

**DISTRICT SERVICES
MONTHLY
BUSINESS REPORT**

October 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%	Rates 90-99% User Charges 1-10%	Rates 70-79% User Charges 21-30%
Customer Services	Building Compliance Monitoring and Enforcement Libraries	i-SITES
Rates 60-69% User Charges 31-40%	Rates 50-59% User Charges 41-50%	Rates 40-49% User Charges 51-60%
Cemeteries Animal Control	Parking Enforcement	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 October 2021. The District Services Group achieved several successes and made good progress in the following areas:

Community and Customer Services

Libraries: Due to Covid Level 3 restrictions all the Libraries were closed for nine working days in October 2021. Library and Museum services have also been restricted in Level 2.

i-SITES: Due to Covid Level 3 restrictions all the i-SITES were closed for nine working days in October 2021. The Far North i-SITES have been affected by Auckland being in lockdown with no-one able to get through to visit. After a very quiet period, the focus is on the possibility of the Auckland-Northland border being open through the summer holiday period.

Customer Care: All of the service centres were affected by the Covid Level 3 lockdown and focused on up-skilling themselves. Contact Centre staff have introduced a team Call Calibration session, where they listen in on calls, self-assess and 'grade' them as part of regular monthly improvement feedback sessions.

Housing for the Elderly: Visits to both Kawakawa and Kerikeri villages were undertaken to discuss the future for Housing for the Elderly after the decision was made to explore divestment options. Further visits to the remaining villages are planned.

Cemeteries: There has been an increase in the number of burials across the district this month including ash burials. Currently there are 21 ash burials on hold due to Covid 19 restrictions on gatherings at funerals and restrictions on local and overseas travel.

Events: Unfortunately, a number of events had to be cancelled due to Covid Alert Level 3 and uncertainty related to Covid restrictions. Some event organisers have submitted their applications for 2022.

Building Services

The Building Consent Authority (BCA) received 155 consents for the month of October, 11% higher than the 4-year average. Building consents, on average, are issued within 11 days with building consent compliance with 20-day statutory timeframes tracking at 99.63% year to date. Code compliance certificates were at 99.11% compliance in October and are tracking at 97.7% year to date, with code compliance certificates (CCCs) issued, on average, in 7 days. 112 code compliance certificates were issued in October.

Building Compliance / Swimming Pools: A total of 31 swimming pool inspections were carried out during the month of October. Obtaining access to pools remains a problem and 26% of inspections could not be completed. The number of inspections has been increased to address the issue of historic non-compliant pools.

Building Warrant of Fitness (BWofF): 8 BWofF audits were carried out during October 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: 12 Statutory Notices were served during the month of October for breaches of the Building Act 2004.

Certificates of Acceptance: Council received 5 COA applications during the month of October. The number of COA applications received remains consistent month to month.

Infringements: Two infringements were issued during the month of October, one for non-compliance with a Notice to Fix and the other for a breach of Section 40 of the Building Act.

Environmental Services

Resource Consents: The Resource Consent (RC) team reached 93% compliance with statutory timeframes for October with three consents going over statutory timeframes. The RC Team issued 100 decisions under the RMA and LGA in October. Of the 100 decisions, 44 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE).

Monitoring and Compliance: The Monitoring and Compliance team received 111 Requests for Service (RFS) in October 2021, a decrease of 19 RFS on the previous month. There were 123 noise complaints RFS received and responded to in October. 32 parking infringements were issued during the month.

Environmental Health: 19 businesses had food verifications carried out by Environmental Health Officers during October 2021. The Ministry for Primary Industries (MPI) has granted an extension to verifications due to the impact of Covid alert levels and has allowed the Food Verification Authority (FVA) six months to complete the overdue verifications. Three Good Host Visits (GHVs) of licensed premises were conducted across the district in October.

Animal Management: 270 RFS were received for Animal Management in October 2021; 59 urgent and 211 non-urgent. This is 129 less RFS than the September figures. The team continues to meet response times with 98% for urgent and 97% for non-urgent RFS.

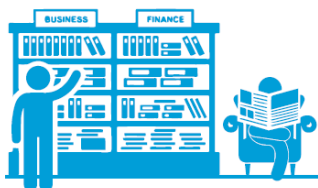
Community and Customer Services

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 - October 2021

Libraries and Museum

Library and Museum services have been restricted in Level 2 – **‘Wear a mask! Borrow a book! We love you, but now go home’**, has been the theme.

The library Collections team worked through Level 3 and have now cleared the new books backlog. Most books are now coming directly from our partner Wheelers, shelf ready.

The library RFID project tagging team also made great progress during Level 3, with books in five of the six libraries now tagged and are ready for self-check machines to be installed later this year.

Sabine Weber-Beard completed her secondment as Senior Librarian – Kaitaia. Sabine did a great job with the team in the north and will now resume her regular role as Senior Librarian – Systems.

The museum team have made great progress on the digitization project, with high quality collection images being created.

i-SITEs

The Far North i-SITEs have been affected by Auckland being in lockdown with no one able to get through to visit. The whole region is very quiet, and people are hoping that Auckland will open up before Christmas. The i-SITEs were closed between 9 October 2022 and 19 October 2021 due to a shift to Covid Level 3.

While things are quieter, the i-SITE team are helping with back-office administration work, training and undertaking familiarisations where possible. There are also some new products being researched which look interesting for the future.

Customer Care

Service centres closed for seven working days in October due to a move in Northland COVID19 levels from Level 2 to Level 3.

Service Centre and Contact Centre staff are taking the opportunity while interactions have decreased, to complete training including processing After-Hours reports and Change of Addresses processed in Pathway. Online registrations have also been progressed. Call auditing sessions commenced, Contact Centre staff listen to some of their calls and ‘grade’ them and share feedback. This exercise has been well received with many positive comments and learnings and will continue on a monthly basis. Rates rebate applications are being received and processed, assisting the Rates Team.

To ensure proper distancing between staff in the office, the majority of contact centre staff continue to work from home.

Housing for the Elderly

October saw two new tenancies begin in Kaikohe. Sadly, we had two tenants pass away (age/health related) during October and the whanau of these tenants are currently working to get these units cleared.

Visits to both Kawakawa and Kerikeri villages were made in October to discuss the future for Housing for the Elderly after the decision was made to explore divestment options. Due to changing lockdown levels, visits to the remainder of the villages have not yet occurred, however some feedback has been received via phone and to date the majority of tenants appreciate council as a landlord and think we do a good job. There is some concern that any divestment could mean they need to vacate units or rents will go up considerably. Staff provide

reassurance that any changes that are made, will be done with their best interests in mind and that they will continue to be kept informed.

During October some units that were undergoing refurbishment became available for tenancing so the priority, along with debt management, will be interviewing for these units during November in the hope to have the majority of them tenanted before the Christmas break. We are currently exploring options for online interviews should there be further changes to lockdown levels.

Housing for Elderly debt is static. The debt is unpaid rent, main cause is tenants rent not coming through on time due to delays in setting up rent payments through WINZ (which most of the tenants do). There are others who simply skip rent payments, until recently these have not been actively pursued (some tenants have struggled during Covid). Staff are working to bring the debt levels back down by getting debt information sooner, then contacting tenants who are in arrears and working with them to get repayment plans in place.

Cemeteries

There was a large increase in the number of burials across the district this month including ash burials. There are currently 21 ash burials on hold until Covid 19 restrictions are lifted, and families can gather together from around New Zealand and from overseas.

Events

Unfortunately, the International Day of the Girl Child event had to be cancelled as we moved to Covid Alert Level 3, two days before the event. The organisers of the Mangonui Lions Fun Run and Walk, and the Russell Wonder Woman Race have postponed their events until next year. Sport Northland have cancelled the Kerikeri Half Marathon 2021. They have submitted their application for 2022.

Staff at our customer service centres, libraries and i-SITES do an amazing job. Jill Coyle and Richard Edmondson visited them this week to thank them. Here are some of our frontline heroes whose dedication to their work is inspiring.



Sharlea Hams, Sandra Gardiner & Marysa Maheno at Kawakawa Service Centre.



Jessica Savage, Jessica Hallam, John Haines, Cheryl Henry & Kara-Mia Rogers at Te Ahu in Kaitiāia.



Joanna Boyd and Emma Saville Burley at Kaitiāia Library.



Julia Crane, Maxine Whaitere, Chris Albrecht and Inken Firoth at Bay of Islands i-SITE Visitor Information Centre in Paihia.



Rae Baker, Paihia Library.



Anja Pohler, Rawene Service Centre



Pettalia Hohala at Hokianga i-SITE Visitor Information Centre in Opononi.

Customer Care

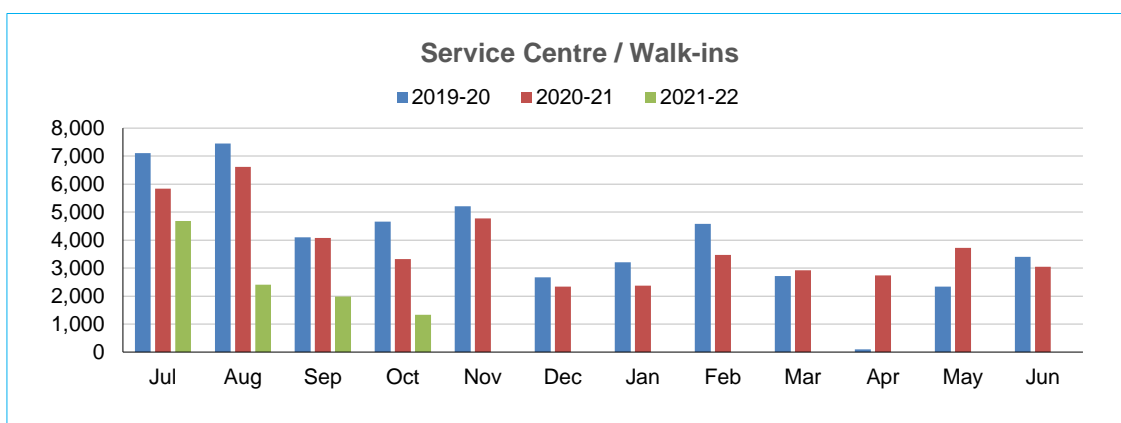
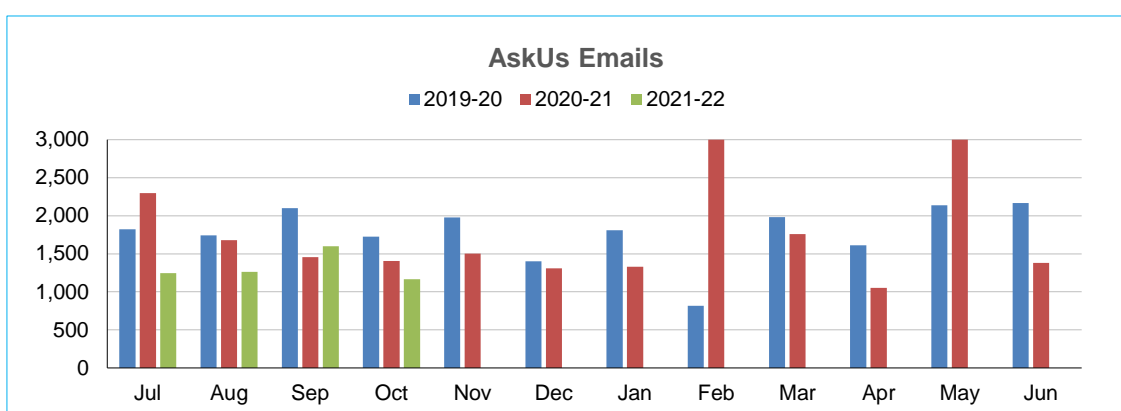
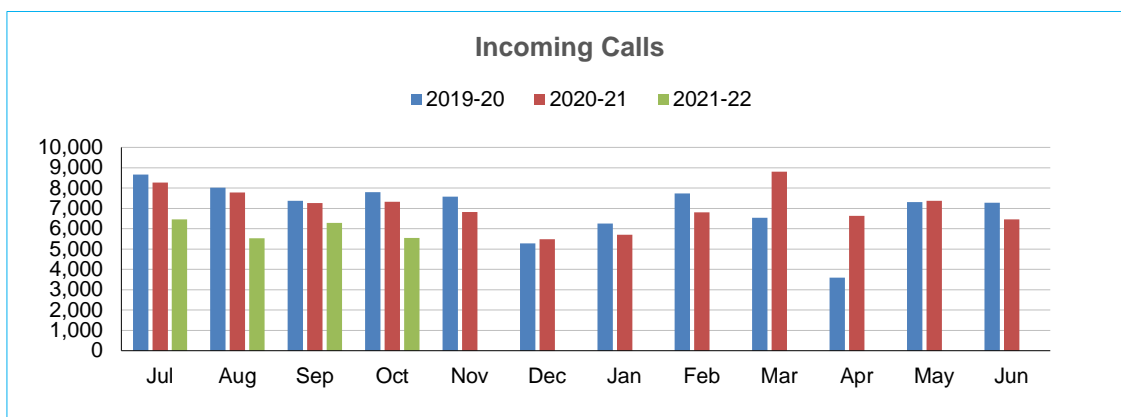
Customer Care consists of 2 teams: Contact Centre and Service Centre staff. As well as receiving calls from customers, the Contact Centre staff are also responsible for responding to emails from customers (AskUs Emails), managing online customer registrations and actioning change of address requests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

Comparison of October 2021 with October 2020.

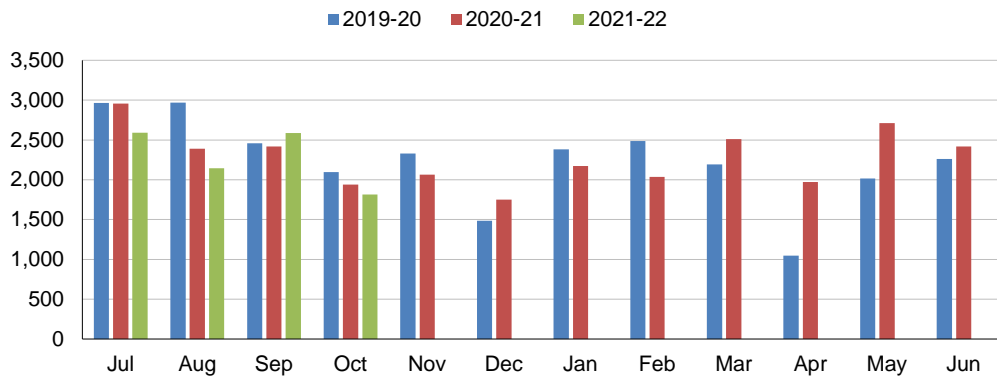
N.B. Due to Covid Level 3 restrictions all of the services centres were closed for seven working days in October.

- 44.81% decrease in financial interactions at Service Centres (558 down from 1,011)
- 24.29% decrease in calls to the Contact Centre (5,541 down from 7,319)

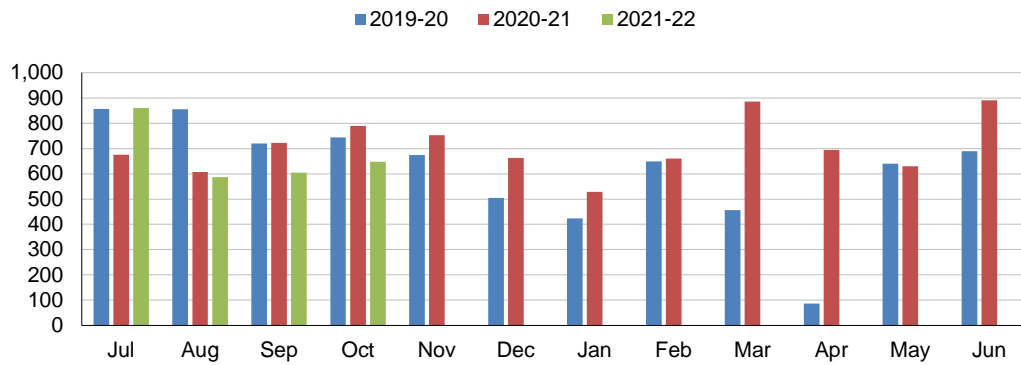
- 16.93% decrease in AskUs emails received (1,168 down from 1,406)
- 14.07% decrease in building inspections booked (647 down from 753)
- 59.86% decrease in visits to Service Centres (1,333 down from 3,321)



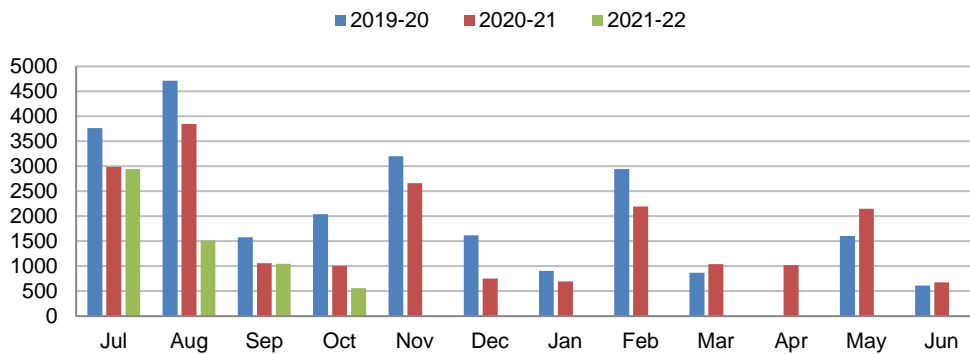
Request for Service Created



Building Inspections Booked



Financial Interactions - All Centres



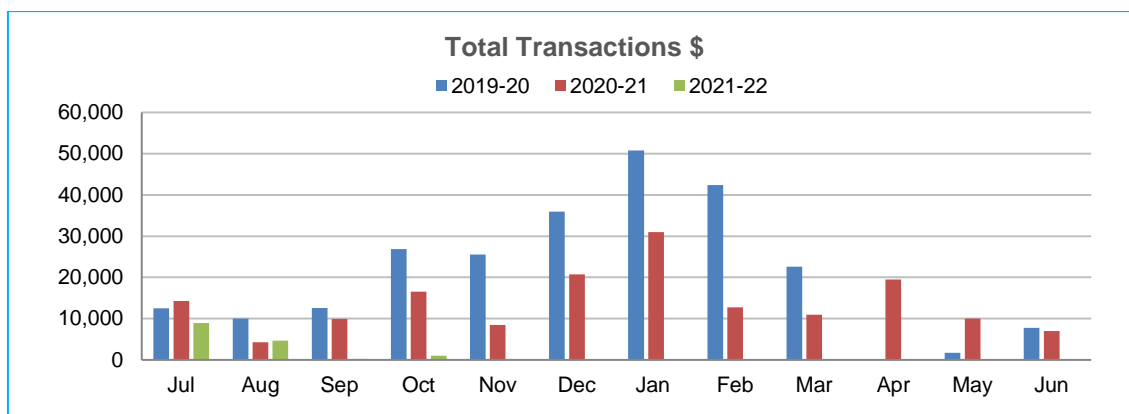
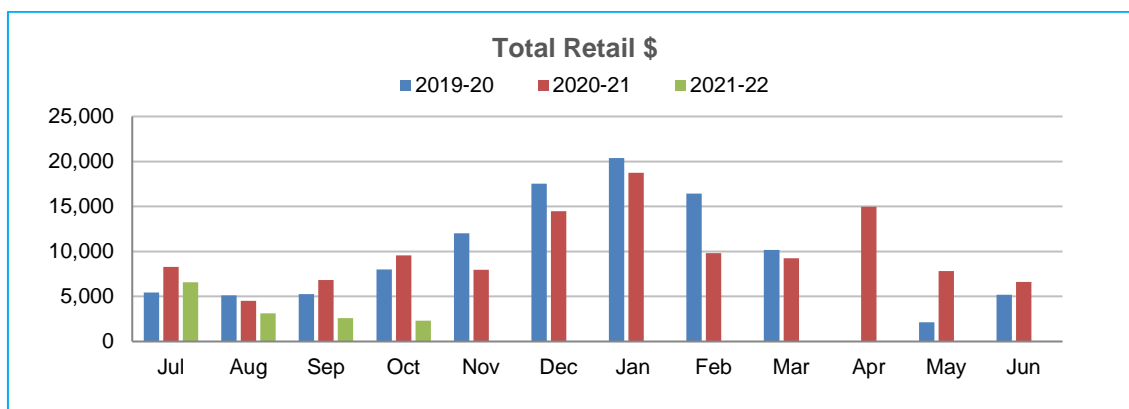
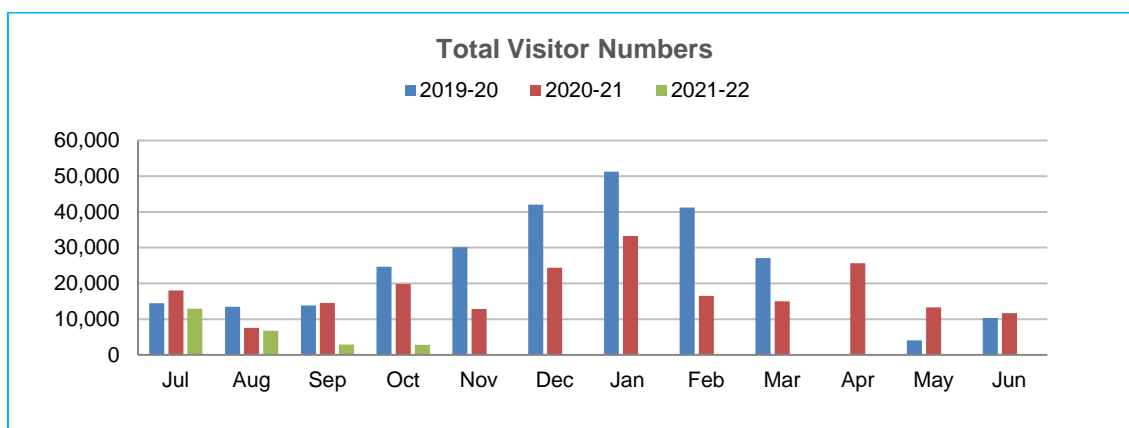
i-SITES

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

Comparison of October 2021 with October 2020.

N.B. Due to Covid Level 3 restrictions all the i-SITES were closed for nine working days in October 2021.

- 86% decrease in visitor numbers (2,761 down from 19,802)
- 93% decrease in retail revenue (\$1,038 down from \$16,536)
- 75% decrease in transaction spend (\$2,302 down from \$9,571)
- 91% decrease in transaction numbers (422 down from 5,104)



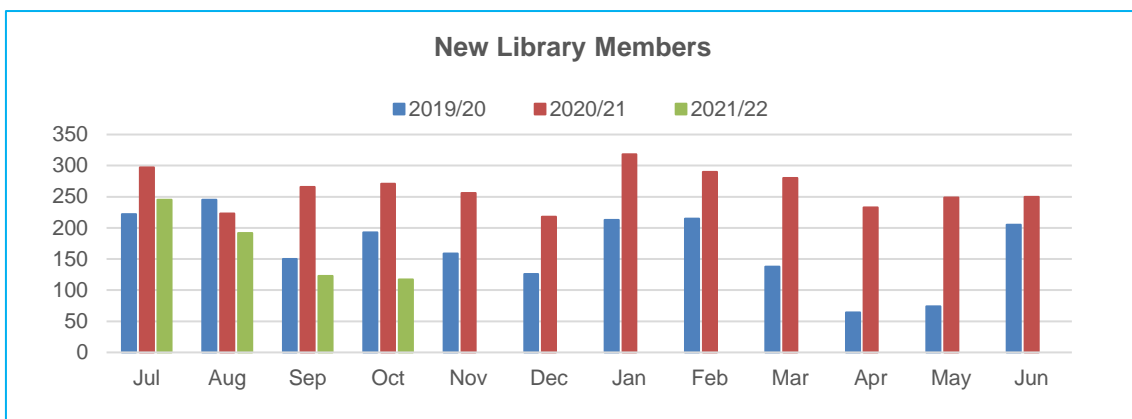
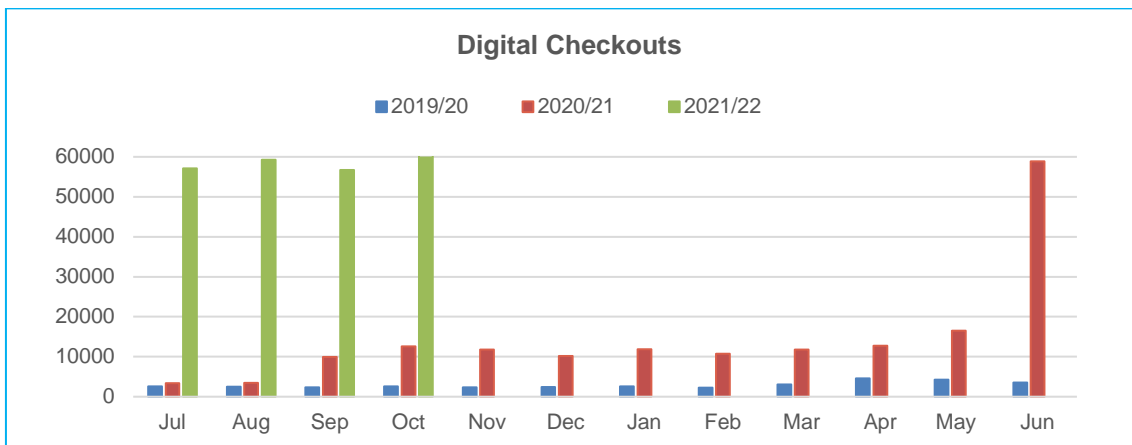
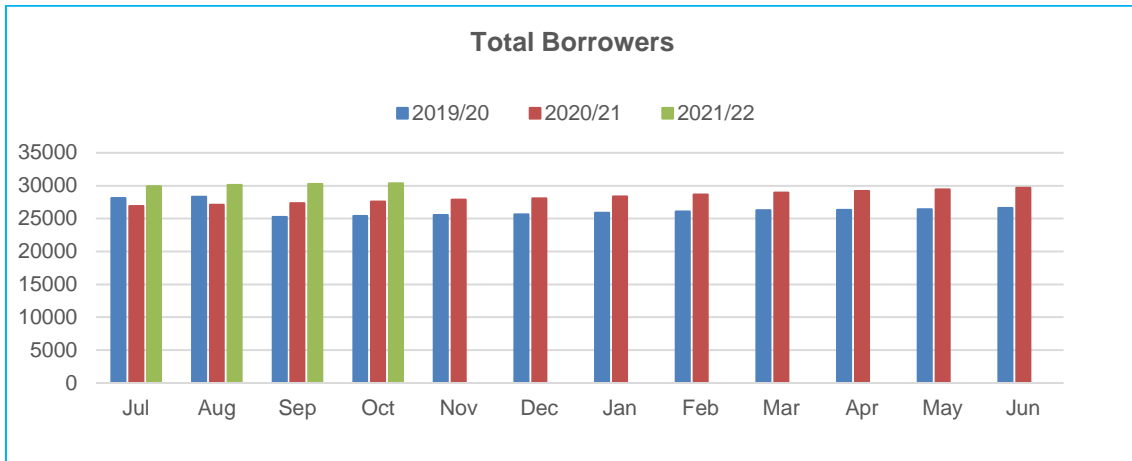
Libraries

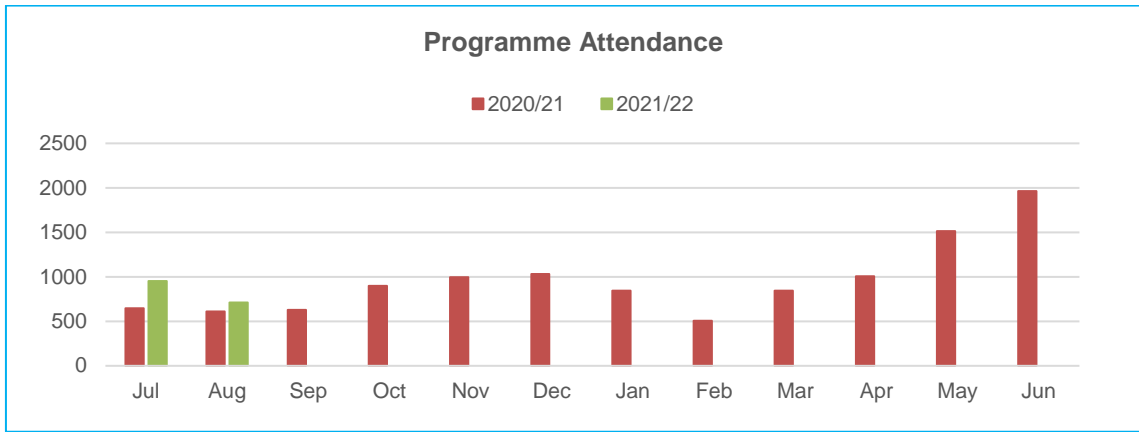
Six public libraries and an outreach service (mobile library) provide access to a large selection of reading material such as books for all ages, magazines, newspapers and DVD's. The libraries also provide access to online collections including eBooks, eMagazines, movies and newspapers, computers / internet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

Comparison of October 2021 with October 2020.

N.B. Due to Covid Level 3 restrictions all the Libraries were closed for nine working days in October 2021.

- 453.7% increase in ebook and audio downloads (69,561 up from 12,564)
- 7% decrease in library website sessions (28,814 down from 30,992)
- 108.4% increase in digital checkouts (110,352 up from 52,947)



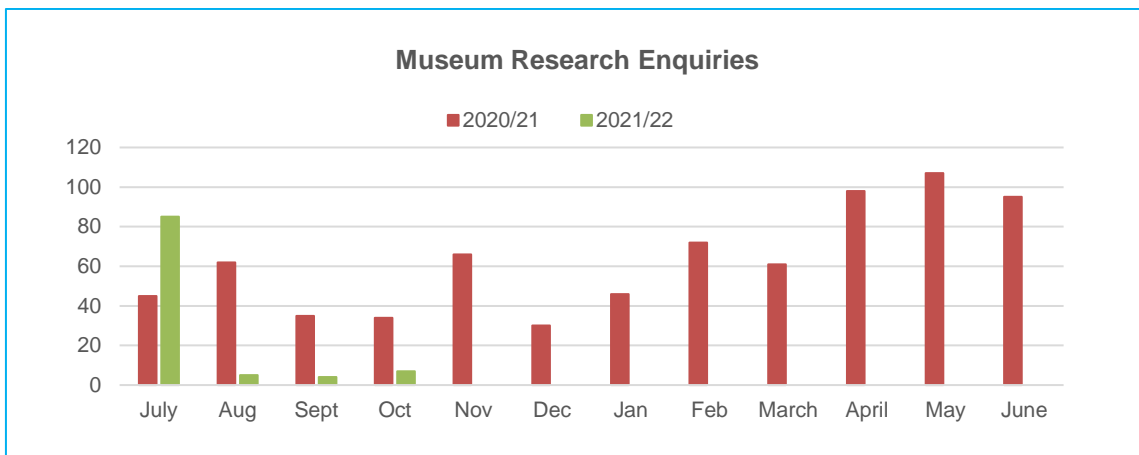


There were no programmes run during October due to Level 2 restrictions.

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

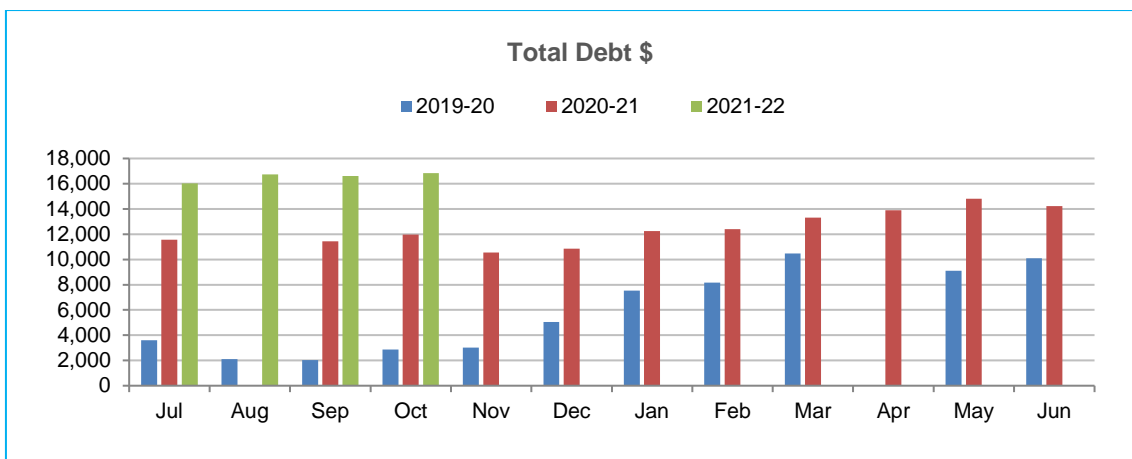
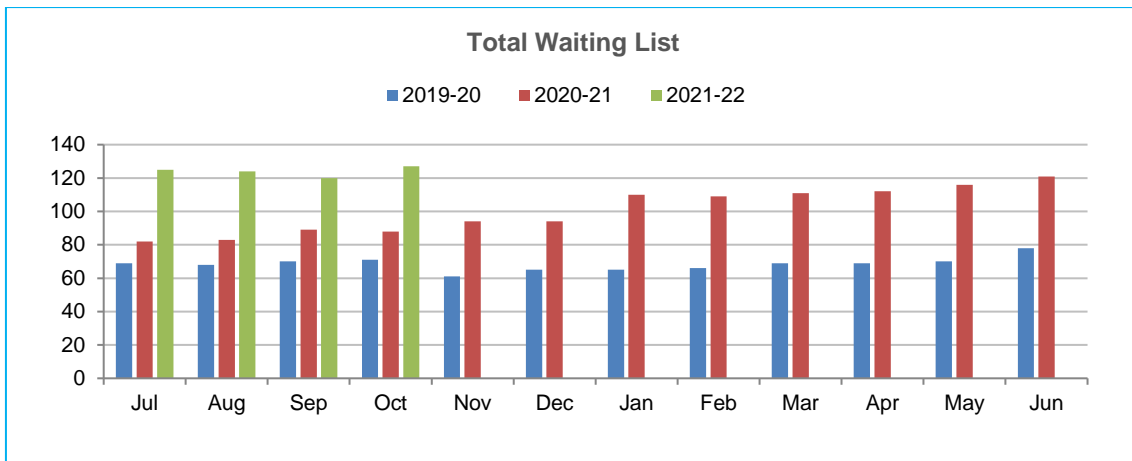
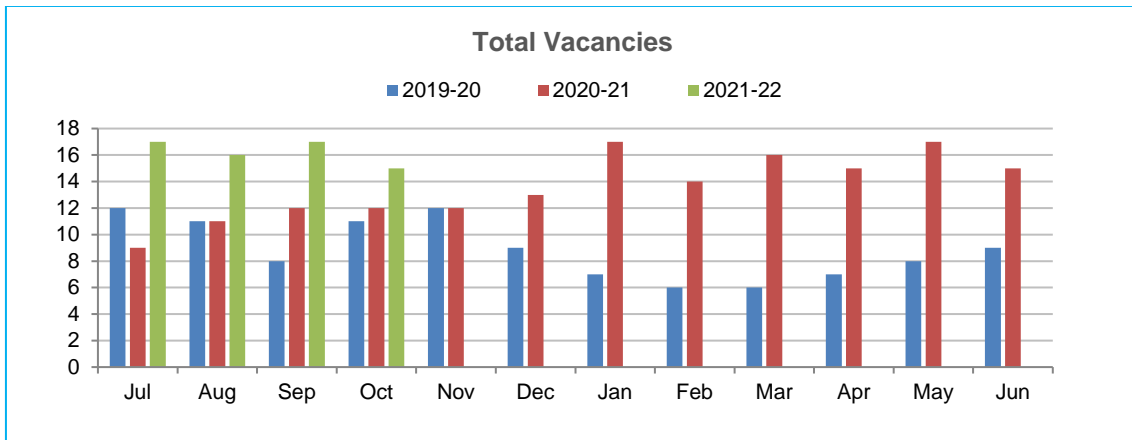
Museum

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

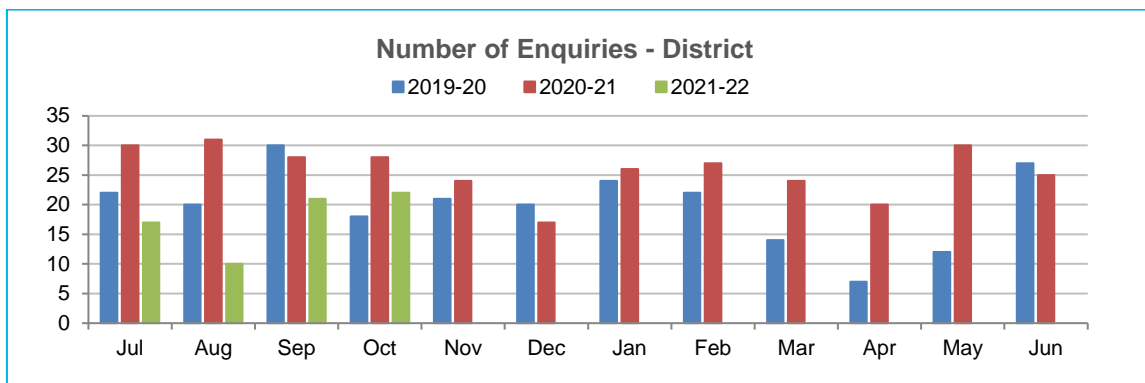
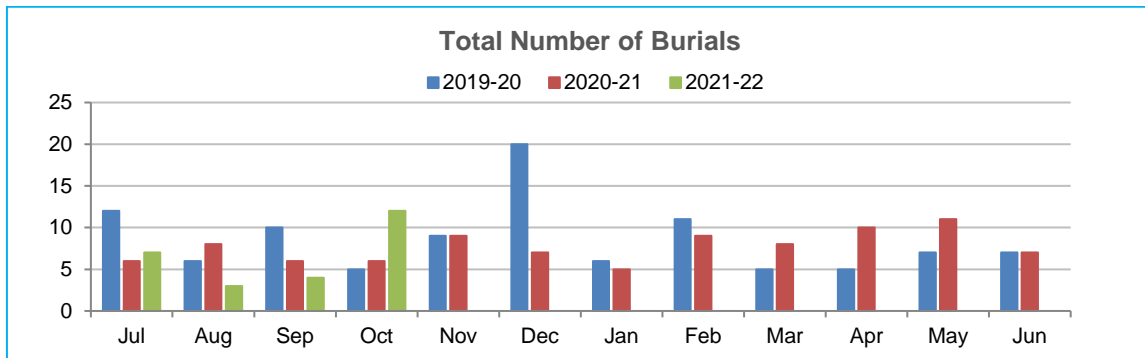
Council offers Housing for the Elderly (HFE) units in 12 complexes (147 units) across the district to eligible tenants over the age of 60 and who are on a benefit. Vacancies are generally due to refurbishment and wait lists continue to be high due to the lack of housing in the district and an ageing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



*The Total Debt shows rent arrears 9see comments on p. CS 3)

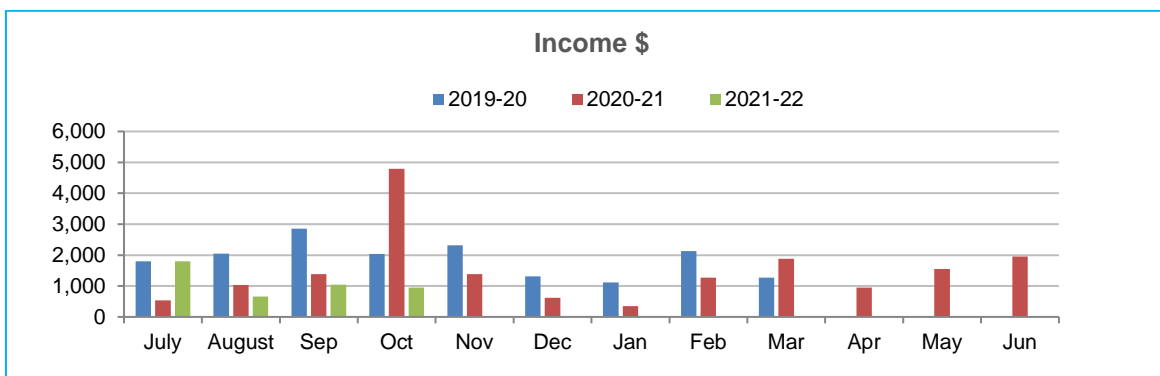
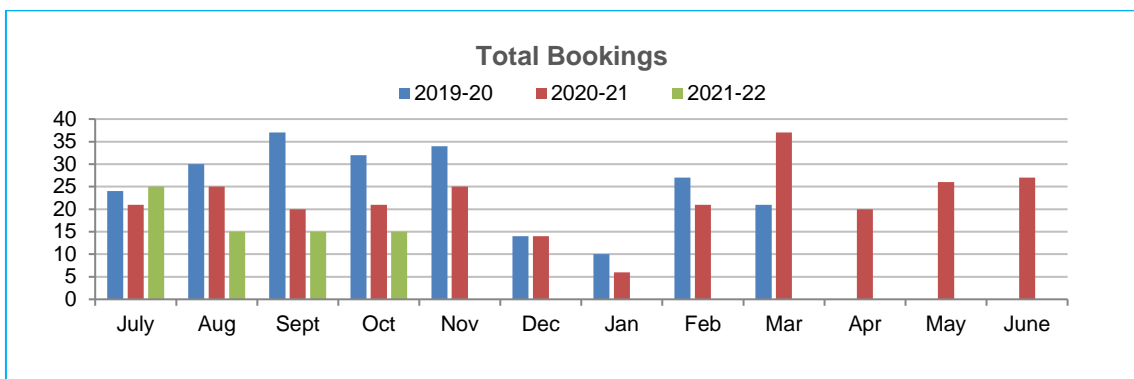
Cemeteries

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

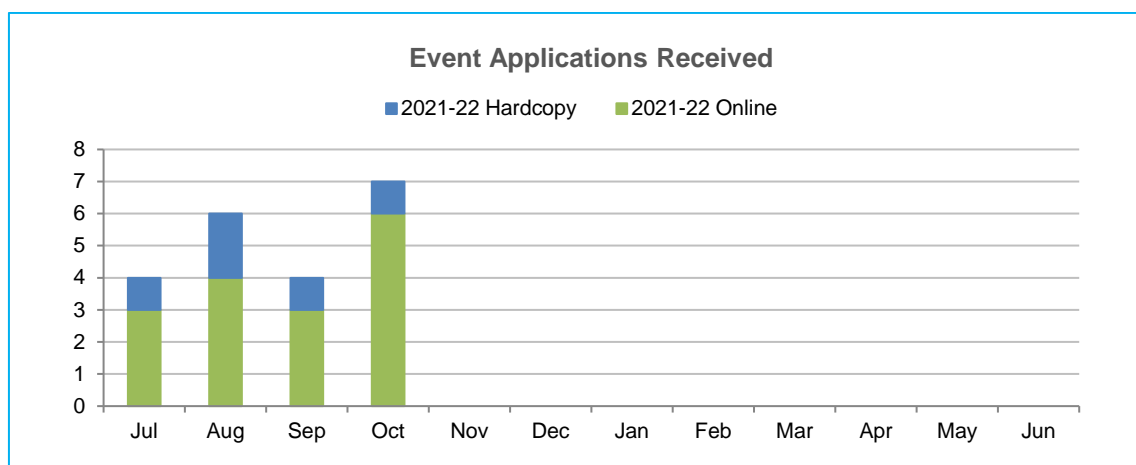
The Memorial Hall is located in Kaikohe and is the only Council-owned hall managed by Council. It is regularly used for youth martial arts, fundraising and other private events.



Events

Booking events with FNDC is now 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.

Six online event applications and one hard copy application were received in October.



Date of Event	Place of Event	Name of Event
Wednesdays between 3 - 24 November 2021	Library Square Kaikohe	Kai on the Go. A test run every Wednesday in November
5 - 6 November 2021	Russell Village Green	Russell Flower Show 2021
3 December 2021	Memorial Park Kaikohe	Kaikohe Christmas in the Village
26 February 2022	Russell Waterfront Reserve	Wedding Ceremony
1 May 2022	Paihia/Waitangi Waterfront reserves and footpaths	Hotprintz Fun Run Walk Festival
11-12 November 2022	Kerikeri Domain	Kerikeri Half Marathon
10 October 2021	Memorial Park Kaikohe	<i>Event Cancelled</i> International Day of the Girl Child
31 October 2021	Coopers Beach Reserve	<i>Event Postponed</i> Mangonui Lions Fun Run and Walk
12-13 November 2021	Kerikeri Domain	<i>Event Cancelled</i> Kerikeri Half Marathon
13 November 2021	Russell Village Green and Long Beach Reserve	<i>Event Postponed</i> Russell Wonder Woman Race

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 – October 2021

The BCA has received 155 consents for the month of October of which 32 were returned as incomplete. The number of consents received in October was 11% higher than the 4-year average. Building consents, on average, are issued within 11 days with 111 issued in October. Building consent compliance with 20-day statutory timeframes is tracking at 99.63% year to date. Code compliance certificates are tracking at 97.7% year to date, with code compliance certificates (CCCs) issued, on average, in 7 days. 112 code compliance certificates were issued in October.

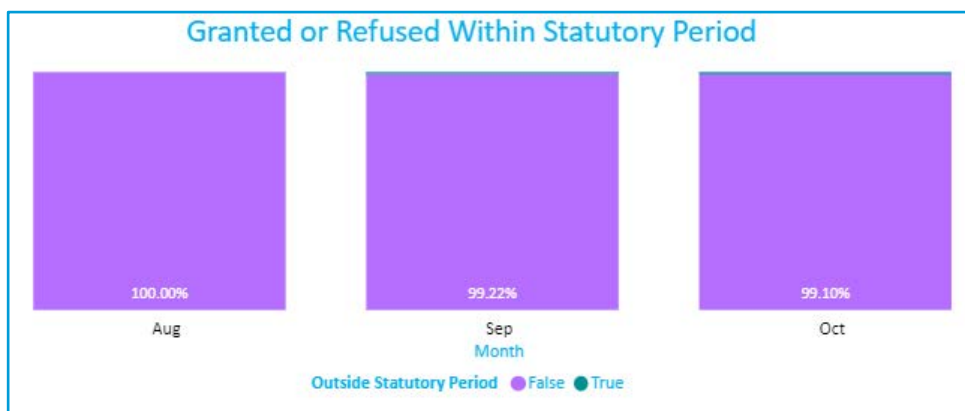
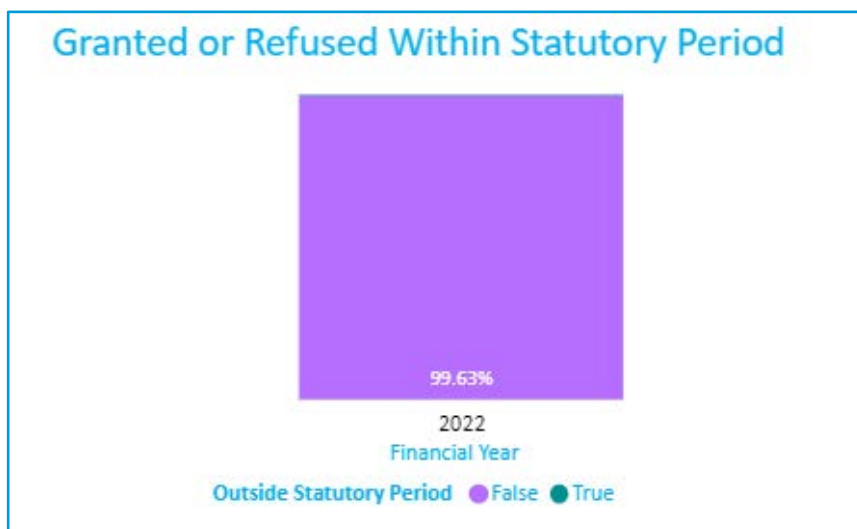
The BCA has completed a recent IANZ special assessment and has maintained accreditation status. IANZ have issued a draft report which shows 4 General Non-Compliances (GNCs) which were raised during the assessment. All of these GNCs were cleared during the assessment. Due to the change of Quality Manager, this audit focused on the quality management system with no technical services being assessed.

Our in-house Manager of Quality, Katie Waiti-Dennis, completed the required quality services for the BCA without any external assistance and the IANZ auditor asked if she could share the quality update method used by Katie with other BCAs as an exemplar. IANZ will be back in October of 2022 to complete a full Audit.

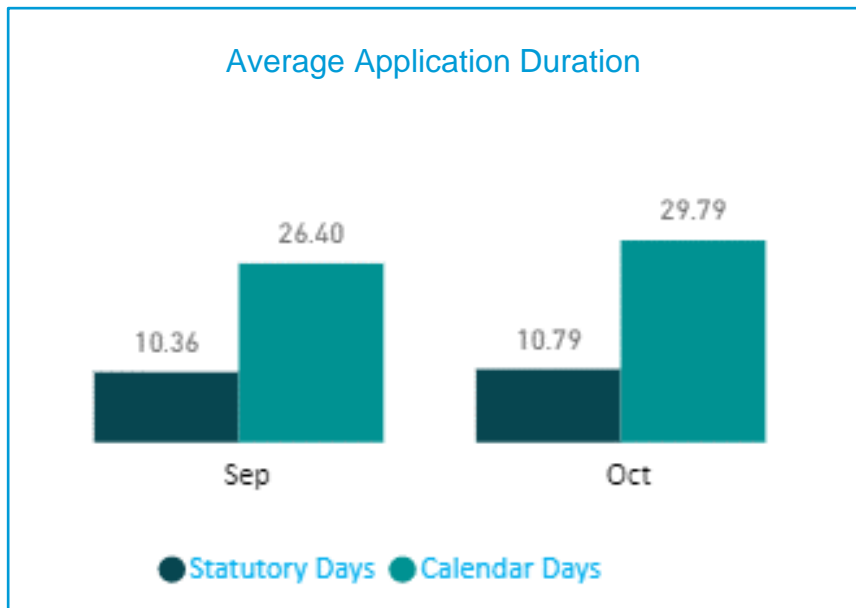
We are currently waiting for the final report and accreditation certificate.

Levels of Service

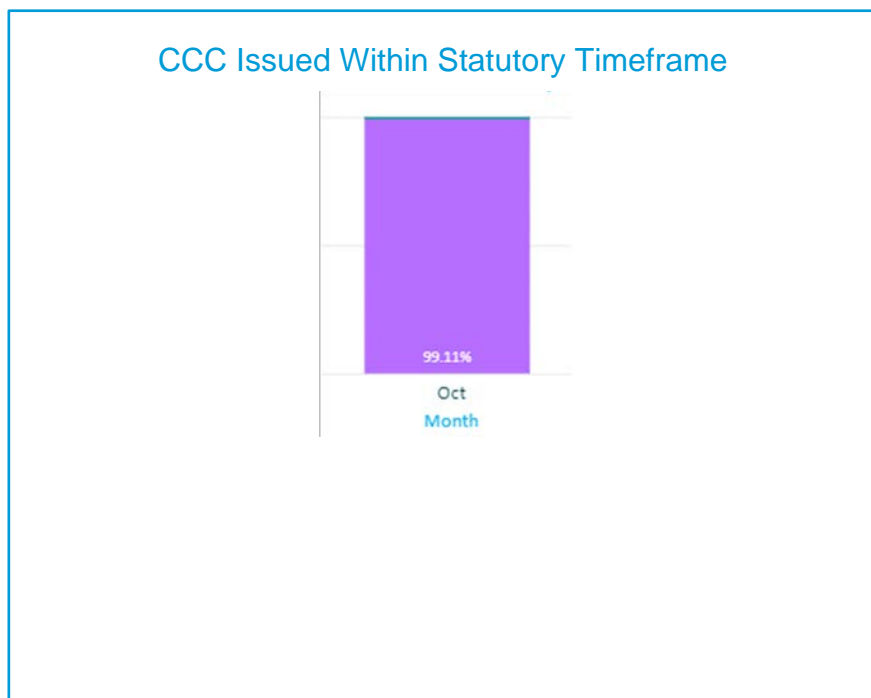
Building consent processing has achieved 99.10% compliance for the month of October (and at 99.63% for the Financial Year as shown below). One application was accidentally deleted by a lodgement officer and, on discovery, was already over the 20-day statutory timeframe. This oversight was due to human error and could not have been foreseen. A total of 111 consents were granted in October.



The average calendar days to issue a consent increased by 3.4 days in October. This is largely beyond the BCA's control as designers and their associated consultants are experiencing high workloads. The average statutory days to issue a consent increased marginally to 10.79 days. Consent numbers remain steady and all processing resources are working to capacity to hold this average.

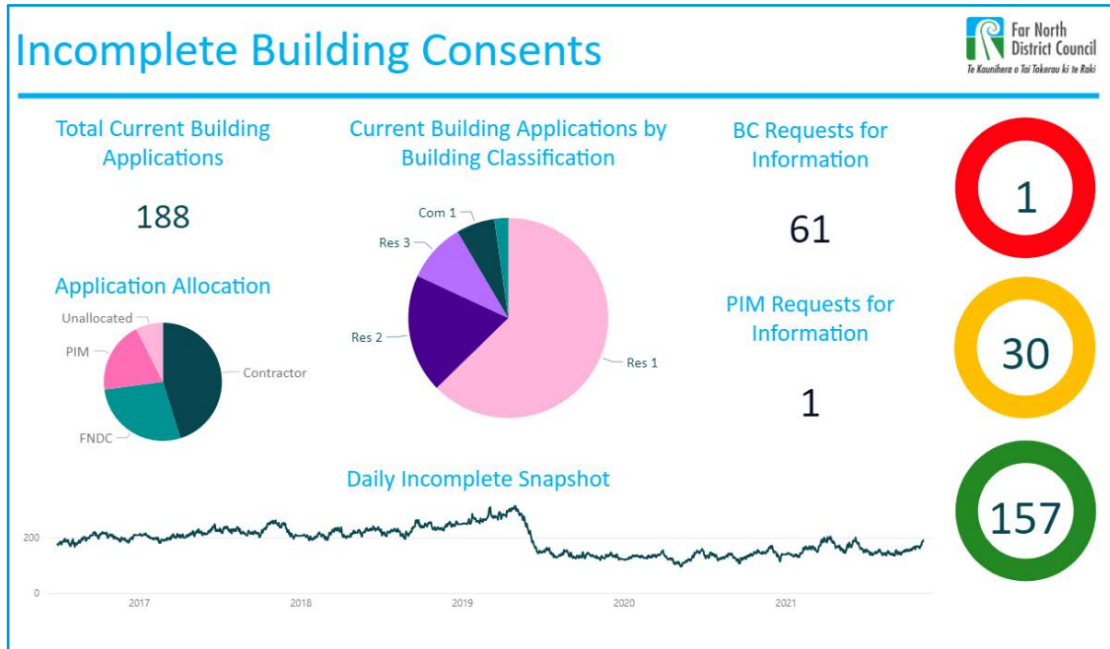


The BCA has, for the month of October, achieved a 99.11% compliance rate for issuing code compliance certificates. One CCC was issued outside of the statutory timeframe. A total of 112 certificates have been issued.

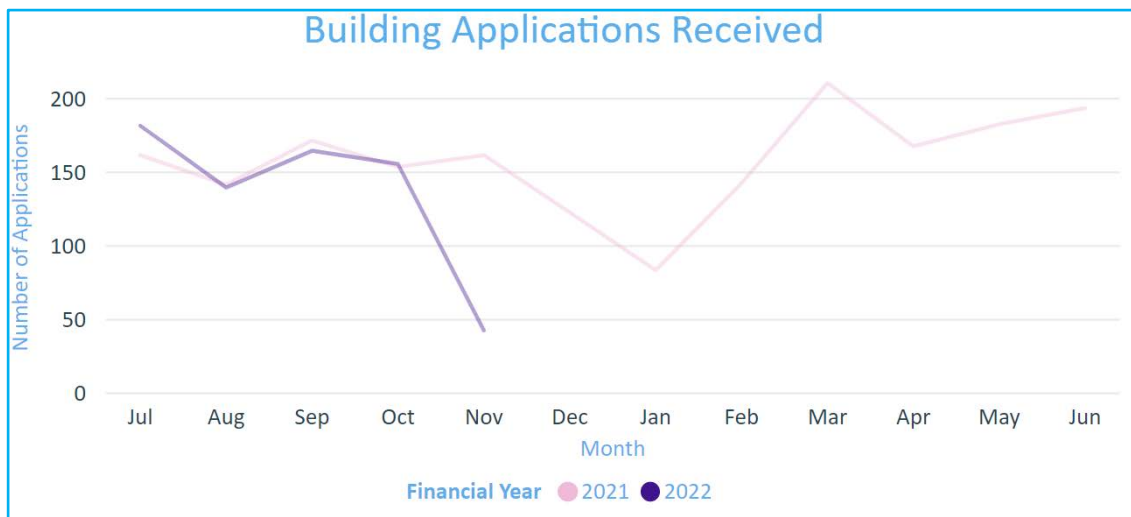


Building Consent Authority

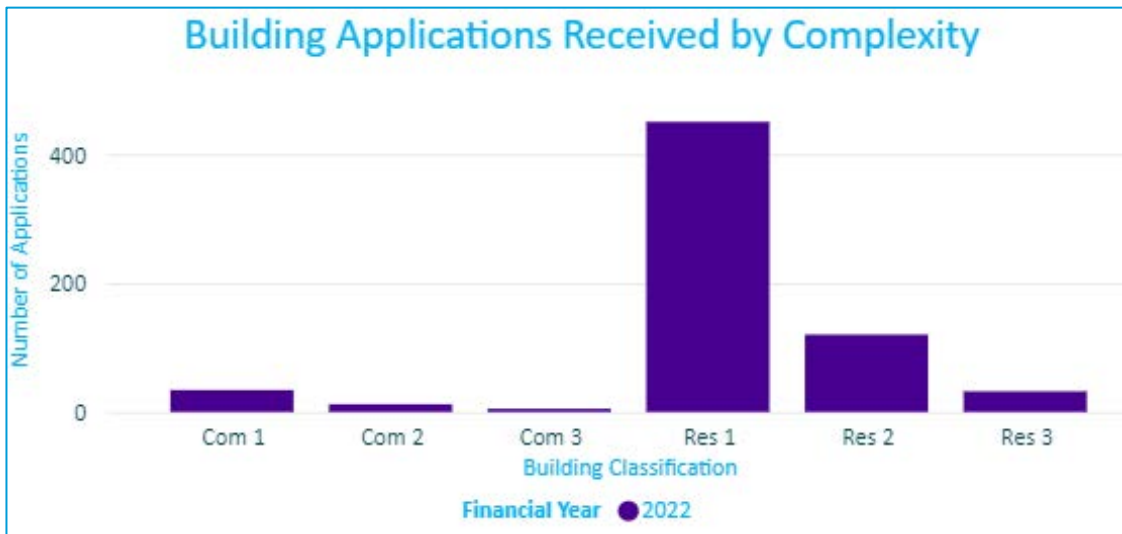
The dashboard below shows the consents currently being processed by the BCA. There are 111 Residential 1 (Res1), 34 Residential 2 (Res2), 17 Residential 3 (Res3), 11 Commercial 1 (Com 1), 4 Commercial 2 (Com 2) and 0 Commercial 3 (Com 3) applications. Use of contractors (building consultants) has decreased marginally to 45% of all live consent applications. The consent showing in the red is the consent mentioned previously that has now been granted and is awaiting issuing.



The number of consent applications received, decreased from 167 in September to 155 in October. This is 2 more applications than October last year and 19 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 450 Res 1 applications received for the 2022 financial year. The commercial sector remains strong with a total of 51 commercial applications received for the current financial year.



Building Compliance

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

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

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

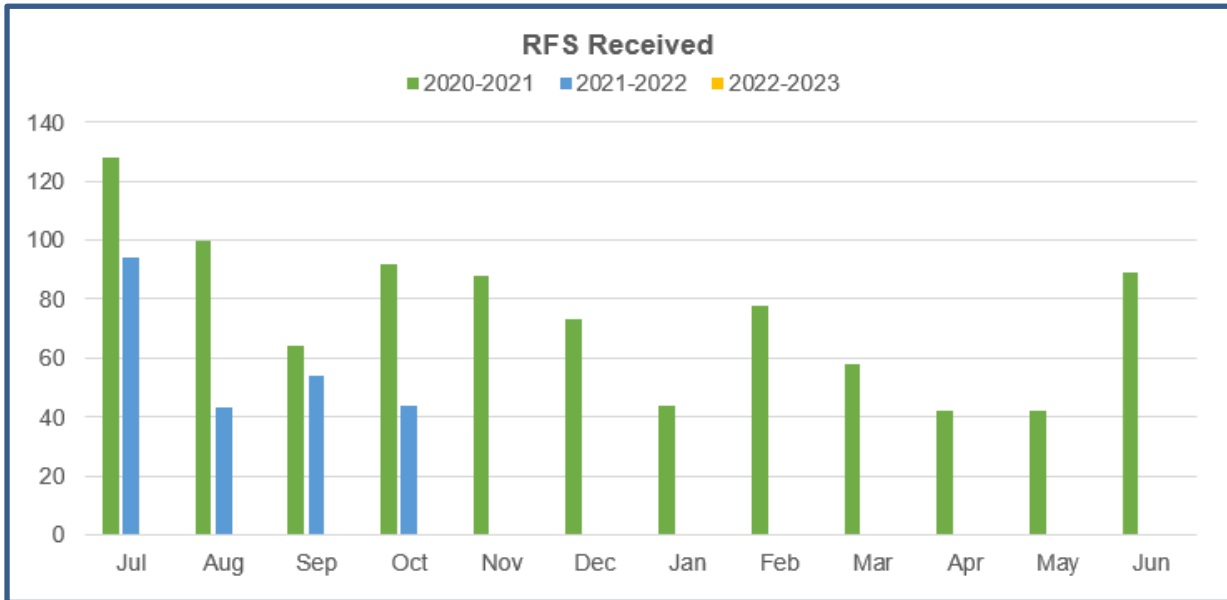
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options Council can take, from education to formal enforcement such as notices and prosecution.

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

Requests for Service (RFS)

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

Incoming RFSs for the month of October were manageable, with a number of complaints related to stormwater, given the amount of rainfall during the month. The Building Compliance team continues to deal with a range of Building Act 2004 non-compliances and, as summer approaches, there is the usual increase in the number of complaints about illegal buildings.



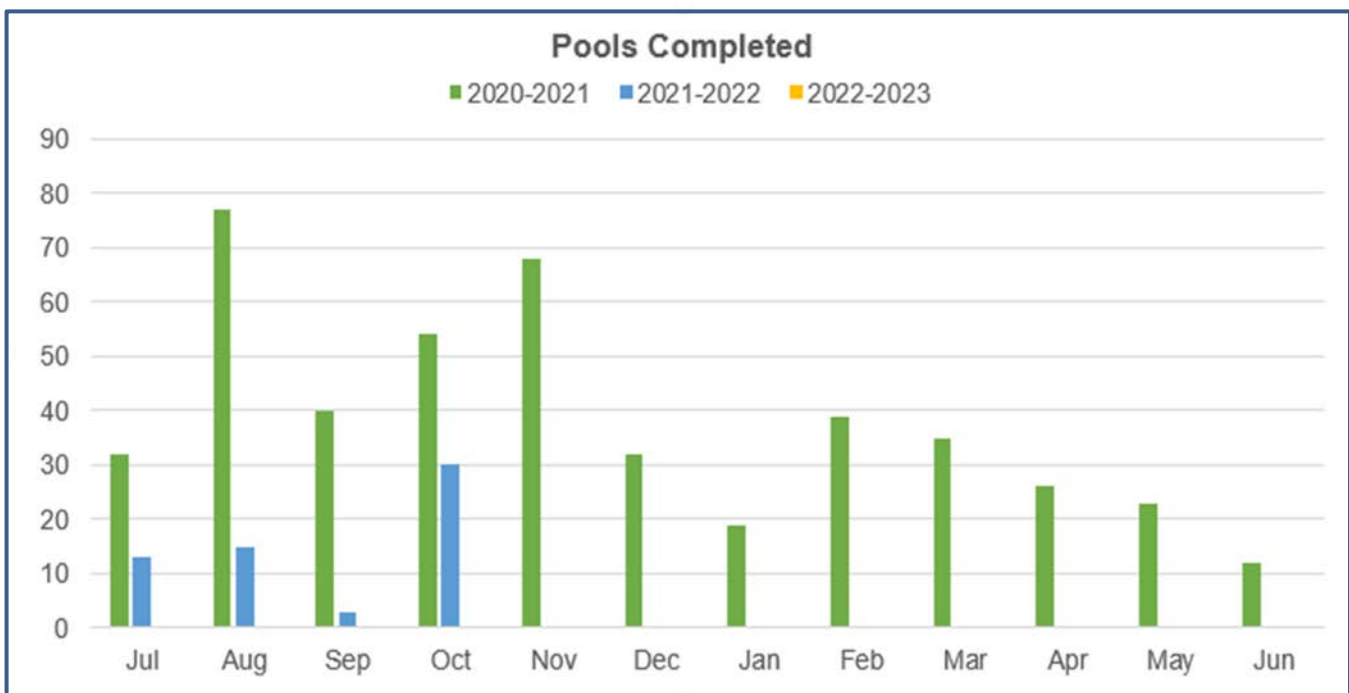
Swimming Pools

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 31 swimming pool inspections were carried out during the month of October. Obtaining access to pools remains a problem and 26% of inspections could not be completed. The number of inspections has been increased to address the issue of historic non-compliant pools.

The swimming pool fail rate was still 26% for this period. Information is being sent out with reminder letters to highlight the areas that owners can check before triennial inspections are carried out; this action should assist in addressing the high rate of failed inspections.



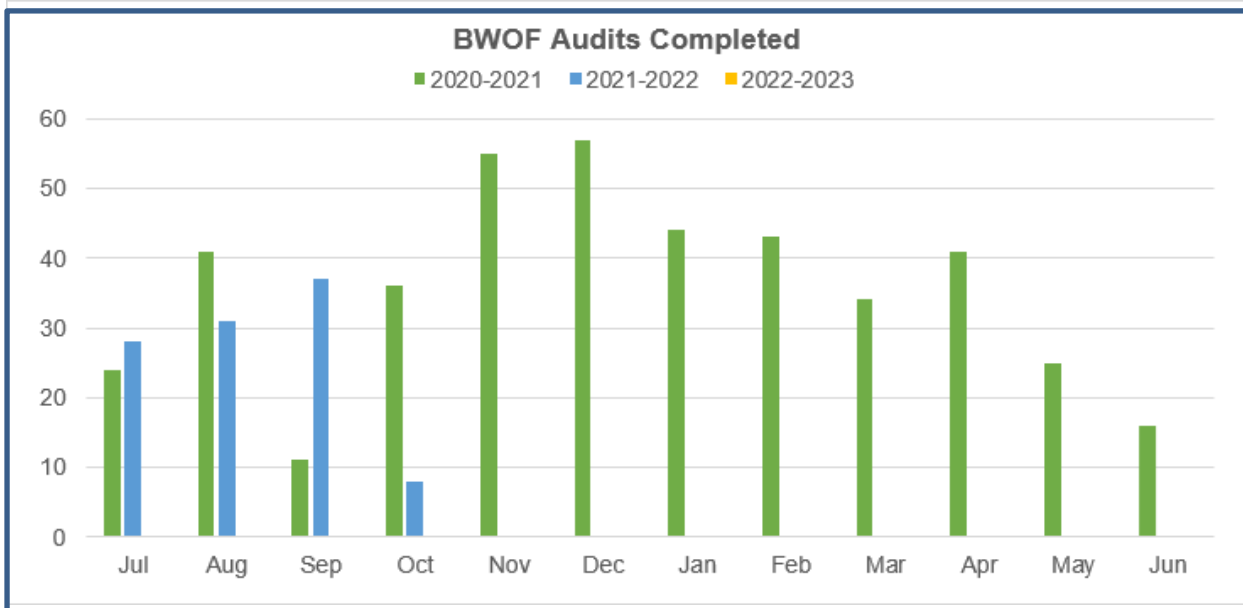
Building Warrant of Fitness (BWoF)

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.

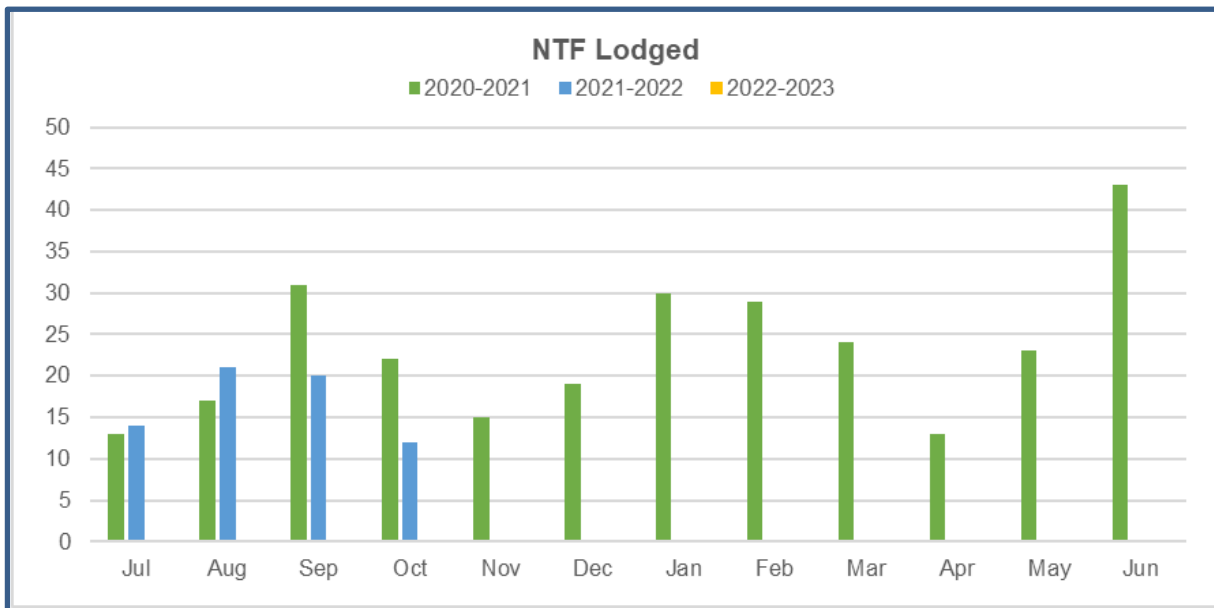
8 BWoF audits were carried out during October as the team now focuses on delivering qualitative audits and establishing a work rhythm, supported by digital transformation and new dashboards to track performance.



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.

12 Statutory Notices were served during the month of October for breaches of the Building Act 2004.

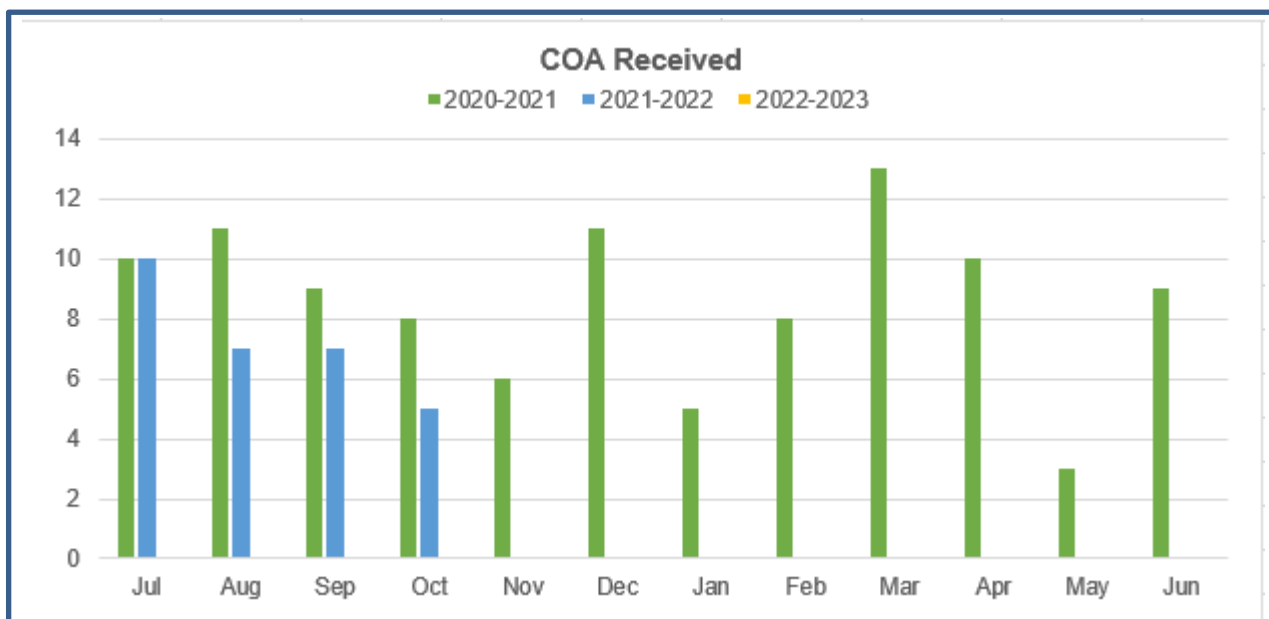


Certificates of Acceptance

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 required a building consent was completed without such a consent
- 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 5 COA applications during the month of October. The number of COA applications received remains consistent month to month.



Infringements

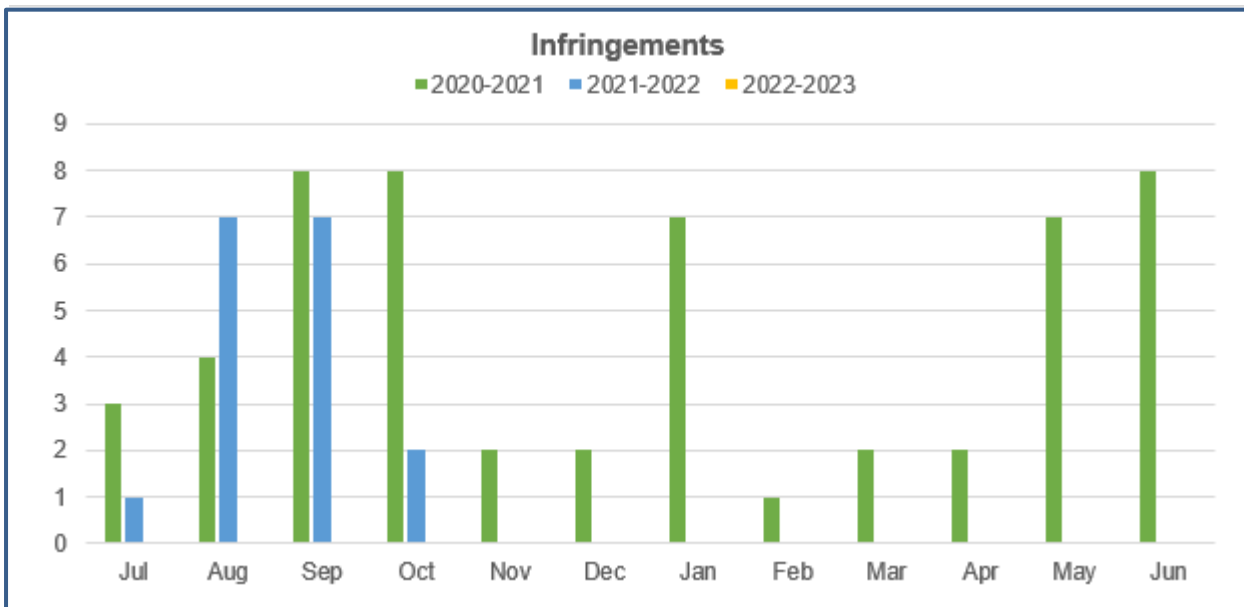
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringeable offence or has reasonable cause to believe an infringeable offence is being or has been committed by that person.

The Building Infringement Regulations contain a clear and unambiguous list of infringeable offences. These infringeable 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.

Two infringements were issued during the month of October, one for non-compliance with a NTF and the other for a breach of Section 40 of the Building Act.



Environmental Services

This section contains performance information for the Environmental Services department.

Introduction

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

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

Activities and services undertaken include:

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



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

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

Environmental Services Executive Summary – October 2021

Resource Consents

The Resource Consent (RC) team reached 93% compliance with statutory timeframes for October with three consents going over statutory timeframes.

The RC Team issued 100 decisions under the RMA and LGA in October. Of the 100 decisions, 44 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE).

136 applications were received in October 2021; 89 of these applications were under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes and the remaining 47 were applications under the RMA (not counted) and the Local Government Act (LGA) and the Liquor Licence Act (LLA).

The Resource Consents team now has Business Intelligence for reporting, which has enabled more accurate updates to previous graphs. As a result, there may be some variations from previous monthly graphs and reports.

Monitoring and Compliance

The Monitoring and Compliance team received 111 RFS in October 2021, a decrease of 19 RFS on the previous month.

There were 123 noise complaints RFS received and responded to in October. This resulted in 25 Excessive Noise Direction (END) notices being issued, four seizures and 27 verbal warnings.

32 parking infringements were issued during the month. The Parking Warden did not operate in alert level 3 (8th – 19th October 2021) and returned to work on 20 October 2021.

Environmental Health

19 businesses had food verifications carried out by Environmental Health Officers during October 2021.

The Ministry for Primary Industries' (MPI) preferred option is for Food Act verification activities to be done remotely. This is to minimise and take precautions to reduce the spread of Coronavirus. However, there is some flexibility at Level 2, provided that safe practice measures are in place and on-site activity is kept to a minimum. Many food businesses are unable to schedule a "remote check" due to inadequate technology to undergo a "remote check", or language barriers.

MPI has granted an extension to verifications due to the impact of Covid alert levels and has allowed the Food Verification Authority (FVA) six months to complete the overdue verifications.

Three Good Host Visits (GHVs) of licensed premises were conducted across the district in October.

Animal Management

270 RFS were received for Animal Management in October 2021; 59 urgent and 211 non-urgent. This is 129 less RFS than the September figures. The team continues to meet response times with 98% for urgent and 97% for non-urgent RFS.

34 dogs were impounded in October with nine being claimed by their owners. One dog was taken by a Rescue Group and one was adopted out to a new home. A total of 10 dogs were euthanised in October. These animals were not claimed by an owner and did not meet the criteria to be rehomed.

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

Resource Consents Summary

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

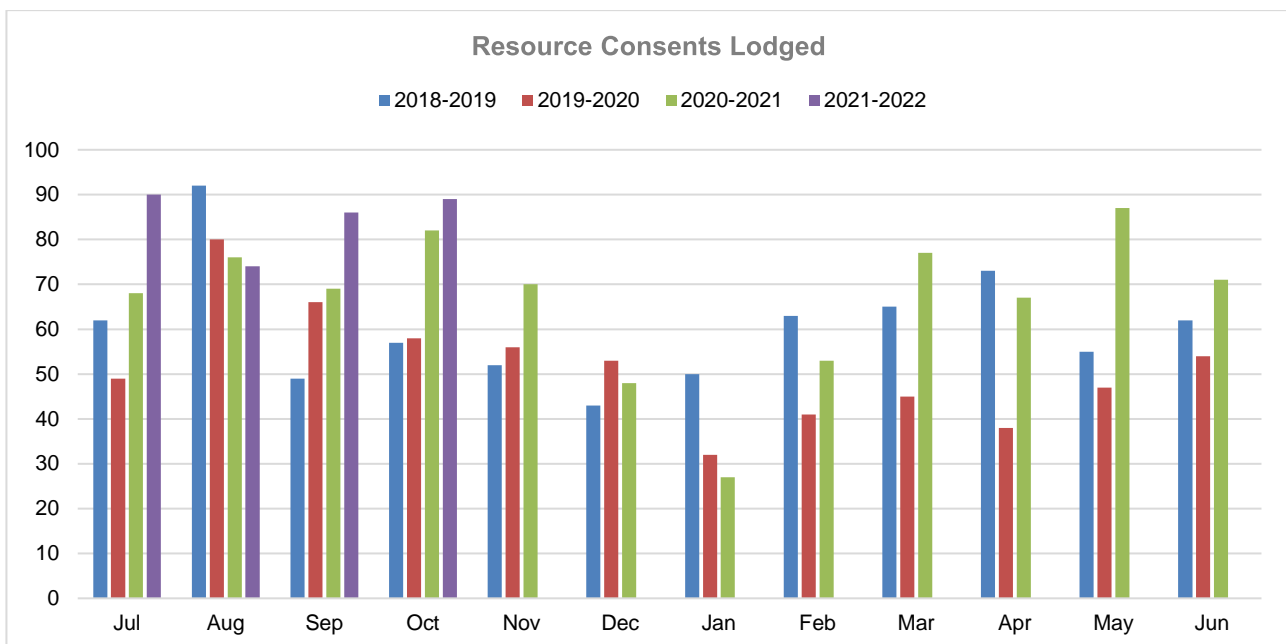
136 applications were received in October. In total, 89 of those were applications under the Resource Management Act 1991 (RMA) that form part of reporting on statutory timeframes to the Ministry for the Environment. The remaining 47 were applications under the RMA, Local Government Act (LGA), the Liquor Licence Act (LLA) that do not form part of statutory timeframes reporting.

The RC Team issued 100 decisions under the RMA and LGA in October. Of the 100 decisions, 44 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). Three consents went over statutory timeframes, giving the resource consents team a 93% performance against statutory timeframes.

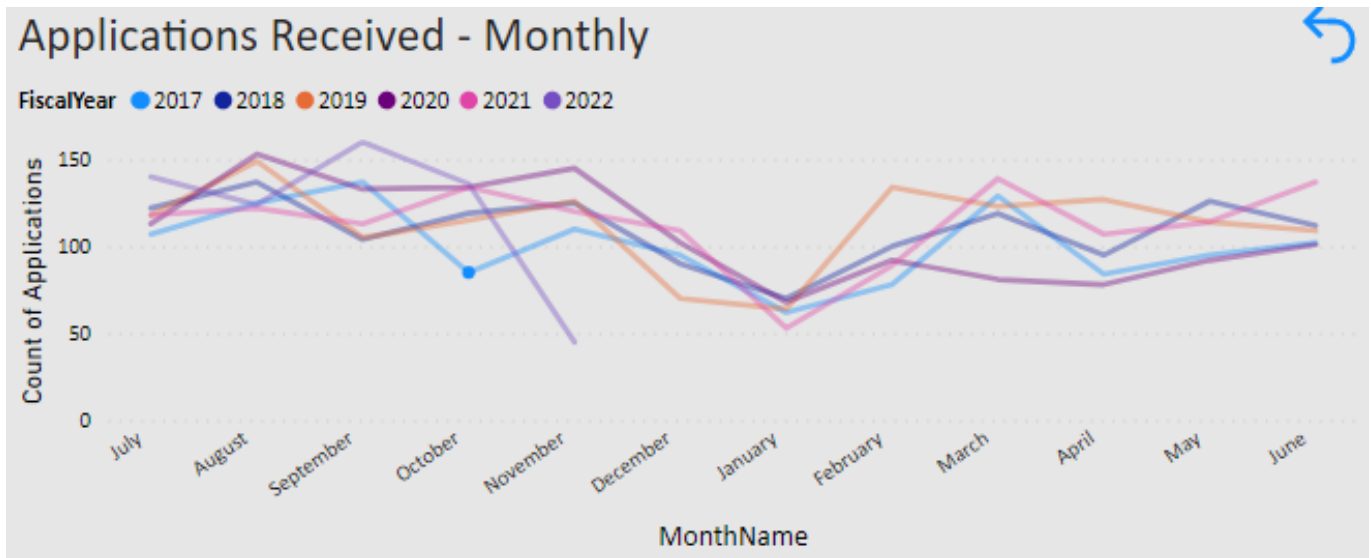
Applications lodged

The graph below shows the RMA* applications received by month over the last 3 years. The planning support team lodged 89 RMA applications in October 2021 compared to 82 in the previous financial year and 58 in the 2019/2020 financial year. This represents an increase in the number of RMA applications received in October for the last three financial years.

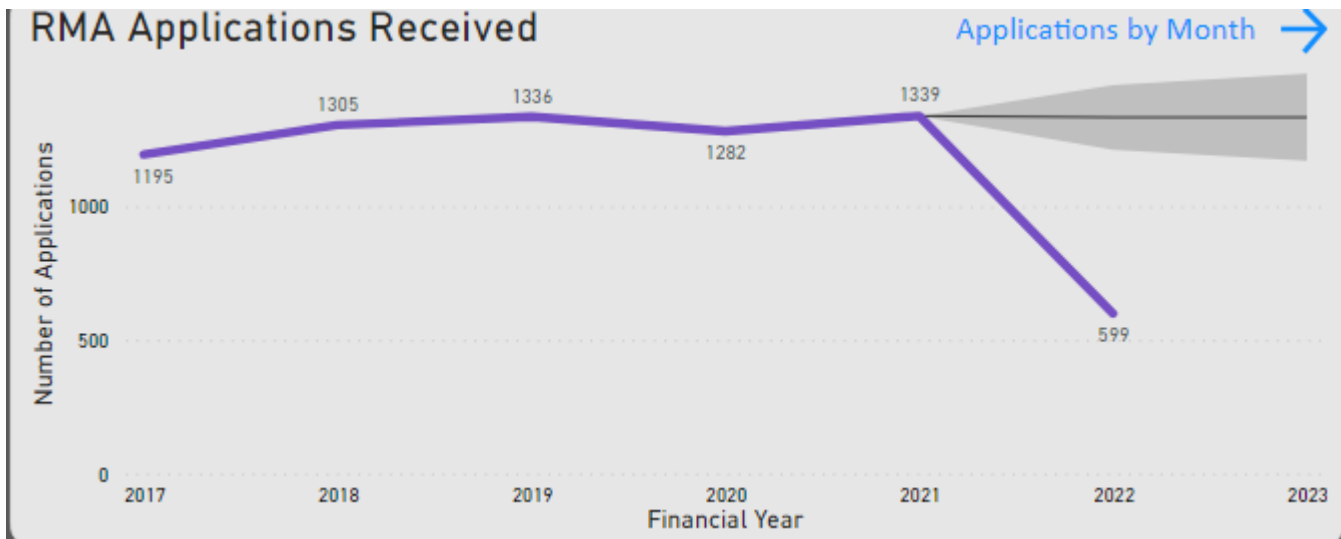
*Refers to applications lodged that require statutory timeframes reporting.



The graph below is one of the new graphs from the recently-released Business Intelligence reporting capability. This graph shows the total number of applications received each month since 2017. A total of 136 applications were received by the Resource Consents Team in October 2021.

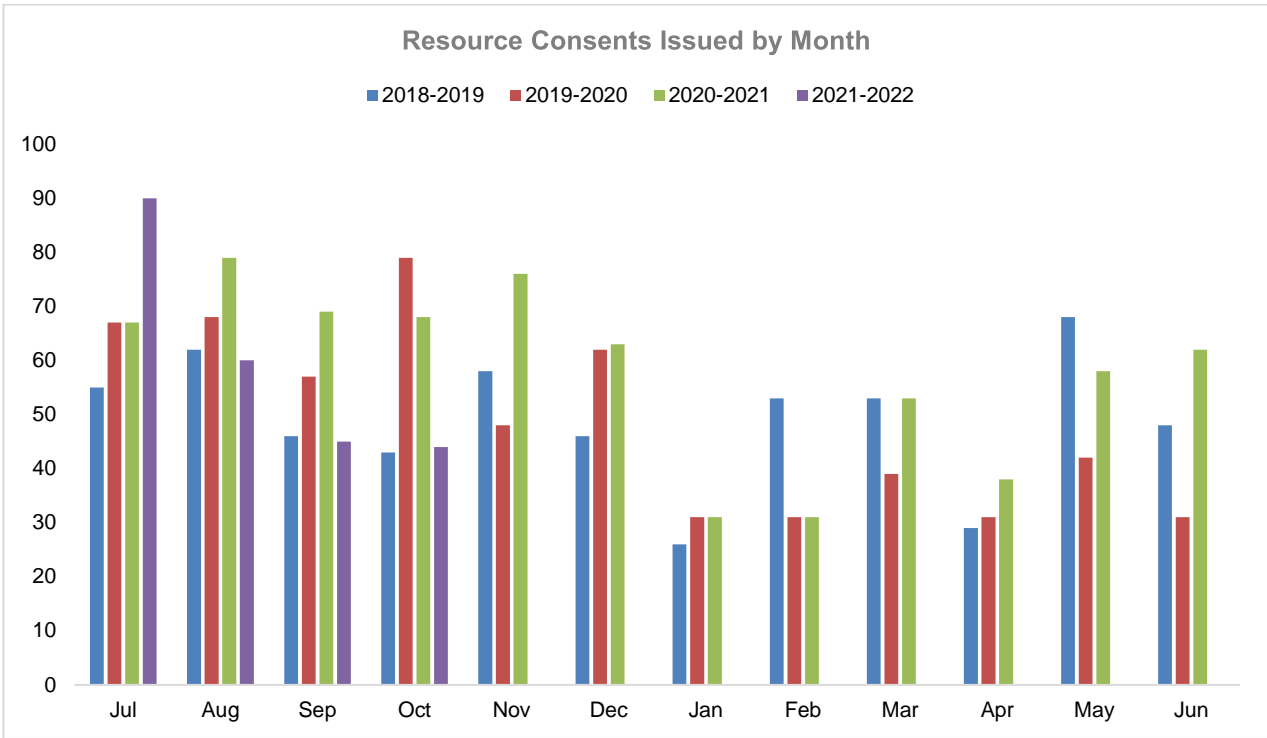


The following graph shows the total number of applications received by year since 2016. This number includes applications received under the Resource Management Act and the Local Government Act (LGA). This shows the volume of applications received showing an upwards trend since 2016 with a slight decrease in 2020 due to the pandemic and nationwide lockdown. The number of applications received for the current Financial Year to end of October totals 599.

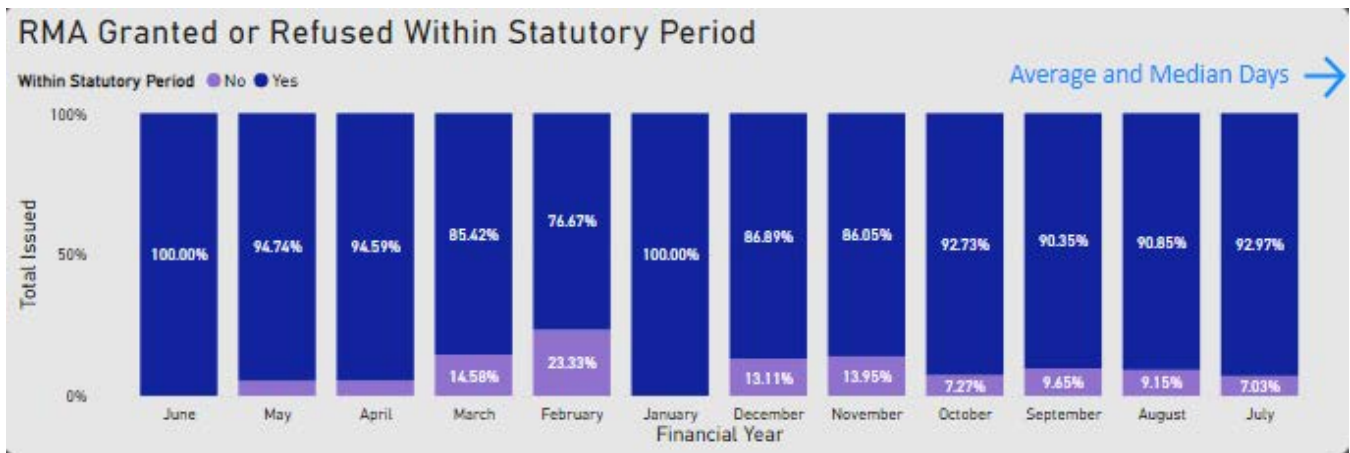


Decisions issued

The RC Team issued 100 various decisions under the RMA and LGA in October 2021. Of the 100 decisions, 44 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). As stated above in the summary, 3 applications out of 44 were outside statutory timeframes for October, leading to a drop (to 93%) in compliance with statutory timeframes. Maintaining 90% plus compliance (for the past 5 months) remains an unprecedented milestone in the history of processing consents by the Far North District Council.



The Resource Consents Performance graph below shows compliance for the previous twelve months. Unfortunately, October 2021 has dropped to a 93% compliance rate of decisions being within timeframes following a 4-month achievement of between 98% and 100% compliance.



Types of Applications Received

The two tables on the next page separate out the RMA applications from the rest of the applications received.

The first table is the count by application type of all the applications received. Each Council is obliged to account for statutory timeframes under the RMA 1991 and report to the MFE.

Type of Resource Consent	Number Received									
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Land use consent	8	16	29	14	32	41	28	34	40	45
Subdivision	8	6	19	9	15	18	26	18	21	22
Variation	2	5	8	5	6	12	10	3	7	7
Permitted Boundary Activity	1	1	7	4	7	3	9	7	5	6
Extension of Time	0	1	1	0	1	0	2	0	0	0
Certificate of Compliance	0	0	1	0	0	2	0	0	0	0
RMA Discharge	0	0	0	0	1	1	0	1	2	0
RMA NES CS	0	0	0	0	0	0	0	1	0	0
RMA COM Combined land use and subdivision	2	4	5	3	6	6	8	6	10	5
Outline Plan	0	0	0	0	0	0	2	2	1	2
Outline waiver	0	0	3	1		3	2	2	0	2
Total RMA	21	33	73	37	67	90	90	74	86	89

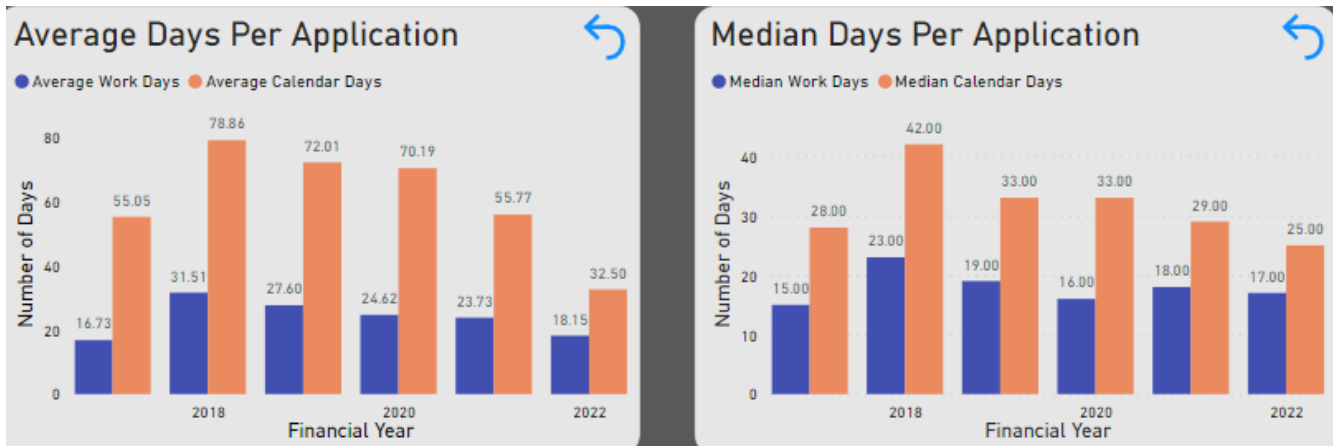
Certificate Applications Received

The table below details the number of certificates and other applications received for October 2021. This table shows that 47 various certificates and Local Government Act (LGA) applications were received in October. This table excludes 14 section 221 consent notices which are not counted as they are incorporated inside a S224 application; this on top of the 136 total applications received.

Type of Certificate & LGA & other work	Number Received									
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
RMA OTH	0	0	0		1	0	2	0	0	1
RMA OBJ	0	0	0	0	0	2	1	2	2	4
CER221	0	0	0	0	0	1	0	2	2	0
CER223	16	20	22	18	19	14	20	13	25	16
CER224	4	10	4	14	24	9	14	10	17	14
CER348	0	0	0	0	0	2	0	2	0	0
CERBND	0	0	6	1	0	0	0	0	0	0
CEROTH	0	0	4	1	0	0	0	0	0	0
LGA348	0	2	2	2	2	4	2	3	3	1
LGAEWK	0	8	15	16	6	14	11	16	19	11
LIQCOC	0	1	0	1	2	7	2	3	6	0
Total	20	41	53	52	53	51	49	49	74	47

Trends, News and Success Stories

The graph below shows the average number of days it takes the planners and engineers to process an application. The trend is consistently moving down from an average number of 31.15 working days in the 2018-2019 financial year to 18.15 working days in the 2021-2022 financial year, showing increased efficiency in processing consents and an improved customer experience. The average number of calendar days has dropped from the highest number in the 2018/2019 financial year of 79 calendar days to 32 calendar days in the 2021/2022 financial year. Last month the average was 29 calendar days. Covid Level 3 Alert Levels and staff movements played their part in this change.



In total, the Resource Consents Team, along with the Planning Support Team, worked on 89 new RMA applications, 47 various LGA applications, certificates, licences and permits and issued 100 various decisions. In addition, the Resource Consents Team attended over 20 concept development meetings (CDM's) and pre-lodgement application (PAM's) meetings in October 2021. The Resource Consent Engineers also worked on 9 Engineering Plan approvals (RMAEPA's) to assist a more streamlined process for building consents being issued.

Hearings

There were no hearings in October 2021.

Processing Timeframes

Over recent years, the number of applications for resource consents received by Council has continued to increase to the point where what was thought of as high numbers in 2018, is now considered the new normal. Over the past months, it has not been unusual to receive up to 45 applications in a single week.

Furthermore, the team has been impacted by turnover of staff (for a variety of reasons) and is busily recruiting new planners and engineers. The team has managed to meet 100% statutory timeframes by relying heavily on consultant planners. However, due to the significant amount of private work available, Consultancies are choosing to undertake private work which pays higher than processing for Council.

As at close of business on 8 November 2021, allocations are four weeks behind with 100 applications unallocated, dating back to September. While the Team Leaders are applying s37 to extend processing timeframes where possible, it is certain that applications will go over statutory timeframes. This will also result in significant discounts being paid.

This situation is not expected to change in the near future due to the review of the current District Plan. Once this plan is notified as proposed, applications will take up to twice as long to process and will result in planners taking half the volume of consents they are currently processing.

The team's efforts to reach virtually four months at 100% statutory timeframes is to be commended. Current volumes of applications that cannot be allocated either externally or internally remain a challenge.

Customer and Relationships

The Resource Consents Team had 56 surveys sent out in October 2021 with 18 responses received, giving the team a response rate of 30.4%. There were 12 satisfied customers, 3 neutral and 3 customers were dissatisfied. 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">• Resource Management Act breaches• Local Government Act breaches• Reserves Act breaches• Litter Act breaches	<ul style="list-style-type: none">• Land Transport Act• District Plan breaches• Bylaw breaches• Parking enforcement	<ul style="list-style-type: none">• Resource consent monitoring• Noise complaints• Removal of abandoned vehicles
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Staffing

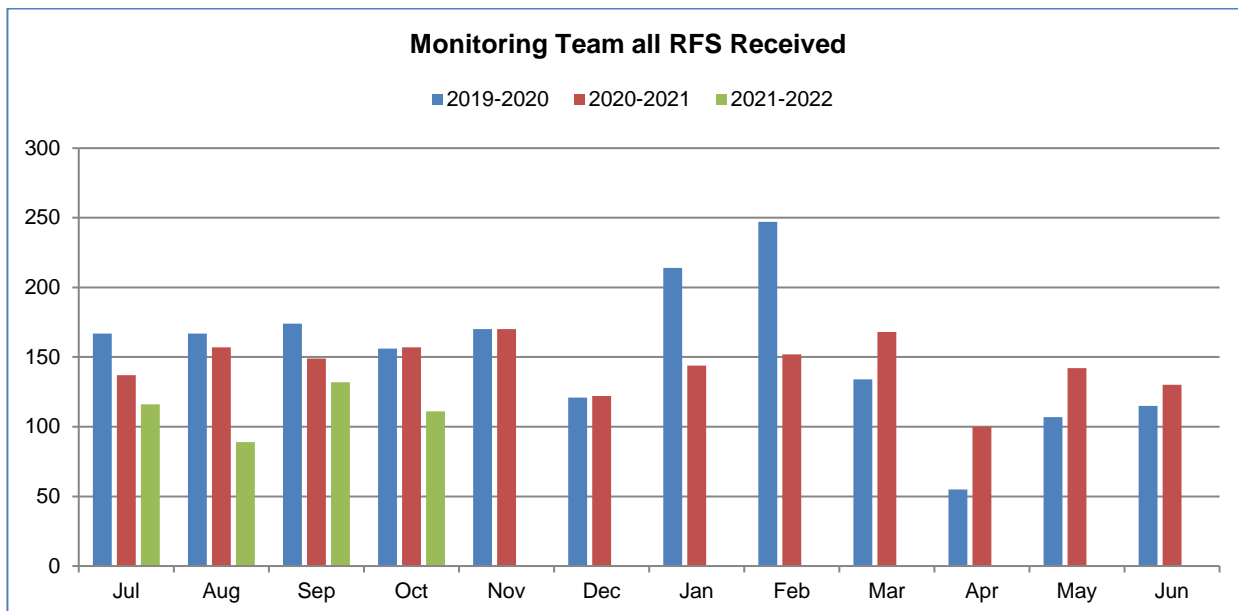
The team is comprised of a team leader, five monitoring officers, two resource consent monitoring officers (one of which is a fixed-term position) and a parking enforcement officer. There are currently no vacancies in the team.

Levels of Service

1. Respond to noise complaints within the following timeframes:
In urban areas: 1 hour.
In rural areas: 2 hours – 2021-2022 target 95%.
2. Respond to compliance incidents within 3 working days – 2021-2022 target 93%

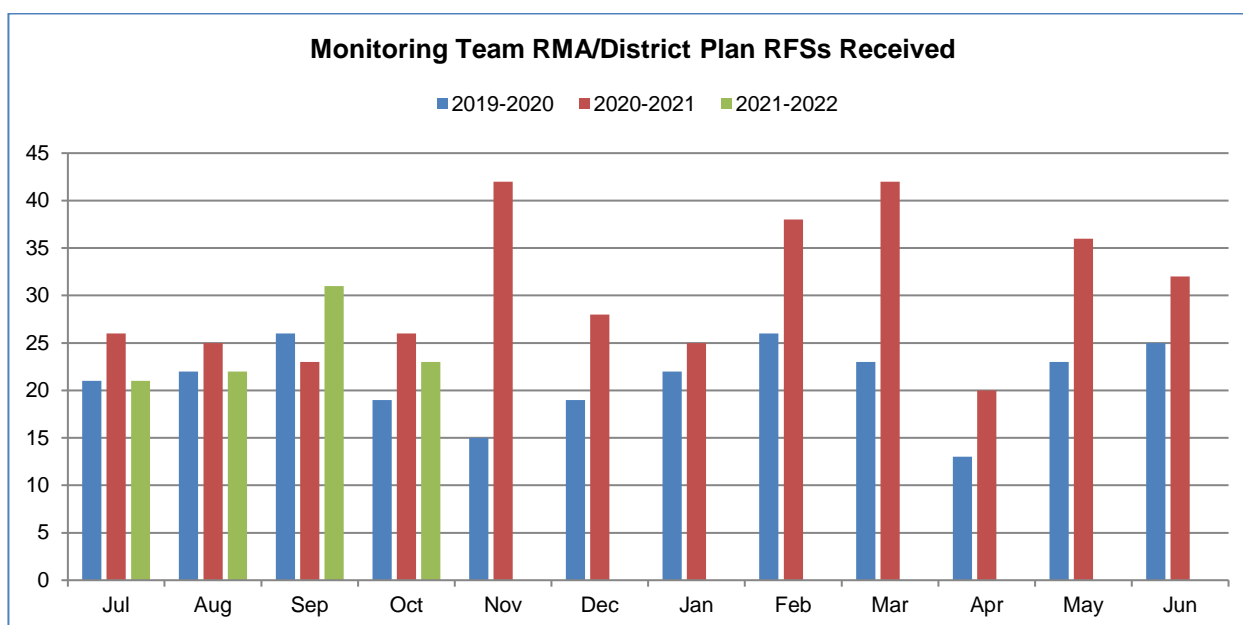
Requests for Service

The following graph shows all requests for service (RFS) received monthly over the last three financial years by the Monitoring team. These RFS reflect all the responsibilities held by the Monitoring team. The following sections break down those requests into areas of legislation.



Resource Management Act 1991

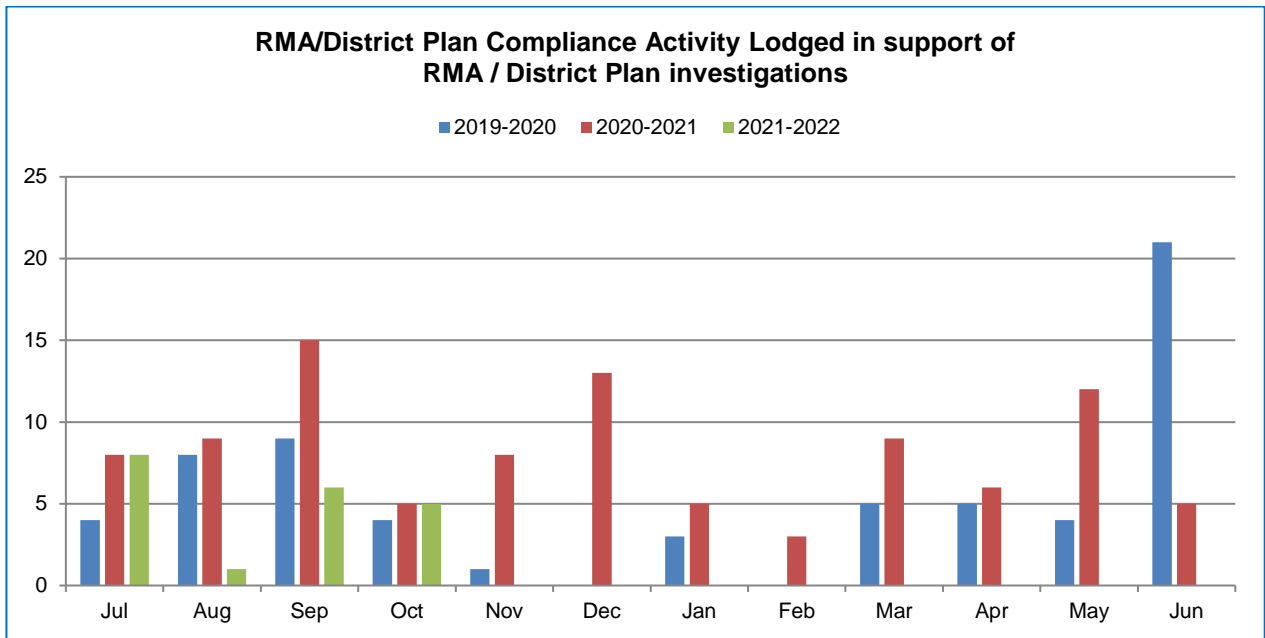
A large amount of the work conducted by the Monitoring team falls under the Resource Management Act 1991 (RMA). This section reports of those responsibilities. The LTP level of service for responding to RMA incidents is 93% of customers acknowledged within three working days.



If an RMA/District Plan RFS results in further investigation a new application is created in the Council system and research and evidence is recorded with case notes in support of any legal notices such as abatement notices and environmental infringement notices that are created and issued.

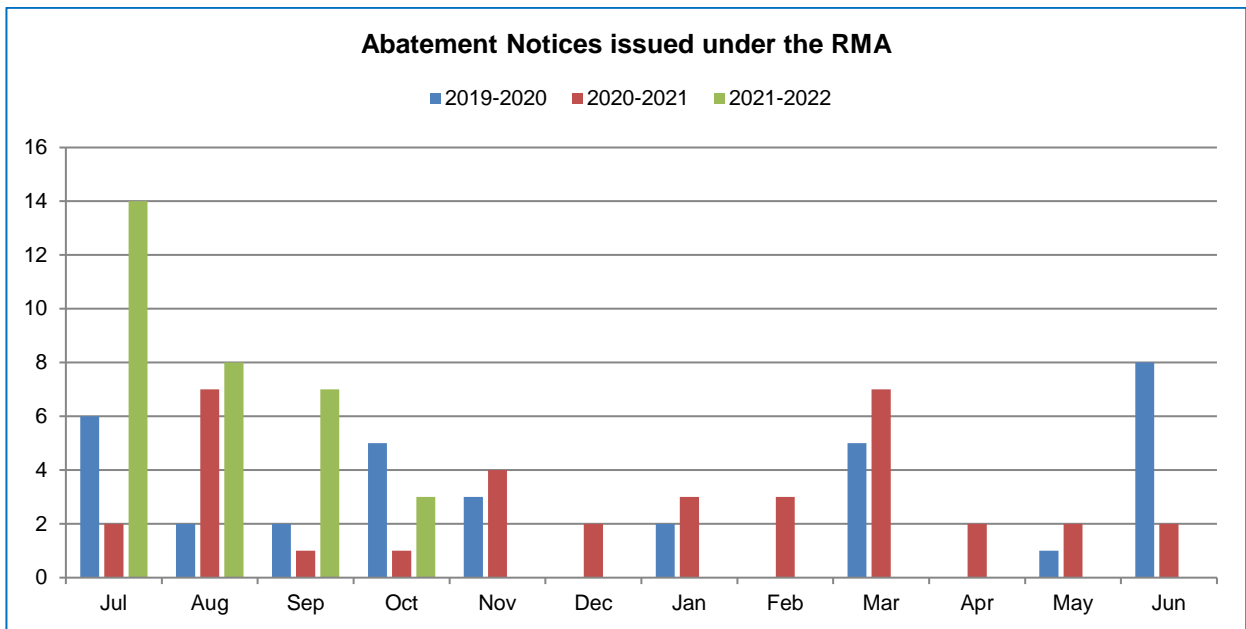
	July	Aug	Sept	Oct
RFS's received	21	22	31	24
On time	14	13	24	14
Over time	6	9	5	7
Unresponded	1	0	2	3
LOS %	67	59	77	58

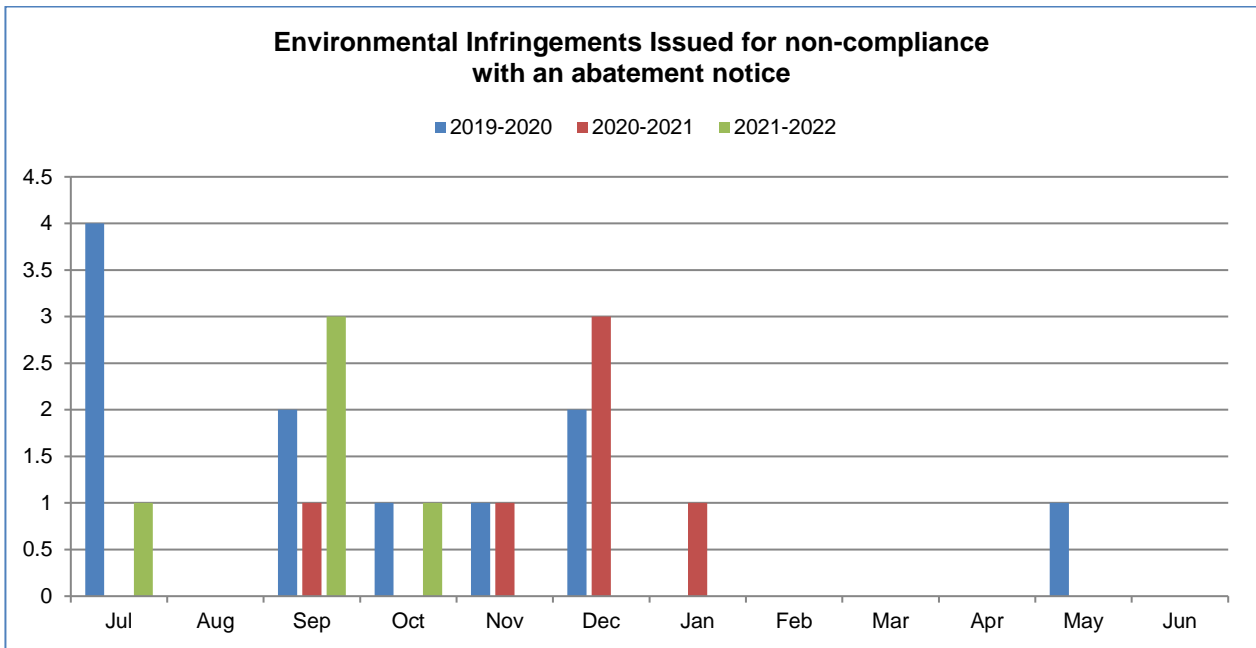
Table above show LOS results for RMA RFS 2021-2022



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

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



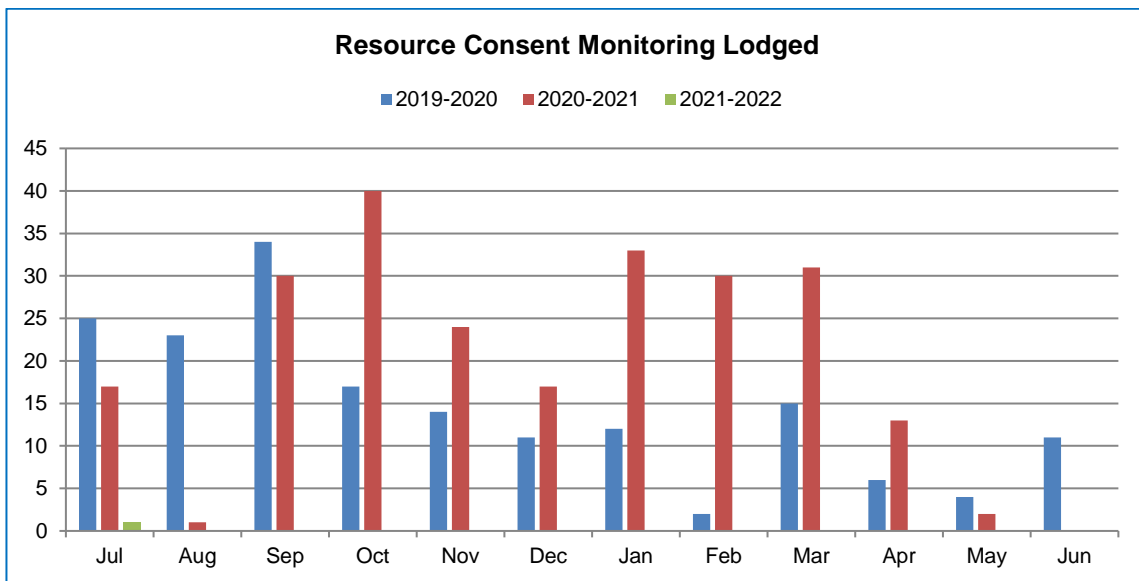


Resource Consent Monitoring

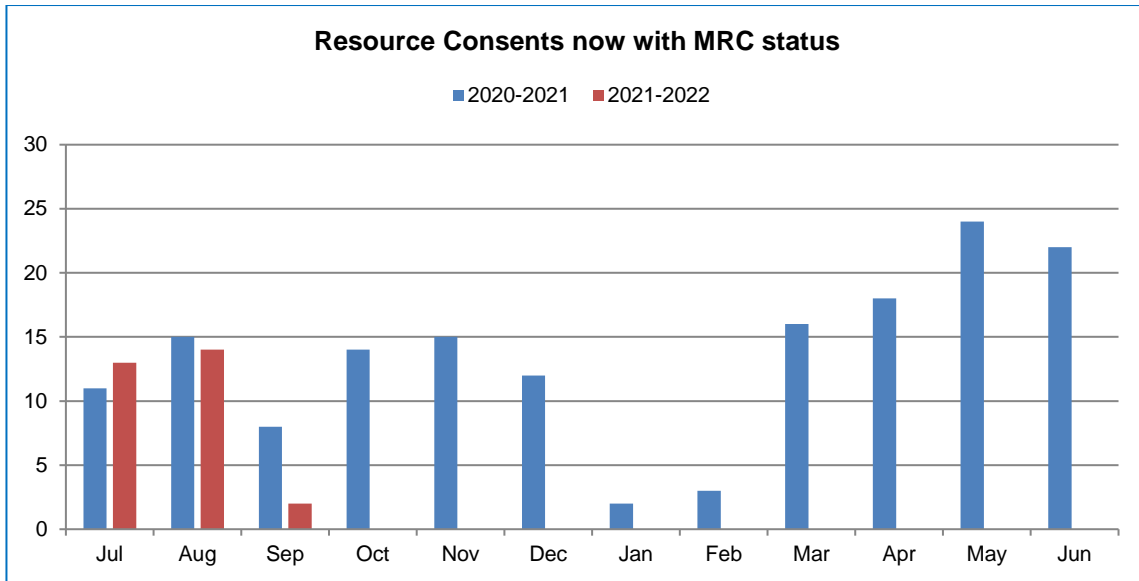
The resource consent monitoring role remains extremely busy with a number of areas being addressed. Current workflow includes:

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

The graph below shows MRC applications lodged once a decision had been issued for a consent. A business improvement in July 2021 removed the requirement to create a new MRC application for each resource consent (RC) decision issued. As a result, this graph no longer reflects current work. The historic backlog of unmonitored MRC applications is recorded within Council's system. The current backlog stands at 527 outstanding RC's, down from 629 in October 2021.



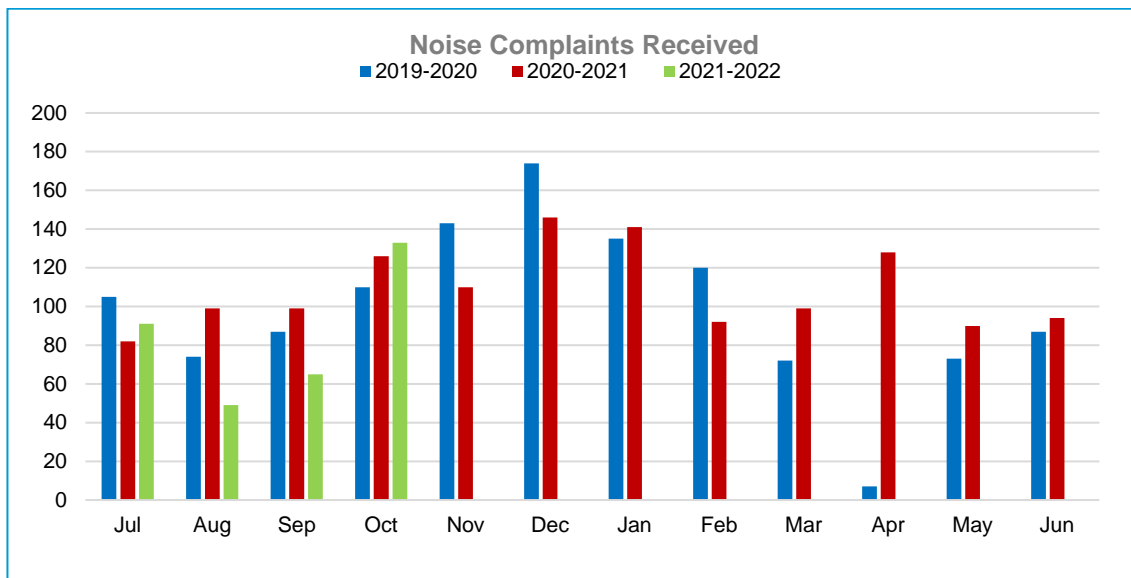
The graph below reflects the new way of working created by the business improvement started in July 2021. Now when RC's have a decision issued the resource consent monitors are automatically notified and, rather than creating a new application, the status of the RC application is updated to "MRC Lodged". This process saves considerable administration time and, although there have been some teething problems, is proving to be an effective change.



In the graph above it can be seen that September and October data are low. There will always be a lag in the data due to the statutory fifteen-day appeal period once a decision is issued. Resource consent monitoring does not commence until at least twenty working days from the date of issue to allow for the appeal period and any administration time required to lodge an appeal.

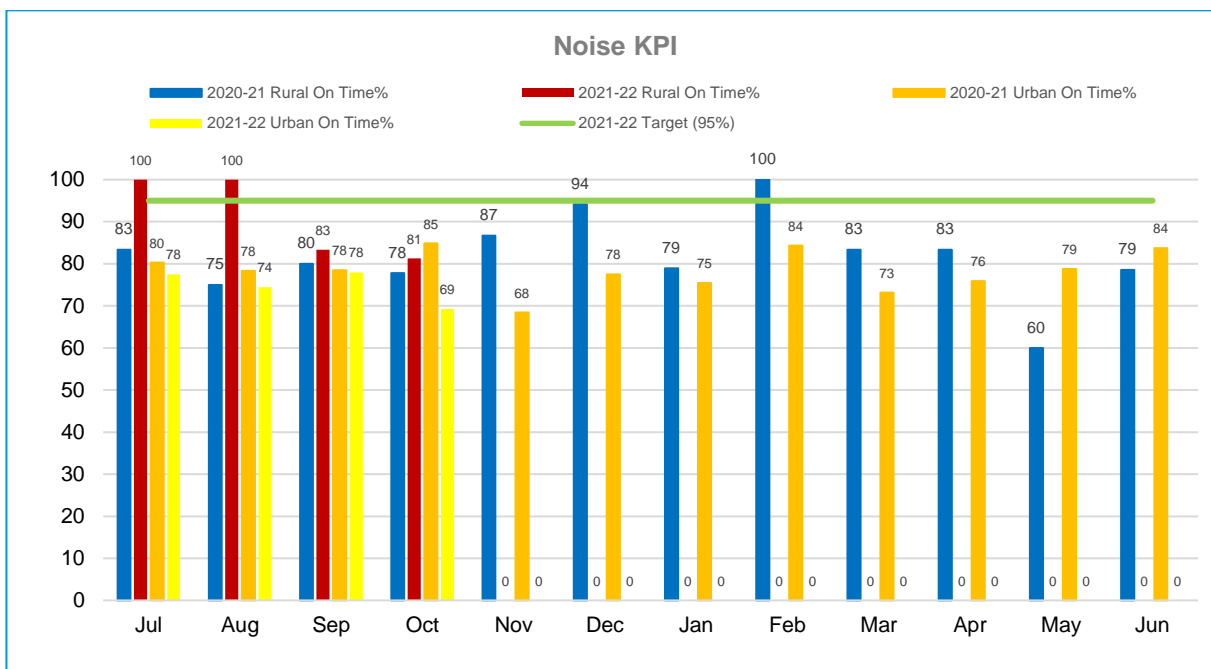
Noise

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



Graph above shows the number of noise complaints attended by First Security

As per the Long-term Plan, LOS First Security have a key performance indicator (KPI) of 95% of calls in the urban area attended within one hours and 95% of calls in the rural area within two hours. This is a challenging KPI due to the size and remoteness of the district.



Graph above shows attendance times in relation to the LTP LOS KPI for First Security noise call outs

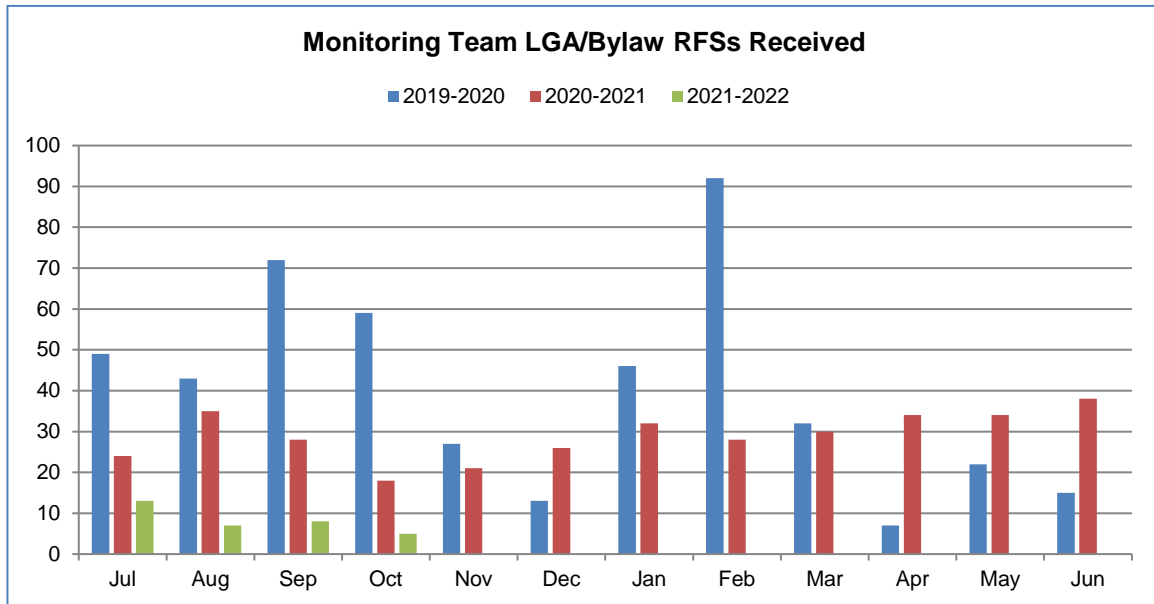
In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security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

Action Taken 2021-2022	Jul	Aug	Sep	Oct
Abatement Notice Issued	0	0	1	0
Excessive Noise Directive Issued	7	6	13	25
No Action Taken	65	38	34	77
Seizure Performed		1		4
Verbal Warning Issued	19	4	17	27
Grand Total	91	49	65	133

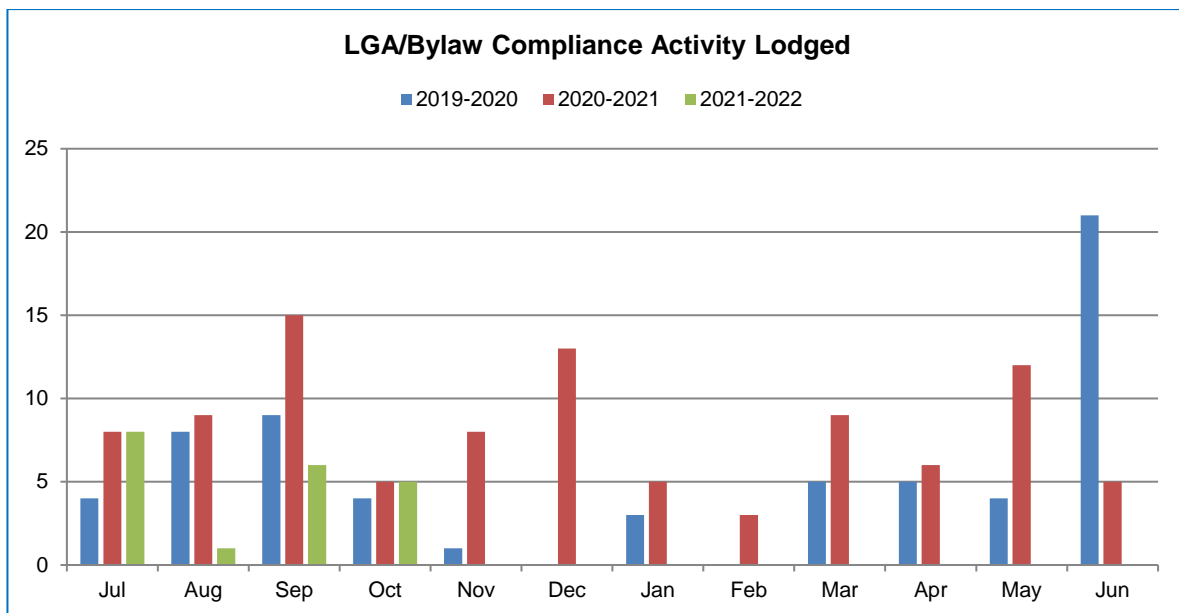
Table above shows First Security officers action taken this financial year

Local Government Act 1974/2002

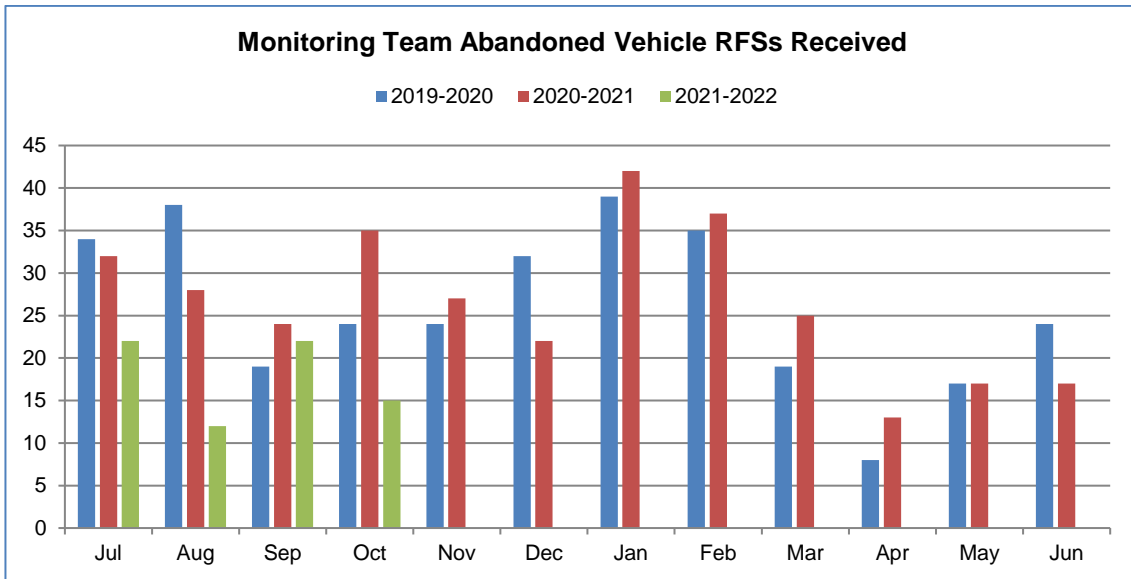
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by the Monitoring team. The LGA can also be used for issues such as encroachments onto public places and roads.



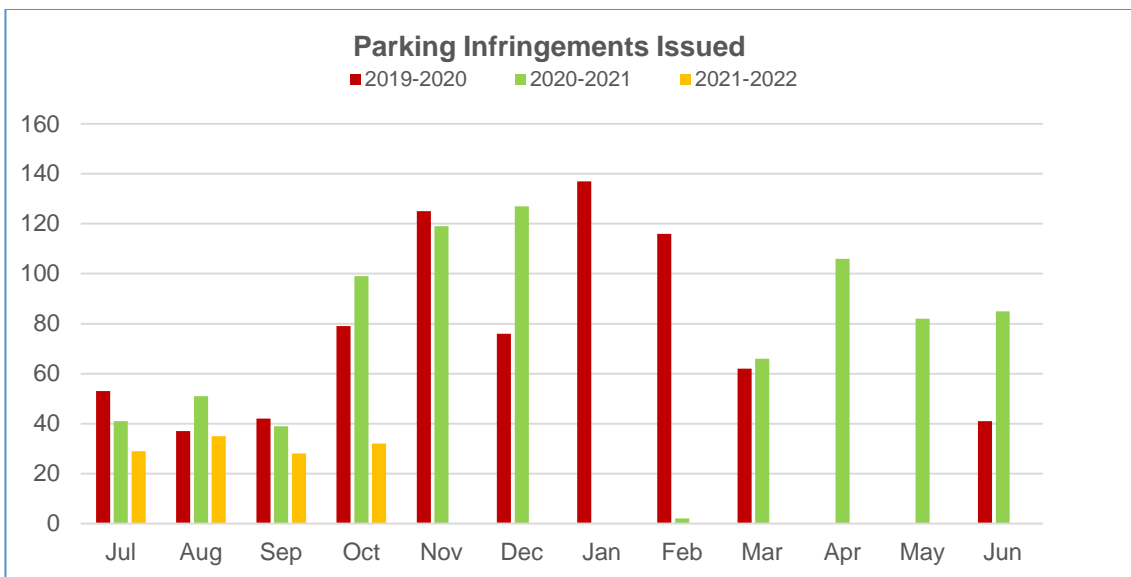
As with the RMA and all other legislation used by the Monitoring team escalated investigations prompt the creation of an application in the Council system, which allows for the recording of research, evidence etc.

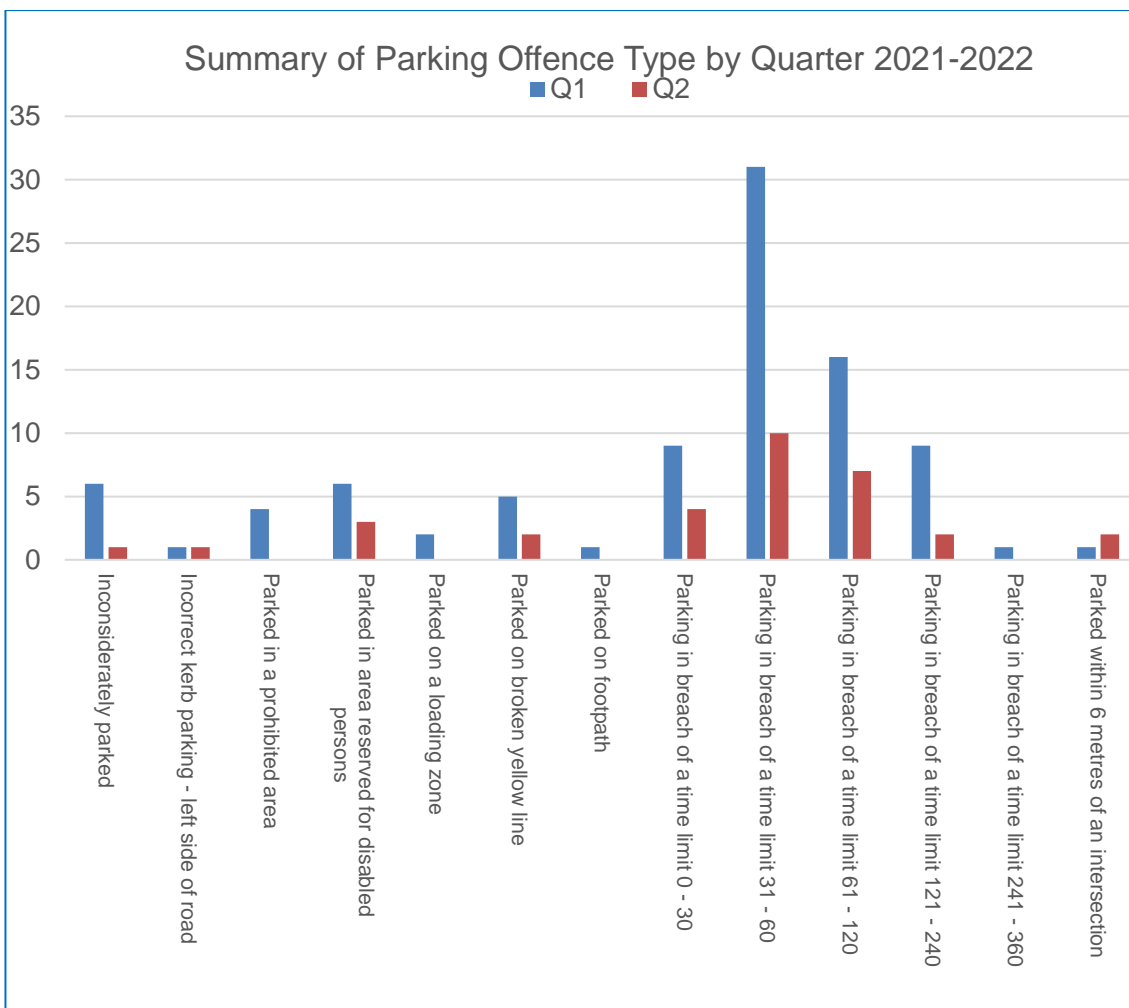
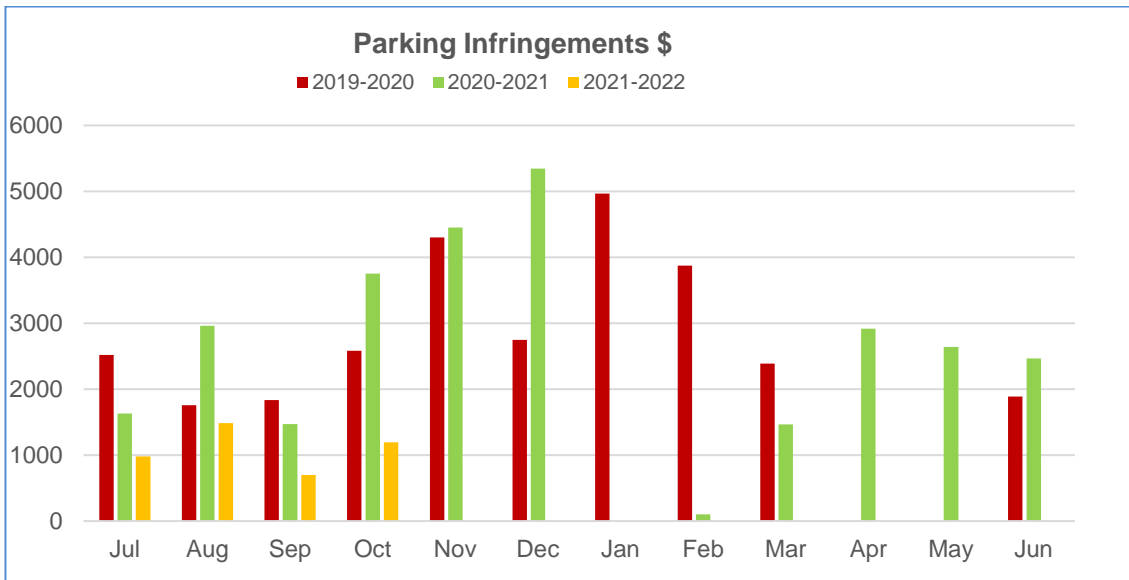


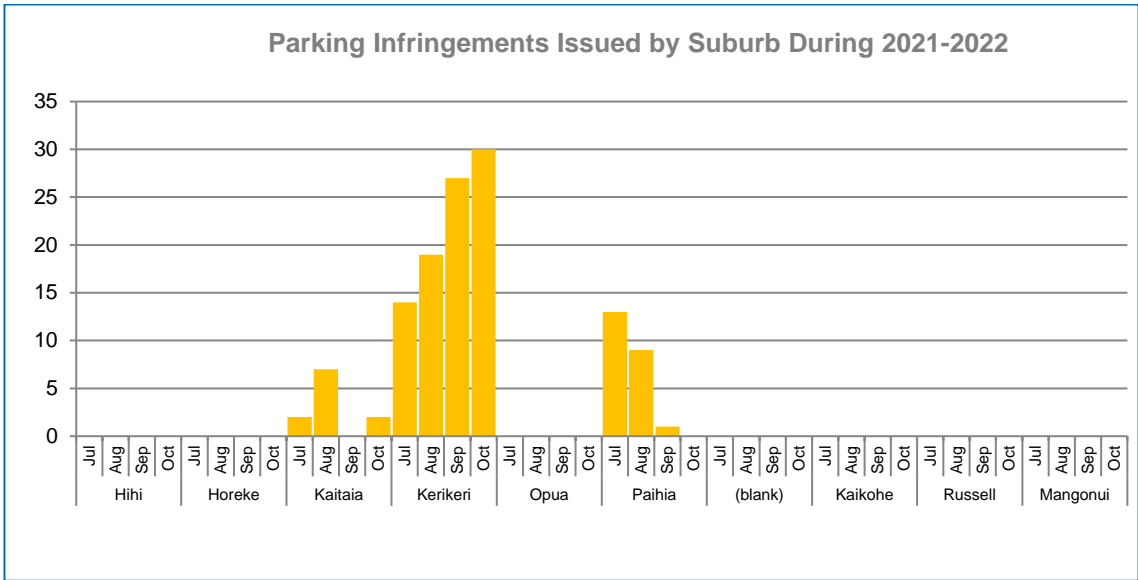
The following graph shows RFSs received for the removal of abandoned vehicles. Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.



Parking

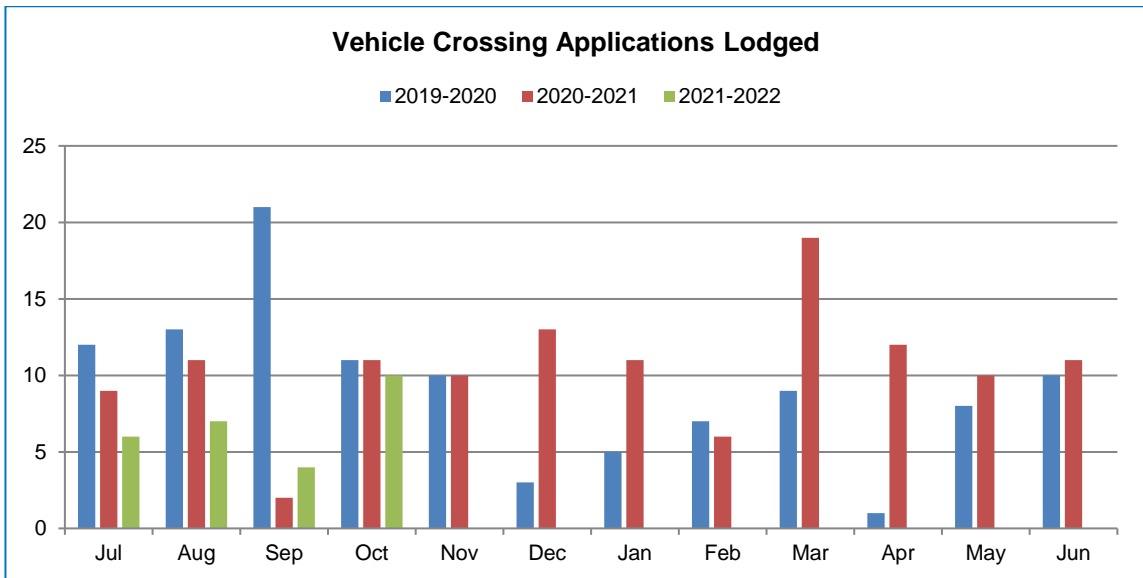






Vehicle Crossing Applications

The Monitoring team has contracted out the management of vehicle crossing applications to Haigh Workman.

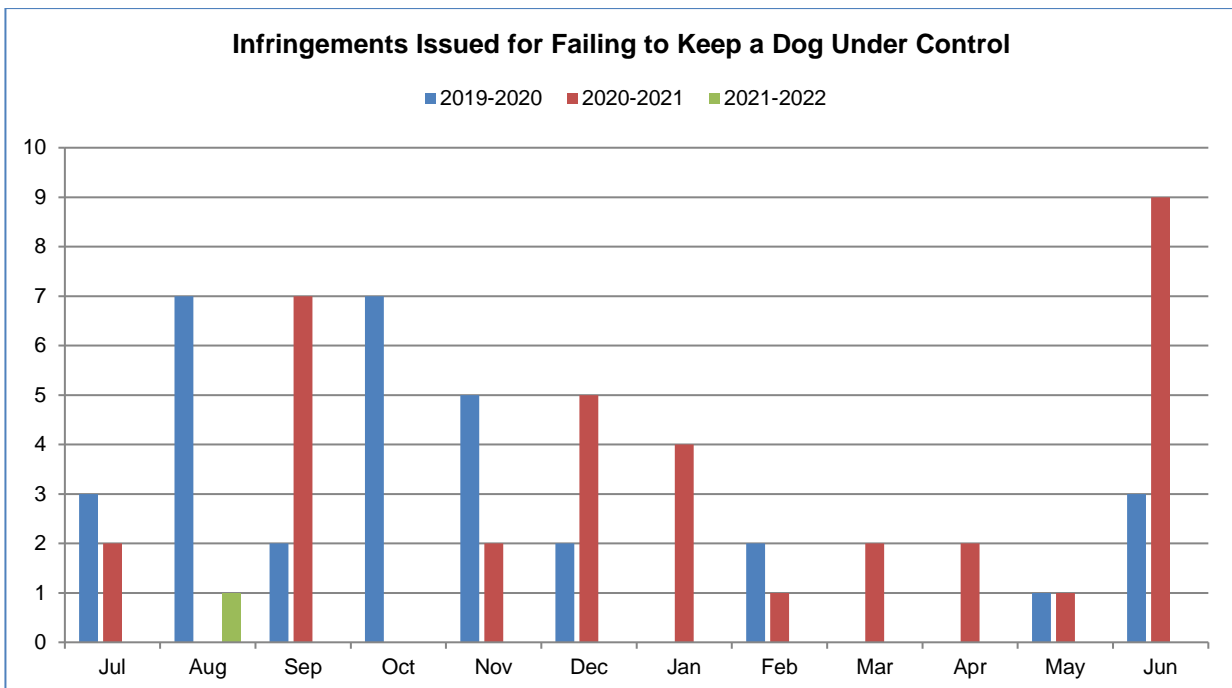
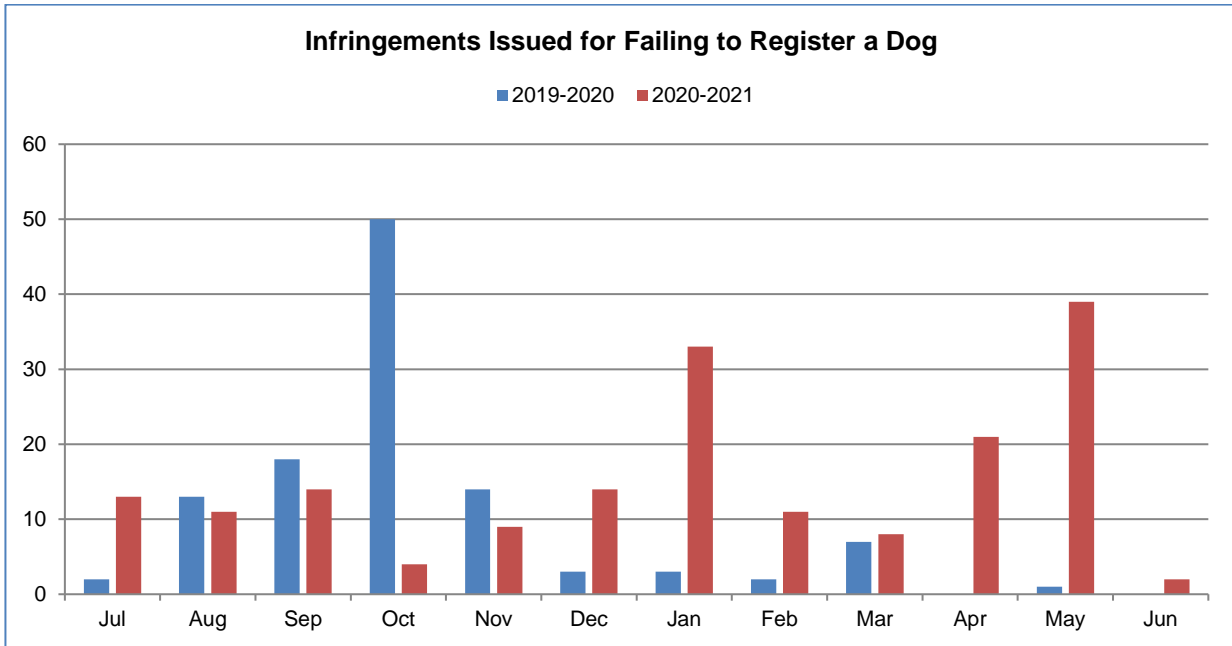


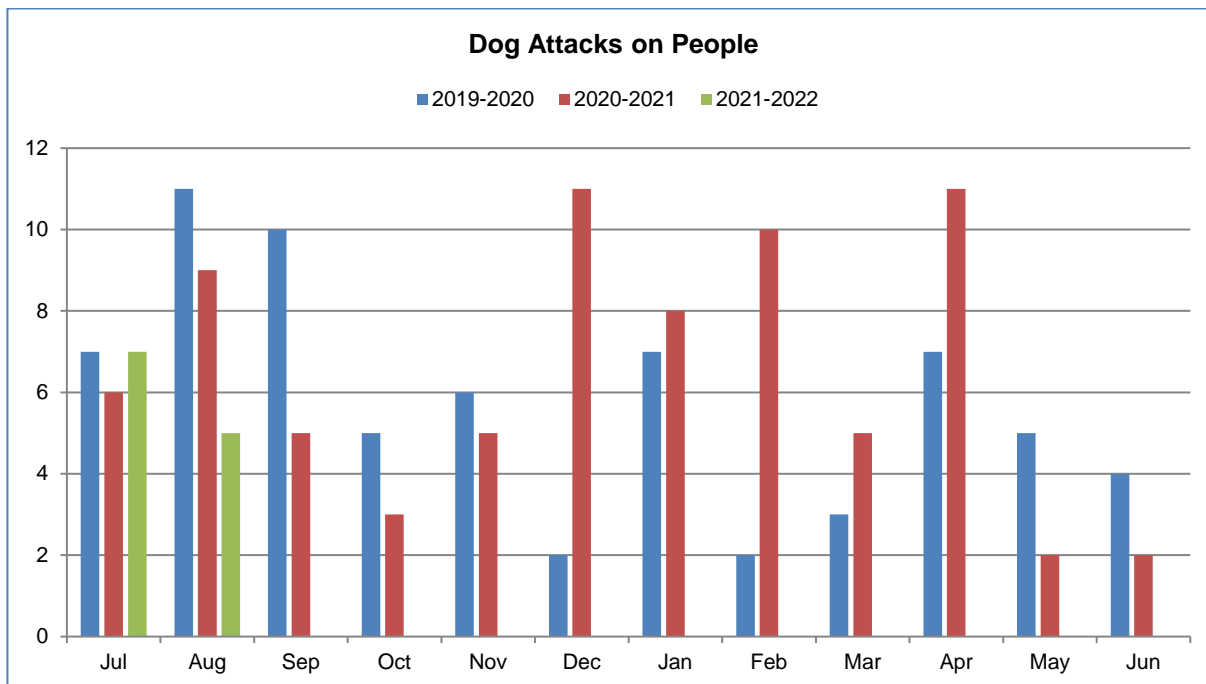
Animal Management

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

270 RFS were received for Animal Management in October 2021; 59 urgent and 211 non-urgent. This is 129 fewer RFS than September. The team continues to meet response times with 98% for urgent and 97% for non-urgent RFS.

Registration Follow Ups

Dog registration follow-up work commenced in October with a total of 3772 dogs on our system that remained unregistered at the end of September.

The first phase of that follow-up work involved contacting dog owners to enquire as to the status of the dog/s we had on record.

As at the end of October this has resulted in 530 dogs being removed from the system due to having left the district, the dog had died or there had been a change of ownership.

Of the remaining 3,242 dogs, 1,323 dog owners contacted have said they would register their dogs (confirmation pending) leaving 1,919 dog's owners still to be contacted during Phase One of the process.

Impounded Dogs

34 dogs were impounded in October with 9 being claimed by their owners, 1 dog taken by a Rescue Group and 1 being adopted out to new homes. There were 10 dogs euthanised in October due to not being claimed by an owner and not meeting criteria to be rehomed.

Dog Adoptions

One dog was successfully adopted to a new home outside of the Far North District (Christchurch).

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 were completed as scheduled.

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

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

During October 2021, 19 verifications were scheduled, and all 19 verifications were completed.

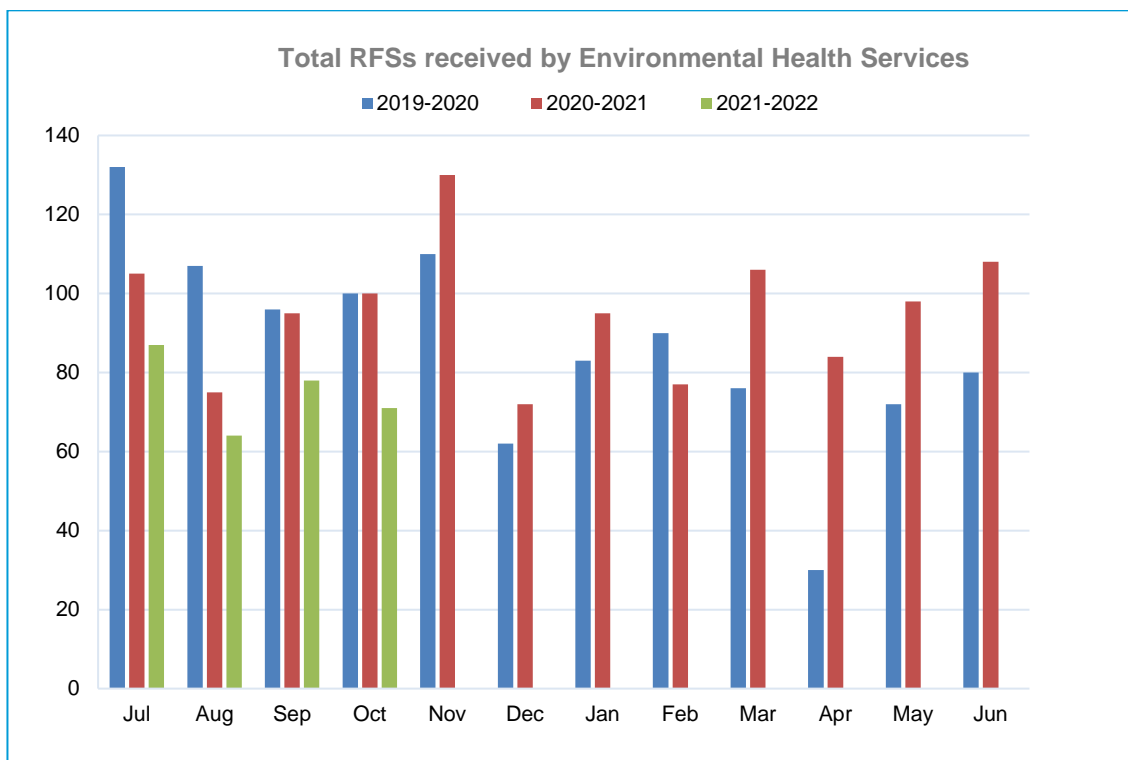
Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

Target: ≥25% **This Month:** 18% **Last Month:** 16.7% **Last Year:** 100%

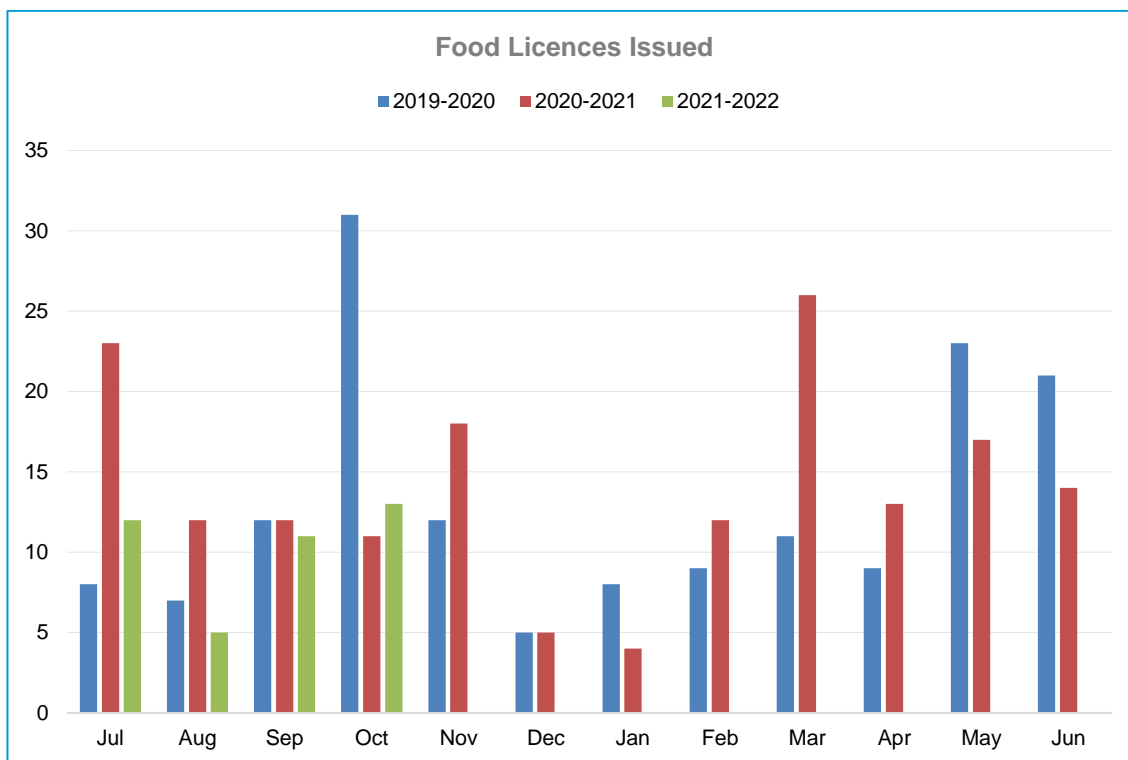
At present there are 258 licensed premises in the Far North district. 25 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that the EHS team will complete 233 visits during 2021-2022.

During October 2021, 3 visits were completed by the EHS team. For the remainder of this reporting year there is a total of 191 visits to complete.

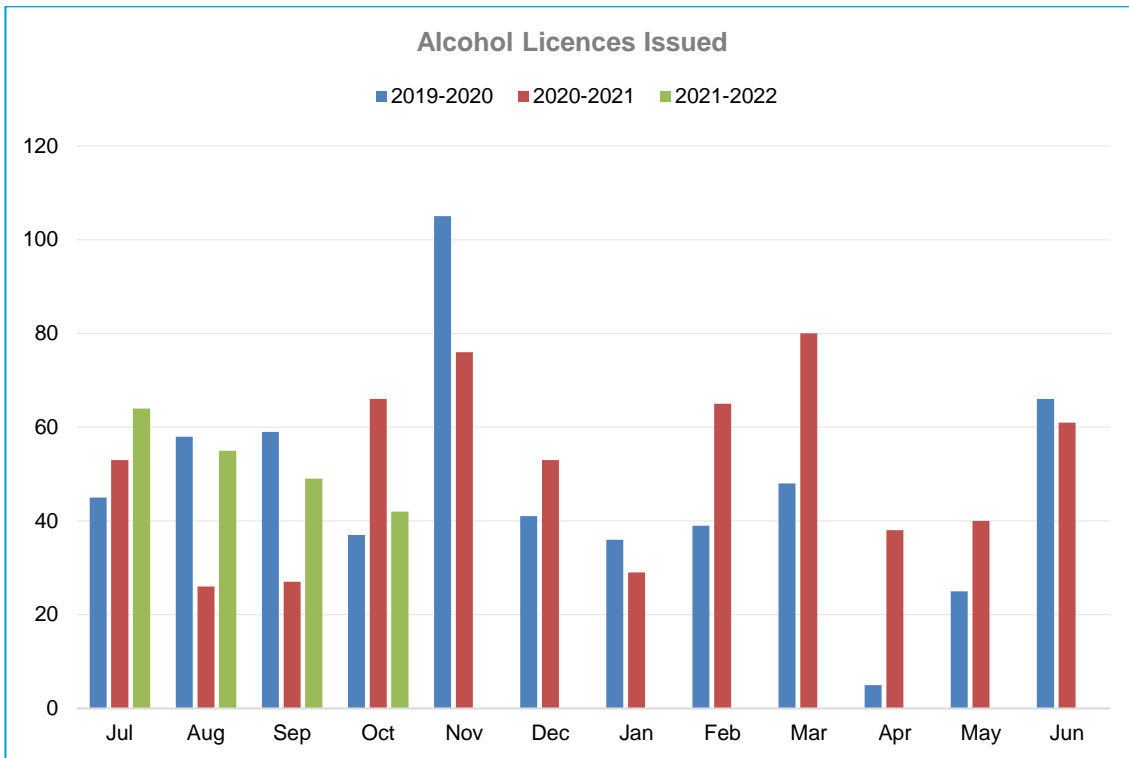
Requests for Service



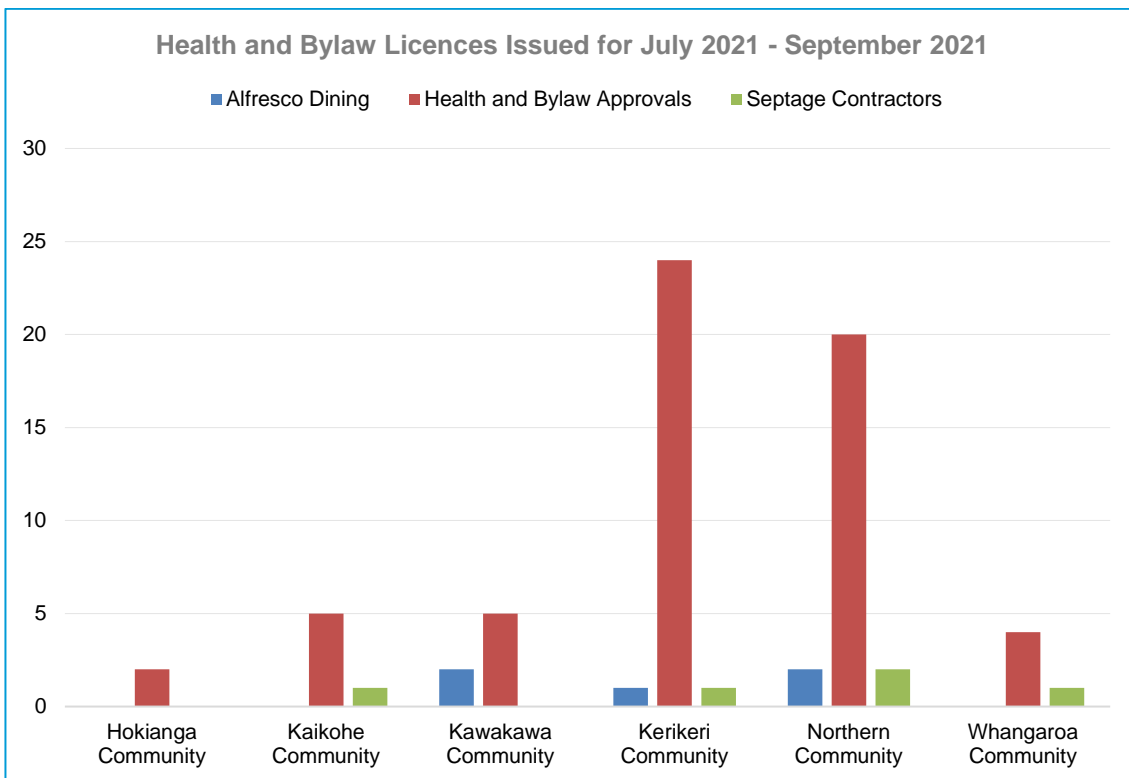
Food Registrations Issued



Alcohol Licences Issued



Health Licensing and Bylaw Approvals



The Environmental Health Services (EHS) team processes approvals for alfresco dining, street stalls, hawker, site permits and mobile shops.

In order to occupy or trade from a public place, a person must obtain Council's approval to do so.

- A **mobile shop** operates for short periods in one location before moving on, e.g. an ice cream van.

- A **hawker** offers goods for sale, sometimes on foot, without prior invitation to visit that private or public place.
- A street **stall** is a specific location where a business is set up for more than 30 minutes, e.g. on the roadside.
- **Alfresco dining** enables the private use of public space for outdoor dining
- A **site permit** allows an operator to trade from a specific site on a daily basis for the duration of the permit

Mobile shop, hawker and site permit approval applications are seasonal or annual approvals.

Street stall approval applications are specific to a certain date or series of dates.

Alfresco dining approval applications are renewable 1 July each year. The holder of an alfresco dining approval will be inspected on an annual basis.

Health licences are renewable 1 July each year. The holder of a current health licence will be inspected on an annual basis.

The EHS team will commence foot patrols across the district between 1 October 2021 – 1 December 2021 to identify businesses who may be operating without the necessary approval. Those that are identified will be required to obtain approval from Council.

No inspections of alfresco dining or health premises have been carried out at present due to workload demands.

Lifting our Gaze

The EHS team were extremely proud to publish its first “food licensing” newsletter. This was published on Friday 29 October 2021. A copy can be found on the Council’s website at the following link [Summer Newsletter](#). The team hopes to deliver key messages and information to food businesses and the public in quarterly newsletters. An alcohol newsletter is currently being finalised before it is published in November 2021.

On Thursday 7 October 2021 the EHS team collaborated with internal staff and external partners to present a webinar to “Event Organisers”. The purpose of this workshop was to deliver important information to event organisers that educated them on the Council’s processes for holding an event in our District. The webinar was well received.