

**DISTRICT SERVICES
MONTHLY
BUSINESS REPORT**

July 2021

Performance in Brief

Introduction

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

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



Our Customers

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

Our Finances

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

Funding Breakdown for the District Services Group

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

Our Level of Service KPIs

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

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

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

Executive Summary

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

Community and Customer Services

- **Libraries:** A successful Matariki themed school holiday programme was rolled out across libraries during the month. The library self-check RFID project has progressed with a vendor being appointed.
- **i-SITEs:** The school holidays brought more visitors to the area, but the weather was variable over most weekends which prevented people from booking activities and visiting the area. Matariki was a great success with a good number of visitors participating in the variety of activities.
- **Customer Care:** There has been a significant decrease in the number of calls (21% and Ask.Us emails (37%) compared to July last year. This may be due to customers being able to do more online.
- **Housing for the Elderly:** Two tenants recently experienced falls which required others to assist them. The team has been in touch with St John to organise a “roadshow” later this year, for tenants to encourage them to make use of the medical alarm service that St John offer.

Building Consents

Compliance with statutory timeframes for both building consents and code compliance certificates is at 100% for the month. On average, building consents are being issued within 11 days and code compliance certificates in 7 days.

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

Environmental Services

- **Resource Consents:** Compliance with statutory timeframes for resource consents is at 100% for the month. Combined with 100% compliance in June 2021, this means the team has achieved 100% compliance for two consecutive months, which is a new record that has not been achieved in recent years.
- **Monitoring and Compliance:** The team achieved a RFS response rate of 82.5%, despite having high number of RFSs received (113) in July. The WoF and Registration enforcement trial began in July, with 7 informational flyers placed on vehicles where the warrant or vehicle registration was out of date. Out of nearly 4000 parked vehicles that were observed, 17% (or 680 vehicles) were noted as having an outdated warrant or registration.
- **Animal Management:** 515 RFS were received for Animal Management in July; 60 urgent and 455 non-urgent. Animal Management Officers continue to respond to requests within level of service agreed times, with 98 % for urgent response and 95% for non-urgent. The Northern Animal Shelter in Kaitia was officially opened on 23 July 2021 and all dogs in council care are currently being housed at this facility.
- **Environmental Health Services:** 22 businesses had verification visits during the month and 30 Good Host Visits (GHVs) of licensed premises were conducted.

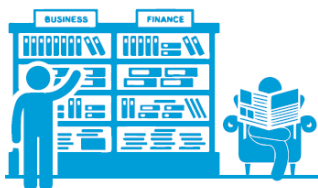
Community and Customer Services

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

Introduction

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

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



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

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

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



Community and Customer Care Executive Summary - July 2021

Booking Events

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

Libraries and Museum

- A successful Matariki themed school holiday programme was rolled out across libraries.
- Linda Wigley joined the team as Curator at the Museum @Te Ahu until Christmas, while Whina is on sabbatical.
- Nicola Smith gained professional registration of LIANZA.
- The Library self-check RFID project moved forward, with a vendor appointed.
- There has been a noticeable increase in digital checkouts compared to the same time last year.

i-SITE's

School holidays brought more visitors to the area, but the weather was bad over most weekends which prevented people booking activities and visiting the area. The café has been closed in Opononi which affects sales and visitor numbers. With the sale of Fullers Greatsights to the Explore Group, some bedding down of the trips and tours is occurring. Matariki was a great success with a good number of visitors participating in the variety of activities, bringing in both locals and visitors. Events are helping to bring people to the district.

Customer Care

There have been some unavoidable delays in the upgrade of the phone platform to Genesys Cloud. Go live date is expected to be Monday 9 August 2021.

There has been a significant decrease in the number of calls (21%) and Ask Us emails (37%) to the Contact Centre compared to July last year. This may be due to the ability to do more online e.g. request a service, check rates account, apply for a property file or LIM, etc.

Housing for the Elderly

Housing for the Elderly saw two tenancies come to an end in July with two more tenants advising they will be moving on in early August. No new tenancies began in July, but two units were handed back from District Facilities (Awanui and Kaikohe) following refurbishment and are now ready for new tenants.

The two tenants that are vacating in early August had recently experienced falls which required others to assist. As a result St John has been approached to see what support they can offer and whether they can do a "roadshow" to the villages later in the year to encourage tenants to make use of the medical alarm service that St John offer. A roadshow was offered in 2018 and St John has indicated a willingness to do this again.

Kaikohe and Horeke six monthly inspections were carried out with District Facilities and processes have been developed to clarify respective responsibilities of Customer Service Officers (focusing on the tenant and any tenancy concerns) and the Technical Officer (looking after any unit / grounds-based questions and issues).

District Facilities will be moving to a 4-monthly inspection schedule and District Services will look to move to an 8-monthly schedule, joining the technical officer on every second visit they make to the villages.

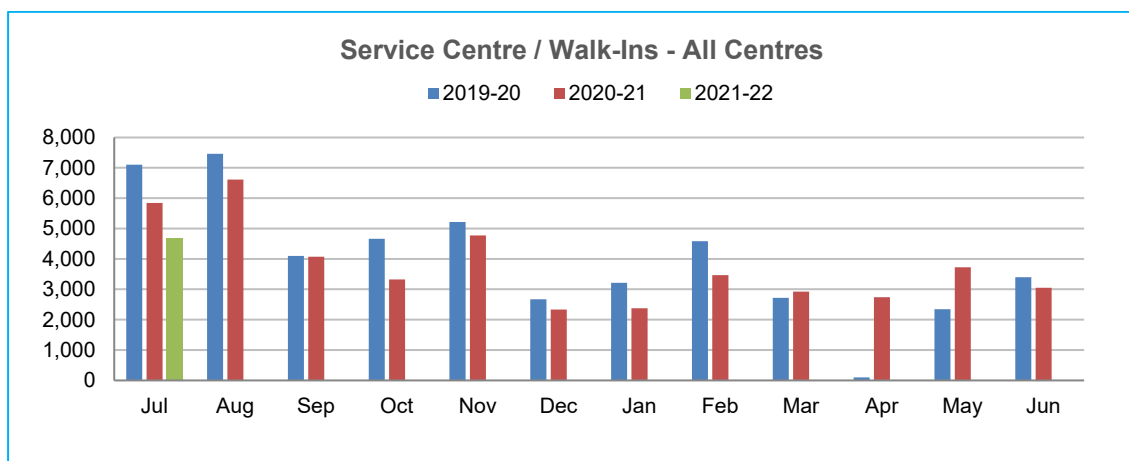
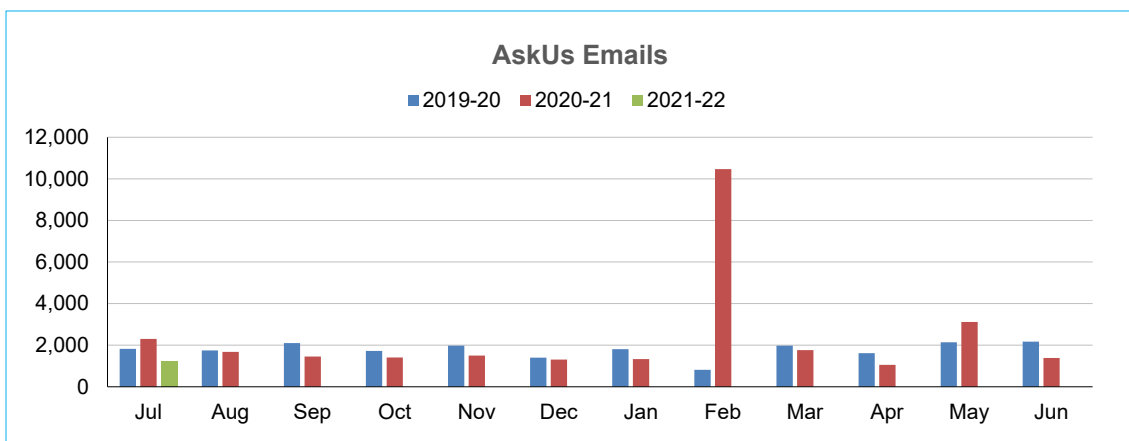
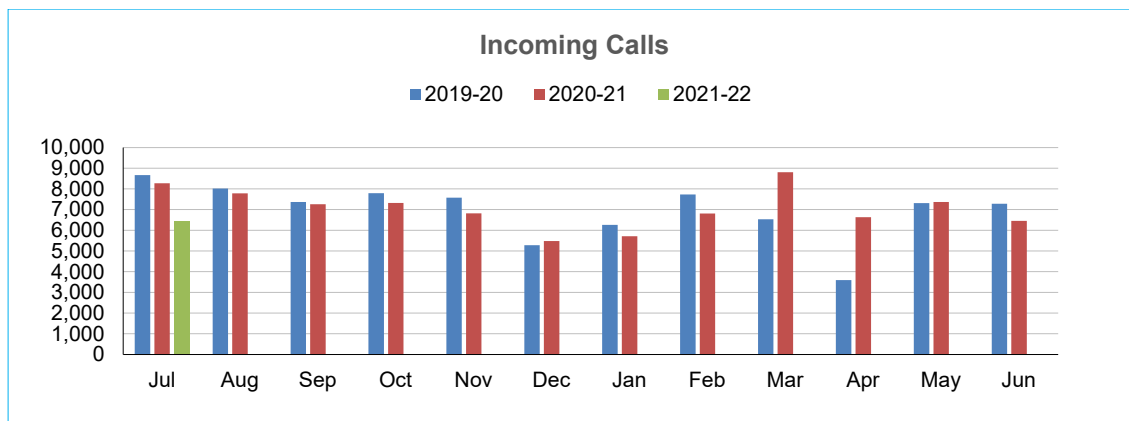
The Oxford Street unit report has come back with the recommendation that these three units are not tenanted for health and safety reasons, unless they are repaired. There is extensive work required and it may not be economical to do so. If the decision is made to decommission the units, a significant amount of local interest has been expressed in the fixtures, doors and windows and whether they could be used for other locally driven housing projects.

Customer Care

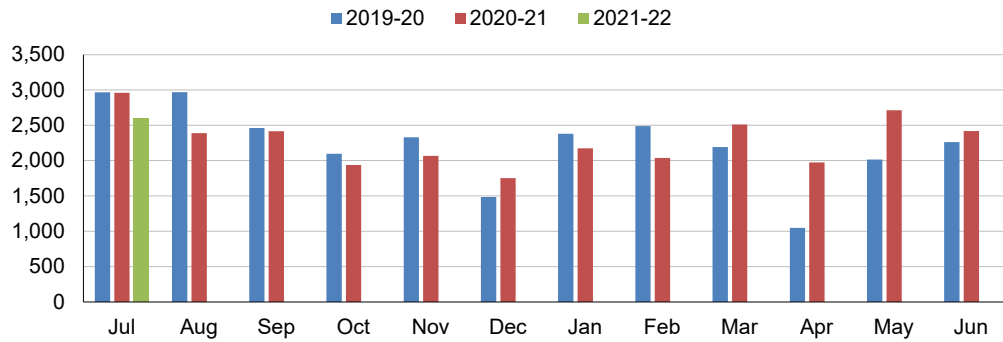
The Customer Care team consists of 2 teams: Contact Centre and Service Centre staff. As well as receiving calls from customers, the Contact Centre staff are also responsible for responding to emails from customers (AskUs Emails), managing online customer registrations and actioning change of address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

Comparison of July 2021 with July 2020:

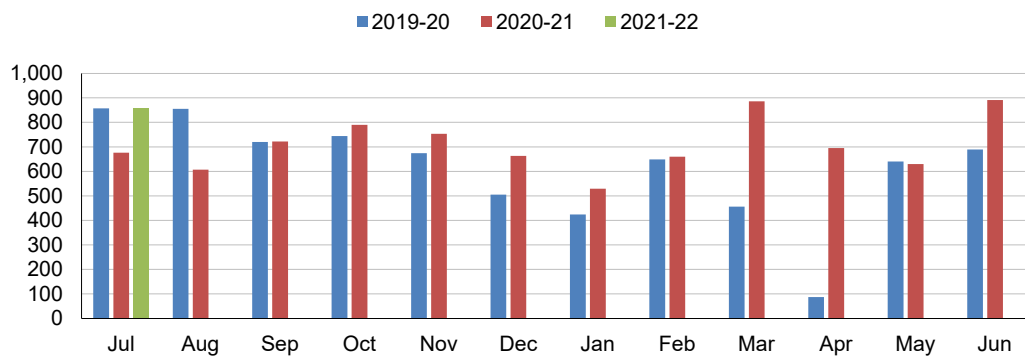
- 1.44% decrease in financial interactions at Service Centres (2,945 down from 2,988)
- 21.9% decrease in calls to the Contact Centre (6,457 down from 8,272)
- 37% decrease in AskUs emails received (1,246 down from 2,297)
- 27.22% increase in building inspections booked (860 up from 676)
- 19.84% decrease in visits to Service Centres (4,682 down from 5,841)



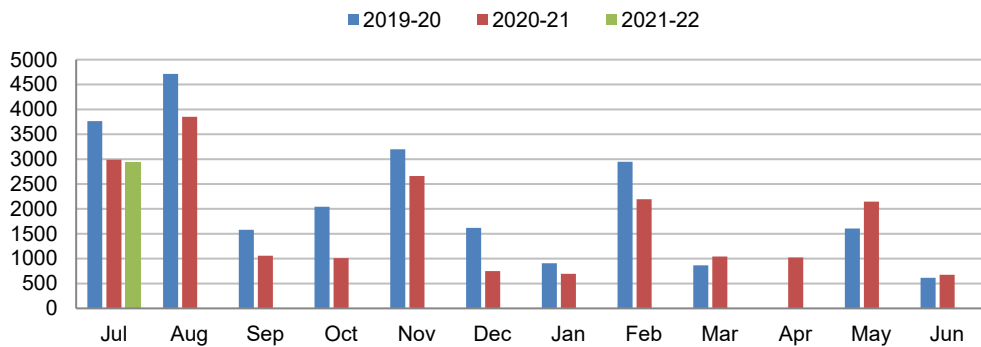
Request for Service Created



Building Inspections Booked



Financial Interactions - All Centres

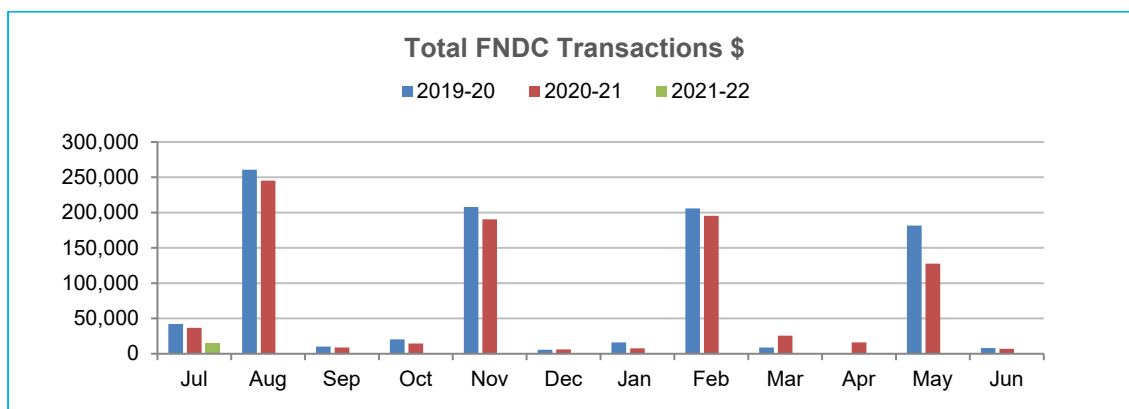
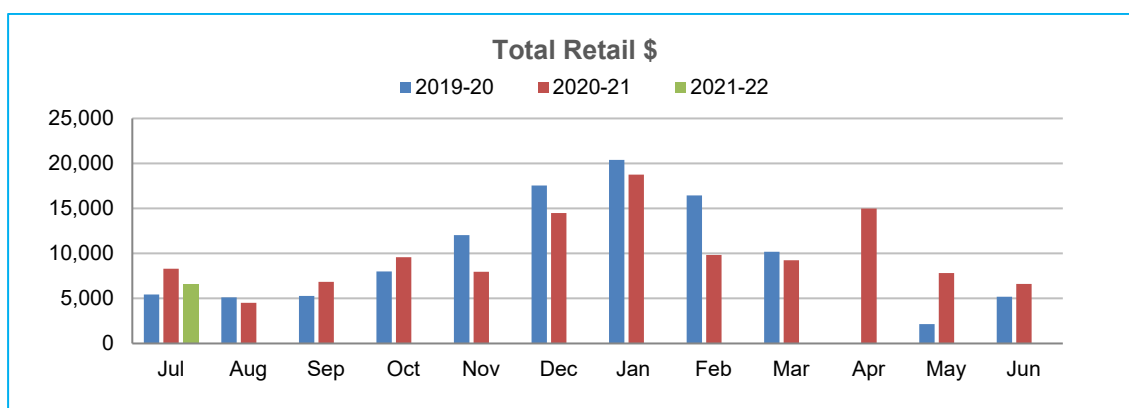
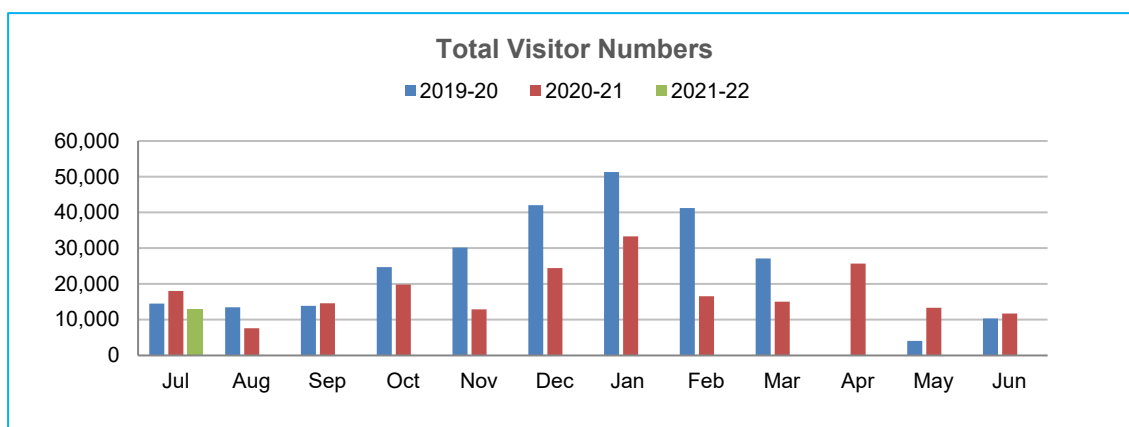


i-SITES

Our three i-SITES are located in Kaitia, Opononi and Paihia. As well as servicing our visitors the i-SITES function as a local service centre where residents and ratepayers can register their dog, pay their rates, and make general enquiries about council services.

Comparison of July 2021 with July 2020:

- 28% decrease in visitor numbers (12,947 down from 18,033)
- 20% decrease in retail revenue (\$6,582 down from \$8,293.)
- 37% decrease in transaction spend (\$8,954 down from \$14,254)
- 3% decrease in transaction numbers (3,699 down from 3,836)

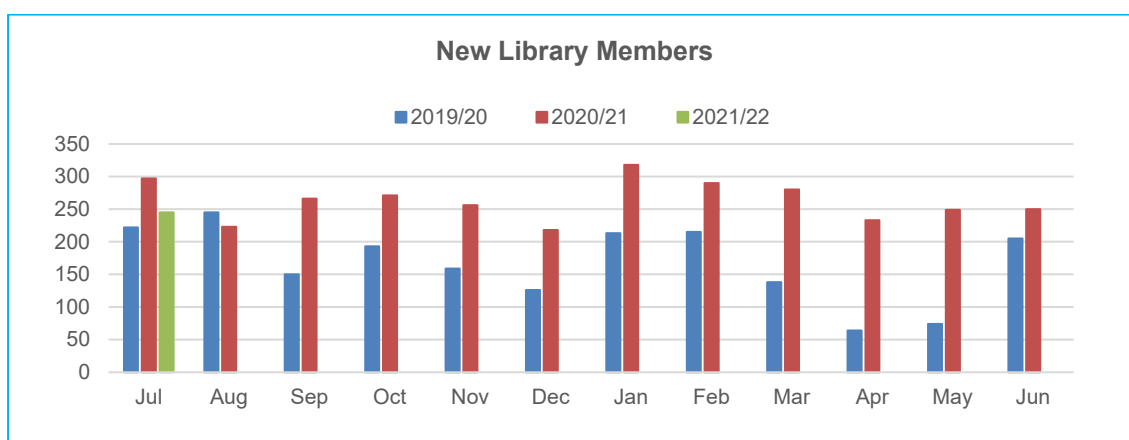
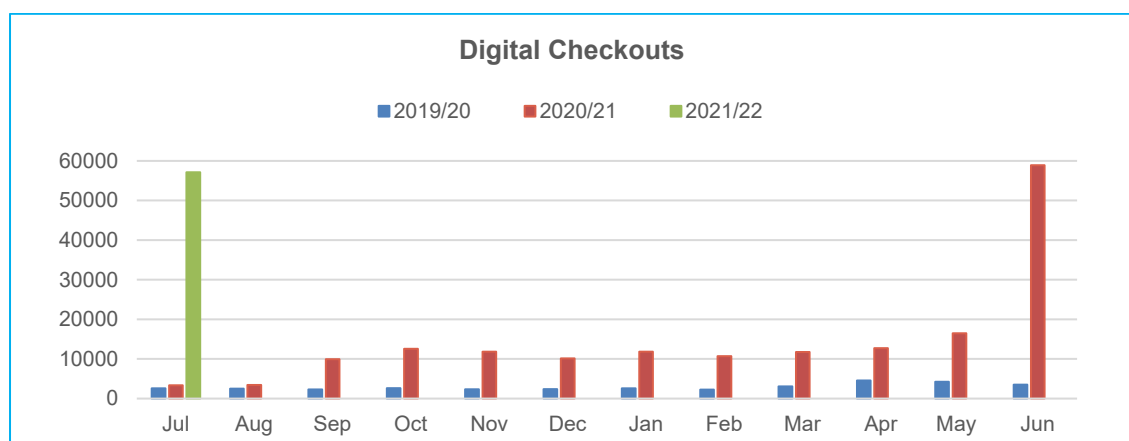
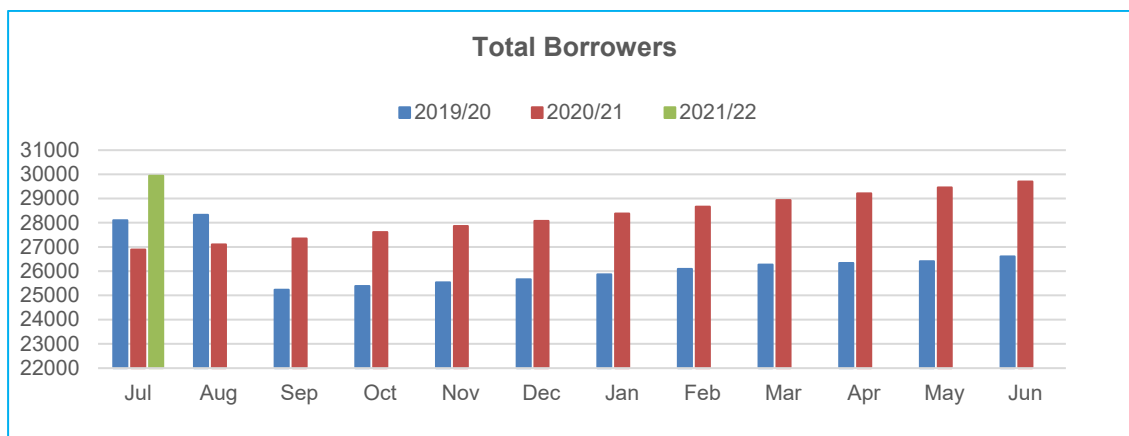


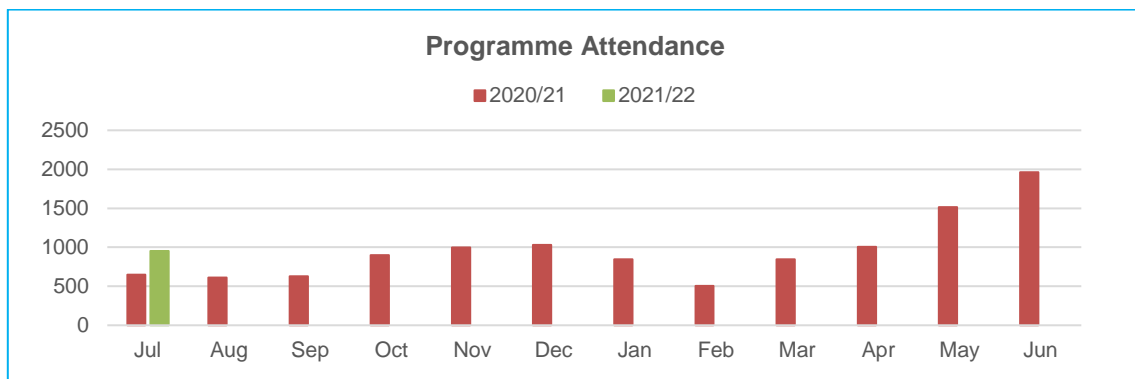
Libraries

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

Comparison of July 2021 with July 2020:

- 9.5% increase in ebook and audio downloads (10,4528 up from 95,444)
- 55.6% decrease in library website sessions (down from 82,282)
- 1,605% increase in digital checkouts (57,123 up from 3,350)

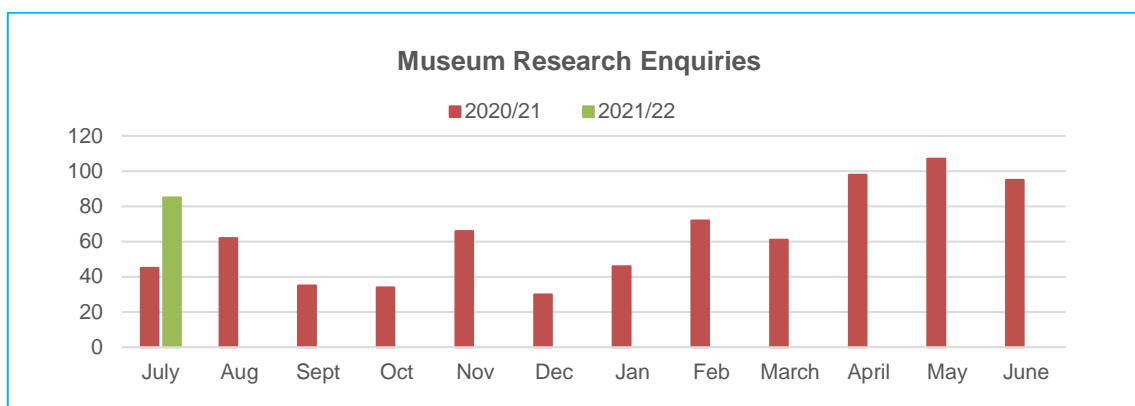




Programmes currently on offer are Tamariki Tune Time, Robotics, Lego club, Minecraft, Virtual Reality, and Storytime.

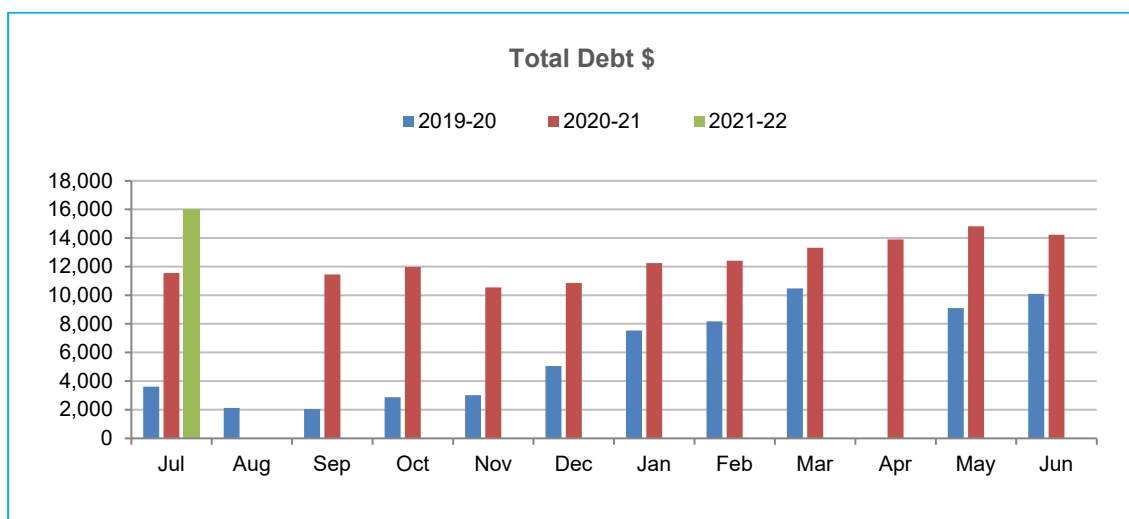
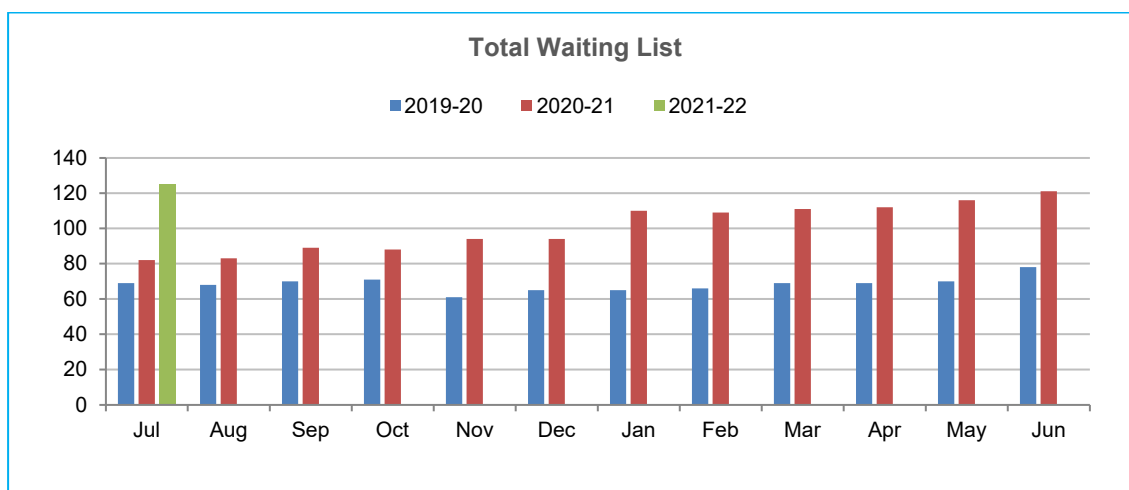
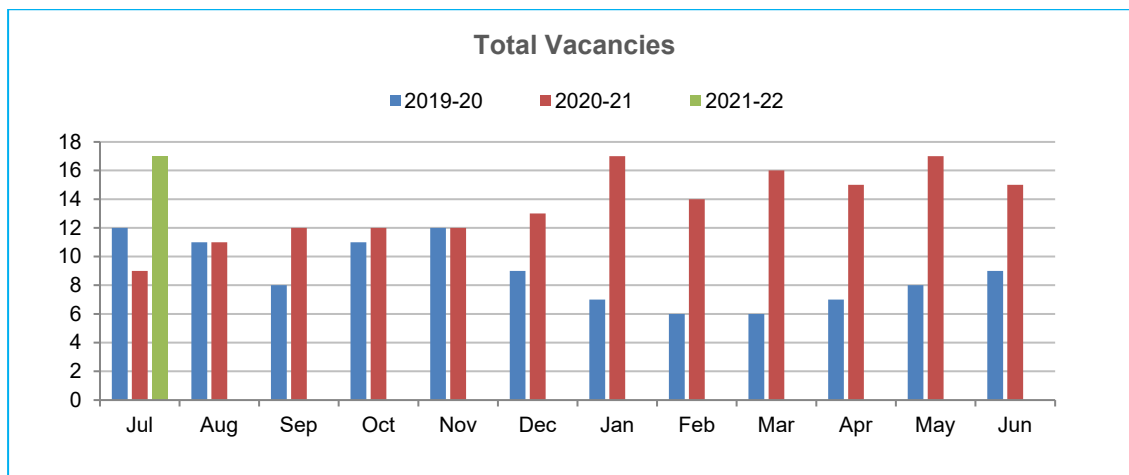
Museum

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

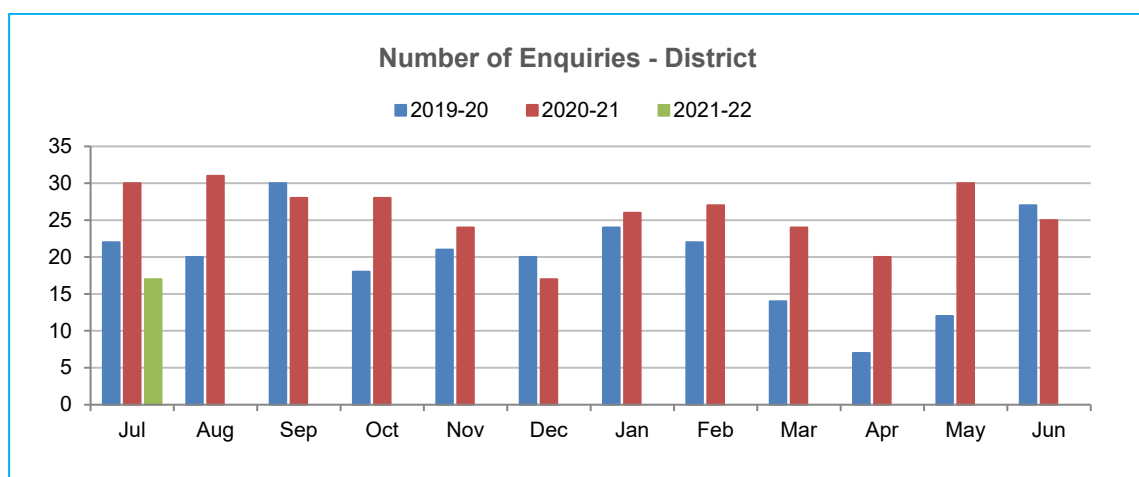
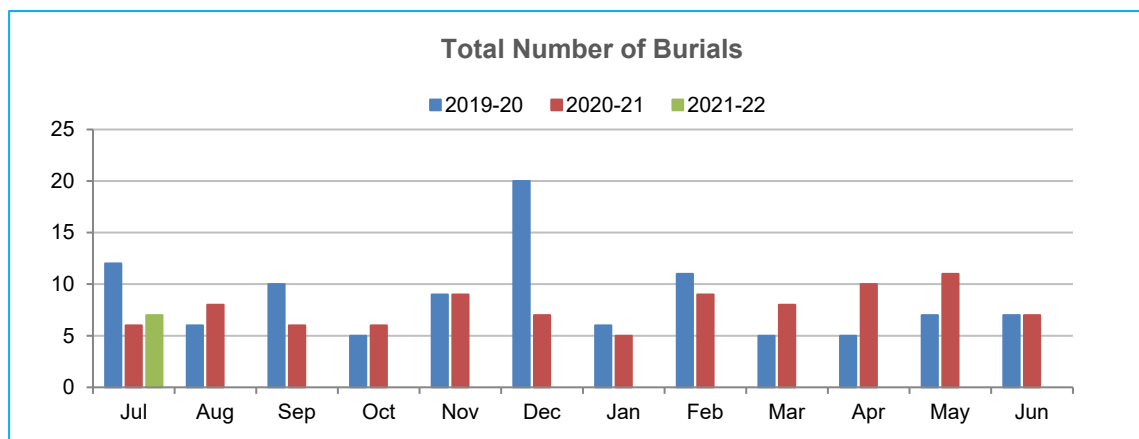
Council offers Housing for the Elderly (HFE) units in 12 complexes (147 units) across the district to eligible tenants over the age of 60 and who are on a benefit. Vacancies are generally due to refurbishment and wait lists continue to be high due to the lack of housing in the district and an ageing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



*The Total Debt graph shows rent arrears.

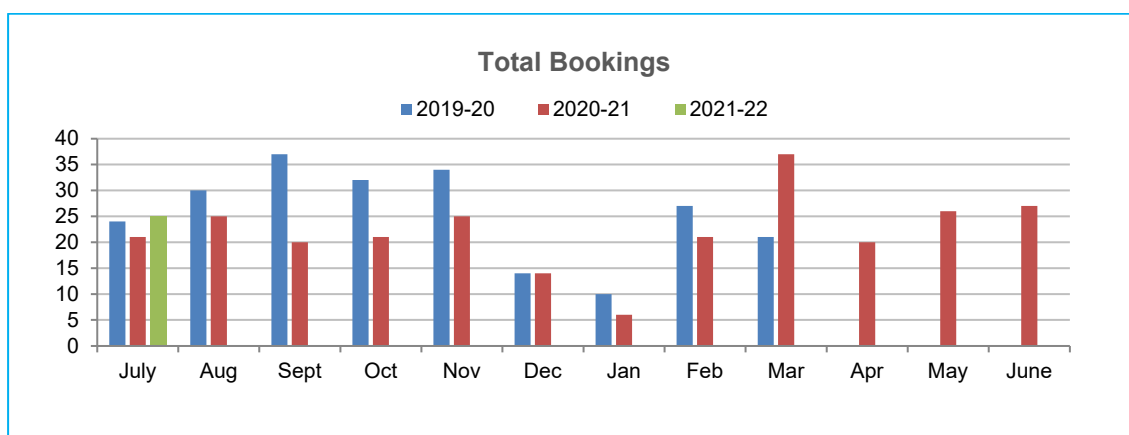
Cemeteries

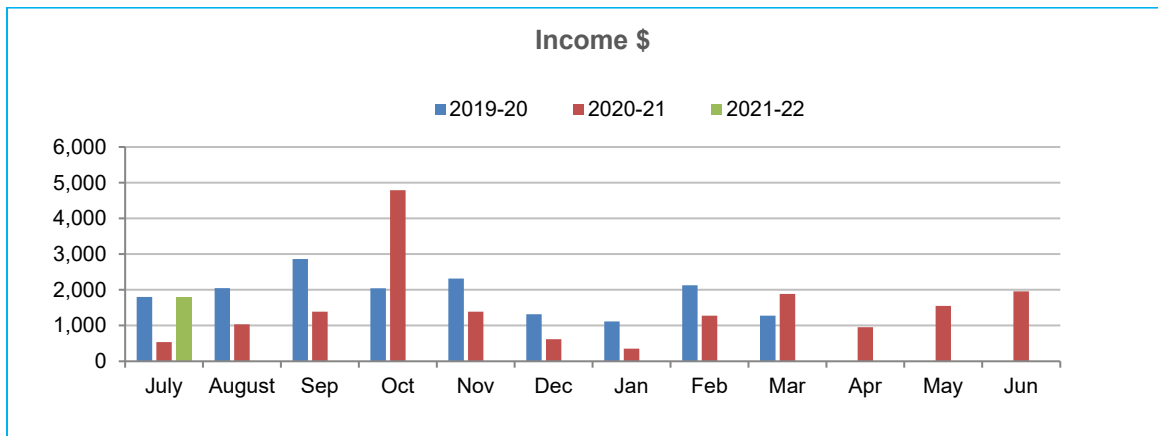
There is a range of services and facilities for burials and memorials in the district. Council manages and maintains 11 of the 26 cemeteries. Genealogy (whakapapa) can be searched using an online cemetery database to find records by family name.



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.

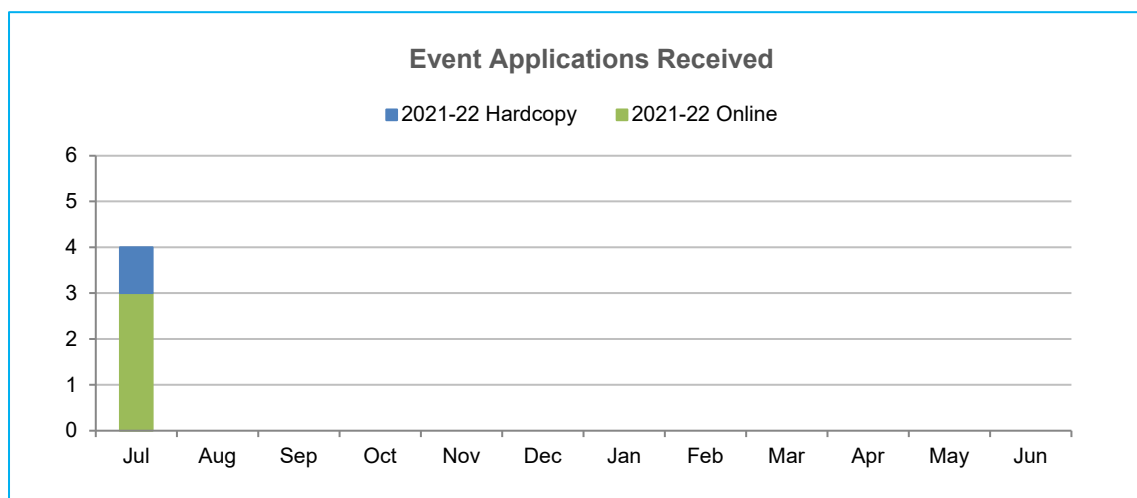




Events

Statistics for events will be reported from 1 July 2021. Three online event applications and one hard copy application were received in July.

Kaikohe Library Square	Live Music - Wayne Taylor Music NZ
Kawakawa Johnson Park	Live Music - Wayne Taylor Music NZ
Rear Garden - Williams House Paihia	Wedding Ceremony
Coopers Beach Reserve	Mangonui Lions Fun Run and Walk - Finish line



Building Services

This section contains performance information for the Building Services department.

Introduction

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

The BCA perform the following functions:

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



A territorial authority issue:

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



A territorial authority also:

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



Power to inspect and enter land

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

Building Services Executive Summary – July 2021

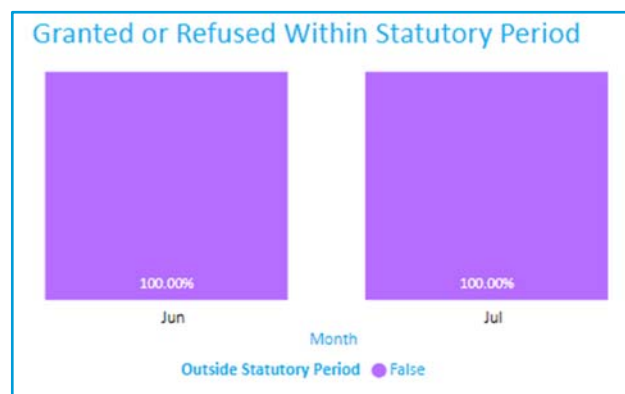
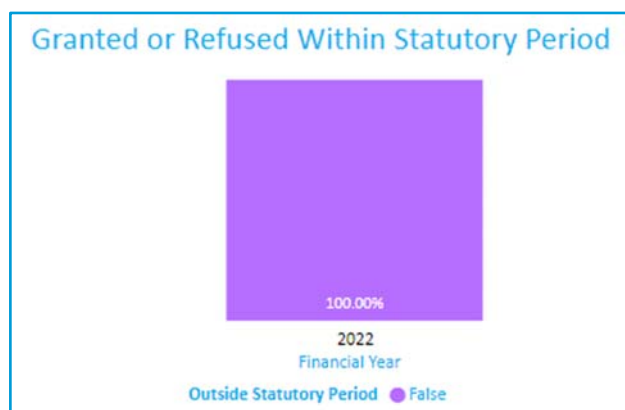
The BCA has started the new financial year with an on-going positive compliance performance, with 100% for both building consents and code compliance certificates. 188 building consent applications were received in July, 20 more than the six-year average. On average, building consents are being issued within 11 days and code compliance certificates in 7 days.

The challenge to the team this year is to remain in the 99 percentile.

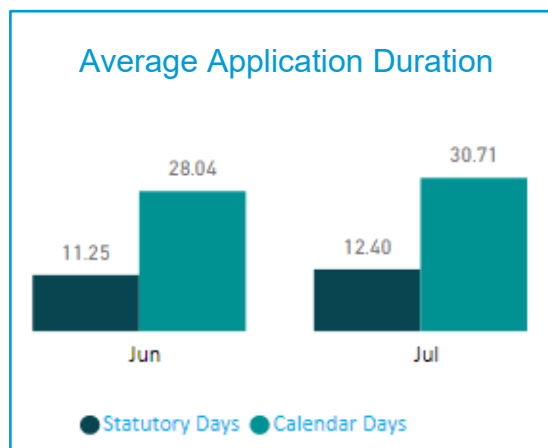
In August, information will be sent through to International Accreditation NZ (IANZ) in preparation for the upcoming special assessment scheduled for October 2021. This is a voluntary check that was discussed and agreed with IANZ following the positive audit result last year. The next mandatory audit is scheduled for October 2022.

Levels of Service

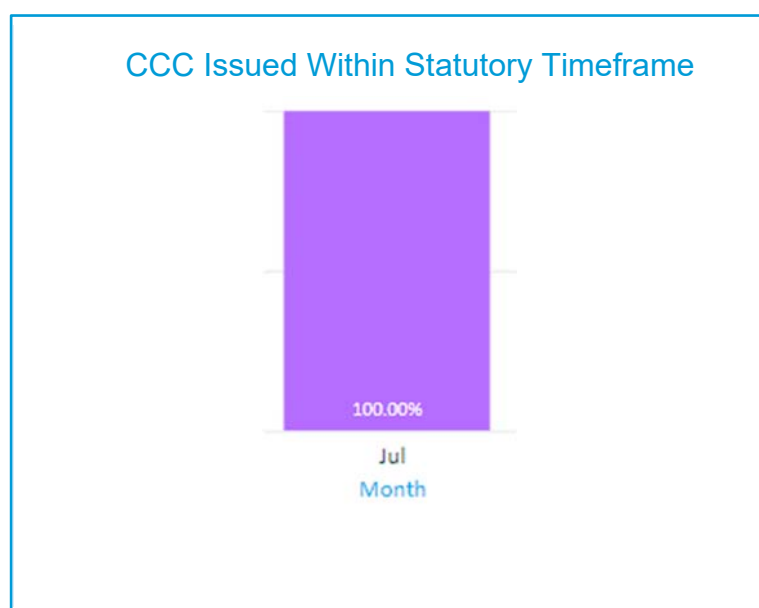
Building consent processing has achieved 100% compliance for the first month of the 2021-2022 financial year. A total of 131 consents were granted in July.



Both the average statutory and calendar days to issue a consent increased in July. Consent numbers remain high and all processing resources are working to capacity.

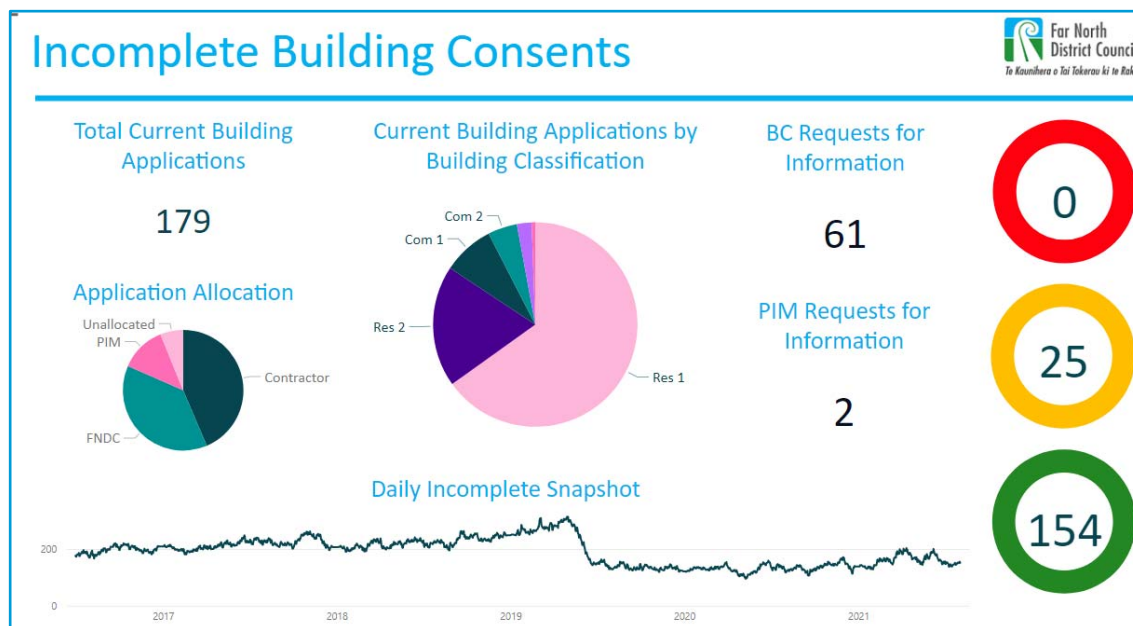


The BCA has achieved a 100% compliance rate for the month of July for issuing code compliance certificates. This is an improvement on the 84.53% reported for the 2020-2021 financial year. A total of 127 certificates have been issued.



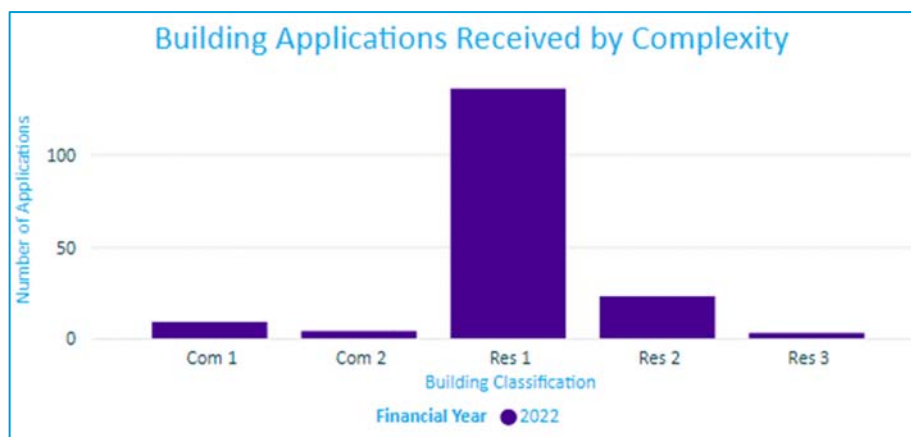
Building Consent Authority

The dashboard below shows the consents currently being processed by the BCA. There are 112 Residential 1 (Res1), 33 Residential 2 (Res2), 4 Residential 3 (Res3), 14 Commercial 1 (Com 1), 8 Commercial 2 (Com 2) and 1 Commercial 3 (Com 3) applications. Use of contractors has decreased marginally to 53% . It is important to note that these numbers include consents that are currently on hold awaiting information.



Received consent applications decreased from 194 in June to 177 in July. This is 32 consent applications higher than July last year and 29 applications higher than the 4-year average.

The dashboard below shows the building consent applications received by category. Res 1 applications continue to dominate the current workload of the BCA with a total of 136 Res 1 applications received in July. The commercial sector remains steady with a total of 16 commercial applications received in July.



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 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.

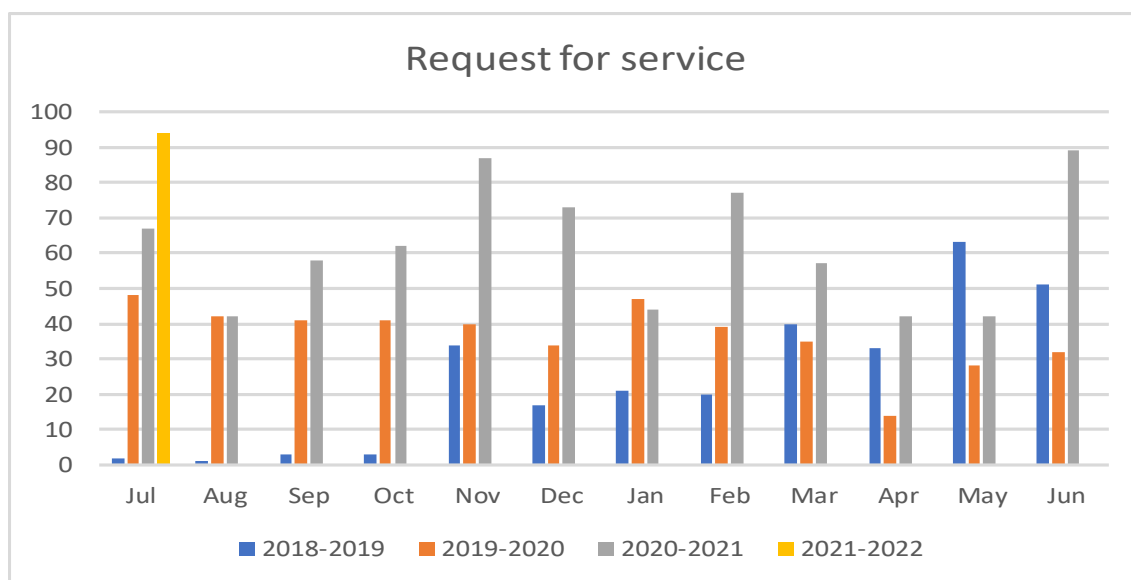
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

Formal enforcement is not taken lightly. It is based on thorough investigation and considers the impact as well as 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.

July was an exceptionally busy month. The team fielded a number of requests for service, inconsistent with 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.



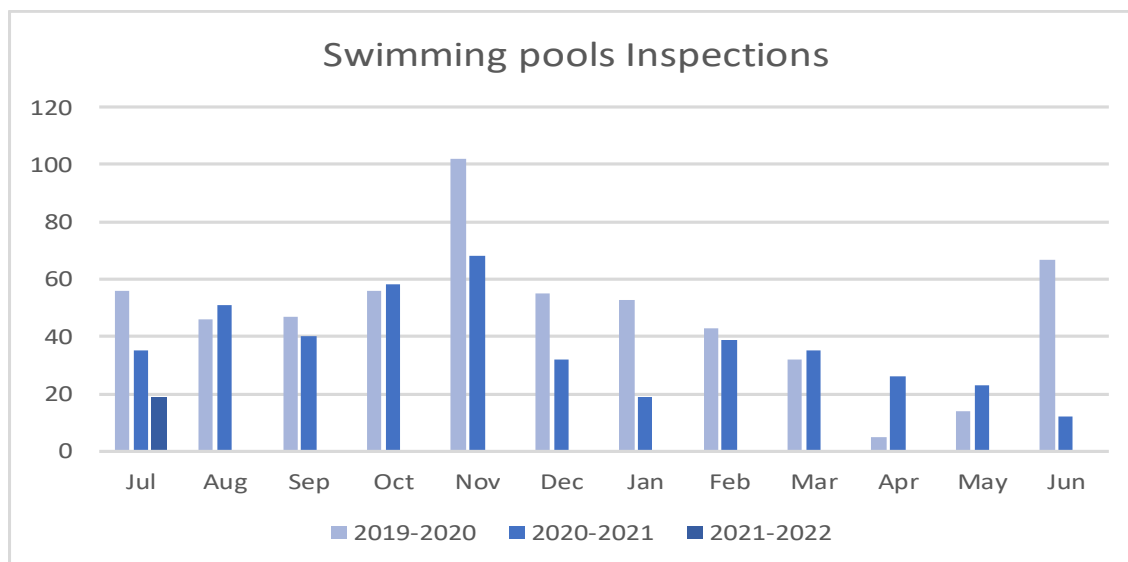
Swimming Pools

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.

A total of 19 swimming pool inspections were carried out during the month of July, with the completion of inspections on track and as per the allotted inspections for the year.

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



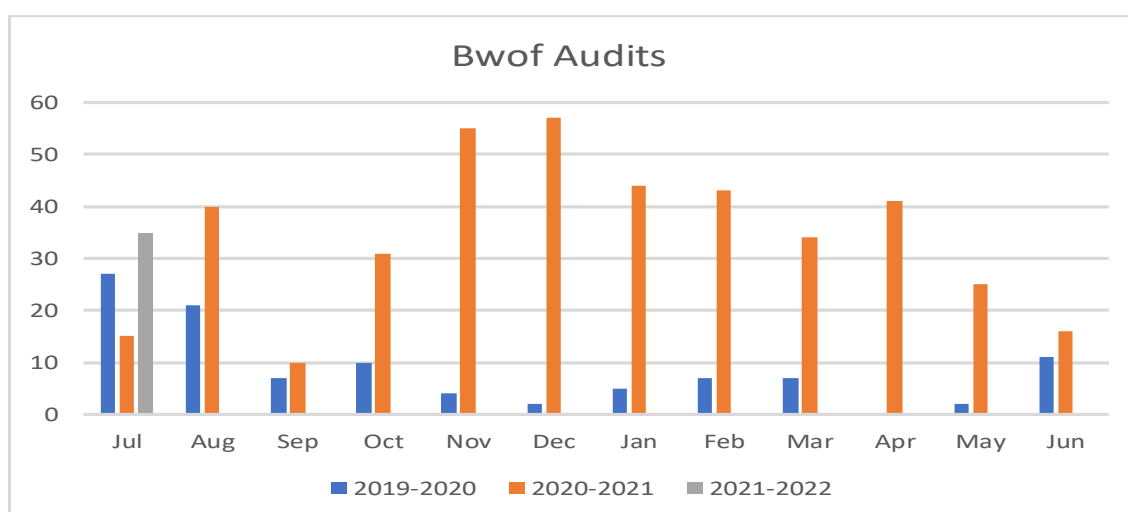
Building Warrant of Fitness (BWof)

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.

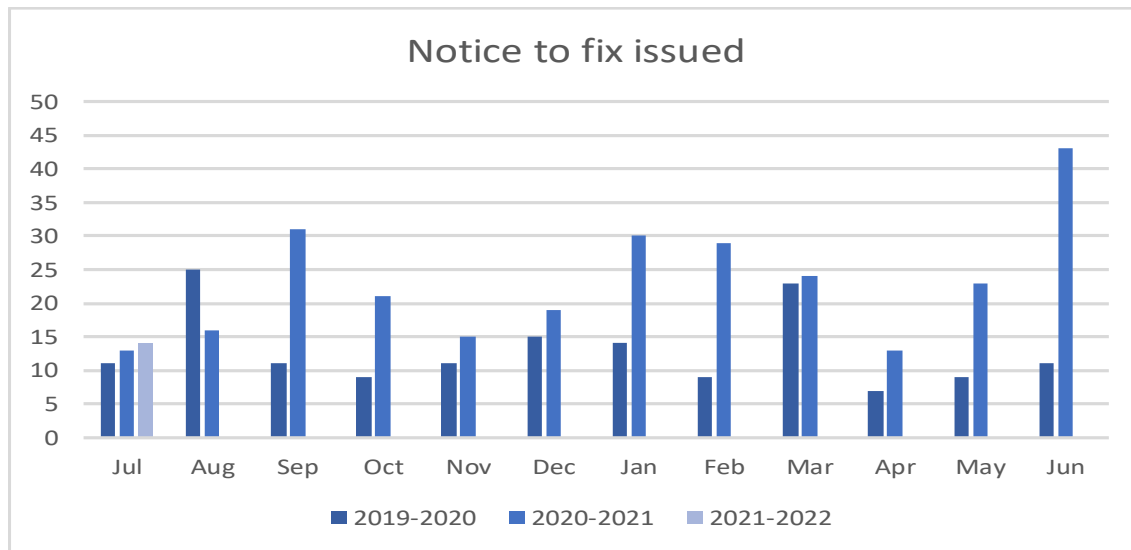
35 BWOF audits were carried out during July as the team now focuses on delivering qualitative audits and establishing a work rhythm, supported by digital transformation and new dashboards to track performance.



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.

14 Statutory Notices were served during the month of July for breaches of the Building Act 2004.

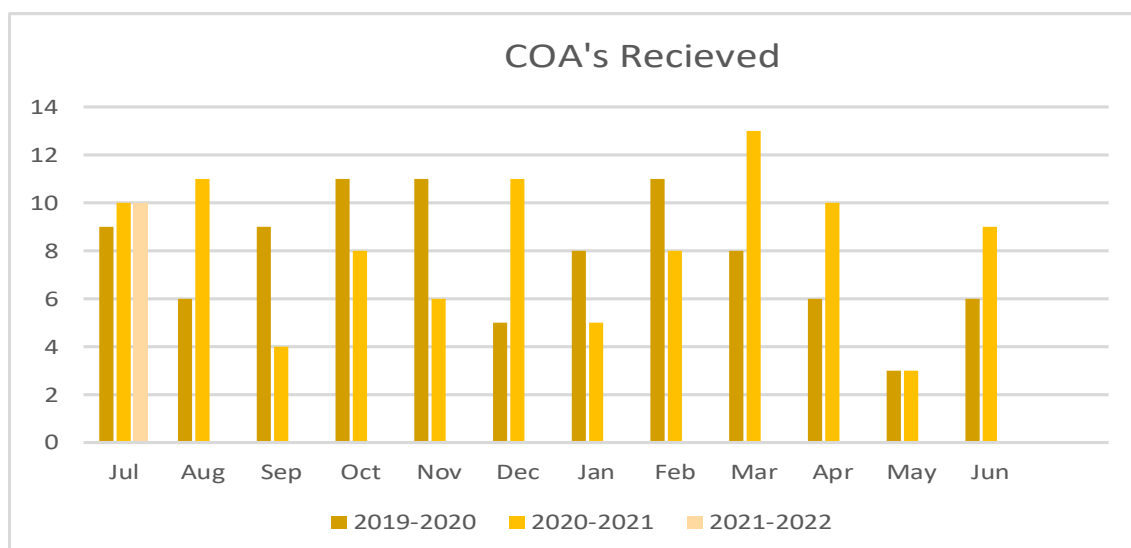


Certificates of Acceptance

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

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

Council received 10 COA applications during the month of July, consistent with last year's figures.



Infringements

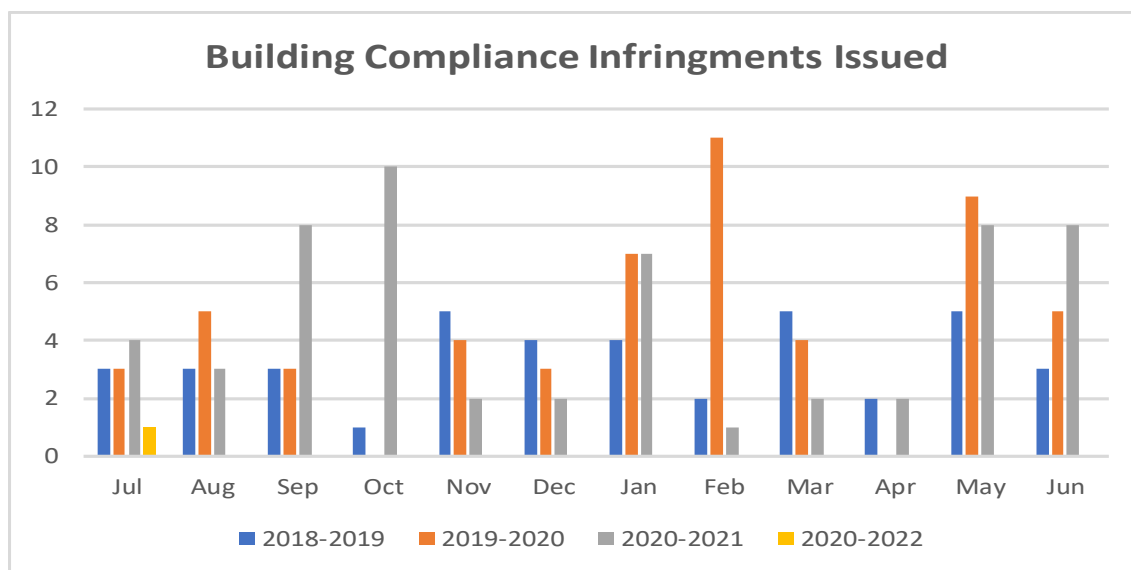
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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

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

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

One infringement was issued during the month of July.



Environmental Services



This section contains performance information for the Environmental Services department.

Introduction

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

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

Activities and services undertaken include:

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



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

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

Environmental Services Executive Summary – July 2021

Resource Consents

The Resource Consents (RC) Team has been reaching 100% of every consent issued under statutory timeframes for 8 weeks running. This is the first time the Resource Consent team has had two months in a row of 100% compliance with statutory timeframes. This is a fantastic effort considering the high number of applications that continue to be received.

139 applications were received in July. In total 90 of those were applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes and the remaining 49 were applications under the RMA, Local Government Act (LGA), the Liquor Licence Act (LLA), not reported as part of statutory timeframes to the Ministry for the Environment.

The RC Team issued 122 decisions under the RMA and LGA in July. Of the 122 applications, 68 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE).

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

Monitoring and Compliance

The team achieving a RFS response rate of 82.5%, despite having a high number of RFSs received (113) in July.

There were 76 noise complaint RFSs received in July, an increase in response times was seen with 79% met for urban areas and 100% met in rural areas against a KPI target of 95%. Strategies for improvement continue to be discussed with the Noise Contractor to increase the figure for urban areas.

29 parking infringements were issued during the month, 67 less infringements than in June and is mainly due to the Parking Warden being on leave for two weeks.

On 1 July the trial for WoF and Registration enforcement on stationary vehicles commenced. During this month flyers were placed on vehicles where a warrant or vehicle registration was out of date as a reminder to get them renewed. Out of nearly 4000 vehicles across the district, an average of 17% (680) were noted as having an outdated warrant or registration during July.

There were 13 vehicle crossing applications received in July, the same number as June 2021.

Environmental Health

22 businesses had food verification visits by Environmental Health Officers during July 2021. There were also 30 Good Host Visits (GHVs) of licensed premises conducted.

Animal Management

The Northern Animal Shelter in Kaitaia was officially opened on 23 July 2021 by Mayor John Carter, and from 31 July all dogs across the district in council care are housed at this facility.



Mayor John Carter officially opening the new Northern Animal Shelter in Kaitaia

515 RFSs were received for Animal Management in July; 60 urgent and 455 non-urgent. Animal Management Officers continue to respond to requests within level of service agreed times (98% for urgent response and 95% for non-urgent in July).

There were 31 dogs impounded during July, with thirteen dogs adopted via Council's Facebook page during the month and a further five taken by rescue groups.

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

Due to having Business Intelligence released for the Resource Consents Team the previous graphs have been updated. Due to this there will be some variations from previous monthly graphs and reports.

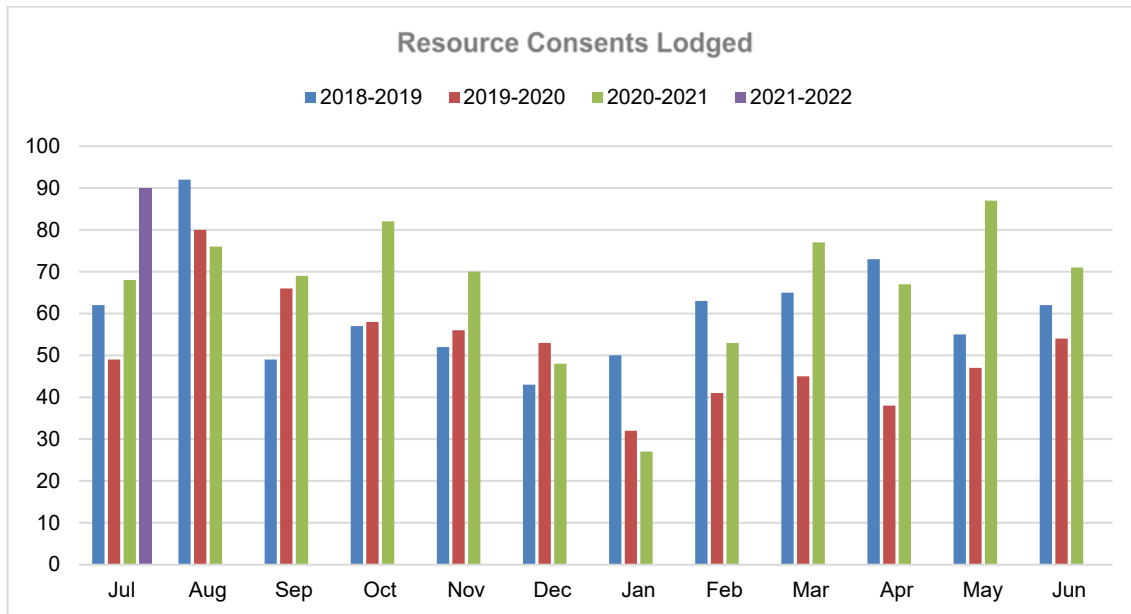
139 applications were received in July. In total 90 of those were applications under the Resource Management Act 1991 (RMA) that we report our statutory timeframes on and the remaining 49 were applications under the RMA, Local Government Act (LGA), the Liquor Licence Act (LLA) that we do not report statutory timeframes on to the Ministry for the Environment.

The RC Team issued 122 various decisions under the RMA and LGA in July 2021 issued. Of the 122 applications, 68 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). As stated above in the summary, no consents were outside statutory timeframes for July. Also due to a correction in lodgement dates in pathway, June also was 100% within statutory timeframes.

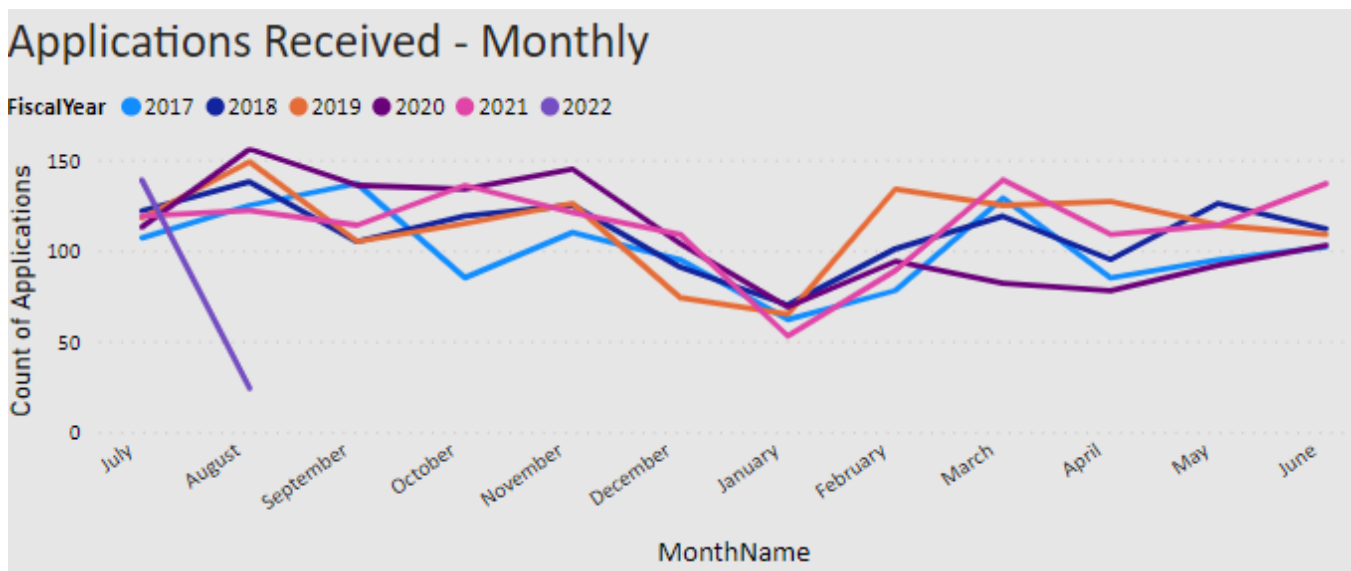
To date, the resource consents team has never previously recorded two months in a row of 100% compliance with statutory timeframes.

Applications lodged

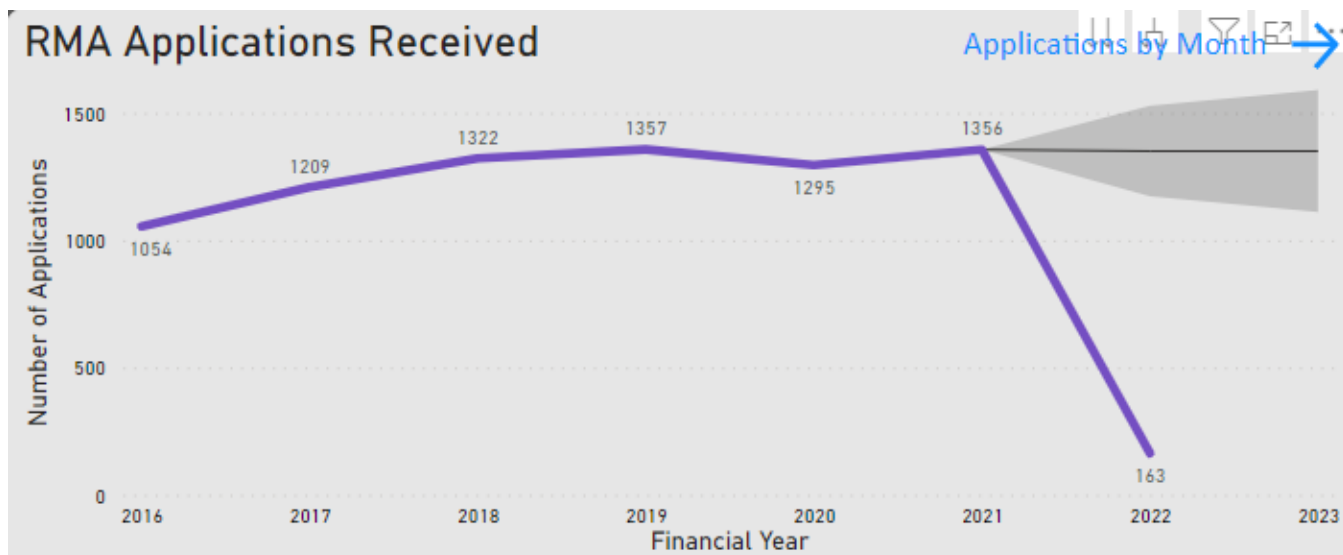
The graph on the next page shows the RMA applications received by month over the last 3 years. The planning support team lodged 90 RMA applications in July 2021 compared to 68 in the previous financial year and 41 more applications than the 2019/2020 financial year. This represents the highest ever amount of RMA applications received in July than any of the last three financial years and 2 applications off the highest volume of RMA applications received ever, which was 92 RMA applications in August of the 2018-2019 financial year.



The graph below is one of the new graphs from the recently released Business Intelligence. This graph shows the number of applications received each month since 2017.



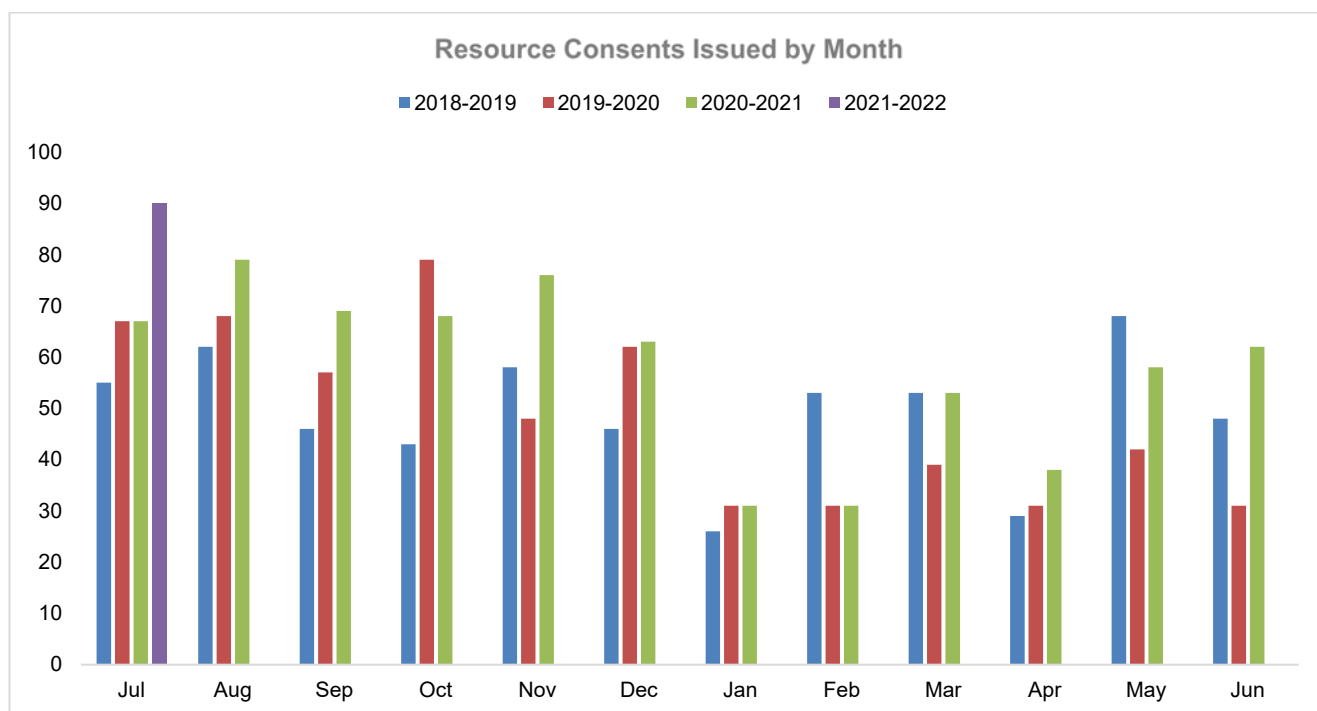
The following graph shows the total number of applications received by year since 2016. This number includes applications received under the Resource Management Act and the Local Government Act (LGA). This shows the volume of applications received tracking upwards since 2016 with a slight decrease in 2020 due to the pandemic and nationwide lockdown.



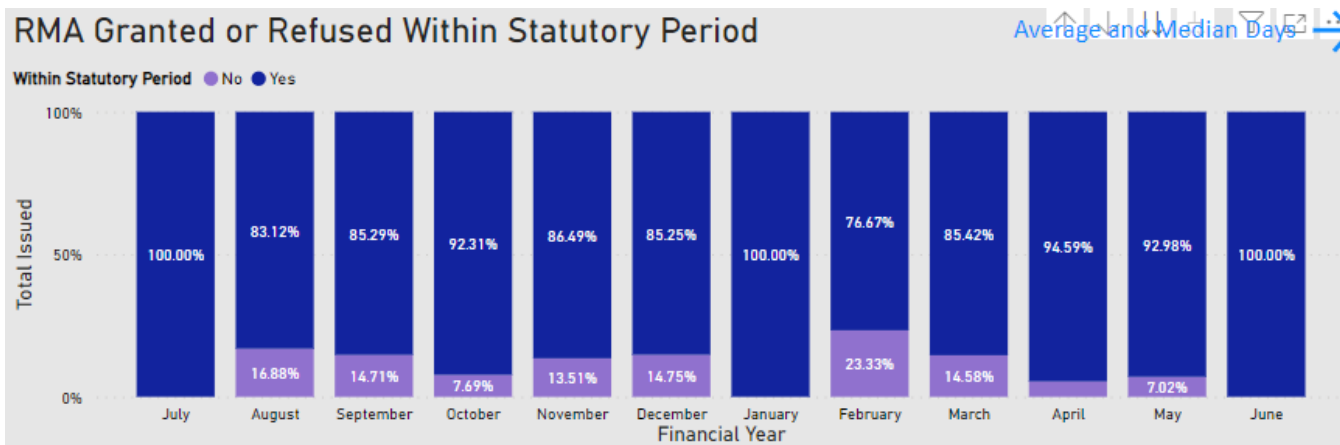
Decisions issued

The RC Team issued 122 various decisions under the RMA and LGA in July 2021. Of the 122 applications, 68 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). As stated above in the summary, no consents were outside statutory timeframes for July. Also due to a correction in lodgement dates in pathway, June also was 100% within statutory timeframes.

The graph below shows 90 decisions issued in July 2021. The number of issued consents is up by 23 on decisions issued in July 2020.



The Resource Consents Performance Graph on the next page shows compliance from June 2020 through to July 2021 (July 2021 is at the start of the graph). Of the 63 RMA decisions issued in July 2021, 61 of those decisions were decisions reported to the Ministry for the Environment (MFE) and all were within statutory timeframes. This confirms two consecutive months being at 100% of decisions being within timeframes.



Types of Applications Received

The two tables below separate out the RMA applications from the rest of the applications received. The second table includes applications from developers to gain a record of title for their subdivision proposals. This shows a high number of land use and subdivision applications were received in July.

Type of Resource Consent	Number Received						
	Jan	Feb	March	April	May	June	July
Land use consent	8	16	29	14	32	41	28
Subdivision	8	6	19	9	15	18	26
Variation	2	5	8	5	6	12	10
Permitted Boundary Activity	1	1	7	4	7	3	9
Extension of Time	0	1	1	0	1	0	2
Certificate of Compliance	0	0	1	0	0	2	0
RMA Discharge	0	0	0	0	1	1	0
RMA Objections (conditions)	0	0	0	0	0	2	1
Combined land use and subdivision	2	4	5	3	6	6	8
Outline Plan	0	0	0	0	0	0	2
Outline waiver	0	0	3	1		3	2
RMAOTH	0	0	0	1	0	2	2
Total RMA	21	33	73	37	67	90	90

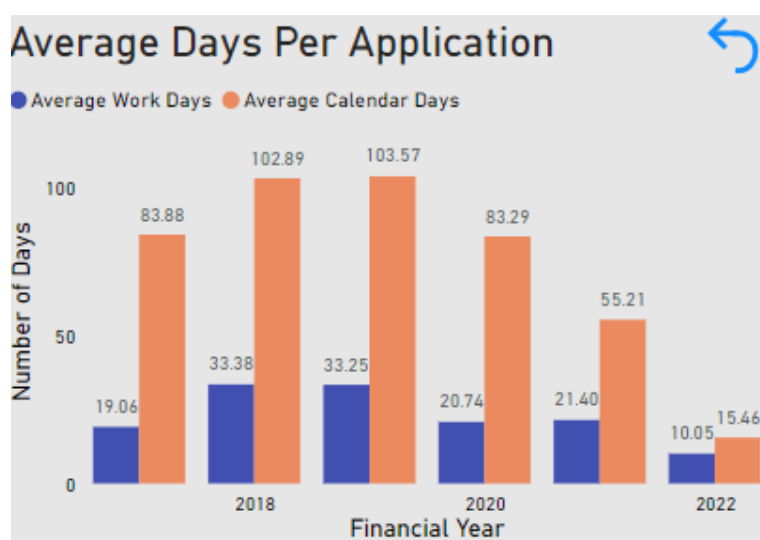
Certificate Applications Received

The table on the next page details the number of certificate and other applications received for July 2021. 53 various certificates and Local Government Act (LGA) applications were worked on and issued in July. The Resource Consents Team is continuing to rely heavily on consultants to meet statutory timeframes.

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

Trends, News and Success Stories

The graph below shows the average days it is taking the planners and engineers to process an application. The trend is consistently moving down from an average number of days in the 2018-2019 financial year of 33 days, to 21 days in the 2020-2021 financial year. The number of calendar days has dropped from 103 days to 55 days.



In total the resource consents team, along with the planning support team, worked on 90 new RMA, 49 various LGA applications, certificates, licences and permits and issued 122 decisions. In addition, the Resource Consents Team attended 15 concept development meetings (CDM's) and pre-lodgement application meetings in July 2021. The Resource Consent Engineers also worked on 12 Engineering Plan approvals to assist a more streamlined process for building consents being issued and applications for Certificate under s224 of the RMA. The Resource Consents Team has a new Team Leader, Esther Powell. This has created a vacancy for a Senior Planner which will be advertised for shortly.

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.

Hearings

There were no hearings held in July. Two fee objections under s358 of the RMA are due to be heard in August.

Customer and Relationships

The Resource Consents Team had 78 surveys sent out in July 2021 with 28 responses received, giving the team a response rate of 36%. Twelve customers scored the team 5, and 2 customers scored with a 1. One customer scored a 3 but then gave a positive comment. The Resource Consents team, being part of the regulatory arm of the council, often receives a negative comment due to the perceived high cost of obtaining a resource consent and or frustration with the District Plan rules and legislation.

Monitoring

Introduction

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

The Monitoring Team is responsible for:

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

The team welcomed a new resource consent monitoring officer and a new general monitoring officer. Recruitment is complete for a fixed term monitoring officer and there are currently no vacancies in the team.

Monitoring Team Leader, Ian Wilson, returned from secondment on 5 July and Louise Wilson (following her secondment to the Team Leader - Monitoring role) has taken up a new role within the Infrastructure and Asset Management Group.

Levels of Service

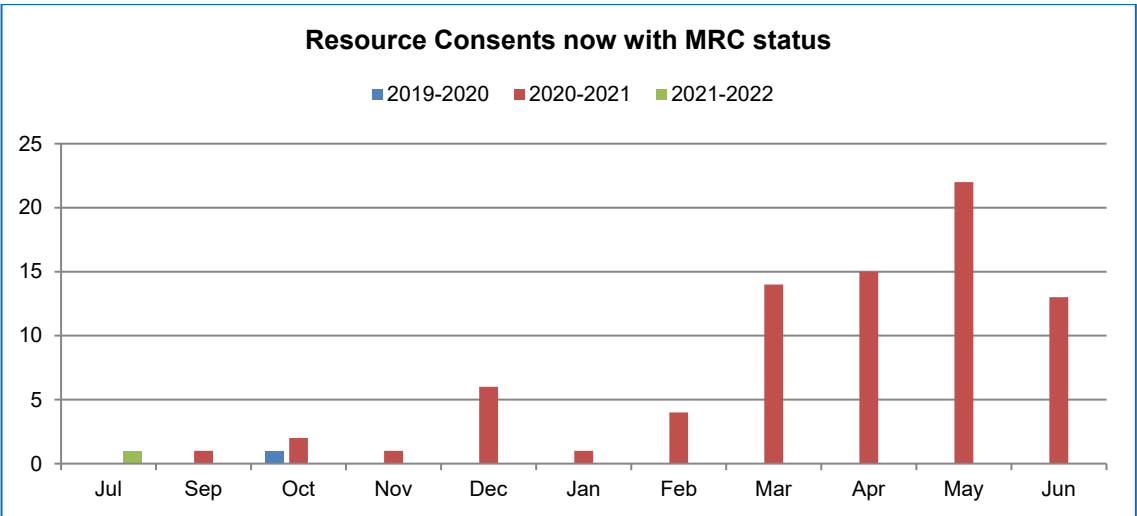
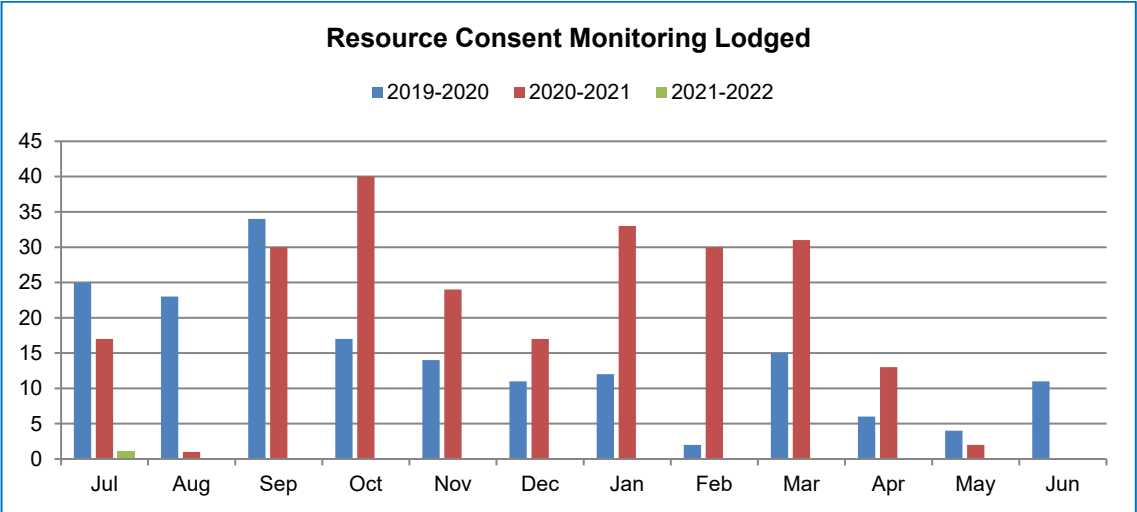
8.3 To ensure compliance with the Resource Management Act with regard to noise pollution.

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

Resource Consent Monitoring

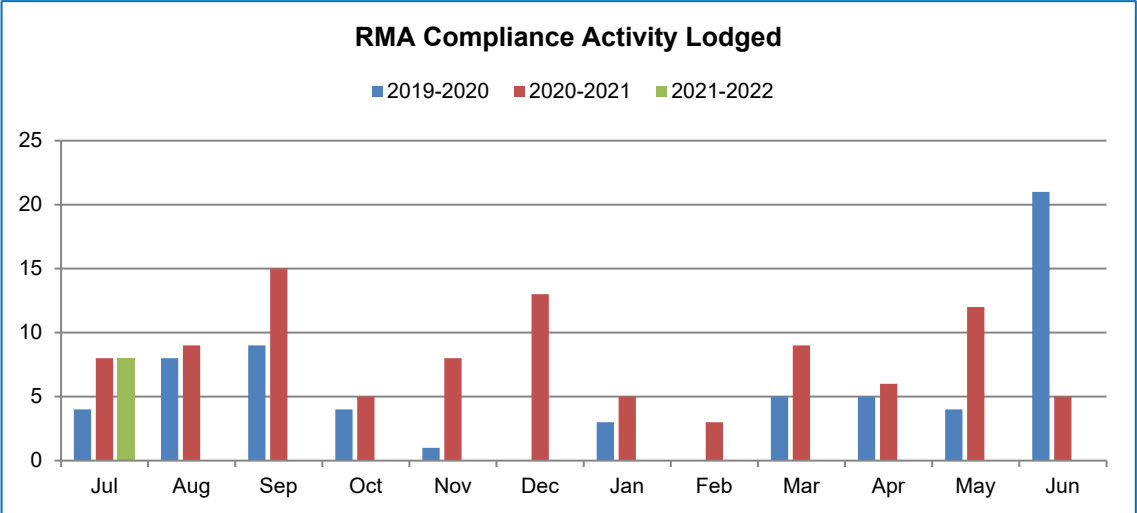
If a resource consent (RC) is issued with conditions, it becomes the responsibility of the Resource Consent Monitors (RCMs) to ensure those conditions are met in a timely manner. The RCMs are notified of decisions by the planners. Recently the Monitored Resource Consents (MRCs) underwent process and systems improvements to facilitate the identification and reporting of resource consents being monitored.

The graphs below show a decline in MRC lodgement as a new process is implemented. In the coming months the recording and reporting of MRCs will increase.

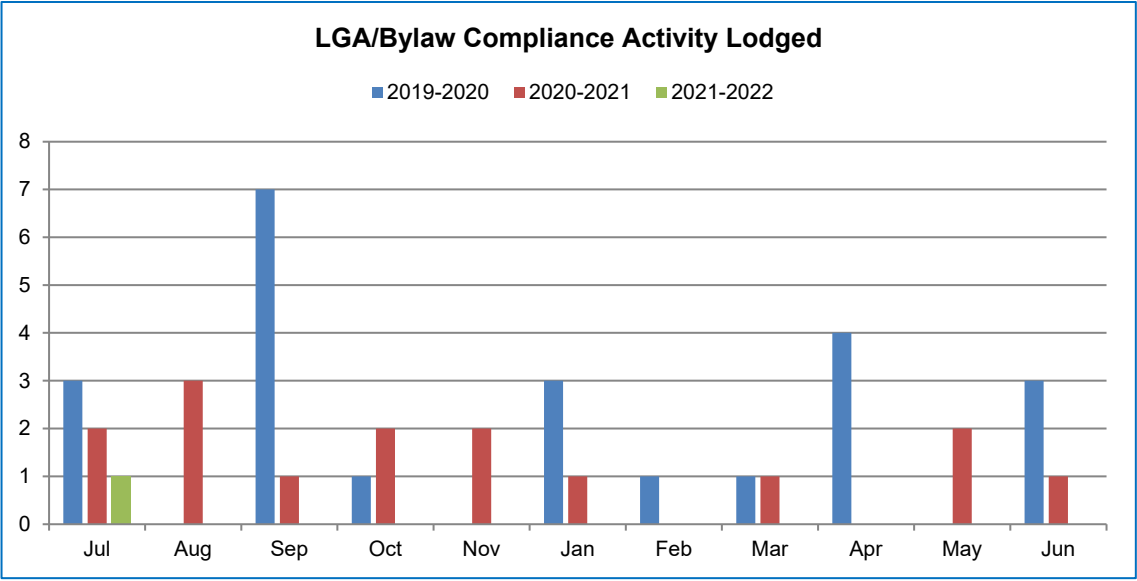


Compliance

Although the Monitoring team’s policy is to promote voluntary compliance with the District Plan there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The graph below shows the compliance activity over the last three financial years.



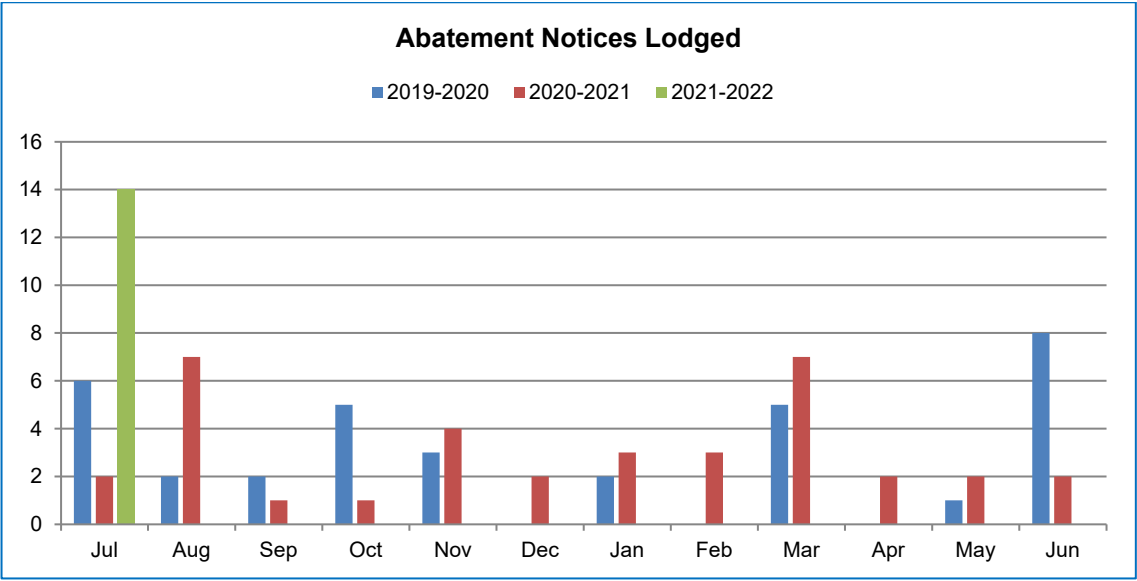
The Monitoring team is also responsible for investigating incidences reported to them of non-compliance with the Far North District Council's Bylaw's. The following graph shows one incident for July 2021. Bylaw Compliance activity has reduced since several Bylaws lapsed and are not able to be enforced.



Abatement Notices

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

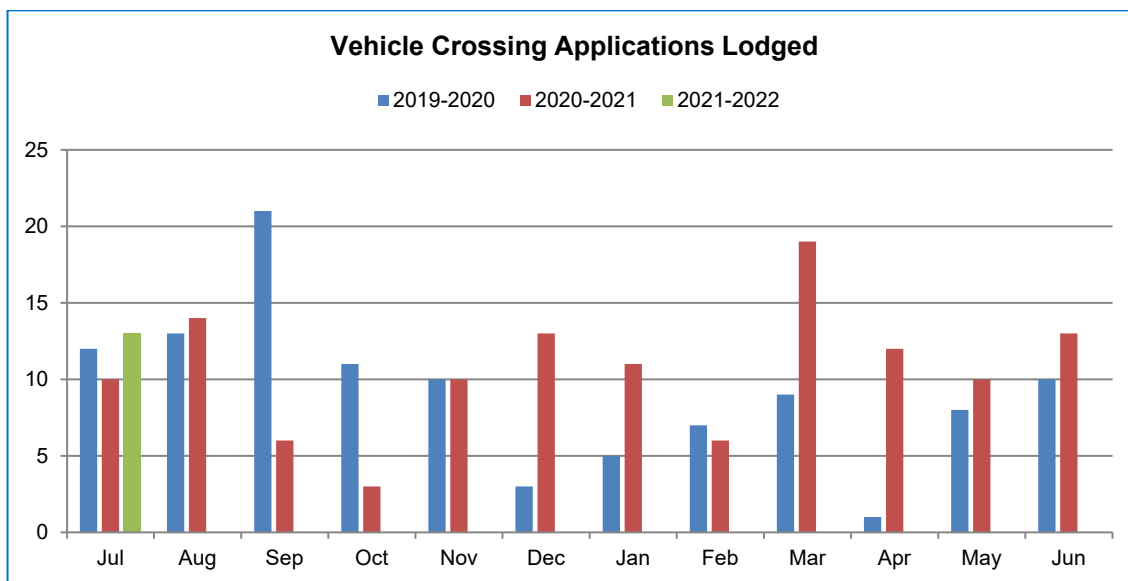
Abatement notices are issued with a specific date by which the offender must comply. If an offender has not complied with an abatement notice and is not showing a willingness to cooperate with council an environmental infringement notice (EIN) of \$750 can be issued.



Bylaw Compliance Activity

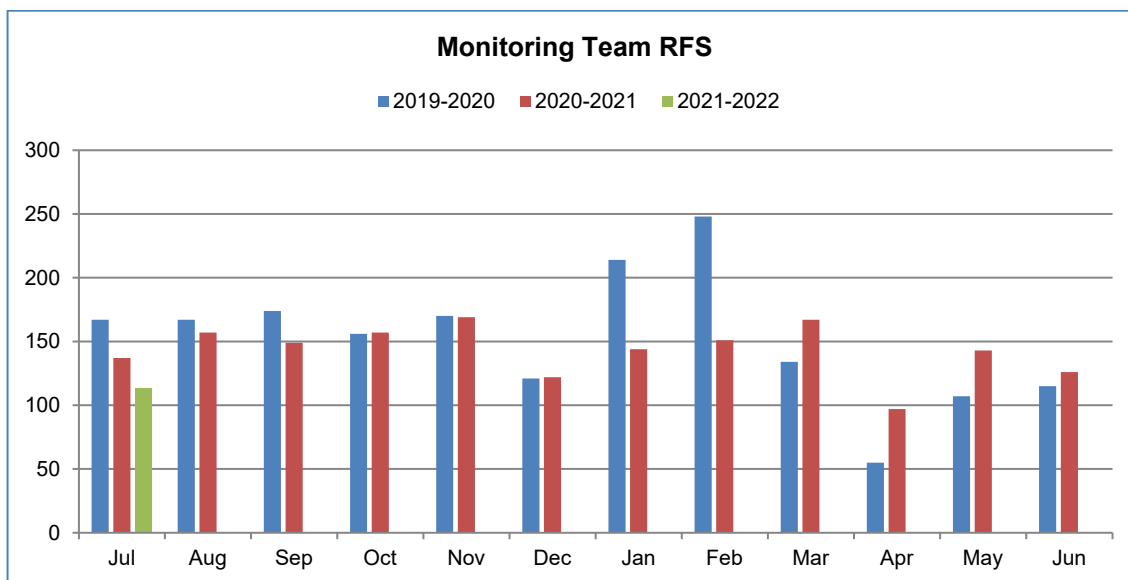
Vehicle Crossing Applications

The Monitoring team has contracted out the management of Vehicle Crossing Applications. The following graph shows the 13 applications received in July 2021 compared to 10 in July 2020.



Monitoring Team RFSs

The monitoring officers respond to requests for service relating to alleged breaches of Bylaws, RMA, Reserves Act, and other Acts for which they are warranted officers. 113 RFSs were investigated in July 2021.

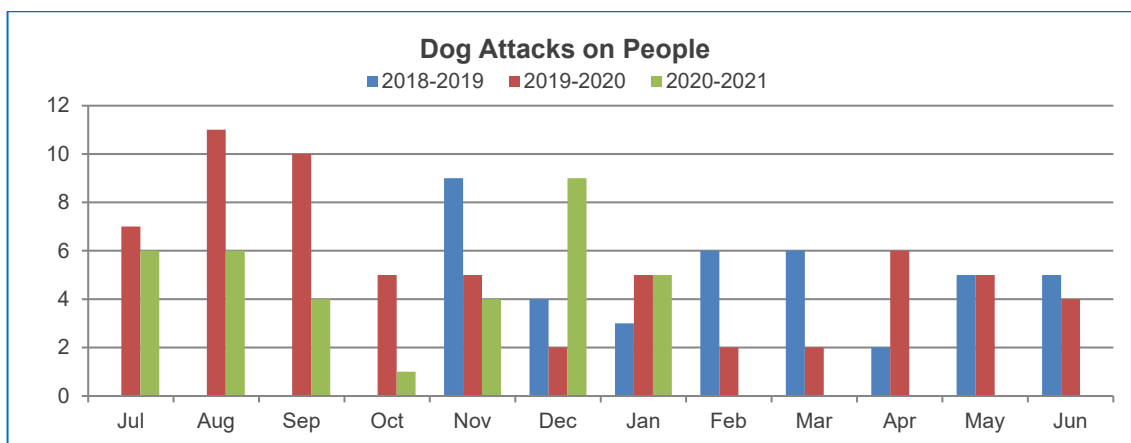
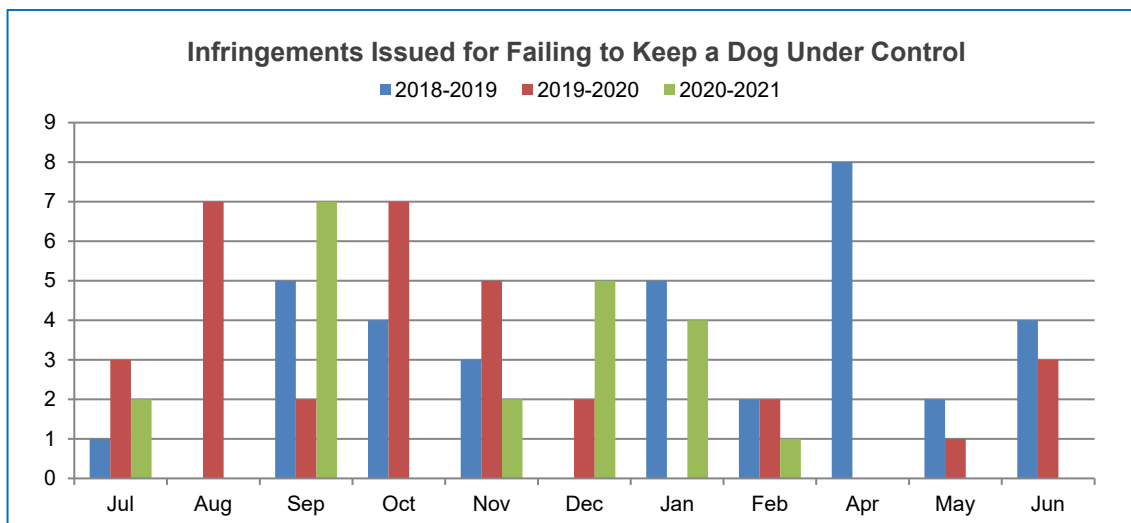
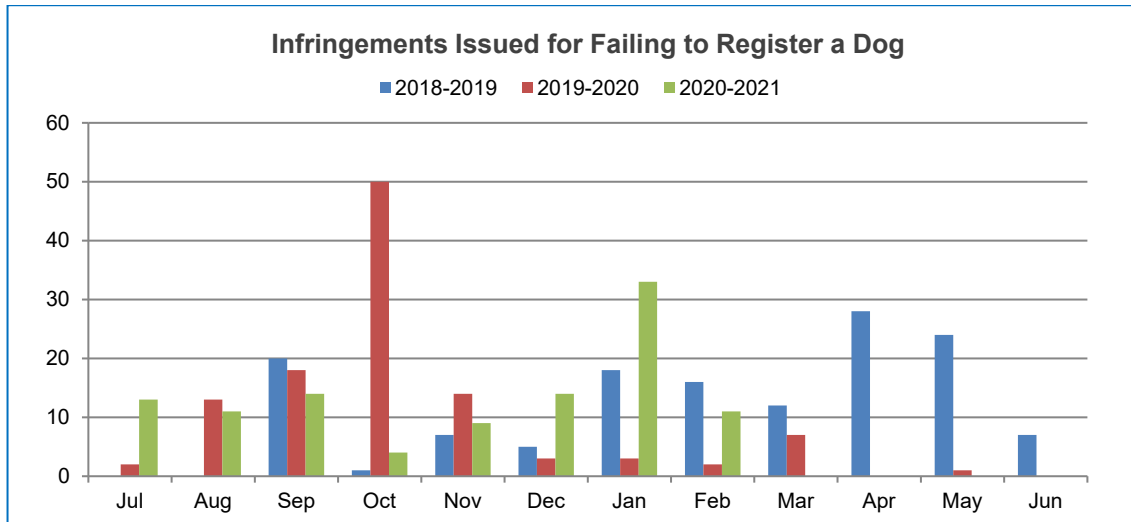


Animal Management

Introduction

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

Levels of Service



RFS Responses

The month of July saw a total of 515 RFSs for Animal Management of which 59 were dog attack or aggressive dog reports.

Registration Follow Ups

During the month of July 10 NTR's (Notices to Register) were issued. No Infringement Notices were issued.

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

Impounded Dogs

31 dogs were impounded in July resulting in 10 being claimed by their owners, five taken by Rescue Groups and 13 being adopted out to new homes. There were also 13 dogs euthanised in July due to not being claimed by an owner and not meeting criteria to be rehomed.

Dog Adoptions

13 dogs were successfully adopted to new homes and these went to:

- 1 to Whanganui
- 1 within the Far North District
- 1 to Otaki
- 1 to Wellington
- 1 to Waipu
- 1 to Napier
- 2 to Auckland
- 2 to Whangarei
- 3 to Christchurch

Northern Dog Shelter

The official opening of the new Northern Dog Shelter occurred on 23 July 2021.



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:** 100% **Last Month:** 97% **Last Year:** 92%

During July 2021, 22 verifications were scheduled. Of these scheduled verifications all 22 were completed as scheduled.

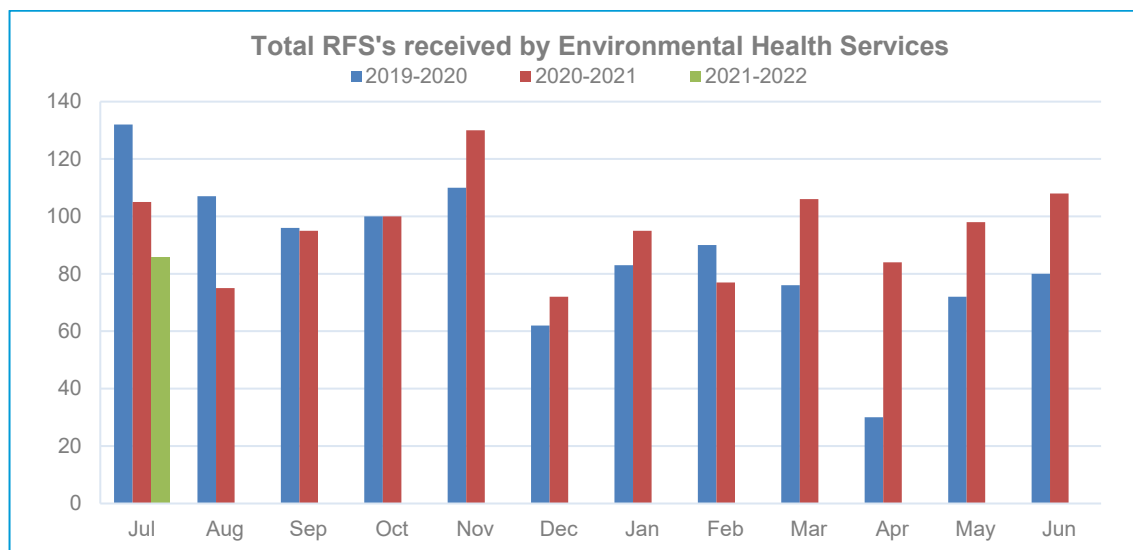
Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

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

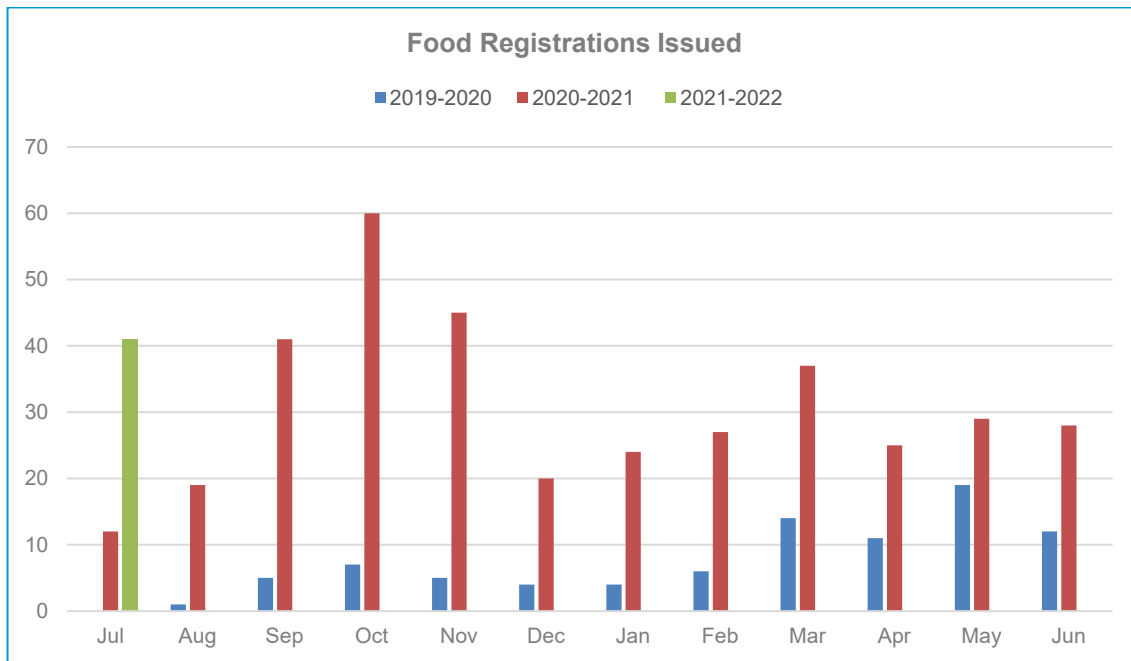
At present there are 258 licensed premises in the Far North district. 25 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that the EHS team will complete 233 visits during 2021-2022.

During July 2021, 30 visits (12.9% of all premises) were completed by the EHS team. For the remainder of this reporting year there is a total of 203 visits to complete.

Requests for Service



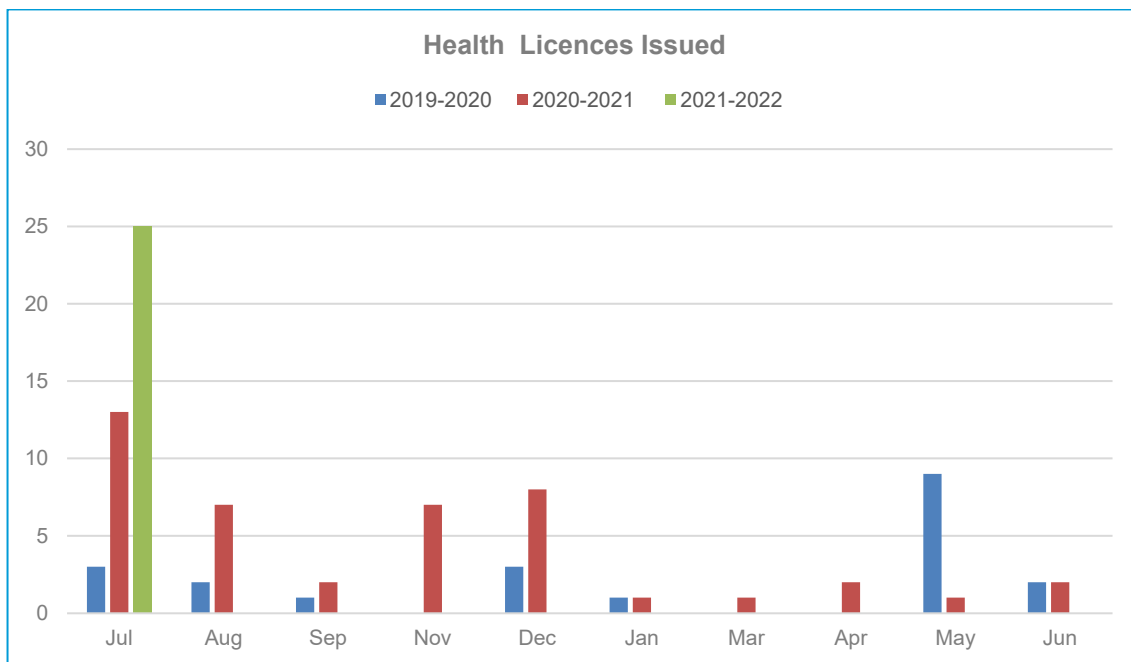
Food Registrations Issued



Alcohol licences Issued

During July, a total of 35 alcohol licenses were issued. There is a notable decrease in the number of alcohol licenses issued compared to 61 issued in July 2020 and 54 issued in June 2019.

Health licensing



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