

REGULATORY SERVICES



REGULATORY SERVICES

OVERVIEW

As a regulator we are required to take a balanced response to decision-making by considering the competing rights of individuals and groups to undertake particular activities.

Our decisions on these activities are influenced by:

- Legislation, regulations and national standards that we are required to comply with
- The opportunities we take to develop local policies, plans and by-laws to regulate local issues.

Our Regulatory Services Strategy includes activities which protect people and the environment by regulating and licensing aspects of commercial services and private behaviour where well-being issues arise. These activities include:

- Animal control services
- Building services
- Resource consent services
- Community protection.

Overall we aim to provide high quality regulatory services in a fair and impartial manner, ensuring that customers are kept fully informed at key stages in the service delivery process.

The downturn that hit the global economy between 2007 and 2011 had a major impact on the building and property development sectors, particularly in residential building. As a result our income from consenting fees and financial contributions from subdivisions decreased. While building activity is starting to pick up again, it remains lower than it was in the early 2000s and we have managed our activities in response to this. The challenge for us is to ensure we maintain levels of service, particularly in terms of statutory processing times and sufficient technical expertise to enable us to meet the needs of the building and property development sectors in our District.

At a national level, a recent review of the Building Act has introduced a number of changes intended to make it easier to build dependable, cost effective homes and buildings without compromising safety and quality. Key changes that affect us include that councils now have more powers to restrict entry

to buildings that may be close to buildings that are dangerous, and that the Ministry of Business, Innovation and Employment has more power to investigate Councils' performance in relation to building consent processes. Central government is also looking at ways to improve the effectiveness of the Resource Management Act (RMA) 1991 and have made a number of amendments over the past six years with further amendments proposed in 2015.

The reform is intended to better support the way communities live, including environmental quality and growth management into the future. The first stage of this reform, undertaken during 2009/10 was in addressing excessive bureaucracy, costs and delays in the Resource Management Act process. The second stage of reform will focus on addressing the complexities of the Act. The government has signalled that changes are likely to include adding provisions around the management of significant natural hazards, greater discretion for councils to waive the need for resource consents where the wider environmental effects are negligible and greater consolidation of RMA rules across councils. Another key change is likely to be a focus on affordable housing through removing RMA constraints on land supply.

These reforms and any future changes to legislation clearly impact upon the way we work and the decisions we can make. Looking forward we need to ensure that we continue to provide efficient and cost effective services to our communities in line with any revised legislative requirements.

The Sale and Supply of Alcohol Act 2012 has strengthened community involvement in liquor licensing applications. Previously contested applications were considered by a centralised authority based in Wellington. We have now established a District Licencing Committee which considers any such applications locally.

Other issues we know are important to our communities include our response to issues such as littering, dog control, unsafe or illegal buildings and car parking. We will continue to ensure that our responses and any actions taken are well balanced and fair.

WHAT WE PROVIDE



RESOURCE CONSENT AND MONITORING

BUILDING INSPECTIONS



PARKING WARDENS
MOBILITY CAR PARKS



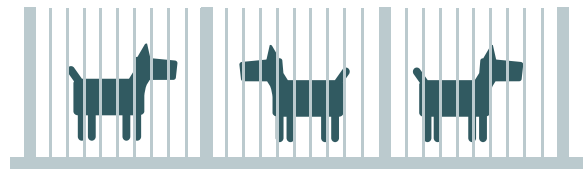
BUILDING CONSENT PROCESSING



FOOD PREMISES INSPECTION
LICENSING - FOOD AND LIQUOR



NOISE CONTROL



DOG POUNDS

ANIMAL CONTROL OFFICERS



WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Regulatory services support community well-being.

OUR GOALS

- Animal control services - provide a safe environment for the public taking into account the needs of animal owners.
- Building services - building work is regulated to ensure the health and safety of people and sustainability in design and construction methods.
- Resource consent services - the quality of the environment enjoyed by residents and visitors is maintained and enhanced.
- Community protection - protect and preserve the environment and public health and safety by minimising risks from nuisance and offensive behaviour.

HOW WE WILL ACHIEVE OUR COMMUNITY OUTCOME

GOAL	OUR APPROACH	OUR ROLE
<p>Animal control services - provide a safe environment for the public taking into account the needs of animal owners.</p>	<p>To achieve our goal we administer the requirements of animal control legislation by:</p> <ul style="list-style-type: none"> • Ensuring we have a Dog Control Policy and By-law in place at all times to describe how we will control dogs within our District and what enforcement approaches we may take. • Maintaining a register of dogs within our District and having a process for unregistered dogs. • Providing a service and facilities for the impounding and care of stray and seized dogs. • Providing a complaint resolution service in relation to uncontrolled dogs and where necessary issuing infringement notices. • Providing public education on dog control, ownership, exercising and safety. • Responding to reports of livestock wandering in public places. 	Lead/Partner
<p>Building services - building work is regulated to ensure the health and safety of people and sustainability in design and construction methods.</p>	<p>To achieve our goal we administer the requirements of the Building Act 2004 and other related legislation by:</p> <ul style="list-style-type: none"> • Maintaining our accreditation as a Building Consent Authority. • Processing Project Information Memoranda (PIMs). • Processing Land Information Memoranda (LIMs). • Processing building consents applications. • Issuing Compliance Schedules for buildings that will be occupied by the public. • Administering annual building warrants of fitness. 	Lead

GOAL	OUR APPROACH	OUR ROLE
<p>Building services - building work is regulated to ensure the health and safety of people and sustainability in design and construction methods (cont.)</p>	<ul style="list-style-type: none"> • Inspecting building work. • Issuing Certificates of Acceptance. • Dealing with complaints and breaches of the Building Act. • Issuing Notices to Fix and, where appropriate, infringement notices. • Providing information to the public regarding the Building Act, Building Code and building consent process. • Ensuring that we have a policy in place detailing our approach for managing dangerous, earthquake-prone or insanitary buildings. • Ensuring that all swimming pool fencing complies with the requirements of the Fencing of Swimming Pools Act 1987. 	Lead
<p>Resource consent services - the quality of the environment enjoyed by residents and visitors is maintained and enhanced.</p>	<p>To achieve our goal we administer the requirements of the Resource Management Act 1991 and other related legislation by:</p> <ul style="list-style-type: none"> • Processing resource consent applications. • Providing information to people about how the rules in our District Plan may impact on activities they wish to undertake. • Providing planning guidance in relation to resource consent applications. • Monitoring compliance with conditions of consent and District Plan rules and taking enforcement action where appropriate. 	Lead
<p>Community protection-improve, protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour.</p>	<p>To achieve our goal we undertake the following functions:</p> <p>Environmental health</p> <ul style="list-style-type: none"> • Register and inspect food premises (fruit and vegetable retailers, delicatessens, butchers' shops, fish shops, grocers' shops, health food retailers, food manufacturers, mobile shops, hairdressers, boarding houses, halls, camping grounds and mortuaries). • Investigate noise complaints. • Monitor the quality of water supplies. 	Lead
	<p>District Licensing Agency</p> <ul style="list-style-type: none"> • Manage the District Licensing Agency as required by the Sale of Liquor Act, including processing applications for liquor licences, inspecting licensed premises, enforcing the provisions of the Act and conditions of liquor licences. 	Lead

GOAL	OUR APPROACH	OUR ROLE
Community protection-improve, protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour (cont.)	Hazardous substances <ul style="list-style-type: none"> • Ensure public safety in the handling and storage of hazardous substances through enforcement of the Hazardous Substances and New Organisms Act. 	Lead
	Parking enforcement <ul style="list-style-type: none"> • Enable maximum car park availability in our town centres during working/shopping hours by checking adherence to parking restrictions, ensuring vehicles are registered and display current warrants of fitness, ensuring that mobility car parks are used appropriately and issuing infringement notices where appropriate. 	Lead
	General <ul style="list-style-type: none"> • Provide a customer contact service for matters covered by a number of by-laws in order to minimise nuisance to the public. 	Lead



DID YOU KNOW...

During the 2013/14 year:

- We responded to 544 noise complaints.
- We processed nearly 1,000 building consent applications.
- We conducted over 4,000 building inspections.
- We responded to 1,911 animal control complaints.

HOW WE WILL TRACK PROGRESS TOWARDS OUR GOALS

OUTCOME

Regulatory services support community well-being

GOAL	WE'LL KNOW WE'RE MEETING OUR GOAL IF	ACTUAL	TARGET				
		2014	2016	2017	2018	2019 - 21	2022 - 25
<p>Resource consent services</p> <p>The quality of the environment enjoyed by residents and visitors is maintained and enhanced.</p>	<p>Key Performance Measure</p> <p>Number of successful legal challenges or mediation settlements made as a result of Council staff error (excludes weathertightness claims).</p>	0	0	0	0	0	0
<p>Animal control services</p> <p>Provide a safe environment for the public, taking into account the needs of animal owners.</p> <p>Building services</p> <p>Building work is regulated to ensure the health and safety of people and sustainability in design and construction methods.</p> <p>Community protection</p> <p>Protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour.</p>	<p>Key Resident Measure</p> <p>Percentage level of customer satisfaction based on customer survey of regulatory services.</p> <p>(This survey includes resource consents, building and animal control services, liquor licencing and registered premises).</p>	88%	≥85%	≥85%	≥85%	≥85%	≥85%

HOW WE WILL TRACK PROGRESS - LEVELS OF SERVICE

WHAT WE PROVIDE	WE'LL KNOW WE'RE MEETING THE SERVICE IF	ACTUAL	TARGET				
		2014	2016	2017	2018	2019 - 21	2022 - 25
Resource consent applications will be processed within the statutory timeframe and their compliance monitored.	Percentage of all resource consent applications processed within statutory timeframes.	100%	100%	100%	100%	100%	100%
	Percentage resource consents monitoring schedule completed to ensure compliance with consent conditions.	NEW	100%	100%	100%	100%	100%
	Number of successful resource consent appeals.	NEW	0	0	0	0	0
Building and health applications and plan checking will be processed within statutory timeframes.	Percentage of building and health applications and plan checking processed within the statutory timeframes.	91%	100%	100%	100%	100%	100%
Land Information Memoranda (LIM) and Project Information Memoranda (PIM) will be processed within the statutory timeframe (10 days).	Percentage of LIM and PIM applications processed within the statutory timeframe (10 days).	100%	100%	100%	100%	100%	100%
Known dogs in our District are registered.	Percentage of known dogs in our District that are registered.	99.4%	≥98%	≥98%	≥98%	≥98%	≥98%
We will respond to customer service requests in a timely manner.	Percentage of service requests received that are actioned within specified timeframe.						
	• Animal	94%	≥90%	≥90%	≥90%	≥90%	≥90%
	• Building	94%	≥90%	≥90%	≥90%	≥90%	≥90%
	• Health	94%	≥90%	≥90%	≥90%	≥90%	≥90%
	• Resource consent compliance and enforcement	94%	≥90%	≥90%	≥90%	≥90%	≥90%

KEY ASSUMPTIONS

ASSUMPTION	DESCRIPTION	RISK
Animal control demand	Service requests remain static at 1,900 requests per year.	Significant changes to animal control policy/legislation could increase the number of service requests.
Building consents demand	Assume 1,050 consents per annum for 2015-25 (based on long term averages).	If demand for building consent processing increases beyond our assumption capacity to process those consents within statutory timeframes may be compromised.
Liquor licences demand	Liquor licence applications and renewals will remain approximately the same as 2013/14 numbers of 310 applications.	If demand for liquor licences increases then our capacity to process those applications in a timely manner may be compromised.
Resource consents demand	Resource consent application numbers will remain relatively consistent with 2013/14 numbers of 415 applications.	If demand for resource consents increases beyond our assumption capacity to process those consents within statutory timeframes may be compromised.
Compliance activity demand	Compliance service requests are expected to remain consistent with 2013/14 numbers at least for the first four years of this Long Term Plan, i.e. as per resource consent application numbers.	If demand for resource consents increases beyond our assumption, then compliance service requests are likely to increase as well. Our capacity to respond to these service requests may be compromised.
Registered premises demand	Growth in registered premises will follow District population growth of 13.4% between 2015 and 2025. The timing of this growth is expected to be slower in the first four years of the Long Term Plan at 1.3% in each year between 2015-2020.	If growth in the number of registered premises exceeds forecast population growth we may not have the capacity to issue registrations in a timely manner.
New legislation	The review of the Resource Management Act 1991 is likely to result in changes to Council processes related to resource consents.	We may need to increase capacity to process resource consents and/or adjust the skill base of our team.

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY - ANIMAL CONTROL SERVICES

WELL-BEING	POSITIVE	NEGATIVE	HOW WE ARE ADDRESSING THESE EFFECTS
Social	<ul style="list-style-type: none"> + Provision of public places where both dog owners and other people can interact safely are important for community well-being. + We can manage the use of areas where the risk to public safety from uncontrolled access by dogs is too great. + Provides resources to deal with dog complaints which, if left unmanaged, can negatively impact upon community safety and well-being. + Registration of dogs enables lost dogs to be identified and returned to owners. 	<ul style="list-style-type: none"> - May be perceived by some members of the community as over-regulation in terms of their own social choices. 	<ul style="list-style-type: none"> • Balance the needs of dog owners with the need for public safety. • Consistent enforcement of the Dog Control By-law, provisions of the Dog Control Act 1996 and ongoing education. • Deal effectively with animal noise and complaints of straying.
Environmental	<ul style="list-style-type: none"> + Protects the environment by directing dog owners to use recreation areas with minimal ecological impact. 	<ul style="list-style-type: none"> - Dogs that are not under control can impact upon sensitive ecological areas/environments. 	<ul style="list-style-type: none"> • We limit dog access to sensitive ecological areas/ environments whilst accepting the need to provide recreational areas for owners to exercise their dogs. • Provide educational material to increase understanding of our philosophy behind dog restriction areas.
Economic	<ul style="list-style-type: none"> + Enforcement of dog restriction areas in some of our popular tourism areas, for example Waihi Beach, retains the appeal and therefore continued use by visitors of these locations. 	<ul style="list-style-type: none"> - Responsible dog owners and people without dogs contribute towards the dog control activity which primarily deals with a small number of non-complying/ irresponsible dog owners. - Public consultation costs associated with policy review/ development project. 	<ul style="list-style-type: none"> • Effectively manage staffing levels, e.g. more staff during peak season. • Review policy and by-law when necessary and make a balanced response. • The most effective, balanced policy decisions require appropriate public inputs.
Cultural	<ul style="list-style-type: none"> + Enables dog owners to be directed towards using less culturally sensitive areas. 	<ul style="list-style-type: none"> - Dogs not under control impact upon sensitive cultural areas. 	<ul style="list-style-type: none"> • Limiting access to culturally sensitive areas but accepting the need to provide recreational areas for owners to exercise their dogs. • Providing educational material to increase understanding of our philosophy behind dog restriction areas.

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY - BUILDING SERVICES

WELL-BEING	POSITIVE	NEGATIVE	HOW WE ARE ADDRESSING THESE EFFECTS
Social	<ul style="list-style-type: none"> + Ensures that buildings and structures are safely constructed, healthy and maintained. 	<ul style="list-style-type: none"> - Community expectations not met in relation to our ability to demand action on behalf of private property owners. 	<ul style="list-style-type: none"> • Ensure that dangerous and insanitary buildings are improved to mitigate the danger/insanitary condition. • We enforce fencing of swimming pools so improving the safety of our communities.
Environmental	<ul style="list-style-type: none"> + Ensure that heritage buildings are given due consideration during alterations. + Modern building construction techniques and materials encourage more sustainable buildings particularly in the efficient use of energy. + We can provide information that assists in improving sustainability within new building projects, e.g. energy and water usage. 	<ul style="list-style-type: none"> - Heritage buildings are subject to increased restrictions in terms of how they can be redeveloped. This may impact on the future use and therefore continued sustainability of some buildings. 	<ul style="list-style-type: none"> • We can provide advice/signpost grants relating to the sustainability of buildings, for example energy efficiency.
Economic	<ul style="list-style-type: none"> + Ensure that consents are processed in a timely manner so that applicants are not financially compromised by delays. + Ensure inspections can be undertaken within a reasonable timeframe. + Processes assist private decision-making relating to development and building projects. 	<ul style="list-style-type: none"> - Consent fees are a recognised cost of building. 	<ul style="list-style-type: none"> • Ensure building consent processes are efficient.
Cultural	<ul style="list-style-type: none"> + Buildings can be sympathetic to or complement our cultural heritage. 	<ul style="list-style-type: none"> - No significant negative effects of the building services activity on cultural well-being have been identified. 	

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY - RESOURCE CONSENTS

WELL-BEING	POSITIVE	NEGATIVE	HOW WE ARE ADDRESSING THESE EFFECTS
Social	<ul style="list-style-type: none"> + The current planning framework (outlined within our District Plan and supporting guidance documents) recognises the need to provide safe homes, streets and public spaces. + A healthy and safe community is one which is planned with long term sustainability in mind. + A well-planned district is one with supporting infrastructure, facilities and services. Our planning framework recognises this and identifies provision of these elements. 	<ul style="list-style-type: none"> - Individuals may have conflicting opinions on what constitutes the best outcomes. - Planning decisions may restrict an individual's options for use. 	<ul style="list-style-type: none"> • Our planning framework and Structure Plans have been developed in accordance with SmartGrowth principles. These recognise the importance of sustainable communities including the need for healthy, safe and accessible communities. • Resource consent application decisions include consideration of all such planning frameworks. • We are willing to work with developers/partners to assist in planning/provision of supporting community services, e.g recreational facilities, community halls.
Environmental	<ul style="list-style-type: none"> + Our District Plan provides planning controls to assist protection of the natural and physical environment. + Promotes development in a controlled manner. 	<ul style="list-style-type: none"> - There are no significant negative effects of resource consent activity on environmental well-being. 	<ul style="list-style-type: none"> • In reviewing our District Plan we will give ongoing regard to the continued protection of the natural and physical environment and promote development in a controlled manner.
Economic	<ul style="list-style-type: none"> + Our planning framework supports our local economy, recognises and provides for quality development and celebrates and promotes our District's and individual towns' uniqueness. + Our local economies are valuable and our planning framework provides us with the opportunity to respond to the needs of local businesses. + A well planned district provides visitors with supporting infrastructure which encourages return visits. 	<ul style="list-style-type: none"> - Resource consent application decisions and/or conditions attached to resource consents can be considered onerous by applicants; they may impact on the economic viability of some proposals. - Our District Plan and other supporting planning documents do not always support the desires of individual businesses/commercial interests. - Resource consent fees are an additional cost to development. 	<ul style="list-style-type: none"> • Resource consent application decisions are based on the impact of proposals as outlined within the District Plan. Conditions are attached to mitigate the impact of proposals on the wellbeing of a community. • Community engagement processes ensure community and business interests inform the development of policies. • Resource consents can ensure that the District's economic infrastructure needs are met. • Our District Plan has been developed to provide a framework for the growth of our District and is based on national legislation, SmartGrowth principles and best practice guidance. It provides a Plan which guides decision-making in the best interests of the community (rather than the individual).

WELL-BEING	POSITIVE	NEGATIVE	HOW WE ARE ADDRESSING THESE EFFECTS
Cultural	<ul style="list-style-type: none"> + Planning frameworks account for iwi/hapu aspirations, recognise the cultural connection of Māori to their land, water, sites and wāhi tapu and ensure that this is recognised and provided for in consent decisions. + Our District Plan offers an opportunity to ensure the historical and cultural heritage of all citizens is recognized. + Providing funding to support the development of Iwi/Hapu Management Plans assists Council in taking account of iwi and hapu aspirations. 	<ul style="list-style-type: none"> - Requires Tangata Whenua to reveal cultural heritage sites which they may be reluctant to do 	<ul style="list-style-type: none"> • Our District Plan recognises the importance of historically and culturally significant sites. Resource consent decisions will be made with clear consideration of these issues. • Within the context of the Bay of Plenty Region Cultural Heritage Strategy we are progressing in collaboration with Tangata Whenua the identification of cultural heritage sites within our District. • The development of the Papakainga Toolkit supports hapu/whanau to realise their housing aspirations.

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY - COMMUNITY PROTECTION

WELL-BEING	POSITIVE	NEGATIVE	HOW WE ARE ADDRESSING THESE EFFECTS
Social	<ul style="list-style-type: none"> + Ensures provision of safe public spaces. + Benefits the community by supporting provision of safe, reliable infrastructure and resources. + Minimises risks from nuisances and offensive behaviour + Protects and preserves public health. 	<ul style="list-style-type: none"> - Limits placed on some social activities can cause tensions. 	<ul style="list-style-type: none"> • Responding to complaints and investigating to ensure compliance with standards. Intervening only when necessary. • Providing educational material to improve general understanding of the community protection activity. • Working with our communities to determine appropriate local responses. • Educating our communities in terms of our legislative abilities in dealing with reported issues, e.g noise control.
Environmental	<ul style="list-style-type: none"> + Protect and preserve the environment. 	<ul style="list-style-type: none"> - More regulation, for example through the development of by-laws may frustrate some people in the community and create resentment at perceived over-regulation. 	<ul style="list-style-type: none"> • Enforcing by-laws to help protect the environment for example from littering, with dog restriction areas. • Community engagement processes ensure community interests inform the development of policies.
Economic	<ul style="list-style-type: none"> + Provides a benchmark for health and safety standards within food and liquor premises, engenders customer trust in establishments. 	<ul style="list-style-type: none"> - Business operators don't like receiving infringement notices. 	<ul style="list-style-type: none"> • Ensuring that standards are upheld in food and liquor licensed premises. • We review levels of service within this activity and will consider all options for efficient service provision.
Cultural	<ul style="list-style-type: none"> + There are no significant positive effects of the community protection activity on cultural well-being. 	<ul style="list-style-type: none"> - No significant negative effects of the community protection activity on cultural well-being have been identified. 	

SUMMARY FINANCIAL FORECAST

REGULATORY SERVICES

All information from 2017-2025 includes an annual adjustment for inflation

FOR THE YEARS ENDED 30 JUNE	ACTUAL	BUDGET	FORECAST									
	\$'000	\$'000	\$'000									
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Analysis of expenditure by activity												
District Plan implementation	1,467	1,803	1,343	1,393	1,427	1,454	1,492	1,533	1,572	1,624	1,679	1,720
Building and health	1,908	2,025	2,688	2,756	2,544	2,550	2,654	2,696	2,792	2,854	2,987	3,009
Animal control	657	574	496	509	534	539	547	575	582	596	628	637
Compliance and monitoring	456	556	650	667	686	695	709	730	745	767	794	809
Total operating expenditure	4,488	4,957	5,177	5,324	5,190	5,239	5,402	5,535	5,691	5,842	6,089	6,175
Analysis of expenditure by class												
Direct costs	2,894	3,311	3,553	3,598	3,398	3,439	3,552	3,613	3,734	3,807	3,957	4,031
Overhead costs	1,498	1,605	1,582	1,678	1,736	1,757	1,802	1,866	1,917	1,989	2,077	2,107
Interest	16	(9)	(10)	(11)	(13)	(15)	(17)	(19)	(22)	(24)	(28)	(31)
Depreciation	79	50	51	59	70	57	65	75	62	71	82	68
Total operating expenditure	4,488	4,957	5,177	5,324	5,190	5,239	5,402	5,535	5,691	5,842	6,089	6,175
Revenue												
User fees	3,522	3,177	3,387	3,697	3,908	4,196	4,458	4,601	4,754	4,907	5,062	5,242
Interest	-	-	-	-	-	-	-	-	-	-	-	-
Other income	50	42	37	37	38	39	41	42	43	44	46	48
Total revenue	3,571	3,219	3,424	3,735	3,946	4,235	4,499	4,643	4,797	4,952	5,108	5,289
Net cost of service - surplus/(deficit)	(917)	1,739	(1,753)	(1,590)	(1,244)	(1,003)	(903)	(892)	(894)	(890)	(980)	(885)
Capital expenditure	-	-	-	-	-	-	-	-	-	-	-	-
Total other funding required	(917)	1,739	(1,753)	(1,590)	(1,244)	(1,003)	(903)	(892)	(894)	(890)	(980)	(885)
Other funding provided by												
General rate	1,683	(1,894)	2,025	1,858	1,288	1,040	948	935	943	943	1,038	951
Reserves and future surpluses	(766)	(155)	(273)	(268)	(43)	(36)	(44)	(43)	(49)	(53)	(58)	(66)
Total other funding	917	(1,739)	1,753	1,590	1,244	1,003	903	892	894	890	980	885

WHERE THE MONEY COMES FROM

REGULATORY SERVICES - ANIMAL CONTROL SERVICES

COMMUNITY OUTCOME

Regulatory services support community well-being.

GOAL

- Animal control services provide a safe environment for the public taking into account the needs of animal owners.

DISCUSSION / RATIONALE

Animal control services

The public benefits from the enforcement of bylaws and legislation aimed at meeting health, public order and safety requirements. In relation to dog control in particular, the community as a whole benefits from Council's response to complaints about uncontrolled or nuisance dogs.

Similarly patrolling public places and enforcement of designated dog on leash/prohibited areas (especially during the holiday season) benefit the wider community as does impounding and sometimes destruction of unregistered, nuisance dogs.

Animal control services

Registration of dogs provides a benefit to identifiable individuals as lost and found dogs can be returned to owners. Dog owners who do not maintain control of their animals may cause public nuisance and/or danger, requiring the attention of animal control officers. While identified offenders are fined, there remains an unrecovered cost of enforcement. People can avoid using the registration services by not owning a dog.

There is a more defined private benefit that can be attributed to livestock control services where we respond to complaints about wandering stock. In most cases stray stock is returned to the owner by animal control officers. Offenders can only be prosecuted through the courts and unrecovered costs of enforcement remain incases where it is unreasonable and impatient to prosecute.

Education improves overall public safety and reduces the incidence of complaints.

FUNDING APPROACH

Animal control services

Funding targets for the dog control activity are set at 80% private benefit funded through dog registration fees, impounding fees and fines, and 20% public benefit funded through General Rates.

Funding targets for the livestock control activity are set at 60% private benefit funded through user fees and impounding fees and 40% public benefit funded through General Rates.

REGULATORY SERVICES - BUILDING SERVICES

COMMUNITY OUTCOME

Regulatory services support community well-being.

GOAL

- Building work is regulated to ensure the health and safety of people and sustainability in design and construction methods.

DISCUSSION / RATIONALE

Building services

Health and building services public enquiry and compliance

The public benefits from the assurance that building standards are being upheld. However a private benefit can be attributed to an applicant for a building consent and the administration, processing and inspection costs charged accordingly.

Public education and the monitoring and investigation of complaints improve safety and benefits the community.

Individuals have the opportunity to obtain information on consents and licences even if they are not applicants themselves.

The community may benefit from the use of information obtained by individuals.

When applicants are well informed, consents and licences can be processed more smoothly. The public may benefit from this in terms of reduced numbers of objections.

Land information memoranda (LIMs)

LIMs enable members of the public to be well informed in their property purchase decisions and illegal or dangerous situations will come to the attention of the Council.

Encouragement of the use of LIMs places pressure on owners of un-consented illegal or dangerous properties to comply with the relevant regulations.

FUNDING APPROACH

Building services - public enquiry and compliance

The costs of processing and approving building consent applications and inspections are targeted to be funded 100% through user fees.

Any shortfall is funded from General Rates.

Land information memoranda (LIMs)

Funding of the LIMs service is 50% user fees and 50% from General Rates.

REGULATORY SERVICES - RESOURCE CONSENTS

COMMUNITY OUTCOME

Regulatory services support community well-being.

GOAL

- The quality of the environment enjoyed by residents and visitors is maintained and enhanced

DISCUSSION / RATIONALE

Processing of resource consents

Control of development and the imposition of consent conditions benefits the public in general. Our District Plan rules are designed to control the negative effects of development and to impose charges on developers to mitigate those negative effects for the benefit of the public. The implementation of our District Plan therefore benefits the community as a whole. Similarly the facilitation of consultation with affected parties, iwi and ourselves as infrastructure owners benefits the community.

A private benefit is derived by applicants for resource consents who can be identified and charged for the service.

Where resource consents are appealed to the Environment Court we have no ability to charge appellants or other parties in the appeal process.

Resource consent public enquiry process

Individuals derive a private benefit from this service when making enquiries and could be identified and charged for this service.

Although the benefits of this activity are assessed as 5% public and 95% private, it is not our policy to charge for this service as it is in the interests of ratepayers and residents.

Resource consent monitoring and District Plan compliance

Enforcement of consent conditions ensures that development of our District is consistent with our District Plan, benefiting the whole community rather than individuals. Protection lot monitoring, noise control and bylaw enforcement benefit the community as a whole.

Individuals being monitored can be identified and charged when they receive the service.

Monitoring expenditure can increase where there is non-compliance with consent conditions and enforcement is required. Cost recovery can include infringement fines and/or prosecution through the court.

FUNDING APPROACH

Processing of resource consents

For non-notified resource consent applications, a target of 80% is funded from user fees and charges and 20% from General Rates.

For notified resource consent applications, a target of 75% is funded from user fees and charges and 25% from general rates.

For subdivision consent applications, 100% is funded from user fees and charges.

Appeals to the Environment Court are funded 100% from General Rates.

Any shortfall is funded from the General Rate.

Resource consent public enquiries

Funding is 100% from General Rates.

Resource consent monitoring and District Plan compliance

This activity is funded 10% from user fees and infringement fines and 90% from General Rates.

REGULATORY SERVICES - COMMUNITY PROTECTION

COMMUNITY OUTCOME

Regulatory services support community well-being.

GOAL

- Community protection – protect and preserve the environment and public health and safety by minimising risks from nuisance and offensive behaviour.

DISCUSSION / RATIONALE

Traffic and parking services

Enforcement of bylaws for improving and maintaining traffic safety provides a public benefit. Individuals who will benefit in the future from traffic safety measures cannot be identified but include pedestrians and cyclists as well as motor vehicle owners.

Enforcement of parking bylaws enables businesses in the patrolled areas to benefit from accessible parking close to their businesses.

Individuals who can be identified benefit from the potential opportunity to use convenient parking spaces.

Licensing and inspection services of premises

The public benefits from the assurance that premises selling liquor are appropriately licensed, complying with the conditions of their licence and meeting the obligation to reduce.

alcohol-related harm. Similarly, public health and safety is protected when food and other premises are appropriately registered and dangerous goods premises are licensed.

Private benefit is also derived from applicants for these various licenses as they are legally required before a business can operate. Applicants can be identified and charged for these services.

FUNDING APPROACH

Traffic and parking services

Funded 100% through infringement fines.

Licensing and inspection services of premises

Licensing and inspection services funded 70% by user fees and 30% from General Rates.

Funding sources - Regulatory services 2015/16

Other income includes legal cost recoveries and sundry income.

