

**DISTRICT SERVICES  
MONTHLY  
BUSINESS REPORT**

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**April 2021**

## Executive Summary

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

### Community and Customer Services

- **Libraries:** the school holiday period was busy in both libraries and the Museum. A number of programmes were offered including Virtual Reality, Tech Play and Origami sessions. One session at Kaitia Library had over 60 attendees. The Museum ran a 'touch me' Kidzone programme, where visitors could engage with old artefacts including rotary phones and hundred-year-old typewriters. The Museum also opened on ANZAC day with a special display, which was well attended.
- **i-SITES:** ANZAC Day and school holidays saw increased visitors to the district compared with last April when the i-SITES were closed due to COVID-19. Retail sales are currently doing well in all three centres. There have been steady bookings with operators and accommodation providers have steady bookings with one operator having 69 enquiries from Australia for May bookings. A number of requests (40) have been received for April for visitor guides.
- **Housing for the Elderly:** April has been a busy month of rolling out the Healthy Homes work and ensuring that tenants were kept informed of timings and changes. Heating and ventilation installations have been completed in both Awanui and Kawakawa units. Efforts are being made to work with tenants to inform them on the effective use of their new heating source to prevent higher power bills.

### Building Consents

- The Building Consent Authority (BCA) compliance results reflect the excellent efforts of the team to maintain 100% compliance within statutory timeframes as well as an ongoing commitment to ensuring an audit-ready BCA. Building consent numbers have steadied for the month of April with 172 received and 147 issued. On average, building consents are currently being issued within 12 days.
- A total of 686 building inspections were completed during April. The fail rate on inspections has improved, moving from 39% in July 2020 to 15% in April 2021, a downward trend which is pleasing.

### Environmental Services

- **Resource Consents:** a total of 120 applications were lodged in April 2021; this total included 68 RMA applications and 52 RMA certificates and LGA applications. Of the 36 RMA decisions issued in April, two decisions went over statutory timeframes, achieving 94.4% statutory compliance. This is an improvement on the March percentage of 83%.
- **Monitoring Compliance:** despite having a shortage of staff through vacancies, a Request for Service (RFS) response rate of 97% was achieved for RMA-related RFSs.
- **Noise Complaints:** during April 2021 there was an increase in the number of noise complaints (a total of 128 noise complaints-related RFSs) received. Response times were 75.9% met for urban areas and 83.3% met in rural areas against a KPI target of 95%. The ability for the contractor to source Police assistance for some properties is impacting response time performance.
- The new **Parking Warden** is now fully trained and issued 108 infringements during the month of April, 40 more than in March.
- **Animal Management:** 355 RFSs were received for Animal Management complaints in April, 58 urgent and 297 non-urgent. Animal Management Officers continue to respond to requests within Level of Service agreed times with an achievement of 97%, despite the high number received.
- **Environmental Health Services:** a significant number of Good Host Visits have been completed, with over 77% of premises in the district visited at the end of April, exceeding the annual KPI target for visits ( $\geq 25\%$  of premises visited annually).

## Performance in Brief

### Introduction

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

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



### Our Customers

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

### Our Finances

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

#### Funding Breakdown for the District Services Group

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

### Our Level of Service KPIs

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

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

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

# Community and Customer Services

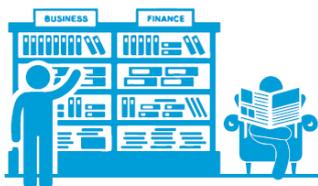
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This section contains performance information for the Community and Customer Services department.

## 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 - April 2021

### Libraries

The school holiday period was busy in both libraries and the Museum.

In Libraries, a STEAM focussed holiday programme saw large numbers of children turning up for Virtual Reality, Tech Play and Origami sessions. One session at Kaitaia Library had over 60 attendees.

The Museum ran a 'touch me' Kidzone programme, where visitors could engage with old artefacts including rotary phones and hundred-year-old typewriters. The Museum also opened on ANZAC day with a special display, with a high number of residents and visitors calling in for remembrance.

### i-SITE's

ANZAC Day and school holidays were busy with New Zealanders enjoying the district compared to last April when the i-SITEs were closed due to COVID-19.

Retail is currently doing well in all three centres. There have been some Australian visitors to the area, but most are from New Zealand. Operators and accommodation providers have steady bookings with one operator having 69 enquiries from Australia for May bookings. 40 requests for visitor guides have been received for April.

### Housing for the Elderly

April has been a busy month of rolling out the Healthy Homes work and ensuring that tenants were kept informed of timings and changes. Heating and ventilation installations have been completed in both Awanui and Kawakawa units with the tenants feeling considerably less damp and cold.

Efforts are being made to work with tenants to inform them on the effective use of their new heating source to prevent higher power bills. There will be a follow up with all tenants in the coming weeks and months to ensure that they are aware of appropriate use of these new devices.

Six monthly unit inspections were carried out in Rawene and Kohukohu with a number of investigations being undertaken to follow up on issues that have been identified. Tenants have provided positive feedback on the actions taken.



*Pictured is Mr Mike Wilcox who is a tenant in Kawakawa, he says that he thinks the heat pump is fantastic and he feels warmer than he has in years!*

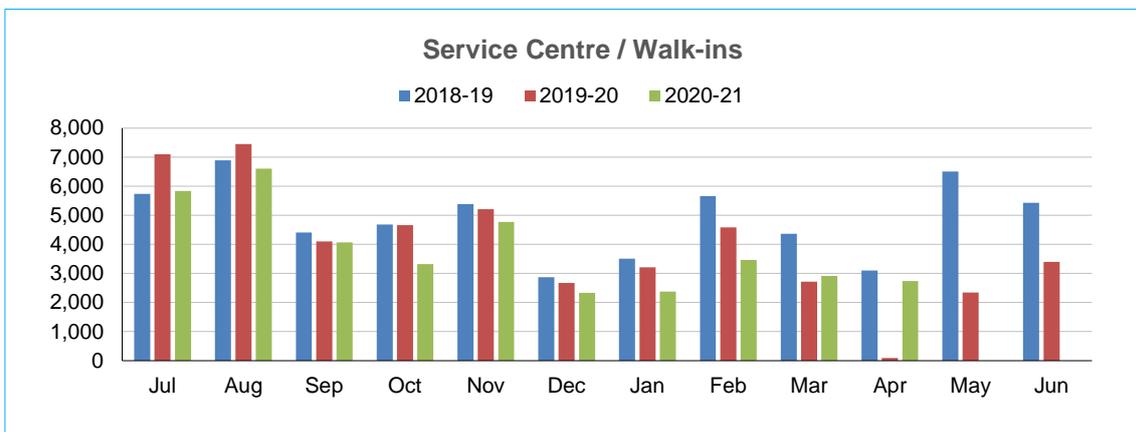
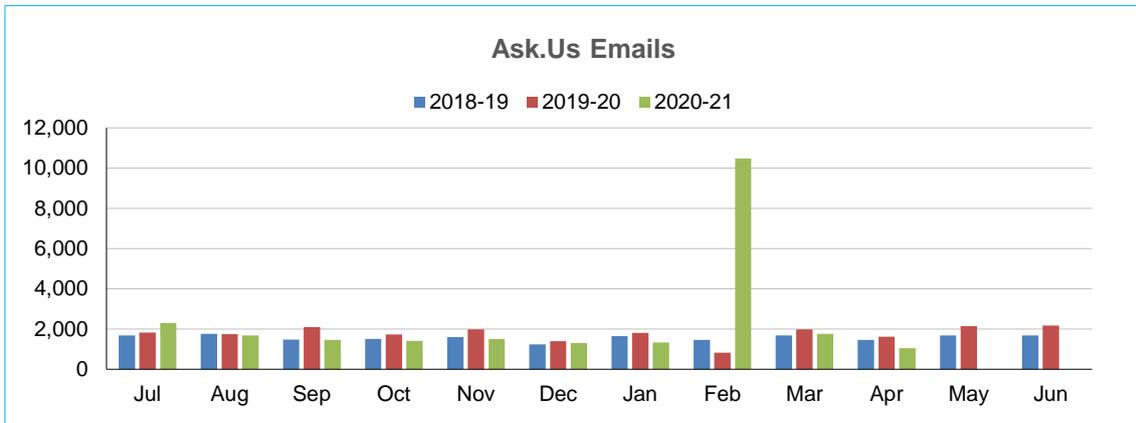
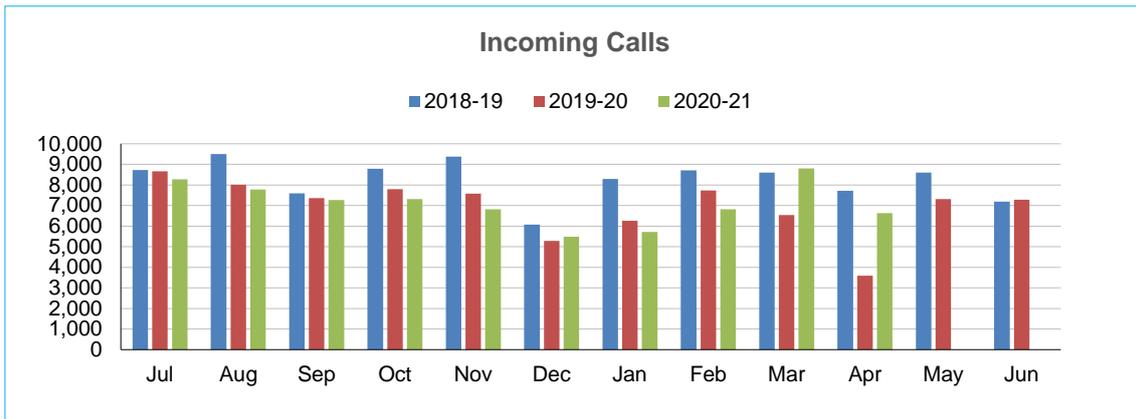
## Customer Care

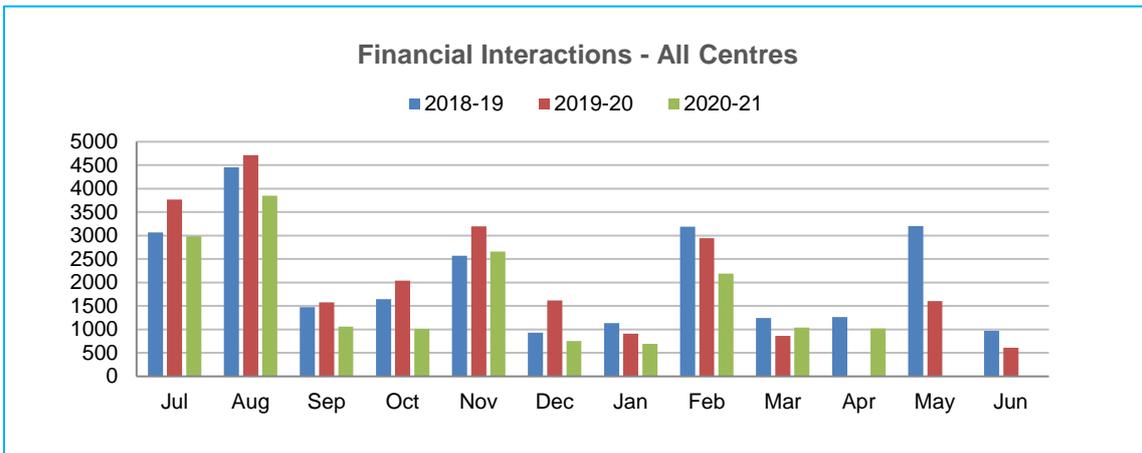
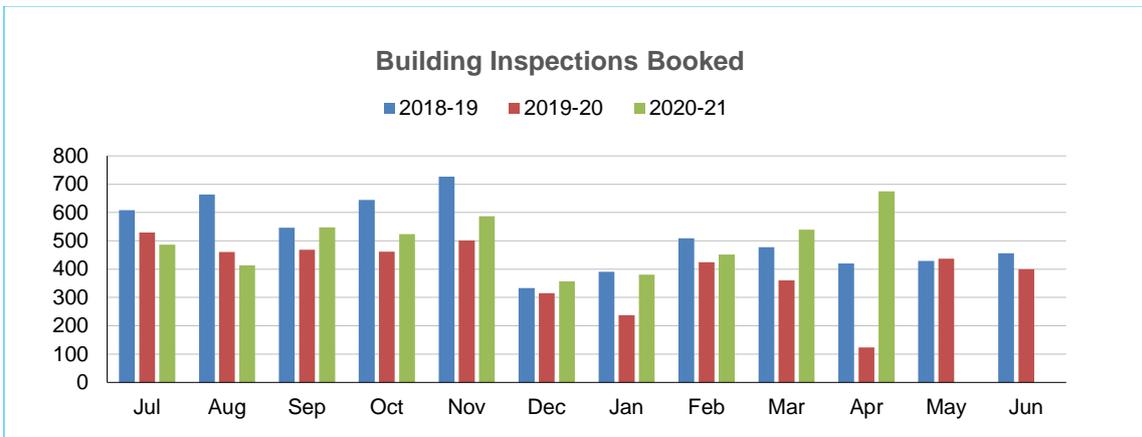
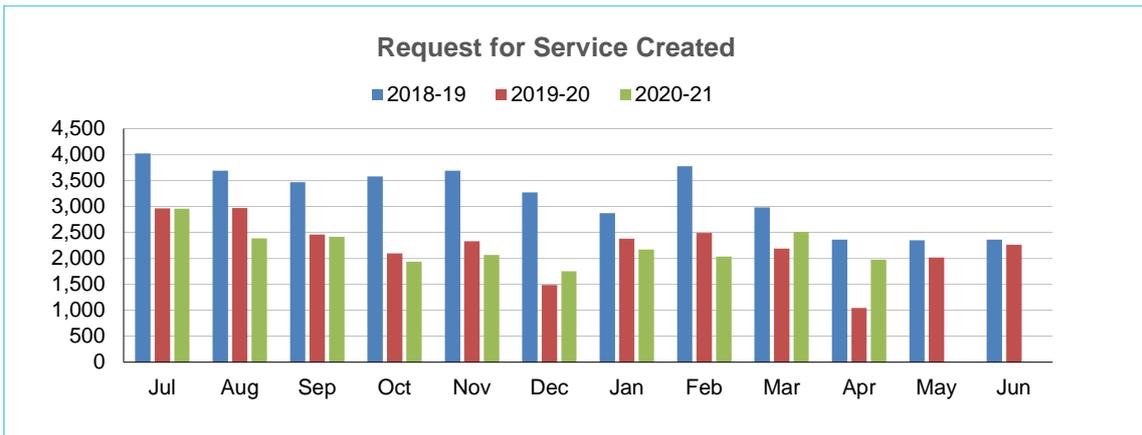
The Customer Care team consists of 2 teams: Contact Centre and Service Centre staff. As well as receiving calls from customers, the Contact Centre staff are also responsible for responding to emails from customers (AskUs Emails), managing online customer registrations and actioning change of address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

A comparison of April 2021 with April 2020 is included below:

- 100% increase in financial interactions at Service Centres (1,022 up from 0)\*
- 84.43% increase in calls to the Contact Centre (6,634 up from 3,597)
- 34.66% decrease in Ask.U.s emails received (1,054 down from 1,613)
- 448.78% increase in building inspections booked (675 up from 123)\*
- 2723.71% increase in visits to Service Centres (2,739 up from 97)\*

**\*Note:** We are comparing to April 2020 when the country was in lockdown.





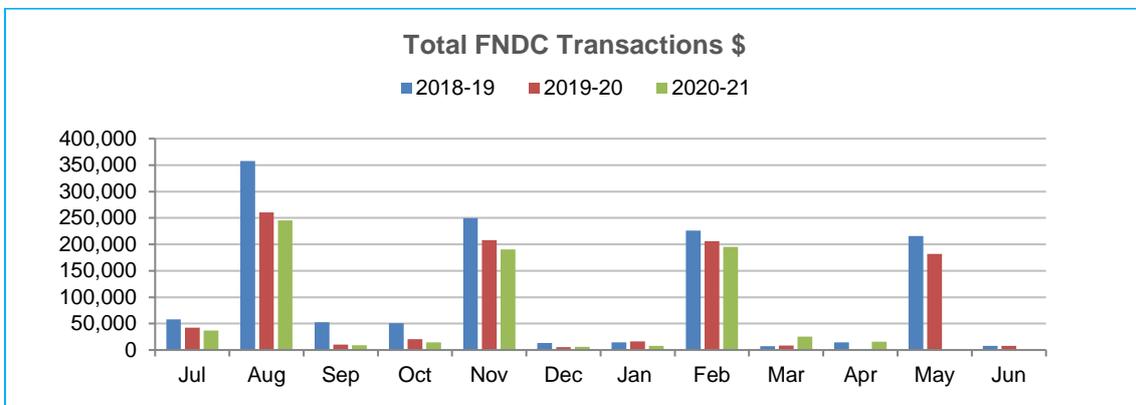
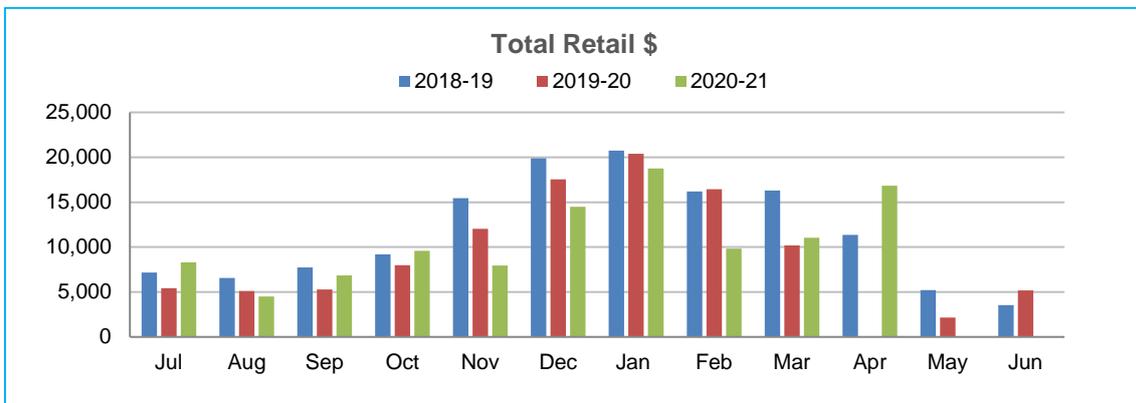
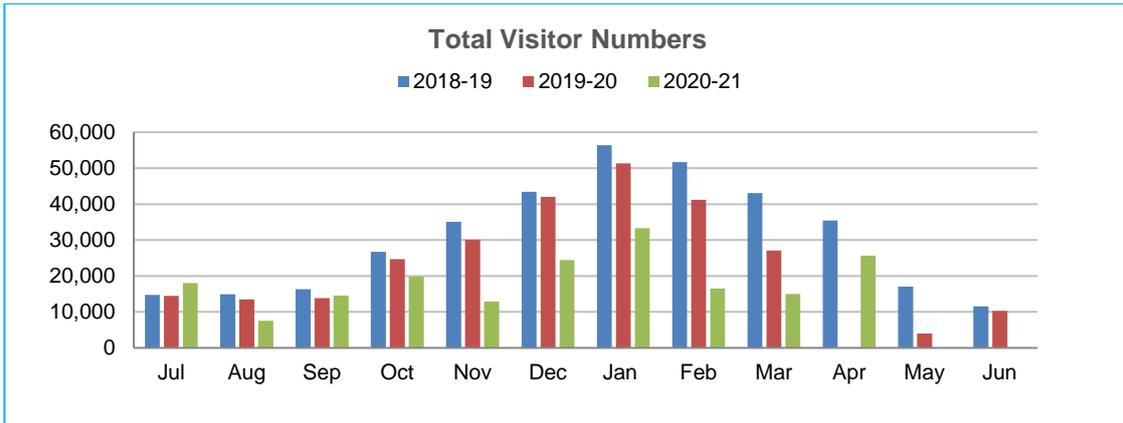
## i-SITES

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

A comparison of April 2021 with April 2020 is included below:

- 100% increase in visitor numbers (25,680 up from 0)\*
- 100% increase in retail revenue (\$16,850 up from \$0.00)\*
- 100% increase in transaction spend (\$19,481 up from \$0.00)\*
- 100% increase in transaction numbers (5,864 up from 0)\*

**\*Note:** We are comparing to April 2020 when the country was in lockdown.



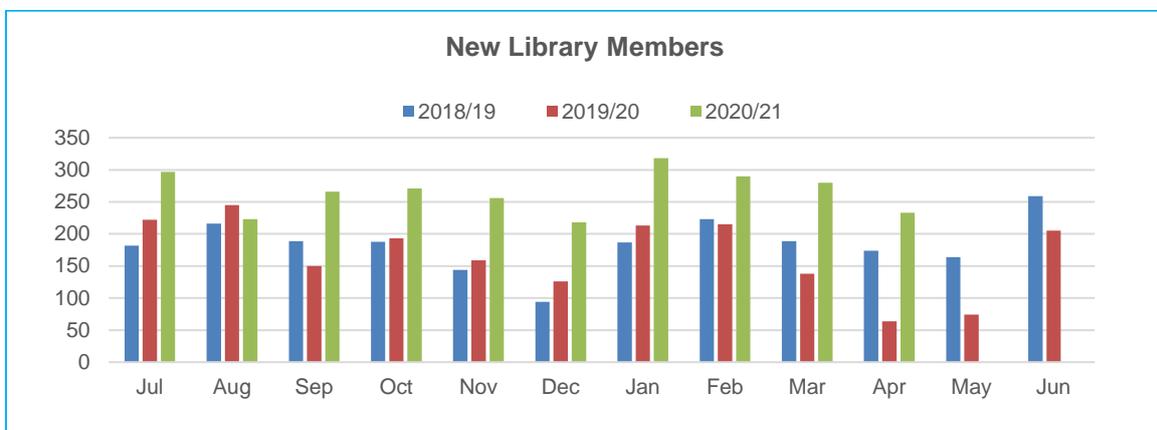
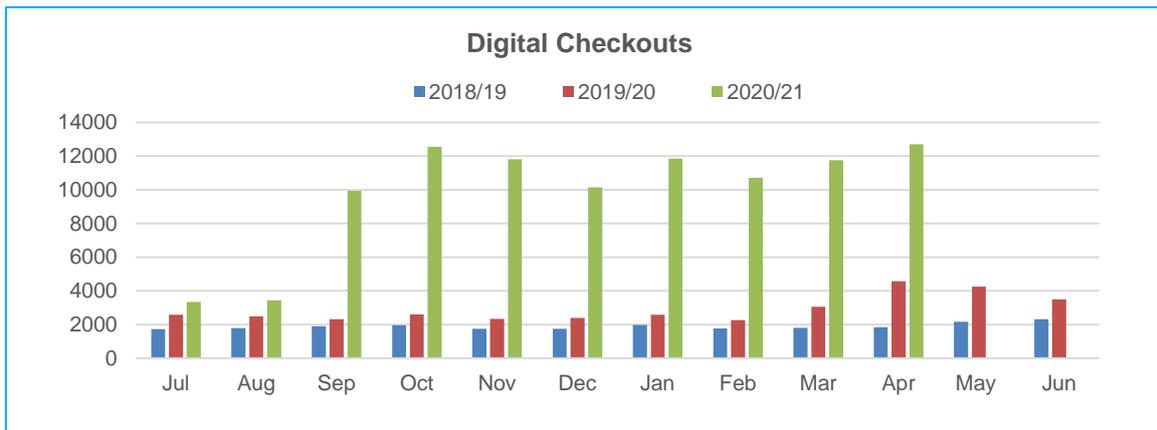
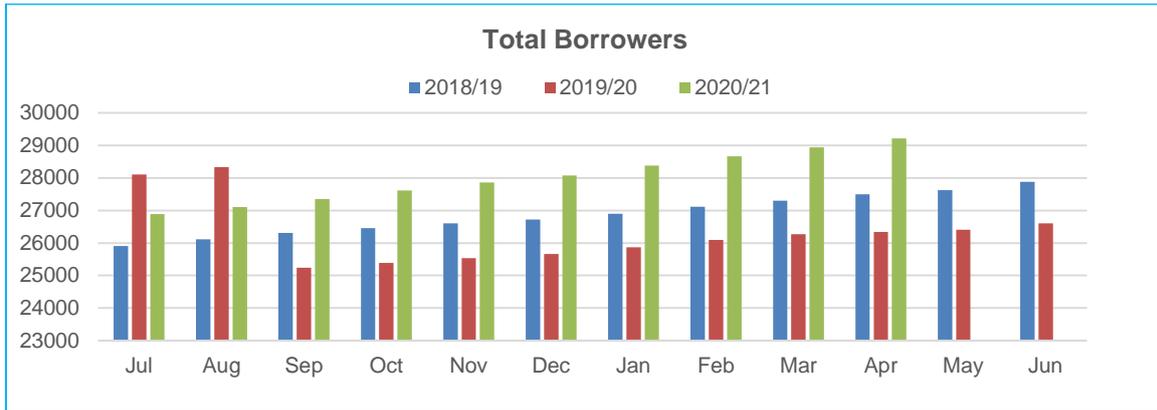
Total FNDC Transactions \$ (above) shows customers using the i-SITES for FNDC transactions e.g. register their dog, pay their rates, and make general enquiries about council services.

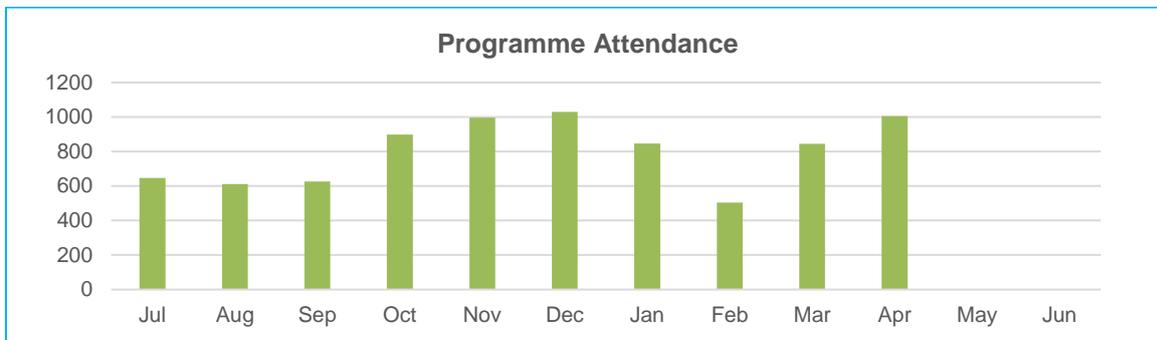
## Libraries

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

A comparison of April 2021 with April 2020 is included below:

- 178% increase in ebook and audio downloads (12,714 up from 4,572)
- 30% increase in library website sessions (52,434 up from 40,334)





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

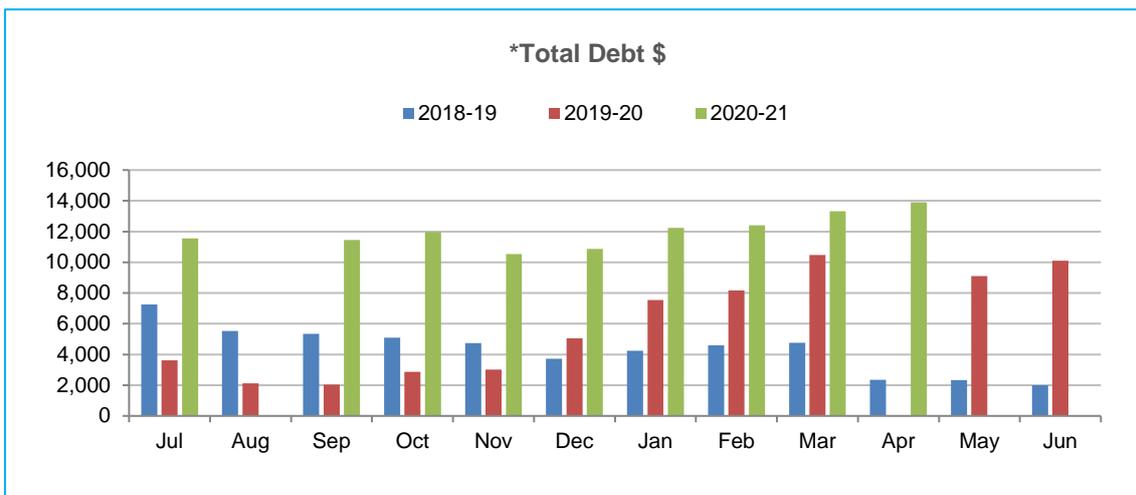
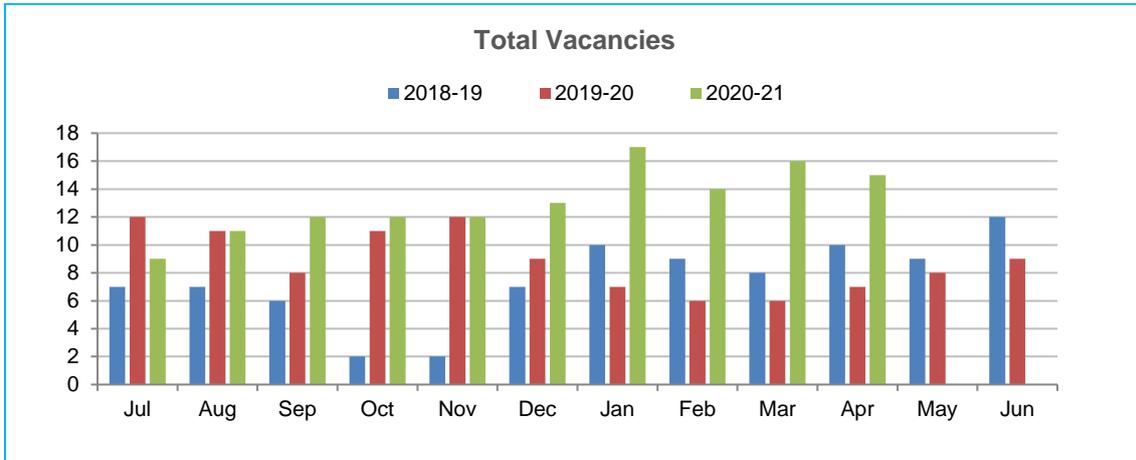
## Museum

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



## Housing for the Elderly

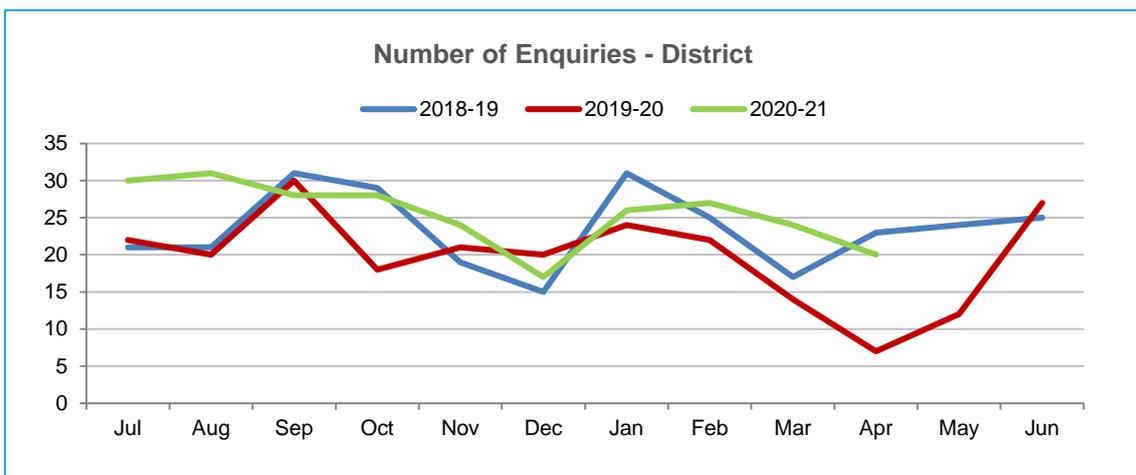
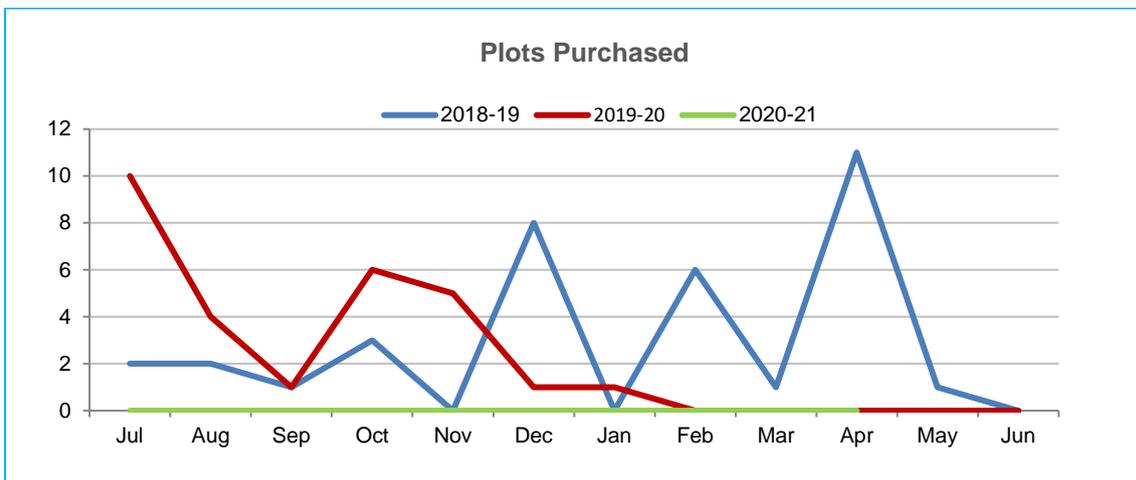
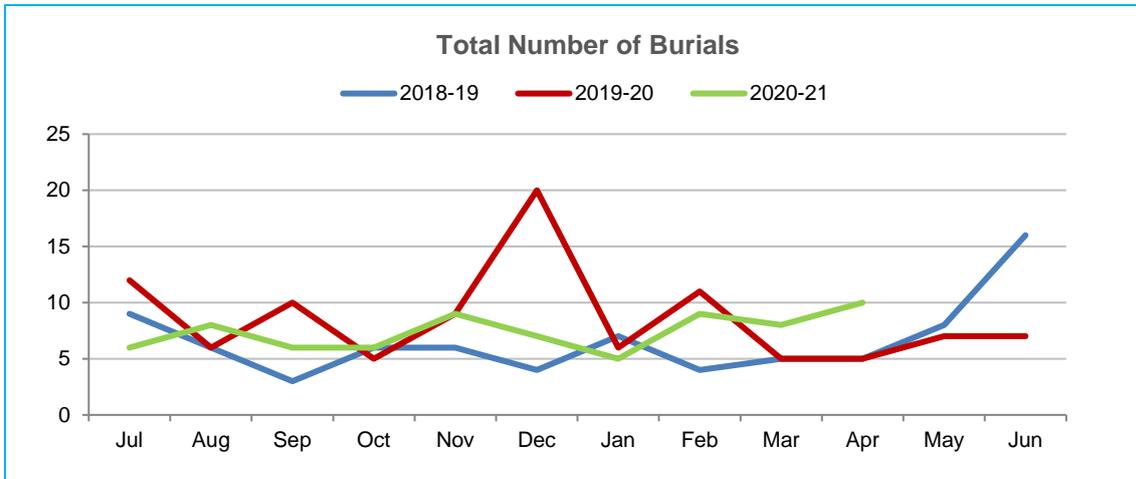
Council offers Housing for the Elderly (HFE) units in 12 complexes (147 units) across the district to eligible tenants over the age of 60 and who are on a benefit. Vacancies are generally due to refurbishment and wait lists continue to be high due to the lack of housing in the district and an ageing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



\*The Total Debt graph shows rent arrears.

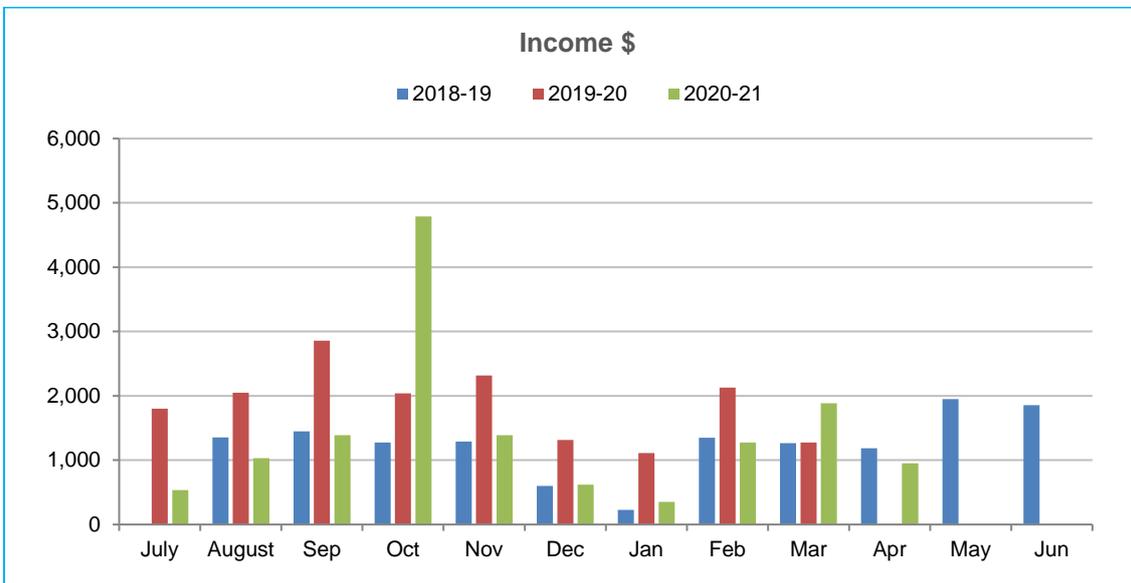
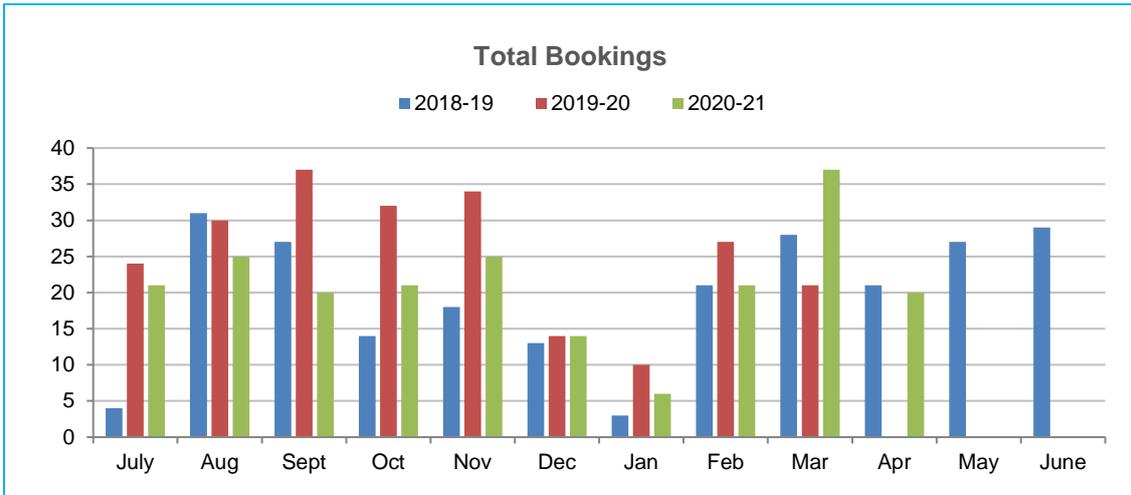
## Cemeteries

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



## Memorial Hall

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



# Building Services

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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 – April 2021

The Building Consent Authority (BCA) compliance results reflect the excellent efforts of the team to maintain 100% compliance within statutory timeframes as well as an ongoing commitment to ensuring an audit-ready BCA.

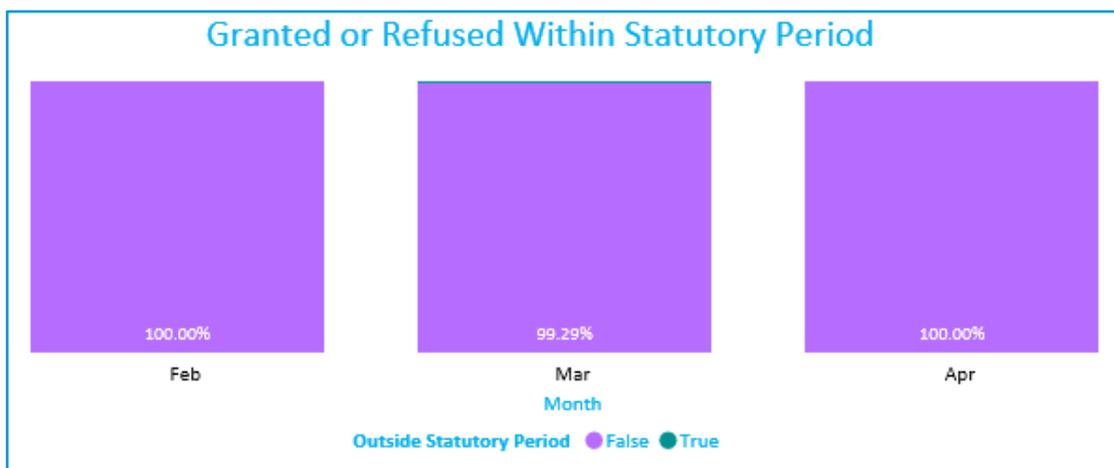
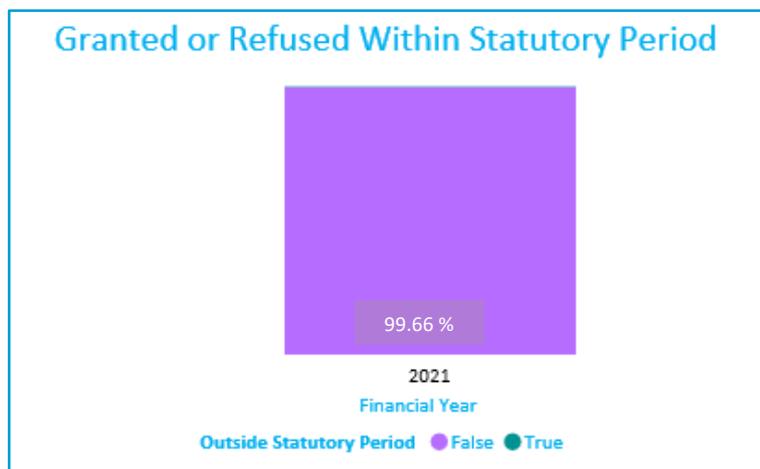
Building consent numbers have steadied for the month of April with 172 received and 147 issued. On average, building consents are currently being issued within 12 days.

Given the current state of BCA's across the country, International Accreditation New Zealand (IANZ) have requested a follow up in October 2021. This will be a simple exercise of sharing records with IANZ demonstrating the current state of the BCA. This will assure IANZ that the BCA is on track for the next onsite assessment in October 2022.

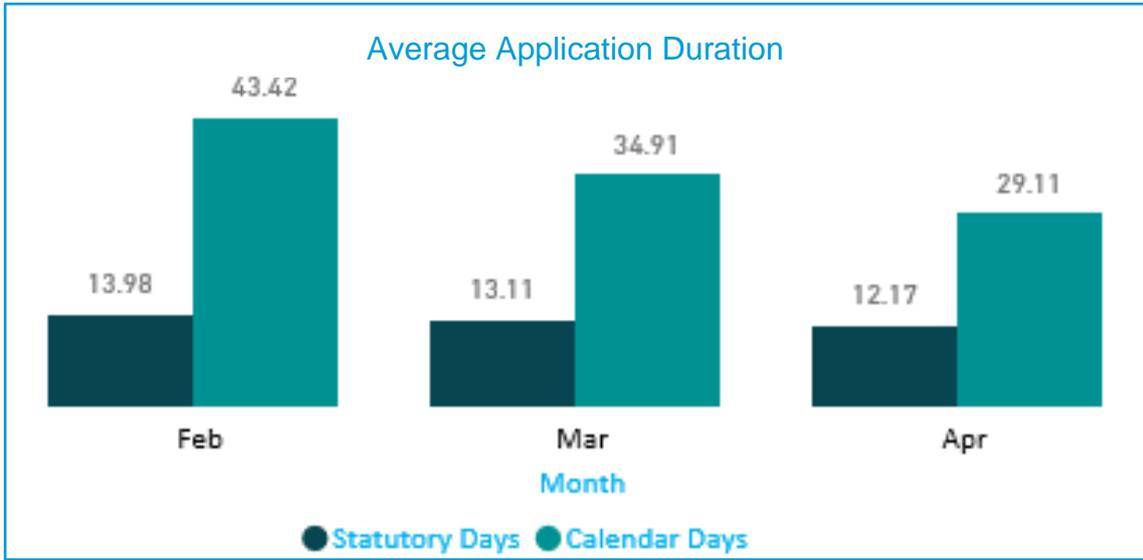
The inspections team has been doing some great work with a total of 686 inspections for the month of April. The fail rate on inspections in July 2020 was 39% and for April was 15%, demonstrating a lower trend of failure rates.

### Levels of Service

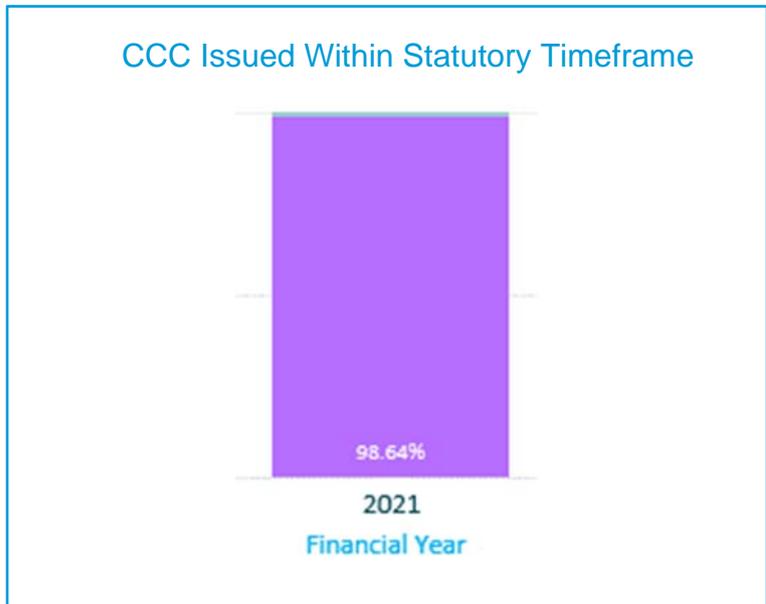
Building consent processing compliance is tracking at 99.66% for the year to date. A total of 1180 consents have been issued with only four going over the 20-day statutory timeframe. The BCA achieved 100% compliance for building consents issued in April.



April has seen a further decrease in the average calendar and statutory days to issue a consent. This has been possible through a combination of building consultants and in-house BCA staff whose competencies are being developed to lessen the BCA's reliance on external resourcing.

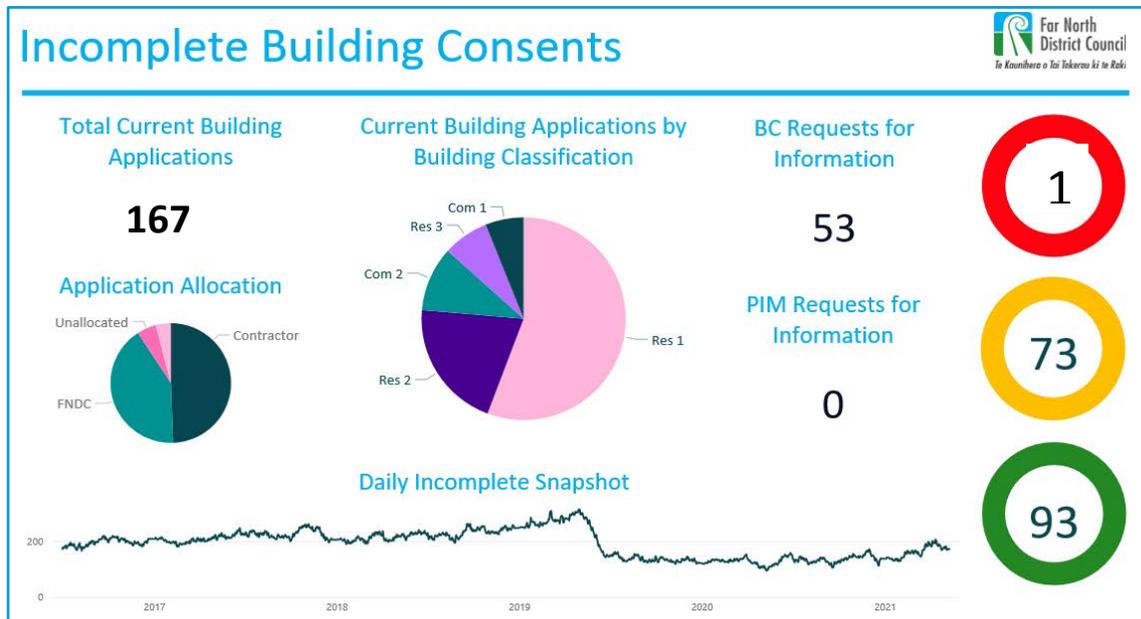


The current year-to-date compliance rate for issuing code compliance certificates within the 20-day statutory timeframe is 98.64%. A total of 1032 certificates have been issued, with only 14 issued outside the statutory timeframe.

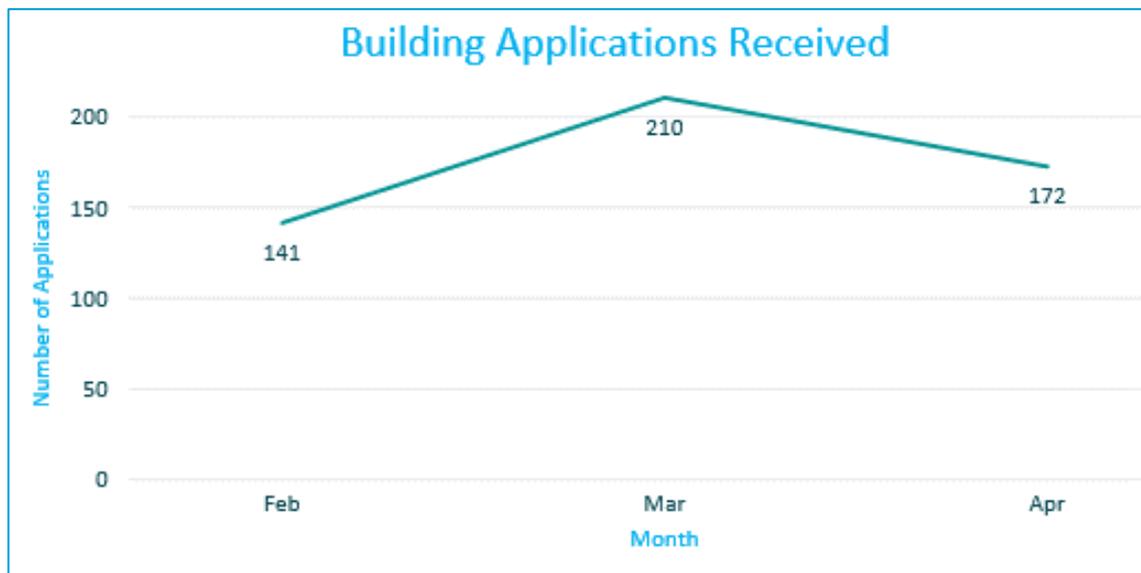


## Building Consent Authority

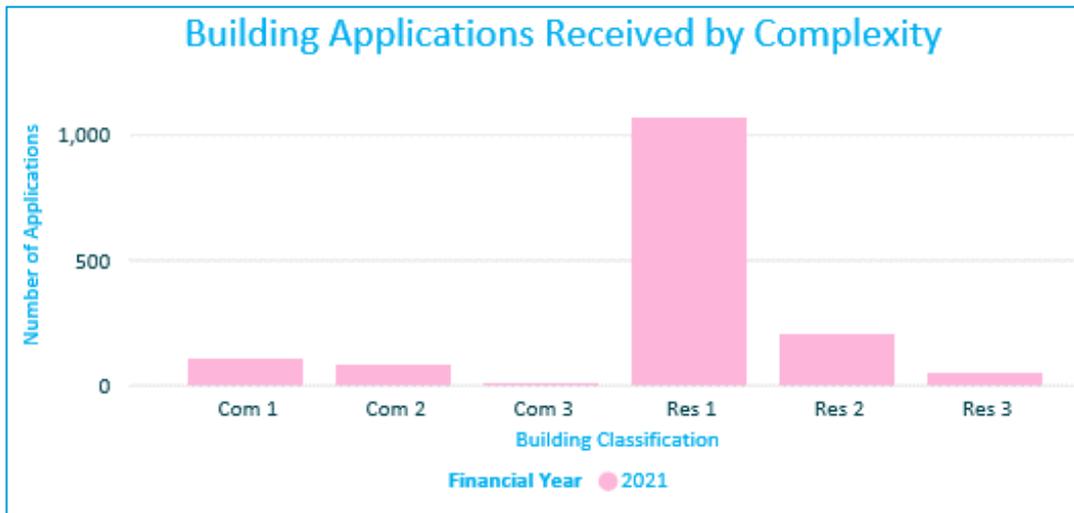
The dashboard below shows the consents currently being processed by the BCA. There are 94 Residential 1 (Res1), 34 Residential 2 (Res2), 12 Residential 3 (Res3), 10 Commercial 1 (Com 1), 17 Commercial 2 (Com 2) and 0 Commercial 3 (Com 3) applications. Use of contractors (building consultants) has increased to 54% with the increased number of consent applications that have been lodged and the significant number of the current 167 consents that are on hold awaiting further information.



The dashboard below shows the number of consent applications received per month. The number of consent applications decreased in April to 172 applications (97 applications more than the number received in April last year). The previous four-year trend suggests that we can expect an increase in applications in May.



The dashboard below shows the building consent applications received by category. Residential 1 (Res 1) applications continue to dominate the current workload of the BCA with a total of 1070 Res 1 applications lodged to date. The commercial category remains steady with 192 Commercial applications to date (compared with 133 Commercial applications in total for the previous financial year).



## Building Compliance

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

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

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

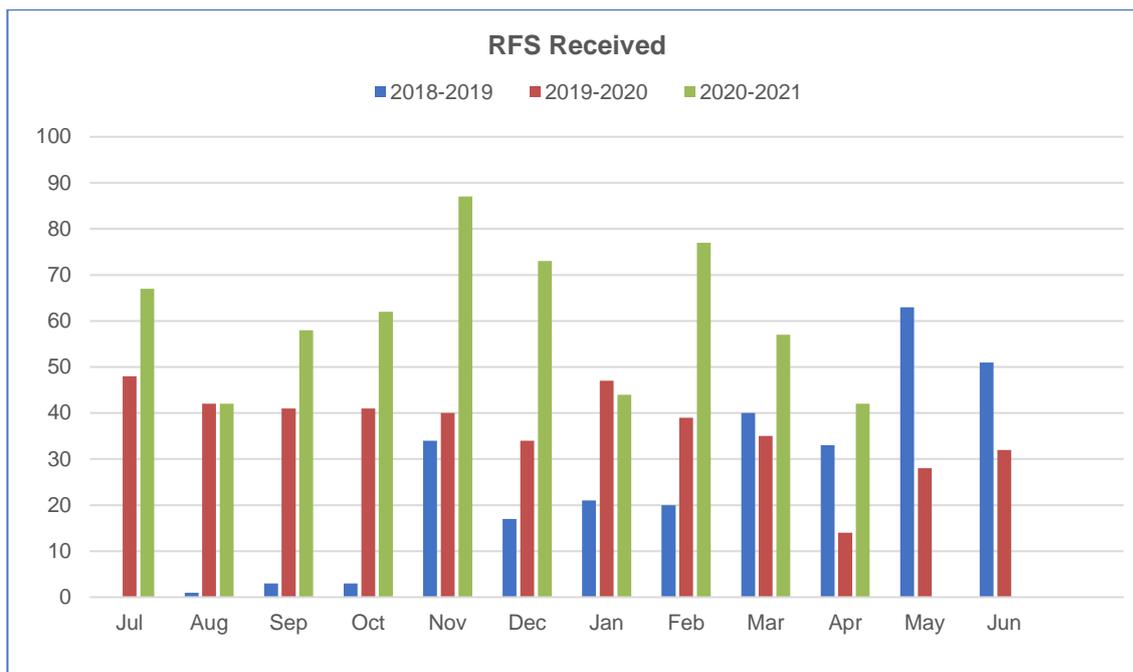
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

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

## Requests for Service (RFS)

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

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



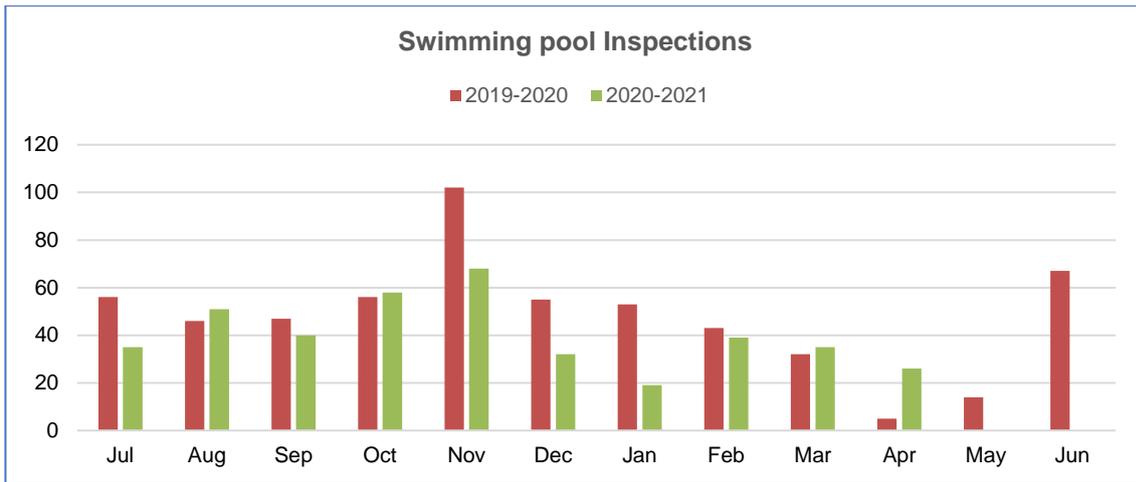
## Swimming Pools

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

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

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

The swimming pool fail rate was 30% for this period. Council are working hard to provide these homeowners with the knowledge and information to help them achieve compliance and reduce the risk of drowning in the district.



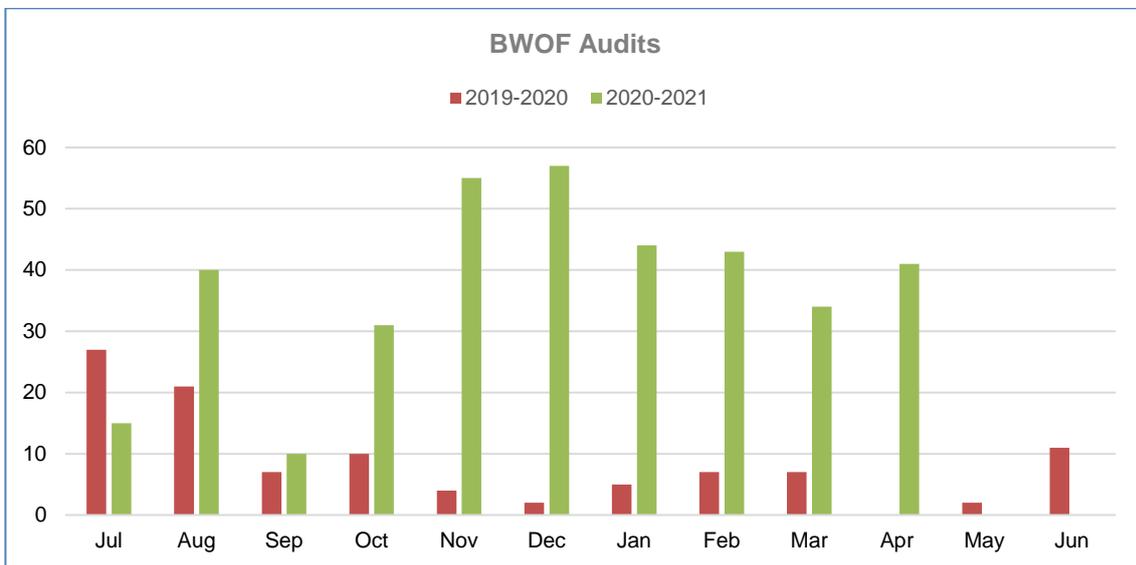
### Building Warrant of Fitness (BWoF)

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

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

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

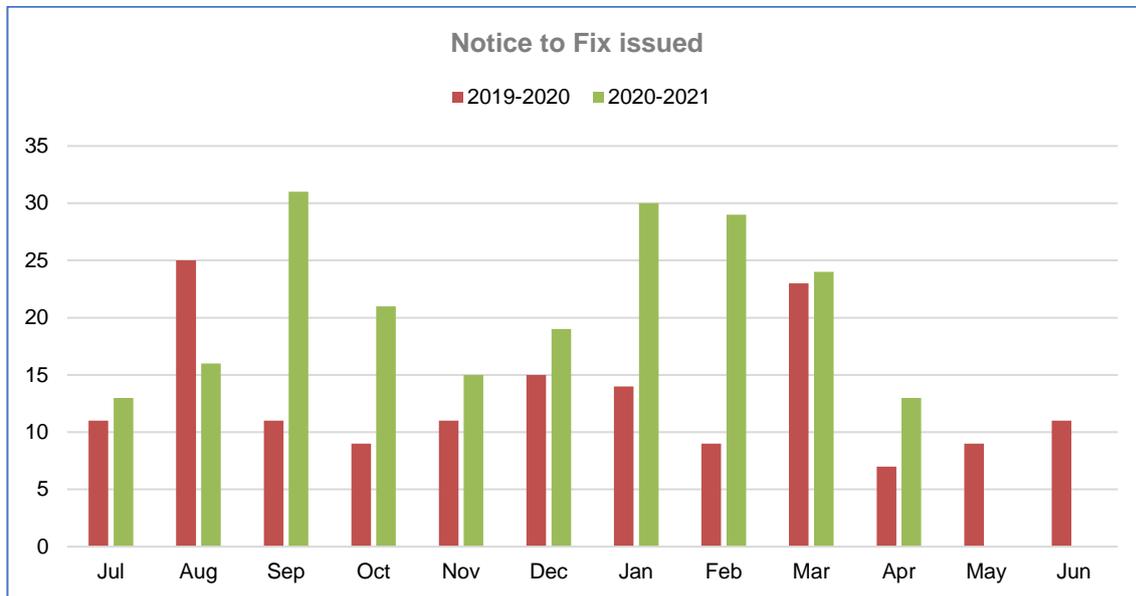
A total of 41 BWoF audits were carried out during April.



## 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.

13 NTFs were served during the month of April for breaches of the Building Act 2004. This is consistent with the number of breaches from last year and reflective of people continuing to carry out building work without first obtaining a building consent.

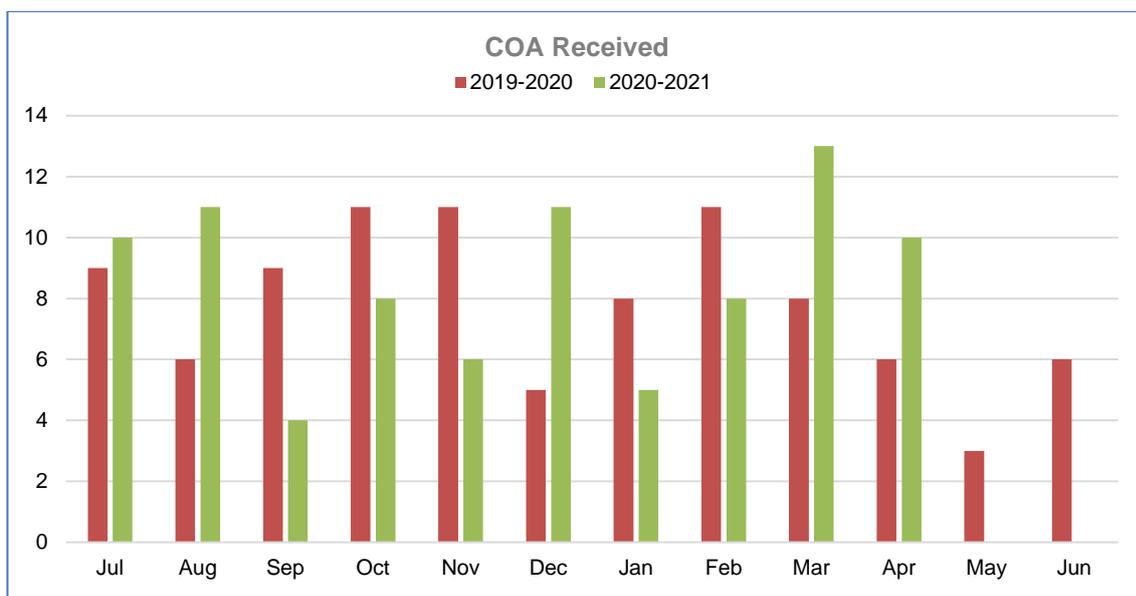


## Certificates of Acceptance

A certificate of acceptance 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

10 COA applications were received during the month of April, reflecting a number of properties legalising unauthorised works in order to satisfy sale and purchase agreements.



## Infringements

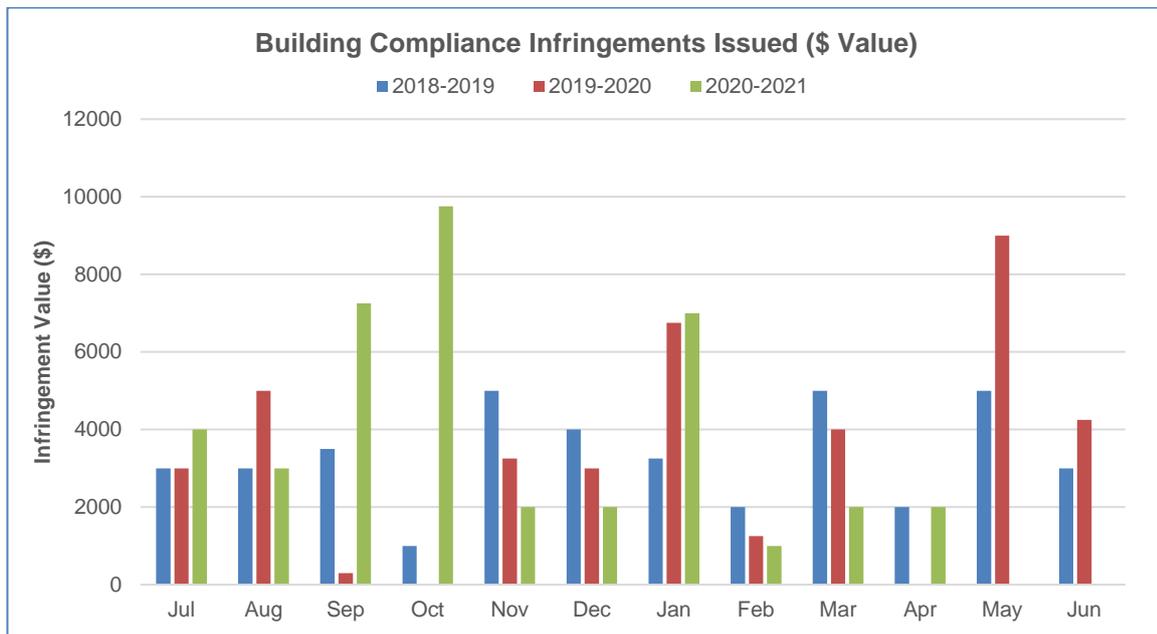
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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.

2 infringements were issued during the month of April.



# Environmental Services

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This section contains performance information for the Environmental Services department.

## Introduction

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

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

Activities and services undertaken include:

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



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

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

## Environmental Services Executive Summary – April 2021

### Resource Consents

121 various applications were lodged by Planning Support to the Resource Consents Team in April 2021. This is made up of 68 RMA applications and 53 RMA certificates and LGA applications. There were 36 RMA decisions issued in April, two decisions went over statutory timeframes giving 94.4% statutory compliance. This is an improvement on the March percentage of 83% and reflective of a committed team to meet statutory requirements.

### Monitoring and Compliance

A great effort continues with the team for achieving a Request for Service (RFS) response rate of 97% for RMA related RFSs, despite having a shortage of staff. Recruitment is now complete for two Resource Consent Monitoring Officers and a General Monitoring Officer. The successful candidates will begin their training across the next month.

Noise complaints increased with 128 noise complaint RFSs received in April 2021, an increase of 30 complaints, largely due to the two long weekends. Response times were 75.9% met for urban areas and 83.3% met in rural areas against a KPI target of 95%. The ability for the contractor to source Police assistance for some properties is impacting response time performance.

The new Parking Warden is now fully trained and issued 108 infringements during the month of April, 40 more than in March.

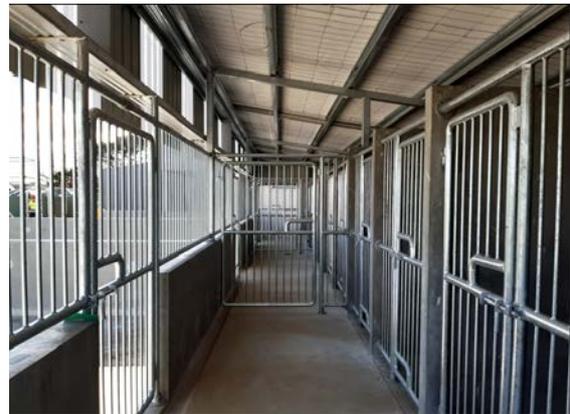
There were 19 vehicle crossing applications received in April, reflective of the continued development seen across the district.

### Animal Management

355 RFSs were received for Animal Management in April, 58 urgent and 297 non-urgent. Animal Management Officers continue to respond to requests within Level of Service agreed times with an achievement of 97% despite the high number received.

39 dogs were impounded, and 8 dogs adopted via Council's Facebook page during the month. Over 3,000 likes have now been received on the FNDC 'Adoptadog' page. This is due to the ongoing effort and commitment from the team to find the best outcome for dogs in our care.

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



### Environmental Health

30 businesses had verification visits by Environmental Health Officers during April 2021. There were also 21 Good Host Visits (GHV) of Licensed premises conducted.

The team are tracking extremely well in terms of the number of GHVs being completed and have already visited over 77% of premises in the district exceeding the annual KPI target for visits ( $\geq 25\%$  of premises visited annually).

# Resource Consents

## Introduction

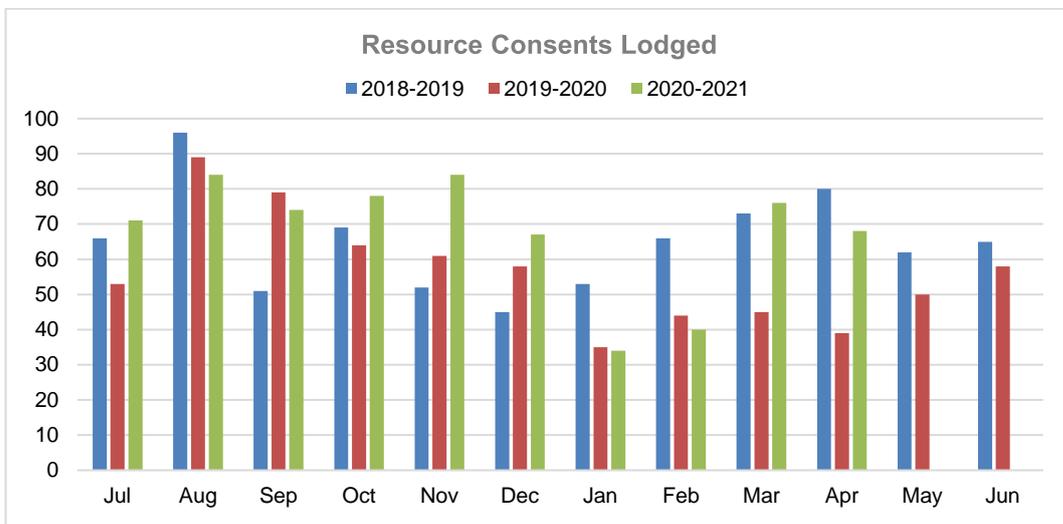
### What we do and why

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

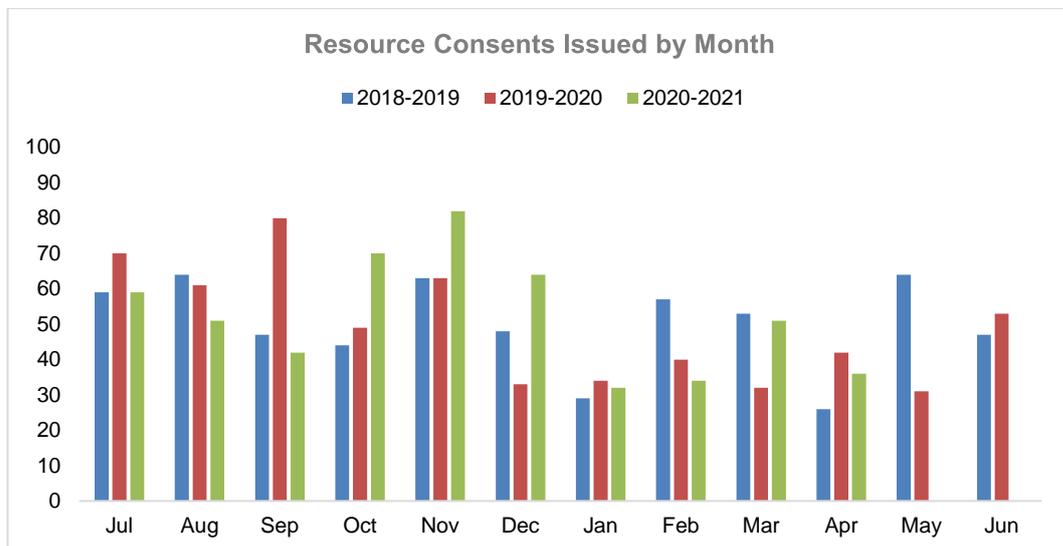
### Levels of Service

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

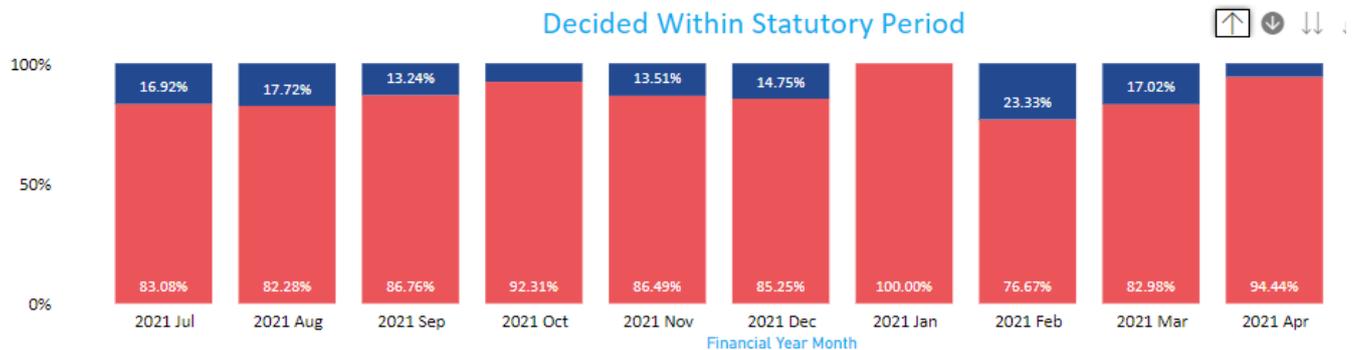
### Resource Consents Summary



The resource consents team had a very busy April, receiving 68 RMA applications. The graph above shows the applications received by month over the last 3 years. The resource consents team received 29 more applications in April 2021 than in April 2020, but 12 less than April 2019.



A total of 36 RMA decisions were issued in April 2021. The graph above shows the number of applications issued by month over the last 3 years. In April, 42 RMA decisions were issued (compared with 26 RMA applications issued in the previous financial year).



The graph above shows compliance up to April 2021. Of the 36 RMA applications issued, 2 were outside statutory timeframes, giving a percentage of 94.4% meeting statutory timeframes. A record is kept of all the reasons why statutory timeframes are not met to address improvements going forward.

### Types of Applications Received

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

Type of Resource Consent	Number Received
Land use consent	14
Subdivision	9
Variation	5
Permitted Boundary Activity	4
Extension of Time	0
Certificate of Compliance	0
Other consent	0
Combined land use and subdivision	3
Outline waiver	1
<b>Total RMA</b>	<b>36</b>

### Certificate and Permit Applications Received

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

Type of Certificate & LGA applications	Number Received
CER223	18
CER224	14
CERBND	1
CEROTH	1
LGA348	2
LGAEWK	16

LIQCOC	1
RMA Plan Approvals	0
<b>Total Certificates</b>	<b>53</b>

In total the resource consents team, along with the planning support team, worked on 36 new RMA applications, and 53 certificates, licences and permits, and attended multiple concept development meetings in April 2021.

## Trends, News and Success Stories

### Status of Discounts

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

Discounts applied to consent processing for 2020/2021 to the end of April is \$43,768.88. For the same period last year there had been \$179,958.79 applied. The result, to date, is reflective of meeting statutory timeframes and is a difference of over \$136k.

### Hearings

The hearing regarding a fee objection is progressing and no date for the hearing has been set as yet.

### Customer and Relationships

The new customer feedback system, AskNicely, has been successfully rolled out with the resource consents team receiving a record 34 responses. Most of the responses were from satisfied customers and included five 'not so satisfied' customers. All related to invoices rather than customer service. This amount of feedback is very promising after receiving very low numbers of responses over the last few years.

# Monitoring

## Introduction

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

The Monitoring Team is responsible for:

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

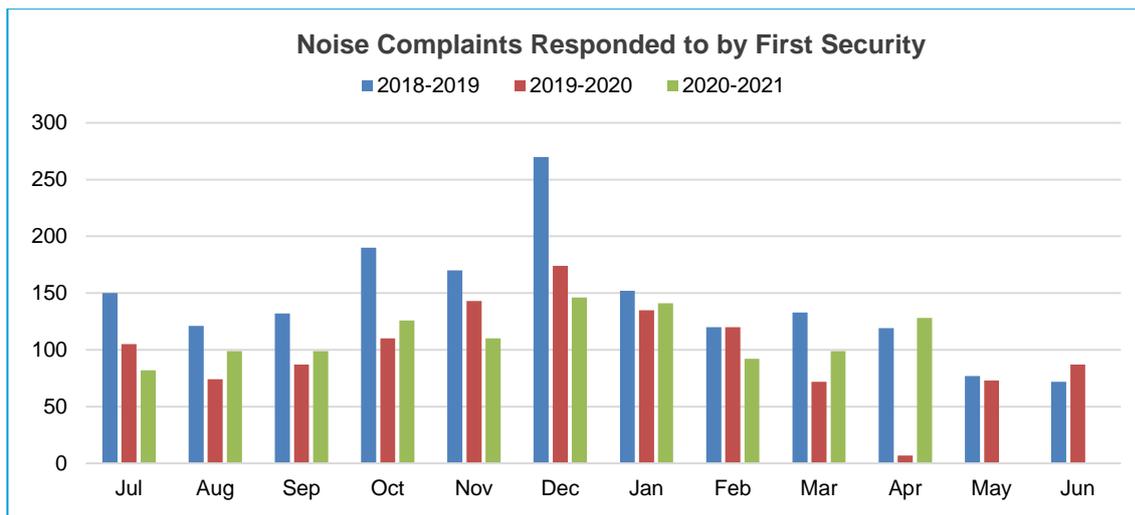
## April News

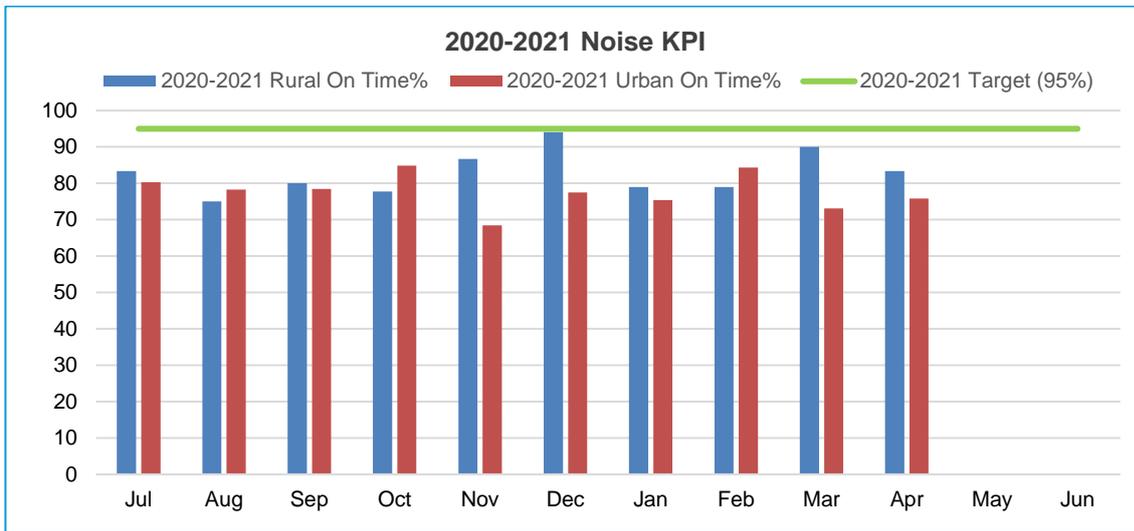
Interviews were completed for the three vacancies within the team. The team have been rebalancing workloads until the new officers can be hired and trained.

## 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: In urban areas: 1 hour, and In rural areas: 2 hours	New	≥85% within set timeframe	≥90% within set timeframe	≥95% within set timeframe	≥95% within set timeframe

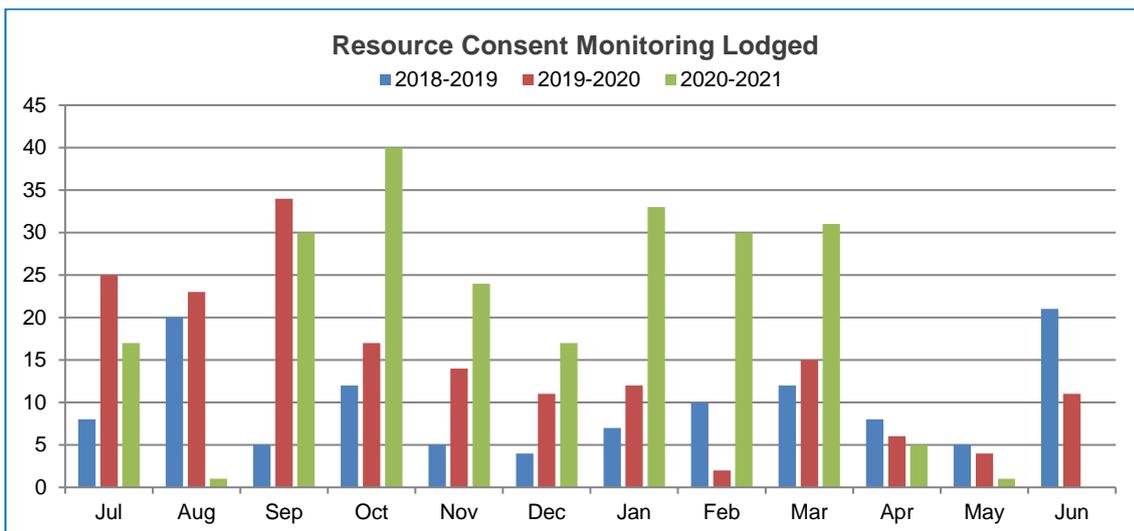
The noise contractor, First Security, did not meet KPI this month. Council staff have been in discussion with First Security to address this. The graph below shows an increased number of noise complaints in April. This may be due to the Easter long weekend.





### Resource Consent Monitoring

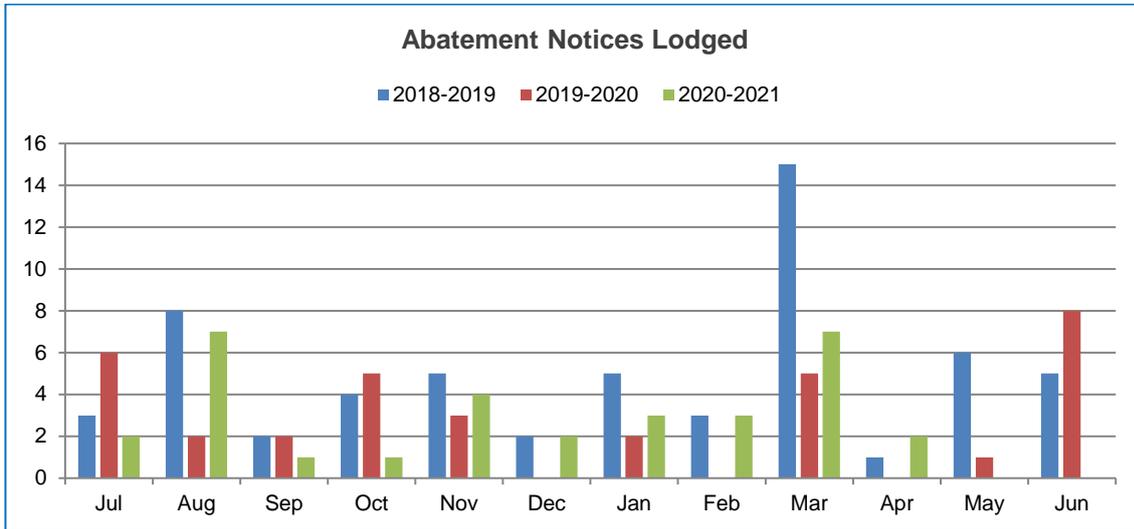
If a resource consent (RC) is issued with conditions, it becomes the responsibility of the Resource Consent Monitors (RCM's) to ensure those conditions are met in a timely manner. The RCM's are notified of decisions by the planners and lodge the new RC in Pathway as a 'MRC' application. The graph below shows a decrease in monitoring activity since October 2020 for the 2020/2021 year. This is due to the vacancies within the team, but this backlog of monitoring will be picked up in May and June.



### Abatement Notices

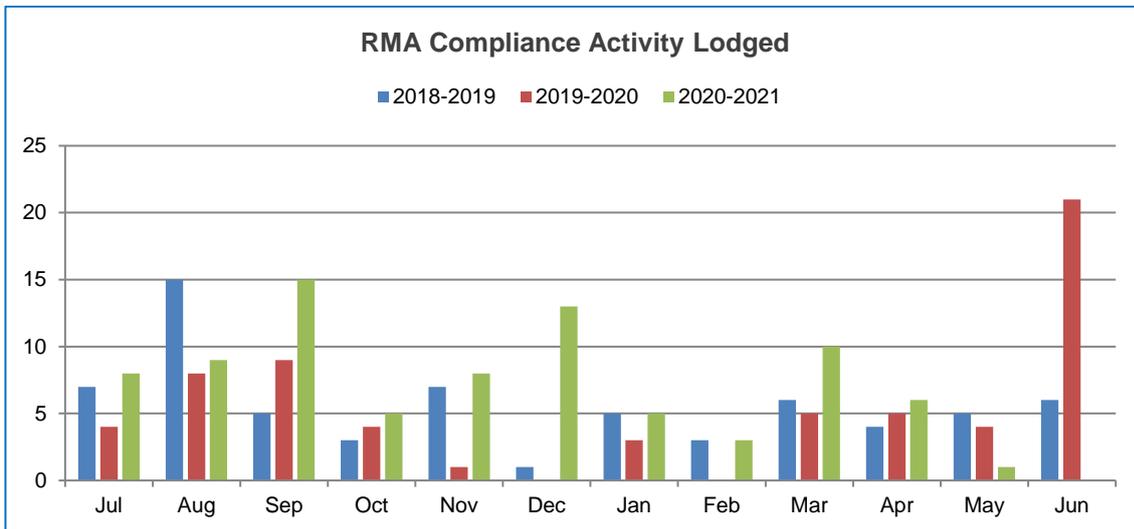
The RMA allows a warranted Monitoring Officer to issue an abatement notice to direct an offender to do something or cease something that is causing a breach of the RMA. Usually this means ceasing a breach of a rule in the District Plan. Abatement notices can also be issued for failing to comply with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

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



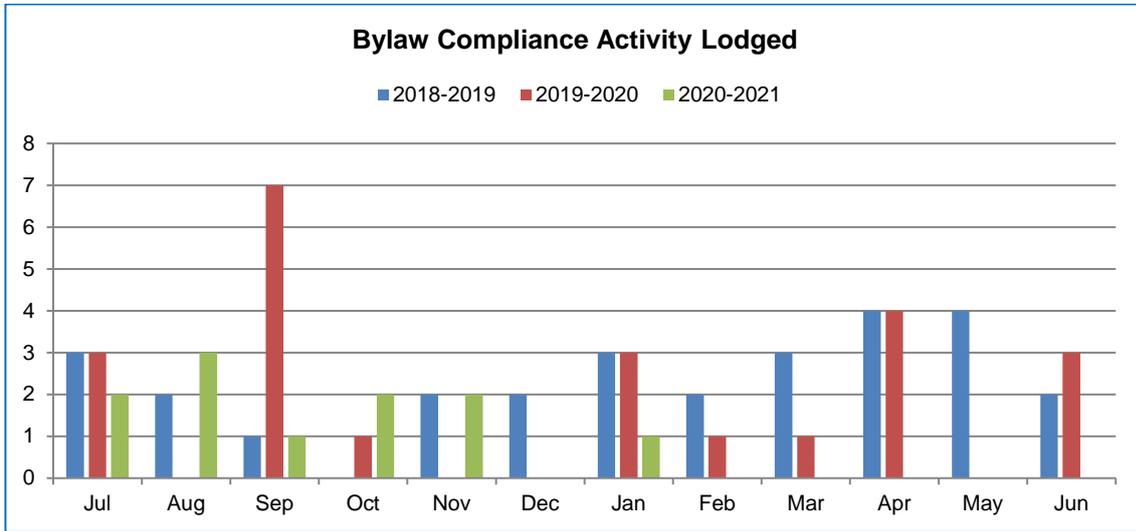
## Compliance

Although the Monitoring team’s policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The graph below shows the compliance activity for the last two financial years and up until 5 May this year.



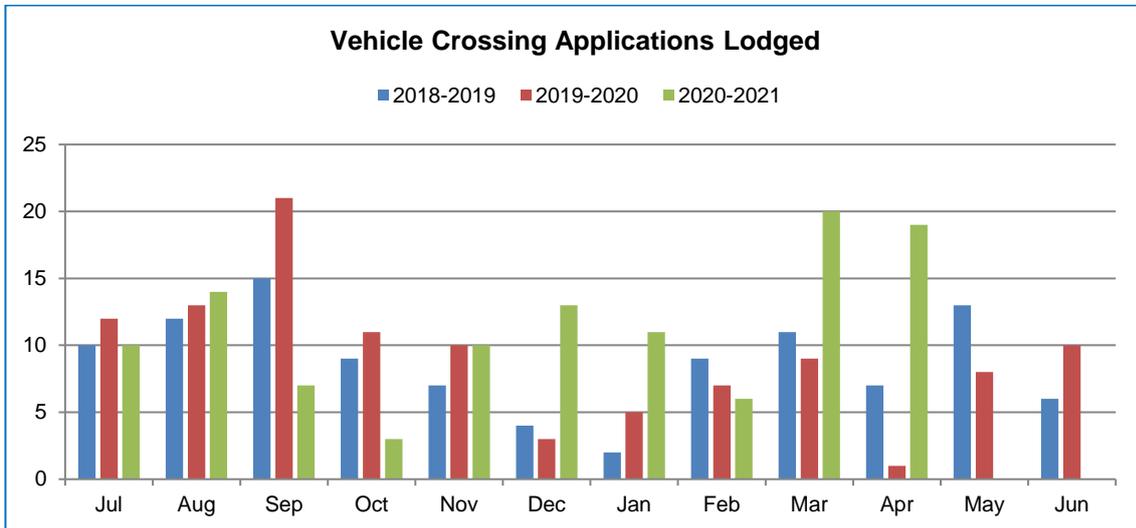
## Bylaw Compliance Activity

The Monitoring team is also responsible for investigating incidences reported to them of non-compliance with the Far North District Council’s Bylaws. The following graph shows no incidences for April 2021.



## Vehicle Crossing Applications

The Monitoring team has contracted out the management of Vehicle Crossing Applications. The following graph shows a sharp increase in applications received in April 2021 compared with April 2019 and April 2020.



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

## RFS Responses

Code	KPI Target	Achieved
Urgent RFS (AMU)	≥92%	98.3%
Non-urgent RFS (AMN)	≥92%	95.6%

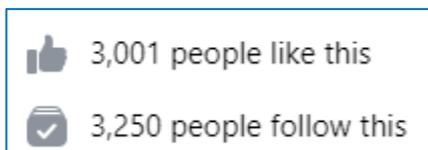
## Registration Follow Ups

There are 11,002 known dogs recorded in Councils database. 8,707 dogs are registered, the balance is being worked through by the Animal Management team to determine status.

## Dog Adoptions

8 dogs were successfully adopted to new homes via the FNDC 'Adoptadog' webpage.

Over 3, 000 likes have now been received on the FNDC 'Adoptadog' page. This is due to the ongoing effort and commitment from the team to find the best outcome for the dogs in our care.



# Environmental Health Services

## Introduction

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

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

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

## Levels of Service

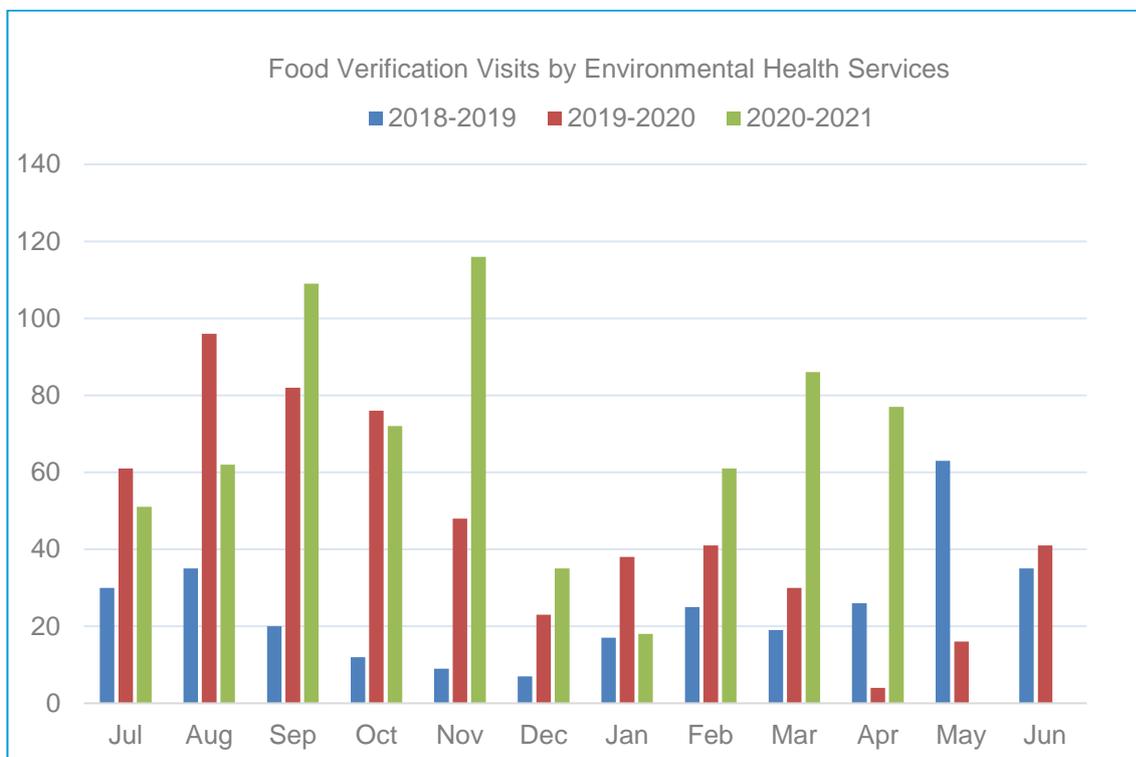
Level of service 8.2.1. Food Control Plan and National Programme audits completed as scheduled.

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

**Target:** 95% **This Month:**90.9% **Last Month:** 91.9% **Last Year:** 93%

During April 2021, 33 verifications were scheduled. Of these scheduled verifications, 30 were completed. The verifications (3) that were not completed were due to the operator cancelling for reasons such as 'not prepared' or 'unavailable'.

The following graph depicts the total number of verifications that are in a pending state. Verifications are scheduled by the Administration team and are only carried out once a verification date is confirmed with the operator.

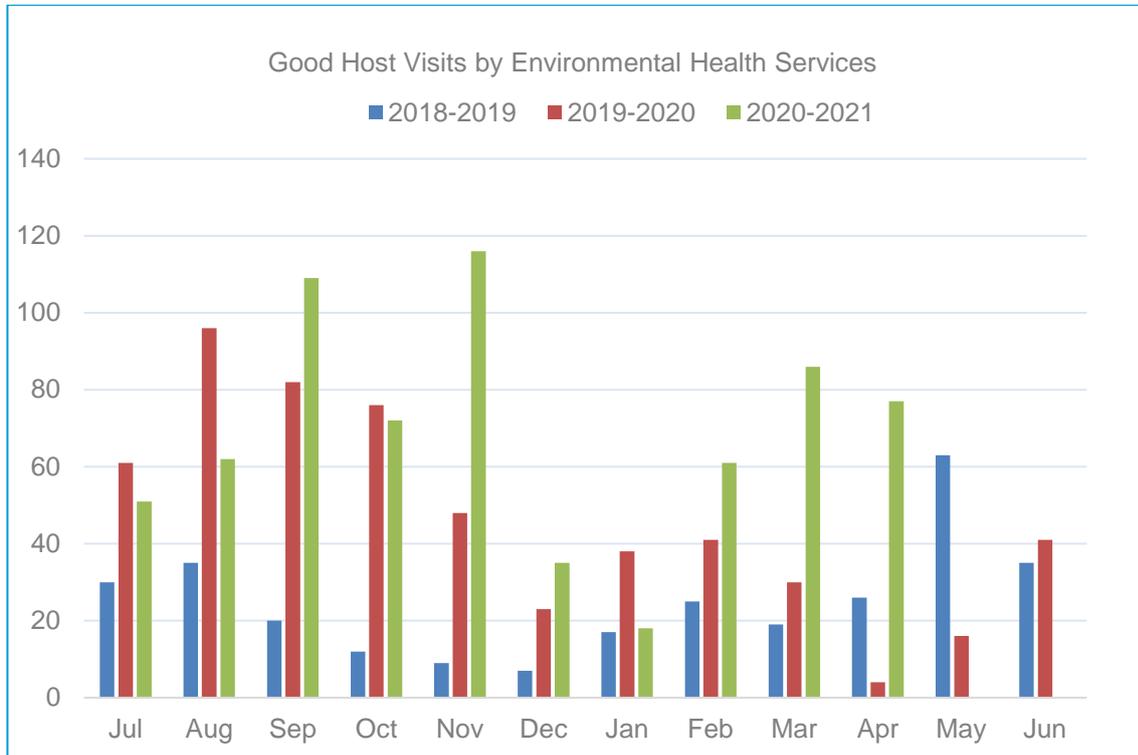


Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

Target: 25% This Month: 78% Last Month: 69% Last Year: 22.8%

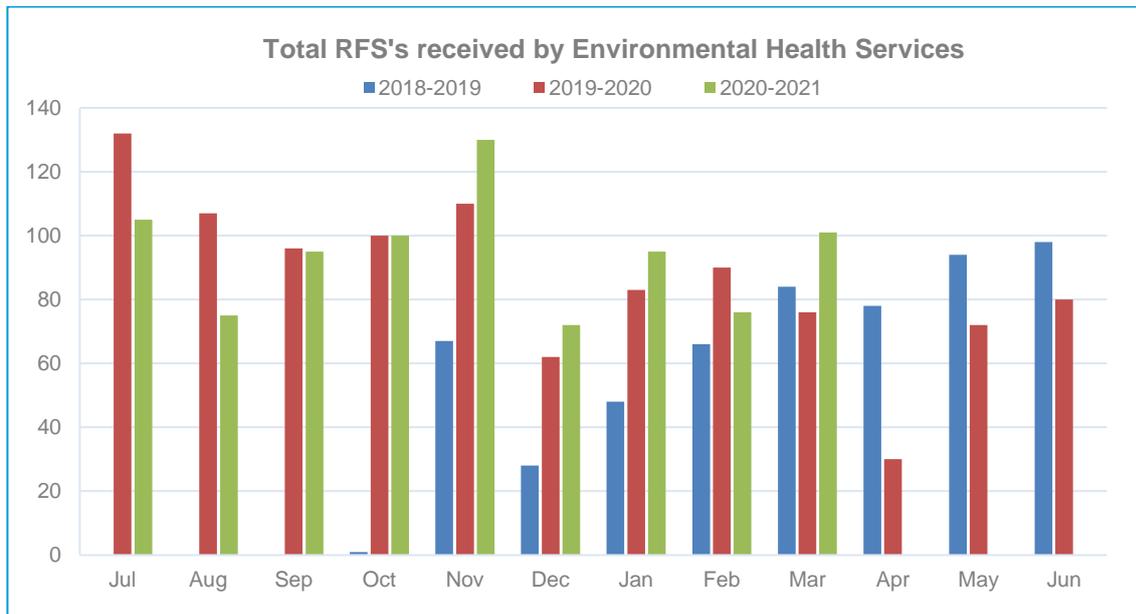
At present the team are tracking well in terms of the number of visits to licensed premises. The team have visited a total of 200 of the licensed premises from July 2020 – April 2021. Currently we are tracking at 78% of licensed premises visited so far, our overall annual level of service target is 25%. For the remainder of this reporting year there is a total of 57 licensed premises to visit.

Please note that the following graph depicts the total number of good host visits that are in a pending state. Pending inspections are entered into Pathway (Council’s system) but are not necessarily completed on that date as the visits are unannounced inspections. During April 2021, 21 visits were completed by the EHS team.

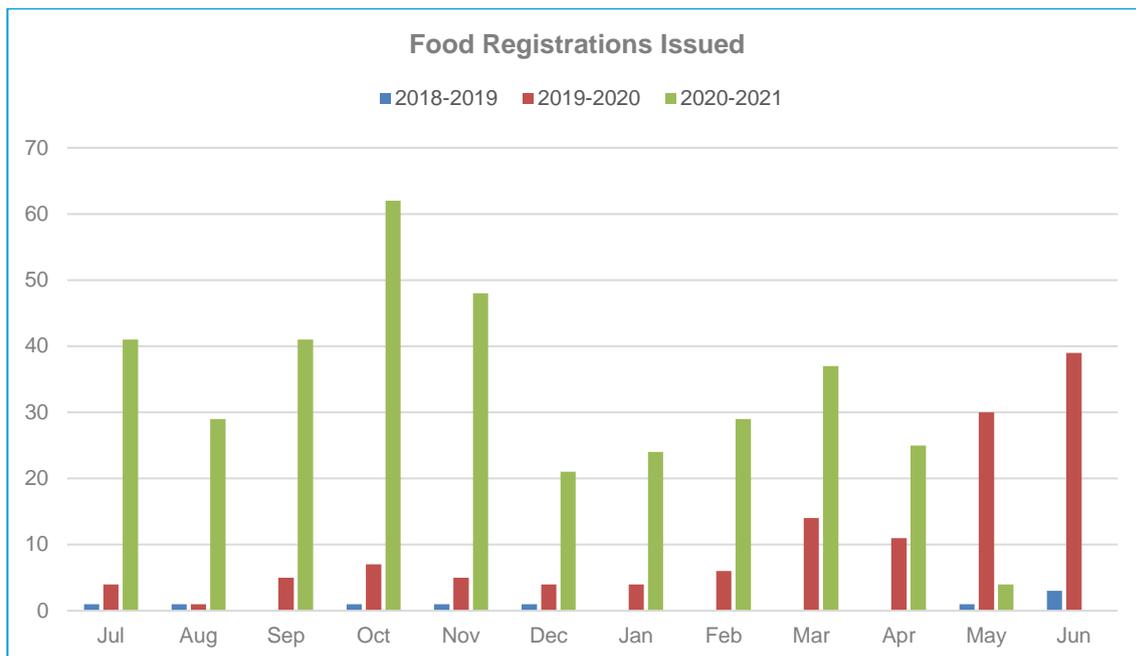


## Requests for Service

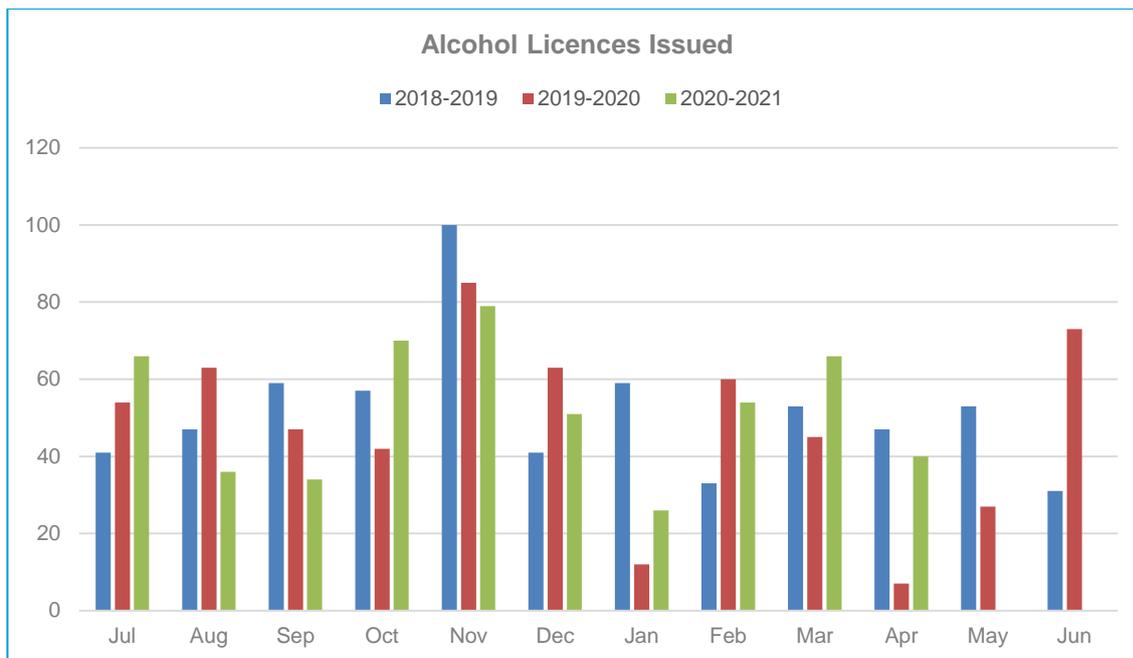
The types of requests that the team receive relate to alcohol licensing application queries, alcohol licence complaints, food business application queries, food business complaints, health licensing application queries and health nuisance complaints.



## Food Registrations Issued



## Alcohol licences Issued



## Health licencing

