

**DISTRICT SERVICES  
MONTHLY  
BUSINESS REPORT**

---

**October 2022**

# 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, Event application 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.



This new truncated version of the District Services Monthly Business Report provides a summary of key highlights and noteworthy trends for the month of October 2022.

## Community and Customer Services

Customer facing sites were closed for 7 working days in October 2021, so face to face interactions are noticeably higher in October 2022 across Service Centres, Libraries, i-SITEs and the Museum. Online interactions via Council's website are continuing to increase. Customer's opting to 'lodge an online request' as opposed to visiting, emailing or phoning Council with their enquiries.

Two cruise ships visited the Bay of Islands in October which saw a marked increase in visitors to the i-SITE in Paihia.

As is typical for this time of year, the number of event enquiries and applications are increasing.

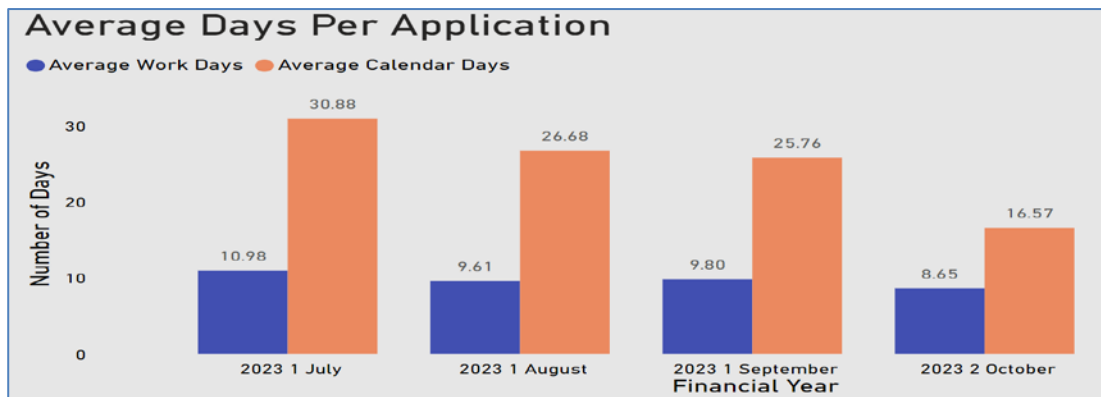
## Building Services

At the end of October, the BCA has remained at 100% compliance for building consent and has regained 100% compliance for the last two months running. Building Consent and Code Compliance Certificate compliance for the year are 100% and 99.60% respectively, while the challenge is to retain 100%. Average working and calendar days for building consents are 10 and 25 days, whereas code compliance certificates are 6 and 23 days.

The BCA has been assessed by IANZ and 15 non-compliance (GNC) were found of which one was serious. A work plan has been sent to and subsequently approved by IANZ. The BCA is currently working to clear the GNC's, we look to clear the GNC's before Christmas.

The inspection service is currently under pressure, with inspection availability taking as long as 10 days at times. An analysis of the booking system has identified deficiencies in the way inspections are booked and a lack of available inspectors. Changes have been made to simplify the booking system to aid the customer service officers and guidance posted to our web site to aid the industry.

The following graph shows a decreasing trend in average work and calendar days to process building consent applications:



## Environmental Services

### The National Policy Statement for Highly Productive Land

A new National Policy Statement for Highly Productive Land has been published by the Ministry for the Environment and took effect on 17 October 2022. This requires Council to have regard to the objectives and policies of the statement in making decisions on resource consent applications. The drafting of the Operative and Proposed District Plans is not totally consistent with this document and a practice note has been prepared to guide implementation. This is currently under legal review to ensure our implementation is supportable. It is likely that this statement will result in the declining of resource consents to subdivide and develop highly productive land in the district.

### Hearings

One hearing was held in October for 2300507-RMASUB – an application to subdivide to create 19 additional lots at Weka Street in Ahipara.

### Processing Timeframes

October has seen a continuation of a lower number of applications received as in August and September. This has presented an ideal opportunity for the Resource Consents team to work through the existing backlog of applications and this is reflected in the lower number of applications waiting to be allocated: now at 48, down from 117 in September.

Decision making by delegated authority is limited. The increased processing capacity created by additional consultants and new staff has created an increase in decisions requiring review and signoff by delegated authorities. Decisions are currently fifteen working days behind schedule, adding to existing processing delays. To help mitigate this, recruitment for a fixed term Principal Planner and the engagement of an independent commissioner is underway.

### Applications Received for Significant Developments – December 2021 Onwards

Application	Allocated	Received	Location	Status	Description
2220418-RMASUB	In-house	10/12/2021	Taipa	Suspended	Subdivision to create 10 allotments in the Coastal Living Zone as a Discretionary Activity.
2220472 RMACOM	Consultant Planner	23/12/2021	Russell	Suspended	Subdivision to create 17 allotments also Land use consent is also sought for reduced setback from proposed internal boundaries and remaining areas of vegetation, and for impermeable surfaces.

2220473-RMALUC	Consultant Planner	22/12/2021	Mangonui	Suspended	Tasting room at Paewhenua Island breaching the Visual Amenity, Scale of Activities Earthworks, TIF, and access standards in the General Coastal zone and consent for a change of use under the NESCS. Also included are changes to a consent notice and a discharge consent under the regional plan. The activity is a Discretionary activity.
2220509-RMALUC	Consultant Planner	31/01/2022	Kerikeri	Suspended	A self-storage facility consisting of 9 buildings with a combined floor area of 6498m <sup>2</sup> and 30,133m <sup>3</sup> of earthworks'
2220574-RMASUB	Consultant Planner	09/03/2022	Kerikeri	Suspended	40 lot subdivision in Purerua Bay
2220579-RMACOM	In-house	03/03/2022	Whangaroa	Awaiting Signoff	14 lot subdivision in Coastal Living zone Whangaroa
2220714-RMACOM	Consultant Planner	20/04/2022	Kerikeri	Suspended	To create 56 lots in addition to connecting Mill Lane to Hall Road and extend Ranui drive to connect with Mill Lane in the Residential zone.
2220850-RMACOM	Consultant Planner	10/06/2022	Kerikeri	Suspended	Subdivision in the Residential Zone to create 47 additional lots
2220163-RMACOM	Barry Mosely (Consultant)	23 August	Whatuwhiwhi	Current	Subdivision to create 140 lots at Whatuwhiwhi. Application originally rejected in November due to lack of sewer access. Developer agreement negotiated and application resumed processing 23 August.