

# **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.

When we developed our last plan in 2015, development activity and growth were beginning to build pace following the downturn that hit the global economy between 2007 and 2011. This had a major impact on the building and property development sectors, particularly residential building.

Since 2015, the District has experienced a high level of growth and unprecedented demand for residential properties, which has had direct impact particularly on Council's consenting and inspecting functions. The challenge for us has been to ensure we meet statutory processing times and have sufficient resourcing with the right technical expertise to enable us to meet the needs of our customers.

There have also been effects of growth on other areas of service delivery that may be less obvious. For example, with the population growth the District has experienced, the number of dogs in the District has also increased. This presents challenges meeting existing levels of service such as response times for dog control service requests and complaints, managing the registration process and following up registration of known dogs.

We know customer expectations are changing and there is demand for us to deliver more of our services online. Significant work has been undertaken to launch online applications and processing of building consents and Land Information Memoranda (LIMs). Online resource consents and an intuitive electronic District Plan being identified as priorities for the near future.

The Resource Legislation Amendment Act 2017 amended five pieces of legislation including 40 changes to the Resource Management Act 1991. One of the key areas of amendment relates to how Council will engage and partner with Tangata Whenua, providing the opportunity to enter into Mana Whakahone A Rohe agreements with Council. These set out partnership arrangements and expectations in relation to resource management matters.

There has also been new administration, licensing and inspection processes for Council to implement from the Food Act 2014, which requires Council to become accredited as an agency under the Act and meet new standards. National outcomes are being developed, which will set performance expectations for Council and will require Council to rigorously report on its performance.

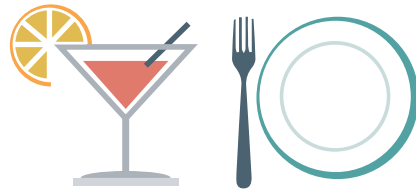
These reforms and any future changes to legislation clearly impact upon the way we work and the decisions we can make. Looking forward, we need to ensure that we continue to provide efficient and cost-effective services to our communities in line with any revised legislative requirements.

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



## BUILDING CONSENT PROCESSING



FOOD PREMISES  
INSPECTION  
LICENSING -  
FOOD AND LIQUOR

NOISE  
CONTROL



ANIMAL  
CONTROL  
OFFICERS



## WHY WE PROVIDE IT

### OUR COMMUNITY OUTCOME

Regulatory services are delivered through a balanced compliance approach, promoting the safety and well-being of our communities and enhanced sustainability of our built and natural environments.

### OUR GOALS

- **Animal control services:** - Provide a safe environment for the public through promoting responsible dog ownership
- **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 is maintained and enhanced through effective decision-making on resource consents
- **Community protection:** Improve, protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour.

## HOW WE WILL ACHIEVE OUR COMMUNITY OUTCOME

GOAL	OUR APPROACH	OUR ROLE
<p><b>Animal Control Services</b> - Provide a safe environment for the public through promoting responsible dog ownership.</p>	<p>To achieve our goal we engage with the community to manage dog safety concerns by:</p> <ul style="list-style-type: none"> <li>• Ensuring we have a Dog Control Policy and Bylaw in place at all times to set out how we will manage dogs within our District and the compliance approaches we may take</li> <li>• Maintaining a register of dogs within our District and having a process for unregistered dogs</li> <li>• Providing for the impounding and care of stray and seized dogs</li> <li>• Providing a complaint resolution service in relation to roaming dogs, barking dogs, substandard care and dog attacks</li> <li>• Monitoring dogs in public spaces</li> <li>• Promoting responsible dog ownership through education and community dog events</li> <li>• Actively re-homing suitable dogs and fostering these dogs until an appropriate home can be found</li> <li>• Responding to reports of livestock wandering in public places.</li> </ul>	<p>Lead/Partner</p>

GOAL	OUR APPROACH	OUR ROLE
<p><b>Building Services</b> - 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 ('the Act') and other related legislation by:</p> <ul style="list-style-type: none"> <li>• Maintaining our accreditation as a Building Consent Authority</li> <li>• Providing information to the public regarding the Act, Building Code and building consent process</li> <li>• Processing building consents applications to ensure compliance with the Act and Building Code and issuing consent approvals</li> <li>• Inspecting building work to ensure that the work complies with the Act and Building Code and issue Code Compliance Certificates where appropriate</li> <li>• Administering processes to enable issuance of Compliance Schedules, Certificates of Acceptance and building warrants of fitness</li> <li>• Investigating complaints and breaches of the Act</li> <li>• Issuing Notices to Fix and, where appropriate, infringement notices pursuant to the Act</li> <li>• Lodging complaints to the Building Practitioners Board in relation to misconduct of Licensed Building Practitioners or non-licensed builders undertaking restricted building work</li> <li>• Ensuring that we have a policy in place detailing our approach for managing dangerous and insanitary buildings</li> <li>• Undertaking requirements and obligations for earthquake-prone buildings pursuant to the Act</li> <li>• Processing of building consent applications for swimming pool fencing to ensure compliance with the Act</li> <li>• Inspecting of swimming pool fencing to ensure compliance with the Act and issue Code Compliance Certificates or certificates of periodic inspection where appropriate</li> <li>• Responding to claims on weather-tightness for dwellings and multi-unit dwellings</li> <li>• Responding to and administer the process where applications for Determinations are submitted to the Ministry of Business, Innovation and Employment.</li> </ul>	<p>Lead</p>
<p><b>Resource Consent Services</b> - The quality of the environment is maintained and enhanced through effective decision-making on resource consents.</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"> <li>• Providing information to people about how the rules in our District Plan may impact on activities they wish to undertake, the activities undertaken by neighbouring properties and in relation to the preparation of resource consent applications</li> <li>• Processing resource consent applications for land use and subdivision</li> <li>• Processing Project Information Memoranda (PIMs) and Land Information Memoranda (LIMs)</li> <li>• Monitoring compliance with conditions of consent and District Plan rules and taking enforcement action where appropriate.</li> </ul>	<p>Lead</p>

GOAL	OUR APPROACH	OUR ROLE
<p><b>Community Protection</b> - 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><b>Environmental health</b></p> <ul style="list-style-type: none"> <li>• Meeting the accreditation requirements of a Food Verification Agency</li> <li>• Working with businesses to assist them in meeting the requirements of the Food Act 2014</li> <li>• Registering and inspecting/verifying food premises, hairdressers, camping grounds and mortuaries</li> <li>• Investigating noise complaints on a 24 hour/day basis and take compliance action as required</li> <li>• Monitoring the quality of water supplies</li> <li>• Investigating reported methamphetamine contaminated properties and require appropriate remediation.</li> </ul>	
	<p><b>District Licensing Committee</b></p> <p>Managing the District Licensing Committee as required by the Sale of and Supply of Act 2012, including processing applications for alcohol licences and monitoring the performance of licensed premises to ensure compliance with this Act</p> <ul style="list-style-type: none"> <li>• Minimising harm through effective decision-making on alcohol licences.</li> </ul>	Lead
	<p><b>Hazardous substances</b></p> <ul style="list-style-type: none"> <li>• Providing information and support for the public on hazardous substances</li> <li>• Managing hazardous substances in public places</li> <li>• Responding to hazardous substances incidents in public places and on private property.</li> </ul>	Lead
	<p><b>Parking enforcement</b></p> <ul style="list-style-type: none"> <li>• Enable maximum car park availability in the Katikati and Te Puke town centres (and seasonally at Waihi Beach) 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.</li> </ul>	Lead
	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Provide a customer contact service for matters covered by a number of by-laws in order to minimise nuisance to the public.</li> </ul>	Lead

## WHAT WE ARE PLANNING TO DO

All information from 2020 – 2028 includes an adjustment for inflation.

PROJECT NUMBER	PROJECT NAME	\$'000									
		2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
278002	Dog Park Options	-	10	-	-	-	-	-	-	-	-

## HOW WE WILL TRACK PROGRESS TOWARDS OUR GOALS

### OUTCOME

Regulatory services are delivered through a balanced compliance approach, promoting the safety and well-being of our communities and enhanced sustainability of our built and natural environments.

GOAL	WE'LL KNOW WE'RE MEETING OUR GOAL IF	ACTUAL		TARGET			
		2017	2019	2020	2021	2022-24	2025-28
<p><b>Resource consent services</b></p> <p>The quality of the environment is maintained and enhanced through effective decision-making on resource consents.</p> <p><b>Animal control services</b></p> <p>Provide a safe environment for the public through promoting responsible dog ownership.</p> <p><b>Building services</b></p> <p>Building work is regulated to ensure the health and safety of people and sustainability in design and construction methods.</p> <p><b>Community protection</b></p> <p>Improve, protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour.</p>	<p><b>Key Performance Measure</b></p> <p>Number of successful legal challenges or mediation settlements (excludes weathertightness claims).</p> <p><b>Key Resident Measure</b></p> <p>Level of customer satisfaction based on customer surveys of regulatory services.</p> <p>(This survey includes resource consents, building and animal control services, alcohol licencing, parking and registered premises).</p>	0	0	0	0	0	0
		No survey	≥85%	≥85%	≥85%	≥85%	≥85%

## HOW WE WILL TRACK PROGRESS - LEVELS OF SERVICE

GOAL	WE'LL KNOW WE'RE MEETING THE SERVICE IF	ACTUAL						TARGET	
		2017	2019	2020	2021	2022-24	2025-28		
<b>Resource consent applications will be processed within the statutory timeframe and their compliance monitored.</b>	Percentage of all resource consent applications processed within statutory timeframes.	94.2%	100%	100%	100%	100%	100%	100%	
	Percentage resource consents monitoring schedule completed to ensure compliance with consent conditions.	94%	100%	100%	100%	100%	100%	100%	
	Number of resource consent decisions overturned through appeal.	1	0	0	0	0	0	0	
<b>Building and health applications and plan checking will be processed within statutory timeframes.</b>	Percentage of building consent applications and plan checking processed within the statutory timeframes.	99%	100%	100%	100%	100%	100%	100%	
<b>Requests for further information on building consent applications are issued within a reasonable time period.</b>	Percentage of Requests for Further Information that are issued within 15 working days of the application being accepted.	New	≥75%	≥80%	≥85%	≥85%	≥85%	≥85%	
<b>Code of Compliance Certificates are issued within the statutory period.</b>	Percentage of Code of Compliance Certificates that are issued within the statutory timeframe.	New	100%	100%	100%	100%	100%	100%	
<b>Land Information Memoranda (LIM) and Project Information Memoranda (PIM) will be processed within the statutory timeframe (10 days).</b>	Percentage of LIM and PIM applications processed within the statutory timeframe (10 days).	99.8%	100%	100%	100%	100%	100%	100%	
<b>Known dogs in our District are registered.</b>	Percentage of known dogs in our District that are registered.	98%	≥98%	≥98%	≥98%	≥98%	≥98%	≥98%	
<b>Known dogs in our District are microchipped (excluding those meeting the requirements to register as working dogs).</b>	Percentage of known domestic dogs in our District that are microchipped.	New	≥78%	≥80%	≥82%	≥84%	≥86%	≥86%	



GOAL	WE'LL KNOW WE'RE MEETING THE SERVICE IF	ACTUAL			TARGET		
		2017	2019	2020	2021	2022-24	2025-28
<b>We will respond to customer service requests in a timely manner.</b>	Percentage of service requests received that are actioned within specified timeframe.						
	• Animal	98%	≥90%	≥90%	≥90%	≥90%	≥90%
	• Building	80%	≥90%	≥90%	≥90%	≥90%	≥90%
	• Health	92%	≥90%	≥90%	≥90%	≥90%	≥90%
	• Resource consent compliance and enforcement	97%	≥90%	≥90%	≥90%	≥90%	≥90%
	• Bylaw and District Plan compliance and enforcement	New	≥90%	≥90%	≥90%	≥90%	≥90%
<b>Food business are regularly monitored and assessed.</b>	Percentage of food businesses that are scheduled for verification are assessed in accordance with statutory requirements.	New	95%	95%	95%	95%	95%
<b>Alcohol licences are issued within a reasonable period.</b>	Percentage of licence decisions issued within 5 working days of receipt of completed agency reports.	New	98%	98%	98%	98%	98%
<b>Parking is monitored within Te Puke and Katikati town centres and largely on a seasonal basis at Waihi Beach.</b>	Percentage of parking infringements correctly issued.	New	95%	95%	95%	95%	95%

## KEY ASSUMPTIONS

	ASSUMPTION	RISK
Animal control demand	Service requests remain static at around 2050 requests per year, approximately the same as the average of previous years.	Significant changes to animal control legislation could increase the number of service requests. As the District population grows, there may be more demand for animal control due to increasing animal numbers and expectations of new residents.
Building consents demand	The number of building consent applications lodged per annum will remain approximately the same as 2016/17 numbers of 1393 building consent applications.	If demand for building consent processing increases beyond our assumption, capacity to process those consents within statutory timeframes may be compromised. Conversely, there has been strong growth in consent numbers over recent years, and this may not be sustained at the same level for the period of the plan.
Building inspections demand	The number of building inspections per annum will remain approximately the same as 2016/17 numbers of 11,255 inspections.	The number of inspections is strongly influenced by the number of building consent applications lodged. Any increase or decrease beyond the assumed number of building consent applications will likely impact the number of building inspections.
Building-related complaints and service requests	Service requests remain static at around 50 requests per year, approximately the same as the average of previous years.	As the District population grows, the number of complaints may increase. This could have resourcing implications.
Alcohol licences demand	Alcohol licence applications and renewals will remain approximately the same as 2016/17 numbers of 352 applications.	If demand for alcohol 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 2016/17 numbers of 532 applications.	If demand for resource consents increases beyond our assumption capacity to process those consents within statutory timeframes may be compromised.
Land Information Memoranda (LIM) and Property Information Memoranda (PIM) demand	LIM and PIM application numbers will stay relatively consistent with 2016/17 numbers of 1007 LIMs and 480 PIMs.	If demand for LIMs and PIMs increases beyond our assumption capacity to process those consents within statutory timeframes may be compromised.

	ASSUMPTION	RISK
Resource consent compliance activity demand	Resource consent monitoring demands are expected to remain at approximately 550 resource consents annually, consistent with an average of the numbers for the last 3 years.	If demand for resource consents compliance monitoring increases beyond our assumption, then our capacity to monitor all required resource consents may be compromised.
Registered premises demand (including food, hairdressers, camping grounds and mortuaries)	The number of registered premises is expected to be approximately 400 at March 2019.	The Food Act 2014 has changed the way in which food premises are assessed for registration, including a range of premises that previously did not have to be registered. Therefore there is a high level of uncertainty as to the likely number of registered food premises in the District. The implementation of the registration assessment process will be undertaken by March 2019. This level of uncertainty may drive a resourcing requirement if the number of premises exceeds this assumption.
New legislation	Implementation of new legislation in the Food Act 2014, Resource Legislation Amendment Act 2017 and earthquake-prone buildings component of the Building Act 2004 requires new implementation processes and may require additional resourcing. Other legislative changes that impact Regulatory Services are likely to occur during the period of this plan.	We may need to increase capacity to implement the required processes 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"> <li>✓ Provision of public places where both dog owners and other people can interact safely are important for community well-being.</li> <li>✓ We can manage the use of areas where the risk to public safety from uncontrolled access by dogs is too great.</li> <li>✓ Provides resources to deal with dog complaints which, if left unmanaged, can negatively impact upon community safety and well-being.</li> <li>✓ Registration of dogs enables lost dogs to be identified and returned to owners.</li> </ul>	<ul style="list-style-type: none"> <li>✗ May be perceived by some members of the community as over-regulation in terms of their own social choices.</li> </ul>	<ul style="list-style-type: none"> <li>• Balance the needs of dog owners with the need for public safety.</li> <li>• Undertake a balanced compliance approach to enforcement of the Dog Control Bylaw, provisions of the Dog Control Act 1996.</li> <li>• Respond to complaints and investigate compliance with the Dog Control Bylaw and the Act.</li> <li>• Education and community interaction through dog events and a range of communication tools.</li> </ul>
Environmental	<ul style="list-style-type: none"> <li>✓ Protects the environment by directing dog owners to use recreation areas with minimal ecological impact.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Dogs that are not under control can impact upon sensitive ecological areas/environments</li> </ul>	<ul style="list-style-type: none"> <li>• We limit dog access to sensitive ecological areas/ environments whilst accepting the need to provide recreational areas for owners to exercise their dogs.</li> <li>• Provide educational material to increase understanding of our philosophy behind dog restriction areas.</li> </ul>
Economic	<ul style="list-style-type: none"> <li>✓ 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.</li> <li>✓ Council is seen as dog-friendly and encourages positive dog interaction, which is appealing to residents and visitors.</li> </ul>	<ul style="list-style-type: none"> <li>✗ 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.</li> <li>✗ Public consultation costs associated with policy review/ development project.</li> </ul>	<ul style="list-style-type: none"> <li>• Effectively manage staffing levels.</li> <li>• Review policy and bylaw when necessary and make a balanced response.</li> <li>• The most effective, balanced policy decisions require appropriate public inputs.</li> </ul>
Cultural	<ul style="list-style-type: none"> <li>✓ Enables dogs and their owners to be directed towards using less culturally sensitive areas.</li> <li>✓ Different groups in the community have varying expectations on the management of dogs.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Dogs not under control impact upon sensitive cultural areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Limiting access to culturally sensitive areas but accepting the need to provide recreational areas for owners to exercise their dogs.</li> <li>• Providing educational material to increase understanding of our philosophy behind dog restriction areas.</li> <li>• Within the scope of regulation, we adapt our compliance approach to be sensitive to the needs of each community.</li> </ul>

## 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"> <li>✓ Ensures that buildings and structures are safely constructed, healthy and maintained.</li> <li>✓ Ensuring buildings are fit to meet future demands.</li> <li>✓ Complaint investigation and resolution addresses community concerns.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Community expectations not met in relation to our ability to demand action on behalf of private property owners.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring that dangerous and insanitary buildings are assessed to enable mitigation of the dangerous/ insanitary condition.</li> <li>• Processing of building consent applications and inspection of swimming pool fencing to improve safety outcomes for our community.</li> <li>• Ensuring that buildings accessible by the public are compliant for access and facilities for persons with disabilities as required by the Act.</li> <li>• Ensuring buildings are adequately upgraded for fire protection and accessibility when they are altered or a change of use occurs.</li> </ul>
Environmental	<ul style="list-style-type: none"> <li>✓ We notify Heritage New Zealand where a listed building has applied for building consent.</li> <li>✓ Modern building construction techniques and materials encourage more sustainable buildings particularly in the efficient use of energy.</li> <li>✓ We can provide information that assists in improving sustainability within new building projects, e.g. energy and water usage.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Increased restrictions on redevelopment of listed heritage buildings may impact on their future use, and therefore continued sustainability of some buildings.</li> </ul>	<ul style="list-style-type: none"> <li>• Providing advice and referral relating to the sustainability of buildings, for example energy efficiency.</li> <li>• Ensuring dwellings are equipped with adequate wastewater disposal and potable water supply.</li> </ul>
Economic	<ul style="list-style-type: none"> <li>✓ Ensure that consents and Code Compliance Certificates are processed within statutory timeframes so that applicants are not financially compromised by delays.</li> <li>✓ Ensure inspections can be undertaken within a reasonable timeframe.</li> <li>✓ Ensure reasonable guidance is provided to inform private decision-making relating to development and building projects.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Consent fees are a recognised cost of building.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure building consent processes are efficient.</li> <li>• Review of fee structures to ensure cost effectiveness and appropriate funding source.</li> <li>• Review of resourcing to ensure capability to deliver service.</li> </ul>
Cultural	<ul style="list-style-type: none"> <li>✓ Buildings can be sympathetic to or complement our cultural heritage.</li> </ul>	<ul style="list-style-type: none"> <li>✗ No significant negative effects of the building services activity on cultural well-being have been identified.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriately applying the Building Act and Building Code when assessing culturally significant buildings.</li> </ul>

## 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"> <li>✓ The current planning framework (outlined within our District Plan and supporting guidance documents) recognises the need to provide safe homes, streets and public spaces.</li> <li>✓ A healthy and safe community is one which is planned with long term sustainability in mind.</li> <li>✓ A well-planned district is one with supporting infrastructure, facilities and services. Our planning framework recognises this and identifies provision of these elements.</li> <li>✓ Resource consent process enables those deemed affected to participate in the determination process.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Individuals may have conflicting opinions on what constitutes the best outcomes.</li> <li>✗ Planning decisions may restrict an individual's options for use of their land.</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Resource consent application decisions give effect to these planning frameworks.</li> <li>• We are willing to work with stakeholders to assist in planning and provision of supporting community services, e.g. recreational facilities, community halls.</li> </ul>
Environmental	<ul style="list-style-type: none"> <li>✓ Our District Plan provides planning controls to enable protection of the natural and physical environment.</li> <li>✓ Structure planning promotes development in a controlled manner.</li> </ul>	<ul style="list-style-type: none"> <li>✗ The resource consent activity should maintain and enhance environmental well-being.</li> </ul>	<ul style="list-style-type: none"> <li>• In reviewing our District Plan we will give ongoing regard to maintaining and enhancing the natural and physical environment, and promote development in a controlled manner.</li> <li>• The District Plan identifies areas of significant landscape and ecological value.</li> <li>• We monitor compliance of resource consent conditions, including the provision of protection lots.</li> </ul>
Economic	<ul style="list-style-type: none"> <li>✓ Our planning framework supports our local economy, recognises and provides for quality development and enables our District's and individual towns' uniqueness.</li> <li>✓ The provision of information held by Council on a property file can inform the viability of development and/or investment decisions.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Resource consent application decisions (and associated conditions) may be considered onerous by applicants; and may impact on the economic viability of some proposals.</li> <li>✗ Our District Plan and other supporting planning documents do not always support the desires of all individual businesses/commercial interests.</li> <li>✗ Resource consent fees are an additional cost to development.</li> </ul>	<ul style="list-style-type: none"> <li>• Resource consent decisions reflect assessment of the level of effect and alignment to the objectives and policies in the District Plan. Conditions are attached to mitigate the impact of proposals.</li> <li>• The resource consent process may require a contribution from the consent holder towards the provision of infrastructure for wider community benefit. This is prescribed by legislation and Council's District Plan.</li> <li>• We seek to respond to the needs of local businesses through zoning changes and adapting plan provisions as appropriate.</li> <li>• Our District Plan has been developed to provide a rule-based framework for managing the growth of our District. It gives effect to legislation, the Regional Policy Statement and SmartGrowth principles.</li> </ul>

WELL-BEING	POSITIVE	NEGATIVE	HOW WE ARE ADDRESSING THESE EFFECTS
Cultural	<ul style="list-style-type: none"> <li>✓ Planning frameworks provide for iwi/hapū aspirations. This includes recognising the cultural connection of Māori to their land, water, sites and wāhi tapu.</li> <li>✓ Our District Plan offers an opportunity to ensure the historical and cultural heritage of all citizens is recognised.</li> <li>✓ Iwi/hapū Management Plans assist Council in taking account of iwi and hapū aspirations.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Requires Tangata Whenua to reveal cultural heritage sites which they may be reluctant to do.</li> <li>✗ Developers and iwi/ hapū may have conflicting opinions on what constitutes the best outcomes for protecting cultural heritage.</li> </ul>	<ul style="list-style-type: none"> <li>• Our District Plan recognises the importance of historically and culturally significant sites.</li> <li>• Resource consent assessments give consideration to known sites of cultural significance and provides the matter to the appropriate iwi/ hapū for direction on their views and future involvement in the matter.</li> <li>• District Plan review process enables Council to collaborate with Tangata Whenua on the identification of cultural heritage sites within our District.</li> <li>• The resource consent process is a component of the Papakainga Toolkit, which supports hapū /whanau to realise their housing aspirations.</li> </ul>

## 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"> <li>✓ Ensures provision of safe public spaces.</li> <li>✓ Benefits the community by supporting provision of safe, reliable infrastructure and resources.</li> <li>✓ Minimises risks from nuisances and offensive behaviour.</li> <li>✓ Protects and preserves public health.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Limits placed on some social activities can cause tensions.</li> </ul>	<ul style="list-style-type: none"> <li>• Responding to community concerns and complaints, and investigating to ensure compliance with relevant standards. Intervening only when necessary.</li> <li>• Providing educational material to improve general understanding of the community protection activity.</li> <li>• Working with businesses to ensure that they provide safe food for our communities.</li> <li>• Working with our communities to determine appropriate local responses.</li> <li>• Educating our communities in terms of our legislative abilities in dealing with reported issues, e.g. noise control, public place drinking.</li> </ul>
Environmental	<ul style="list-style-type: none"> <li>✓ Protect and preserve the environment.</li> <li>✓ Minimise the effects of nuisances.</li> </ul>	<ul style="list-style-type: none"> <li>✗ More regulation, for example through the development of bylaws may frustrate some people in the community and create resentment at perceived over-regulation.</li> </ul>	<ul style="list-style-type: none"> <li>• Enforcing bylaws to help protect the environment - for example, from littering.</li> <li>• Working with other agencies to resolve matters beyond the scope of our services.</li> <li>• Community engagement processes ensure community interests inform the development of policies.</li> </ul>
Economic	<ul style="list-style-type: none"> <li>✓ Provides a benchmark for health and safety standards within food and liquor premises, engenders customer trust in establishments.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Business operators don't like receiving infringement notices.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring that standards are upheld in food and liquor licensed premises.</li> <li>• We review levels of service within this activity and will consider all options for efficient service provision.</li> </ul>
Cultural	<ul style="list-style-type: none"> <li>✓ Ensures clear standards and safe environments for all ethnic groups in their preparation of food.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Differences in food regulations may be complex for new immigrant food operators.</li> </ul>	<ul style="list-style-type: none"> <li>• We support businesses to understand and implement new standards.</li> <li>• Implementation of food legislation enables recognition of different ethnic groups undertaking the role of food operators.</li> </ul>

# WHERE THE MONEY COMES FROM

Please refer to Chapter 5 'Policies, Summaries & Statements' for the Revenue and Financing Policy for regulatory.

## FUNDING SOURCES FOR REGULATORY 2018/19

