

regulatory services

Nature and Scope

- Prepare, review, monitor and implement the objectives and policies of the City Plan prepared under the Resource Management Act 1991
- Monitor the preparation and administration of policy statements and plans prepared by Environment Canterbury and adjacent local authorities
- Promote an awareness of the environmental issues and values of the city
- Process land use and subdivision consents
- Administer the Building Act and Building Code within the city, including the issue of building consents, code compliance certificates, and annual warrants of fitness
- Administer environmental health statutes, including food licensing, dangerous goods, sale of liquor, offensive trades and hazardous substances
- Minimise occurrences that are likely to be objectionable or otherwise affect human health or safety arising from the presence or keeping of dogs and other animals
- Provide information and advice on planning, building and environmental statutes and regulations, including developing and maintaining the necessary information bases
- Process applications for land information memoranda
- Monitor and control adverse environmental effects, including primary responsibility for noise, and shared responsibility for hazardous substances

Animal Control

The Council provides dog and livestock control services. It also keeps a register of dogs in the City and provides pounds for dogs and livestock.

Performance Measures

Service	Performance Measure
Environmental	
Remove wandering stock promptly	Where practical, wandering stock are apprehended and secured within two hours of receiving an initial request.
Social	
Minimise the number of unregistered dogs in the City	Conduct house to house surveys, including properties with dogs that have not re-registered.
Investigate and resolve complaints about nuisances caused by dogs	Respond to and investigate all complaints relating to aggressive behaviour by dogs within 2 hours, start investigation/action of all other complaints within 24 hours, and resolve complaints within 14 days (target:100%).
Care for impounded dogs, endeavour to locate their owners or find suitable homes, and when necessary arrange for their disposal.	Dogs are returned to owners, found new homes or destroyed as circumstances require.

Contribution to Outcomes

Outcome	How Animal Control Contributes to this Outcome
A Safe City	Hazards from aggressive or wandering dogs or livestock are minimised

Building Consents

The Council receives and processes applications for building consents, inspects buildings under construction, issues code compliance certificates and administers building warrants of fitness.

Performance Measures

Service	Performance Measure
Environmental	
Provide project information memoranda (PIMs) and process building consents within statutory timeframes.	Process stand-alone PIMs within eight working days (legislative requirement is ten days) (target 100%).
	Process building consents within the time limits prescribed by the Building Act (target 100%).
	Show an improvement in customer satisfaction. (compared to base research results obtained in November 2003).
Provide inspection services which ensure 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.
Ensure building owners maintain building warrants of fitness as required.	Follow up overdue warrants with a written reminder within ten working days after the due date.
	Commence enforcement action if compliance is not achieved within six months of a warrant becoming overdue.

Contribution to Outcomes

Outcome	How Building Consents Contributes to this Outcome
Healthy and Active People	Buildings which comply with the relevant consents provide an adequate standard of shelter and comfort for human health
A Livable City	Buildings which comply are of an acceptable standard of durability and appearance
A Safe City	Buildings which comply will be safe to occupy

regulatory services

Enforcing Legislation & Investigating Nuisances

The Council enforces the regulations of the City Plan, Building Act and Council by-laws. It monitors and controls potential and actual nuisances in the community such as noise, places where hazardous substances are stored and offensive trades.

Performance Measures

Service	Performance Measure
Environmental	
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.	Responses to complaints or requests for investigations are completed within five working days (simple category) or 40 working days (complex category) (target 80%).
	Conditions on resource consents are monitored within the timeframe stipulated in the resource consent.
Respond to complaints of unreasonable and excessive noise.	Respond to complaints of excessive noise within an average of 30 minutes after receiving the complaint. In the case of unreasonable noise, commence investigations within one working day of receiving the complaint.
Investigate and respond to any situations likely to affect human health or safety, to be objectionable, or to cause a nuisance.	Undertake initial investigations within one working day of notification of any nuisance complaints.
Nuisances to residents are minimised	Residents' satisfaction they get value for their rates money spent on regulating activities and investigating nuisances (target 57%).

Social

Enforce and promote compliance with the Fencing of Swimming Pools Act	All known swimming pools are re-inspected every two years. Inspections carried out to find and record unknown pools.
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Contribution to Outcomes

Outcome	How Enforcing Legislation & Investigating Nuisances Contributes to this Outcome
Healthy and Active People	Nuisances or incidents which could present a health risk will be investigated and dealt with promptly and appropriately
A Sustainable City	Nuisances or incidents which could be harmful to the environment will be investigated and dealt with promptly and appropriately
A Safe City	Nuisances or incidents which could be hazardous will be investigated and dealt with promptly and appropriately

Health and Liquor Licensing

The Council inspects, monitors and controls food premises, hairdressers, camping grounds, funeral directors and premises where liquor is sold.

Performance Measures

Service	Performance Measure
Environmental	
Inspect food premises, hairdressers, camping grounds and funeral directors to promote and conserve the public health and to monitor compliance with all statutory requirements.	Food premises identified as having a higher potential risk in terms of food safety to be inspected at least once per year. Action taken to ensure the safety of the food and compliance with food safety and food hygiene requirements. Other registered premises to be inspected regularly to ensure compliance with the appropriate statutory requirements.
Ensure food premises maintain the high standards required for providing safe food.	1% or less of registered food premises require compulsory closure to meet their statutory requirements to produce safe food.
Social	
Process applications for licences and certificates under the Sale of Liquor Act 1989	Special licences are processed within ten working days of receiving the application (target 100%).
	Process other Sale of Liquor Act licences within six weeks of receipt of the application (subject to other organisations supplying the required information and reports) (target 90%).

Monitor compliance with the terms and conditions of liquor licences granted.	Inspect all new premises before and after granting an initial liquor licence during their first year of operation, and report on levels of compliance.
	Inspect all operational premises within the Central City area (bounded by the four avenues) and report on levels of compliance.
	Inspect all renewals of licenses at the time of renewal, and report on levels of compliance.

Contribution to Outcomes

Outcome	How Health and Liquor Licensing Contributes to this Outcome
Healthy and Active People	Premises and services which could present a health risk will be regulated to ensure the appropriate standards are met
A Safe City	Premises and services which could have inadequate safety will be regulated to ensure that appropriate standards are met

regulatory services

Information on Regulatory Functions

The Council provides general advice to the public on environmental services, and provides land information memoranda (LIMs) as required by the Local Government Official Information and Meetings Act.

Performance Measures

Service	Performance Measure
Environmental	
Provide advice on planning and regulatory matters.	More than 85% of all walk-in and phone-in customers are satisfied or more than satisfied with the service provided.
Provide accurate and timely Land Information Memoranda (LIMs).	Process 80% of LIMs within five working days and 100% within the statutory timeframe of ten working days.

Contribution to Outcomes

Outcome	How Information on Regulatory Functions Contributes to this Outcome
A Learning City	Christchurch people will have easy access to information about their rights and obligations under legislation which deals with animal and dog control, nuisances, and consents and licensing
Healthy and Active People	People are aware of the steps they can take to mitigate health risks arising from activities regulated by the Council, steps to prevent risks, and steps they can take when they identify health risks in the City
A Sustainable City	People are aware of the steps they can take to mitigate risks to the environment arising from activities regulated by the Council, steps to prevent risks, and steps they can take when they identify risks to the environment elsewhere in the City
A Safe City	People are aware of the steps they can take to mitigate hazards arising from activities regulated by the Council, steps to avoid creating hazards themselves, and steps they can take when they identify hazards elsewhere in the City

Land Use and Subdivision Consents

The Council receives and processes applications for land use and subdivision consents, in accordance with the Resource Management Act and the City Plan.

Performance Measures

Service	Performance Measure
Environmental	
Administer resource consents in an efficient, timely and fair manner for landowners, developers and for the affected community and individuals.	Process non-notified land use consents, which do not require a hearing, within 20 working days (target 100%).
	Process notified land use consents, to Council decision stage, within 70 working days (target 100%).
	Show an improvement in customer satisfaction compared to November 2000. An average score of 7.0 for commercial applicants and 7.1 for private applicants where 1 is the lowest.
	Process subdivision applications within 20 working days (target 100%).
Administer engineering approvals and inspections in an efficient, timely and fair manner for land owners, developers and the community which will occupy or adjoin the development in the future.	Approve 100% of engineering plans within 20 working days of receipt of accepted plans.
The City's environment remains satisfactory according to its residents.	Residents believe that building or land development has not made their area worse (target 88%).

Contribution to Outcomes

Outcome	How Land Use and Subdivision Consents Contributes to this Outcome
A Livable City	Before a proposal proceeds, its impact can be assessed, and appropriate conditions and restrictions can be applied to improve liveability
A Sustainable City	The impact of proposed developments on the natural environment can be assessed before proceeding, and appropriate conditions and restrictions can be applied
A Safe City	Safety implications can be identified before projects proceed, and appropriate conditions and restrictions can be applied
Strong and Inclusive Communities	People have the opportunity to participate in processes which grant consents to activities which could potentially have a negative impact on the city, its people or environment

regulatory services

Cost of Proposed Services

Budget 2003/04 \$000's		Plan 2004/05 \$000's	Forecast 2005/06 \$000's	Forecast 2006/07 \$000's	Projection 2007/08 \$000's	Projection 2008/09 \$000's	Projection 2009/10 \$000's	Projection 2010/11 \$000's	Projection 2011/12 \$000's	Projection 2012/13 \$000's	Projection 2013/14 \$000's
15,411	Expenditure (After Internal Recoveries)	15,864	16,023	15,937	16,156	16,461	16,620	16,743	16,894	17,009	17,177
(10,097)	Revenue	(10,257)	(10,257)	(10,257)	(10,257)	(10,257)	(10,257)	(10,257)	(10,257)	(10,257)	(10,257)
5,314	Net Cost of Service	5,607	5,767	5,680	5,900	6,204	6,364	6,487	6,638	6,753	6,920

The Net Cost of Service is funded from rates and other revenue. See the Funding Impact Statement in volume 3 for details.

Consisting of the following Activities

98	Animal Control	234	239	241	266	296	318	332	345	361	380
398	Building Consents	72	202	115	171	270	288	319	380	387	429
1,738	Enforcing Legislation and Investigating Nuisances	1,973	1,979	1,971	1,999	2,033	2,057	2,073	2,088	2,107	2,128
(88)	Health and Liquor Licensing	42	45	46	61	81	94	103	112	122	134
2,269	Information on Regulatory Functions	2,617	2,627	2,630	2,685	2,755	2,803	2,834	2,864	2,901	2,943
899	Land Use and Subdivision Consents	668	675	678	718	768	803	826	848	874	905
5,314	Net Cost of Service	5,607	5,767	5,680	5,900	6,204	6,364	6,487	6,638	6,753	6,920

Capital Expenditure

2003/04 \$000's		2004/05 \$000's	2005/06 \$000's	2006/07 \$000's	2007/08 \$000's	2008/09 \$000's	2009/10 \$000's	2010/11 \$000's	2011/12 \$000's	2012/13 \$000's	2013/14 \$000's
22	Renewals and Replacements	10	10	42	54	54	10	42	10	10	10
8	Improved Service Levels	7	54	25	23	23	23	23	53	23	25
-	Increased Demand	-	-	-	-	-	-	-	-	-	-
29	Total Capital Expenditure	17	64	67	77	77	33	65	63	33	35

Notes

Capital Expenditure is corporately funded from asset sales, rates (depreciation and surplus), capital revenues, special funds, and loans. See Capital Funding Summary in volume 1, and the Funding Impact Statement in volume 3 for details. For details of capital projects, see the 5 year Capital Works Programme pages in volume 1.