

Katikati Solid waste
 Ongare Point Community building
 Te Kahika Omokoroa Protect
 Wastewater Licensing
 Pongakawa Animal control
 Property Stormwater
 Rogers Road Representation
 Pukehina Beach
 Tuapiro Point Recreation and leisure
 Maketu Customer
 Island View Building services
 Tanners Point Inspection
 Te Puna West Water supply
 Athenree

REGULATORY SERVICES

Civil defence and emergency management
 Kaimai Noise control
 Aongatete Planning
 Island View Economic
 Te Puke Natural environment
 Paengaroa Planning for the future
 Plummers Point Resource consent
 Katikati Waihi Beach Support services
 Te Kauri Village Community facilities
 Transportation
 Pios Beach Community protection
 Little Waihi Comply



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 global economic downturn has had a major impact on the building and property development sectors, particularly in residential building. Cautious spending along with low migration and increased household sizes have also reduced demand despite low interest rates. As a result our income from consenting fees and financial contributions from subdivisions has decreased and we have to manage our activities which are focused on this sector accordingly. For example, we employ fewer building services and resource consent staff than three years ago. At the same time 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 an appropriate service response when growth across our District begins to increase.

Compounding the effects of the global economic downturn is the deepening local economic and social impact of the kiwifruit vine disease PsA-V. Even though the implications of the disease are not yet fully known we expect that those kiwifruit growers affected by PsA-V will want to explore alternative uses for their land. We anticipate that in time there will be increasing pressure to subdivide land which will require both the Bay of Plenty Regional Council and ourselves to take a closer look at policies designed to protect versatile soils across the western Bay of Plenty sub-region.

At a national level central government is looking at ways to improve the effectiveness of both the Building Act 2004 and the Resource Management Act 1991.

The review of the Building Act has proposed a number of changes to make it easier and cheaper to build dependable, cost effective homes and buildings without compromising safety and quality. A further Amendment Bill has been developed which aims to lift the overall performance and productivity of the building sector and provide a range of measures to help consumers hold building practitioners to account.

The Leaky Homes Financial Assistance Package that was announced in 2011 will also have an impact on the way we work. Under this package eligible homeowners will receive a 25% contribution from government towards actual repair costs and may also receive 25% from local councils if council has a duty of care. As at 19 June 2012 we had 9 claims for support under this scheme.

In addition to reviewing the Building Act, central government is looking at further resource management reform 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 and the second stage looks to provide greater central government policy direction by way of national environmental standards and policy statements.

This second stage of reform will also look at ways to improve the alignment of consenting processes under the Resource Management Act and the Building Act and ways to better manage the risks of natural hazards in response to issues that arose in Canterbury regarding subdivision consents on land with acknowledged liquefaction risks.

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. In response to the pace of legislative change and increasing complexity of the regulatory environment it is our intention to build the capability of our Regulatory Hearings Committee so that all committee members will have completed the Ministry for the Environment 'Making Good Decisions' course.

The new Alcohol Reform Act emphasises, among other things, a need to reduce the number of 'convenience stores' licensed to sell alcohol in communities. Similarly the Act strengthens community involvement in liquor licensing applications which will impact our liquor licensing services in the future.

Other issues we know are important to our communities include our response to compliance and enforcement (littering, dog control, unsafe/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 inspections
- Building consents
- Animal control officers
- Dog pounds
- Parking wardens
- Customer satisfaction
- Resource consent and monitoring
- Licensing - food and liquor
- Food premises inspection
- Noise control
- Duty planner time/advice
- Mobility car parks

Why we provide it

Our community outcome

Regulatory services support community well-being

Our goals

- 1 **Animal control services** - provide a safe environment for the public taking into account the needs of animal owners
- 2 **Building services** - building work is regulated to ensure the health and safety of people and sustainability in design and construction methods
- 3 **Resource consent services** - the quality of the environment enjoyed by residents and visitors is maintained and enhanced
- 4 **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 identifying 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 	<p>Lead/Partner</p>
<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 ▶ Inspecting building work 	<p>Lead</p>

How we will achieve our community outcome

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</p>	<ul style="list-style-type: none"> ▶ 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 	<p>Lead</p>
<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 	<p>Lead</p>
<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, honey packhouses), hairdressers, boarding houses, halls, camping grounds and mortuaries ▶ Investigate noise complaints ▶ Monitor the quality of water supplies 	<p>Lead</p>
	<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 	<p>Lead</p>
	<p>Hazardous substances</p> <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. 	<p>Lead</p>

How we will achieve our community outcome

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	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?

- ⇒ We have 18 mobility parks across the District
- ⇒ 2,326 infringement parking tickets were issued between 1 March 2011 to 1 March 2012
- ⇒ We have received/responded to 418 after hours and 126 day time noise complaints during the 12 month period 1 March 2011 to 1 March 2012



How we will track progress towards our goals



Regulatory services support community well-being

Goal	We'll know we're meeting our goal if	Actual	Target				
		2011	2013	2014	2015	2016 - 18	2019 - 22
Resource consent services The quality of the environment enjoyed by residents and visitors is maintained and enhanced	Number of successful legal challenges or mediation settlements made as a result of Council staff error (excludes weathertightness claims)	1	0	0	0	0	0
	Animal control services Provide a safe environment for the public, taking into account the needs of animal owners	Percentage level of customer satisfaction based on survey of regulatory services. (This survey includes Resource Consent, Building and Animal Control Services and identifies those 'satisfied' or not with services provided)	86%	85%	85%	85%	85%
Building services Building work is regulated to ensure the health and safety of people and sustainability in design and construction methods	Percentage of resource consent processes completed in accordance with Council and legislative requirements	100%	100%	100%	100%	100%	100%
	Percentage of actions completed in accordance with Council and legislative requirements for Animal Control Services and Building Services	99%	100%	100%	100%	100%	100%
	Percentage of animal control service requests actioned within specified timeframe	New	90%	90%	90%	90%	90%
Community protection Protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour	Number of notifications received from the Ministry of Health in regard to food poisoning from registered premises in our District	New	0	0	0	0	0

How we will track progress - levels of service

What we provide	We'll know we're meeting the service if	Actual	Target				
		2011	2013	2014	2015	2016 - 18	2019 - 22
Resource consent applications will be processed within the statutory timeframe	Percentage of all resource consent applications processed within statutory timeframes	100%	100%	100%	100%	100%	100%
Building and health applications and plan checking will be processed within statutory timeframes	Percentage of building and health applications and plan checking processed within statutory timeframes	98%	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	98.5%	≥98%	≥98%	≥98%	≥98%	≥98%

Key assumptions

Assumption	Description	Risk
Animal control demand	Service requests remain static at 1,100 requests per year Number of registered dogs will remain constant at 7,600 – 7,700 (based on current trends)	Significant changes to animal control policy/ legislation could increase the number of service requests
Building consents demand	Assume 1,050 consents per annum for 2012-22 (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 growth	Liquor licence applications have grown year-on-year since 2008 to 289 applications and 95 licensed premises in 2011. However, the Alcohol Reform Act will likely impact this trend by removing the ability for grocery stores/convenience stores to sell liquor. Accordingly we have assumed that the number of annual liquor licence applications will remain approximately the same as 2011 numbers	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 2011 numbers at least for the first four years of this Long Term Plan	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 2011 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% between 2012 and 2022. The timing of this growth is expected to be slower in the first four years of the Long Term Plan at 1% in each year between 2012-2016	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 Building Act 2004 will result in changes to the Building Code which are likely to include more onerous earthquake-strengthening standards The Alcohol Reform Act anticipates more liquor licensing decisions being taken at District Licensing Authority level	Buildings will not meet building code standards for earthquake- strengthening Our District Licensing Agency may not have capacity to respond to the additional workload created as a result of the Alcohol Reform Act

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"> 😊 Enables dog owners to be directed towards using more robust environmental areas 	<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 projects 	<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	<p>😊 Ensures that buildings and structures are safely constructed and maintained</p>	<p>😞 Community expectations not met in relation to our ability to demand action on behalf of private property owners</p>	<p>➔ Ensure that dangerous and insanitary buildings are improved to mitigate the danger/insanitary condition</p> <p>➔ We enforce fencing of swimming pools so improving the safety of our communities</p>
Environmental	<p>😊 Ensure that heritage buildings are given due consideration during alterations</p> <p>😊 Modern building construction techniques and materials encourage more sustainable buildings particularly in the efficient use of energy</p> <p>😊 We can provide information that assists in improving sustainability within new building projects, e.g. energy and water usage</p>	<p>😞 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</p>	<p>➔ We can provide advice/signpost grants relating to the sustainability of buildings, for example energy efficiency</p>
Economic	<p>😊 Ensure that consents are processed in a timely manner so that applicants are not financially compromised by delays</p> <p>😊 Ensure inspections can be undertaken within a reasonable timeframe</p> <p>😊 Processes assist private decision-making relating to development and building projects</p>	<p>😞 Consent fees are an additional cost of building</p>	<p>➔ Ensure building consent processes are efficient</p>
Cultural	<p>😊 Buildings can be sympathetic to or complement our cultural heritage</p>	<p>😞 No significant negative effects of the building services activity on cultural well-being have been identified</p>	

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, village 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 consultation processes when developing/ delivering policies are designed to reduce individuals' frustrations that they are being overly-regulated ➡ 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)

Significant effects of providing this activity - Resource consents

Well-being	Positive	Negative	How we are addressing these effects
Cultural	<p>😊 Planning frameworks should 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</p> <p>😊 Our District Plan offers an opportunity to ensure the historical and cultural heritage of all citizens is recognised</p>	<p>😞 Requires tangata whenua to reveal cultural heritage sites which they may be reluctant to do</p>	<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**

Wellbeing	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 consultation processes when developing/delivering policies are designed to reduce individuals' frustrations that they are being overly-regulated
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 All information from 2014-2022 includes an adjustment for inflation

For the years ended 30 June	Actual	Budget	Forecast									
	\$'000	\$'000	\$'000									
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Analysis of expenditure by activity												
District Plan implementation	1,594	1,636	1,582	1,640	1,688	1,719	1,758	1,851	1,851	1,899	1,964	2,012
Building and health	1,979	1,602	1,836	1,902	1,958	1,997	2,044	1,756	1,789	1,835	1,899	1,947
Animal control	801	542	525	547	567	581	598	623	640	661	690	714
Compliance and monitoring	582	523	535	551	565	574	585	601	610	623	642	656
Total operating expenditure	4,956	4,303	4,479	4,640	4,777	4,871	4,984	4,832	4,890	5,017	5,195	5,328
Analysis of expenditure by class												
Direct costs	3,198	2,816	3,010	3,096	3,185	3,281	3,383	3,167	3,222	3,318	3,424	3,532
Overhead costs	1,713	1,424	1,421	1,499	1,549	1,549	1,563	1,629	1,635	1,669	1,745	1,773
Interest	(7)	-	(5)	(7)	(9)	(12)	(14)	(17)	(20)	(23)	(27)	(30)
Depreciation	53	62	53	53	53	53	53	53	53	53	53	53
Total operating expenditure	4,956	4,303	4,479	4,640	4,777	4,871	4,984	4,832	4,890	5,017	5,195	5,328
Revenue												
User fees	2,847	3,541	2,959	3,176	3,410	3,661	4,016	4,343	4,670	5,039	5,206	5,454
Interest	-	6	-	-	-	-	-	-	-	-	-	-
Other income	70	54	31	31	32	34	35	36	37	38	40	41
Total revenue	2,917	3,602	2,990	3,207	3,443	3,695	4,050	4,379	4,707	5,078	5,246	5,495
Net cost of service - surplus/(deficit)	(2,039)	(701)	(1,489)	(1,433)	(1,335)	(1,176)	(934)	(454)	(183)	60	51	167
Capital expenditure	-	-	-	-	-	-	-	-	-	-	-	-
Total other funding required	(2,039)	(701)	(1,489)	(1,433)	(1,335)	(1,176)	(934)	(454)	(183)	60	51	167
Other funding provided by												
General rates	766	722	1,639	1,578	1,489	1,346	1,113	949	780	667	682	651
Reserves and future surpluses	1,274	(21)	(150)	(146)	(155)	(170)	(179)	(495)	(597)	(727)	(732)	(818)
Total other funding	2,039	701	1,489	1,433	1,335	1,176	934	454	183	(60)	(51)	(167)

Where the money comes from

Animal control services

Who benefits from this activity

In relation to dog control in particular, the community as a whole is able to benefit from our response to complaints about uncontrolled or nuisance dogs. Education services improve overall public safety and reduce the incidence of complaints. Similarly, patrolling public places and enforcing designated dog on leash/prohibited areas (especially during the holiday season) benefit the wider community.

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.

Funding sources

Funding targets for the dog control activity are set at 80% private benefit funded through 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.

Building services

Building consents

Who benefits from this activity

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 are charged accordingly.

Funding sources

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

Land information memoranda

Who benefits from this activity

Land Information Memoranda (LIMs) enable members of the public to be well-informed in their property purchase decisions. The community as a whole benefits to an extent from people requesting LIMs as it then places pressure on owners of un-consented, illegal or dangerous buildings to regularise their situation. There is however a private benefit that can be attributed to those who request LIMs and they can be charged accordingly.

Funding sources

Funding of the LIMs service is 50% user fees and 50% general rates.

Building service public enquiries and compliance

Who benefits from this activity

Public education and the monitoring and investigation of complaints improve safety and benefit the community. Individuals have the opportunity to obtain information on consents and licences even if they are not applicants themselves. However, individuals derive a private benefit from this service by making enquiries and they can be charged accordingly.

Funding sources

Building service public enquiries and compliance are funded 15% by user fees and 85% from general rates.

Where the money comes from

Resource consent services

Resource consent processing

Who benefits from this activity

The public in general benefits from our controlling of development and imposing consent conditions. 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 are unable to charge appellants or other parties in the appeal process.

Funding sources

For non-notified resource consent applications 80% is funded from user fees and charges and 20% from general rates.

For notified resource consent applications 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 100% funded from general rates.

Resource consent public enquiries

Who benefits from this activity

Individuals benefit from the opportunity to obtain information on resource consents. However individuals derive a private benefit from this service when making enquiries. Individuals could be identified and charged when they receive the service.

Funding sources

Although we assessed the benefits of this activity to be 5% public and 95% private it is not our policy to charge for this service, which is in the interest of ratepayers and residents. Therefore this activity is funded 100% from general rates.

Resource consent monitoring and District Plan rules compliance

Who benefits from this activity

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

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

Funding sources

Resource consent monitoring and District Plan rules compliance are funded 10% by user fees and infringement fines and 90% from general rates.

Where the money comes from

Community protection

Traffic and parking services

Who benefits from this activity

Enforcement of by-laws for improving and maintaining traffic safety provides a public benefit. However 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.

Funding sources

Traffic and parking services are funded 100% through infringement fines.

Licensing and inspection services (including liquor licensing, food premises registration and inspection, dangerous goods licensing)

Who benefits from this activity

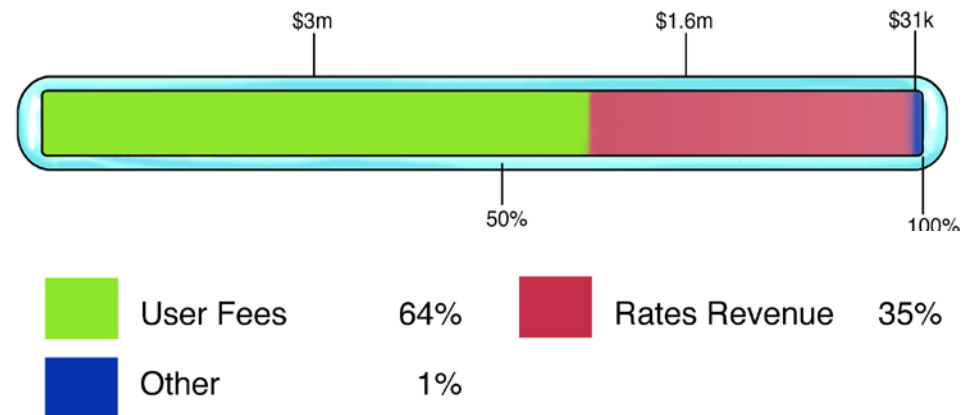
The public benefits from the assurance that premises selling liquor are appropriately licensed, complying with the conditions of their licence and meeting their obligations to reduce alcohol-related harm. Similarly public health and safety are protected when food premises and other premises are appropriately registered and dangerous goods premises are licensed.

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

Funding sources

Licensing and inspection services are funded 70% by user fees and 30% by general rates.

Funding sources - Regulatory services 2012/13



Other income includes legal cost recoveries and sundry income.