

**DELIVERY AND  
OPERATIONS  
BUSINESS REPORT**

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**November – December  
2024**

## Introduction

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

Throughout the district there are many facilities managed by Council and made available for public use. These facilities contribute to the liveability of our communities, providing places and spaces for residents to connect and enjoy themselves and to enhance the visitor experience.

These include:

- **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), and Compliance Monitoring (Legislation and Bylaw monitoring and enforcement).
- **Resource Consent Services:** This includes processing Resource Consents.
- **Property and Facilities:** This includes Property Management and Technical Operations.



The Delivery and Operations Business report provides a summary of key highlights and noteworthy trends for the months of November and December 2024.

## Executive Summary

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### Building Services

#### Building Consent Authority (BCA)

Building Consent and Code Compliance Certificate compliance for the year are 100% respectively, with average working and calendar days for building consents are 9 and 24 days, while code compliance certificates are 6 and 24 days. December had 65 building consents granted, and 84 code compliance certificates issued while November had 106 building consents granted, and 90 code compliance certificates issued.

With the construction industry in decline presently the BCA has time to refine procedures and look for efficiencies that can save time and resource during busy times.

We are currently looking at Artisan as a remote inspection tool, the inaugural edition of the Building Services Newsletter has been sent to local practitioners, and we are looking forward to welcoming a new inspector and processor to our team in the new year.

## Compliance

### Monitoring and Compliance

Monitoring received 131 Requests for Service (RFS) in November and 128 in December 2024.

A total of 57 noise complaints were received and responded to in November, and 38 in December 2024. In

November response times of 56.6% were achieved for urban areas and 100% for rural. In December response times of 96.4% were achieved for urban areas and 100% in rural areas.

There were 59 parking tickets issued in November and 30 in December 2024.

## Animal Management

877 RFS's were received for Animal Management in the November/December 2024 period, 119 urgent and 758 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

89 dogs were impounded during November and December 2024. 38 were released from the shelter. In terms of the dogs released, 28 were claimed by their owners, 8 taken by a Rescue Group and 2 were adopted out to a new home. A total of 50 dogs were euthanised due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 124 infringements issued in November by the Animal Management team:

- 106 x failure to register dog - s42
- 9 x not under control – s53(1)
- 4 x Failure to control and confine – s52A
- 2 x Breaching Dog Control Notices – s20
- 3 x breaching Menacing Classification – s33EC(1)

## Environmental Health

A total of 45 Food Verification audits were completed in September and October 2024.

During September and October 2024, 31 good host visits were completed by the Environmental Health Services team. The level of service target is that 25% of licensed premises are visited once every four years.

A total of 199 Requests for Service (RFS) were received in September and October 2024.

## Resource Consents

### Application Trends

In November we received 89 applications, down from the month before (October 2024), and with December showing a slight decrease receiving 80 resource consent applications.

The decrease in the use of consultants for processing resource consents has been continuing to an almost all time low. Now only those applications where an independent consultant is desirable to mitigate any perceived conflicts of interest are allocated to consultants. Only 2% of current applications are being processed by consultants.

Engineering is a slightly different story, due to limited internal capacity and vacant positions within the engineering team, but we have recently brought onboard Sujeet Tikaram as a Senior RC Engineer who has extensive council and engineering experience and knowledge.

### November Performance Metrics

In November the Resource Consents team issued 59 decisions under the Resource Management Act subject to statutory timeframes and reported to the Ministry for the Environment (MfE).

13 consents were outside statutory timeframes and 46 consents within statutory timeframes in November, resulting in **78% compliance rate**.

The team processed a further 40 various applications that are not recorded by MfE.

### December Performance Metrics

In December, the Resource Consents team issued 43 decisions under the Resource Management Act subject to statutory timeframes and reported to the Ministry for the Environment (MfE).

Three consents were outside statutory timeframes and 40 consents within statutory timeframes in December, resulting in **93% compliance rate**.

The team processed a further 50 various applications that are not recorded by MfE.

### Improved Efficiency and Future Focus

The substantial improvement in our compliance rate is ongoing and is directly attributed to our now almost fully staffed resource consent planning team and consistently working through the legacy consents.

## Property and Facilities Management

### Property Management

Property Management's focus in November and December has been on ensuring all events are permitted for the busy upcoming Christmas and Summer season.

Staff have progressed interim plot reservation guidelines for Council owned cemeteries to ensure plot availability. These will be reviewed in 2025 alongside Councils Cemetery Policy.

Staff presented various reports to Council, including OCS and Hapori contract variations and renewals.

Healthy Homes inspections for all tenanted Housing for the Elderly units have been completed and works will begin to bring these required units up to standard in the new year.

### Technical Operations

Technical Operation's focus for November and December has been the ongoing mobilisation of our Community Facilities contract with Citycare Property Ltd, monitoring levels of service and fast grass growth and management of historical works.

Increased rainfall and warmer temperatures have meant grass growth across the district has been challenging to keep on top of. FNDC staff are receiving many requests for service and are attending to them accordingly.

An influx of tourists has put pressure on the district's assets. To support this, Citycare have increased their servicing from mid-December to adapt to peak season. We also see an increase in vandalism during this time – we kindly ask that the community remain vigilant and report any indecent behaviour.

Healthy Families Far North and Ngā Tohu have created educational fruit-shaped signs. The signs, temporarily installed in Kerikeri Domain, include a QR code which links to a quiz about fruit trees. A group of rangatahi in Kerikeri pulled together to develop the signs after working to understand the depth and breadth of being a kaitiaki for the community: *“to be a good kaitiaki, you first have to have the knowledge and understanding of what you're being a kaitiaki for”*.

The signs are in place until February 3<sup>rd</sup>.

# 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



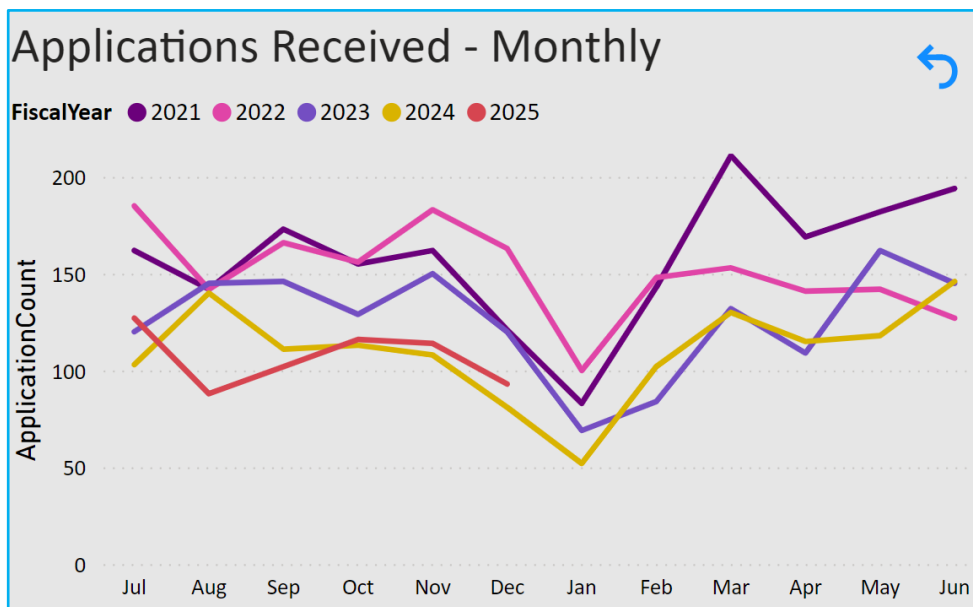
### Power to inspect and enter land

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

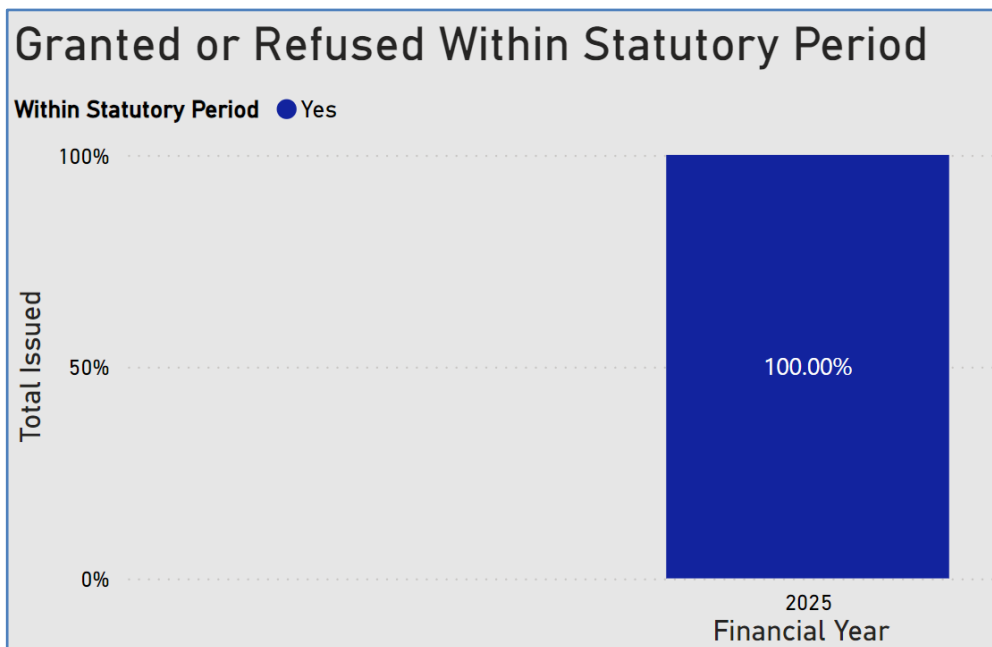
# Building Consent Authority

## Building Consent Processing

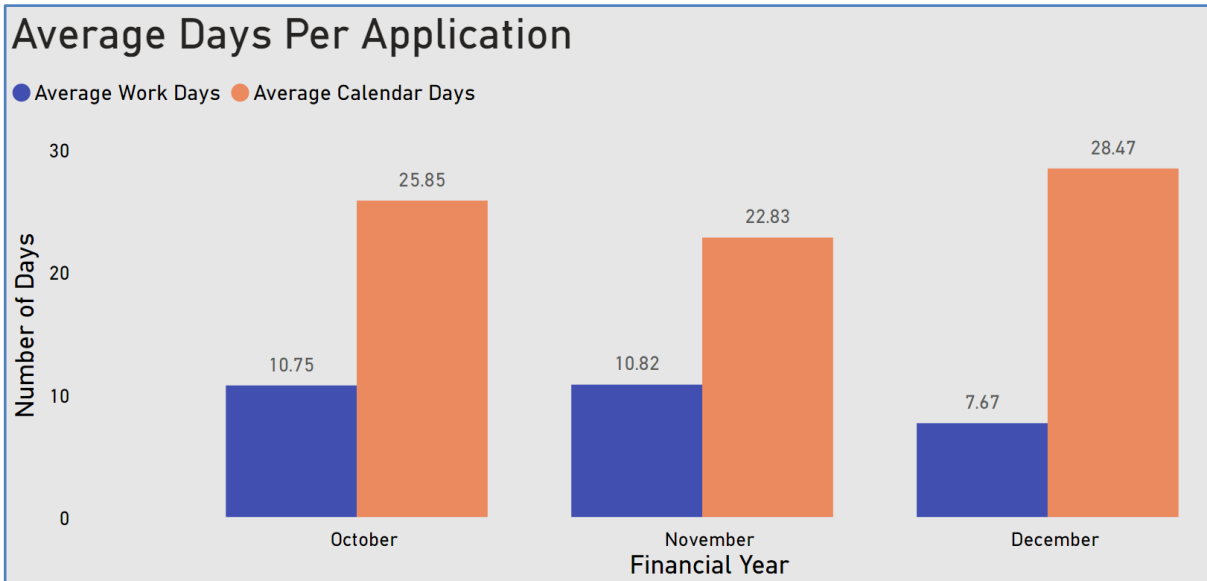
The number of building consent applications received for the second quarter (October – December) show a slight increase from the 2023-2024 financial year however applications are still down in comparison to the three years prior to that. January tends to be the slowest month of the year with some builders and designers still on leave, before a large upswing in February and March. We will see if the same trend continues.



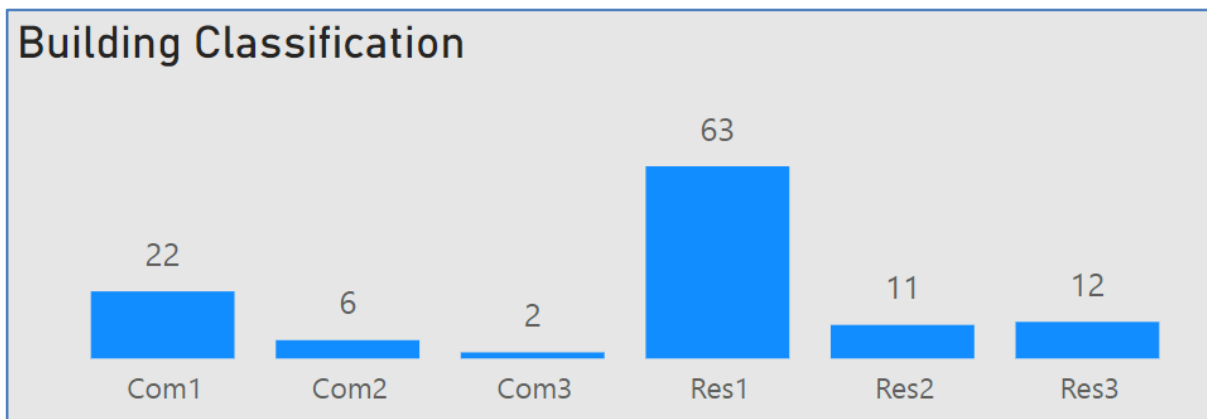
The building consent processing unit has achieved 100% compliance for November and December. The BCA received 114 building consents in total for November, and 93 building consent applications in total for December.



December was another good month for issuing building consents with the average statutory day count to issue a building consent at 7.67 working days.



The dashboard below shows the consents currently being processed by the BCA. There are 63 Residential 1 (Res1), 11 Residential 2 (Res2), 12 Residential 3 (Res3), 22 Commercial 1 (Com 1), 6 Commercial 2 (Com 2) and 2 Commercial 3 (Com 3) applications. Use of contractors (building consultants) for the 2024-25 financial year is currently at 21.8%.

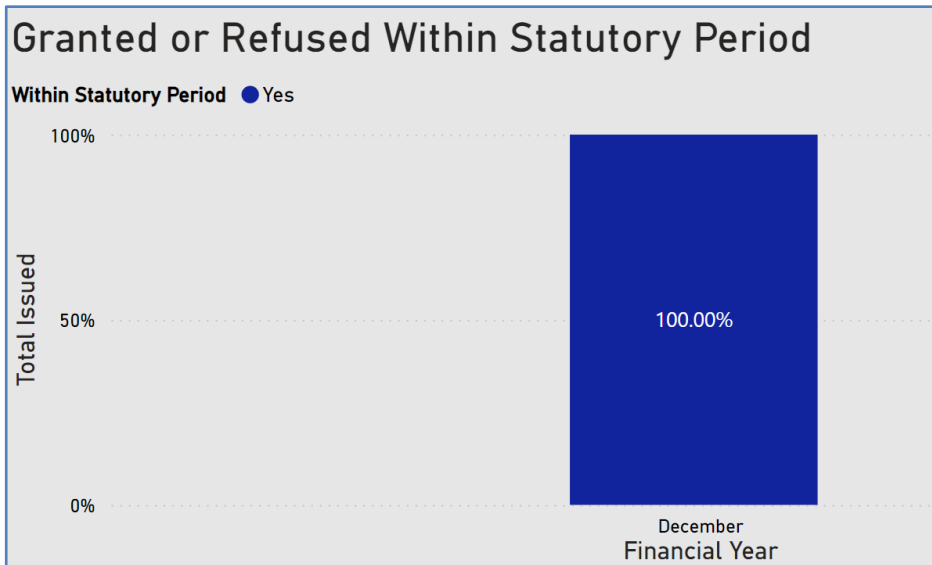




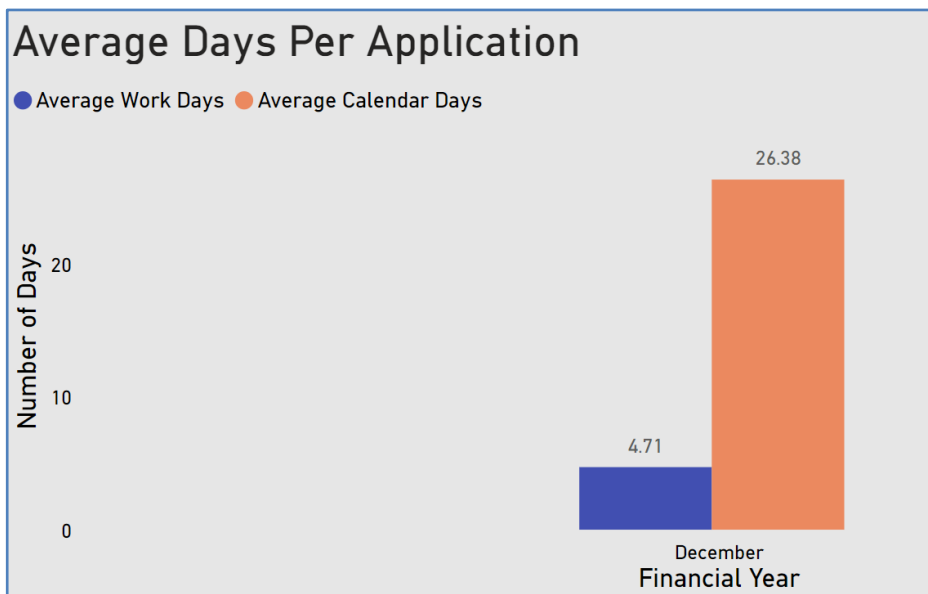
## Code Compliance Certificates

The BCA has achieved a 100% compliance rate for the month of December for issuing code compliance certificates. A total of 84 certificates were issued in December.

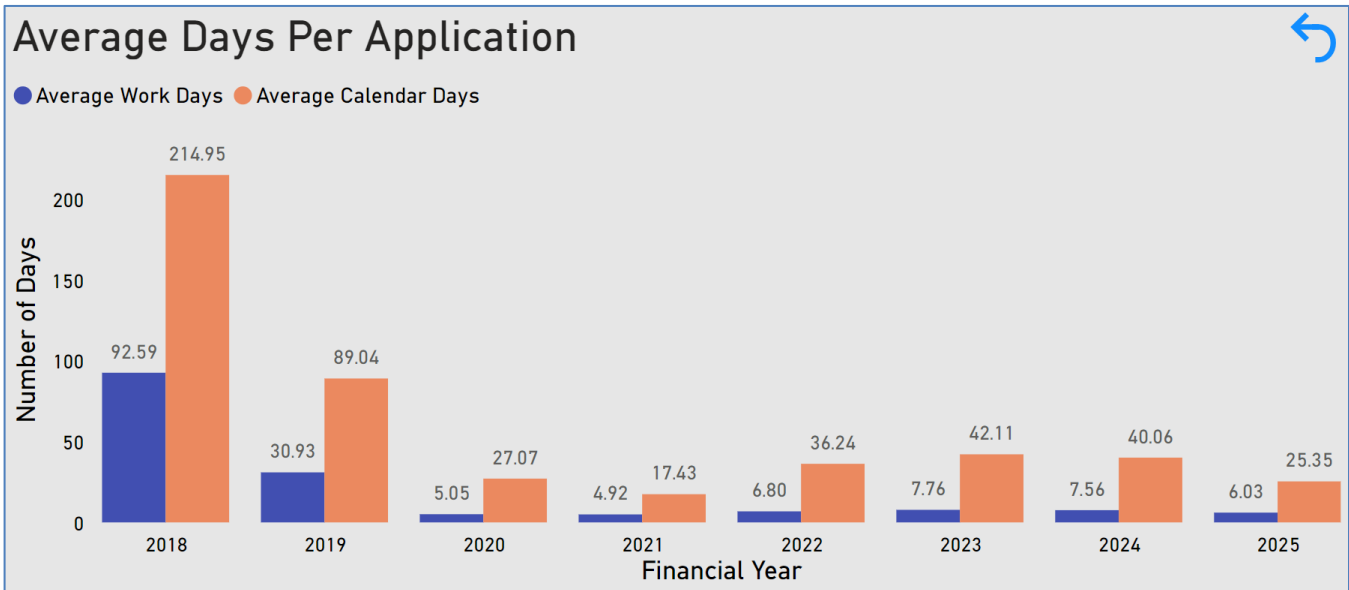
The overall compliance for the 2024-25 financial year is 100%.



On average CCCs for December were issued in 4.71 statutory days, a slight increase from November where they were issued in 3 days.



The BCA's performance in issuing Code Compliance Certificates illustrates continuous improvement. This is due to administrative procedures being reviewed and greater efficiencies being achieved.



## Territorial Authority (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.

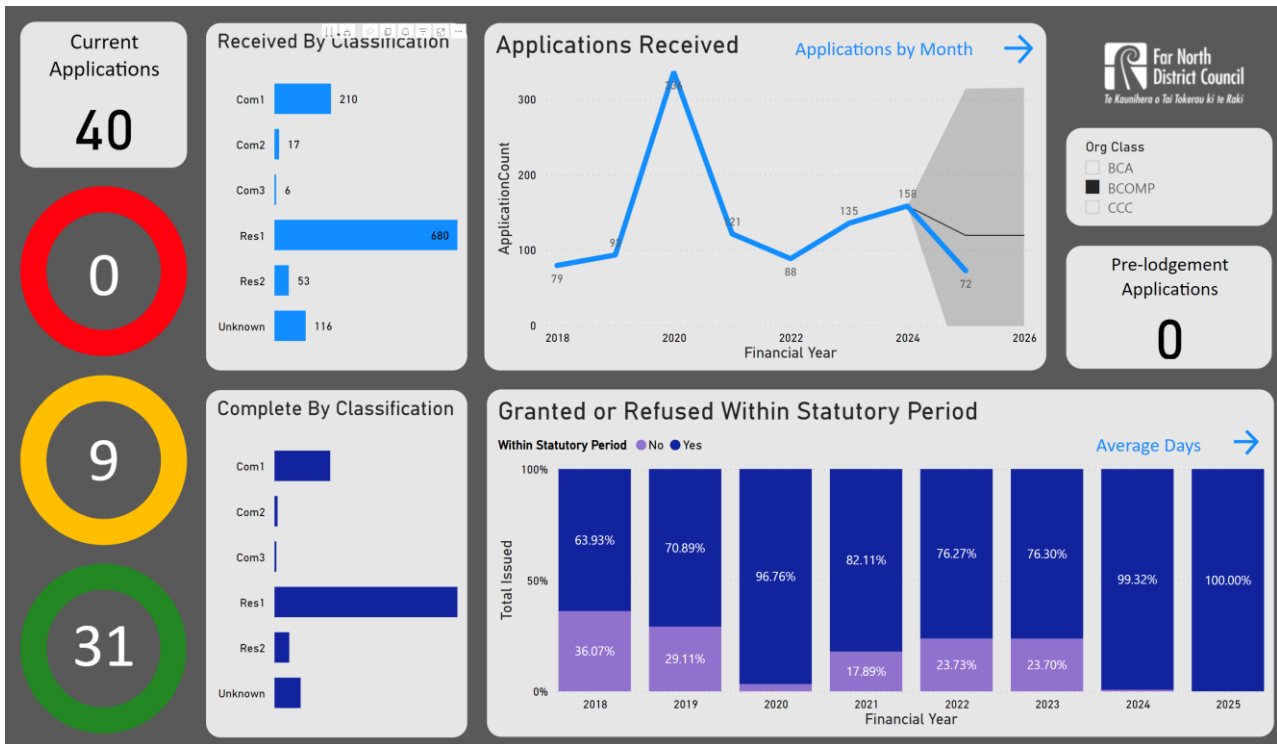
Its purpose is to ensure people can use buildings safely and without endangering the health or the property of others. The team manages the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificates of Acceptance and Exemptions.

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.

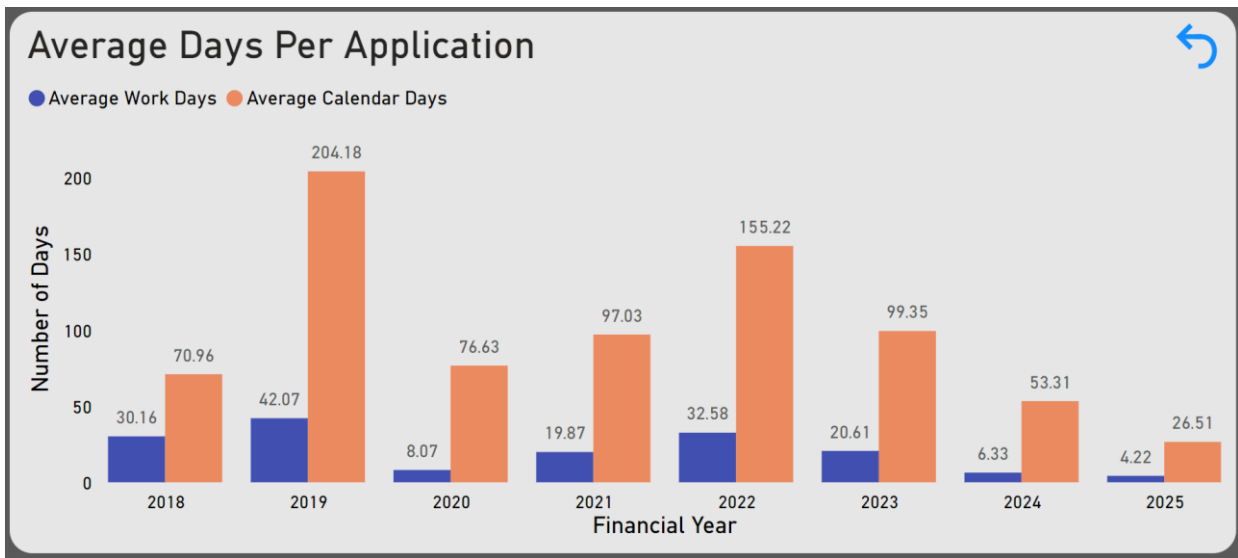
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

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.

The dashboard below shows the current applications that are outstanding. Red is out of the 20-day time frame, yellow have 5 days remaining and green have more than 5 days remaining. This is invaluable for monitoring 20-day statutory timeframes. For the 2023-24 financial year, the team was at 99.52% compliance, and 100% for the 2024-25 financial year and we will continue to strive for 100% in Building Compliance applications.



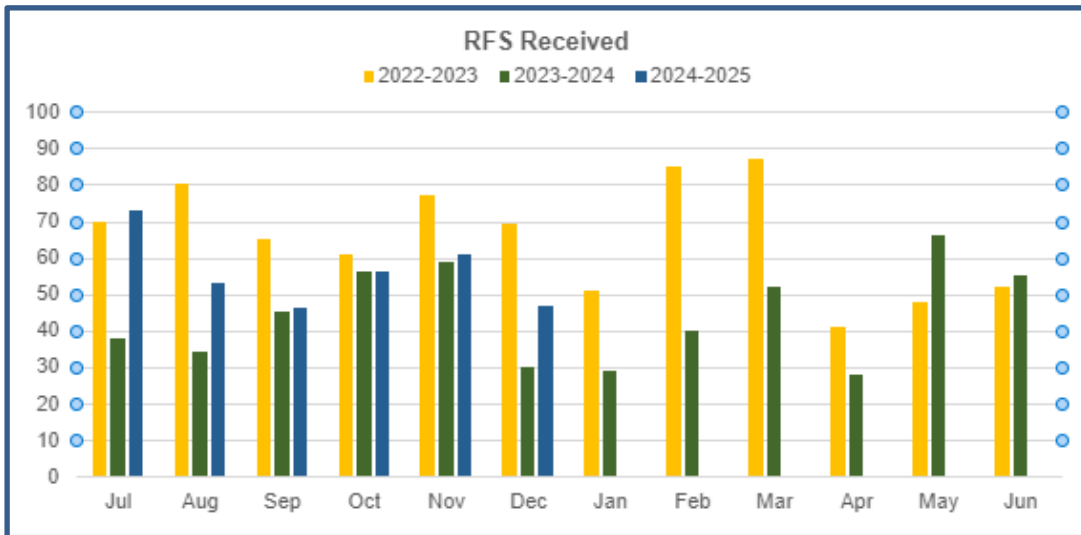
The snip below shows our average days to complete Certificate of Acceptance and Exemption applications. We have some historic consents we are working to clear, once these are cleared this will result in an increase in calendar days. Our target is to have all applications approved within the 20 statutory day timeframe, and we are tracking at 4.22 days currently.



## Requests for Service (RFSs)

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

November saw us handle 61 RFS'. These range from general enquiries regarding BWOF's, Pools and illegal works. December, we received 47 RFS' these were for a wide range of requests including illegal building works, and other information requests relating to building compliance matters. The Building Compliance team continues to deal with a range of Building Act 2004 non-compliances.



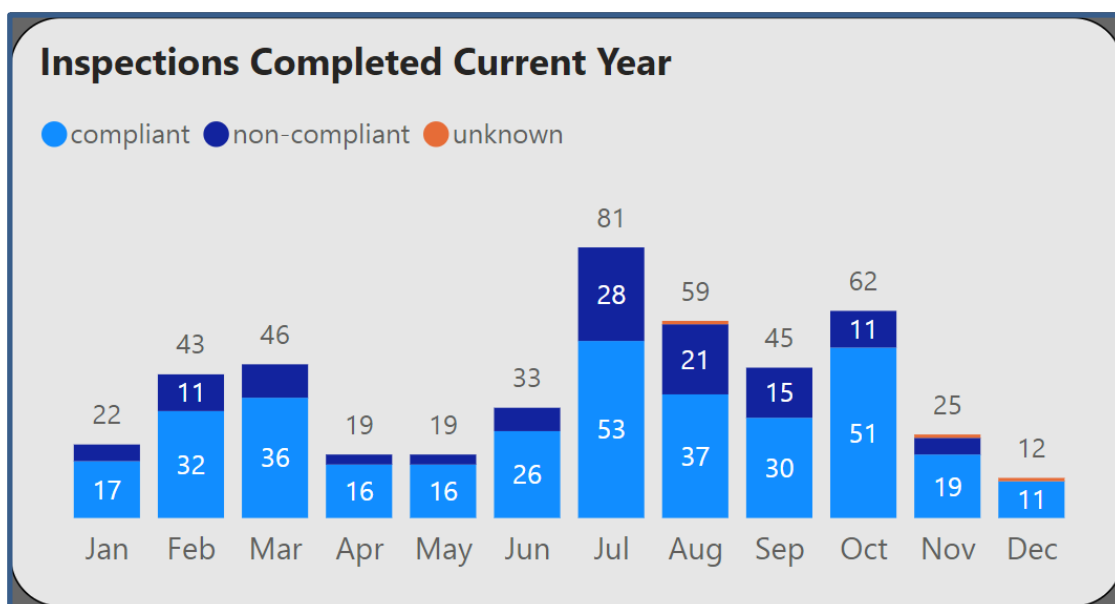
## Swimming Pools

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 25 swimming pool inspections were carried out during the month of November. 12 were carried out during the month of December, with the completion of inspections on track and as per the allotted inspections for the year.

The swimming pool fail rate was 8% for this period. We are using the BI to pull forward and push out inspection to maintain an average of 32 per month with less in Dec and Jan due to statutory holidays. This is working well, and we are flattening the curve.



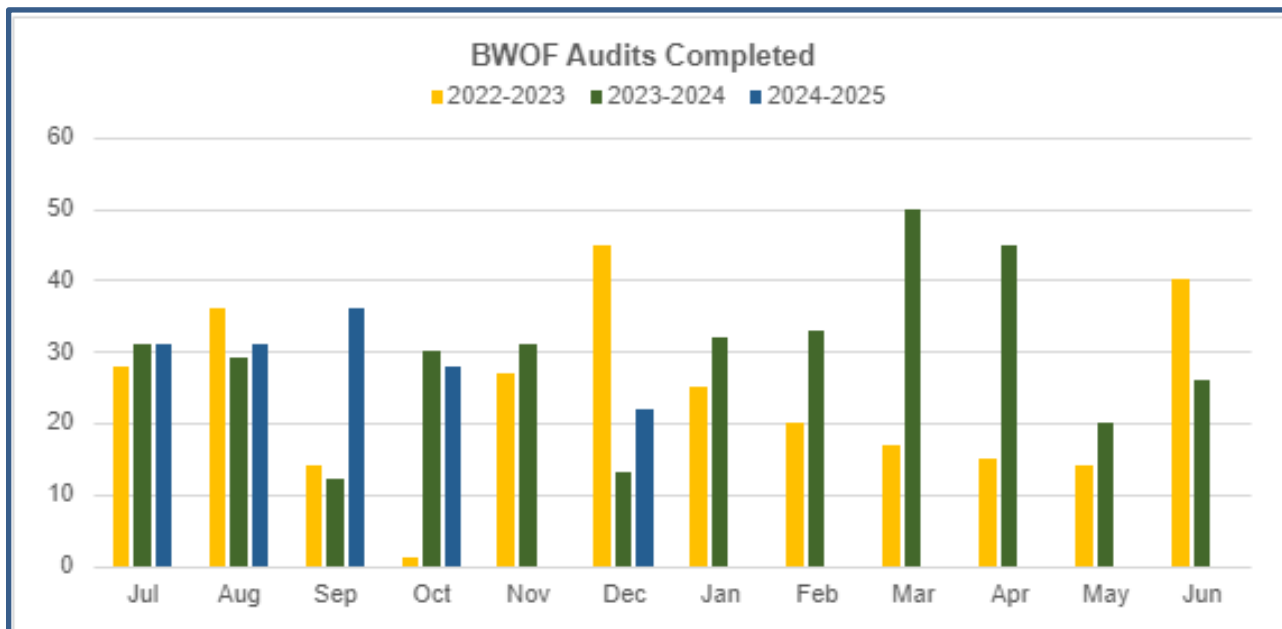
## Building Warrant of Fitness (BWoF)

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.

28 BWoF audits were carried out during November and a further 22 were carried out during December. The team are focussing on updating compliance schedules to the newest format approved by IANZ this is a very time-consuming process, and the team are aiming for 3 per week per officer so between 12 and 16 per month. As the team are skilled in this area, we are completing more than the minimum 3 per week.

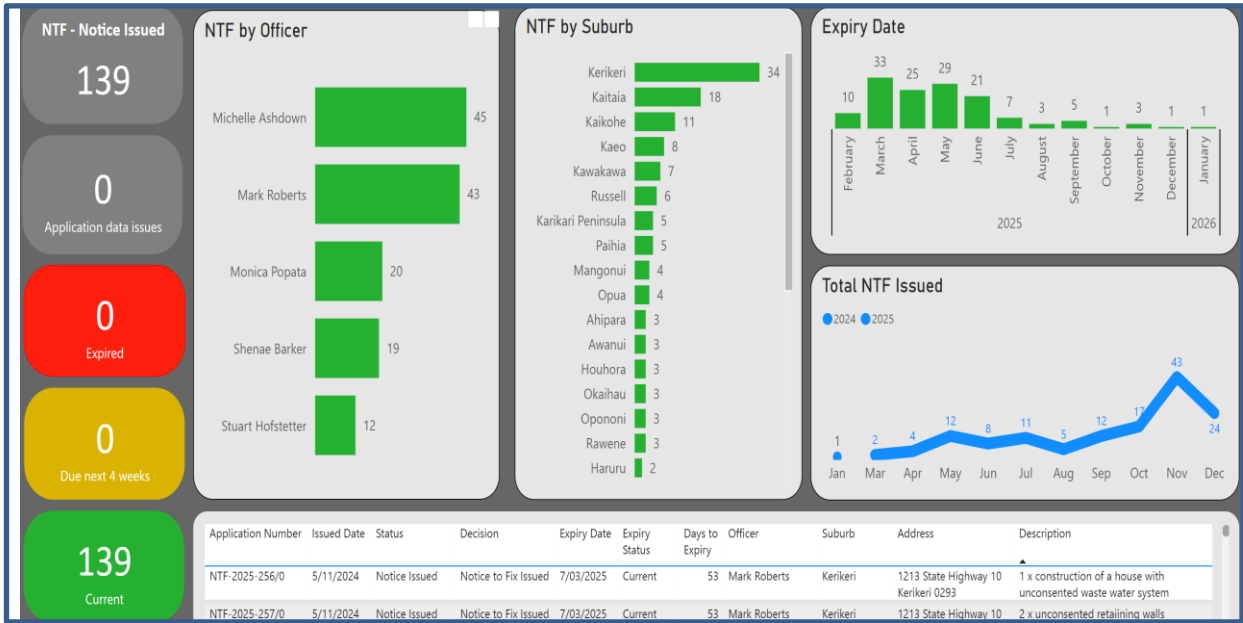


## Notices to Fix

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.

57 Statutory Notices were served during the month of November for breaches of the Building Act 2004 and a further 24 Statutory Notices were served during the month of December.

The team are using the Bi to keep all notices current and as per screenshot below this is working well.



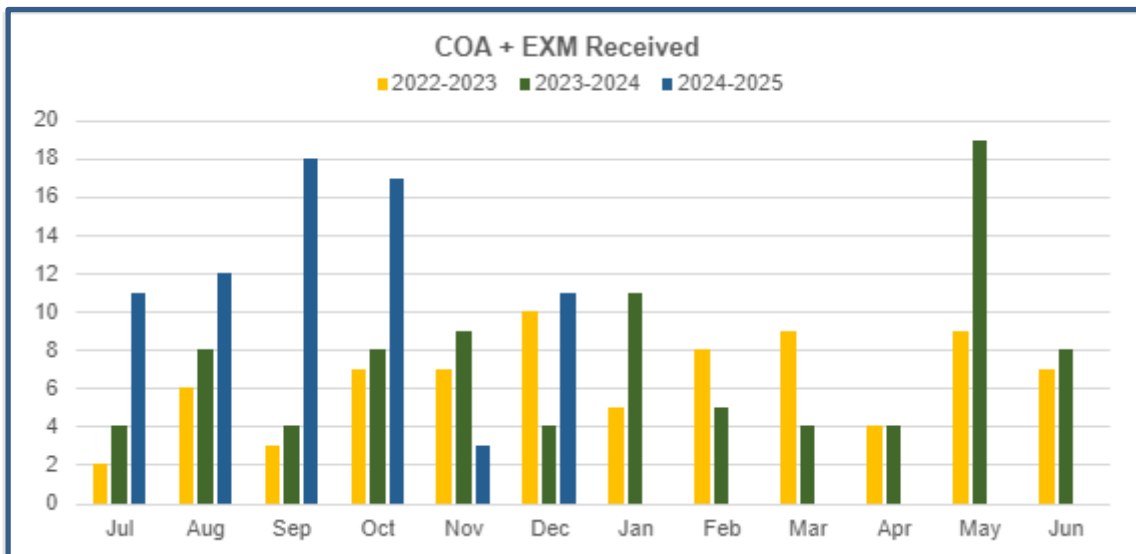
## Certificates of Acceptance

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

An Exemption is a request to carry out work that may need a consent without obtaining one. We are using the exemption powers we have as a Territorial Authority to assist certain businesses with getting transportable homes signed off faster. We assess the plans to the same level as a building consent but can turn the applications around in less than 10 days.

Council received 3 COA applications in November and 11 COA and EXM applications during the month of December. The number of COA applications remain consistent month to month.



## Infringements

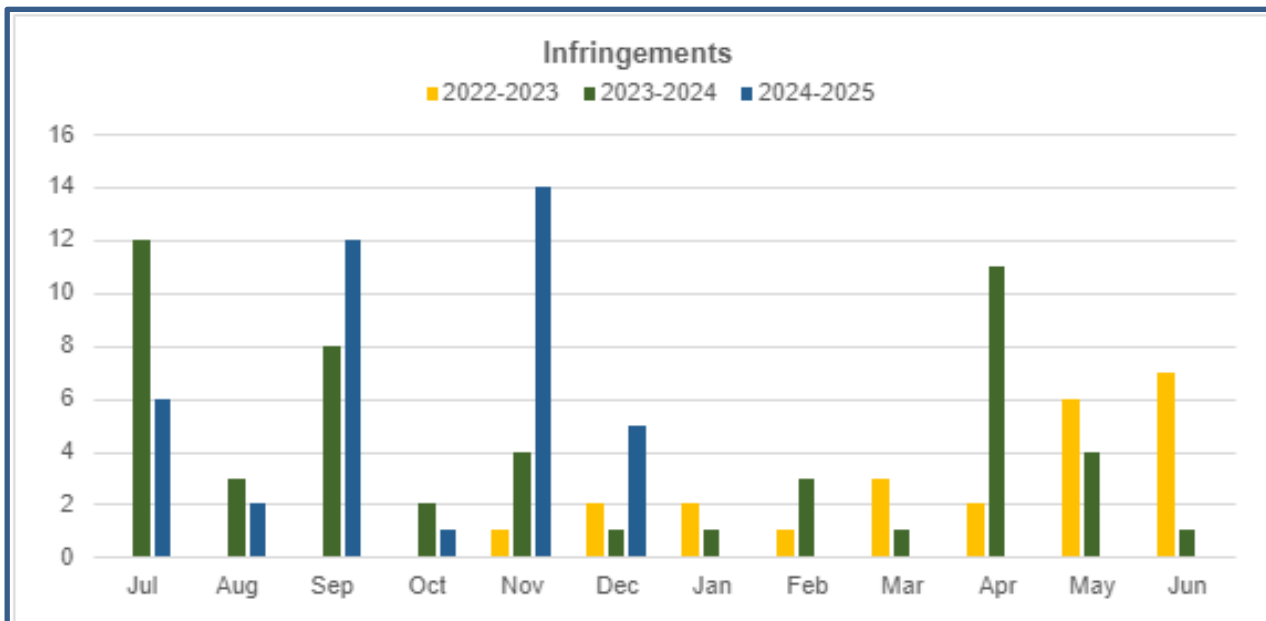
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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.

14 infringements were issued during the month of November, and 5 infringements were issued during December. The majority of infringements were for non-compliance with an NTF and for breaches of Section 40 of the Building Act.



# Compliance

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This section contains performance information for the Compliance department.



## Introduction

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The Compliance department covers 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 Monitoring and Compliance, Animal Management and Environmental Health (Food and Liquor) and associated Administration support.

Activities and services undertaken include:

- the monitoring of resource consent applications and related consents
- promotion of responsible ownership of dogs, including care and control around people, protected wildlife, other animals, property, and natural habitats
- responsibilities for the sale and supply of alcohol, to minimise alcohol-related harm in our District
- providing verification services for food businesses to ensure 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 are undertaken for the benefit of our communities and to ensure that everyone can enjoy our district.

### Contribution to community outcomes



*Communities that are healthy, safe, connected and sustainable*



*A wisely managed and treasured environment that recognises the role of tangata whenua as kaitiaki*



*Proud, vibrant communities*

# Monitoring

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## 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. Monitoring and Enforcement are responsible for the administration and enforcement of these obligations. Monitoring are now utilising business improvement enhancements in the presentation of reports that follow.

Monitoring is responsible for:

- Resource Management Act breaches
- Local Government Act breaches
- Reserves Act breaches
- Litter Act breaches
- Land Transport Act (stationary vehicle offences)
- District Plan breaches
- Bylaw breaches
- Resource consent monitoring
- Noise complaints
- Removal of abandoned vehicles

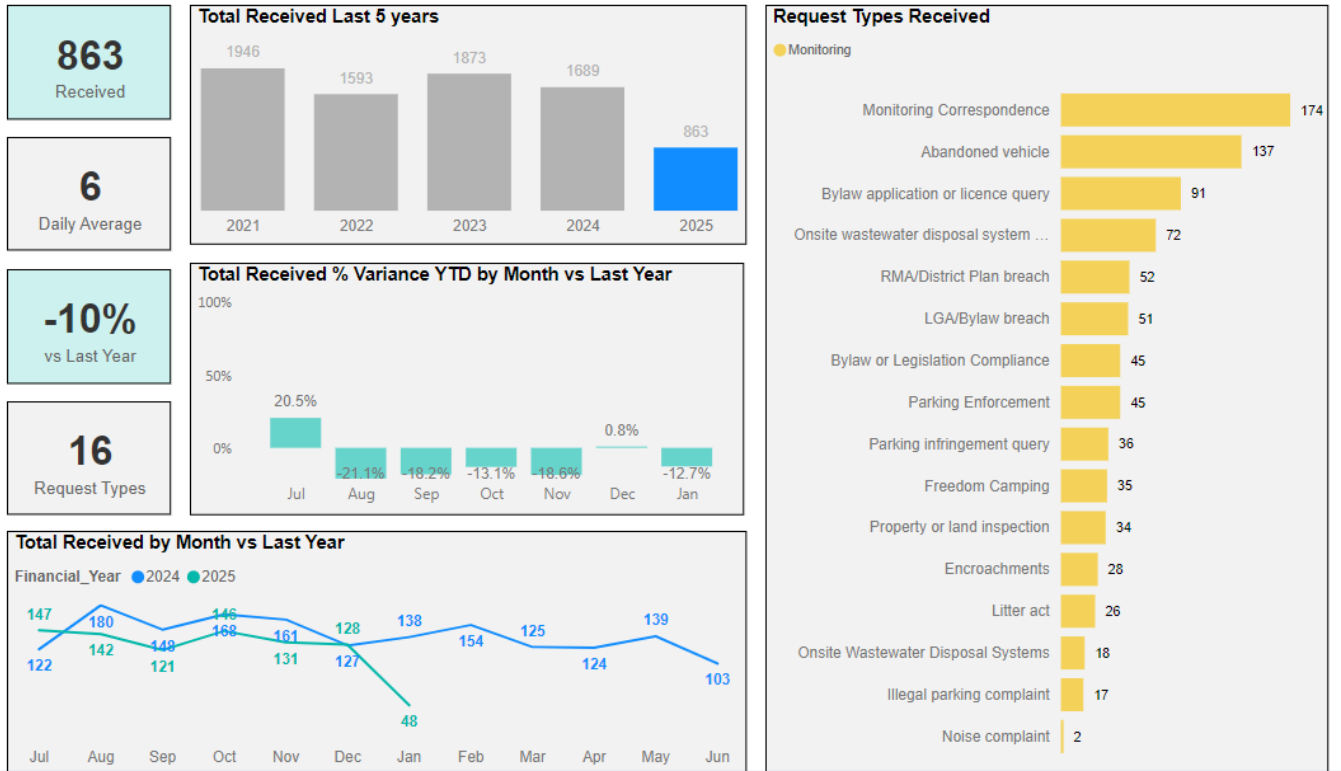
## Staffing

Monitoring comprises of a team leader, four Monitoring Officers, two Resource Consent Monitoring Officers, two Compliance Administration staff and a Parking Enforcement Officer. The fixed term Encroachment Officer role has now been confirmed as a permanent position and this has been absorbed within existing budget by reducing Monitoring Officers from five to four positions. The Encroachment Office role will work toward compliance across the district for historical encroachments on council land, albeit new cases are reported frequently which also require investigative action.

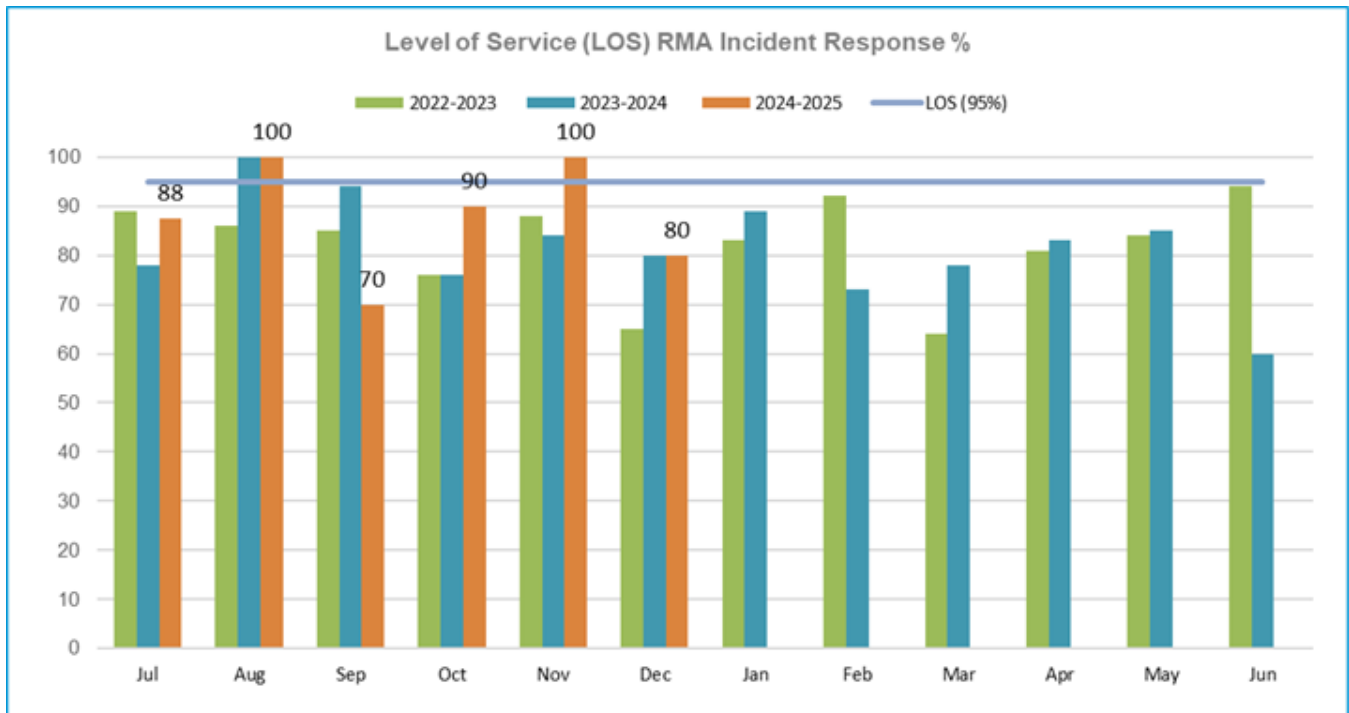
## Requests for Service

The following graph shows all Requests for Service (RFS) received over the last three financial years by Monitoring. These RFS reflect all responsibilities held by Monitoring. The following sections break down those requests into areas of legislation. There were 131 requests for service in November and 128 in December 2024.

# RFS Received (Current Financial Year to Date)



Monitoring level of service performance measure requires incident response to 95% of all RMA/District Plan breach request for service within 3 days. The below graph displays performance over a three-year period.

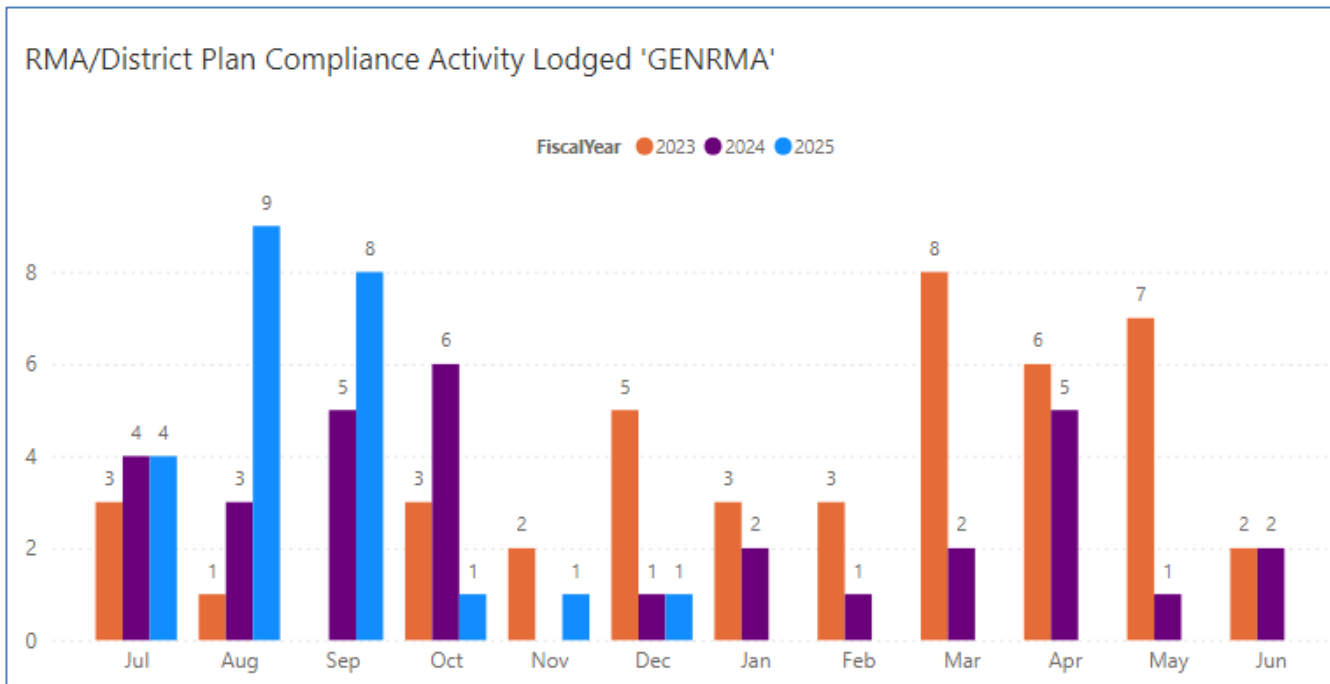


In November there were 10 RFS cases, all of which met the 'respond by' timeframe. In December 2024 there were 5 cases of which 4 met the 'respond by' timeframe.

## Resource Management Act 1991

A large amount of the work undertaken by Monitoring falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities.

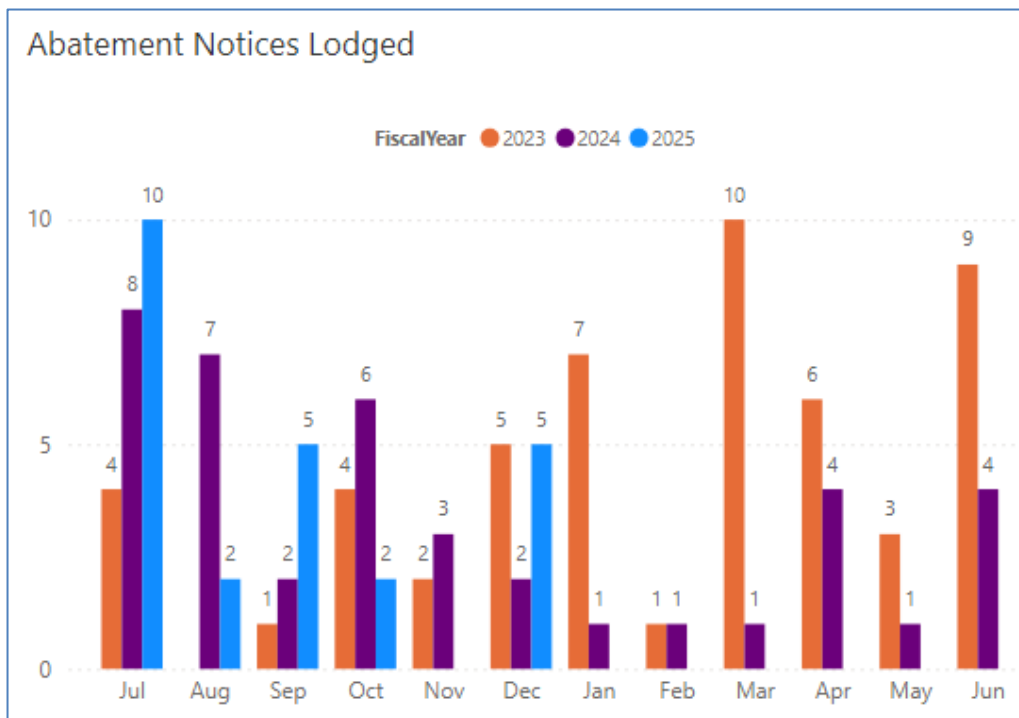
If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows GENRMA lodged by Monitoring over the last three financial years. There were one GENRMA lodged in November and one in December 2024.



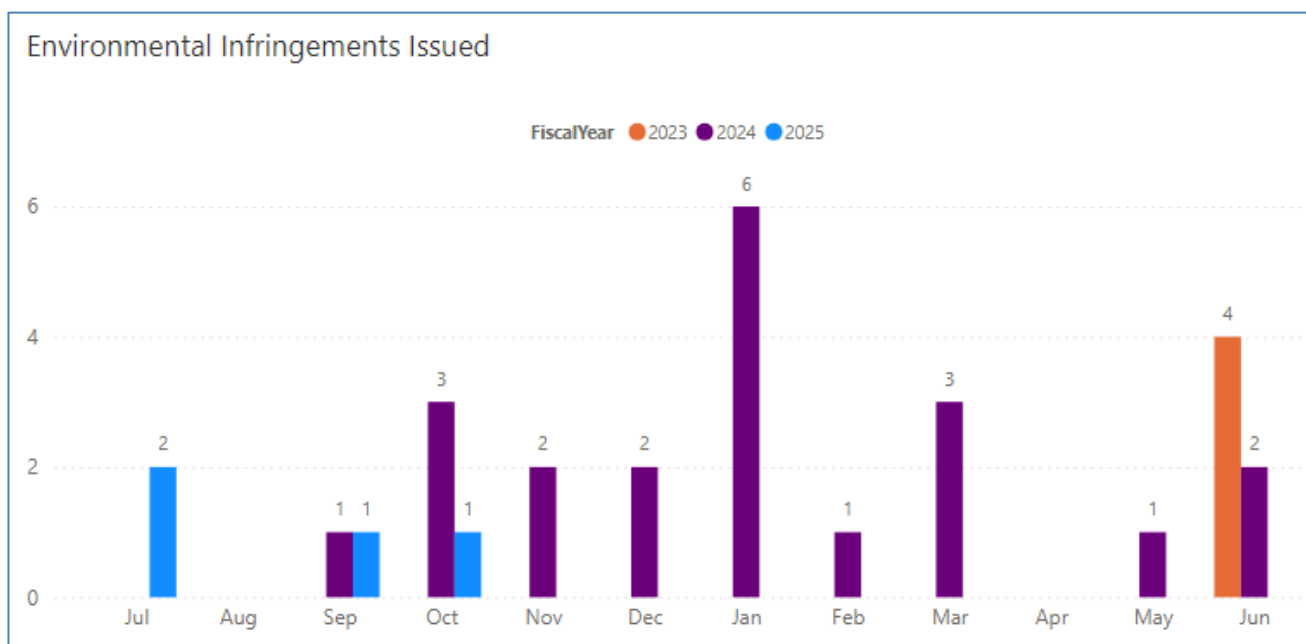
Although Monitoring's policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process.

The 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, or for creating excessive noise.

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 co-operate with Council, an environmental infringement notice (EIN) of \$750 can be issued, or prosecution commenced. There were no abatement notices issued in November and five on December 2024.



There were no Environmental Infringement Notices issued in December 2024.



## Resource Consent Monitoring

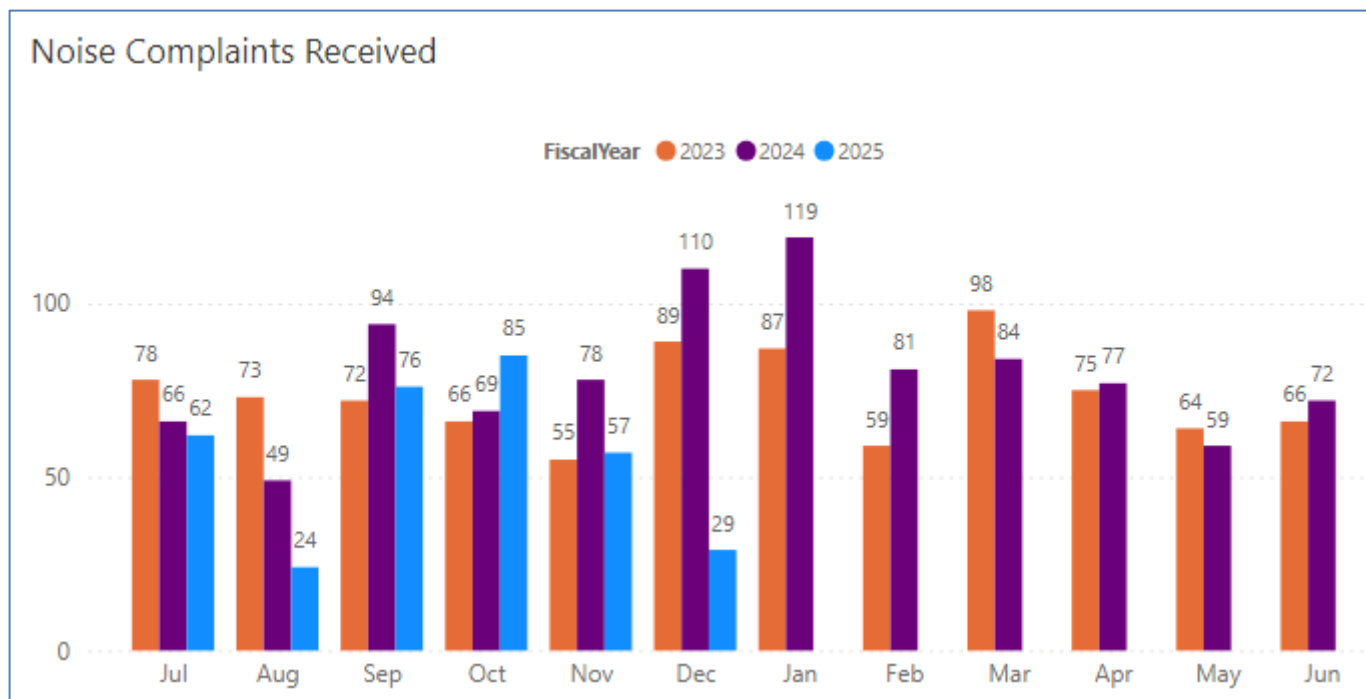
The resource consent monitoring role remains extremely busy with several areas being addressed. Current workflow includes:

- Historic back log of un-monitored Monitoring Resource Consent (MRC) applications
- Review of legacy consents that do not have an associated MRC application.
- Business improvements
- Responding to RFS

There were 10 new Resource Consent Monitoring cases lodged in November and 19 in December 2024.

## Noise

The control of noise pollution also falls under the RMA and is included in the Long-Term Plan (LTP) as a level of service (LOS). First Security are contracted by Council to attend noise incidents. As warranted officers they are authorised to enter land, issue excessive noise directives (ENDs) and seize sound making equipment (when accompanied by a constable). The graph below shows the number of noise complaints received and responded to by First Security.



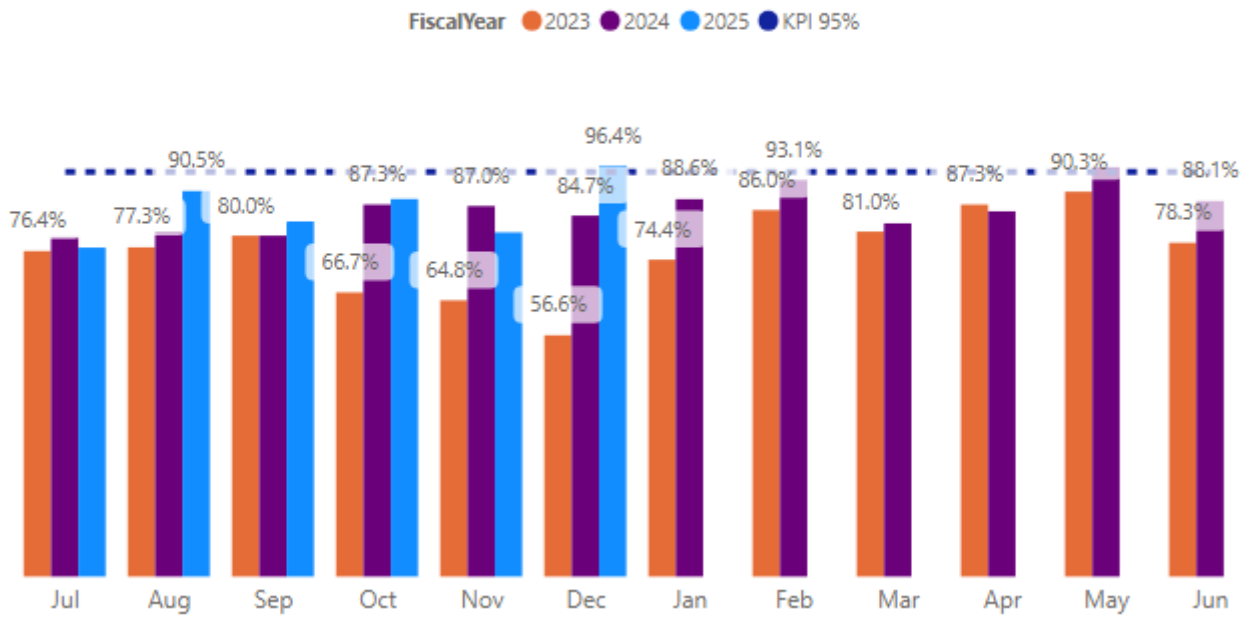
In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security is subjective, rather than with measuring devices as the RMA only requires the noise to be deemed unreasonable. The action taken by First Security's officers vary depending on their assessment at the time. The table below shows First Security Officers' action taken in November and December 2024.

### Noise Complaints - Action Taken - Current Financial Year

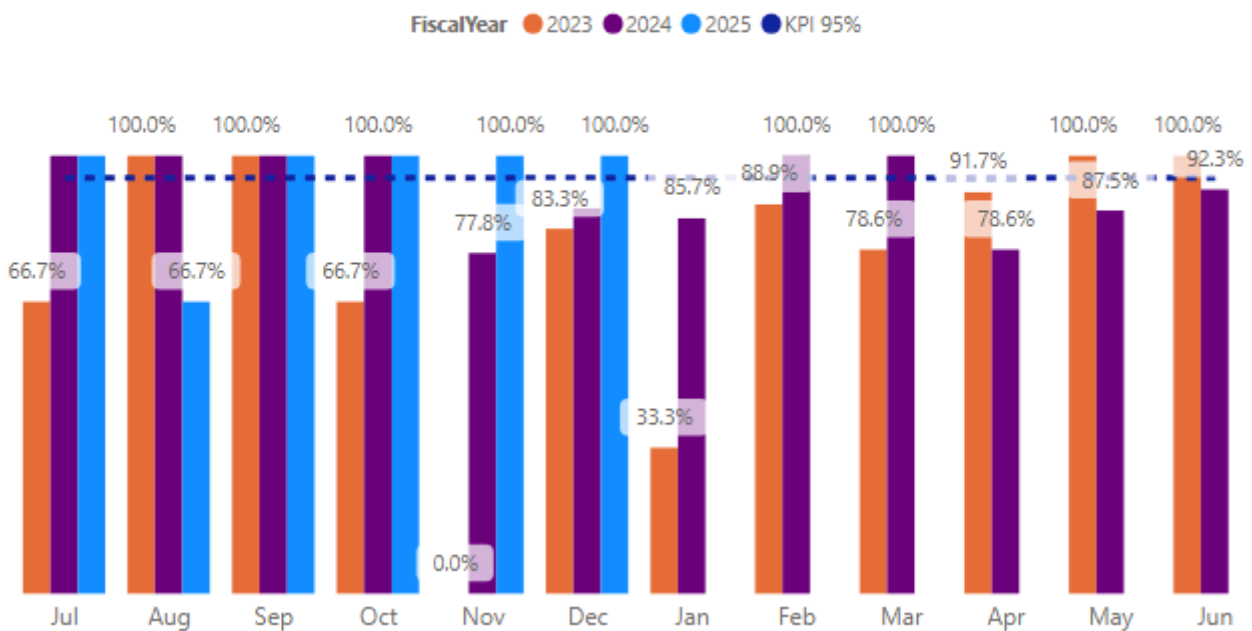
Infringement Status	Jul	Aug	Sep	Oct	Nov	Dec	Total
Abatement Notice Issued	0	0	0	0	0	0	0
Excessive Noise Directive Issued	27	8	28	34	20	14	131
No Action Taken	34	14	47	49	35	15	194
Seizure Performed	0	1	1	0	1	0	3
Verbal Warning Issued	1	1	0	2	1	0	5
<b>Total</b>	<b>62</b>	<b>24</b>	<b>76</b>	<b>85</b>	<b>57</b>	<b>29</b>	<b>333</b>

As per the Long-term Plan Levels of Service (LOS), First Security have a key performance indicator (KPI) of 95% of calls in the urban area attended within one hour and 95% of calls in the rural area within two hours. This is a challenging KPI due to the size and remoteness of the district. The two graphs below show attendance times in relation to the LTP LOS KPI for 'urban on time' and 'rural on time' noise call outs in November and December 2024.

### Noise Response Times KPI - Urban On Time



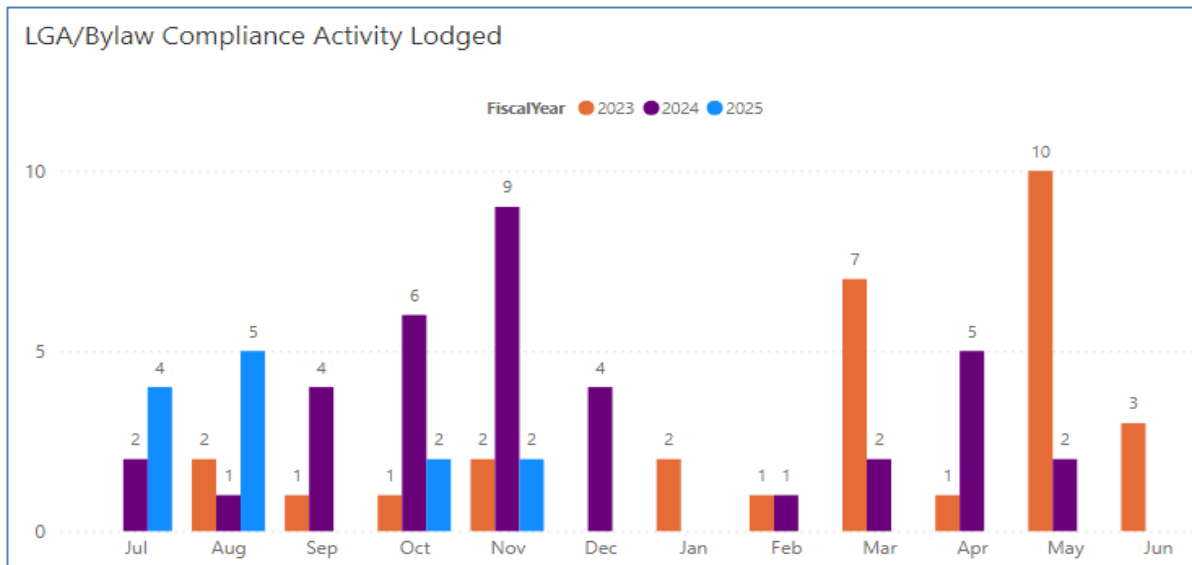
### Noise Response Times KPI - Rural On Time



### Local Government Act 1974/2002

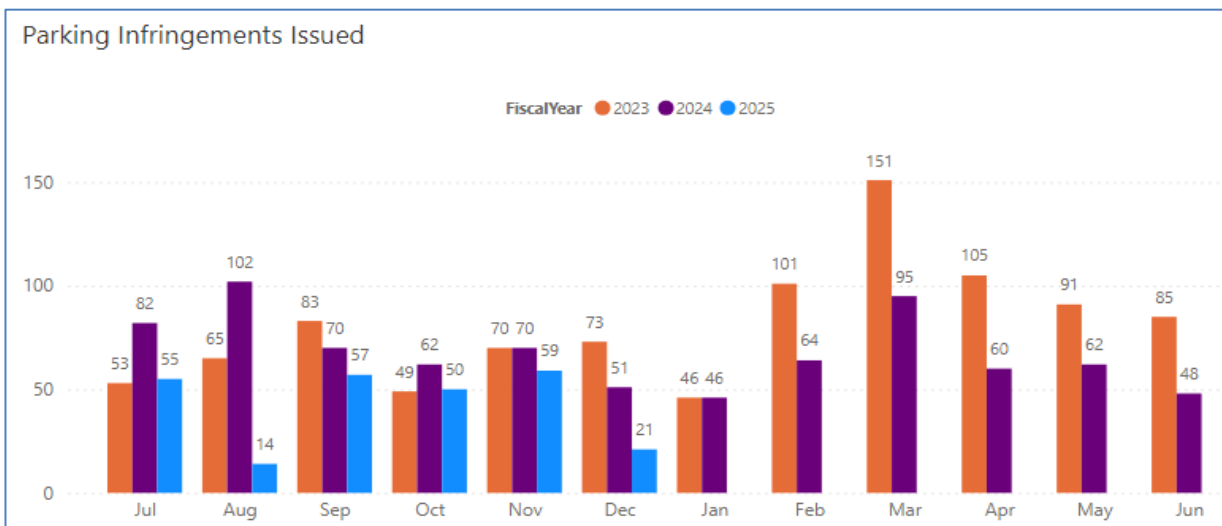
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads.

As with the RMA and all other legislation used by Monitoring, escalated investigations prompt the creation of an application in the Council system, which allows for the recording of research, evidence etc. For the LGA these applications are called 'GENBYL'. The graph below shows GENBYLs created by Monitoring for LGA incidents over the last three financial years.

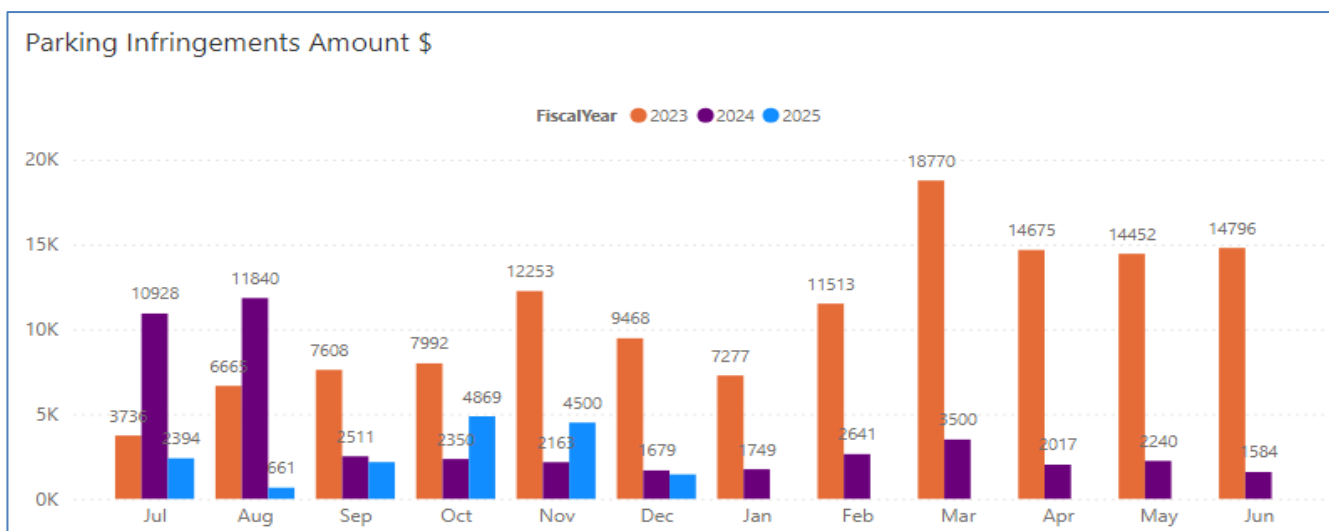


## Parking

There were 59 parking tickets issued in November and 38 in December 2024.

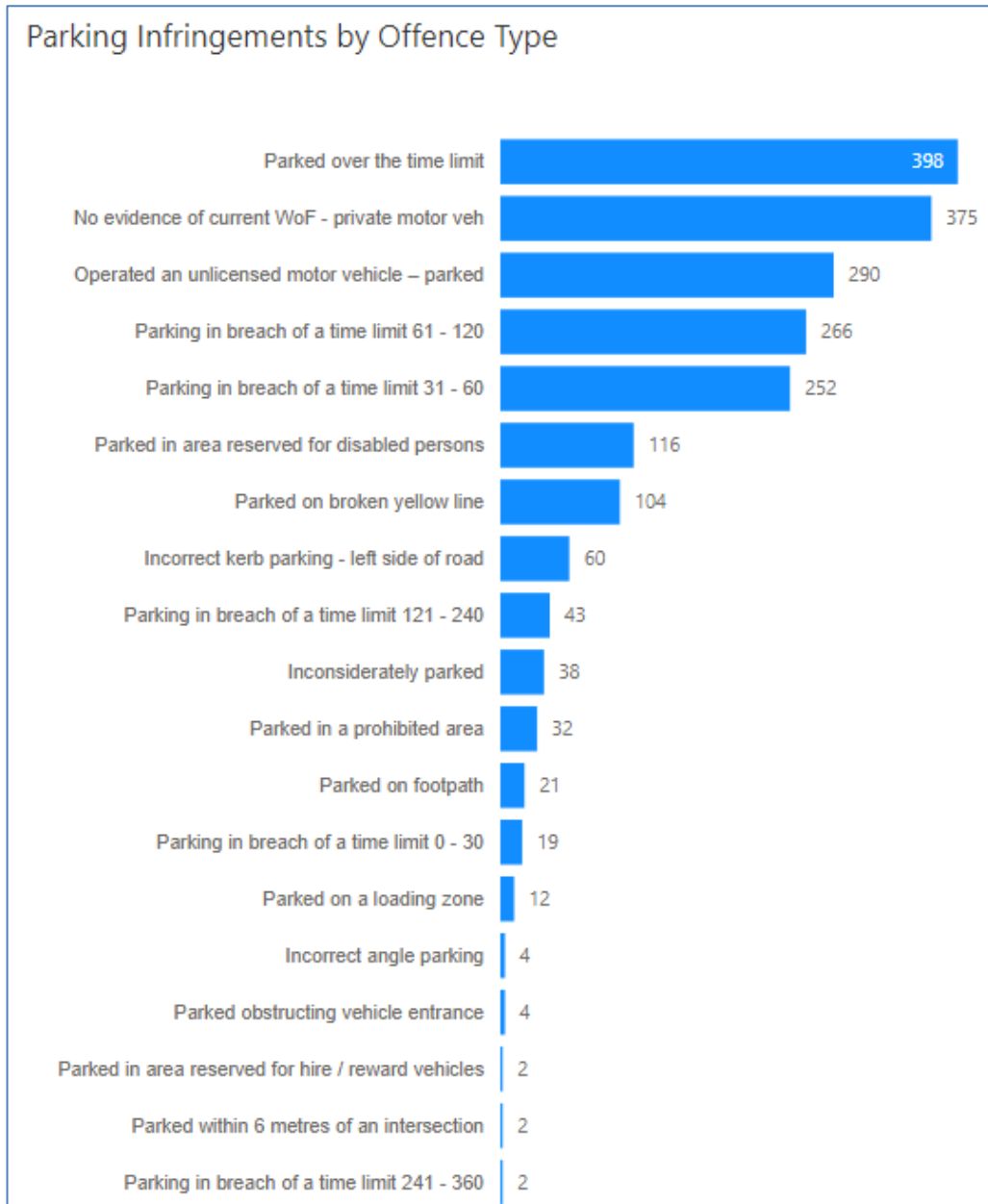


The graph below shows parking infringements by dollar amount.





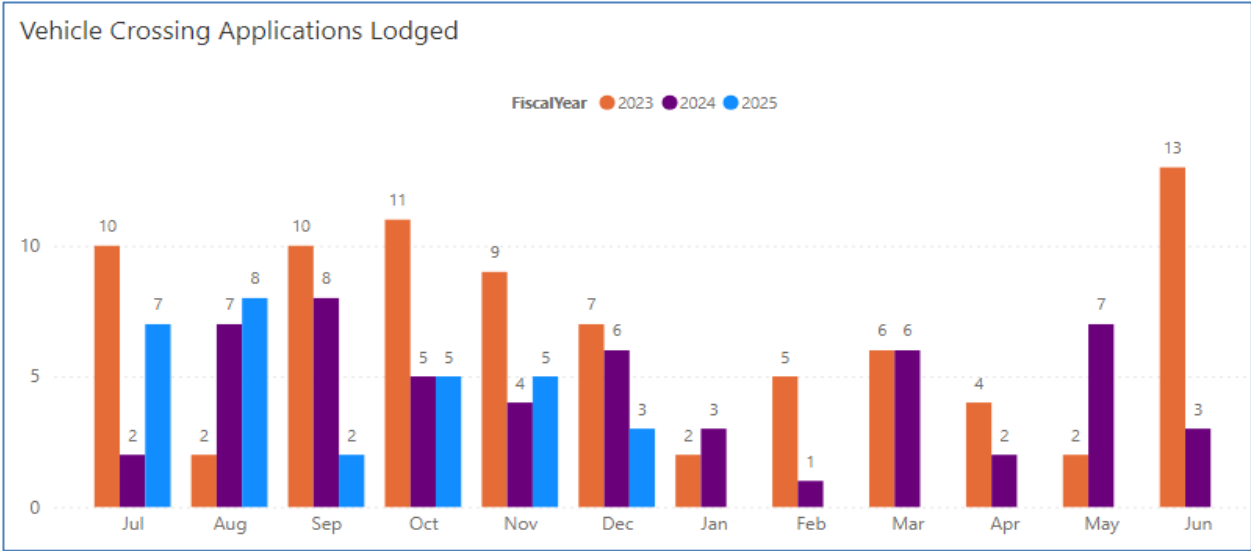
The graph below shows a breakdown of parking infringements by offence type 2023 to present date.



## Vehicle Crossing Applications

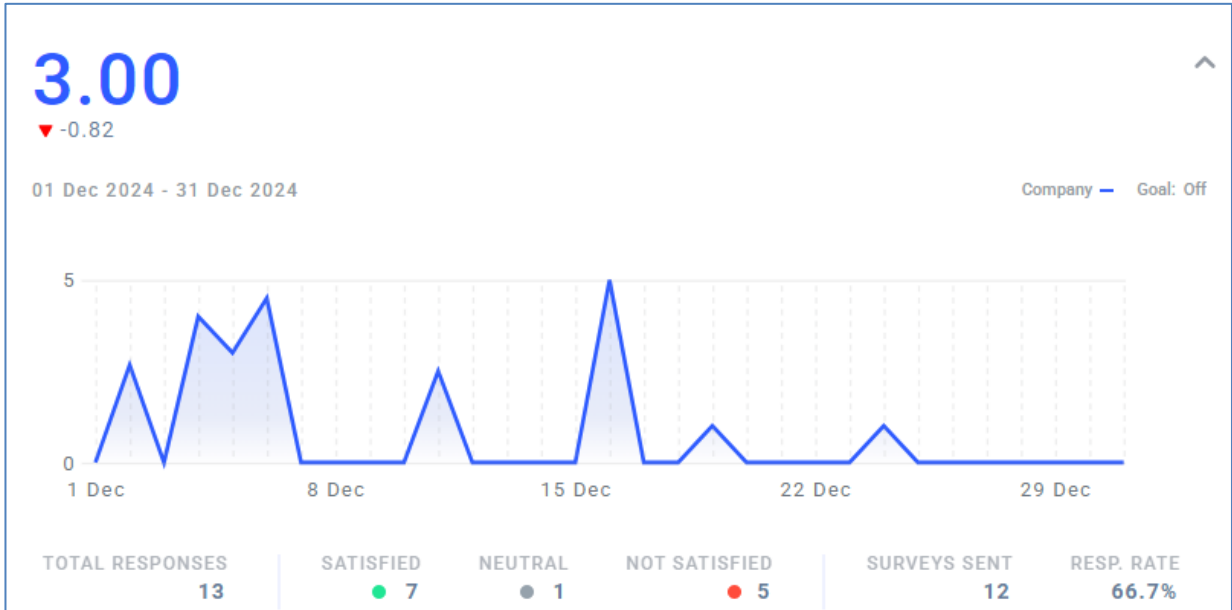
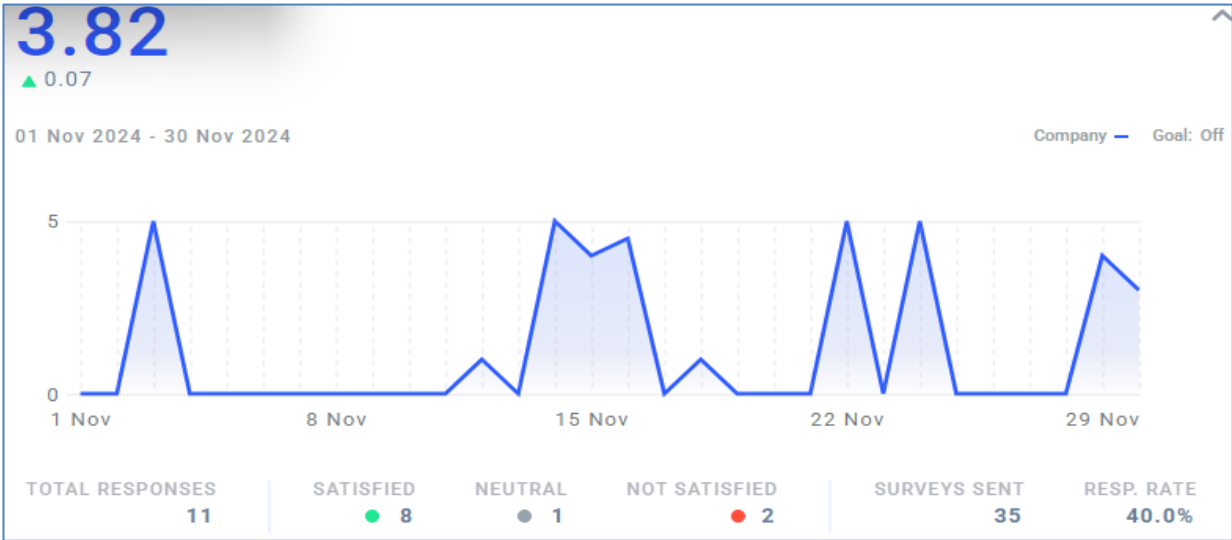
Monitoring has contracted out the management of vehicle crossing applications to Haigh Workman. The graph below shows applications received by FNDC and processed by Haigh Workman for the last three financial years.

There were 5 applications in November and 3 in December 2024.



### Customer Service – Ask Nicely

35 surveys were sent out in November 2024 with a response rate of 40.0%. 8 customers satisfied and 2 not satisfied. In December 2024 the response rate was 66.7% with 7 customers satisfied and 5 not satisfied.



# Animal Management

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## 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 animal management is to reduce the risk of potential negative impacts by encouraging responsible dog ownership and working with farmers to minimise wandering stock.

## Requests For Service (RFS) Responses

- 433 RFS's were received for Animal Management in November, 58 urgent and 375 non-urgent.
- 444 RFS's were received for Animal Management in December, 61 urgent and 383 non-urgent.
- Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

## Impounded Dogs

46 dogs were impounded in November 2024. 21 were released from the shelter. In terms of the dogs released 16 were claimed by their owners, 3 taken by a Rescue Group and 2 dogs adopted out to a new home. A total of 20 dogs were euthanised in September due to not being claimed by an owner and not meeting the criteria to be rehomed. 6 dogs impounded in this month carried over into December

43 dogs were impounded in December 2024. 17 were released from the shelter. In terms of the dogs released 12 were claimed by their owners, 5 taken by a Rescue Group. A total of 30 dogs were euthanised in December due to not being claimed by an owner and not meeting the criteria to be rehomed.

## Infringements

There were 124 infringements issued in November by the Animal Management team:

- 106 x failure to register dog - s42
- 9 x not under control – s53(1)
- 4 x Failure to control and confine – s52A
- 2 x Breaching Dog Control Notices – s20
- 3 x breaching Menacing Classification – s33EC(1)

There were 39 infringements issued in December by the Animal Management team:

- 33 x failure to register dog - s42
- 5 x not under control – s53(1)
- 1 x Obstruction – s18

## Notices

The Officers issued 61 Notices to Register (NTR) a dog in November and 41 in December. An NTR is issued providing a person time to register their dog which may result in an Infringement Notice issued for non-compliance

The Officers issued 68 Notices to Occupant/Owner (NTO) in November and 54 in December. An NTO is issued where an Officer has entered a property, and no persons have been at home and/or a notice of seizure following the seizure of a dog. NTO's are a notice issued pursuant to the Search and Surveillance Act 2012 and the Dog Control Act 1996

## Registration

The end of December 2024 saw a total of 7898 dogs registered across the district. This is a 78.4% compliance rate with 80% registration compliance being the LOS indicator

## 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. Environmental Health Services are responsible for the administration and enforcement of these obligations.

Environmental Health Services (EHS) 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.

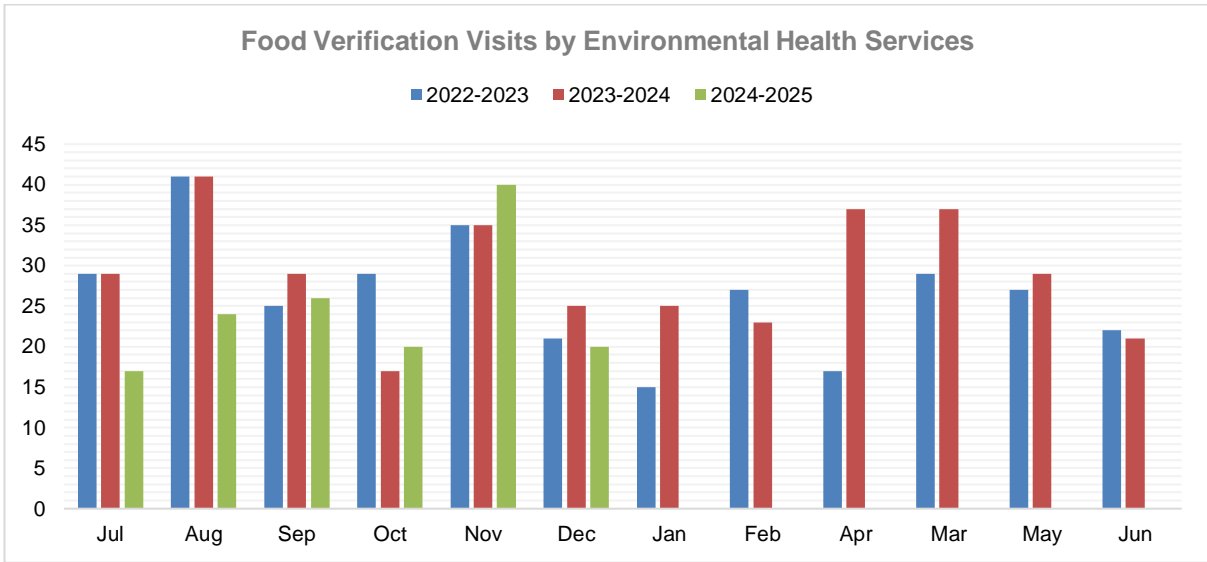
The level of service for environmental health was amended to better express Council's commitment to the community.

**Target:** ≥95%

During November 2024, 44 verifications were scheduled. Of the 44 scheduled verifications, 40 were completed. 4 verifications did not take place as the Operator cancelled. These verifications will be rescheduled.

During December 2024, 23 verifications were scheduled. Of the 23 scheduled verifications, 20 were completed. 3 verifications did not take place as the Operator cancelled. These verifications will be scheduled.

The following graph shows the number of verifications completed in November and December.



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

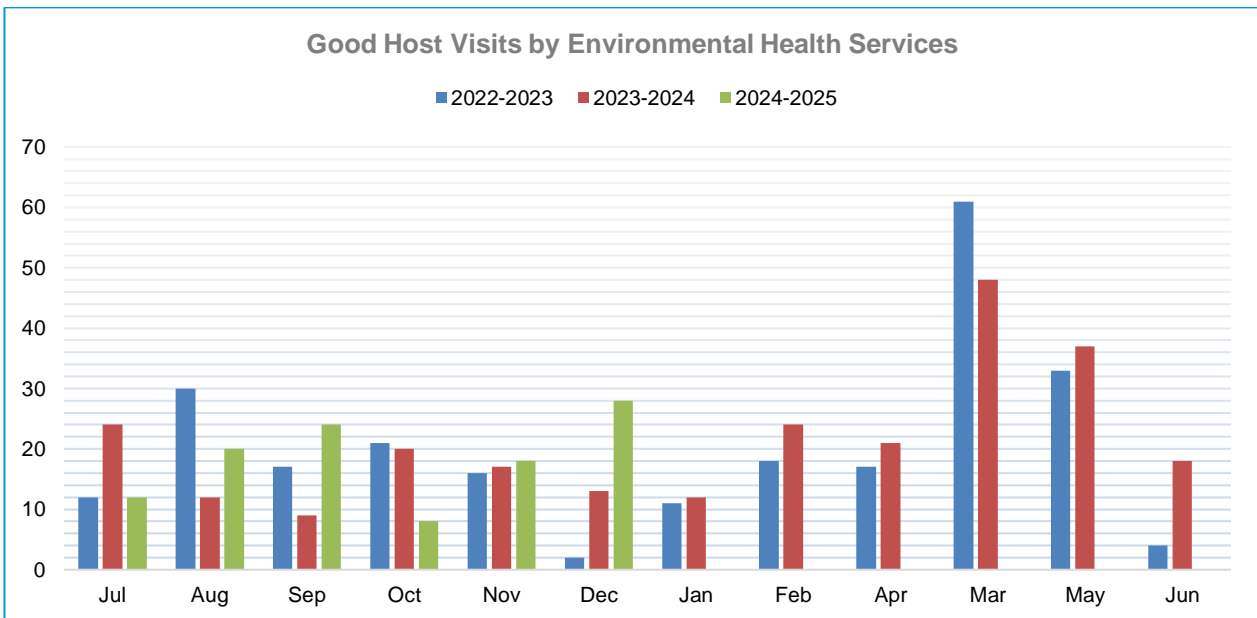
**Target:** ≥75%

At present there are 259 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 EHS will complete 234 visits during 2024-2025. The EHS have **124** GHV to complete by 30 June 2025.

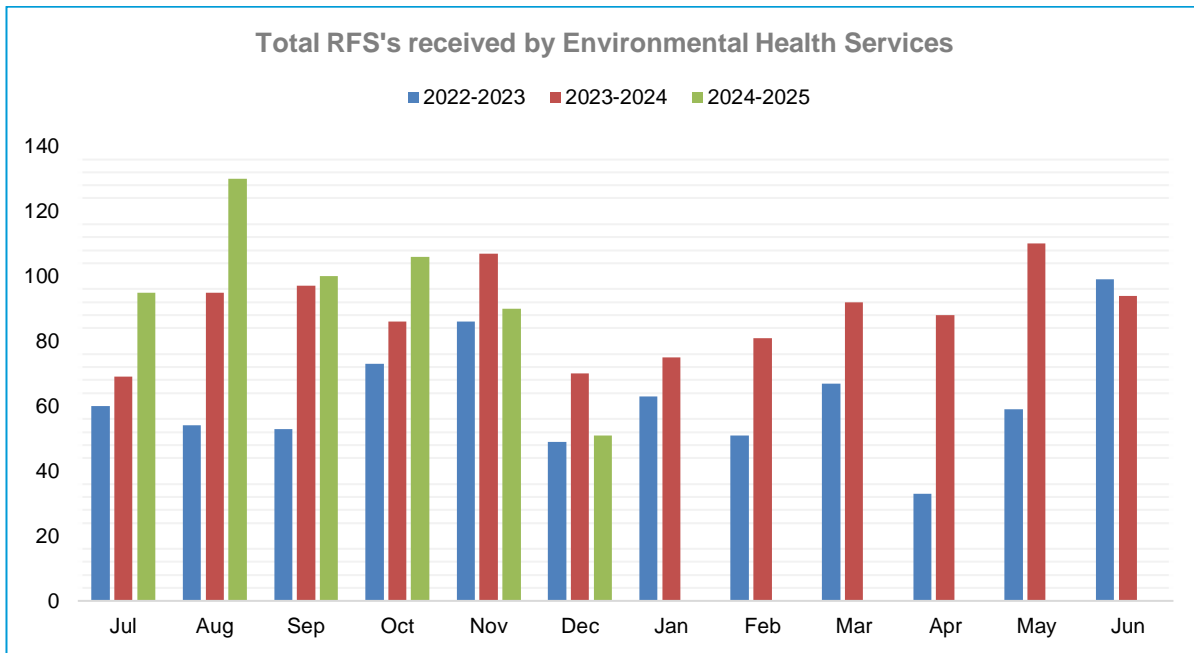
During November 2024, 18 visits were completed by EHS.

During December 2024, 28 visits were completed by EHS.

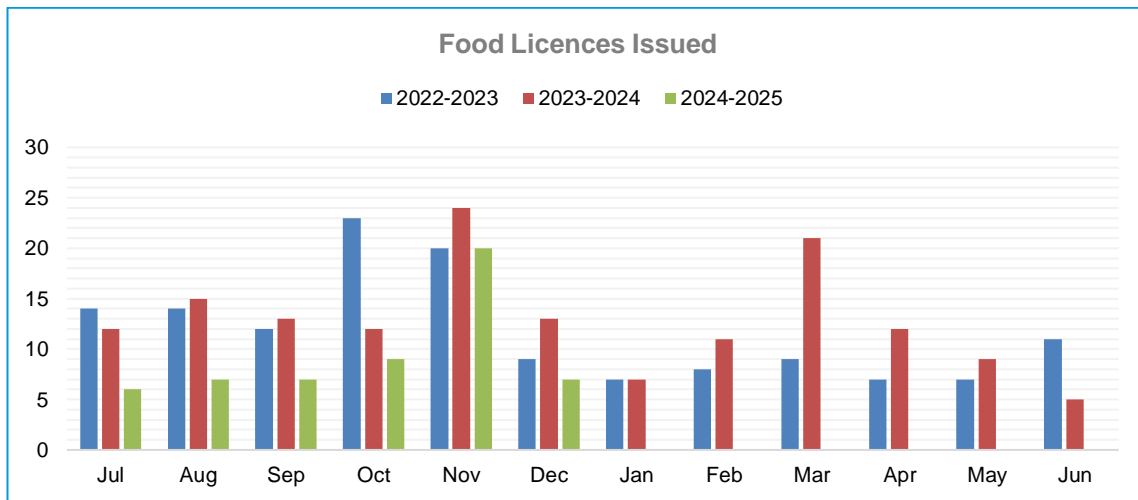
The following graph shows the visits completed in November and December:



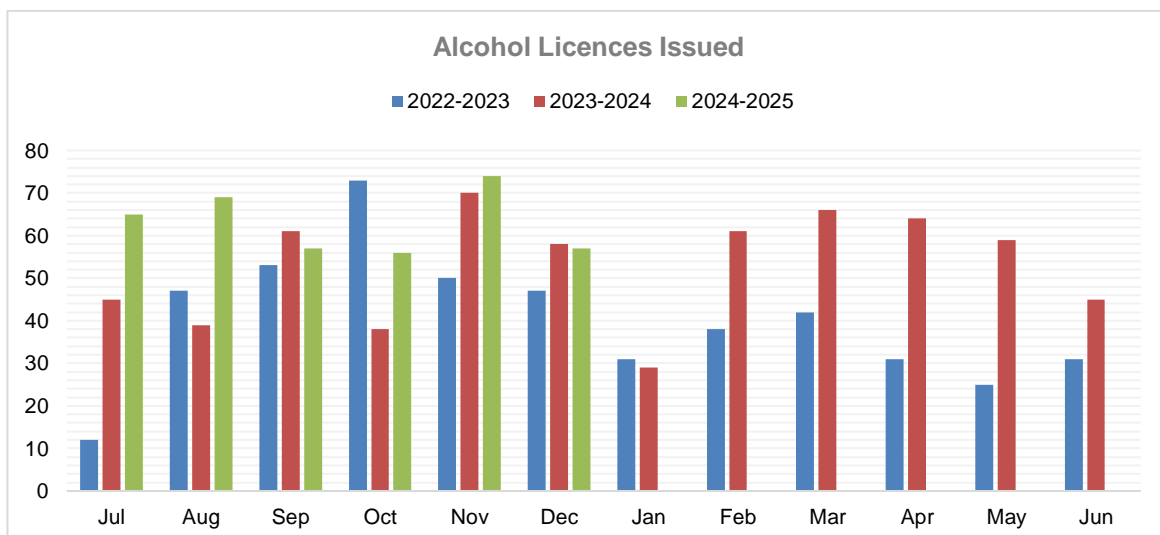
## Requests for Service



## Food Registrations Issued



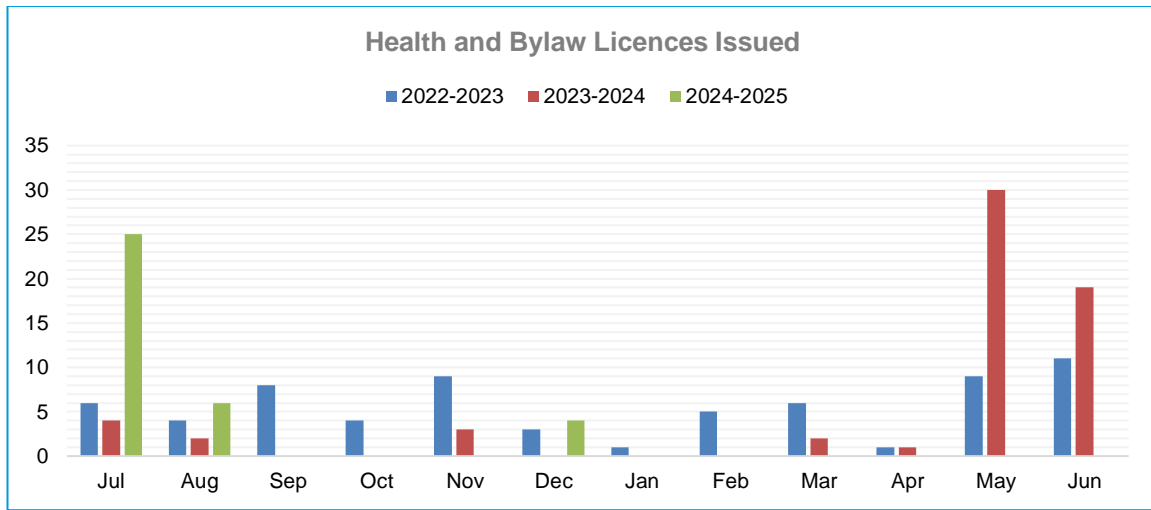
## Alcohol Licences Issued



## Health Licensing

Health licences (campgrounds, hairdressers, and offensive trade operators) are renewable 1 July each year. The holder of a current health licence will be inspected on an annual basis.

There were no health licences issued in November and 4 in December:

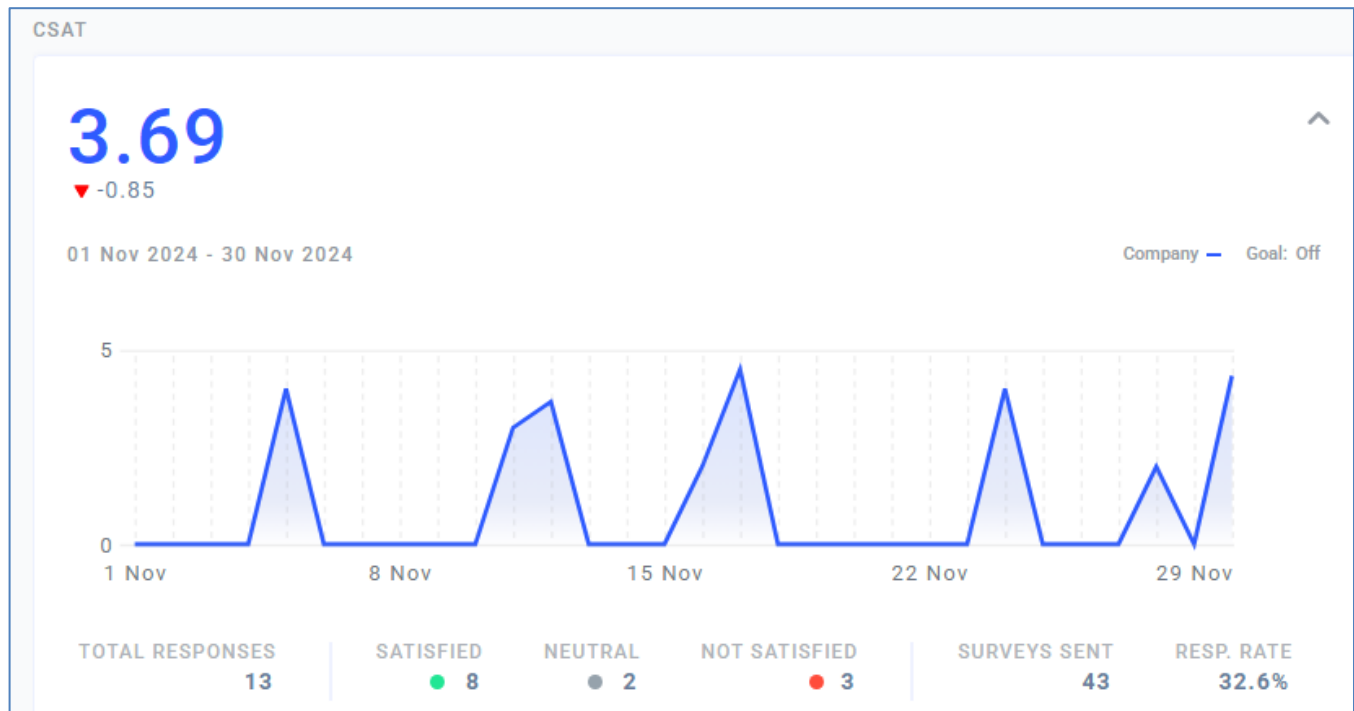


Environmental Health will continue foot patrols across the district to identify businesses who may be operating without the necessary approval. Those identified will be required to obtain the necessary approval from Council.

## Customer Service – Ask Nicely

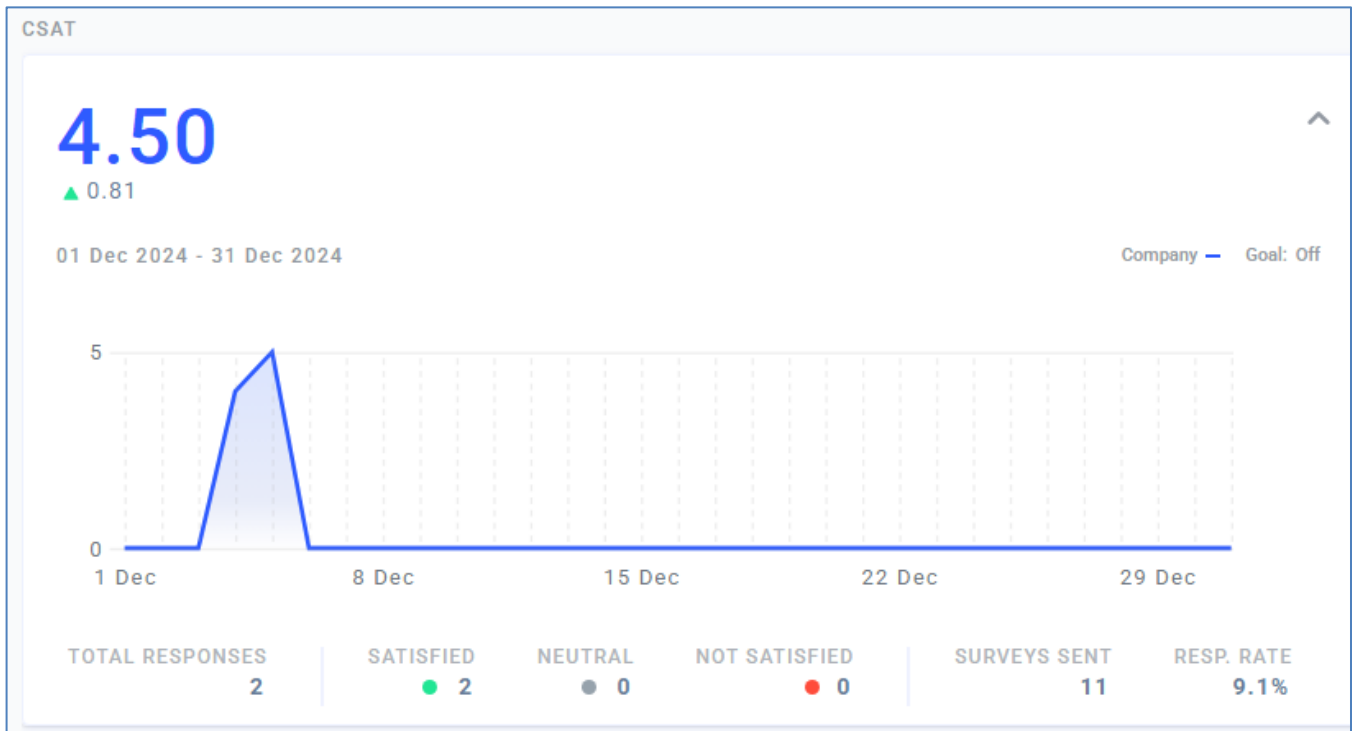
In November 2024, the Environmental Health Services team had 43 surveys sent out with 13 responses received, giving the team a response rate of 32.6%. There were 8 satisfied customers, 2 neutral customer and 3 customers who was dissatisfied.

For November 2024 the Environmental Health Services team achieved an average rating of 3.69 out of 5.



In December 2024, the Environmental Health Services team had 11 surveys sent out with 2 responses received, giving the team a response rate of 9.1%. There were 2 satisfied customers, 0 neutral customer and 0 customers who was dissatisfied.

For December 2024 the Environmental Health Services team achieved an average rating of 4.50 out of 5.



### Environmental Health Services Quarterly Newsletters

On 4 November 2024, the Environmental Health Services team published their final quarterly newsletters of the year. The summer alcohol and food newsletters can be found on the FNDC website at:

Food Newsletters: <https://www.fndc.govt.nz/Council/council-newsletter-library/He-kai-karere>

Alcohol Newsletters: <https://www.fndc.govt.nz/Council/council-newsletter-library/He-karere-waipiro>



# Resource Consents

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This section contains performance information for the Resource Consents department.

## Introduction

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The Resource Consents Team is responsible for performing the Council's statutory duties, functions, and responsibilities in relation to the regulatory consenting functions under the Resource Management Act (RMA), Local Government Act (LGA) and other legislation.

Whether they relate to RMA, LGA, or other statutory consenting functions, most applications move through a process that includes the following phases:

Pre Lodgement Process	• Responding to public enquiries and holding pre-application meetings
Applications Received	• Log and acknowledge applications, notifying iwi and interested parties
Initial Review & Allocation	• Review applications and assign to planners and technical experts
Detailed Assessment	• Evaluate against District, Regional, and National planning provisions
Decisions & Approval	• Grant or decline consent applications (with or without notification or hearing)
Post-Approval	• Detailed engineering approvals and ensure compliance with conditions

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 Resource Management Act 1991.

### Contribution to community outcomes



*Communities that are healthy, safe, connected and sustainable*



*A wisely managed and treasured environment that recognises the role of tangata whenua as kaitiaki*



*Proud, vibrant communities*

## Resource Consents

Figure 1 below illustrates the total number of applications received under the Resource Management Act 1991 (RMA) and the Local Government Act, by month, over the last six years. Planning support lodged 89 applications in November 2024, and a slight decrease of 80 applications in December 2024.

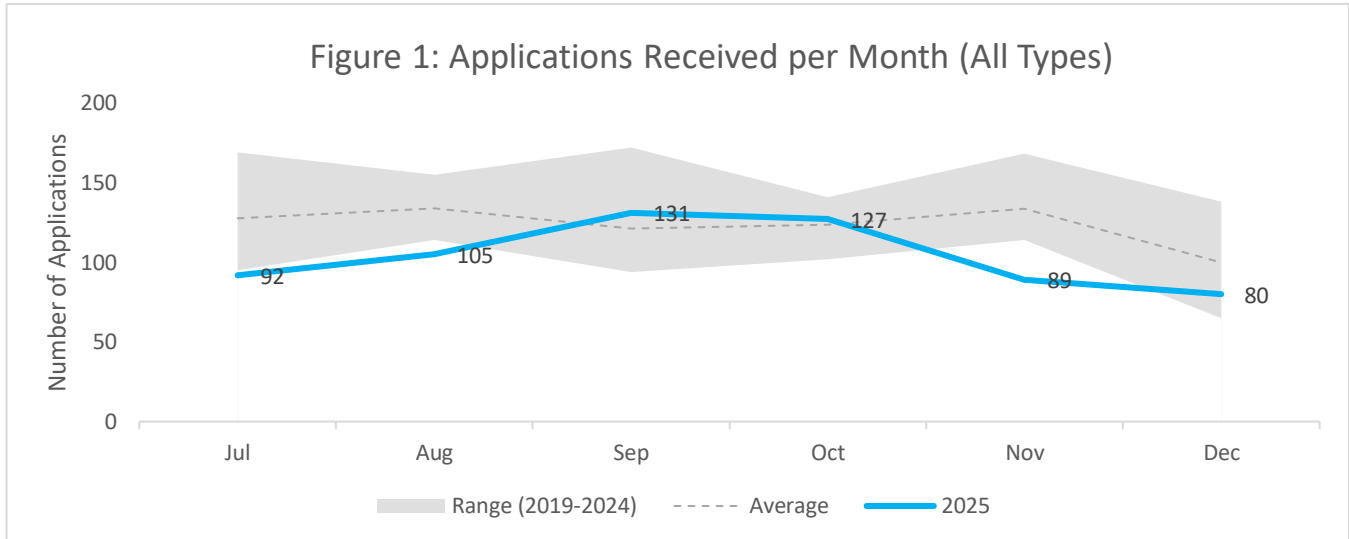
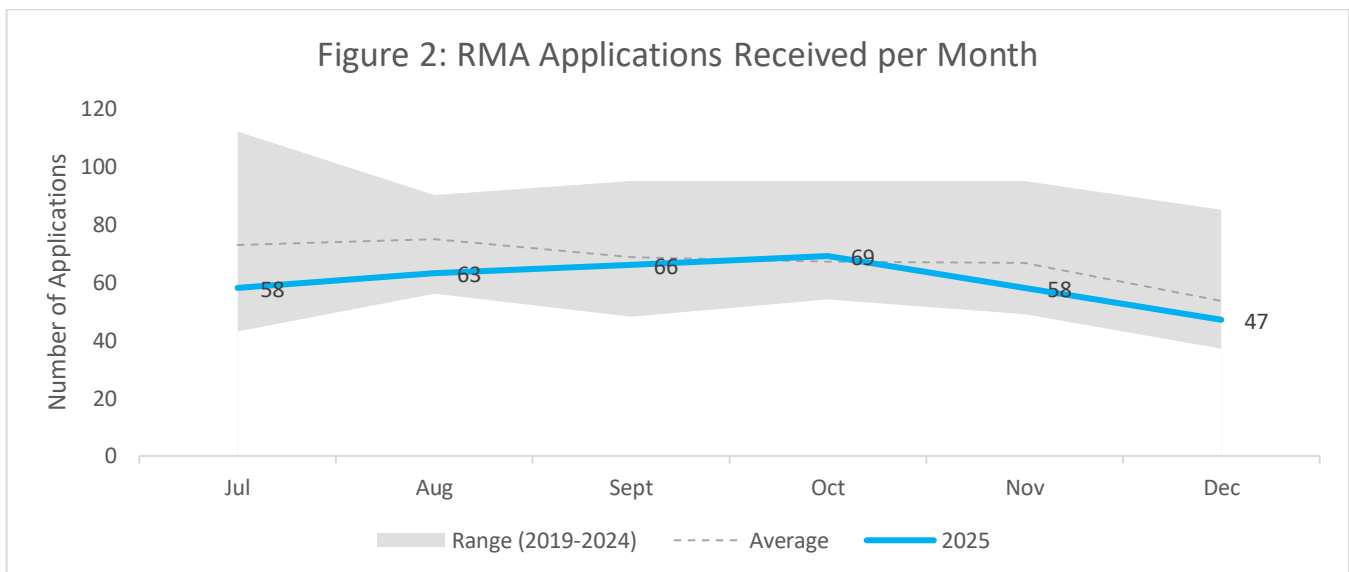


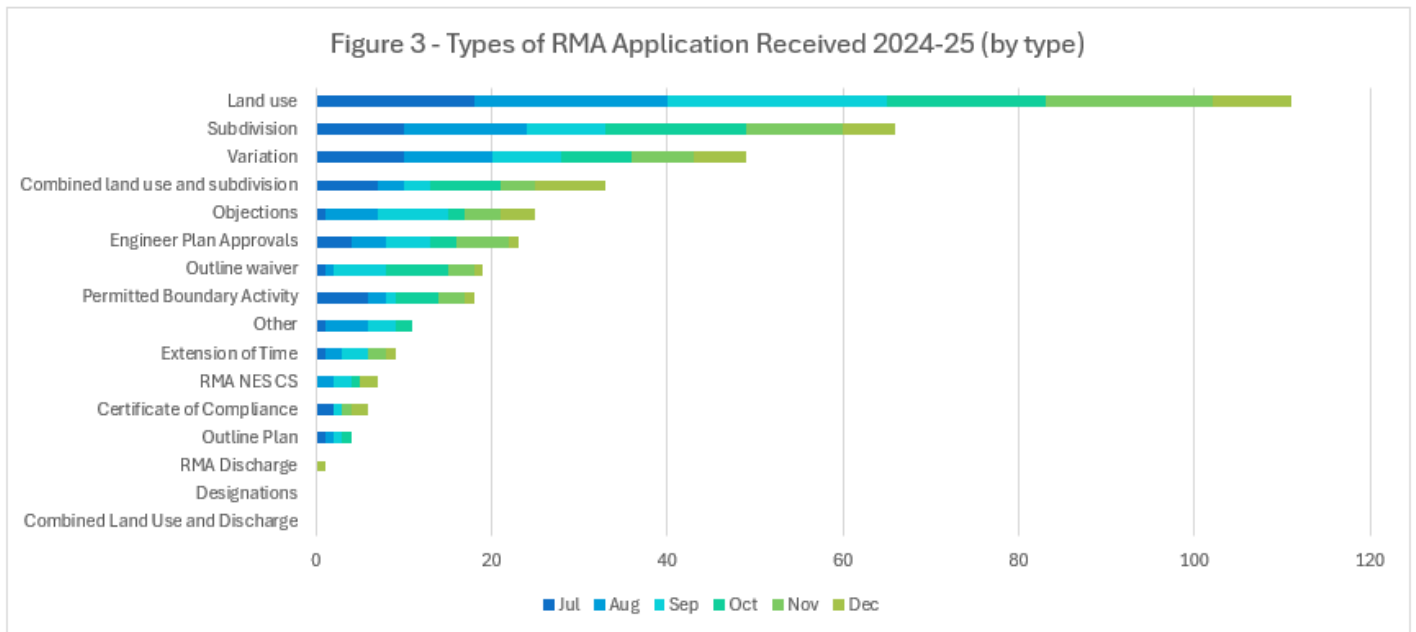
Figure 2 shows the total number of RMA applications\* received each month since 2019. A total of 58 resource consent and associated applications were lodged in November 2024 and 47 in December 2024.



\*Refers to RMA applications lodged that have statutory timeframe reporting but excludes certificates.

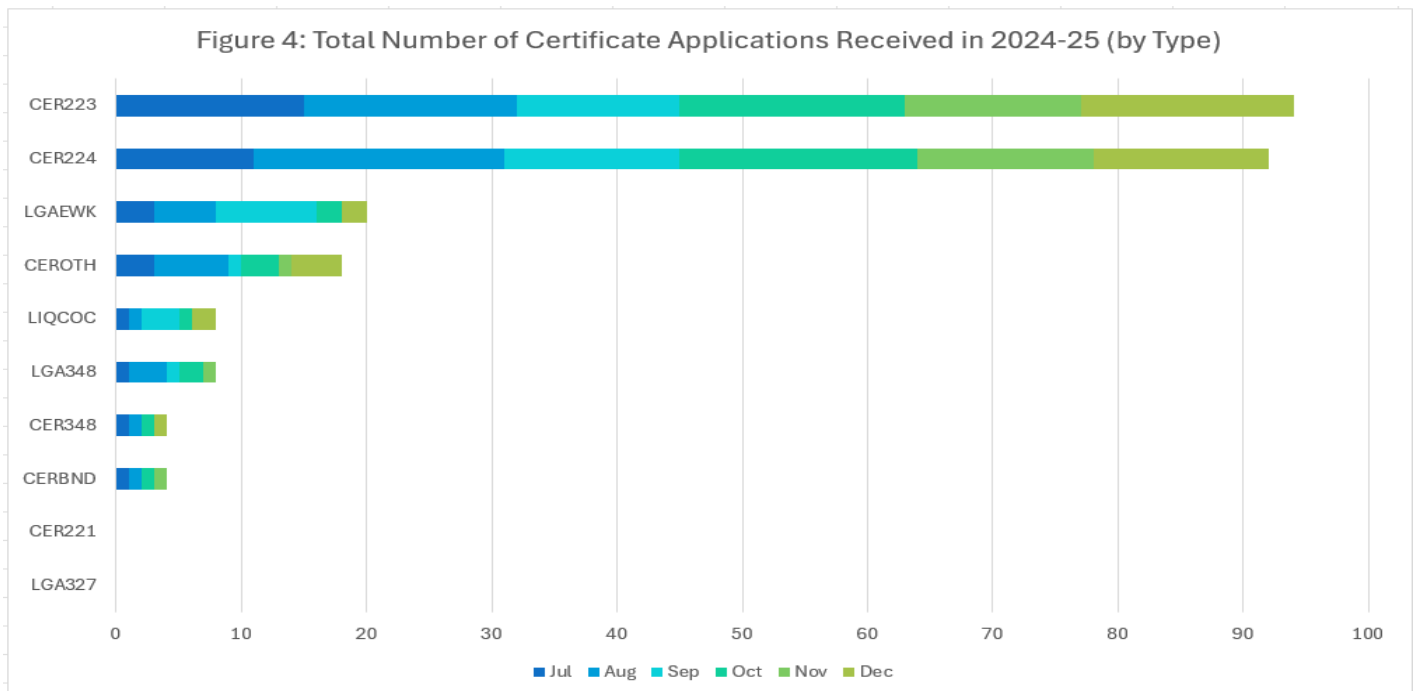
## RMA Applications Received

The types of RMA applications required to be reported to the Ministry for the Environment (MfE) in relation to compliance with statutory timeframes vary in complexity. Figure 3 below illustrates the relative volumes of each application type for the 2024-25 financial year to the month of December 2024.



## Certificate Applications Received

In addition to the statutory application consenting functions, the RC Team performs numerous compliance certification functions under the RMA, LGA, and other legislation. Figure 4 details the cumulative number of certificate and other applications (by type) received monthly for the current financial year as of December 2024.



Note: Figure 4 above includes CERBND (1) applications which are not included in the BI reporting presented in the applications lodged section above.

## Decisions issued

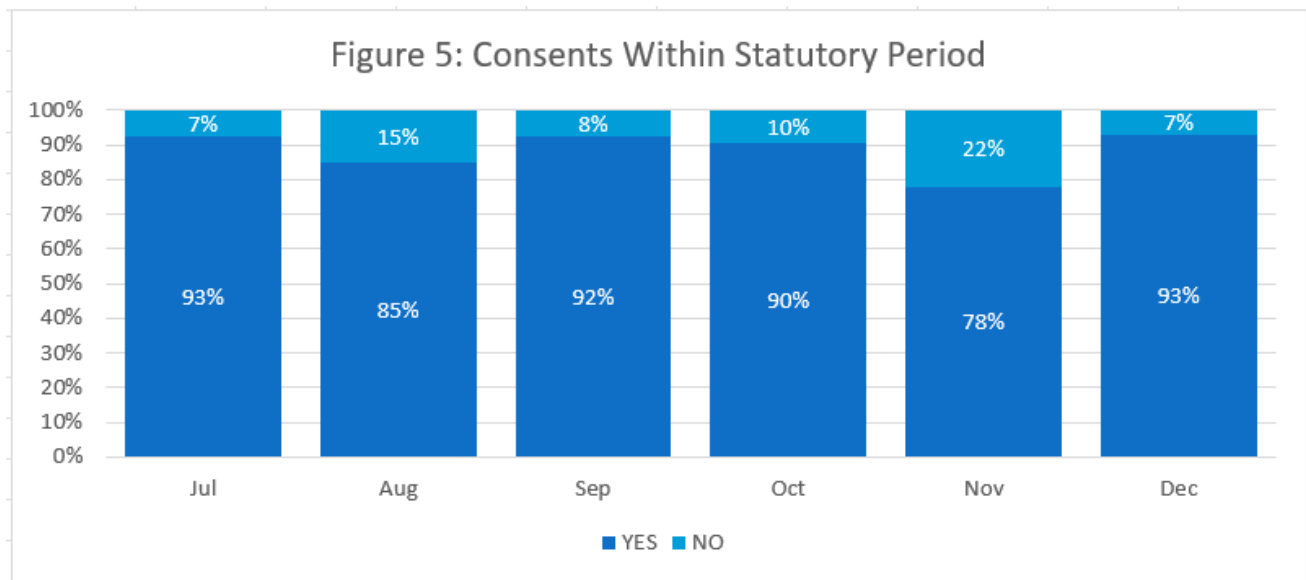
### November Decision Metrics

The Resource Consents team issued 99 decisions under the RMA and LGA in November, 59 of these decisions, were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 13 consents were outside statutory timeframes and 46 consents within statutory timeframes in November, resulting in **78% compliance rate**.

### December Decision Metrics

The Resource Consents team issued 93 decisions under the RMA and LGA in August of these decisions, 43 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). Three consents were outside statutory timeframes and 40 consents within statutory timeframes in December, resulting in **93% compliance rate**.

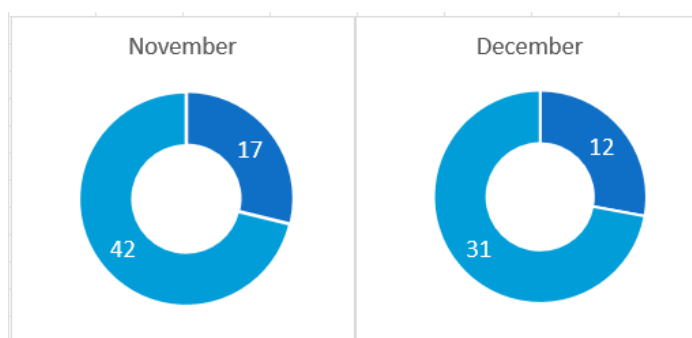
The Resource Consents Performance graph below\* shows compliance for the previous 12 month rolling period:



\*NOTE: This is a snapshot as of 4 November 2024 and may be subject to change due to objections, corrections, or administrative amendments.

### Application of s37 to extend time frames.

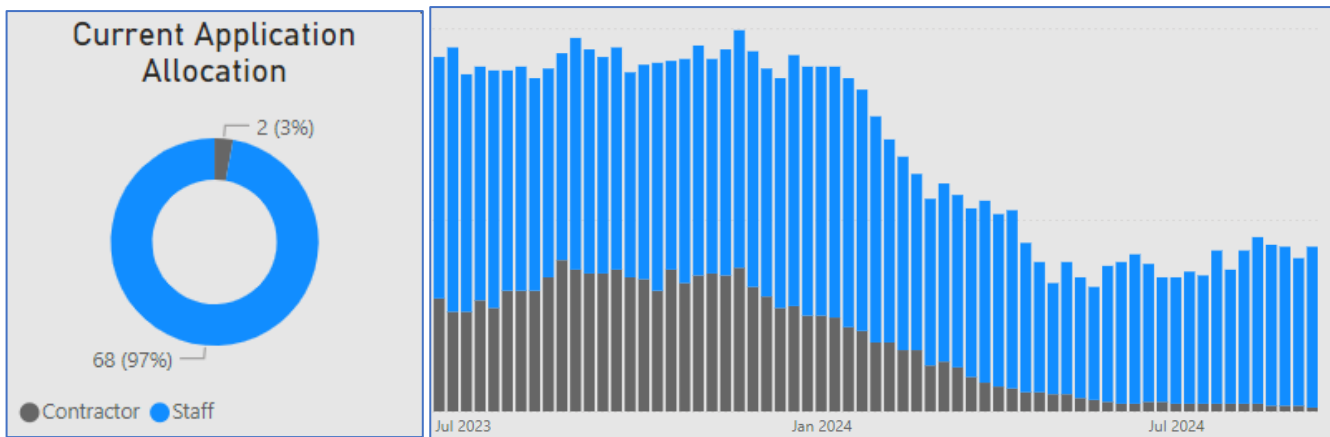
Of the 59 RMA applications being processed in November 2024, 17 of them had applied s37, and of the 43 RMA applications signed off in December 2024, 12 had applied s37 of the Resource Management Act to extend timeframes. Refer Figure 6 and 7 below.



**Figures 6 and 7: application of s37 during November and December 2024.**

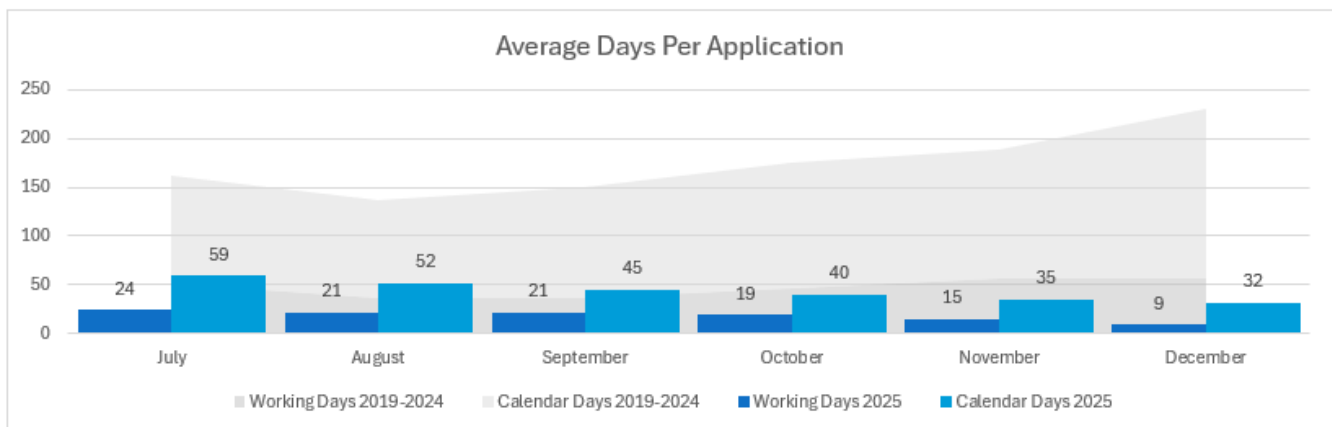
## Processing Timeframes

The decrease in the use of consultants for processing resource consents has been continuing to an almost all time low. Now only those applications where an independent consultant is desirable to mitigate any perceived conflicts of interest are allocated to consultants. Only 2% of current applications are being processed by consultants.



**Figure 8:** Proportional split of applications allocated to staff versus consultants (2023-24 Financial Year)

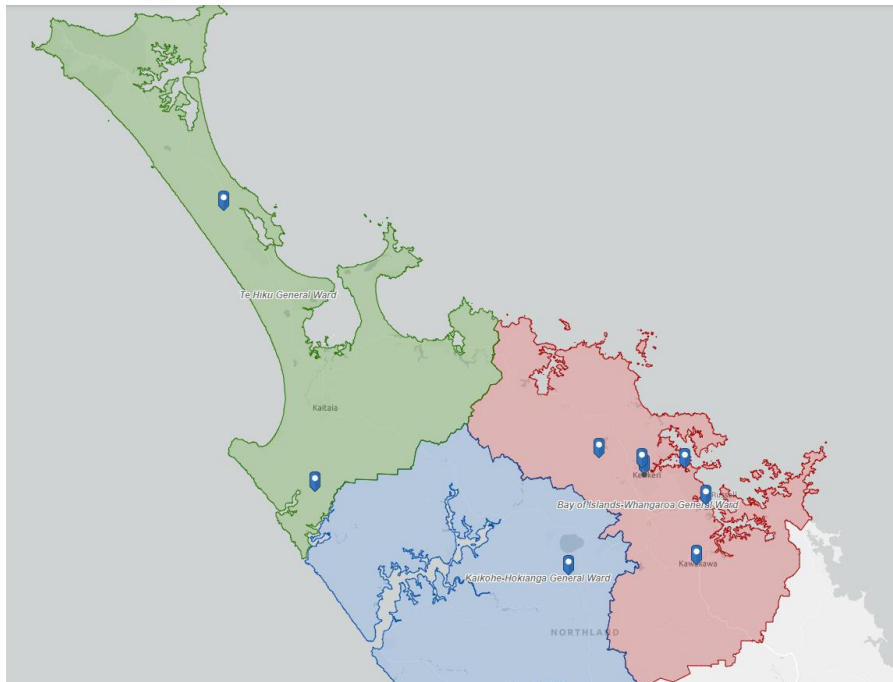
The RC Team continues to be dedicated to increasing performance across all aspects of the business, and the metrics show the results of this effort. The number of days taken to process applications (whether measured in working days or calendar days) continues to decrease.



**Figure 9:** Average Working Day per application

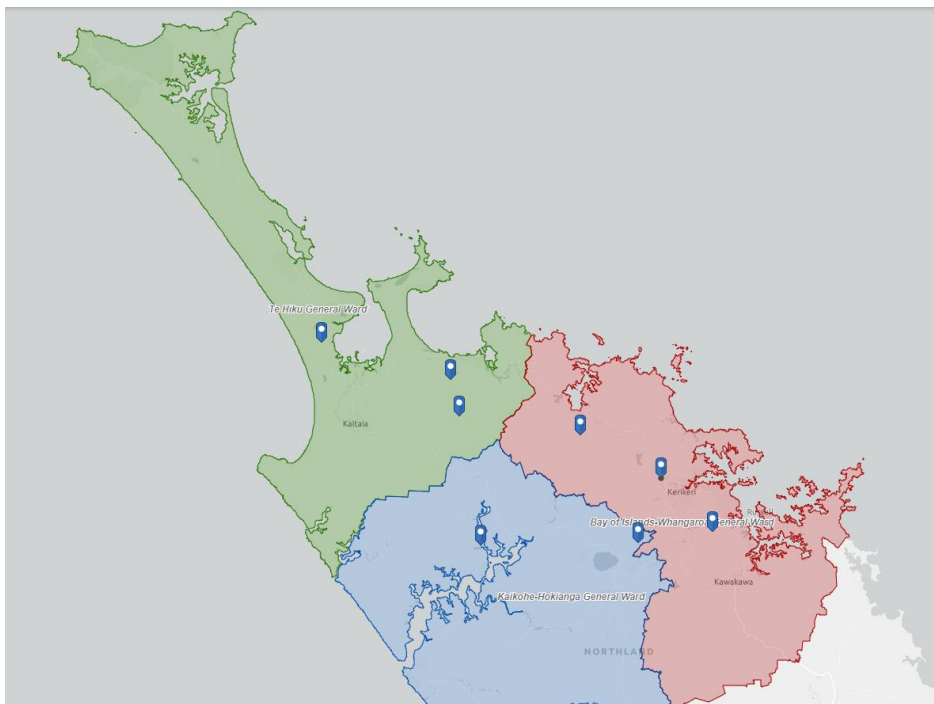
## Location of Subdivisions Completed

A total of **10** subdivision completion (s224) certificates were issued in November 2024. The breakdown by Ward was **3** in Te Hiku, **6** in Bay of Islands-Whangaroa, and **1** in Kaikohe-Hokianga, as shown on the map below:



**Figure 10:** Location of subdivision development by ward for November 2024.

In December a total of **8** subdivision completion certificates were issued. Of these, **3** were in Te Hiku, **2** in Kaikohe-Hokianga, and **3** in Bay of Islands-Whangaroa, as shown on the map below:

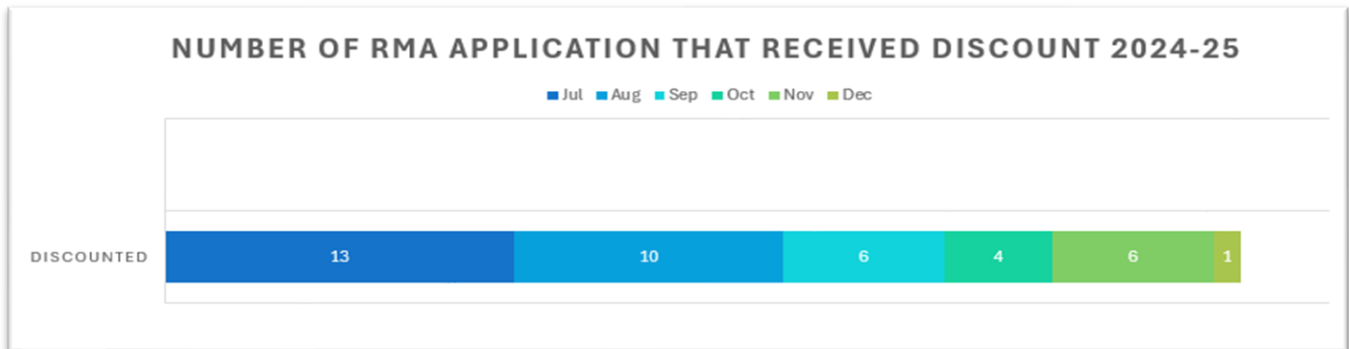


**Figure 11:** Location of subdivision development by ward for December 2024.

## Trends, News and Success Stories

### Discounts

The amount paid out in Discounts under the Resource Management (Discount on Administrative Charges) Regulations 2010 has been steadily declining each month. The last two months saw 7 invoices have discounts applied, but only one of those we recently issued decision from November 2024 (overall discount applied for was \$172.52).



### Prepayments

Each month Resource Consents provide the Finance department with a report on our prepayment account. This is the account all lodgment fees accumulate in until we invoice a customer. At present there is \$1,084,069.98 that is to be allocated to a resource consent or under investigation to be transferred to another department or refunded.

Changes to the way we invoice has added to a backlog in Certificate invoicing, but admin are actively going through these and applying the fee or raising final invoices.

### RMA & Environmental Court Hearings

No hearings were held for the months of November & December 2024.

### Staffing

The Engineer team welcomed a Senior Resource Consent Engineer filled by Sujeet Tikaram. Sujeet is an existing employee in the infrastructure team with his first day in our team on 13 January 2025. We are grateful to have Sujeet join our team with his wealth of knowledge in the Resource Consents area.

We have also offered the Resource Consent Engineer position to Gourav Rana who will be relocating from Hamilton. His start date is on the 17<sup>th</sup> of February 2025

The planning team have welcomed Anneke Price who has come over from the infrastructure team and taken up the role as our planning technician, supporting the planner team leaders and our principal planner in the Certificate space.

We have also offered the Senior Resource Planner position to Nikki Callinan who will join us on the 20<sup>th</sup> of January 2025.

There is currently 2 positions vacant across the Resource Consent team, which is being actively recruited to:

- 1x Resource Consents Engineer (Permanent)
- 1x Resource Planner



## Training and Conferences

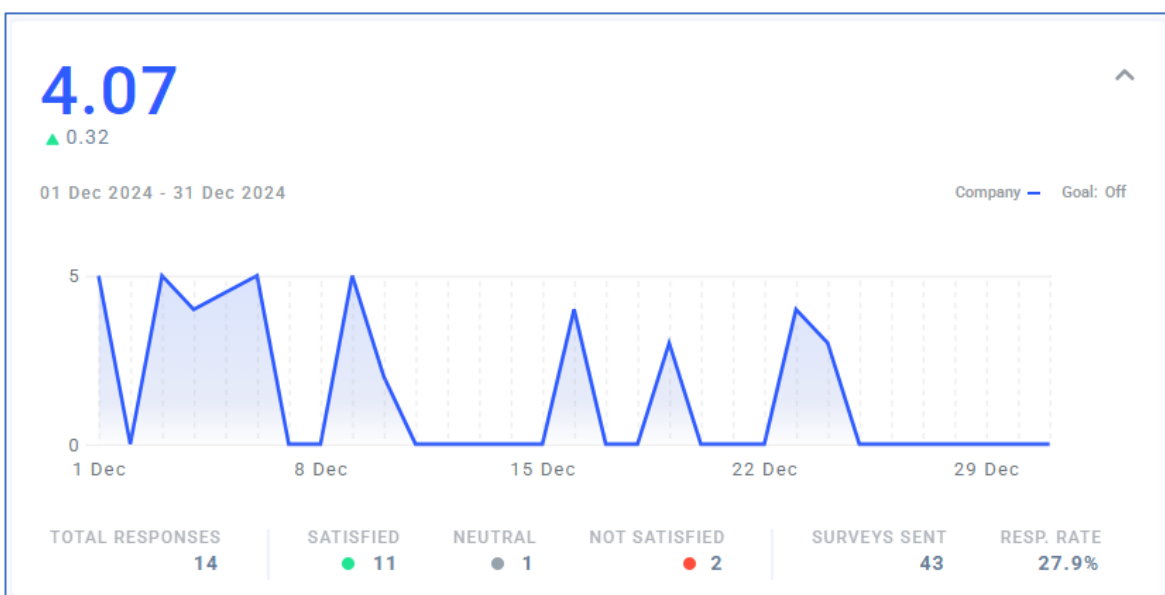
In November and December, our planning team participated in several valuable training sessions to enhance our skills and knowledge. Some key courses included attending a series of training for Planning for Māori Value from NZPI, a Stress Management course and a Conflict Management course.

Our engineers attended Occupational Safety training to assist with site visits and challenging customers.

## Customer and Relationships

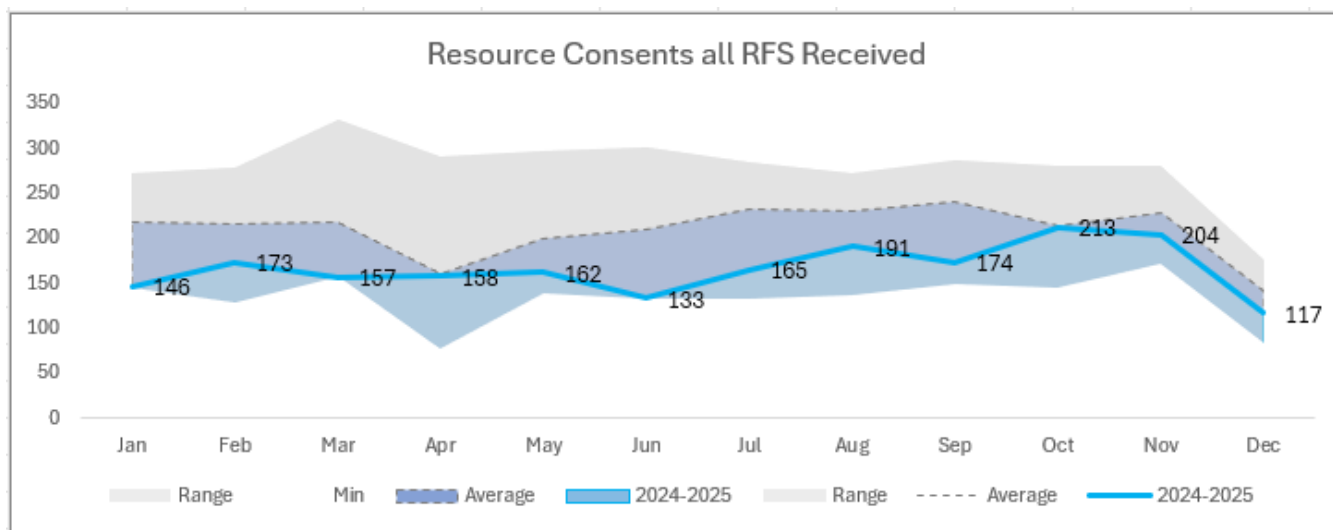
### Ask Nicely Results

Resource Consents sent out 59 customer service surveys in November 2024 and 43 customer service surveys in December 2024. Below figures show how many responses were received back and if the customer was satisfied, neutral or not satisfied with the response and assistance provided by the Resource Consent department.



## Request for Service Responses

The Duty Planner and our admin staff are constantly under time pressure to answer Requests for Service (RFS) and are helped by planners when RFS's become backlogged. The figure below indicates the number of RFS received aggregated across both teams with November 2024 receiving 204 requests for service and a decrease in December 2024 to 117.



## Housing and Major Developments

### Current larger housing projects

Despite the slowed economy, the Far North District remains a hot pot of development activity. The Resource Consents Team is currently handling 22 large-scale applications, including two Papakāinga developments, two large-scale Kāinga Ora developments are under review, with projects ranging from 15 to 90 lots and 18 multi lot subdivisions from 6-94 lots.

## Coalition Government updates

### RMA reform

The Government has made several recent announcements outlining the next steps in its resource management reform programme. Among these were proposed changes to the Fast-track Approvals Bill and the introduction of a second bill to make targeted amendments to the Resource Management Act (RMA). The proposed second RMA bill will be focused on addressing the most immediate resource management issues to enable growth in infrastructure, renewable energy and housing and other development sectors.

The changes will be bundled into four packages.

An Energy and Infrastructure package – which includes the Government's Electrify NZ plan, announced on 26 August – will see amendments to the NES for Telecommunications Facilities, and an NPS for infrastructure introduced.

A Housing package will include amendments to the NPS - Urban Development and NPS - Highly Productive Land and other changes aimed at enabling housing and papakāinga development and changes to the way heritage buildings are managed in urban planning. In this regard the Resource Management (Freshwater and Other Matters)

Amendment Act 2024 was introduced on 25 October 2024. Among other things, this legislation excludes the hierarchy of obligations in the National Policy Statement for Freshwater Management (NPS-FM) from consideration in resource consenting, while a review and replacement of the NPS-FM is undertaken.

Farming and the Primary Sector includes proposals relating to freshwater, indigenous biodiversity, commercial forestry and marine aquaculture.

Emergencies and Natural Hazards, focusses on providing a comprehensive, nationally consistent framework for addressing the risks posed by these hazards, including increased risk from climate change.

### **Fast Track Bill Changes**

The Government announced it was recommending changes to the Fast-track Approvals Bill (FTA Bill). The key changes are:

Final decisions on projects will not sit with Ministers but with the Expert Panel.

Expert Panels will include expertise in environmental matters; will include an iwi authority representative when required by Treaty settlements; and will include Māori development expertise in place of mātauranga Māori.

Timeframes for comment at the referral and panel stages will be extended in order to give parties, including those impacted by a proposed project, more time to provide comments.

### **Highly Productive Land policy amendments**

Changes to the National Policy Statement for Highly Productive Land 2022 (NPS-HPL) came into effect on 13 September to enable a consenting path for new renewable energy projects, indoor primary production (such as poultry and piggeries) and greenhouses.

### **Granny Flat Changes**

FNDC provided feedback on options to make it easier to build granny flats on properties with existing homes on them. It's proposed that self-contained granny flats up to 60m<sup>2</sup> could be built without the need for a building or resource consent, to save time and reduce costs. Final policy decisions will be made by Government later this year, and the legislative changes are expected to be in place from mid-2025 RMA Reform Implications

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# Property and Facilities Management

This section contains performance information for the Property and Facilities Management department.

## Introduction

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The Property and Facilities Management department consists of two teams: Property Management and Technical Operations.

Throughout the district there are many facilities managed by Council and made available for public use, such as playgrounds, parks and reserves, sports fields, public toilets, visitor destinations and town centres. These facilities contribute to the liveability of our communities, providing places and spaces for residents to connect and enjoy themselves and to enhance the visitor experience.

Facilities include:

- Cemeteries
- Civil and community buildings
- House for the Elderly
- Recreation
- Town maintenance, public toilets, and car parks.



Council disposal facilities across the district provide refuse and recycling services to protect the health of our communities and environment. Our responsibility is to manage refuse appropriately and to provide facilities that meet the needs and expectations of communities.

Key facts about solid waste management:

- 15 refuse/recycling transfer stations
- 1 landfill at Russell
- 1 Resource Recovery Centre at Kaitaia
- 10 community recycling centres



### Contribution to community outcomes



*Communities that are healthy, safe, connected and sustainable*



*Proud, vibrant communities*



*Connected communities that are prepared for the unexpected*



*A wisely managed and treasured environment that recognises the role of tangata whenua as kaitiaki*

# Property Management

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## Introduction

The Property Management team, which consists of 6 staff manage the daily oversight of all residential and commercial leases including leases over Reserves, burials and events. The team works closely with Facilities Operations and Asset Management & Project Delivery teams to deliver consistent outcomes for the community.

The Property Management team perform the following functions:

- Commercial and community lease management
- Housing for the Elderly property management
- District Facilities contract management and payment
- Property management administration
- Financial reporting and support
- Support acquisition and disposal of land
- Burial and event management

## Leases

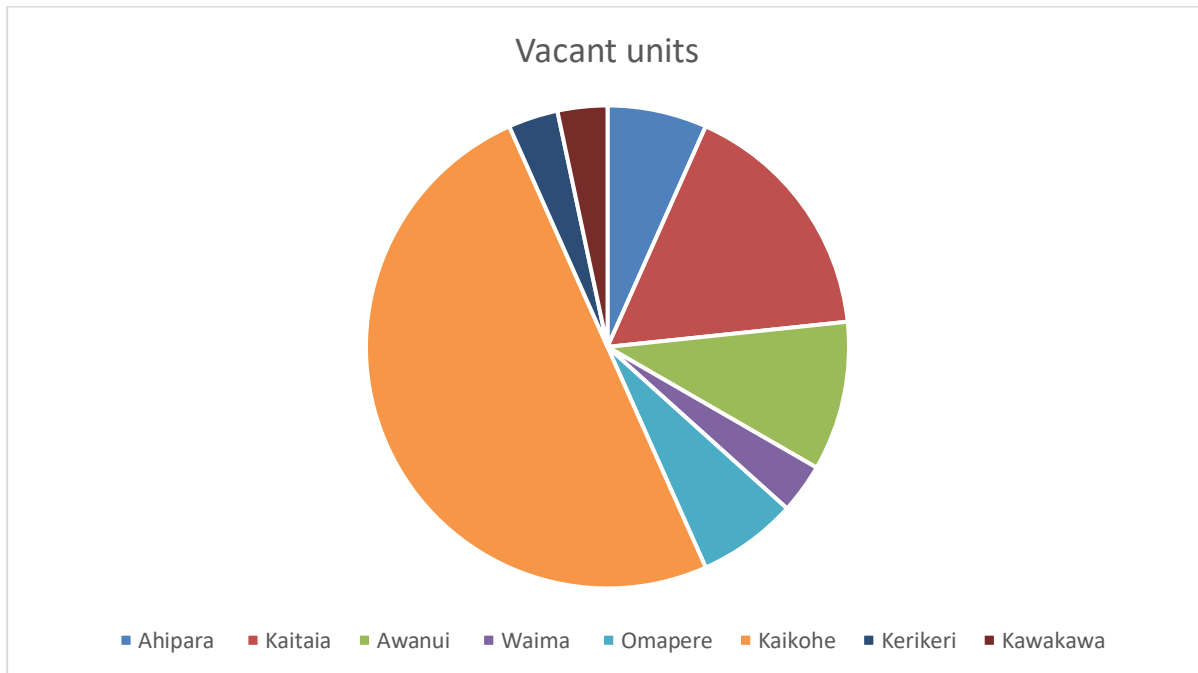
There are currently 21 historical expired leases.

## Upcoming reports

- **Kaikohe – Hokianga Community Board (February 2025)**
  - Ground leases over Kaikohe Landfill
  - The Future of Rawene Domain
  - Change in committee members for Waiotemarama Cemetery

## Housing for the Elderly

We currently have 29 vacant pensioner units:



Healthy Homes Inspections have been completed for all tenanted units. Project Delivery will be finalising plans to remedy works required and these will be undertaken in the new year.

## Cemeteries & Events

Event requests have increased as we are entering the summer season. The following permits have been issued:

- Santas Grotto Kerikeri Domain
- Movie in the Park (Korora Street Park)
- AZAMARA Cruise Ship Stall in Russell Village Green (pending)
- Rotary Color Run (pending)
- Waitangi Day reserve use (pending)

## Others

- 7 burials have been processed
- 10 Kaikohe Memorial Hall bookings have been processed.

## Pools

Seasonal pools in Kaikohe and Kerikeri are now open for the 2024/2025 Summer season.

## Technical Operations

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### Introduction

The Technical Operations team is the operational arm of council and comprises of six staff who manage a wide range of activities across our green spaces and facilities, our primary function being to ensure council facilities are well maintained, operational and safe. The team is on the frontline and has a large degree of public and stakeholder interaction.

The Technical Operations team work closely with both the Assets and Projects and the Property Management teams enabling council to provide a holistic approach to our asset and service management.

The Technical Operations team perform the following functions:

- Manage the Community Services Contract, OCS and Crewcut.
- Maintain our greenspaces and reserves, sports grounds, buildings and halls, public facilities including toilets, and Housing for the Elderly units.
- Responsible for agreements across our district facilities.
- Induct Health and Safety volunteers on reserves and ensure safe practise.
- Contractor management (health and safety).
- Contract claims and financial reporting.
- Conduct audits across our contracts and agreements.
- Work on community requests in the district.

#### Key Stats:

- 15 Community Cemeteries.
- 11 Public Cemeteries.
- 120 Burials per annum.
- 58 Halls & Community Facilities.
- 2 Million m<sup>2</sup> of Active Reserves currently mown.
- 74 Toilets to Maintain.
- 525 Bins Serviced per annum.
- Approx. 5,000 RFS's each year.

### Community Services Contract

- The past six months has been a big transition for the team as they navigate working with a new contractor and a new job system which provides visibility to job scheduling and completed works. Auditing of sites continue to be a priority to ensure our assets are meeting contract specifications and health and safety requirements.
- Due to the combination of rain and high temperatures, grass growth has been challenging to maintain to standard across the district. This is a priority, particularly for our destination parks and cemeteries.
- Citycare have done well in increasing levels of service for “peak season”, especially with litter emptying and toilet cleaning. Two areas that have been highly impacted by tourism over the Christmas/ New Years period were Paihia and Russell, and as a result required consistent staff presence to meet demand. Other Northern holiday hot spots such as Tokerau, Whatuwhiwhi and Pukenui/Houhora were monitored as needed due to the influx of rubbish.

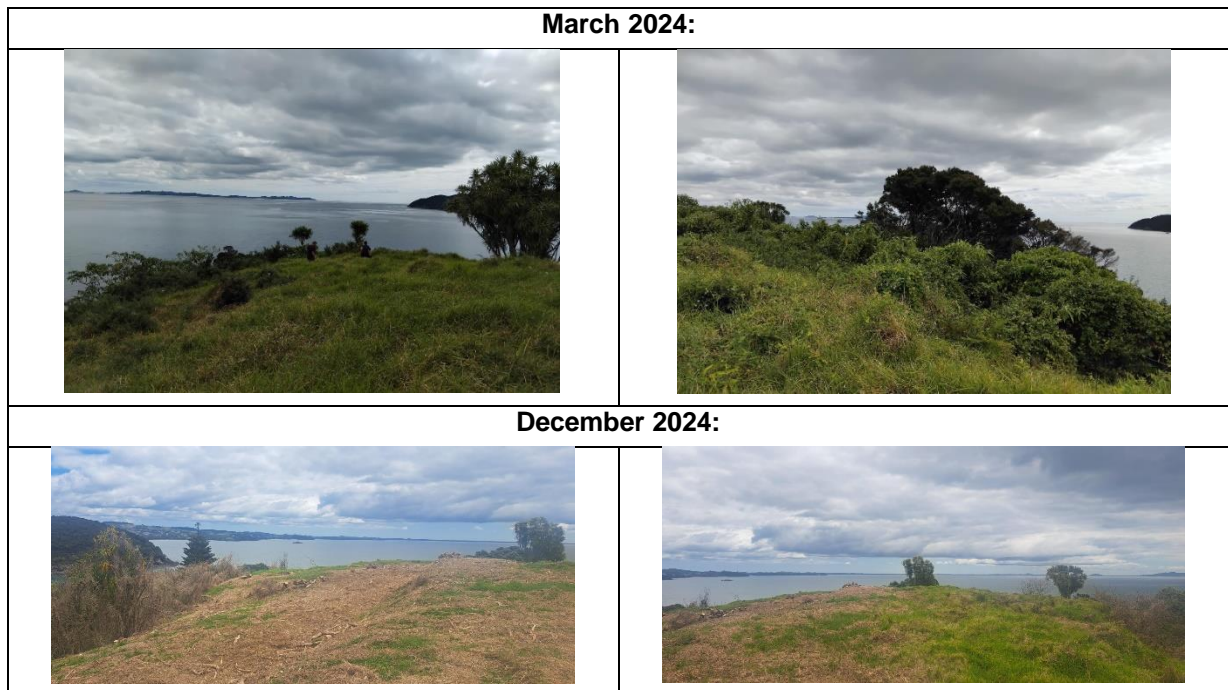
### Toilets

- A new toilet facility was opened at Windsor Landing, Kerikeri inlet end of December.
- The new toilets in Lindvart Park, Kaikohe opened in October 2024. Unfortunately, these are temporarily closed for investigation due to significant blockages. Council's website will be updated once they are re-opened.
- The toilet at Waitotara Reserve, Tokerau Beach is closed until further notice, due to no water supply. A permanent option for water supply is being worked on. In the interim, please use the public toilets in Tokerau or Whatuwhiwhi.
- Kaeo and Mangamuka toilets received a fresh coat of paint, with Mangamuka toilets being completed in conjunction with the re-opening of the Mangamuka Gorge.



## Reserves

- Rangitoto Reserve, Whangaroa:
  - Work has been undertaken in the past year to tackle the smothering weeds and pest plants (such as mature wattles, moth plant and Tobacco weed) on Rangitoto Pa.
  - Council contractors, Green by Nature, have performed an impressive job to bring the area into a maintainable state.
  - The works included a mix of drone spraying, selective spraying and mulching, while also protecting the historical environment of the pa site.
  - A long-term maintenance plan is still being developed.



- Moringaehē, Ahipara – Historic Reserve:
  - Technical Operations arranged for Moringaehē to be mowed by Citycare in September 2024 in preparation for a blessing to be held. On the 22nd September, Ngā Hapū o Ahipara held the blessing and erected a pouwhenua, Toakai, to watch over the reserve.
  - Discussions have continued with Rueben Taipari (on behalf of hapū) around the maintenance of the reserve, health and safety requirements, the installation of bollards for security and the plaque. Once the plaque is developed, there will be a joint unveiling.



- Fairy Pools Reserve, Kerikeri:
  - The reserve at the end of Fairy Pools Lane was closed on 21 November, to preserve public safety while work begins on a private property which borders the reserve.
  - The reserve closure was approved under section 53 of the Reserves Act 1977.
  - Council signage is in place and there are no alternative access points to the public.
  - The reserve is expected to be closed until mid-March 2025.

## Key challenges

- The backlog of aged and unreviewed agreements continues to be an outstanding challenge. We are finding we are uncovering historical agreements through urgent repair work. We are reviewing and renewing agreements as appropriate to ensure consistency and clarity moving forward. We are capturing these in our system Re-Leased, to ensure this will no longer be a reactive process moving forward.
- There is many historical Requests for Service, particularly for buildings, that require attention before we can close them. We are also getting a high volume of Requests for Service for pest plant management across the district, which is a challenge to navigate, due to the spread and speed of growth.

## Ask Nicely

The team achieved an Ask Nicely score of 3.13 for the period of November and December which is a tool we use to measure outcomes from the public. Our rate of satisfied responses has increased slightly from the previous two months.

It was positive to identify that many responses were general dissatisfaction with the wider council and external environment e.g. rubbish, rather than customer service. Over the past two months, we have received a total of 200 Requests for Service so are working hard to navigate these as efficiently as possible.

