



WAIMAKARIRI  
DISTRICT COUNCIL

# District Planning and Regulation Committee

## Agenda

**Tuesday 23 August 2022**

**1.00pm**

***Council Chamber  
215 High Street  
Rangiora***

***Members:***

Cr Neville Atkinson (Chairperson)

Cr Kirstyn Barnett

Cr Wendy Doody

Cr Niki Mealings

Cr Philip Redmond

Mayor Dan Gordon (ex officio)

**DISTRICT PLANNING AND REGULATION COMMITTEE**

**A MEETING OF THE DISTRICT PLANNING AND REGULATION COMMITTEE WILL BE HELD IN THE COUNCIL CHAMBER, 215 HIGH STREET, RANGIORA ON TUESDAY 23 AUGUST 2022 AT 1PM**

Recommendations in reports are not to be construed as Council policy until adopted by the Council

**BUSINESS**

Page No

**1 APOLOGIES**

**2 CONFLICTS OF INTEREST**

*Conflicts of interest (if any) to be reported for minuting.*

**3 CONFIRMATION OF MINUTES**

**3.1 Minutes of a meeting of the District Planning and Regulation Committee held on Tuesday 21 June 2022**

5-9

*RECOMMENDATION*

**THAT** the District Planning and Regulation Committee:

- (a) **Confirms** the circulated Minutes of a meeting of the District Planning and Regulation Committee, held on 21 June 2022, as a true and accurate record.

**4 MATTERS ARISING**

**5 DEPUTATIONS**

Nil.

**6 REPORTS**

**6.1 Plan Implementation (Planning) Unit Update – Wendy Harris (Planning Manager)**

10-14

*RECOMMENDATION*

**THAT** the District Planning and Regulation Committee:

- (a) **Receives** Report No. 220804133044.
- (b) **Notes** the current activities and operations undertaken within the Plan Implementation Unit, 95.8% of consents were processed within statutory timeframes during another challenging year.

6.2 **Building Unit End of Year Update – Warren Taylor (Building Unit Manager)**

15-21

*RECOMMENDATION*

**THAT** the District Planning and Regulation Committee:

- (a) **Receives** Report No. 220805133957.
- (b) **Notes** the current activities and operations undertaken within the Building Unit during difficult circumstances over the past financial year.

6.3 **Annual Report on Dog Control 2021 / 2022 – Billy Charlton (Environmental Services Manager)**

22-27

*RECOMMENDATION*

**THAT** the District Planning and Regulation Committee:

- (a) **Receives** Report No. 220718121903.
- (b) **Approves** the attached 2021/22 Annual Report on Dog Control to the Department of Internal Affairs (DIA) (Trim: 220718121942).
- (c) **Circulates** the report to the Community Boards for information.

6.4 **Environmental Services Unit Update for the 2021/22 Financial Year – Billy Charlton (Environmental Services Manager)**

28-34

*RECOMMENDATION*

**THAT** the District Planning and Regulation Committee:

- (a) **Receives** Report No. 220731129927.
- (b) **Notes** the current activities and operations in the Environmental Services Unit are in line with agreed levels of service and budgets.

7 **CORRESPONDENCE**

Nil.

8 **PORTFOLIO UPDATES**

8.1 **District Planning Development – Councillor Kirstyn Barnett**

8.2 **Regulation and Civil Defence – Councillor Philip Redmond**

9 **QUESTIONS UNDER STANDING ORDERS**

10 **URGENT GENERAL BUSINESS**

## **NEXT MEETING**

The next meeting of the District Planning and Regulation Committee is scheduled for 1pm, on Tuesday 20 September 2022.

### **Workshop**

- *Community Hubs Concept – Brennan Wiremu (Emergency Management Advisor)*

### **Briefing**

- *District Planning and Regulation Question and Answer Session – Tracy Tierney (General Manager Planning and Regulation and Environment)*



## 6 REPORTS

### 6.1 Kaiapoi Parking Restrictions Changes – Vanessa Thompson (Business & Centres Advisor) and Shane Binder (Transportation Engineer)

V Thompson presented this report, seeking approval to implement six parking restriction changes in the Kaiapoi town centre, which were previously endorsed by the Kaiapoi-Tuahiwi Community Board in February 2022. There had been initial consultation undertaken in November and December 2021, and then, following the April DP&R committee meeting, additional engagement with businesses and residences was conducted in May. Approximately 70 flyers were circulated to businesses and some residences in the areas of the proposed changes and there had been no additional feedback received to indicate that the consulted parties felt they would be impacted by the proposed changes.

There were no questions.

Moved Mayor Gordon Seconded Councillor Redmond

**THAT** the District Planning and Regulation Committee:

- (a) **Receives** Report No. TRIM number. 220608096127.
- (b) **Notes** the original three week community/affected business consultation period that was undertaken to solicit feedback related to the proposed parking restriction changes.
- (c) **Notes** the additional select business/residences consultation period in May 2022 (for 2.5 weeks) at the request of the District Plan and Regulation Committee.
- (d) **Notes** that public feedback was generally supportive of the changes, as evidenced in the 'Let's Talk Waimakariri' summary public engagement report.
- (e) **Notes** that the proposed changes better reflect current utilisation and seek to respond more appropriately to parking demand in the identified areas.
- (f) **Approves** the six parking restrictions changes, as follows:

ITEM	TOWN	STREET	LOCATION	SIDE OF STREET	RESTRICTION	QUALIFYING REMARKS
1.	KAIAPOI	WILLIAMS STREET	CAREW ST TO OHOKA RD	WEST	P15	ADD 1X PARK, NEXT TO THE DAIRY ON THE CORNER OF OHOKA RD/WILLIAMS ST
2.	KAIAPOI	WILLIAMS STREET	HILTON ST TO RAVEN QUAY	BOTH	P60 / P15	P60 FOR ALL PARKS EXCEPT 1X P15 PARK IN FRONT OF THE DAIRY
3.	KAIAPOI	WILLIAMS STREET	RAVEN QUAY TO CHARLES ST	WEST	P60	CHANGE THE CURRENT P15 PARKS DIRECTLY IN FRONT OF 137 WILLIAMS STREET
4.	KAIAPOI	WILLIAMS STREET	CHARLES ST TO SEWELL ST	EAST	P120	CHANGE THE CURRENT P15 PARKS IN FRONT OF THE SHOPPING COMPLEX
5.	KAIAPOI	CHARLES STREET	DAVIE ST TO WILLIAMS ST	SOUTH	P60	
6.	KAIAPOI	RAVEN QUAY	BLACK ST TO WILLIAMS ST	BOTH	P60	

**CARRIED**

6.2 **Application to the Heritage Fund - Recommendations of Staff – Gina Maxwell (Policy Technician) and Ian Carstens (Senior Resource Management Planner)**

I Carstens presented this report, which seeks consideration of the Heritage Funding application from the Ashley Community Church. The church building was built in 1871 and required repair work on electrical wiring and fittings. A quote had been received for the required work for \$3,129.50. The building had a high cultural and structural significance as one of the first churches built in Ashley township and meets the criteria required. The church had a Heritage Place 2 category rating and the community had undertaken fundraising for some of the required repair work.

Staff support the application, noting the importance of updating older wiring and electrical fittings and the installation of entrance lighting necessary for visitor safety. Having electrical wiring and fittings upgraded will also reduce the risk of fire in the building and meet required insurance standards.

Moved Councillor Redmond

Seconded Councillor Atkinson

**THAT** the District Planning and Regulation Committee:

- (a) **Receives** Report No. TRIM number. 220608096255.
- (b) **Notes** the accumulated amount available in The Heritage Fund is \$35,749.84.
- (c) **Approves** from The Heritage Fund of \$3,139.50 for the application received from The Ashley Community Church.
- (d) **Notes** the balance of the Heritage fund will be \$32,610.34.

**CARRIED**

Councillor Redmond supports this funding request, noting that there was still a reasonable amount available in the fund.

Mayor Gordon supports this application and also noted there may be financial support requested in the future through the Heritage Fund, for St Stephens Church in Tuahiwi. This is also a significant historical church in the district.

6.3 **Appointment of Second Recovery Manager – Brennan Wiremu (Emergency Management Advisor)**

B Wiremu presented this report, recommending the appointment of Alistair Gray as a second Recovery Manager for the District. It would be a real benefit to the Council to have two staff to provide more depth to this role.

Moved Councillor Atkinson

Seconded Mayor Gordon

**THAT** the District Planning and Regulation Committee:

- (a) **Receives** Report No. CDE-21/ 220518079864.
- (b) **Appoints** Alistair Gray as a Recovery Manager for Waimakariri District Council.

**CARRIED**

Councillor Atkinson believes that Alistair Gray is the right person for this job. Mayor Gordon endorsed the comments of Councillor Atkinson.

#### 6.4 **Development Planning Unit Update – Matthew Bacon (Development Planning Manager)**

M Bacon presented this report, which was taken as read. Rachel McClung, who recently re-joined the Council staff, as a Policy Planner, was introduced to the Committee members.

Councillor Mealings enquired if it was known when the NPS's were being presented. M Bacon advised that there was no definite dates when these are going to be released.

Moved Councillor Atkinson                      Seconded Councillor Doody

**THAT** the District Planning and Regulation Committee:

- (a) **Receives** Report No. 220525085078.
- (b) **Notes** the current activities and operations of the Development Planning Unit.

**CARRIED**

### 7 **CORRESPONDENCE**

There was no correspondence.

### 8 **PORTFOLIO UPDATES**

#### 8.1 **District Planning Development – Councillor Kirstyn Barnett**

Councillor Barnett was an apology.

#### 8.2 **Regulation and Civil Defence – Councillor Philip Redmond**

The Building Unit staff remain under significant pressure due to the volume of applications, and staff absences related to Covid and the flu. There had been some issues with building consents needing to be varied due to changes in building materials. There had been a slow but steady increase in complaints relating to heat pump noise, some of these breaching the District Plan rules and relating to faulty units that need to be repaired.

Civil Defence – noted a new initiative in the establishment of community emergency hubs, to enhance community resilience. It is hoped to pilot four of these hubs initially. These will be in the form of a cupboard space to increase capability of existing facilities in the community and supporting already established community groups. This space would hold equipment for administration to be used during an emergency.

A new CDEM Educator in Schools had been employed on a casual employment contract, April Lander. It was noted that there was still 16 Cadets, and the Cadet programme only lost three cadets when the programme was suspended during Covid, which was a good outcome. Thanks were extended to the two Council staff who had been volunteering their own time to support this Cadet Programme – Sherriane Nation and Lauren Anson. As they will both soon be on extended leave from the Council, there was a need to find replacements for these roles. It was



agreed that Sherrienne and Lauren would both be acknowledged by the Management Team for the work they had undertaken in these voluntary roles.

**9 QUESTIONS UNDER STANDING ORDERS**

There were no questions.

**10 URGENT GENERAL BUSINESS**

There was no urgent general business.

**NEXT MEETING**

The next meeting of the District Planning and Regulation Committee is scheduled for 1pm, on Tuesday 23 August 2022.

As there was no further business, the meeting concluded at 1.24pm.

CONFIRMED

\_\_\_\_\_  
Chairperson  
Deputy Mayor Neville Atkinson

\_\_\_\_\_  
23 August 2022

**WAIMAKARIRI DISTRICT COUNCIL**  
**REPORT FOR INFORMATION**

**FILE NO and TRIM NO:** RMA-03 / 220804133044

**REPORT TO:** DISTRICT PLANNING AND REGULATION COMMITTEE

**DATE OF MEETING:** 23 August 2022

**AUTHOR(S):** Wendy Harris, Planning Manager

**SUBJECT:** Plan Implementation (Planning) Unit Update

**ENDORSED BY:**  
 (for Reports to Council,  
 Committees or Boards)

  
 General Manager

  
 Acting Chief Executive

**1. SUMMARY**

- 1.1 This report provides an update for the District Planning and Regulation Committee on activities and key issues for the Planning period for the last quarter.
- 1.2 The unit received 96 resource consents in the first quarter, and 115 in the second quarter. This is down from the numbers received in 2021, which was an exceptionally busy year, but is up on the numbers from 2020.
- 1.3 For the last quarter, 95.8% of consents were processed within statutory timeframes or had an agreed time extension. This means that 4 out of 97 (4.2%) consents were over the RMA timeframes. This timeframe compliance anecdotally is amongst the higher compliance levels when compared to Canterbury Councils.
- 1.4 For the last quarter, 48 land use consents were monitored. This equates to 100% of the consents that are not already monitored through the subdivision approval process. In addition, 37 planning related service requests were investigated and/or processed, and a further 52 non-Planning service requests were completed.

**2. RECOMMENDATION**

**THAT** the District Planning and Regulation Committee:

- (a) **Receives** Report No. 220804133044.
- (b) **Notes** the current activities and operations undertaken within the Plan Implementation Unit, 95.8% of consents were processed within statutory timeframes during another challenging year.

**3. BACKGROUND**

- 3.1. The Plan Implementation Unit (the Unit) activities focus is around implementing the District Plan by working closely with the public and potential applicants on district planning matters, processing resource consents, actioning and managing the other methods contained within the District Plan such as design guides, resource consent monitoring and compliance matters, District Plan enforcement, and working closely with the Development Planning and Policy Units to inform and advise on strategic planning issues and the review of the District Plan.
- 3.2. This report gives an overview of these activities where significant changes have occurred since the last quarter.

- 3.3. The Council sets level of service requirements, annual plan budgets and then key decisions are brought to the District Plan and Regulation Committee if required. Otherwise most activity happens without day to day input or oversight from elected members. This is reflective of the independent delegation structure separate from the Chief Executive for resource management matters.

#### 4. **ISSUES AND OPTIONS**

- 4.1. Outstanding matters from the previous meeting

##### *Notification of District Plan and legacy consents*

- 4.1.1. The Proposed District Plan (PDP) was notified on the 18 September 2021, including a decision on immediate legal effect for the 20 hectare subdivision minimum within the General Rural Zone. There are approximately 29 consents in process that have been impacted to varying degrees by notification of the district plan, and 4 applications have been withdrawn.
- 4.1.2. A planning consultant has been appointed to assist in processing the first two of these subdivision applications. The outcome of these two applications will provide useful direction to other applicants and agents. In particular, other applicants and agents will be interested in whether the applications are processed as non-notified, limited notified or publicly notified, whether the applications are granted or declined, and the reasons for those decisions.
- 4.1.3. The notification decision on the first subdivision application has been made, which is to process that application on a non-notified basis. The consultant is now working on the Planner's Report, which will recommend whether the application is granted or declined. An independent commissioner has been appointed to consider and decide the application.
- 4.1.4. The other subdivision applications are on hold, awaiting the outcome of the first two applications, after which the applicants and agents will consider the decisions made, the implications for their own applications and decide if they wish to proceed.
- 4.1.5. Council planning staff have been keeping the agents informed of progress with the two applications being processed. The notification decision on the second application is expected soon. Then copies of the two notification reports will be provided to agents, for their information.

##### *RMA Reform*

- 4.1.6. The unit, in consultation with wider Council staff, are currently preparing for notification of Variation 1 relating to the Medium Density Residential Standards (MDRS), on 13 August. There is a complex relationship between the MDRS standards, and the operative and proposed District Plans, which is going to make public enquiries, PIM checks, and building and resource consents more complicated.
- 4.2. Key Trends / Stats
- 4.2.1. Following notification of the Proposed District Plan in September 2021, the number of consents received dropped significantly, as can be seen in Figure 1. Consent numbers are now similar to, but higher than, the numbers received in 2020.

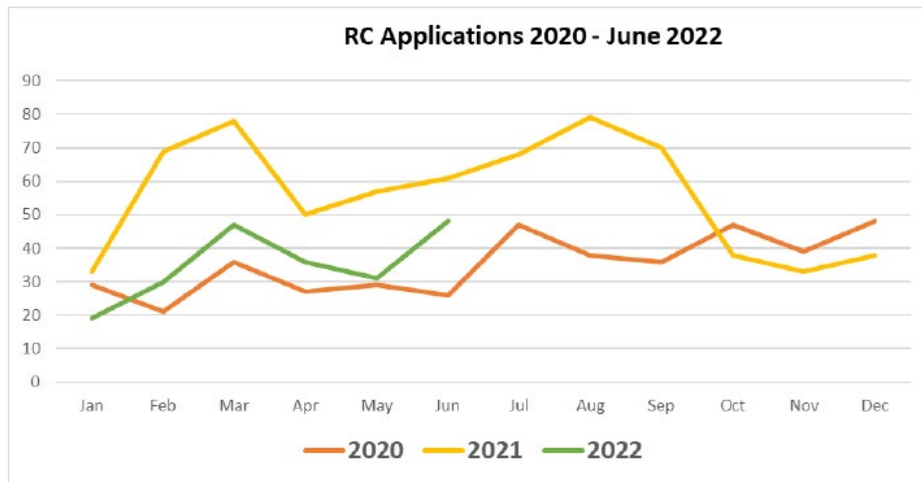


Figure 1: Resource Consent applications received - January 2020 – June 2021

#### 4.3. Highlights for the Last 2 Quarters

- 4.3.1. On 27th July, the Environmental Protection Authority issued the final decision on Stage 1 of the Bellgrove subdivision which grants approval for 198 residential lots, 1 commercial lot, and various other lots to vest as road, recreation reserve and local purpose reserves. Council staff have now begun discussions with the developer in relation to Stages 2-5, which are expected to provide approximately 600 more lots.
- 4.3.2. Draft conditions have been sent to the applicant for a new medical centre on the Rangiora Hospital site. The application is currently on hold at their request, awaiting their final comments on the conditions. The decision will then be issued.
- 4.3.3. An application was publicly notified, to retain a 2nd dwelling on a rural lot at 17 Paisley Road, Flaxton that doesn't comply with the minimum density standard. Four submissions in support were received. The hearing will be held on Monday 29 August.
- 4.3.4. An application has been limited notified, for a subdivision of Rural zoned land to create 16 residential lots and road to vest at 104 Kippenberger Avenue, Rangiora. The subdivision would form an extension of Grey View Grove. Submissions close on Tuesday 30 August.

#### 4.4. Key Customer Issues / Consultation

- 4.4.1. The Medium Density Residential Standards will come into effect in August 2022. They will introduce different development standards in some parts of the District, and new consenting requirements. The new standards and processes are complex, and are likely to result in confusion for the public and also agents. PIU and DPU have been working together to develop fact sheets that provide clear information. These will be available on the Council website, at the front counter and will be sent to our main developers.

#### 4.5. Staffing / Capability and Capacity

- 4.5.1. There are currently several vacancies within the unit.
- 4.5.2. Ian Carstens was appointed Resource Consents Team Leader in June. As a result, his former Senior Planner role is vacant and the position is currently being advertised.

- 4.5.3. Tim Johnston, Planner finished at WDC in June. Tim started with us as a Graduate Planner, so we have recruited a Graduate Planner to replace him. Millie Reed will be starting work with us on 15 August.
- 4.5.4. We have experienced a significant increase in Duty Planner enquiries. In addition, there is expected to be an increase in workload over the next few years associated with the District Plan Review, Medium Density Residential Standards and RMA reform generally. As a result, we're recruiting an additional Graduate Planner and hope to make an appointment soon.
- 4.5.5. Simon Clark, Senior Compliance Officer has been appointed as ESU Team Leader and takes up that position on 22 August. We will be advertising for a replacement Compliance Officer soon.
- 4.5.6. Haruka Tanimoto, part-time Planning Administration Assistant finished at WDC in July. We will be advertising for a replacement soon.
- 4.5.7. With two vacant Planner positions and increased Duty Planner workload, the use of consultants has increased and is equivalent to a 0.5 FTE position for the last quarter.
- 4.5.8. In addition, the unit has been impacted over the last quarter by Covid and winter illnesses. We've been particularly hard hit in recent weeks. In combination with injuries and annual leave, at times there has been as little as 40% of the team available to work.
- 4.6. The Management Team has reviewed this report and support the recommendations.

## 5. **COMMUNITY VIEWS**

### 5.1. **Mana whenua**

Tracy Tierney, Simon Markham and Wendy Harris recently met with Mahaanui Kurataiao Ltd to discuss our working relationships and renewal of the service level agreement. It was a useful meeting with good outcomes, and the agreement of staff at both organisations to continue working together closely.

Engagement with Te Ngāi Tūāhuriri hapū occurs on an as-required basis through the assessment of resource consent applications. A summary of all applications is provided to Mahaanui Kurataiao Ltd.

### 5.2. **Groups and Organisations**

There are no groups and organisations likely to be affected by, or to have an interest in the subject matter of this report, except where specifically identified in specific resource consent, plan change or compliance and monitoring processes

### 5.3. **Wider Community**

The wider community is not likely to be affected by, or to have an interest in the subject matter of this report, except where specifically identified in specific resource consent, plan change or compliance and monitoring processes.

## 6. **OTHER IMPLICATIONS AND RISK MANAGEMENT**

### 6.1. **Financial Implications**

The unit received higher income than anticipated in the last quarter as a result of increased resource consent application numbers. This was offset by increased costs in both staff time and external consultants engaged to process resource consents. The unit's budget is designed to break even and additional income offsets the amount of funding that is allocated from the general rate.

## 6.2. **Sustainability and Climate Change Impacts**

The recommendations in this report do not have sustainability and/or climate change impacts as impacts are considered for each application.

## 6.3. **Risk Management**

As noted previously, the notification decision has been made on one of the rural subdivisions that was being processed at the time of notification of the Proposed Plan, and the notification decision on a second application is expected to be made soon. This will be followed by decisions on whether to grant or decline the applications. If applicants disagree with the notification decisions, there is a risk of judicial review and if applications are declined, there is a risk of appeal to the Environment Court. To reduce this risk, an experienced Consultant Planner has been retained to process the first two applications, and an independent Commissioner has been appointed to consider and decide the applications. If the decisions are appealed, the Consultant Planner has Environment Court experience, and will be able to appear on behalf of Council.

## 6.4. **Health and Safety**

The unit has been impacted over the last quarter by Covid and winter illnesses. The response has been similar to previous alert level settings (RC processing and Duty Planner work from home, where possible). There has also been some increased use of planning consultants to offset the loss of staff hours.

## 7. **CONTEXT**

### 7.1. **Consistency with Policy**

The matters identified in this report are not a matter of significance in terms of the Council's Significance and Engagement Policy.

### 7.2. **Authorising Legislation**

The unit generally deals with authorisations under the Resource Management Act 1991.

### 7.3. **Consistency with Community Outcomes**

The Council's community outcomes are relevant to the actions arising from recommendations in this report and are articulated as part of the Waimakariri District Plan.

### 7.4. **Authorising Delegations**

This report does not seek any authorising delegations.

**WAIMAKARIRI DISTRICT COUNCIL**  
**REPORT FOR INFORMATION**

**FILE NO and TRIM NO:** EXC-53/220805133957

**REPORT TO:** DISTRICT PLANNING AND REGULATION COMMITTEE

**DATE OF MEETING:** 23 August 2022

**AUTHOR(S):** Warren Taylor, Building Unit Manager

**SUBJECT:** Building Unit End of Year Update

**ENDORSED BY:**  
 (for Reports to Council,  
 Committees or Boards)

  
 General Manager

  
 Acting Chief Executive

1. **SUMMARY**

- 1.1. This report provides an update for the District Planning and Regulation Committee on activities of the Building Unit to the end of the 2021- 2022 financial year.
- 1.2. In summary, the unit granted 2,213 consents over the financial year, which puts the unit 12% ahead of the previous year.
- 1.3. Over the 2021-2022 year 849 dwelling consents were granted which is 6% ahead of 20/21 year and 62% ahead of budget.
- 1.4. The average processing time for all applications was 14 days and for dwelling consents the average processing time was 19 days. Over the year 10% of consents were granted outside the statutory goal of 20 working days.
- 1.5. Consent applications peaked over the months of October and November 2021 and again in March and May 2022. The unit received 2,043 applications over 20/21 year compared to the five year long term average of 1,650 applications.

2. **RECOMMENDATION**

**THAT** the District Planning and Regulation Committee:

- (a) **Receives** Report No. 220805133957.
- (b) **Notes** the current activities and operations undertaken within the Building Unit during difficult circumstances over the past financial year.

3. **BACKGROUND**

- 3.1. The Building Unit activities are focused around the approval and inspection of building work. We work closely with the public and applicants on matters of compliance, processing building consents, project Information memoranda, site inspections and issuance of Code Compliance Certificates. Additionally, we issue Compliance Schedules, audit Building Warrant of Fitness's, inspect pool barriers (fences) and investigate illegal building work.
- 3.2. This report gives an overview of these activities along with comparisons to previous years.
- 3.3. The Council sets level of service requirements, annual plan budgets and then key decisions are brought to the District Plan and Regulation Committee if required. Otherwise

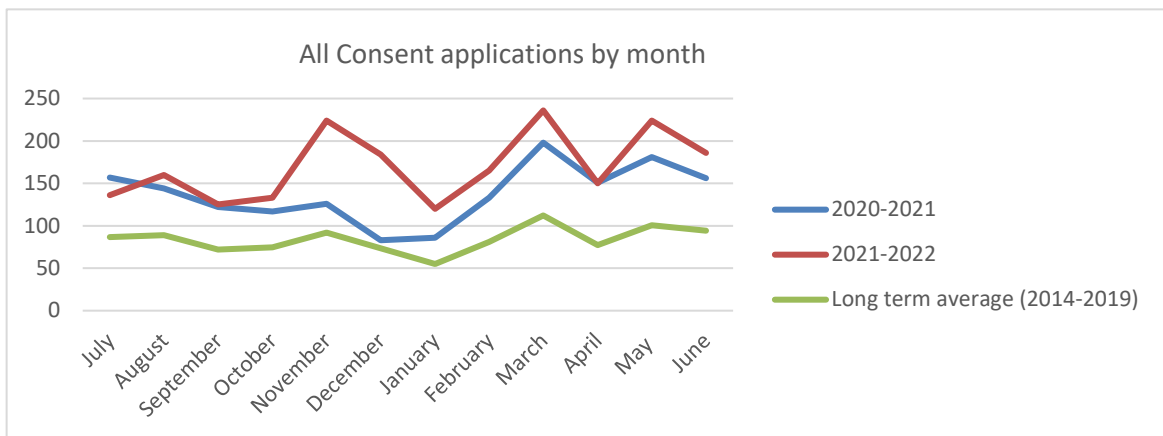
most activity happens without day to day input or oversight from elected members. This is reflective of the independent delegation structure separate from the Chief Executive for resource management matters.

4. **ISSUES AND OPTIONS**

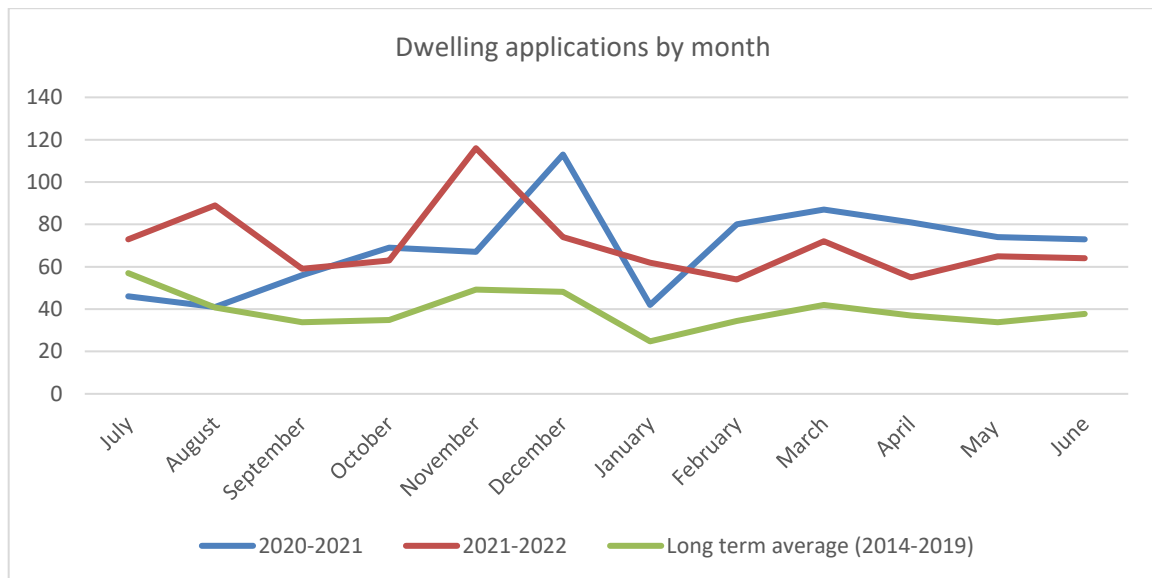
IANZ Assessment

4.1. The Waimakariri District Council Building Consent Authority was accredited on 29 January 2008 and has been assessed bi-annually since then. Our most recent assessment occurred in June 2021. Accreditation was renewed in June 2021 and the next assessment is planned for June 2023. Preparation for the upcoming audit will include an independent review of our quality system and processes. This approach is considered good practice with IANZ seeking a copy of the independent audit results as part of the pre-audit review.

Key Trends / Stats

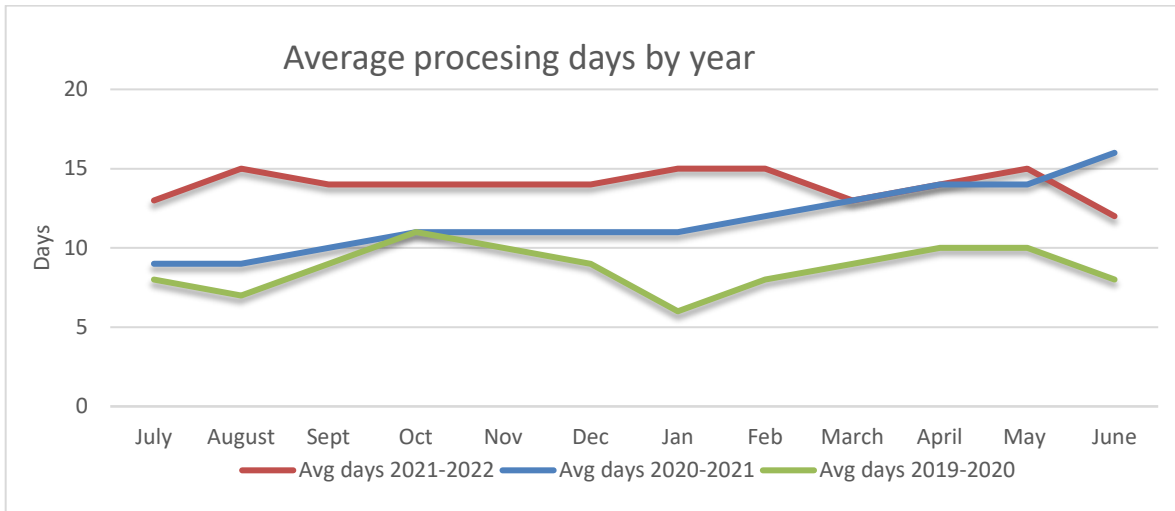


4.2. Total applications over the financial year were 12% above last year’s and new dwelling applications were up 6% compared to the same period last year. Overall, demand was 34% above the long term average (2014-2019) and 42% above budget. Demand outstripped our capacity on occasions with 10% of all jobs being granted outside 20 working days. We engaged additional external contractors to process applications. Although the market for contractors was very tight for the majority of the year our need for support reduced by 30% over last quarter of the financial year.

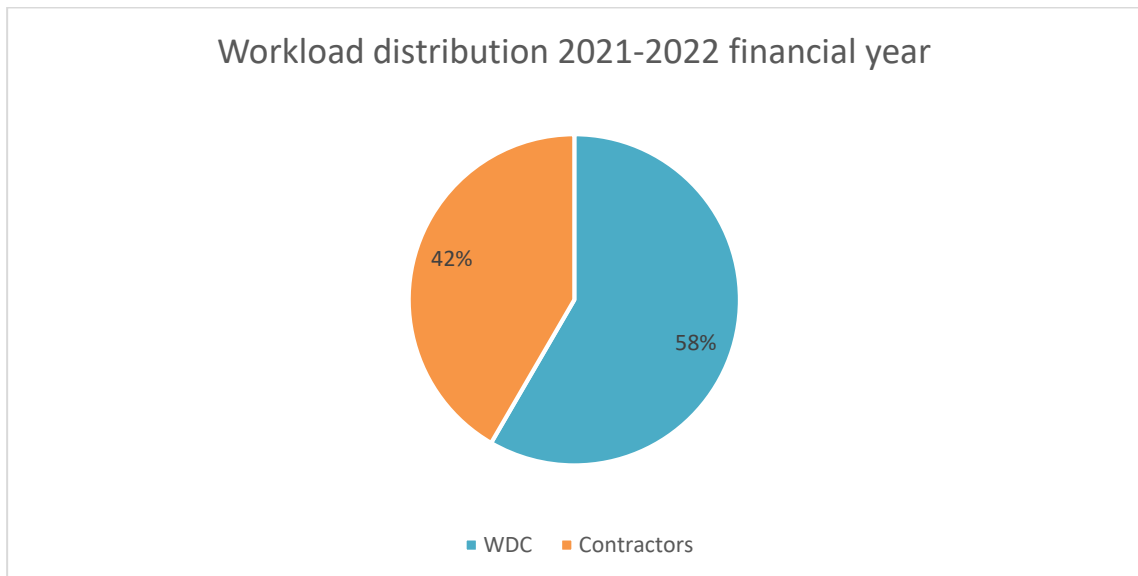




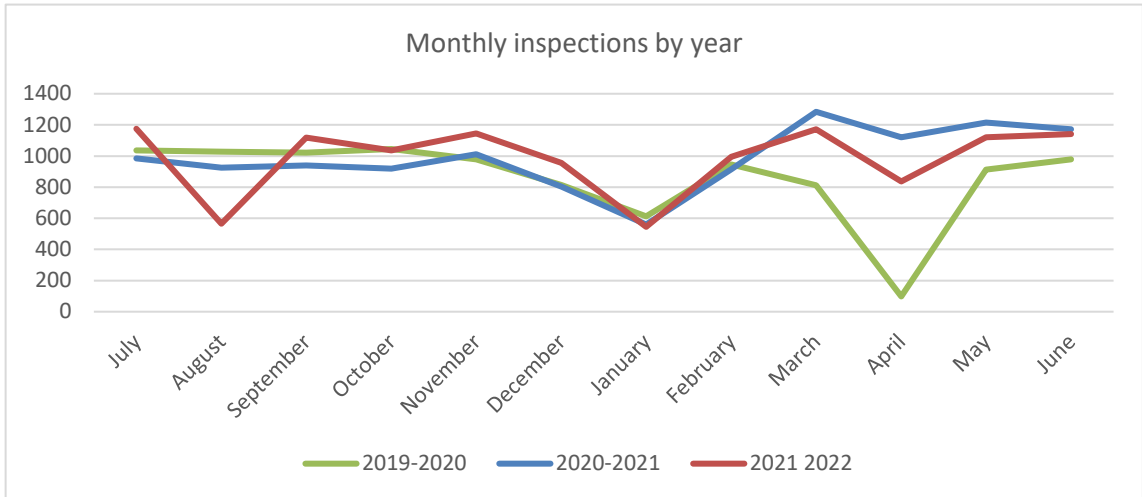
4.3. Over the year we received 889 dwelling applications compared to 829 for the same period the year before. Budget expectations for the 2021-2022 financial year assumed dwellings would provide 34% of all work (525 dwelling applications) whereas over the 2021-2022 financial year dwelling applications accounted for 43% of all work but required 72% of our processing capacity.



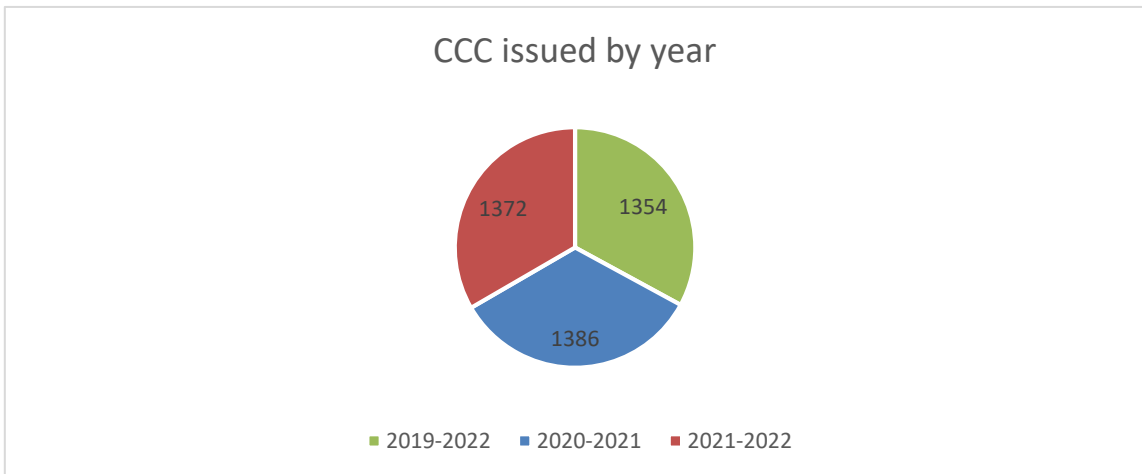
4.4. Over the 2021-2022 year our average processing times sat between 13-15 working days. This result compares favourably to the prior year where average processing times fluctuated between 11 and 16 days. Over the 2021-2022 year average processing times for new dwellings was 19 working days. 19% of all dwellings were granted outside the statutory requirement of 20 days. Of the dwellings granted outside the statutory goal of 20 days, 59% were granted between 21-24 days and 35% between 25-29 days and 6% between 30-24 days.



4.5. Budget expectation assumed 85-90% of our work will be processed in-house. With workloads remaining high contractors picked up the additional work, so much so that they accounted for 42% of our billable work. If workloads were to remain significantly above budget expectations over the coming years we will need to establish what percentage of work will be meet by our internal capacity moving forward.



4.6. Over the 2020-2021 financial we completed 11,804 site inspections, almost exactly the same as the prior year. The failure rate for site inspections over this time was 16%, which is 4 percentage points higher than the long term average. Time frames to book inspections has been around 2-4 days and at times has gone out to five to seven days. At the end of the financial year the estimated time to get an inspector on site was 4-5 days.



4.7. Over the 2021-2022 financial year 1,372 Code Compliance Certificates (CCC) were granted at an average of 6 working days. This compares to 1,386 in the previous year at an average of 2 working days. Over the 2021-2022 financial year 2% of CCC were granted outside the 20 day statutory goal.

**Earthquake Prone Buildings**

4.8. At the end of the financial year there are 44 earthquake prone buildings which have notices attached. Six buildings were removed from the MBIE register, three as the result of further engineering assessments and three as priority buildings which have been strengthened. For completeness it should be noted engineering assessments presented to Council for consideration are peer reviewed by a chartered engineer prior to acceptance by Council.

4.9. There are three priority buildings remaining, one of which is programmed for demolition and redevelopment in 2023. The date for which the three priority buildings need to be strengthened by is 2026/27 and based on conversations with the building owners we anticipate that most of the structures will be strengthened long before the due date.

- 4.10. The Council still have buildings which are earthquake prone. The buildings are located at 176 Williams Street, Kaiapoi; 1 Domain Terrace, Waikuku Beach; 14 Woodend Beach & 50B Featherstone Avenue, Kairaki.

#### Building Warrant of Fitness

- 4.11. At the end of the 21/22 financial year 91 BWOF audits had been completed. For completeness it should be noted we have been training a second building inspector to assist the current BWOF officer. Collectively the team spend a fair portion of their time in the education of building owners and IQPs and the Senior Compliance Officer remains the current Chairman of the South Island IQP register which meets bi-monthly. Our goal over the next financial year is to audit 25% of BWOFs annually. This is consistent with the recommendation of MBIE.

#### Pool Barriers

- 4.12. Over 21-22 financial year we inspected approximately 15% of the pool barriers required under the Building Act. This is behind where we need to be to ensure all pools are inspected once every three years. Resourcing has been challenging with other more urgent work taking priority. We are currently considering options to address this issue so that we can meet Councils statutory obligations.

#### Key Customer Issues

- 4.13. Historically our annual customer surveys have been valuable in understanding what customers want us to work on. Due to workloads, Covid and changes to managers across the Regulatory Department we chose to hold off running our surveys until the various business units had capacity. This will be reconsidered towards the end of the calendar year..
- 4.14. Customer engagement remains a key objective for the BU team and we continue to work with the communication team to improve the timeliness and content of our messaging. We utilise a Facebook page to engage with repeat customers which is proving to be a useful adjunct to email contact.

#### Staffing / Capability and Capacity

- 4.15. The staff turnover within the Building Unit over the 2021-2022 was 12%.
- 4.16. The employment market for technical staff has been very tight over the last three years and this has forced us to appoint less experienced staff and invest heavily in technical training which comes at a significant cost.
- 4.17. The Building Unit has not been immune to pressure in the areas of remuneration and flexible working. Discussions across the Mainland Building Consent Authorities show every BCA is struggling to attract and retain experienced staff and had had a heavy reliance on external contractors

#### Tiny Homes

- 4.18. The Regulator issued guidance in the area of tiny homes late last year and the document has been beneficial for customers. We have an outstanding determination in respect of a tiny home which has been under way for over 18 months.

- 4.19. We have a further determination on a tiny home which found in Councils favour but the decision by the regulator is now being challenged via the District Court. This case is slated to be heard late August in Christchurch.

#### Compliance Team

- 4.20. The Compliance Framework was adopted across Council midway through the financial year. The team addressed 268 service requests over the year covering anything from Stormwater run-off to illegal building work.
- 4.21. The building compliance team have worked closely with customers, choosing education first to successfully achieve compliance in most cases. Enforcement tools are sometimes required. 18 Notices to fix (NTF) for illegal building work and 4 NTF requiring building warrant of fitness to be displayed, have been issued. We also lodged five complaints to the Licenced Building Practitioners Board.

#### What's coming up

- 4.22. The greater Christchurch Building Consent Working Party has met a number of times with a focus on finding ways to address the demand in Building Control functions. We continue to work collegially with our neighbouring authorities. The Management Team has reviewed this report and supports the recommendations.

## 5. **COMMUNITY VIEWS**

### 5.1. **Mana whenua**

Engagement with Te Ngāi Tūāhuriri hapū occurs on an as-required basis through the assessment of resource consent applications, rather than via the Building Consent.

### 5.2. **Groups and Organisations**

There are no groups and organisations likely to be affected by, or to have an interest in the subject matter of this report.

### 5.3. **Wider Community**

The wider community is not likely to be affected by, or to have an interest in the subject matter of this report.

## 6. **OTHER IMPLICATIONS AND RISK MANAGEMENT**

### 6.1. **Financial Implications**

The estimated end of year financial result is a surplus of \$22,000 compared to a budget deficit of (\$86,257) for the financial year.

### 6.2. **Risk Management**

Consents being granted outside the statutory requirement of 20 working days is a potential risk. Additional capacity reduces occasions where consents are issued outside 20 working days. MBIE and IANZ are advised each quarter when our statutory performance is not materially compliant.

### 6.3. **Health and Safety**

There were no specific health and safety incidents for the last quarter.

## 7. **CONTEXT**

### 7.1. **Consistency with Policy**

The matters identified in this report are not a matter of significance in terms of the Council's Significance and Engagement Policy.

### 7.2. **Authorising Legislation**

The unit generally deals with authorisations under the Building Act 2004.

### 7.3. **Consistency with Community Outcomes**

The Council's community outcomes are relevant to the actions arising from recommendations in this report and are articulated as part of the Waimakariri District Plan.

### 7.4. **Authorising Delegations**

This report does not seek any authorising delegations.

**WAIMAKARIRI DISTRICT COUNCIL****REPORT FOR DECISION**

**FILE NO and TRIM NO:** ANC-06, GOV-01-07 / 220718121903

**REPORT TO:** DISTRICT PLANNING AND REGULATION COMMITTEE

**DATE OF MEETING:** 23 August 2022

**AUTHOR(S):** Billy Charlton, Environmental Services Manager

**SUBJECT:** Annual Report on Dog Control 2021 / 2022

**ENDORSED BY:**  
(for Reports to Council,  
Committees or Boards)

  
General Manager

  
Acting Chief Executive

**1. SUMMARY**

- 1.1. The purpose of this report is to present, to the District Planning and Regulation Committee, the Annual Report for Dog Control 2021/22.
- 1.2. Section 10A of the Dog Control Act 1996 (The Act), requires that Waimakariri District Council (WDC) provides specific information to the Secretary for Local Government (Dept. of Internal Affairs) by way of an annual report each financial year (within one month of the Council adopting this report).
- 1.2.1. This information is found in the attached Annual Report on Dog Control.
- 1.2.2. Under Section 5(3) of the Act the statistics contained within the attached report will also be publicly available on the Council's website.

**Attachments:**

- i. 2021/22 Annual Report on Dog Control (220718121942)

**2. RECOMMENDATION**

**THAT** the District Planning and Regulation Committee:

- (a) **Receives** Report No. 220718121903.
- (b) **Approves** the attached 2021/22 Annual Report on Dog Control to the Department of Internal Affairs (DIA) (Trim: 220718121942).
- (c) **Circulates** the report to the Community Boards for information.

**3. BACKGROUND**

- 3.1. The DIA collates Dog Control reports from Territorial Authorities (TA) on an annual basis. This enables the DIA to maintain nationwide records and statistics in relation to dogs, dog numbers, the number of menacing and dangerous dogs, along with the number and type of dog related complaints received by TAs for each financial year.
- 3.2. A 10 year review of the Waimakariri District Council Dog Control Bylaw was undertaken in November 2019, adopted by Council on the 3 December 2019 and came into force on the 16 December 2019. The objectives of the policy include:

- To encourage responsible dog ownership
- To provide for Dog Access to Public areas
- To enforce dog owner obligations
- To minimise any danger, distress or nuisance from dogs to the community

#### 4. **ISSUES AND OPTIONS**

- 4.1. Continued population growth across the district is seen as the primary driver for the increase in registered dogs. With the steady increase in dog numbers it would be expected that the number of complaints would increase. However, there were 301 less complaints (-17%) compared to the previous year. This in part may be attributed to the COVID -19 lock down of Aug 2021.
- 4.2. There are four areas of information which are notable; being the increase in ‘Dog Rushing People’ statistics with a 63.3% increase, from 30 to 49 reported incidents. There was also a 10% increase in the number of infringements issued. There were fewer “Dog Attack Dog” incidents with a 17% reduction for the year. Also, there were fewer “Barking Dog” complaints with a 14.5% decrease in numbers of complaints from 408 the previous year to 349 for 2021/2022.
- 4.3. Given the continuing increase of registered dogs numbers, over the next 12 months we will be considering our options with a review of our level of service, resourcing and after-hours contract support to ensure we can continue providing 24/7 service.

##### **Implications for Community Wellbeing**

There are no implications on community wellbeing by the issues and options that are the subject matter of this report.

- 4.4. The Management Team has reviewed this report and support the recommendations.

#### 5. **COMMUNITY VIEWS**

##### 5.1. **Mana whenua**

Te Ngāi Tūāhuriri hapū are not likely to be affected by, or have an interest in the subject matter of this report.

##### 5.2. **Groups and Organisations**

There are no groups and organisations likely to be affected by, or to have an interest in the subject matter of this report. This report is a statutory requirement of the Council intended by the Act to provide a summary of dog control statistics to the public and the DIA. The information is collected district-wide and is not broken down into wards.

##### 5.3. **Wider Community**

The wider community is not likely to be affected by, or to have an greater interest than normal in the subject matter of this report.

#### 6. **OTHER IMPLICATIONS AND RISK MANAGEMENT**

##### 6.1. **Financial Implications**

There are no financial implications of the decisions sought by this report. Council's Animal Management unit is funded entirely by dog registration fees.

##### 6.2. **Sustainability and Climate Change Impacts**

The recommendations in this report do not have sustainability and/or climate change impacts.

##### 6.3 **Risk Management**

There are no risks arising from the adoption/implementation of the recommendations in this report.

### **Health and Safety**

There are no health and safety risks arising from the adoption/implementation of the recommendations in this report.

## **7. CONTEXT**

### **7.1. Consistency with Policy**

This matter is not a matter of significance in terms of the Council's Significance and Engagement Policy.

### **7.2. Authorising Legislation**

#### **Dog Control Act 1996: Section 10A -Territorial authority must report on dog control policy and practices**

1. *A territorial authority must, in respect of each financial year, report on the administration of—*
  - a. *its dog control policy adopted under section 10; and*
  - b. *its dog control practices.*
2. *The report must include, in respect of each financial year, information relating to—*
  - a. *the number of registered dogs in the territorial authority district:*
  - b. *the number of probationary owners and disqualified owners in the territorial authority district:*
  - c. *the number of dogs in the territorial authority district classified as dangerous under section 31 and the relevant provision under which the classification is made:*
  - d. *the number of dogs in the territorial authority district classified as menacing under section 33A or section 33C and the relevant provision under which the classification is made:*
  - e. *the number of infringement notices issued by the territorial authority:*
  - f. *the number of dog related complaints received by the territorial authority in the previous year and the nature of those complaints:*
  - g. *the number of prosecutions taken by the territorial authority under this Act.*
3. *The territorial authority must—*
  - a. *give public notice, as defined in section 5(1) of the Local Government Act 2002, of the report; and*
  - b. *make the report publicly available, as described in section 5(3) of that Act.*

### **7.3. Consistency with Community Outcomes**

The Council's community outcomes are relevant to the actions arising from recommendations in this report.



Public spaces and facilities are plentiful, accessible and high quality, and reflect cultural identity -

- There is a wide variety of public places and spaces to meet people's needs.
- There are wide-ranging opportunities for people to enjoy the outdoors.

#### 7.4. **Authorising Delegations**

Delegation S-DM 1026:

*The District Planning and Regulation Committee shall enjoy all the powers granted to a standing committee under this Manual and shall be responsible for determining policy within the following general jurisdiction:*

- *Dog registration and control.*

Our Reference: ANC-006/ 220718121942

23 August 2022

The Secretary for Local Government  
Department of Internal Affairs  
PO Box 805  
WELLINGTON 6140

Dear Secretary for Local Government

### **Waimakariri District Council: Annual Report on Dog Control 2021 / 22**

In accordance with the Dog Control Act 1996, Section 10A, the following is a copy of the annual report for Waimakariri District Council's dog control policy and practices.

#### **Dog Control Policy**

A 10 year review of the Waimakariri District Council Dog Control Bylaw was undertaken in November 2019, adopted by Council on the 3 December 2019 and came into force on the 16 December 2019. The objectives of the policy include:

- To encourage responsible dog ownership
- To provide for Dog Access to Public areas
- To enforce dog owner obligations
- To minimise any danger, distress or nuisance from dogs to the community

#### **Education**

The Waimakariri Animal Management Team delivers education to schools in the District encouraging safe practices around dogs, including bite prevention.

#### **Dog Parks**

The Council currently maintains four dog parks:

- **Kaiapoi Dog Park** – This dog park was opened in Kaiapoi in November 2019. The park has been built on previous red zone land and has an area of 2.2 hectares (1.6h for large dogs and 0.6h for small dogs). The park features a variety of mature trees, shrubs, water outlets and seating.
- **Southbrook Dog Park** - This 9540m<sup>2</sup> dog park was established in Southbrook Park, Rangiora, in 2010. Access to the park is either from Coronation Street or the Southbrook Park car park. The park features a pleasant walking circuit leading to a large fenced area where dogs can run and exercise. Information signs, water and seating are provided.
- **Millton Memorial Park Dog Park** - This dog park, at the corner of Millton Avenue and River Road, Rangiora, covers 2.6 hectares and was opened in 2015. The park features a 'large dog area' and 'small dog area'.
- **Gladstone Road Dog Park** – This dog park was opened in early 2018 and covers approximately 2 hectares.

The dog parks have a Facebook community page [www.facebook.com/RangioraDogParks/](https://www.facebook.com/RangioraDogParks/).

### Dog Control on parks and reserves

To protect public safety and enjoyment, the Dog Control Bylaw 2019 classifies the district's parks and reserves into three categories: Dog Prohibited Areas, Leash Control Areas and Under Control Areas.

The First Schedule of the bylaw lists all the district's reserves and their classifications. You can exercise your dog off the leash in Under Control Areas as long as you keep the dog under continuous supervision and control.

Reporting Requirement	2020/21	2021/22
The number of registered dogs	12912	13190
The number of registered owners	8842	9168
The number of probationary owners and disqualified owners	0	0
The number of dogs classified as dangerous (section 31).	6	4
The number of dogs classified as menacing (section 33).	30	40

Dog Attacks on People	27	18
Dog Rushing People	30	49
Dog Attacks on Stock	16	20
Dog Attacks on Dogs	51	42
Barking Dogs	408	349
Roaming Dogs	225	160
Dog Welfare Complaints	24	13
Unregistered Dogs resulting in infringements	103	112
Lost / Found	629	537
Callers requesting advice	263	175
<b>TOTAL</b>	<b>1776</b>	<b>1475</b>

The number of prosecutions undertaken.	0	0
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The number of Infringement Notices issued.	117	129
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Yours sincerely

Billy Charlton  
Environmental Services Manager

**WAIMAKARIRI DISTRICT COUNCIL****REPORT FOR INFORMATION**

**FILE NO and TRIM NO:** ENV-18 / 220731129927

**REPORT TO:** DISTRICT PLANNING AND REGULATION COMMITTEE

**DATE OF MEETING:** 23 August 2022

**AUTHOR(S):** Billy Charlton – Environmental Services Manager

**SUBJECT:** Environmental Services Unit Update for the 2021/22 financial year

**ENDORSED BY:**  
(for Reports to Council,  
Committees or Boards)

  
General Manager

  
Acting Chief Executive

**1. SUMMARY**

- 1.1. This report provides an update for the District Planning and Regulation Committee on activities and key issues for the Environmental Services Unit (ESU) for the 2021/22 financial year.
- 1.2. Staffing changes have presented a continued disruption to workflows in the compliance area, especially parking enforcement. However, the unit has still provided an overall high level of service based on the resources available.
- 1.3. One key area to address is the low level of monitoring of businesses selling alcohol. Processes have been put in place to rectify the situation to meet the LTP KPI in the 2022/23 financial year.
- 1.4. At present the unit is recruiting a part time ESU Administrator, a Compliance Officer and has just appointed a Team Leader.

**2. RECOMMENDATION**

**THAT** the District Planning and Regulation Committee:

- (a) **Receives** Report No. 220731129927.
- (b) **Notes** the current activities and operations in the Environmental Services Unit are in line with agreed levels of service and budgets.

**3. BACKGROUND**

- 3.1. As guardians of our environment, to leave a positive print on the future of our district, the Environmental Services Unit (ESU) focuses on compliance in various areas of the regulatory requirements required of Territorial Authorities to help create a safe and great place to live for our residents.
- 3.2. The following activities form the framework of the day to day functions of the ESU: alcohol licensing administration and monitoring, animal management including registration, complaints and pound operations, Compliance of bylaws, litter and general complaints, noise monitoring and complaints and also parking enforcement. In addition, the ESU also manages food registration, verifications and enforcement as well as all other environmental health complaints, issues and licensing.

- 3.3. The Council has set levels of service requirements (KPIs) through the Long Term Plan and Annual Plan process. These KPIs are discussed within this report. Key decisions are brought to the District Plan and Regulation Committee when required.

#### 4. **ISSUES AND OPTIONS**

##### 4.1. Key Trends / Statistics

###### Animal Management

- 4.1.1. As the population continues to grow we have witnessed an increase of 2.15% in dog numbers across the district from 12,912 in 2020/21 to 13,190 in 2021/22.
- 4.1.2. Registration of known dogs reached a final position of 99.15% for the 2021/22 financial year. 112 dog owners with unregistered dogs received infringements. All known owners of unregistered dogs were followed up with personal contact to gain compliance.
- 4.1.3. Of note, MPI conducted an unannounced audit of all Council dog pounds in New Zealand due to public concerns regarding a dog pound in the North Island; the location was not disclosed. The Waimakariri District Council's pound passed the audit. However, it was noted that the pound was considered cold and it would be preferred that dogs had direct access to an external area. Currently staff walk dogs to an exercise area adjacent to the pound twice per day (once on weekends).
- 4.1.4. Currently no changes are being considered to the pound. However, as the population has grown there has been an increase of dog pickups by the after-hours contractors and housed overnight. The number of dogs impounded is not high.
- 4.1.5. Discussions on any future development of the pound will fit best in future Annual Plan and LTP review processes.
- 4.1.6. The Animal Management team received 1244 service requests (SR) in the 2021/22 financial year, Figure 1 illustrates the breakdown of these SRs.

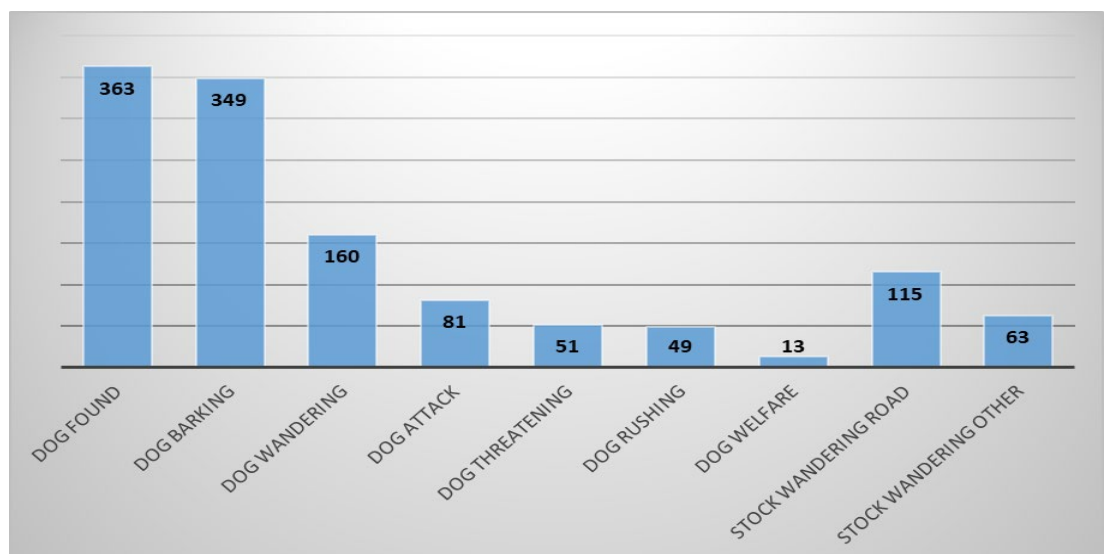


Figure 1. Number of SR by category in the Animal Management area for the 2021/22 financial year.

- 4.1.7. Measuring performance – KPIs  
Wandering stock

The Percentage of calls from wandering stock on roads were responded to within 1 hour. The target in the LTP is 90%. There were 11 incidents in 2021/22 with a response rate of 90.91%, meaning the KPI was achieved.

#### Serious dog attack

The percentage of complaints for serious dog attacks responded to within 1 hour. The target in the LTP is 100%. There were 18 incidents in 2021/22 with a response rate of 100%, meaning the KPI was achieved.

### Food Licencing and Verifications

- 4.1.8. There is complexity with reporting actual figures with respect to food businesses within the district. Not all businesses register with Council; for example if a business is part of a multi-site business (e.g. MacDonalds) they may register with MPI or with another Council depending where their main office is located. Registration can also depend on the type of food plan a business operates under. Also to add to the complexity of providing statistics to help Council understand our activities under the Food Act 2014, businesses registered with WDC can choose a Third Party Verifier (TPV) to complete their verifications rather than the Council.
- 4.1.9. It is not Council's responsibility to manage TPV activity. TPVs have the same responsibilities as Councils to input verification data into Titiro within 10 working days of the verification, which is the Ministry of Primary Industries (MPI) national software for Food Business data. Waimakariri District Council has consistently complied with this requirement.
- 4.1.10. Council currently provides a verification service through a contractual arrangement with Food and Health Standard (2006) Ltd) (FHS) under an Environmental Health Services contract.
- 4.1.11. The figures for food registration and activities in this report referred to businesses registered with Council. At the end of the 2021/22 financial year there were 251 registered food premises in the Waimakariri district. Of the 251 business registered 155 were verified by the Council's contractor.
- 4.1.12. The contractor continues to provide a high level of service. However, it is noted that there is a requirement under the Local Government Act (Sec 17A) that requires us to evaluate our service delivery. The provisions for Health Services will be the next service analysed under Section 17A.
- 4.1.13. All premises are considered as currently complying with their Food Control Plans as none are under current investigation by our Food Safety Officer. There were four incidents where the Food Safety Officer investigated non-compliance in conjunction with MPI, with all issues being resolved with compliance achieved.
- 4.1.14. It was reported in the October 2021 report to the DP&R Committee that from 1 July 2021 there had been 5 instances of unannounced verifications of food premises to check compliance with their Food Control Plans. This in fact was incorrect as the Titiro software platform used and maintained by MPI was producing incorrect information. The incorrect data issues have been repaired and there was only one unannounced verification for the 2021/22 financial year.
- 4.1.15. Measuring performance – KPIs
- Food premises inspected (verified)
- The percentage of licenced (food) premises inspected per annum. The target in the LTP is 100%. 155 premises were due for verification within the 2021/22 financial year. All were verified with a response rate of 100%, meaning the KPI was achieved.

Alcohol Licencing

4.1.16. Alcohol licencing is now operating well in-house, with the ESU Administrator completing all alcohol licencing administration. We have also advertised for a part-time ESU Administrator to help with all types of administration with in the ESU which is covered under current budgets.

4.1.17. There was one Controlled Purchase Operation conducted, jointly with the Police on Saturday 3 July 2021. 32 premises were visited and there was one failure.

4.1.18. Total licence types registered with Council for the 2021/22 financial year can be viewed in Figure 2 below.

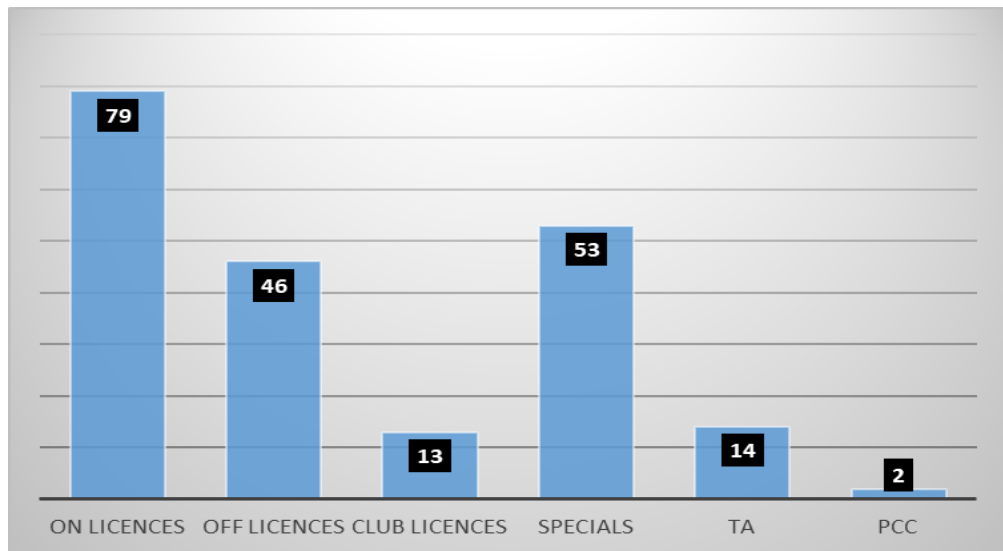


Figure 2. Total number of each licence type registered with Council for 2021/22

4.1.19. Figure 3 illustrates the total number of each licence type processed in the 2021/22 financial year. Of note, but not illustrated in Figure 2, is the 498 current managers certificates registered with the Waimakariri District Council.

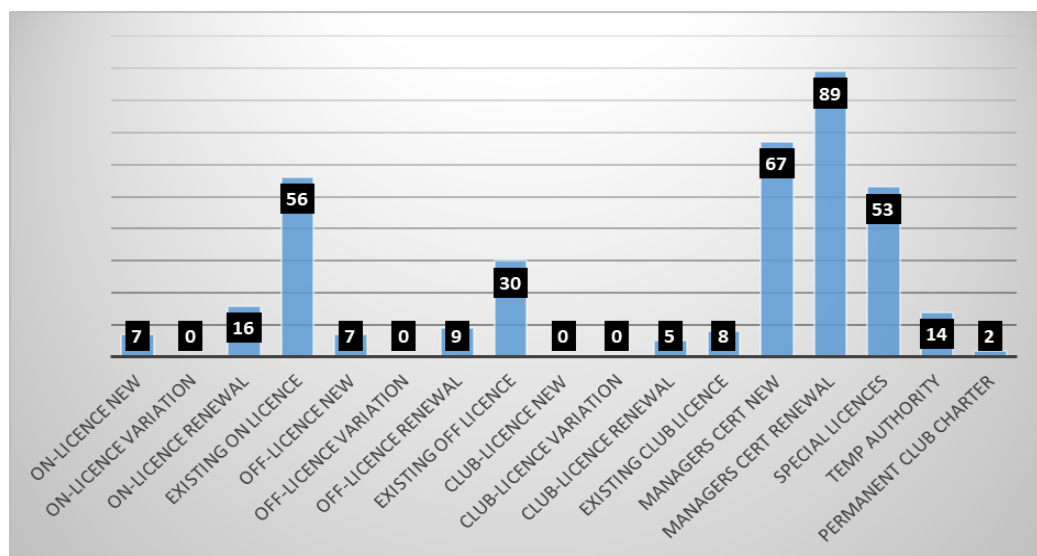


Figure 3. Total number of each licence type processed in the 2021/22 financial year.

4.1.20. The Immediate Modification Order regarding alcohol licence processing remains in place. This has not caused any issues through the 2021/22 financial year.

#### 4.1.21. Measuring Performance – KPIs

Licensed alcohol premises are inspected at least once per annum. The target in the LTP is 95%. There are 130 actual premises with 10 having both On and Off Licences (140 Licences in total). Of these 130 premises, 40 were monitored during the 2021/22 financial year, which equates to 31%. This is well short of the target required in the LTP. A forward thinking program will be put in place to rectify this shortfall with monthly operational reporting by the inspector to the Environmental Services Manager.

#### Litter and Noise

4.1.22. There was a 4.6% increase in excessive noise complaints for the 2021/22 financial year; being 972 for 2021/22 compared with 929 in 2020/21. However, there has been a decrease of 14.3% in litter and dumping complaints over the same period from 265 in 2020/21 to 227 in 2021/22. We can only assume that this was due to the lockdown and restrictions due to COVID-19 in 2021.

4.1.23. There were only 2 complaints categorised as unreasonable noise complaints dealt with by ESU in 2021/22. All other noise complaints were categorised as excessive.

4.1.24. There was 1 incident categorised as a serious nuisance complaint on 2021/22, whereas there were 8 incidents in 2020/21.

#### 4.1.25. Measuring Performance – KPIs

##### Excessive noise

The percentage of excessive noise complaints responded to within 2 hours. The target in the LTP is 90%. There were 972 incidents in 2021/22 with a response rate of 97.25%, meaning the KPI was achieved.

##### Unreasonable noise

The percentage of all other unreasonable noise complaints responded to within 48 hours. The target in the LTP is 90%. There were 2 incidents in 2021/22 with a response rate of 100%, meaning the KPI was achieved.

The percentage of serious nuisance complaints responded to within 48 hours. The target in the LTP is 100%. As there was 1 incident in 2021/22 with a response rate of 100%, meaning the KPI was achieved.

#### Service Requests

4.1.26. Overall, ESU received 3588 Service Requests in the most recent financial year (2021/22) compared with 4,392 in the previous year (2020/21). It is assumed that the 18.3% decrease can be directly attributed to the COVID-19 lockdown in August/September 2021 and also the length of time to integrate back to what would be considered normal business.

#### Parking Enforcement

4.1.27. Parking enforcement patrols were less frequent than usual in the 2021/22 financial year. The COVID-19 lockdown in August 2021, staff retirement, and subsequent unsuccessful replacement have disrupted the ability to be consistent in this area.

4.1.28. Table 1. below illustrates the budget for each of the previous financial years, actual revenue collected, and the final percentage of the budget for parking infringements collected for 2019/20, 2020/21 and 2021/22.

4.1.29. The effect of the COVID-19 legislation to create temporary extensions for Registration and Warrant of Fitness certification has also had an impact on



revenue figures from April 2020 to May 2022. The provisions of these extensions have been revoked and were finally lifted in May 2022.

- 4.1.30. Once there is a full complement of staff in the unit, there will be a priority focus on a more consistent approach to parking enforcement.
- 4.1.31. It is noted that the parking strategy may cause the need for further resourcing in the compliance area. This will be addressed through the Annual Plan process if required.

Table 1. Parking infringement revenue for 2019/20, 2020/21 and 2021/22

Financial Year	2019/20	2020/21	2021/22
Budget	\$122,640	140,000	143,220
Actual Revenue	176,162	88,696	100,372
Percentage of target	144%	63%	70%

#### 4.2. Staffing / Capability and Capacity

- 4.2.1. Over the course of the financial year there have been some staff movements. Heather Blacklock (Compliance Officer) retired. A farewell for Heather was held to celebrate her time working for the Council. Heather was thanked for her time and contribution to Waimakariri District Council.
- 4.2.2. The Environmental Services Manager role has been filled. Billy Charlton was appointed and started in the role on 9 May 2022. The Team Leader ESU has also been permanently filled with Simon Clark being appointed (internal appointment) and will start the role on 22 August 2022.
- 4.2.3. The ESU is currently seeking a replacement for a Compliance Officer and a part time ESU Administrator. Both are currently being advertised at the time of writing this report.

### 5. **COMMUNITY VIEWS**

#### 5.1. **Mana whenua**

Te Ngāi Tūāhuriri hapū are not likely to be affected by, or may not have a particular interest in the matter or recommendations of this report.

#### 5.2. **Groups and Organisations**

The Kaiapoi Community groups may have an interest in the matter of parking enforcement in their area. They will be able, along with the wider community, to submit feedback on the parking strategy when it is publicly consulted on.

#### 5.3. **Wider Community**

The wider community is likely to have an interest in the subject matter of this report as they interact with a wide range of services ESU is responsible for. However there are no recommendations likely to affect the community directly.

### 6. **OTHER IMPLICATIONS AND RISK MANAGEMENT**

#### 6.1. **Financial Implications**

There are no financial implications of the decisions sought by this report. Two months into the 2022/23 financial year, the unit's net position is tracking in line with the approved budget.

**6.2. Sustainability and Climate Change Impacts**

The recommendations in this report do not have sustainability and/or climate change impacts.

**6.3 Risk Management**

There are no risks arising from the adoption/implementation of the recommendations in this report.

**6.3. Health and Safety**

There are no health and safety risks arising from the adoption/implementation of the recommendations in this report.

**7. CONTEXT****7.1. Consistency with Policy**

The matters identified in this report are not a matter of significance in terms of the Council's Significance and Engagement Policy.

**7.2. Consistency with Community Outcomes**

The Council's community outcomes are not relevant to the actions arising from recommendations in this report.

**7.3. Authorising Delegations**

The District Planning and Regulation Committee has delegation in relation to these matters.