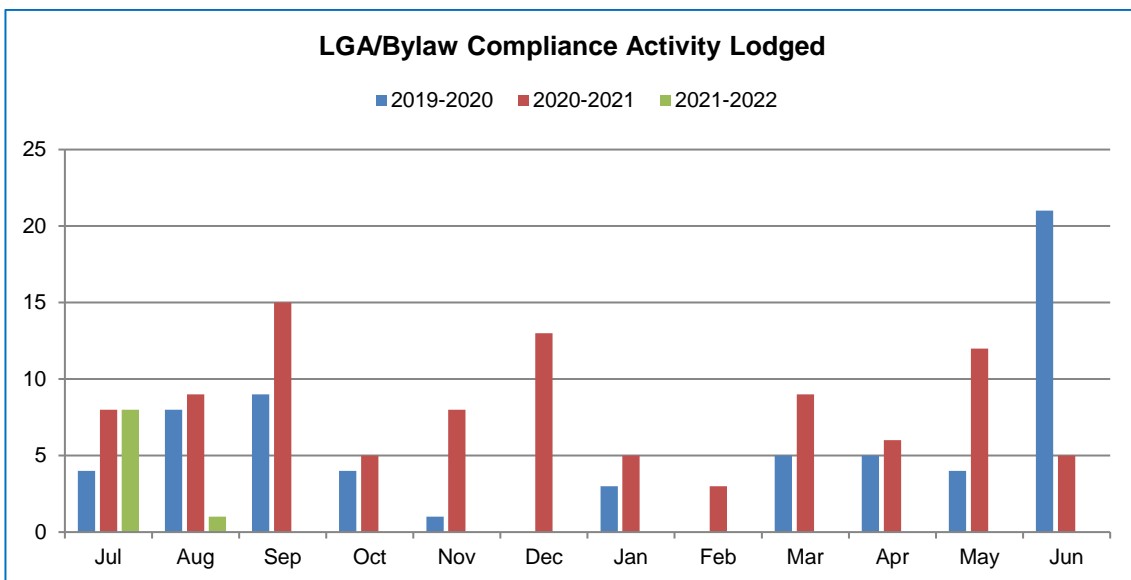
## Compliance

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 over the last three financial years.



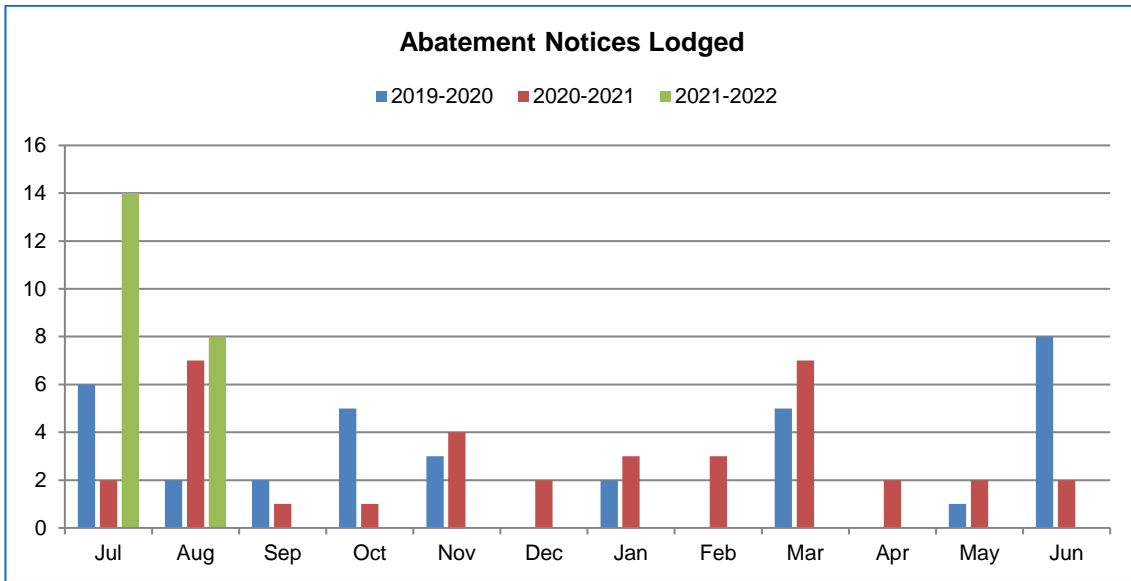
The Monitoring team is also responsible for investigating incidences reported to them of non-compliance with the Far North District Council’s Bylaws. The following graph shows one incident for August 2021. Bylaw Compliance activity has reduced since several Bylaws lapsed and are not able to be enforced.



## 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 or consent notice.

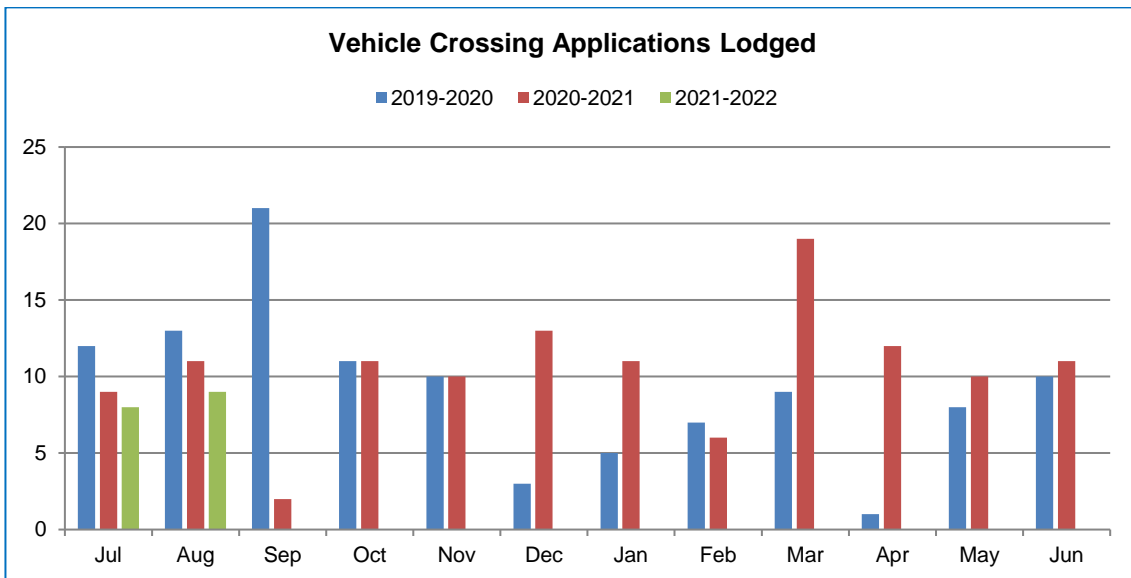
Abatement notices are issued with a specific date by which the offender must comply. If an offender has not complied with an abatement notice and is not showing a willingness to cooperate with council an environmental infringement notice (EIN) of \$750 can be issued or prosecution commenced.



## Bylaw Compliance Activity

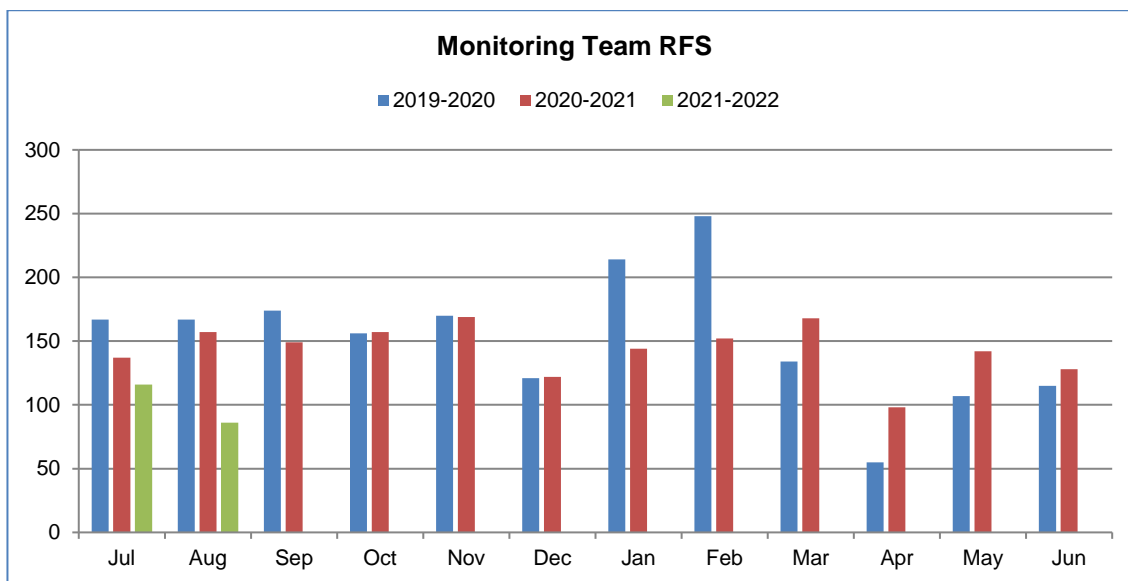
### Vehicle Crossing Applications

The Monitoring team has contracted out the management of vehicle crossing applications to Haigh Workman. The following graph shows 9 applications received in August 2021 compared to 11 in August 2020.



## Monitoring Team RFS

The monitoring officers respond to requests for service relating to alleged breaches of Bylaws, RMA, Reserves Act, and other Acts for which they are warranted officers. 86 RFS were investigated in August 2021.

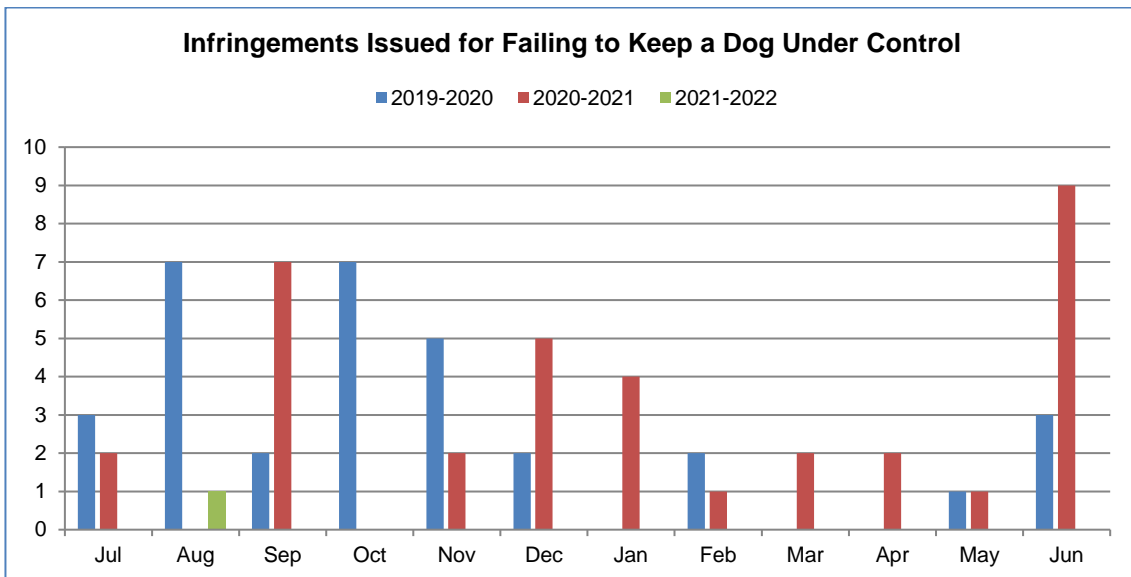
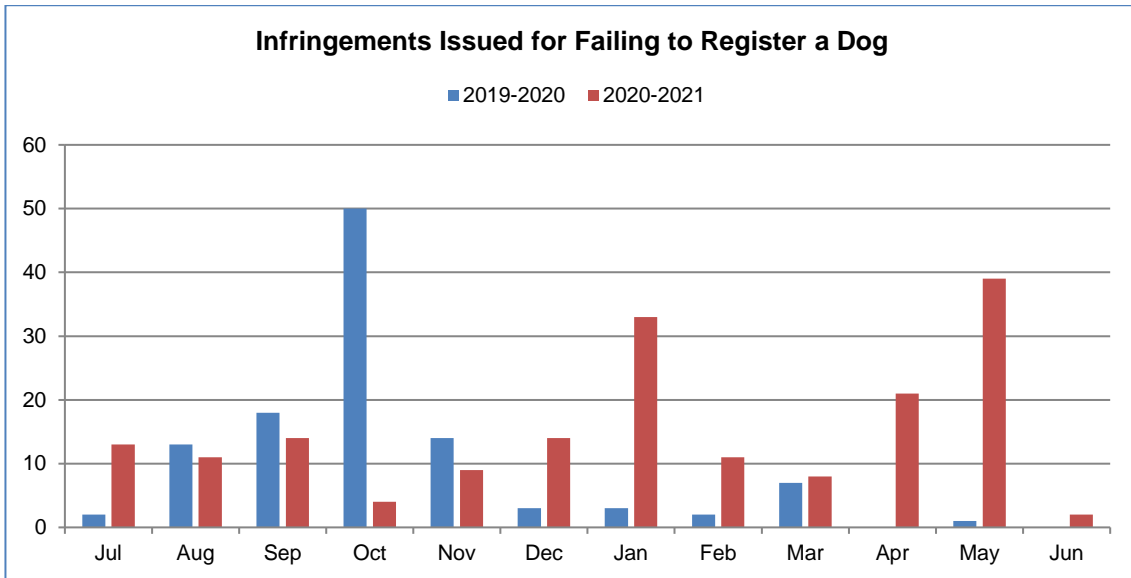


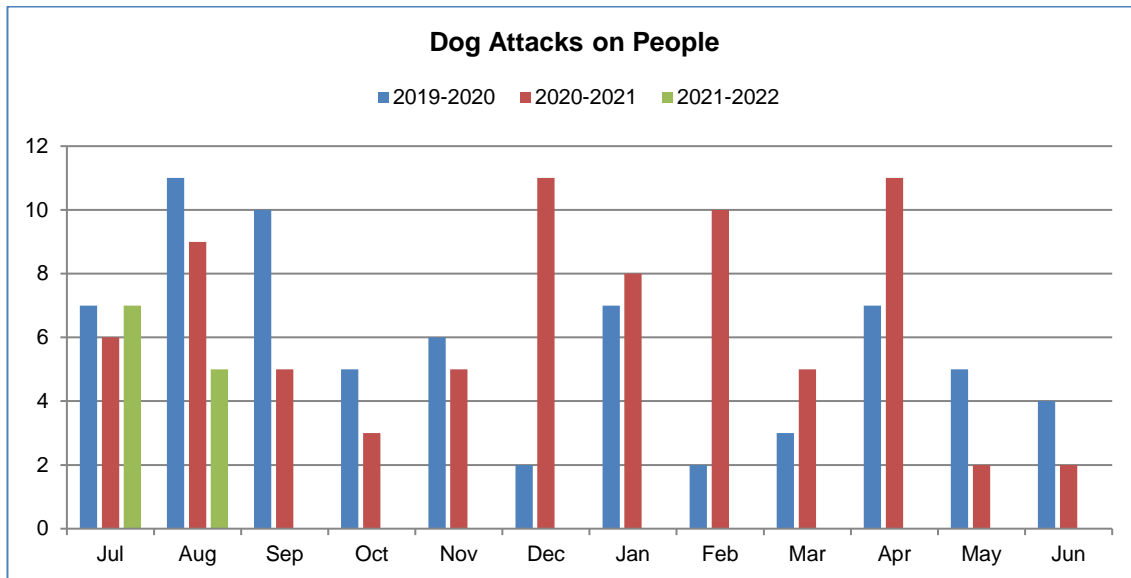
# Animal Management

## 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.

## Levels of Service





## RFS Responses

The month of August saw a total of 412 RFSs for Animal Management of which 129 were for registration queries. Re-registration period runs from 1 July to 1 September. 53 RFSs were received for aggression incidents.

## Registration Follow Ups

During the month of August, no infringement notices were issued for failing to register a dog, however there were 14 Notices to Register (NTRs) issued.

In terms of process, an NTR is issued to a dog owner as a prompt to get their dog registered. Officers may give the dog owner a period of time to meet this requirement, however if the dog remains unregistered an infringement notice of \$300 is issued. If registration is paid within a specified timeframe, the infringement will be waived. Unfortunately, continued non-compliance does result in the infringement being sent to the Courts and potential seizure of the dog.

## Impounded Dogs

30 dogs were impounded in August resulting in 12 being claimed by their owners, one dog taken by Rescue Groups and six being adopted out to new homes. There were also 12 dogs euthanised in August due to not being claimed by an owner and not meeting criteria to be rehomed.

## Dog Adoptions

Six dogs were successfully adopted to new homes and these were placed out as follows:

- 2 within the Far North District
- 2 to Whakatane
- 1 to Wellington
- 1 to Auckland

# Environmental Health Services

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## 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 Council's commitment to the community. The target for food control plan audits was adjusted across the 10 years of the LTP to transition from relatively poor results to the desired level by 2021.

**Target:** ≥95% **This Month:** 56.8% **Last Month:** 100% **Last Year:** 92%

During August 2021, 52 verifications were scheduled. Of these scheduled verifications 20 were completed as scheduled.

The 32 cancelled verifications were a result of Covid-19 lock down. MPI issued a directive that verifiers were unable to do verifications during Alert Level 4 (lock down), also businesses that were not deemed an essential service were not permitted to be open for trading.

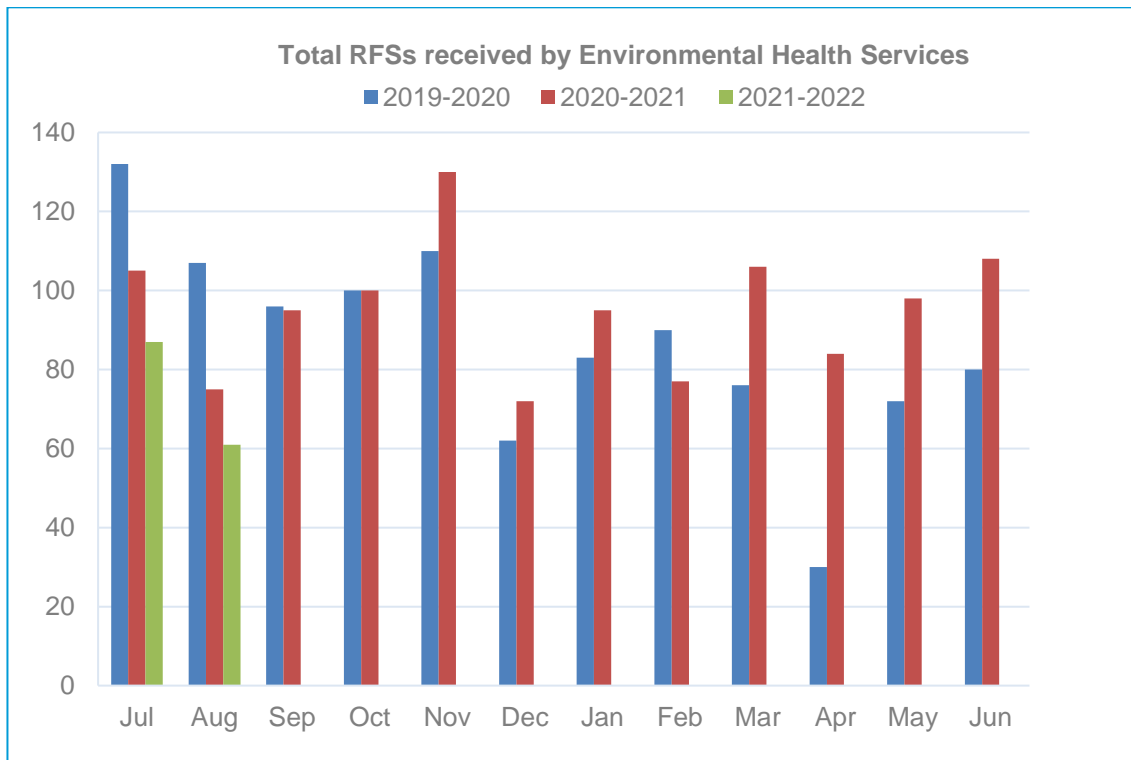
Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

**Target:** ≥25% **This Month:** 16.7% **Last Month:** 12.9% **Last Year:** 100%

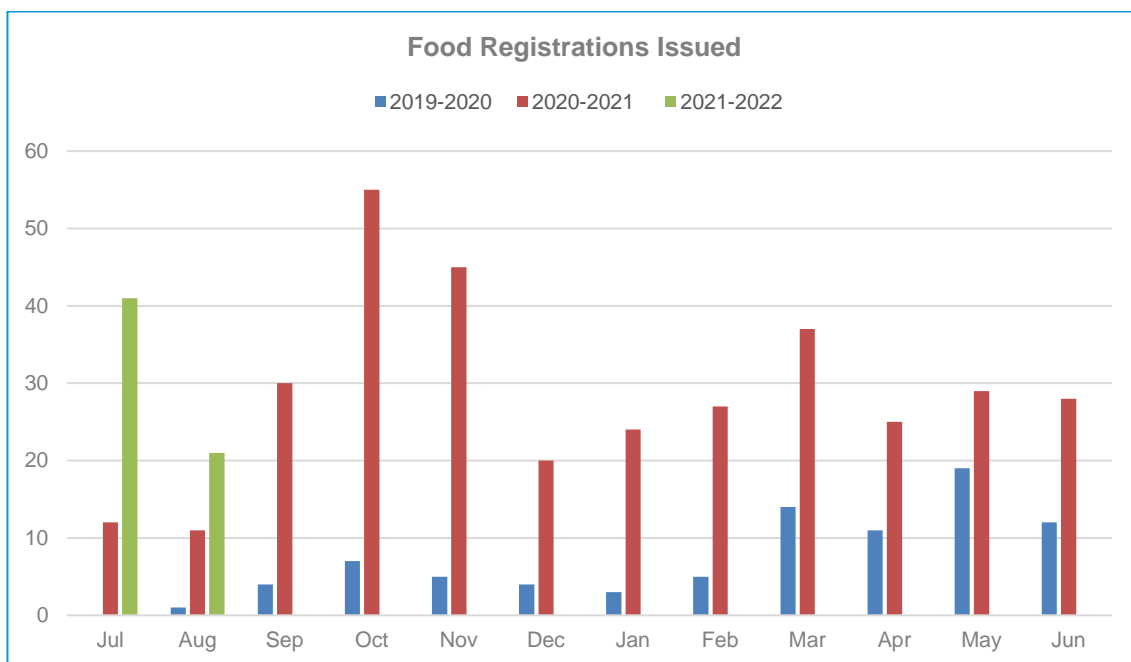
At present there are 258 licensed premises in the Far North district. 25 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that the EHS team will complete 233 visits during 2021-2022.

During August 2021, 9 visits (16.7% of all premises) were completed by the EHS team. For the remainder of this reporting year there is a total of 194 visits to complete.

## Requests for Service

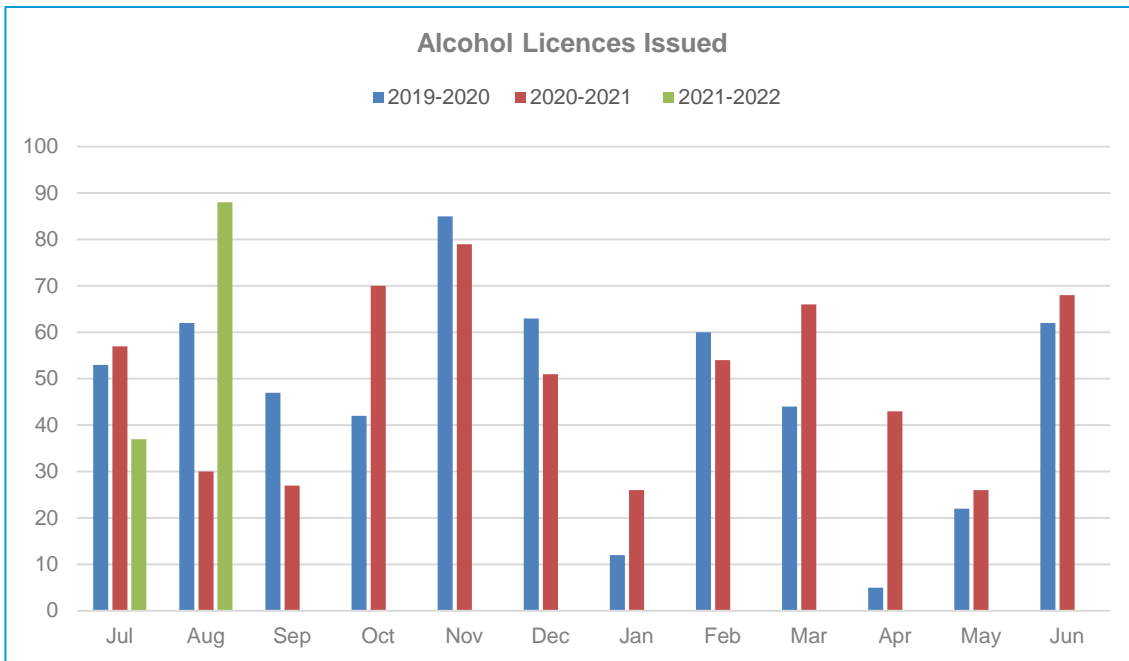


## Food Registrations Issued

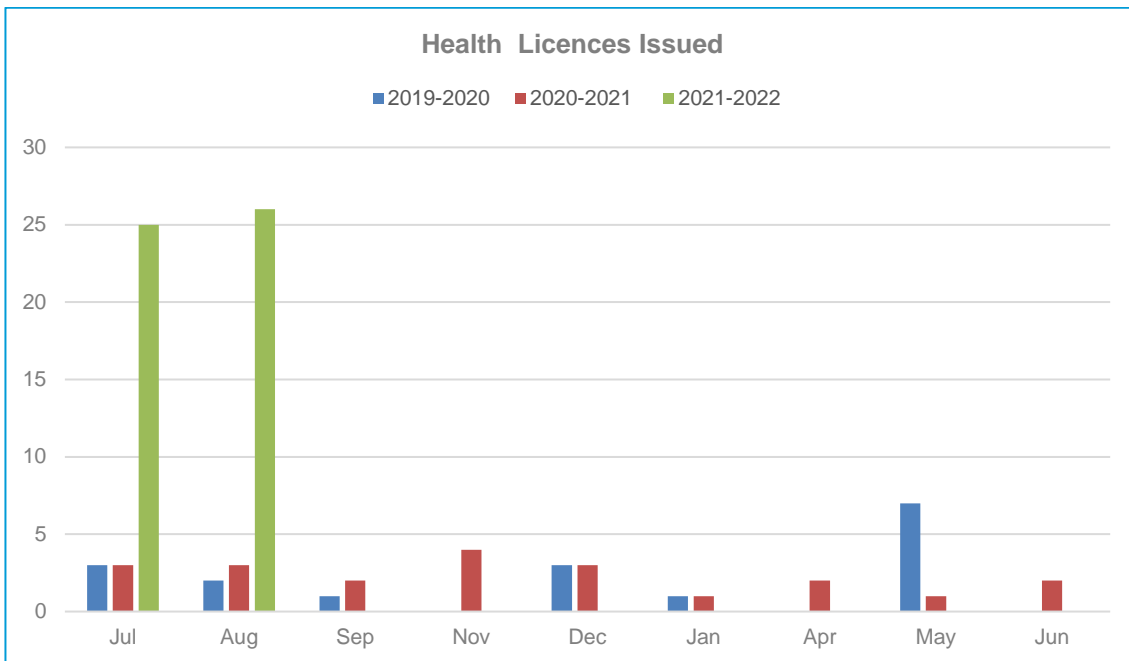




## Alcohol licences Issued



## Health licensing



Health licenses are renewed on 1 July each year which explains the increase in the number of health licenses issued in August.