



Regulatory services



I like living in the “People’s Republic of Christchurch.” It’s a positive city and we enjoy showing people around when they come to visit. I think the Council’s helping make sure it stays a good place to live. The Garden City concept carries through and that’s great, but I sometimes think we could do with fewer slogans.

We had a change at an intersection near here and I was worried it would increase speeds. I was listened to and answered and that’s good. I didn’t get what I wanted but I was allowed to have my say and I’m sure it was considered.

Allan Campbell

Retired
Burwood

Regulatory services



Why is the Council involved in regulatory services?

The Council administers and enforces the statutory regulations for building and development work, the health and safety of licensed activities and the keeping of dogs, with minimal compliance costs. In addition, complaints about nuisances and non-compliance are investigated and the potential effects of various activities are assessed.

What activities are included in regulatory services?

Enforcement and inspection activities

The Council minimises potential hazards and nuisances from dogs and wandering stock, investigates complaints about nuisances and non-compliance, assesses the potential effects of various activities, registers food premises and issues sale of liquor licences.

Regulatory approvals

The Council processes applications for project information memoranda (PIMs), land information memoranda (LIMs), land use resource consents, subdivision consents, building consents, code compliance certificates and building warrants of fitness in accordance with relevant statutes.

Maintaining and reviewing the City Plan

The Council plans and provides for the sustainable management, development and protection of natural and physical resources of the city, as required by Section 5 of the Resource Management Act 1991.

How does the Council's work contribute towards our Community Outcomes?

<i>Community Outcome</i>	<i>How the Council contributes</i>	<i>How much?</i>
Safety	Legislative requirements are enforced to ensure the safety and health of people. Nuisances and adverse effects on people and the environment are minimised or eliminated. Consent processes ensure safe buildings. Hazards from aggressive or wandering dogs or livestock are minimised.	✓✓✓
Environment	The City Plan identifies and protects the key elements of the natural environment from the adverse effects of use and development. Consent processes ensure an attractive built environment and minimise adverse effects on the environment.	✓✓✓
Health	Legislative requirements are enforced to ensure the health and safety of people. Nuisances and adverse effects on people and the environment are minimised or eliminated.	✓✓✓
City Development	The City Plan provides the planning framework for Christchurch that it continues to be attractive, and that new development enhances it. Consent processes ensure an attractive built environment with safe buildings and minimise adverse effects on the environment.	✓✓✓



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What does the Council plan to do in the future?

<i>What is the Council's objective?</i>	<i>What policies, strategies or drivers support these objectives?</i>	<i>What is the Council already doing?</i>	<i>What will we do in years 1 to 3?</i>	<i>What will we do in years 4 to 10?</i>	<i>How will we know if we achieve our objective?</i>
To administer and enforce the statutory regulations for building and development work, the health and safety of licensed activities, and the keeping of dogs, with minimal compliance costs.	<p>Strategies:</p> <ul style="list-style-type: none"> • Liveable City Strategy • Healthy Environment Strategy • Safer Communities Strategy • Strong Communities Strategy • Urban Development Strategy • Urban Design Protocol • Central City Strategy <p>Drivers:</p> <ul style="list-style-type: none"> • Legislative requirements (Acts, regulations and by-laws) • National environmental standards • Public expectations • Public health and safety • Freedom from excessive nuisance • Elimination of harmful situations • Evaluation of adverse effects 	Processing applications for PIMs, LIMs, land use resource consents, subdivision consents, building consents, code compliance certificates and sale of liquor licences, in accordance with relevant statutes.	Continue to do the same.	Continue to do the same.	All applications processed within statutory time limits.
		Carrying out inspections to ensure building work meets approved building consents.	Continue to do the same.	Continue to do the same.	Building work is inspected.
		Providing professional advice on regulatory activities.	Continue to do the same.	Continue to do the same.	Customer satisfaction with service received.
		Administering the occupancy provisions of the Building Act (Building Warrants of Fitness).	Continue to do the same.	Continue to do the same.	
		Investigating and monitoring activities and projects to ensure compliance with the Building Act, Council by-laws and the City Plan, and mitigating any adverse effects on the environment and people.	Continue to do the same.	Continue to do the same.	
		Investigating and responding to any situations likely to affect human health or safety, to be objectionable, or to cause a nuisance.	Continue to do the same.	Continue to do the same.	Complaints about nuisances are promptly investigated.
		Investigating and resolving complaints about nuisances caused by dogs and wandering stock.	Continue to do the same.	Continue to do the same.	Complaints about dogs and wandering livestock are promptly responded to and investigated.
		Inspecting food premises to promote and conserve public health and monitoring compliance with all statutory requirements.	Continue to do the same.	Continue to do the same.	Sale of liquor and food premises are inspected.
To investigate complaints about nuisances and non-compliance, and assess the potential effects of various activities.		Carrying out an ongoing programme of improvements to enhance the City Plan, including plan changes.	Continue to do the same.	Continue to do the same.	Increase in residents' satisfaction with overall city and environmental planning.

Measuring our achievements

<i>Measures and targets</i>	<i>Current performance</i>	<i>06/07</i>	<i>07/08</i>	<i>08/09</i>	<i>09/10</i>	<i>10/11</i>	<i>11/12</i>	<i>12/13</i>	<i>13/14</i>	<i>14/15</i>	<i>15/16</i>
% of walk-in customers satisfied with service received.	Not currently measured	80%	80%	80%	Ongoing target 80%						
% of all regulatory applications processed within statutory time-frames.	Target 100% Actual 69%	100%	100%	100%	Ongoing target 100%						
% of responses to complaints or requests for investigations completed; <ul style="list-style-type: none"> • within 10 working days (simple request), • 60 working days (complex request). 	Simple - 37% (target 80%) Complex - 64% (target 80%)	Simple 100% Complex 80%	Simple 100% Complex 80%	Simple 100% Complex 80%	Ongoing targets: Simple 100% Complex 80%						
% of responses to complaints of excessive noise within an average of 30 minutes.	100%	100%	100%	100%	Ongoing target 100%						
% of Priority 1 complaints (wandering stock and aggressive behaviour by dogs) responded to within 2 hours.	100%	100%	100%	100%	Ongoing target 100%						
% of Priority 2 complaints (other complaints about dogs) commenced within 24 hours.	100%	100%	100%	100%	Ongoing target 100%						
% of potentially higher risk food premises inspected at least once a year.	69% (target 100%)	100%	100%	100%	Ongoing target 100%						



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What negative effects or risks can occur in relation to regulatory services?

<i>Negative effects</i>	<i>Mitigation options</i>
Costs are borne by registered dog owners - unregistered dog owners do not pay.	<ul style="list-style-type: none">• House-to-house surveys to detect unregistered dogs.
Costs imposed on licensed operators, property owners and applicants.	<ul style="list-style-type: none">• A cost-effective service is provided to customers.
Costs and land use constraints imposed on landowners.	<ul style="list-style-type: none">• Costs and benefits of regulatory intervention are assessed.

The Council's key assets relating to regulatory services

The Council holds a minimum of assets in providing regulatory services activities and services.

The capital purchases detailed on the next page are for parking enforcement, noise monitoring and office furniture.





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Cost of proposed services

	CCC 2006/07 \$000's	BPDC 2006/07 \$000's	Total Plan 2006/07 \$000's	Plan 2007/08 \$000's	Plan 2008/09 \$000's	Forecast 2009/10 \$000's	Forecast 2010/11 \$000's	Forecast 2011/12 \$000's	Forecast 2012/13 \$000's	Forecast 2013/14 \$000's	Forecast 2014/15 \$000's	Forecast 2015/16 \$000's
Activity operational cost -												
Enforcement and inspection activities	8,938	221	9,159	9,350	9,635	9,923	10,272	10,489	10,683	10,780	10,900	11,048
Maintaining and reviewing the City Plan	1,636	423	2,059	1,987	1,983	1,996	2,061	2,125	2,169	2,207	2,239	2,271
Regulatory approvals	13,058	850	13,908	14,360	14,752	15,228	15,759	16,068	16,396	16,677	16,926	17,166
Total expenditure	23,632	1,494	25,126	25,697	26,370	27,147	28,092	28,682	29,248	29,664	30,065	30,485
Activity operational revenue -												
Enforcement and inspection activities	8,191	112	8,303	8,449	8,703	8,943	9,172	9,388	9,587	9,771	9,934	10,100
Maintaining and reviewing the City Plan	30	-	30	31	32	33	34	34	35	36	36	37
Regulatory approvals	10,269	480	10,749	11,016	11,267	11,577	11,874	12,154	12,411	12,650	12,861	13,076
Total operational revenue	18,490	592	19,082	19,496	20,002	20,553	21,080	21,576	22,033	22,457	22,831	23,213
<i>Fees and charges</i>	<i>18,490</i>	<i>592</i>	<i>19,082</i>	<i>19,496</i>	<i>20,002</i>	<i>20,553</i>	<i>21,080</i>	<i>21,576</i>	<i>22,033</i>	<i>22,457</i>	<i>22,831</i>	<i>23,213</i>
<i>Grants and subsidies</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>
Total operational revenue (by source)	18,490	592	19,082	19,496	20,002	20,553	21,080	21,576	22,033	22,457	22,831	23,213
Net operational cost	5,142	902	6,044	6,201	6,368	6,594	7,012	7,106	7,215	7,207	7,234	7,272
Vested assets	-	-	-	-	-	-	-	-	-	-	-	-
Net cost of services	5,142	902	6,044	6,201	6,368	6,594	7,012	7,106	7,215	7,207	7,234	7,272
Capital expenditure												
Renewals and replacements	200	-	200	389	415	36	117	404	40	40	41	42
Improved service levels	-	-	-	-	-	-	-	-	-	-	-	-
Increased demand	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital Expenditure	200	-	200	389	415	36	117	404	40	40	41	42

Rationale for activity funding (see also the Revenue and Financing Policy, page 267)

User charges are collected for services considered reasonable by the Council. The level of revenue sought from these activities by the Council for the 10 years covered by the LTCCP is illustrated above. Costs are generally recovered in full. The balance of the net operating cost is funded by General rates, as the whole community benefits from these activities.

Capital expenditure is funded corporately in accordance with the Revenue and Financing Policy. Refer to page 267 for a summary of the corporate funding approach for capital expenditure.