

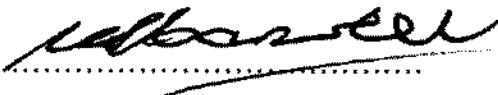
CHRISTCHURCH CITY COUNCIL
LONG TERM COUNCIL - COMMUNITY PLAN (LTCCP)
SUBMISSION BY LINDSAY CARSWELL

Name: Lindsay Carswell
Address: 2/238 Stanmore Road
CHRISTCHURCH

Phone: 03 389 4819

I wish to talk to the main points of this submission at the hearings to be held between ~~1 June and 11 June~~ 2004.

Signed



A WELL GOVERNED CITY

COMPLAINTS

All correspondence by Council staff to members of the public, when replying to a query or complaint, to state in the letter that:

1. if the recipient of the letter disagrees with the decision or information sent, that they can make a complaint or have the decision reviewed, and
2. provide information on how the recipient of the letter can make a complaint or have the decision reviewed.

Also, that Council provide on a yearly basis, information on the number of:

1. Complaints received, with a breakdown of type,
2. Complaints investigated, and
3. Complaints resolved.

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REFER:

REGULATORY SERVICES VOLUME 2, Pgs 100 - 106

BUILDING CONSENTS Pg 101

Performance Measures:

Service	Performance Measure
Provide inspection services which ensures that the standards required by the Building Act are met. Minimise the Council's liability as a building consent authority.	Issue Code Compliance Certificates within five working days once advised by the owner that work is complete.

ENFORCING LEGISLATION AND INVESTIGATING NUISANCES Pg 102

Performance Measures:

Service	Performance Measure
Monitor activities and projects to ensure compliance with the Building Act, Council Bylaws and the City Plan, and mitigate any adverse effects on the environment and people. Inspect and follow up conditions imposed on resource consents.	80% of responses to complaints or requests for investigations are completed within five working days (simple category) or 40 working days (complex category)
	Conditions on resource consents are monitored within the required time frame.

SUBMISSION

A INTRODUCTION

The public relies on the Council to apply its statutory obligations correctly with due diligence and impartially. When Council fails to perform its obligations under the various acts that it is charged with, the impact on the public can have serious consequences.

Examples of failure to perform are:

1. buildings that do not comply with the Building Code, yet a Code Compliance Certificate is issued; or
2. Breaches of Resource Consent conditions, and where Council fails to monitor or enforce.

Furthermore, members of the public do not always have the experience, knowledge or resources to pursue claims for poor inspections or lack of enforcement by Council officers. Instead they rely on the Council to "get it right".

Unfortunately Council staff can make errors or mistakes due to inexperience, lack of information or failure to perform, and these may or may not be detected during the relevant process.

When errors are brought to Council staff's attention they are more likely to consider the potential liability issues that Council may face, rather than ensuring that buildings provide an adequate standard of shelter, comfort and are safe to occupy, or that resource consents are correctly monitored.

B ESTABLISHMENT OF AN INDEPENDENT AUDIT OFFICE

There is a need for an independent Internal Audit Office, with responsibility for checking and reporting on council decisions in regard to:

Building Inspections

Building Inspections to ensure that the Building Code and the Building Act are complied with.

Resource Consents

1. Where non-notified, that the environmental effects are minor;
2. That the conditions imposed on a resource consent are not only monitored, but are complied with, and
3. Where Resource Consent conditions are not complied with, that appropriate enforcement action is taken.

The internal auditor in each area will need to be independent, and have similar powers to that of an internal financial auditor.

Such audits to be:

1. based on a randomly selected sample, and
2. investigations where complaints are raised by members of the public.

Council will need to consider, in its LTCCP, funding for this role.