

Notice is hereby given that a Meeting of the Regulatory and Consents Committee will be held on:

Date: Tuesday, 15 August 2017
Time: 9am
Meeting Room: Council Chambers
Venue: 15 Forth Street, Invercargill

Regulatory and Consents Committee Agenda

OPEN

MEMBERSHIP

Chairperson	Gavin Macpherson
	Mayor Gary Tong
Councillors	Brian Dillon
	Paul Duffy
	Darren Frazer
	Julie Keast
	Neil Paterson

IN ATTENDANCE

Committee Advisor	Alyson Hamilton
Group Manager, Environmental Services	Bruce Halligan

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Full agendas are available on Council's Website
www.southlanddc.govt.nz

Terms of Reference – Regulatory and Consents Committee

The Regulatory and Consents Committee is responsible for overseeing the statutory functions of the Council under the following legislation (but not limited to the following):

- Resource Management Act 1991
- Health Act 1956
- Food Act 2014
- Dog Control Act 1996
- Sale and Supply of Alcohol Act 2012
- Heritage New Zealand Act Pouhere Taonga Act 2014
- Building Act 2004
- Freedom Camping Act 2011
- Psychoactive Substances Act 2013
- Impounding Act 1955

The Regulatory and Consents Committee is delegated the authority to undertake the following functions in accordance with the Council's approved delegations register:

- (a) Maintain an oversight of the delivery of regulatory services;
- (b) Conduct statutory hearings on regulatory matters and undertake and make decisions on those hearings (excluding matters it is legally unable to make decisions on as legislated by the Resource Management Act 1991);
- (c) Appoint panels for regulatory hearings;
- (d) Hear appeals on officer's decisions to decline permission for an activity that would breach the Southland District Council Control of Alcohol Bylaw 2015;
- (e) Approve Council's list of hearings commissioners (from whom a commissioner can be selected) at regular intervals and the Chief Executive Officer be authorised to appoint individual Commissioners for a particular hearing;
- (f) Make decisions on applications required under the Southland District Council's Development and Financial Contribution Policy for remissions, postponements, reconsiderations and objections;
- (g) Approve Commissioners and list members under the Sale and Supply of Alcohol Act 2012;
- (h) Exercise the Council's powers, duties and discretions under the Sale of Liquor Act 1989 and the Sale and Supply of Alcohol Act 2012;
- (i) Hear objections to officer decisions under the Dog Control Act 1996.

The Regulatory and Consents Committee shall be accountable to Council for the exercising of these powers.

The Regulatory and Consents Committee is responsible for considering and making recommendations to Council regarding:

- (a) Regulatory policies and bylaws for consultation;
- (b) Regulatory delegations;
- (c) Regulatory fees and charges (in accordance with the Revenue and Financial Policy)
- (d) Assisting with the review and monitoring of the District Plan.

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1 Apologies

At the close of the agenda no apologies had been received.

2 Leave of absence

At the close of the agenda no requests for leave of absence had been received.

3 Conflict of Interest

Committee Members are reminded of the need to be vigilant to stand aside from decision-making when a conflict arises between their role as a member and any private or other external interest they might have.

4 Public Forum

Notification to speak is required by 5pm at least two days before the meeting. Further information is available on www.southlanddc.govt.nz or phoning 0800 732 732.

5 Extraordinary/Urgent Items

To consider, and if thought fit, to pass a resolution to permit the committee to consider any further items which do not appear on the Agenda of this meeting and/or the meeting to be held with the public excluded.

Such resolution is required to be made pursuant to Section 46A(7) of the Local Government Official Information and Meetings Act 1987, and the Chairperson must advise:

- (i) the reason why the item was not on the Agenda, and
- (ii) the reason why the discussion of this item cannot be delayed until a subsequent meeting.

Section 46A(7A) of the Local Government Official Information and Meetings Act 1987 (as amended) states:

“Where an item is not on the agenda for a meeting, -

- (a) that item may be discussed at that meeting if-
 - (i) that item is a minor matter relating to the general business of the local authority; and
 - (ii) the presiding member explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at the meeting; but
- (b) no resolution, decision or recommendation may be made in respect of that item except to refer that item to a subsequent meeting of the local authority for further discussion.”

6 Confirmation of Minutes

6.1 Meeting minutes of Regulatory and Consents Committee, 29 June 2017

Regulatory and Consents Committee

OPEN MINUTES

Minutes of a meeting of Regulatory and Consents Committee held in the Council Chambers, 15 Forth Street, Invercargill on Thursday, 29 June 2017 at 9.03am.

PRESENT

Chairperson	Gavin Macpherson
Councillors	Brian Dillon
	Paul Duffy
	Darren Frazer
	Neil Paterson

IN ATTENDANCE

Group Manager, Environmental Services, (Bruce Halligan), Environmental Health Manager (Michael Sarfai), Team Leader, Building Solutions (Michael Marron), Team Leader, Resource Management (Marcus Roy), Policy Analyst (Robyn Rout), Publications Specialist (Chris Chilton) and Committee Advisor, (Alyson Hamilton).

1 Apologies

Moved Cr Dillon, seconded Cr Paterson and **resolved:**

That the Regulatory and Consents Committee accept the apologies for non-attendance from Mayor Tong and Councillor Keast.

2 Leave of absence

There were no requests for leave of absence.

3 Conflict of Interest

There were no conflicts of interest declared.

4 Public Forum

There was no public forum.

5 Extraordinary/Urgent Items

There were no Extraordinary/Urgent items.

6 Confirmation of Minutes

Resolution

Moved Cr Frazer, seconded Cr Dillon **and resolved:**

That the minutes of Regulatory and Consents Committee meeting held on 17 May 2017 be received as a true and correct record.

Reports for Recommendation

7.1 Objection to Disqualification from owning a dog - Scott Skilling

Record No: R/17/6/12107

Michael Sarfai (Environmental Health Manager) advised that due to the failure of Mr Scott Skilling to present at the meeting and on advice from Council's Legal Advisor, the Committee agreed this report and the associated hearing be deferred to the next meeting of the Committee scheduled Tuesday, 15 August 2017 allowing Mr Skilling a further opportunity to speak in support of his objection to disqualification from owning a dog.

Resolution

Moved Cr Dillon, seconded Cr Frazer **and resolved:**

That the Regulatory and Consents Committee:

- a) Defers the report titled "Objection to Disqualification from owning a dog - Scott Skilling" to its next meeting scheduled 15 August 2017.**

7.2 Proposed Amendment to the Dog Control Rules in Otautau

Record No: R/17/5/10914

Robyn Rout, Policy Analyst, presented the report.

Ms Rout advised this report proposes an amendment the Dog Control Bylaw and the Dog Control Policy altering the dog control rules in Otautau.

Ms Rout advised the dog access rules for the Southland District are outlined in the Policy and the Bylaw. These documents currently state that in the Alex McKenzie Memorial Arboretum (the Arboretum) in Otautau, dogs are required to be on a leash.

Ms Rout explained the Otautau Community Board has requested that a change be made to the dog access rules in the Arboretum, that dogs be allowed to exercise, without being on a leash, in the west part of the Arboretum.

The Committee was advised dog owners have expressed concerns regarding lack of suitable dog exercise areas in the Otautau township. Ms Rout added there are currently two designated dog exercise areas both of which are part of the railway reserve. Feedback from the public has been received that these areas are not particularly suitable for exercising dogs as they are bordered by a railway line with irregular traffic and there is also an adjacent busy road.

Staff sought endorsement from the Committee for both the draft Policy and Bylaw, and comment on whether it would be more appropriate to notify the public that an amendment has been made, or consult with the public about this amendment.

Following discussion the Committee agreed that the draft Bylaw and Policy be released for public consultation and endorses the Statement of Proposal that is included in the report.

The Committee sought confirmation from staff on the location of the public toilets at the Arboretum suggesting that if they are located within the proposed dog exercise area that they be fenced off. Staff to clarify and action this request if required.

Resolution

Moved Cr Dillon, seconded Cr Paterson **and resolved:**

That the Regulatory and Consents Committee:

- a) **Receives the report titled “Proposed Amendment to the Dog Control Rules in Otautau” dated 19 June 2017.**
- b) **Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.**
- c) **Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.**

- d) Determines that the proposed Bylaw is the most appropriate way to address the perceived problem, and the most appropriate form of bylaw.
- e) Determines that the Bylaw only imposes reasonable limits on the rights and freedoms contained in the New Zealand Bill of Rights 1990, which can be reasonably justified in a free and democratic society.
- f) Endorses the draft Dog Control Bylaw and draft Dog Control Policy and EITHER:
 - ~~a) Recommends to Council that the draft Bylaw and Policy be adopted (this would involve notifying members of the public in Otautau after the change has been made); OR~~
 - b) i) Releases the draft Bylaw and Policy for consultation; AND
 - ii) Endorses the Statement of Proposal that is included in the report.

7.3 Proposed Amendments to the Freedom Camping Bylaw

Record No: R/17/6/12832

Robyn Rout, Policy Analyst, presented the report.

Ms Rout advised the purpose of the report is to propose an amendment to the Freedom Camping Bylaw 2015, proposing to alter the freedom camping area in Lumsden.

Ms Rout informed the current rules permit self-contained camping anywhere within the town boundary on Council controlled land for a maximum of three days in any 30 day period.

Ms Rout advised the Lumsden Community Development Area Subcommittee (CDA) is requesting that Council amend the Bylaw for Lumsden, in time for the next summer season.

- Ms Rout explained the CDA plans to encourage self-contained freedom campers to park in designated areas outside of the immediate railway station area, by guiding campers there through on-site signage. Moving the self-contained campers to nearby sites will allow more capacity (around the immediate railway station area) for non-self-contained campers around the toilet and wash facilities.

Ms Rout sought Committee endorsement that the draft Bylaw be released for public consultation in accordance with the special consultative procedure. Ms Rout explained the requirements include:

- that Council must adopt a statement of proposal;
- that the statement of proposal is made widely available;
- that those interested in the proposal are provided with a reasonable opportunity to present their views;
- that the public must be able to provide feedback over a minimum of a one month period;
- that people have the right to make an oral submission to Council.

Ms Rout added that should the Committee endorse the amended Bylaw and recommend it be released for public consultation, the local community will have opportunity to submit on the proposal and to be heard by Council.

Mr Rob Scott (Chair, Lumsden CDA) responded to members queries relating to laundry facilities, which he advised are currently not available in the township however there is a possibility for private enterprise in the future. It was noted the local Camping Ground has advertised in the Freedom Camping area showering and washing facilities at a cost.

Members queried current numbers of Freedom Campers in the area and Mr Scott responded advising of twelve to fifteen tents/vehicles over the previous 2 nights however it is anticipated these numbers will reduce over the winter period.

Resolution

Moved Cr Duffy, seconded Cr Frazer **and resolved:**

That the Regulatory and Consents Committee:

- a) **Receives the report titled “Proposed Amendments to the Freedom Camping Bylaw” dated 14 June 2017.**
- b) **Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.**
- c) **Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.**
- d) **Determines that the amendment to the Bylaw is necessary to protect the area, and to protect the health and safety of the people who may visit the area, and to protect access to the area.**
- e) **Determines that the amendment to the Bylaw is the most appropriate and proportionate way to address the perceived problem in relation to the area, and the most appropriate form of bylaw.**
- f) **Determines that the amendment to the Bylaw only imposes reasonable limits on the rights and freedoms contained in the New Zealand Bill of Rights 1990, which can be reasonably justified in a free and democratic society.**
- g) **Endorses the proposed amendment to the Freedom Camping Bylaw 2015.**
- h) **Endorses the Statement of Proposal that is included in the report.**
- i) **Releases the proposed amendment for public consultation in accordance with Special Consultative Procedure.**

Reports

8.1 Alcohol renewal applications backlog

Record No: R/17/5/11477

Michael Sarfaiti, Environmental Health Manager, presented the report.

Mr Sarfaiti advised concerns have been raised by licensees regarding the length of time for their alcohol renewal applications to be processed, and suggesting that more resources may be required for alcohol licensing.

Mr Sarfaiti advised staff agreed with these concerns and a priority has been placed on processing the applications with Licensing Inspectors undertaking to clear the backlog by 30 June 2017 this year.

Mr Sarfaiti explained there are two main reasons for this backlog:

- (a) Council is one of a small number of councils that have discounted the national alcohol licensing fees (30% reduction in the annual fee) creating a lean business unit. This was welcomed by the industry, following previous Annual Plan submissions about concerns about the statutory increase in alcohol licensing fees in 2015. The consequence of this is a backlog of renewal applications; however it is to be emphasised that the backlog has no adverse effect on licensees, as under the Sale and Supply of Alcohol Act, they are able to continue to trade under their existing licence while their renewal is processed.
- (b) There have been significant increases in the volume of alcohol licensing work from 2015 to 2016 - 36% increase in special licences, 43% increase in new licensees (mainly transfers), 65% increase in new managers applications.

The Committee noted an increase of premises renewal applications i.e. 69 premises in 2016, compared to 15 in 2015.

Mr Sarfaiti advised the current list of outstanding renewal applications mainly requires responses from the Licensees on various issues prior to staff being able to complete the application.

Resolution

Moved Cr Paterson, seconded Cr Dillon **and resolved:**

That the Regulatory and Consents Committee:

- a) **Receives the report titled “Alcohol renewal applications backlog” dated 13 June 2017 as information.**

The meeting concluded at 10am

CONFIRMED AS A TRUE AND CORRECT
RECORD AT A MEETING OF THE
REGULATORY AND CONSENTS COMMITTEE
HELD ON THURSDAY, 29 JUNE 2017.

DATE:.....

CHAIRPERSON:.....

Strategic Resource Management Planning Projects

Record No: R/17/5/9454

Author: Courtney Ellison, Senior Resource Management Planner - Policy

Approved by: Bruce Halligan, Group Manager Environmental Services

☐ Decision

☐ Recommendation

☒ Information

Purpose

- 1 To update the Committee on progress towards planning for strategic resource management projects.

Executive Summary

- 2 Staff have taken a broad look at key resource management issues that are likely to face the Southland District in the near future. Three key issues have been identified: climate change; historic heritage; and biodiversity. Many of these projects have implications broader than just resource management, therefore staff have begun engaging with other stakeholders prior to forming any project plans.

Recommendation

That the Regulatory and Consents Committee:

- a) **Receives the report titled “Strategic Resource Management Planning Projects” dated 30 July 2017.**

Content

Background

- 3 As the review of the District Plan has neared completion, staff have taken a broader look at key resource management issues that are likely to face the Southland District in the near future. Staff have also begun developing the framework for monitoring the effectiveness of the District Plan, and the first monitoring report was presented at the Regulatory and Consents Committee meeting on 18 May 2017.

Issues

- 4 Three key issues have been identified, where further work is required, each of which is discussed in turn below.

Climate Change

- 5 Over the past 150 years there has been an increase in greenhouse gas producing activities such as industry, agriculture and transportation. These activities are increasing the level of greenhouse gases in our atmosphere and causing the earth to heat up at an unprecedented rate. The impacts go beyond just warmer temperatures though, and can cause more extreme climate events such as floods, storms, cyclones and droughts. The warmer atmosphere also causes the oceans to heat up and therefore expand, causing sea levels to rise.
- 6 The importance of climate change and the need to start actions now has been recognised by Local Government New Zealand who recently released a Local Government Leaders Climate Change Declaration signed by the Mayors or Chairs of 39 local authorities, and a Local Government Position Statement on Climate Change which calls for urgent action and a holistic approach to climate change. The Ministry for the Environment is also currently preparing an update of their guidance for local authorities which includes revised predictions for sea levels that we should now be planning for. Further, the Parliamentary Commissioner for the Environment released a report in July 2017 on climate change, progress and predictability. The report looks at lessons that can be learnt from the approach taken in the United Kingdom and recommendations for changes to policy and legislation.
- 7 Council has a responsibility under the Local Government Act and the Resource Management Act (RMA) to consider and plan for the impacts of climate change, through its functions in terms of land use planning and decision-making, building control, emergency management and the provision of infrastructure and community services.
- 8 Currently, Council's corporate planning documents recognise climate change will be an issue facing the Council, but do not consider how the issues will be managed or quantify what parts of different assets will be affected. Therefore it is considered further work is required to:
- a) Develop an understanding of the risks and key issues associated with climate change for both Council and our communities;
 - b) Prepare options for managing the risks identified above.
- 9 Staff recognise that climate change will have impacts across Council activities but also across our communities and there are other organisations who have an interest in the issues stemming from climate change.

10 Therefore staff have met with staff from Environment Southland and Te Ao Mārama Inc to discuss what other work their organisations are doing in relation to climate change and how we might be able to work together to reduce duplication of effort and resources. There is support at a staff level for taking a collaborative approach and broadening this to include Invercargill City Council and Gore District Council if they are interested in participating.

11 Following further discussions with these organisations, a more refined project plan can be developed.

Landscapes

12 Council has a responsibility under the RMA to protect outstanding natural features and landscapes, and maintain amenity values. Under the Proposed District Plan there are two tiers of landscapes that have been identified, predominantly along the coastline and in the Te Anau Basin. The landscapes are referred to as:

- Outstanding Natural Features and Landscapes (ONFLs).
- Visual Amenity Landscapes (VALs).

13 While these landscape values have been identified in some places, there is still a large part of the District that has not been assessed, and the accepted practice of landscape assessment has changed over time. Therefore it is considered some further work on landscape identification is required to:

- Undertake a co-ordinated and systematic assessment across the District of its landscapes against nationally accepted criteria.
- Identify a range of options for protection of management of the District's landscapes for decision-makers.

14 Due to resourcing constraints, a project plan has not yet been developed but a plan for how this work could be progressed will be developed in the coming months and reported back to the Committee for consideration. Any landscape work undertaken would need to go through a community consultation process and there could be substantial costs involved. These matters will all be scoped within the project plan when it is reported back to the Committee to consider before making a decision on any work that is to be progressed.

Historic Heritage

15 Council has a requirement to protect historic heritage under the RMA. However it is also recognised that there are increasing pressures on the owners of heritage buildings with the introduction of the Building (Earthquake Prone Buildings) Amendment Act 2016, increasing maintenance costs and in some cases lack of clarity on the economic viability of upgrading buildings.

16 In order to balance these converging issues, the Council needs to first develop a better understanding of the District's heritage resources and the issues facing them. From there, options for managing these heritage resources can be developed and assessed.

17 Like climate change, historic heritage is a challenge that crosses many activities of Council and therefore is likely to require a collaborative approach. Retention and restoration of buildings in a township is fundamentally linked to the future direction of the community and wider community planning activities. The protection of buildings is also fundamentally linked to the Building (Earthquake Prone Buildings) Amendment Act and associated regulations which the Building Control department have to implement. Hence, heritage is by no means just a Resource Management Act issue.

- 18 Therefore, like climate change, staff are proposing to discuss these broader challenges with other departments, and where appropriate, external organisations, before progressing the development of a project plan or scoping what interventions Council might like to take in relation to historic heritage, and/ or incentives it might like to provide.

Factors to Consider

Legal and Statutory Requirements

- 19 As outlined earlier in this report Council has a statutory obligation to manage, in particular, historic heritage and natural landscapes.
- 20 Any work that is required as a result of these projects, such as changes to the District Plan, will follow the necessary statutory processes.

Community Views

- 21 Any future project planning that is undertaken will include provision for community engagement.

Costs and Funding

- 22 Any future project planning that is undertaken will consider the potential costs of the proposal. Where there are opportunities to partner with other organisations on these projects this will need to be reflected in the funding implications.

Policy Implications

- 23 All three projects align with Council's strategic direction, and in particular the community outcomes relating to 'making the most of our resources' and 'being an effective Council'. These projects all identify the need to collate existing and collect new information to ensure decisions are based on good information and advice. These projects also focus on ensuring our policies, plans and initiatives help retain the value of the Southland District's natural environment and communities.

Next Steps

- 24 Staff will continue to engage with internal and external stakeholders to inform the development of any project plans for climate change, landscapes and historic heritage. Staff will provide an update and any draft project plans to the Regulatory and Consents Committee in the second half of 2017.

Attachments

There are no attachments for this report.

Dog Control Annual Report for the year ending 30 June 2017

Record No: R/17/7/16240
Author: Michael Sarfai, Environmental Health Manager
Approved by: Bruce Halligan, Group Manager Environmental Services

☒ Decision ☐ Recommendation ☐ Information

Purpose

- 1 This report covers the administration of the Southland District Council's Dog Control Policy and its associated practices.

Executive Summary

- 2 Section 10A of the Dog Control Act 1996 provides that every territorial authority shall report on the administration of its Dog Control Policy and dog control practices, and submit it to the Secretary of Local Government, and give public notice of the report in a daily newspaper.

Recommendation

That the Regulatory and Consents Committee:

- a) Receives the report titled "Dog Control Annual Report for the year ending 30 June 2017" dated 25 July 2017.
- b) Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.
- c) Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.
- d) Adopts the Annual Report and authorises it to be forwarded to the Secretary of Local Government by the Manager of Environmental Health, and that the report be publicly notified as required by the Dog Control Act 1996.

Attachments

- A Dog Control Annual Report 2016 2017 [↓](#)

DOG CONTROL ANNUAL REPORT

FOR THE 12 MONTHS ENDING 30 JUNE 2017

Section 10A Dog Control Act 1996

The Southland District Council is required to publicly report each financial year on the administration of its Dog Control Policy and its Dog Control practices.

What we do

This activity provides for the control of dogs to protect the public, and promotes responsible dog ownership. The activity involves registering dogs, investigating complaints about dogs, education, monitoring and enforcement.

Why we do it

Dog control contributes to creating safe places (homes, public places and roads), the abatement of nuisances from dogs, and the protection of protected wildlife. The Council is required to comply with the legal requirements of the Dog Control Act 1996 and the Impounding Act 1955.

Dog Control in the Southland District

The Southland District Council covers a large geographical area, which includes both urban and rural dog owners.

In order to deliver an Animal Control service, the Council has an Animal Control Unit consisting of:

- a manager
- a full time Dog Control Officer
- a 0.8 full time equivalent Dog Control Officer
- two casual Dog Rangers
- an honorary Dog Ranger
- an afterhours contractor (Armourguard)

The Animal Control Unit has a close working relationship with key stakeholders in the community such as the Society for the Protection of Animals (SPCA), Furever Homes, local veterinarians, Police and other local authorities.

The Animal Control Unit operates a seven day, 24 hour service.

Staff believe that resourcing is currently adequate to fulfil its statutory duties. A quality management officer will be employed by the Council to assist with the development of a quality system across Environmental Services. The ICC shared service provides a large buffer to absorb more work.

Commentary on statistical information

Some commentary on the statistical information in **Appendix 1** is as follows:

Wandering dogs:

The Dog Control Officers advise that despite the increase in wandering dog complaints, their observations during patrols is that there has been a dramatic improvement in dog containment, with far fewer wandering dogs being observed than several years ago.

The officers advise that on average they may see one wandering dog every two to three weeks, as opposed to once every patrol three years ago.

Barking dogs:

The number of complaints has increased. However the numbers do not reflect a large increase in the number of nuisance barking dogs, as 57 complaints (a quarter of the total number) concerned only five properties.

Microchipping:

The number of dogs' microchipped by SDC has increased. This is likely due to the new fee discounts, where chipping is mandatory for the responsible owner discount.

Proportion of pet dogs to working dogs:

This proportion changes from year to year. An analysis of the reasons has not been completed, however staff believe that a reason for the increase in the proportion of pet dogs may be due to trends in the dairy industry. The dairy industry utilises fewer working dogs, and there will be a number of older sheep working dogs will be correspondingly decreasing, and existing sheep dogs dying off.

Infringement notices:

The new fee discounts have introduced warning letters as an intermediate step, prior to the need to issue an infringement. The absence of a warning letter is one requirement for the responsible owner discount. Officers have been using warning letters for compliance more, and issuing infringements less.

Attacks/rushing:

There has been a decrease in the number of rushing/attack incidents. This may be related to observations of less wandering dogs - that is, dogs are being better contained, and this is a factor that is directly related to rushing/attack incidents.

Dog Control Bylaw

Council approved the new Dog Control Policy and Dog Control Bylaw 2015 in August 2015.

The bylaw introduced multiple dog licensing, that requires a dog owner to obtain a licence if they keep more than two dogs (this does not apply to working dogs unless they are kept in an urban area). The licences were required to be obtained by 30 June 2016. Council's officers actively engaged with dog owners that required these licences, and successfully implemented this new licensing regime.

Under the bylaw a new discount dog registration scheme was introduced from 1 July 2017. It provides a financial incentive for neutering and responsible ownership behaviour such as good history, microchipping and fencing.

The new fee for working dogs remains at \$30, the fee for non-working dogs will be increased to \$90 with discounts available as below:

- The dog is spayed or neutered (\$10 discount).
- The dog is in a fenced or controlled property (\$20 discount).
- Responsible ownership and microchipping (\$30 discount).

Dog Education

Dog education is achieved in a number of ways, including during registration process, patrols, site visits, articles and Facebook. The Unit also places promotional material in Council's First Edition which is sent quarterly to all ratepayers in the Southland District Council area.

Section 17A Recommendations

The Council has completed a Section 17A review, under the Local Government Act 2002.

The report's general recommendations for all of Council's regulatory services were:

1. **Meaningful performance management**
 - (a) **Focus on outcomes.** Focusing performance measurement more on impacts than processes.
 - (b) **Customer satisfaction.** Reliable customer satisfaction data is a vital tool to inform Council decision-making and best target resources to align with community priorities.
2. **Collaboration/shared services.** SDC should continue to promote shared services, with provisos.
3. **Quality assurance.** Services would benefit from a consistent and codified process for peer review and quality assurance.
4. **Enforcement and prosecution approach.** A framework is recommended.
5. **Online lodgement and electronic processing.** An opportunity to better reach the community and deliver services with greater convenience and automation.
6. **Competitive procurement.** To ensure maximum value for money is being achieved and to align with SDC's Procurement Policy, contract arrangements should be regularly reviewed, with a competitive tender process undertaken.

Attacks Analysis

The Council's Regulatory and Consents Committee considered a staff report on 17 May 2017, research on attacks from 2013 to 2016.

The Committee endorsed the recommendations in the report, being:

1. The provision of signs for gates for free, eg "Please use back door".
2. Organising a workshop for posties and meter readers, to discuss health and safety.
3. The identification of higher risk properties, for the purpose of smarter monitoring.
4. The systematic identification of unregistered dogs on properties by district-wide monitoring.
5. An amnesty for either/both unregistered dogs and menacing dogs.

The Committee requested a further report on item (5) above, prior to an amnesty being undertaken. The other items will be attended to as separate projects.

Shared Service

The Council shares services with the Invercargill City Council:

1. Council has warranted three ICC Animal Control officers and can draw on their services when the demand arises.
2. Council operates a Combined Dog Control Facility with the ICC. Five of the 28 kennels are dedicated for use by Council. Council has an exclusive licence to occupy five kennels signed in 2012, with the licence to have a life of 50 years with a right of renewal. SDC paid a one-off capital contribution and has an arrangement for paying for ongoing expenses and a daily tariff for each kennel when in use by SDC.

Free Microchipping

The Council continues to offer free microchipping for dogs registered with it. The demand on this service is expected to increase in a sustained manner as a result of the new fee discounts.



Michael Sarfati

MANAGER ENVIRONMENTAL HEALTH

Appendix 1 - Statistical Information

Item 7.2 Attachment A

Category	For Period 1 July 2015 to 30 June 2016	For Period 1 July 2016 to 30 June 2017
Registrations for Dogs	Approximately 13,331 as at 30 June 2016	Approximately 13,426 as at 30 June 2017
% Pet dogs	40%	50%
Probationary Owners	0	0
Disqualified Owners	4	4
Dangerous Dogs - still active	16	14
• Dangerous by Owner Conviction under s31(1)(a)	Nil	Nil
• Dangerous by Sworn Evidence s31(1)(b)	16	12
• Dangerous by Owner Admittance in writing s31(1)(c)	Nil	1
Menacing Dogs - Active	48	59
• Menacing under s33A(1)(b)(i) - by behaviour	19	23
• Menacing under s33A(1)(b)(ii) - by breed characteristics	Nil	1
• Menacing under s33C(1)(ii) by Schedule 4 Breed	29	35
Infringement Notices	177	89
• Obstructed a dog control officer or dog ranger	4	0
• Failed to comply with bylaw	1	0
• Failed to comply with disqualification	1	0
• Fail to comply dangerous dog classification	2	2
• Kept an unregistered dog	94	46
• Failed to keep dog controlled or confined	64	36
• Failed to keep dog under control	10	2
• Failure to provide proper care	1	1
• Failure to comply with menacing dog classification	0	1
• Failure to comply with barking abatement notice	0	1
Complaints received	659	721
• Dog attacks	65	42
• Barking dogs	144	194
• Found dogs	190	187
• Dog rush/Threaten (nil bite)	50	31
• Wandering dogs	210	267
• General enquiries (new code introduced in 2016)	-	47
Number of dogs microchipped by SDC	391	486
Number of prosecutions	0	0

Alcohol Licensing Annual Report and Income and Costs Report

Record No: R/17/7/16508
Author: Michael Sarfaiti, Environmental Health Manager
Approved by: Bruce Halligan, Group Manager Environmental Services

☐ Decision ☒ Recommendation ☐ Information

Purpose

- 1 To meet Council's alcohol licensing reporting requirements under alcohol legislation.

Executive Summary

Annual Report

- 2 Section 199 of the Sale and Supply of Alcohol Act 2012 requires Council to prepare a report of the proceedings and operations of its licensing committee during the year, and to send to the Licensing Authority. The annual report is **Attachment A**.
- 3 Section 199 (5) requires that the annual report must be made available on Council's Internet site for a period of not less than five years.
- 4 The Alcohol Regulatory and Licensing Authority has detailed the format it requires for the Annual Report and Annual Return. These are **Attachments B and C**. The report and annual return conforms to these requirements.

Income and Costs Report

- 5 Regulation 19 of the Sale and Supply of Alcohol (Fees) Regulations 2013 requires Council to make publicly available a report showing its alcohol licensing income from fees and its costs. Council's legal advisor advises that the financial information in the format in **Attachment D** meets the requirements of the Regulations.

Recommendation

That the Regulatory and Consents Committee:

- a) Receives the report titled “Alcohol Licensing Annual Report and Income and Costs Report” dated 27 July 2017.
- b) Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.
- c) Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.
- d) Receives the Annual Report and authorises it to be forwarded to the Alcohol Regulatory and Licensing Authority and to be made publicly available on Council’s website.
- e) Receives the financial information and authorises it to be made publicly available on Council’s website.

Attachments

- A Annual Report of the District Licensing Committee for the period ended 30 June 2017 [↓](#)
- B Register of licensees [↓](#)
- C Annual Return [↓](#)
- D Income and losses report [↓](#)

ANNUAL REPORT OF THE SOUTHLAND DISTRICT LICENSING COMMITTEE

FOR THE 12 MONTHS ENDING 30 JUNE 2017

Introduction

Section 199 of the Sale and Supply of Alcohol Act 2012 requires the territorial authority to prepare and send to the licensing authority a report of the proceedings and operations of its licensing committees during the year.

The Authority's suggested format is followed in this report.

1. Overview of the District Licensing Committee's (DLC) Workload

The Southland District Council employs three Environmental Health Officers, all of which are appointed as Licensing Inspectors. One of these officers specialises in alcohol licensing and processes most of the applications. The Chief Licensing Inspector is the department's Manager.

Mr Bruce Halligan, Council's Group Manager Environmental Services, is the Secretary of the District Licensing Committee by a delegation from the Chief Executive approved by Council.

The department receives clerical support to help in the smooth running of the Committee.

The Committee have held hearings on two days during the year.

Reminders are sent out to all holders of licences and certificates advising them of the expiry date and the need to renew their licence or certificate.

All application forms are available for downloading off the Southland District Council's website.

All applications received are entered into the GEAC Pathway processing system which has a tracking workflow and the ability to produce various reports on the department's activities. All applications are scanned and sent electronically to the reporting agencies.

Staff have a significant backlog of premises renewal applications. This backlog has been reduced significantly by a concerted staff effort.

There were two main reasons for this backlog:

- (a) Council is the one of a small number of councils that have discounted the national alcohol licensing fees (30% reduction in the annual fee) creating a lean business unit. This was welcomed by the industry, following previous Annual Plan submissions about concerns about the statutory increase in alcohol licensing fees in 2015. The consequence of this is a backlog of renewal applications; however it is to be emphasised that the backlog has no adverse effect on licensees, as under the Sale and Supply of Alcohol Act, they are able to continue to trade under their existing licence while their renewal is processed.
- (b) The second reason is that there have been significant increases in the volume of alcohol licensing work from 2015 to 2016 - 36% increase in special licences, 43% increase in new licensees (mainly transfers), 65% increase in new managers' applications.

2. District Licensing Committee Initiatives

The Southland, Invercargill and Gore District Councils continue to work closely together in the implementation of the Sale and Supply of Alcohol Act.

The three councils have a combined member list for their District Licensing Committees.

Licensing Inspectors meet monthly with the Southland Liquor Liaison Group, made up of the agencies involved in administering the Sale and Supply of Alcohol legislation in the region, namely the Police, Public Health South, Fire Service and the three councils.

District Licensing Inspectors are involved in the training of managers through a local training facility.

3. Local Alcohol Policy

The Southland, Invercargill and Gore District Councils have joined together to create a Local Alcohol Policy. The combined LAP came into force on 31 May 2016.

The document has three policies:

- (a) Sensitive premises - requiring consultation with affected premises within 50 metres of the premises.
- (b) Trading hours.
- (c) Discretionary conditions - providing examples of the conditions that the committee can consider.

The LAP is due to be reviewed in 2018.

4. Current Legislation

Council has an Alcohol Licensing Fee-Setting Bylaw 2015. The bylaw reduces the annual fee payable by a licensee of premises for which an On Licence, Off Licence or Club Licence is held by 30%.

Council has an Alcohol Control Bylaw 2015. The bylaw creates an alcohol-free area in the Te Anau town centre.

5. Any other matter the Agency might wish to draw to the attention of the Authority

The Council has worked with the Health Promotion Agency to produce a "Southern Enforcement Alcohol Liaison Agency Agreement". It is currently in draft form and being trialled with the combined agencies. So far the agreement is working very well.

Reporting agencies have requested that the Committee issue a number of Managers' Certificates subject to undertakings. These have been used when an applicant has only worked in Off Licenced premises or other limited operations. This has created a two-tier approval level similar to what occurred under the 1989 Act with General and Club Managers.

The Committee has struggled with receiving late Special Licence applications. The reporting agencies question why the applications are late when the Committee has already accepted them. Clarification on who has the responsibility to accept late applications would be welcomed.

The District has a number of grocery stores that have and will have their ability to have a renewal affected by the rising cost in tobacco.

Community events where BYO is continuing to remain an issue. With the Police raising concerns over a place of resort being created, members of the public are at a loss as to what to do. Special Licences cannot be issued for BYO events.

6. Statistical Information

The annual return in the requested format is attached.

Southland District Council - Active Alcohol Register

DC_Licence_Numbe Type	Risk-Rating	Licencee	Trading_Name	Address	Suburb	Expiry_Date	Licence_Number
IQ-2002/382	CLUB	Low	Otautau Squash Rackets Club Incorporated	12 Hulme Street	Otautau	29/01/2018	72/CLUB/3/2016
IQ-2002/383	CLUB	Very Low	Tokanui Games Club Incorporated	2805 Tokanui Gorge Road Highway	Tokanui	29/01/2018	72/CLUB/6/2017
IQ-2003/130	CLUB	Very Low	Central Southland Gun Club Incorporated	232 Springhills Siding Road	Springhills	20/05/2018	72/CLUB/18/2016
IQ-2003/144	CLUB	Medium	Waiau Town & Country Club Incorporated	41 King Street	Tuatapere	13/07/2018	72/CLUB/28/2016
IQ-2003/152	CLUB	Low	Gorge Road Country Club Incorporated	1242 Seaward Downs Gorge Road	Ashers	20/07/2018	72/CLUB/2/2017
IQ-2003/196	CLUB	Very Low	Drummond Golf Club Incorporated	567 Boundary Road	Drummond	20/08/2018	72/CLUB/21/2016
IQ-2003/197	CLUB	Very Low	Te Anau Golf Club Incorporated	169 Golf Course Road	Te Anau	20/08/2018	72/CLUB/14/2016
IQ-2003/210	CLUB	Low	Tokanui Golf Club Incorporated	84 Boat Harbour Road	Fortrose	20/08/2018	72/CLUB/4/2017
IQ-2003/211	CLUB	Low	Mossburn Community Facilities Incorporated	9 Holmes Street	Mossburn	22/08/2018	72/CLUB/12/2017
IQ-2003/214	CLUB	Low	Wyndham Golf Club Incorporated	77 Memorial Drive	Wyndham	20/08/2019	72/CLUB/32/2016
IQ-2003/226	CLUB	Very Low	Winton R.S.A. & Citizens Bowling Club Incorporated	52 Eglinton Street	Winton	20/08/2018	72/CLUB/6/2016
IQ-2003/227	CLUB	Low	Riverton Golf Club Incorporated	18 Carrol Street	Riverton North	20/08/2018	72/CLUB/16/2016
IQ-2003/231	CLUB	Low	Waikaia Golf Club Incorporated	33 Wylam Street	Waikaia	19/08/2018	72/CLUB/27/2016
IQ-2003/235	CLUB	Very Low	Nightcaps Clay Target Club Incorporated	16 Helena Street	Wreys Bush	20/08/2018	72/CLUB/5/2016
IQ-2003/243	CLUB	Very Low	Hedgehope Golf Club Incorporated	2402 Glencoe Highway	Hedgehope	20/08/2018	72/CLUB/9/2016
IQ-2003/251	CLUB	Low	Nightcaps Golf & Bowling Club Incorporated	1769 Otautau Nightcaps Road	Wairio	19/08/2018	72/CLUB/36/2016
IQ-2003/256	CLUB	Low	Tuatapere Golf Club Incorporated	4 Clifden Domain Road	Rowallan	20/08/2018	72/CLUB/20/2016
IQ-2003/257	CLUB	Low	Winton Golf Club Incorporated	280 Winton Substation Road	Winton	20/08/2018	72/CLUB/31/2016
IQ-2003/260	CLUB	Very Low	Marakura Yacht Club Incorporated	96 Manapouri Te Anau Highway	Te Anau	23/08/2018	72/CLUB/17/2016
IQ-2003/262	CLUB	Low	Mossburn Golf Club Incorporated	60 Cumberland Street	Mossburn	20/08/2018	72/CLUB/25/2016
IQ-2003/263	CLUB	Very Low	Riversdale Rugby Football Club Incorporated	28 Lincoln Street	Riversdale	20/08/2018	72/CLUB/15/2016
IQ-2003/264	CLUB	Low	Drummond Rugby Football Club Incorporated	30 Domain Road	Drummond	22/08/2018	72/CLUB/5/2017
IQ-2003/266	CLUB	Very Low	Woodlands Rugby Football Club Incorporated	17 Wyeth Road	Woodlands	20/08/2018	72/CLUB/12/2016
IQ-2003/268	CLUB	Low	Tokanui Rugby Football Club Incorporated	81 Turner Road	Tokanui	20/08/2018	72/CLUB/23/2016
IQ-2003/269	CLUB	Low	Wrights Bush Rugby Football Club Incorporated	9 Newark Street	Waimatuku - Wrights Bush	20/08/2018	72/CLUB/34/2016
IQ-2003/271	CLUB	Low	Lumsden Golf Club Incorporated	379B Lumsden Dipton Highway	Lumsden - Josephville	22/08/2018	72/CLUB/30/2016
IQ-2003/272	CLUB	Low	Central Pirates Rugby Football Club Incorporated	870 Wilsons Crossing Road	Lochiel	23/08/2018	72/CLUB/3/2017
IQ-2003/273	CLUB	Very Low	Ohai Nightcaps Rugby Football Club Incorporated	40 Company Road	Nightcaps	23/08/2018	72/CLUB/7/2016
IQ-2003/279	CLUB	Very Low	Dipton Golf Club Incorporated	66 Bryce Road	Dipton - Benmore	20/08/2018	72/CLUB/24/2016
IQ-2003/291	CLUB	Very Low	Waimea Plains Vintage Tractor & Machinery Club Inc	53 Liverpool Street	Riversdale	25/09/2018	72/CLUB/13/2016
IQ-2003/292	CLUB	Very Low	Winton Contract Bridge Club Incorporated	145 Park Street	Winton	20/08/2018	72/CLUB/8/2016
IQ-2003/294	CLUB	Very Low	Otautau Golf Club Incorporated	55 Slaughterhouse Road	Otautau	9/10/2018	72/CLUB/4/2016
IQ-2003/369	CLUB	Low	The Riverton Squash Racquets Club Incorporated	122 Havelock Street	Riverton North	7/11/2018	72/CL/36/2016
IQ-2003/372	CLUB	Low	Te Anau Club Incorporated	7 Jackson Street	Te Anau	5/11/2018	72/CLUB/8/2017
IQ-2003/372	CLUB	Low	Te Anau Club Incorporated	7 Jackson Street	Te Anau	5/11/2018	72/OFF/10/2017
IQ-2003/388	CLUB	Very Low	Midlands Rugby Incorporated	37 John Street	Winton	23/08/2018	72/CLUB/37/2016
IQ-2003/437	CLUB	Very Low	Riverton Rugby Football Club Incorporated	45 Leader Street	Riverton North	22/11/2018	72/CL/35/2016
IQ-2003/441	CLUB	Medium	Wyndham Town & Country Club Incorporated	53 Redan Street	Wyndham	14/12/2018	72/CLUB/29/2016
IQ-2003/80	CLUB	Very Low	Riverton RSA Memorial Club Incorporated	141 Palmerston Street	Riverton North	7/05/2018	72/CLUB/26/2016
IQ-2004/119	CLUB	Very Low	Te Anau Rugby Club Incorporated	21 Dusky Street	Te Anau	11/12/2019	72/CLUB/7/2017
IQ-2004/132	CLUB	Low	Otautau Combined Sports Complex Incorporated	20 Hulme Street	Otautau	6/05/2019	72/CLUB/1/2017
IQ-2004/203	CLUB	Low	Wainiwa Community Club Incorporated	268 Argyle Otahuti Road	Oporo - Spar Bush	3/08/2016	072/CL/5/94
IQ-2004/222	CLUB	Very Low	Wyndham Rugby Football Club Incorporated	81 Memorial Drive	Wyndham	29/07/2017	72/CLUB/005/2014
IQ-2004/271	CLUB	Very Low	Lumsden Bowling Club Incorporated	18 Iona Street	Lumsden	25/09/2019	72/CLUB/13/2017
IQ-2004/358	CLUB	Very Low	Drummond District Bowling Club Incorporated	668 Boundary Road	Drummond	3/12/2019	72/CLUB/9/2017
IQ-2004/88	CLUB	Very Low	Riverton Bowling Club Incorporated	15 Napier Street	Riverton North	20/04/2019	72/CLUB/33/2016
IQ-2005/181	CLUB	Very Low	Edendale Rugby Football Club Incorporated	23 Salford Street	Edendale	2/07/2020	72/CLUB/14/2017
IQ-2005/218	CLUB	Very Low	Te Anau Bowling Club Incorporated	26 Luxmore Drive	Te Anau	28/08/2017	72/CLUB/1/2016
IQ-2005/232	CLUB	Very Low	Winton Central Bowling Club Incorporated	44 Springford Street	Winton	17/09/2017	72/CLUB/19/2016
IQ-2005/267	CLUB	Very Low	Woodlands Bowling Club Incorporated	16 Wyeth Road	Woodlands	26/11/2017	72/CLUB/22/2016
IQ-2009/173	CLUB	Low	Riversdale Golf Club Incorporated	1 Berwick Street	Riversdale	2/11/2019	72/CLUB/10/2017
IQ-2011/220	CLUB	Low	Central Southland Squash Rackets Club Incorporated	175 Park Street	Winton	24/02/2019	72/CLUB/11/2017
IQ-2011/26	CLUB	Very Low	Limehills Star Rugby Football Club Incorporated	116 Ayr Street	Centre Bush	27/05/2018	72/CLUB/11/2016
IQ-2011/278	CLUB	Very Low	Wyndham Bowling Club (Southland) Society Inc	1A Raglan Street	Wyndham	6/03/2019	72/CLUB/10/2016
IQ-2012/135	CLUB	Low	Edendale Bowling Club (Southland) Society Inc	23 Salford Street	Edendale	28/06/2016	072/CL/3/2012
IQ-2012/204	CLUB	Very Low	Riversdale Bowling Club Incorporated	13 Lincoln Street	Riversdale	7/11/2016	072/CL/6/2012
IQ-2012/238	CLUB	Very Low	Waiau Star Rugby Club Incorporated	97 Elder Drive	Tuatapere	10/01/2017	072/CL/1/2013

Southland District Council - Active Alcohol Register

DC_Licence_Numbe	Type	Risk-Rating	Licencee	Trading_Name	Address	Suburb	Expiry_Date	Licence_Number
IQ-2014/57	CLUB	Very Low	Balfour Rugby Football Club Incorporated	Balfour Rugby Club	11 Kruger Street	Balfour	16/05/2018	72/CLUB/2/2016
IQ-2016/201	CLUB	Low	Fiordland Racquets Club Incorporated	Fiordland Racquets Club	22 Luxmore Drive	Te Anau	22/12/2017	72/CLUB/38/2016
IQ-2003/219	OFF	Medium	Mataura Licensing Trust	Three Rivers Hotel	17 Redan Street	Wyndham	1/08/2018	72/OFF/2/2017
IQ-2003/222	OFF	Medium	Mataura Licensing Trust	Pioneer Tavern	14 Ferry Road	Edendale	1/08/2018	72/OFF/3/2017
IQ-2003/224	OFF	Medium	Mataura Licensing Trust	Tokanui Tavern	18 McEwan Street	Tokanui	1/08/2018	72/OFF/1/2017
IQ-2003/261	OFF	Medium	Crewsiders Limited	Ship To Shore	20 Elgin Terrace	Stewart Island	20/08/2016	072/OFF/11/2003
IQ-2003/372	OFF	Medium	Te Anau Club Incorporated	Te Anau Club	7 Jackson Street	Te Anau	5/11/2018	72/OFF/10/2017
IQ-2003/409	OFF	Medium	V A & T S Law & B & A M Russell	Mossburn Railway Hotel	16 York Street	Mossburn	24/11/2019	72/OFF/13/2017
IQ-2004/111	OFF	Medium	Waiau Town & Country Club Incorporated	Waiau Town & Country Club	41 King Street	Tuatapere	1/05/2019	72/OFF/10/2016
IQ-2004/260	OFF	Medium	Woodlands Tavern Limited	Woodlands Tavern	3 Wyeth Road	Woodlands	18/10/2019	72/OFF/14/2017
IQ-2004/325	OFF	Medium	Gorge Road Country Club Incorporated	Gorge Road Country Club	1242 Seaward Downs Gorge Road	Ashers	2/12/2019	72/OFF/15/2017
IQ-2004/371	OFF	Medium	Clapp Holdings Limited	Railway Hotel Otautau	76 King Street	Otautau	1/12/2017	72/OFF/6/2017
IQ-2005/135	OFF	Medium	N M Lamb	Mokotua Store and Takeaways	1368 Gorge Road Invercargill Highway	Waimatua	29/05/2017	72/OFF/5/2014
IQ-2005/199	OFF	Medium	Central Southland Lodge Limited	Central Southland Lodge	232 Great North Road	Winton	23/10/2017	72/OFF/1/2016
IQ-2005/319	OFF	Medium	Otautau Hotel Limited	Otautau Hotel	167 Main Street	Otautau	25/11/2017	72/OFF/15/2016
IQ-2005/37	OFF	Medium	Manapouri Lake View Lodge Limited	Manapouri Lake View Motor Inn	68 Cathedral Drive	Manapouri	13/03/2020	72/OFF/17/2017
IQ-2007/106	OFF	Medium	Carriers Arms 2007 Limited	Carriers Arms Hotel	96 Palmerston Street	Riverton North	2/07/2017	72/OFF/2/2016
IQ-2007/147	OFF	Medium	Travellers Rest (2007) Limited	Travellers Rest Tavern	29 Memorial Avenue	Drummond	30/08/2017	72/OFF/9/2015
IQ-2007/166	OFF	Medium	Winton Commercial Hotel Limited	Winton Commercial Hotel	327 Great North Road	Winton	23/10/2017	72/OFF/9/2016
IQ-2007/178	OFF	Medium	Bing Holdings Limited	Otautau Four Square Supermarket	244 Main Street	Otautau	14/11/2017	72/OFF/12/2007
IQ-2007/179	OFF	Medium	Wyndham Town & Country Club Incorporated	Wyndham Town and Country Club	53 Redan Street	Wyndham	5/11/2017	72/OFF/11/2016
IQ-2007/209	OFF	Medium	Wendy Margaret Climo and Maurice Charles Gillard	Morries Bottle Store	4 Athol Five Rivers Highway	Athol	13/12/2017	72/OFF/8/2016
IQ-2007/5	OFF	Medium	Towack and Thyme Limited	Riverton Lodge Hotel	57 Princess Street	Riverton North	9/02/2020	72/OFF/11/2017
IQ-2008/183	OFF	Medium	W.K. & M.J. Cullen Limited	Fresh Choice Te Anau	5 Milford Crescent	Te Anau	4/12/2015	072/OFF/15/2008
IQ-2008/27	OFF	Medium	South Sea Limited	South Sea Hotel	26 Elgin Terrace	Stewart Island	18/03/2018	072/OFF/12/2002
IQ-2008/27	OFF	Medium	South Sea Limited	South Sea Hotel	26 Elgin Terrace	Stewart Island	18/03/2018	72/OFF/2/2015
IQ-2008/96	OFF	Medium	Cooper Holdings (2008) Limited	Riverton Supervalue	163 Palmerston Street	Riverton North	19/06/2018	72/OFF/1/2015
IQ-2010/143	OFF	Medium	Wallacetown Tavern 2010 Limited	Wallacetown Tavern	4 Largs Street	Wallacetown	18/05/2018	72/OFF/6/2016
IQ-2010/152	OFF	Medium	Buglys Limited	Browns Celtic Tavern	38 McCaughan Street	Browns	6/10/2017	72/OFF/14/2016
IQ-2011/100	OFF	Medium	Brightview Food Centre Limited	Nightcaps Four Square	11 Johnston Road	Nightcaps	27/06/2018	72/OFF/4/2016
IQ-2011/46	OFF	Medium	Karibu Africa Limited	Lumsden Liquor Store	141 Flora Road	Lumsden	27/06/2018	72/OFF/20/2016
IQ-2012/101	OFF	Medium	M F Dowling	Highway 99 Cafe Bar	29 McFeely Street	Tuatapere	29/06/2017	72/OFF/13/2016
IQ-2012/208	OFF	Medium	Lee-Ann Adams and Kenneth William Adams	Riversdale Supermarket	65 Newcastle Street	Riversdale	28/09/2019	72/OFF/7/2017
IQ-2012/50	OFF	Medium	Colac Bay Tavern 2012 Limited	Colac Bay Tavern	15 Colac Bay Road	Colac Bay - Tihaka	4/04/2019	72/OFF/21/2016
IQ-2012/95	OFF	Medium	AL McCracken Contracting Limited	Orepuki Tavern	40 Oldham Street	Orepuki	29/06/2019	72/OFF/5/2017
IQ-2013/185	OFF	Medium	Fiordland Helicopters Limited	Fiordland Cinema and Black Dog Bar	7 The Lane	Te Anau	23/09/2017	72/OFF/5/2015
IQ-2013/196	OFF	Medium	A J & L M Challis Holdings Limited	Tuatapere Four Square	73 Main Road	Tuatapere	4/11/2017	72/OFF/16/2016
IQ-2013/273	OFF	Medium	The Moose Tavern (2013) Limited	The Moose Tavern	84 Lakefront Drive	Te Anau	12/03/2018	72/OFF/7/2015
IQ-2014/143	OFF	Medium	Nightcaps Hotel 2014 Limited	Nightcaps Hotel	1 Clapps Street	Nightcaps	31/10/2018	72/OFF/11/2015
IQ-2015/127	OFF	Medium	Good Jaunt Limited	Thirsty Liquor	114 Town Centre	Te Anau	26/11/2019	72/OFF/16/2017
IQ-2015/152	OFF	Medium	Riversdale Hotel 2015 Limited	Riversdale Hotel	74 Newcastle Street	Riversdale	21/01/2020	72/OFF/8/2017
IQ-2015/181	OFF	Medium	Balfour Tavern 2015 Limited	Balfour Tavern	84 Queen Street	Balfour	23/03/2017	72/OFF/7/2016
IQ-2015/87	OFF	Medium	C & M Bruce Investments Limited	Four Square Te Anau	30 Town Centre	Te Anau	13/11/2019	72/OFF/19/2016
IQ-2016/136	OFF	High	M & K D Trading Limited	Winton New World	293 Great North Road	Winton	20/10/2017	72/OFF/18/2016
IQ-2016/180	OFF	Medium	Waiau Hotel 2016 Limited	Waiau Hotel	47 Main Road	Tuatapere	30/11/2017	72/OFF/22/2016
IQ-2016/236	OFF	Low	Robynne Peacock Limited	Clementine's Gift Shop	26 Town Centre	Te Anau	22/12/2017	72/OFF/23/2016
IQ-2016/249	OFF	Medium	Two Fat Stags Limited	Waikaia Hotel	38 Blaydon Street	Waikaia	26/01/2018	72/OFF/4/2017
IQ-2016/44	OFF	Medium	GC Traders Limited	Lumsden Four Square	14 Diana Street	Lumsden	17/06/2017	72/OFF/12/2016
IQ-2016/62	OFF	Medium	Graysands Limited	Otautau Supervalue	157 Main Street	Otautau	6/10/2017	72/OFF/17/2016
IQ-2003/127	ON	Medium	Distinction Te Anau Limited	Distinction Te Anau Hotel & Villas	64 Lakefront Drive	Te Anau	5/05/2018	72/ON/10/2017
IQ-2003/219	ON	High	Mataura Licensing Trust	Three Rivers Hotel	17 Redan Street	Wyndham	1/08/2018	72/ON/3/2017
IQ-2003/222	ON	High	Mataura Licensing Trust	Pioneer Tavern	14 Ferry Road	Edendale	1/08/2018	72/ON/4/2017
IQ-2003/224	ON	High	Mataura Licensing Trust	Tokanui Tavern	18 McEwan Street	Tokanui	1/08/2018	72/ON/2/2017
IQ-2003/250	ON	Medium	Andsum Investments Limited	The Ranch Bar & Grill	111 Town Centre	Te Anau	6/08/2018	72/ON/6/2016
IQ-2003/300	ON	Low	Routeburn Walk Limited	Lake McKenzie Lodge	1016 Routeburn Track	Hollyford	17/10/2018	72/ON/45/2017
IQ-2003/312	ON	Low	Tourism Milford Limited	Mitre Peak Lodge	83 Milford Sound Highway	Milford Sound	7/10/2018	72/ON/29/2017
IQ-2003/401	ON	Medium	Fiordland Guides Limited	Fiordland Lodge	472D Te Anau Milford Highway	Te Anau	9/12/2018	72/ON/21/2016

Southland District Council - Active Alcohol Register

DC_Licence_Numbe	Type	Risk-Rating	Licencee	Trading_Name	Address	Suburb	Expiry_Date	Licence_Number
IQ-2003/409	ON	Medium	V A & T S Law & B & A M Russell	Mosburn Railway Hotel	16 York Street	Mosburn	24/11/2019	72/ON/24/2017
IQ-2003/492	ON	Low	Real Journeys Limited	Fiordland Flyer	74 Waiou Street	Manapouri	17/03/2019	72/ON/15/2017
IQ-2003/493	ON	Low	Real Journeys Limited	Milford Haven	24 Milford Sound Highway	Milford Sound	7/03/2019	72/ON/22/2017
IQ-2004/117	ON	Medium	Millennium & Cophorne Hotels New Zealand Limited	Kingsgate Hotel Te Anau	20 Lakefront Drive	Te Anau	26/04/2016	072/ON/9/2001
IQ-2004/171	ON	Medium	Milford Sound Lodge Limited	Milford Sound Lodge	196 Milford Sound Highway	Milford Sound	26/07/2016	072/ON/10/2000
IQ-2004/238	ON	Medium	Fiordland Helicopters Limited	Fiordland Cinema and Black Dog Bar	7 The Lane	Te Anau	20/10/2017	72/ON/12/2015
IQ-2004/260	ON	Medium	Woodlands Tavern Limited	Woodlands Tavern	3 Wyeth Road	Woodlands	18/10/2019	72/ON/25/2017
IQ-2004/274	ON	Low	Real Journeys Limited	Milford Sovereign	24 Milford Sound Highway	Milford Sound	30/10/2019	72/ON/11/2017
IQ-2004/275	ON	Low	Real Journeys Limited	Milford Mariner	24 Milford Sound Highway	Milford Sound	2/10/2019	72/ON/13/2017
IQ-2004/302	ON	Low	Tourism Milford Limited	Glade House	142 Milford Track	Milford Track	18/10/2019	72/ON/33/2017
IQ-2004/303	ON	Low	Tourism Milford Limited	Pompolona Lodge	1703 Milford Track	Milford Track	18/10/2019	72/ON/36/2017
IQ-2004/304	ON	Low	Tourism Milford Limited	Quintin Lodge	2965 Milford Track	Milford Track	18/10/2019	72/ON/37/2017
IQ-2004/318	ON	Medium	Distinction Luxmore Limited	Distinction Luxmore Limited and Distinction Luxmore Hotel	41 Town Centre	Te Anau	4/11/2019	72/ON/35/2017
IQ-2004/343	ON	Low	Real Journeys Limited	Milford Monarch	24 Milford Sound Highway	Milford Sound	22/12/2019	72/ON/38/2017
IQ-2004/344	ON	Low	Real Journeys Limited	Milford Wanderer	24 Milford Sound Highway	Milford Sound	22/11/2019	72/ON/32/2017
IQ-2004/371	ON	Medium	Clapp Holdings Limited	Railway Hotel Otautau	76 King Street	Otautau	1/12/2017	72/ON/8/2017
IQ-2004/373	ON	Low	Real Journeys Limited	Southern Express	3 Elgin Terrace	Stewart Island	29/11/2017	72/ON/14/2015
IQ-2004/374	ON	Low	Real Journeys Limited	Foveaux Express	3 Elgin Terrace	Stewart Island	29/11/2017	072/ON/8/2011
IQ-2005/199	ON	Medium	Central Southland Lodge Limited	Central Southland Lodge	232 Great North Road	Winton	23/10/2017	72/ON/1/2016
IQ-2005/203	ON	Low	Quarter Moon Limited	Cafe La Dolce Vita	90 Town Centre	Te Anau	19/08/2018	72/ON/26/2017
IQ-2005/231	ON	Low	Real Journeys Limited	Patea Explorer	2018 Wilmot Pass Road	Deep Cove	12/12/2018	72/ON/23/2017
IQ-2005/258	ON	Low	Wendy Margaret Climo and Maurice Charles Gillard	Highway Cafe	4 Athol Five Rivers Highway	Athol	5/10/2018	72/ON/16/2016
IQ-2005/277	ON	Low	Real Journeys Limited	Fiordland Navigator	2018 Wilmot Pass Road	Deep Cove	23/10/2017	72/ON/2/2015
IQ-2005/319	ON	Medium	Otautau Hotel Limited	Otautau Hotel	167 Main Street	Otautau	25/11/2017	72/ON/34/2016
IQ-2005/37	ON	Medium	Manapouri Lake View Lodge Limited	Manapouri Lake View Motor Inn	68 Cathedral Drive	Manapouri	13/03/2020	72/ON/40/2017
IQ-2006/144	ON	Medium	Waterfall Creek Reserve Limited	Fiordland National Park Lodge	2681 Te Anau Milford Highway	Te Anau Downs	20/09/2019	72/ON/1/2017
IQ-2006/147	ON	Low	Real Journeys Limited	M.V. Luminosa	85 Lakefront Drive	Te Anau	15/11/2017	72/ON/13/2015
IQ-2006/162	ON	Medium	Franz Josef Klein and Maria Theresia Klein	Naturally Fiordland Cafe and Pizzeria	62 Town Centre	Te Anau	6/12/2016	072/ON/16/2006
IQ-2006/3	ON	Low	Hollyford Valley Walks Limited	Pyke Lodge	1740 Hollyford Track	Hollyford	21/03/2019	72/ON/23/2016
IQ-2007/106	ON	Medium	Carriers Arms 2007 Limited	Carriers Arms Hotel	96 Palmerston Street	Riverton North	2/07/2017	72/ON/2/2016
IQ-2007/109	ON	High	Redcliff Cafe 2007 Limited	Redcliff Cafe	12 Mokonui Street	Te Anau	2/10/2017	72/ON/37/2016
IQ-2007/147	ON	Medium	Travellers Rest (2007) Limited	Travellers Rest Tavern	29 Memorial Avenue	Drummond	30/08/2017	72/ON/20/2015
IQ-2007/166	ON	Medium	Winton Commercial Hotel Limited	Winton Commercial Hotel	327 Great North Road	Winton	23/10/2017	72/ON/17/2016
IQ-2007/224	ON	Low	Sandfly Cafe 2007 Limited	Sandfly Cafe	9 The Lane	Te Anau	8/01/2018	72/ON/21/2017
IQ-2007/34	ON	Medium	Kiwi Country Limited	Hollyford Cafe	63 Town Centre	Te Anau	12/04/2020	72/ON/41/2017
IQ-2007/5	ON	Medium	Towack and Thyme Limited	Riverton Lodge Hotel	57 Princess Street	Riverton North	9/02/2020	72/ON/18/2017
IQ-2008/128	ON	Low	Southern Discoveries Limited	Discover Milford Sound	79 Milford Sound Highway	Milford Sound	31/07/2018	72/ON/26/2016
IQ-2008/130	ON	Low	Southern Discoveries Limited	Pride of Milford	24 Milford Sound Highway	Milford Sound	28/07/2018	72/ON/10/2016
IQ-2008/131	ON	Low	Southern Discoveries Limited	Spirit of Milford	24 Milford Sound Highway	Milford Sound	28/07/2018	72/ON/8/2016
IQ-2008/132	ON	Low	Southern Discoveries Limited	Lady Bowen	24 Milford Sound Highway	Milford Sound	28/07/2018	72/ON/9/2016
IQ-2008/27	ON	Medium	South Sea Limited	South Sea Hotel	26 Elgin Terrace	Stewart Island	18/03/2018	72/ON/1/2015
IQ-2009/37	ON	Low	Mag Tree Limited	Magnolia Tree Cafe & Bar	311 Great North Road	Winton	11/05/2019	72/ON/34/2017
IQ-2009/43	ON	Low	Real Journeys Limited	M.V. Sinbad	24 Milford Sound Highway	Milford Sound	21/09/2019	72/ON/12/2017
IQ-2009/8	ON	Low	Olive Tree Cafe (2008) Limited	Olive Tree Cafe (2008) Limited	52 Town Centre	Te Anau	29/04/2019	72/ON/20/2017
IQ-2010/143	ON	High	Wallacetown Tavern 2010 Limited	Wallacetown Tavern	4 Largs Street	Wallacetown	18/05/2018	72/ON/13/2016
IQ-2010/152	ON	Medium	Buglys Limited	Browns Celtic Tavern	38 McCaughan Street	Browns	6/10/2017	72/ON/31/2016
IQ-2010/153	ON	Low	Hollyford Valley Walks Limited	Martins Bay Lodge	199 Martins Bay Track	Jamestown	11/11/2017	72/ON/22/2016
IQ-2010/204	ON	Low	Tuatapere Hump Track Limited	Okaka Lodge	810 Hump Ridge Track	Port Craig	7/12/2017	72/ON/39/2016
IQ-2010/205	ON	Low	Tuatapere Hump Track Limited	Port Craig Lodge	1079 South Coast Track	Port Craig	7/12/2017	72/ON/38/2016
IQ-2011/11	ON	Low	Niagara Cafe Investments Limited	Niagara Falls Cafe	256 Niagara Waikawa Road	Niagara	6/05/2018	72/ON/17/2015
IQ-2011/130	ON	Medium	Real Journeys Limited	Meridian Energy Lodge	103 Wilmot Pass Road	West Arm	8/11/2016	72/ON/9/2015
IQ-2011/169	ON	Low	Glacial Rock Limited	Ristorante Pizzeria Da Toni	1 Milford Crescent	Te Anau	22/12/2018	72/ON/18/2016
IQ-2011/39	ON	Low	Real Journeys Limited	M.V. Titiroa	74 Waiou Street	Manapouri	22/12/2018	72/ON/17/2017
IQ-2011/62	ON	Medium	Beachhouse Rocks Limited	Beachhouse Café	126 Rocks Highway	Riverton Rocks	12/04/2018	72/ON/12/2016
IQ-2012/101	ON	Medium	M F Dowling	Highway 99 Cafe Bar	2 McFeely Street	Tuatapere	29/06/2017	72/ON/27/2016
IQ-2012/165	ON	Low	Church Hill Restaurant Limited	Church Hill Boutique Lodge & Restaurant	36 Kamahi Road	Stewart Island	28/09/2019	072/ON/42/2017
IQ-2012/50	ON	High	Colac Bay Tavern 2012 Limited	Colac Bay Tavern	15 Colac Bay Road	Colac Bay - Tihaka	4/04/2019	72/ON/43/2016

Southland District Council - Active Alcohol Register

DC_Licence_Numbe	Type	Risk-Rating	Licencee	Trading_Name	Address	Suburb	Expiry_Date	Licence_Number
IQ-2012/58	ON	Medium	Fiordland Hotel and Motel Limited	Fiordland Hotel & Motel	1 Burnby Drive	Te Anau	7/05/2016	072/ON/4/2012
IQ-2012/95	ON	Medium	AL McCracken Contracting Limited	Orepuki Tavern	40 Oldham Street	Orepuki	29/06/2019	72/ON/6/2017
IQ-2013/193	ON	Low	Brown's Cafe Limited	Cathedral Cafe	29 Waiau Street	Manapouri	5/12/2017	72/ON/19/2016
IQ-2013/204	ON	Low	P L Sonnenberg	Orepuki Beach Cafe	33 Stafford Street	Orepuki	8/01/2018	72/ON/7/2016
IQ-2013/273	ON	High	The Moose Tavern (2013) Limited	The Moose Tavern	84 Lakefront Drive	Te Anau	12/03/2018	72/ON/18/2015
IQ-2013/312	ON	Low	Route 6 Limited	Route 6	22 Diana Street	Lumsden	15/04/2018	72/ON/40/2016
IQ-2013/68	ON	Low	Nepalese Cuisine Limited	Buzz Cafe Bar	13 Diana Street	Lumsden	19/06/2017	72/ON/16/2015
IQ-2014/103	ON	Medium	Merken (2014) Limited	Kepler Restaurant	23 Town Centre	Te Anau	2/10/2018	72/ON/46/2017
IQ-2014/143	ON	Medium	Nightcaps Hotel 2014 Limited	Nightcaps Hotel	1 Clapps Street	Nightcaps	31/10/2018	72/ON/22/2015
IQ-2014/75	ON	Medium	Te Anau Function Centre Limited	Te Anau Function Centre Limited	7 Pop Andrew Drive	Te Anau	16/10/2018	72/ON/16/2017
IQ-2015/152	ON	Medium	Riversdale Hotel 2015 Limited	Riversdale Hotel	74 Newcastle Street	Riversdale	21/01/2020	72/ON/9/2017
IQ-2015/163	ON	Low	Fiordland Discovery Limited	Fiordland Jewel	24 Milford Sound Highway	Milford Sound	8/12/2017	72/ON/45/2016
IQ-2015/171	ON	Low	La Toscana (2008) Limited	La Toscana	108 Town Centre	Te Anau	5/02/2020	72/ON/43/2017
IQ-2015/180	ON	Medium	Rutland Crest Limited	Last Light Lodge & Cafe	2 Clifden Highway	Tuatapere	10/02/2020	72/ON/28/2017
IQ-2015/181	ON	Medium	Balfour Tavern 2015 Limited	Balfour Tavern	84 Queen Street	Balfour	23/03/2017	72/ON/14/2016
IQ-2015/50	ON	Medium	RB Enterprises Limited	Aparima Restaurant and Bar	17 Orepuki Riverton Highway	Riverton South	16/05/2019	72/ON/14/2017
IQ-2015/53	ON	Low	Cruising Milford Sound Limited	Maiden of Milford - Pita Pit	24 Milford Sound Highway	Milford Sound	19/06/2019	72/ON/31/2017
IQ-2015/88	ON	Low	Enterprising Faith Limited	Faith In Fiordland	85 Lakefront Drive	Te Anau	3/11/2017	72/ON/42/2016
IQ-2016/123	ON	Medium	Lumstopia Limited	Lumsden Hotel	6 Diana Street	Lumsden	27/09/2017	72/ON/36/2016
IQ-2016/150	ON	Low	Te Takahe Limited	Takahe	92 Te Anau Terrace	Te Anau	21/10/2017	72/ON/41/2016
IQ-2016/161	ON	Low	Chan Farther and Son Limited	China City Restaurant	6 The Lane	Te Anau	21/12/2017	72/ON/48/2016
IQ-2016/176	ON	Medium	Mexican Bay Limited	Mexican Bay	23 Waiau Street	Manapouri	21/12/2017	72/ON/47/2016
IQ-2016/180	ON	Medium	Waiau Hotel 2016 Limited	Waiau Hotel	47 Main Road	Tuatapere	30/11/2017	72/ON/44/2016
IQ-2016/193	ON	Very Low	Paddock 186 Limited	Paddock 186	186 Waimatuku Flat Road	Waimatuku - Wrights Bush	6/04/2018	72/ON/19/2017
IQ-2016/204	ON	Low	Mrs Clarks Cafe Limited	Mrs Clark's The Crib Cafe	135 Palmerston Street	Riverton North	15/12/2017	72/ON/46/2016
IQ-2016/249	ON	Medium	Two Fat Stags Limited	Waikaia Hotel	38 Blaydon Street	Waikaia	26/01/2018	72/ON/5/2017
IQ-2016/36	ON	Medium	Poseidon Trading Limited	The Hideaway 201	201 Lochiel Branhholme Road	Lochiel	6/05/2017	72/ON/20/2016
IQ-2016/7	ON	Medium	The Brown Trout Cafe and Bar Limited	The Brown Trout Cafe and Bar	1158 Garston Athol Highway	Athol	7/04/2017	72/ON/15/2016
IQ-2016/86	ON	Low	Ming Gardens Enterprise Limited	Ming Garden Restaurant	2 Milford Crescent	Te Anau	11/08/2017	72/ON/28/2016
IQ-2016/95	ON	Medium	Lake Te Anau Hotel Limited	The Village Inn	24 Mokoroa Street	Te Anau	22/09/2017	72/ON/35/2016
IQ-2016/96	ON	Medium	Elseb Hospitality Limited	The Fat Duck	124 Town Centre	Te Anau	5/09/2017	72/ON/33/2016
IQ-2017/23	ON	Low	Fortrose Cafe Limited	Fortrose Cafe	5 Moray Terrace	Fortrose	11/05/2018	72/ON/27/2017
IQ-2017/29	ON	Low	Cruising Milford Sound Limited	Gem of The Sound	24 Milford Sound Highway	Milford Sound	1/06/2018	72/ON/39/2017
IQ-2017/54	ON	Low	Radha's Takeaway Limited	Radha's Indian Restaurant	118 Town Centre	Te Anau	15/06/2018	72/ON/44/2017
IQ-2008/27	ON - Caterer	Medium	South Sea Limited	South Sea Hotel	26 Elgin Terrace	Stewart Island	18/03/2018	072/OFF/12/2002

Renewal application processing

TERRITORIAL AUTHORITY: Southland District Council

RETURN FOR: 1 JULY 2016 TO 30 JUNE 2017

On-licence, off-licence and club licence applications received:

Application Type	Number received in fee category: Very Low	Number received in fee category: Low	Number received in fee category: Medium	Number received in fee category: High	Number received in fee category: Very High
On-licence new	2	6	4		
On-licence variation					
On-licence renewal		11	18	1	
Off-licence new			2	1	
Off-licence variation					
Off-licence renewal			13		
Club licence new					
Club licence variation					
Club licence renewal	7	3			
total number	9	20	37	2	
total Fee paid to ARLA (GST incl)	155.25	690.00	1914.75	172.50	

Total Premises Applications: 68**Annual fees for existing licences received:**

licence Type	Number received in fee category: Very Low	Number received in fee category: Low	Number received in fee category: Medium	Number received in fee category: High	Number received in fee category: Very High
On-licence	2	40	46	5	
Off-licence		1	37	1	
Club licence	28	30	4		
total number	30	71	87	6	
total Fee paid to ARLA (GST incl)	517.50	2449.50	4502.25	517.50	

Total Annual Fees Numbers 194**Managers' certificate applications received:**

	Number received
Manager's certificate new	103
Manager's certificate renewal	174
total number	277
total Fee paid to ARLA (GST incl)	7963.75

Total Fees Due \$ 18,883.00

Special licence applications received:

	Number received in category: Class 1	Number received in category: Class 2	Number received in category: Class 3	TOTAL
Special licence	4	40	51	95

Temporary authority applications received:**Total Applications: 455**

	Number received
Temporary authority	15

Permanent club charter payments received: N/A

For the year ending	<u>June 2015</u>	<u>June 2016</u>	<u>June 2017</u>
Alcohol Licensing			
	<u>YTD Actual</u>	<u>YTD Actual</u>	<u>YTD Actual</u>
<u>Income</u>			
Internal Income	(1,029)	(1,876)	(6,171)
Other Income	4,571	(87)	0
Rates	(20,869)	(22,068)	(20,670)
User Charges and Fees	(211,278)	(193,477)	(172,722)
	(228,606)	(217,508)	(199,563)
<u>Direct Expenditure</u>			
Advertising	142	505	204
Communications	254	696	1,099
Conferences and courses	3,513	2,927	2,317
Insurance	0	354	339
Other Expenditure	1,946	482	2,016
Postage and Stationery	184	45	95
Professional Services	4,800	4,672	2,715
Staff Costs	137,749	147,353	143,575
Supplies and Materials	0	251	170
Travel and Accommodation	1,255	1,012	822
Vehicle Expenses	3,215	4,600	1,375
	153,057	162,897	154,727
<u>Indirect Expenditure</u>			
Depreciation (Funded)	238	6,322	5,152
Internal Expenses	30,279	39,394	52,288
Financial Expenses	0	0	63
	30,517	45,715	57,503
Net Surplus/(Deficit)	45,031	8,895	(12,667)
<u>Capital Expenditure</u>			
Capital Expenditure	0	0	0
Funding adjustments (Contributions and Loans)	0	0	0
Reserve Transfer	(45,031)	(8,895)	12,667
	0	0	0

For the year ending **June 2015****Alcohol Licensing****YTD**ActualIncome

Internal Income	1,029
Other Income	-4,571
Rates	20,869
User Charges and Fees	211,278
	<u>228,606</u>

Direct Expenditure

Advertising	142
Communications	254
Conferences and courses	3,513
Insurance	(0)
Other Expenditure	1,946
Postage and Stationery	184
Professional Services	4,800
Staff Costs	137,749
Supplies and Materials	(0)
Travel and Accommodation	1,255
Vehicle Expenses	3,215
	<u>153,057</u>

Indirect Expenditure

Depreciation (Funded)	238
Internal Expenses	30,279
	<u>30,517</u>

Net Surplus/(Deficit)**45,031**Capital Expenditure

Capital Expenditure	(0)
	<u>(0)</u>

Funding Adjustments

(Contributions, Loans,

Reserve Transfers	(45,031)
	<u>0</u>

Objection to Disqualification from owning a dog - Scott Skilling

Record No: R/17/6/12107

Author: Michael Sarfai, Environmental Health Manager

Approved by: Bruce Halligan, Group Manager Environmental Services

☒ Decision

☐ Recommendation

☐ Information

Purpose

- 1 To determine Mr Scott Skilling's objection to disqualification from owning a dog.

Executive Summary

- 2 On 18 May 2017, the Group Manager Environmental Services, Mr Bruce Halligan, disqualified Mr Skilling from owning a dog until 22 January 2021, in accordance with Section 25 of the Dog Control Act 1996.
- 3 Mr Skilling has objected to the disqualification, and is entitled to appear before the Committee and speak in support of the objection.

Recommendation

That the Regulatory and Consents Committee:

- a) Receives the report titled "Objection to Disqualification from owning a dog - Scott Skilling" dated 2 August 2017.
- b) Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.
- c) Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.
- d) Upholds the decision to disqualify Mr Scott Skilling and gives notice of this decision to Mr Skilling in accordance with Section 26(4) of the Dog Control Act 1996.

Content

Background

- 4 Mr Fairbairn's memorandum to Mr Halligan in Attachment A describes Mr Skilling's considerable record of irresponsible dog ownership. The history involves incidents relating to wandering dogs, dog rushing, and barking. He has received a number of infringements as listed in Schedule 1 of the memorandum. The notice of disqualification is in Attachment B.
- 5 Mr Skilling has objected to the disqualification, his objection is in Attachment C.

Issues

- 6 Section 26(3) of the Dog Control Act prescribes the matters that Council is required to have regard to in considering this objection. These are outlined below:

The circumstances and nature of the offence or offences in respect of which the person was disqualified:

- 7 The infringement history in Attachment A shows a history of significant repeat offending under the Dog Control Act 1996 (the Act). The offending is particularly concerning as it involves aggression incidents.

The competency of the person objecting in terms of responsible dog ownership:

- 8 Mr Skilling is not practicing responsible ownership by his repeated offending and failure to work with Dog Control staff.

Any steps taken by the owner to prevent further offences:

- 9 Mr Skilling does not advise of any steps taken in his objection.

The matters advanced in support of the objection:

- 10 Mr Skilling advises in his objection:
- a) He has received permission from his landlord to improve fencing; and
 - b) Proposes to have one or both of the dogs neutered.

Any other relevant matters:

- 11 The Committee considered my report titled "Dog Attacks - Research and Recommendations" on 17 May 2017.
- 12 An important finding is the strong link between prior compliance history and attacks. As a result Dog Control staff have a default position of disqualification when the criteria have been met (three infringements within a two year period), as opposed to considering probationary owner classification, or no further action. This is one way that Council can prevent attacks from occurring.

Factors to Consider

Legal and Statutory Requirements

- 13 The Dog Control Act provides:

“25 Disqualification of owners

- (1) A territorial authority must disqualify a person from being an owner of a dog if —
- (a) the person commits 3 or more infringement offences (not relating to a single incident or occasion) within a continuous period of 24 months; or
 - (1A) Subsection (1) does not apply if the territorial authority is satisfied that the circumstances of the offence or offences are such that—
 - (a) disqualification is not warranted; or
 - (b) the territorial authority will instead classify the person as a probationary owner under Section 21.”

Community Views

- 14 The public is particularly concerned about wandering dogs and irresponsible owners, and expects Council to take appropriate action to protect communities.

Costs and Funding

- 15 Mr Skilling is entitled to appeal the Committee’s decision to the District Court, and so there would be legal costs associated with any appeal process.

Policy Implications

- 16 Council’s Dog Control Policy 2015 enables Council to accept the recommendation of this report. Clause 9.1 of the Policy provides:

“The Council will use the full range of enforcement options available to it under the Dog Control Act 1996 and other legislation to ensure that dog ownership in the District is undertaken in accordance with this policy.”

Analysis

Options Considered

- 17 The following are the options for the Council to consider:

Analysis of Options

Option 1 - Uphold the disqualification

Advantages	Disadvantages
<ul style="list-style-type: none">• Prevents Mr Skilling from owning a dog for a period, and during this period the local community will not be subject to problems from dogs that he owns.• Fulfils the public expectation of firm action with irresponsible owners and wandering dogs.• Is a preventive action to protect the neighbourhood from a dog attack incident.	<ul style="list-style-type: none">• None identified.

Option 2 - Bring forward the date of termination of the disqualification

<i>Advantages</i>	<i>Disadvantages</i>
<ul style="list-style-type: none"> An option if the Council believes that the period of disqualification is too long. 	<ul style="list-style-type: none"> The period of disqualification is reasonable in my view, given Mr Skilling's disregard for complying with Dog Control laws despite efforts from Dog Control staff to encourage responsible dog ownership.

Option 3 - Immediately terminate the disqualification

<i>Advantages</i>	<i>Disadvantages</i>
<ul style="list-style-type: none"> None identified. 	<ul style="list-style-type: none"> Mr Skilling's continued ownership of dogs is putting the neighbourhood at risk of an attack and further nuisance problems.

Assessment of Significance

- 18 This decision is not considered significant in terms of the decision-making requirements of the Local Government Act 2002.

Recommended Option

- 19 Option 1 is recommended. Mr Skilling has shown considerable irresponsibility in dog ownership in repeatedly offending under the Act. Despite a number of visits from Dog Control staff encouraging Mr Skilling to be more responsible he has failed to do so. In upholding the disqualification, the community will be protected during this period.

Next Steps

- 20 To give notice of this decision to Mr Skilling in accordance with Section 26(4) of the Dog Control Act 1996, and Dog Control staff will ensure that the disqualification will be complied with.

Attachments

- A Memorandum to Group Manager [↓](#)
B Notice of disqualification [↓](#)
C Objection [↓](#)

Disqualify Dog Owner

Record No: R/17/5/9863
File No. 300/15/5/9652
From: Stuart Fairbairn, Dog Control Officer
To: Bruce Halligan, Group Manager Environment and Community

Purpose

This memo recommends action in response to irresponsible dog ownership concerning Mr Scott Skilling.

Background

Mr Skilling had repeatedly allowed his dogs to wander, rush and bark and has not cooperated with Dog Control Officers over the years in their requests to take steps to encourage responsible ownership.

He has shown considerable irresponsibility in dog ownership which has been displayed through the valid complaints received and number of infringements issued.

Of the eight infringements he has received in that time six have gone to the courts with two still outstanding.

Mr Skilling owns an American Pitbull Terrier from which he breeds pups and the dog is not required to be neutered under the 2015 Policy, as she was registered prior to 2015. The other dog is a Mastiff.

Refer Schedule 1 for the RFS and infringement history.

Analysis

Options considered

Analysis of preferred options

Analysis of Options

Option 1 - No further action.

<i>Advantages</i>	<i>Disadvantages</i>
<ul style="list-style-type: none"> Nil. 	<ul style="list-style-type: none"> The public has an expectation of action with irresponsible dog owners.

Option 2 - Issue of warning letter.

<i>Advantages</i>	<i>Disadvantages</i>
<ul style="list-style-type: none"> Enables owner to comply without the need of formal enforcement. Encourages voluntary compliance. 	<ul style="list-style-type: none"> Mr Skilling has already received numerous verbal and written warnings.

Option 3 - Classify as a probationary owner.

Advantages <ul style="list-style-type: none"> • A valid sanction for this owner. • Enables monitoring to ensure compliance. 	Disadvantages <ul style="list-style-type: none"> • Irresponsible dog owner incidents may continue if the dog owner does not improve his dog ownership, and the public may be at risk.
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Option 4 - Classify as a disqualified owner.

Advantages <ul style="list-style-type: none"> • A valid sanction for this owner. • Enables monitoring to ensure compliance. • Significantly less likely that Mr Skilling's dogs cause a nuisance in the neighbourhood. 	Disadvantages <ul style="list-style-type: none"> • None identified.
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Analysis of preferred option

The preferred option is Option 4 - disqualification.

Disqualification prevents Mr Skilling from owning a dogs for a period, and during this period the local community will no longer be subject to nuisance or danger from his dogs.

The period of disqualification is considered on a case-by-case basis. One to three years would be expected for repeat offending such as for wandering dogs, four or five years for a history including aggression incidents. Due to level of nuisance that these dogs have caused I recommend four years in this instance.

Recommended Option

That Mr Skilling is disqualified as a dog owner for four years. The disqualification applies from the date of the third infringement offence (23 January 2017), and Mr Skilling will be required to dispose of every dog owned by himself within 14 days of the date of this notice (by 2 June 2016).

Next Steps

If you accept the recommendation of this report, please sign the notice of disqualification attached.



Stuart Fairbairn
DOG CONTROL OFFICER

Attachment - Notice of Disqualification

Schedule 1 - RFS and Infringement History

Date	Dog	RFS #/type	Action taken
14/01/15	Ogga Booga	58163 Wandering dog	Notice to register
13/02/15	Ogga Booga	58873 Wandering dog	search warrant dogs seized
19/03/15	Ogga Booga	59772 Dog Rush/Threaten - (Nil bite)	Infringement issued
22/04/15	Ogga Booga	60478 Dog Rush/Threaten - (Nil bite)	Warning
24/03/17	Ogga Booga	75615 Wandering dog	Infringement issued
28/03/17	Ogga Booga	75674 Wandering dog	Phone call
24/04/17	Ogga Booga	76205 Wandering dog	Phone call
14/01/15	Pat	58163 Wandering dog	Notice to register
13/02/15	Pat	58873 Wandering dog	search warrant dogs seized
02/03/15	Pat	59302 Wandering dog	Infringement issued
22/04/15	Pat	60478 Dog Rush/Threaten - (Nil bite)	Warning
29/10/15	Pat	64799 Wandering dog	Warning
30/10/15	Pat	64814 Barking dog	Warning
17/11/15	Pat	65149 Barking dog	Warning
28/11/15	Pat	65371 Barking dog	Warning
11/12/15	Pat	65651 Barking dog	BAN Issued
04/01/16	Pat	65950 Dog Rush/Threaten - (Nil bite)	Infringement issued
28/04/16	Pat	68600 Barking dog	Warning
18/05/16	Pat	69023 Barking dog	Warning
31/05/16	Pat	69309 Dog Rush/Threaten - (Nil bite)	Warning
31/05/16	Pat	69314 Dog Rush/Threaten - (Nil bite)	Same as above
23/01/17	Pat	74066 Wandering dog	Infringement issued
22/02/17	Pat	74885 Wandering dog	Same as below
22/02/17	Pat	74886 Wandering dog	Infringement issued
27/03/17	Pat	75643 Wandering dog	Infringement issued
28/04/17	Pat	76343 Barking dog	Phone call



Notice of disqualification from dog ownership

<http://www.legislation.govt.nz/pdflink.aspx?id=DLM374853> Section 25, Dog Control Act 1996

To: Scott Skilling

Address: 11 Ida Street Lumsden 9730

This is to notify you that you have been disqualified under Section 25 of the Dog Control Act 1996 from owning any dog.

This follows—

- 3 or more infringement offences (not relating to a single incident or occasion) having been committed by you, within a continuous period of 24 months.

The disqualification will apply from 23 January 2017 [being the date of the third infringement offence] until 22 January 2021.

A summary of the effect of the disqualification and your right to object is provided below.

Signature of officer
of Southland District
Council

Date: / /

Effect of disqualification

Section 28, Dog Control Act 1996

You are required to dispose of every dog owned by you within 14 days of the date of this notice. “Dispose” includes destruction or rehoming of the dog.

However, you may not dispose of a dog—

- to a person who resides at the same address as you; or
- in a way that constitutes an offence against the Dog Control Act 1996 or any other Act.

You must not become the owner, even on a temporary basis, of any dog while you are disqualified. You may have possession of a dog only for the purpose of—

- preventing it from causing injury, damage, or distress; or
- returning, within 72 hours, a lost dog to a territorial authority for the purpose of restoring the dog to its owner.

Form 3—*continued*

You will commit an offence and be liable on conviction to a fine not exceeding \$3,000 if you—

- fail to dispose of every dog owned by you within 14 days of this notice; or
- at any time while disqualified, become the owner of any dog; or
- dispose of a dog owned by you—
 - to a person who resides at the same address as you; or
 - in a manner that constitutes an offence against the Dog Control Act 1996 or any other Act.

If you are convicted of the first or second of these offences, your period of disqualification may be further extended.

You will also commit an offence and be liable on conviction to a fine not exceeding \$3,000 if you dispose or give custody or possession of a dog to a person knowing that person to be disqualified from ownership under Section 25 of the Dog Control Act 1996.

Full details of the effect of disqualification are provided in the Dog Control Act 1996.

Right of objection to disqualification

Section 26, Dog Control Act 1996

You may object to the disqualification by lodging a written objection with the Southland District Council setting out the grounds on which you object. You are entitled to be heard in support of your objection and will be notified of the time and place when your objection will be heard. No objection can be lodged within 12 months of the hearing of any previous objection to the disqualification. If an objection is lodged within 14 days after the date of this notice, the requirement to dispose of every dog owned by you will be suspended until the Southland District Council has determined the objection.

There is a further right of appeal to a District Court if you are dissatisfied with the decision of the Southland District Council on your objection

.

To whom it concerns

I Scott Skilling wish to appeal the notice to dispose of my much loved dogs Oga and Pat.

Yes I am aware that no matter what steps I have taken to date there have been occasions when they have made good an escape to visit the back of the butchers just two doors up.

Each time they have been quickly told and or escorted back home by either my Mum who works at the St John shop or the lovely lady at the chemist if not myself.

I have asked that the boys at the butcher don't feed them as this is an obvious temptation for them to go there.

My landlord has now given me the go ahead to make the fences higher and stronger and as now the boarder has gone, they won't have the chance to sneak out the same.

Please my dogs are my family and very much loved I would be so lost with out there love and the love I give them .

I am making arrangements for one or both to be fixed.

Please reconsider!!!

Scott Skilling

11 Ida Street

Lumsden

Southland District Council
Lumsden Office

29 MAY 2017

FILE No:



Nuisance Complaints Survey

Record No: R/17/7/17163
Author: Michael Sarfaiti, Environmental Health Manager
Approved by: Bruce Halligan, Group Manager Environmental Services

☐ Decision ☐ Recommendation ☒ Information

Purpose

- 1 To provide the Committee with the results of the Nuisance Complaints survey.

Executive Summary

- 2 The Nuisance Complaints Survey provides Council with useful feedback about its response to noise and environmental health complaints. This allows reporting on whether levels of service (as outlined in the Council's Long Term Plan) are being achieved.
- 3 Overall the results are very good with high levels of customer satisfaction.

Validity of some complaints / standard of proof

- 4 Inevitably there will be a number of complaints that are received that are invalid, and subsequently will draw negative feedback to Council. Examples include:
 - The complainant is overly sensitive to an issue that is not unreasonable; or
 - The complainant has made false allegations; or
 - The complaint is a consequence of animosity between neighbours, that is either of a trivial nature, or unreasonable to be lodged if the complainant also is required to take action to abate a nuisance.
- 5 Similarly, there are a small number of cases where Council has been unable to prove that a nuisance is occurring – either the SDC Officer is not observing nuisance, or the neighbourhood does not share the complainant's concerns. Staff will not seek corrective action in such cases, in order to respect the rights of the person being complained about.

Follow up contact with complainants

- 6 It is standard procedure to advise a nuisance complainant of the outcome. SDC has a casual employee who contacts those who have lodged an afterhours noise complaint, for the purpose of determining whether or not it is a one-off event – if not then other neighbours are contacted to determine whether further action is required.
- 7 A number of complainants advise that they were not contacted (32%). While a number of these may be from complainants who actually were contacted but were dissatisfied with the outcome, this result will be raised with staff to reinforce the need for effective follow-up with customers concerning the outcome of their complaints.

Recurring offenders

- 8 Staff are active in ensuring that no person causes an ongoing nuisance for the neighbourhood, such as regular noisy stereo. Staff will use notices and infringements if necessary to discontinue the nuisance.

Continuing noise or nuisance

- 9 A common theme in these surveys is that some complainants advise that the nuisance is still continuing. Complainants are advised to contact SDC should the nuisance arise again, and

sometimes do not do so, but advise of it in this survey. Staff are happy to re-visit an issue, but need to be notified by the complainant.

Travel time

- 10 SDC contracts Armourguard for after-hours noise callouts in the District, other than in Te Anau where SDC has a casual noise control officer. Armourguard is based in Invercargill, and so there is inevitably a down time between receipt of the complaint and attendance on site. This has risen as an issue of concern for some from the survey. However as discussed above, should a person be experiencing an ongoing nuisance, staff do take action to prevent recurrence.

Recommendation

That the Regulatory and Consents Committee:

- a) **Receives the report titled “Nuisance Complaints Survey” dated 28 July 2017.**

Attachments

- A Nuisance Complaints Survey Results Report – 2016/2017 [↓](#)

Nuisance Complaints Survey Results – 2016/2017

Background

The Nuisance Complaints Survey provides Council with useful feedback about its response to noise and environmental health complaints. This allows reporting on whether levels of service (as outlined in the Council's Long Term Plan) are being achieved.

The survey consists of five questions;

- 1) Were you satisfied with the helpfulness of staff?
- 2) Were you satisfied with the time it took to resolve your problem or query?
- 3) Were you satisfied with the outcome?
- 4) Were you contacted about your request?
- 5) Do you have any further comments?

Method

A list of those customers who made a nuisance complaint was obtained from the GEAC Pathways Customer Service System at the end of each month in 2016/2017. The survey was performed monthly to avoid customers forgetting how their request was dealt with. The survey was conducted by telephone and undertaken by a Customer Services Support Officer.

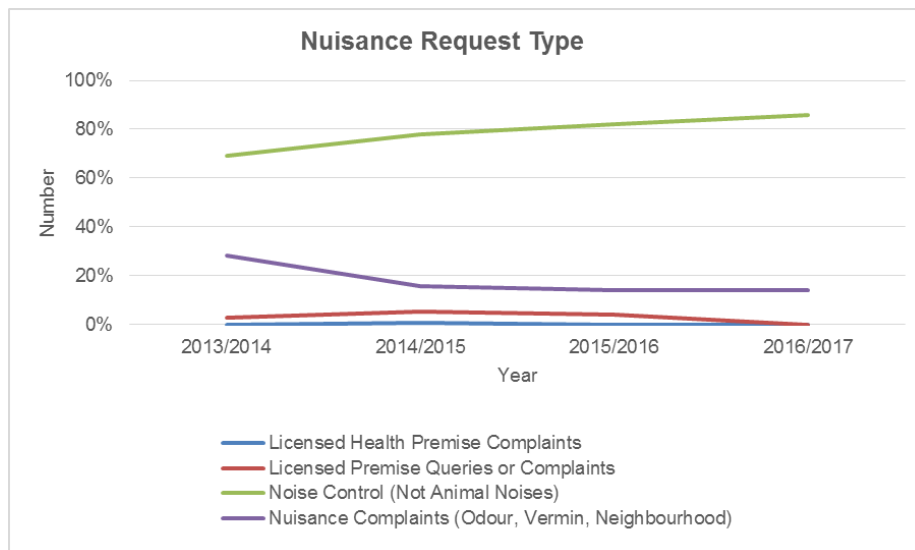
Response

Out of the 162 in the sampling frame, 71 customers were able to be contacted for the survey giving a response rate of 44%. The margin of error is $\pm 9\%$.

Survey Results

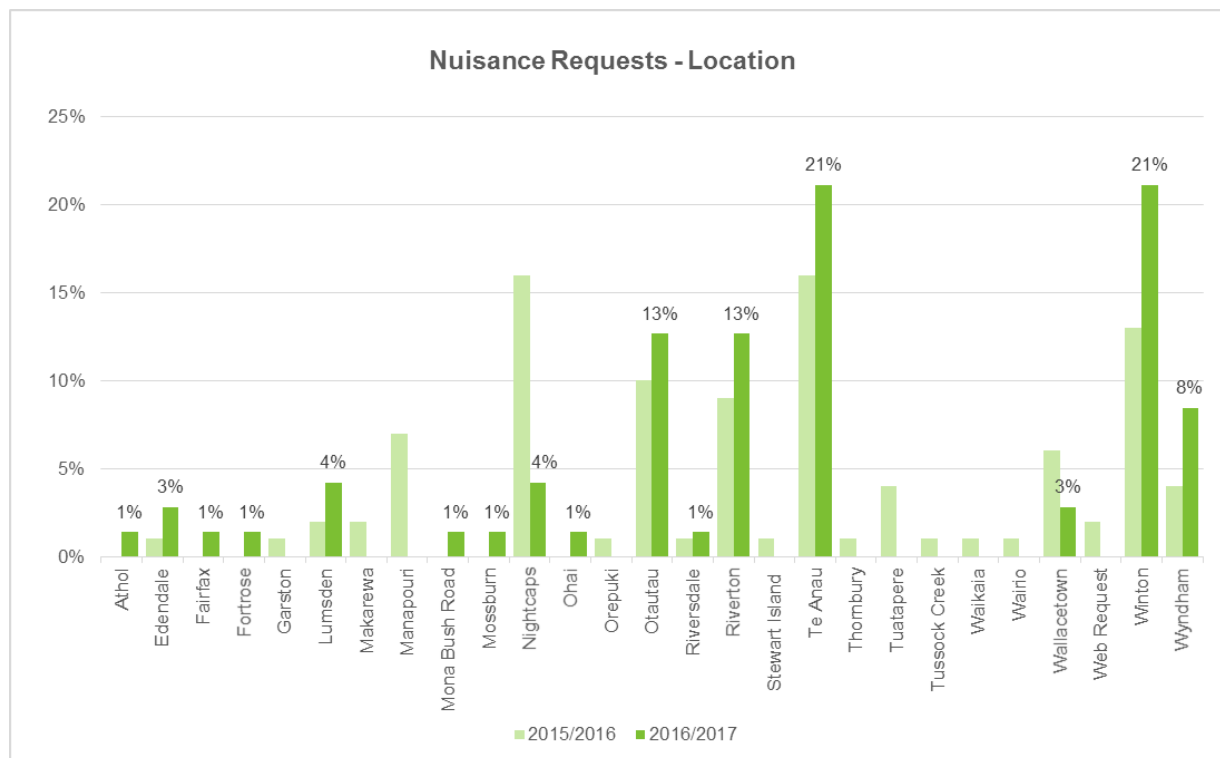
Complaint Type

In 2016/2017, 86% of respondents made complaints related to noise (loud stereos, parties, neighbours), with 14% related to other nuisance complaints.



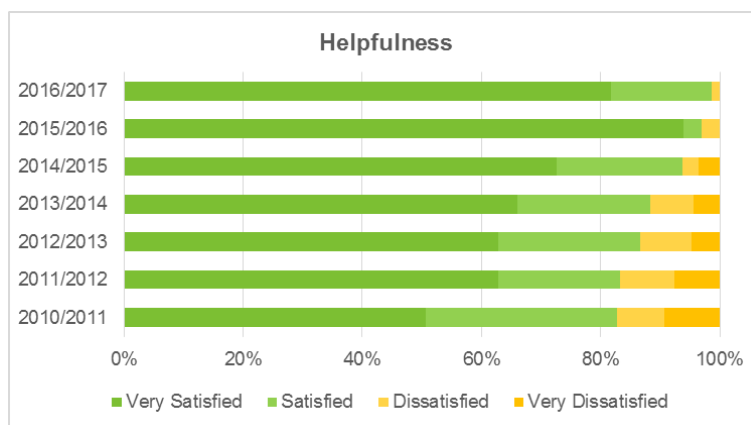
Location

In 2016/2017, the top four locations for RFS request were Te Anau and Winton (21%) followed by Otautau (13%) and Riverton (13%). The result was similar to the previous year apart from an increase in complaints from Otautau and a drop-off in complaints from Nightcaps.



Q1. Were you satisfied with the helpfulness of staff?

In 2016/2017, 99% were satisfied with the helpfulness of staff when they contacted Council which is a slight increase from the 97% in 2015/2016. A breakdown of responses is shown below. There was a decrease in the proportion of respondents who were very satisfied compared with the previous year.

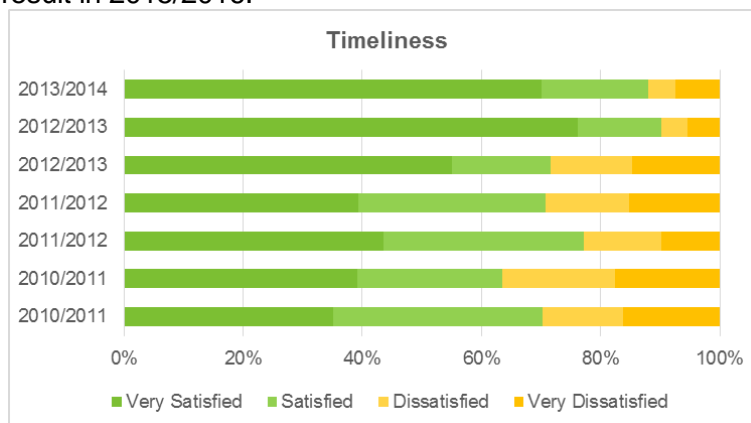


	Staff Helpfulness													
	2010/2011		2011/2012		2012/2013		2013/2014		2014/2015		2015/2016		2016/2017	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Very Satisfied	38	51%	49	63%	66	63%	74	66%	82	73%	92	94%	58	82%
Satisfied	24	32%	16	21%	25	24%	25	22%	24	21%	3	3%	12	17%
Dissatisfied	6	8%	7	9%	9	9%	8	7%	3	3%	3	3%	1	1%
Very Dissatisfied	7	9%	6	8%	5	5%	5	4%	4	4%	0	0	0	0%
TOTAL	75	100%	78	100%	105	100%	112	100%	113	100%	98*	100%	71	100%

*Note: Respondents did not answer the question (2015/2016: 2)

Q2. Were you satisfied with the time it took to resolve your problem or query?

In 2016/2017 88% respondents were satisfied with the time to resolve the complaint which is slightly lower than the 90% result in 2015/2016.

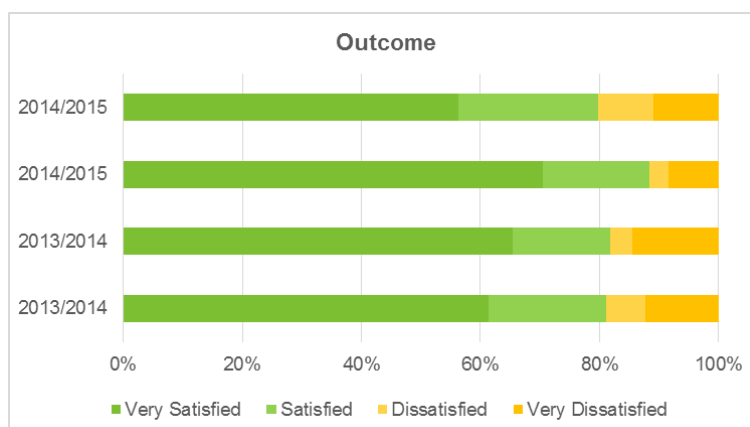


	Timeliness													
	2010/2011		2011/2012		2012/2013		2013/2014		2014/2015		2015/2016		2016/2017	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Very Satisfied	26	35%	29	39%	44	44%	39	39%	60	55%	70	76%	47	70%
Satisfied	26	35%	18	24%	34	34%	31	31%	18	17%	13	14%	12	18%
Dissatisfied	10	14%	14	19%	13	13%	14	14%	15	14%	4	4%	3	4%
Very Dissatisfied	12	16%	13	18%	10	10%	15	15%	16	15%	5	5%	5	7%
TOTAL	74	100%	74	100%	101	100%	99	100%	109	100%	92*	100%	67*	100%

*Note: Respondents did not answer the question (2016/2017: 4, 2015/2016: 8)

Q3. Were you satisfied with the outcome?

In 2016/2017, 79% of survey respondents were satisfied with the outcome of their complaint. This is noticeably down on the 89% that were satisfied in the previous year.

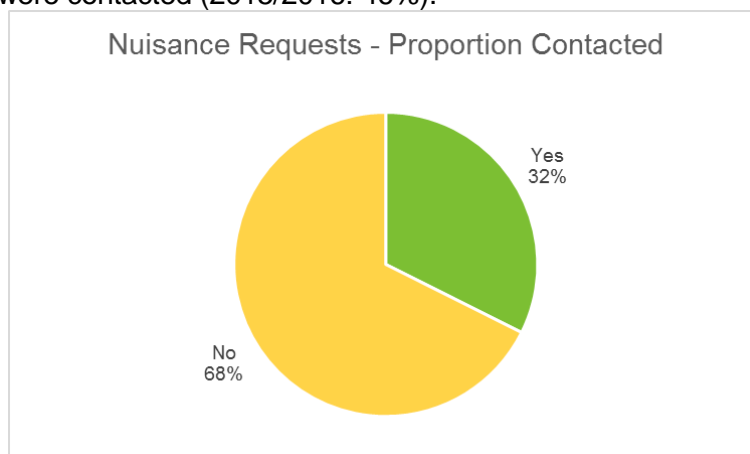


	Outcome							
	2013/2014		2014/2015		2015/2016		2016/2017	
	No	%	No	%	No	%	No	%
Very Satisfied	65	61%	72	65%	67	71%	36	56%
Satisfied	21	20%	18	16%	17	18%	15	23%
Dissatisfied	7	7%	4	4%	3	3%	6	9%
Very Dissatisfied	13	12%	16	15%	8	8%	7	11%
TOTAL	106	100%	110	100%	95*	100%	64*	100%

*Note: Respondents did not answer the question (2016/2017: 7, 2015/2016: 5)

Q4. Were you contacted about your request?

48 respondents (68%) were not contacted about their request (2015/2016: 54%) and 23 respondents (32%) were contacted (2015/2016: 46%).

**Q5. Do you have any further comments?**

Around half of the comments received were positive about how the complaint had been dealt with mentioning that it was a good outcome or that the problem had been dealt with and the situation had improved. A few respondents (15%) noted that there had been no action or no change.

Often respondents also commented that the issue was ongoing even though action was taken by the Council. Specific comments can be found in Appendix B.

Appendix A - Comments

Quarter	Request Type	Town	Comment
July	Noise Control (Not Animal Noises)	Winton	Unable to answer question 2 and 3 as he rung the day after, no ADT sent, but noise has got better
July	Noise Control (Not Animal Noises)	Winton	Noise still happening occasionally
August	Noise Control (Not Animal Noises)	Fairfax	Happy with our service, unable to answer question 3 as PowerNet is sorting
August	Nuisance Complaints (Odour, Vermin, Neighbourhood)	Winton	Outcome is ok at this time
August	Noise Control (Not Animal Noises)	Wyndham	Toned down sometimes, but still calling if gets too much
August	Noise Control (Not Animal Noises)	Nightcaps	Music has settle a bit this call, motorbikes still bit of issue
August	Noise Control (Not Animal Noises)	Winton	Settle a bit now. Unable to answer question 2 as rung ADT not to come as music stopped
September	Noise Control (Not Animal Noises)	Te Anau	Had to ring the police as unable to get hole of noise control in Te Anau
September	Noise Control (Not Animal Noises)	Winton	Good at the moment
September	Noise Control (Not Animal Noises)	Athol	No plane seen since. Unable to answer question 3 as nom real outcome has about
September	Nuisance Complaints (Odour, Vermin, Neighbourhood)	Edendale	Roosters has gone, so things are all good
September	Noise Control (Not Animal Noises)	Wyndham	Noise still happening, bad last night, advised to keep calling each time
October	Noise Control (Not Animal Noises)	Te Anau	After Hours were adequate
October	Noise Control (Not Animal Noises)	Te Anau	After Hours were adequate
October	Nuisance Complaints (Odour, Vermin, Neighbourhood)	Ohai	Always very happy with SDC service
October	Noise Control (Not Animal Noises)	Otautau	Would of liked a call back from ADT
October	Noise Control (Not Animal Noises)	Te Anau	Took about an hour before noise reduced
October	Noise Control (Not Animal Noises)	Winton	Very happy with after-hours service
October	Nuisance Complaints (Odour, Vermin, Neighbourhood)	Otautau	Re added RFS for smell and Nick to call SPCA for horses
October	Noise Control (Not Animal Noises)	Otautau	Spoke to Kelwyn today, advised working through details, happy with this
October	Noise Control (Not Animal Noises)	Winton	After Hours were great, unable to answer question 2 as unsure of Timeliness
October	Noise Control (Not Animal Noises)	Riverton	Impressed with service, even with time frame ADT from Invercargill
November	Noise Control (Not Animal Noises)	Winton	Great since, unable to answer question 2 as unsure
November	Noise Control (Not Animal Noises)	Wyndham	Noise has settled
November	Noise Control (Not Animal Noises)	Otautau	Slow progress, still happening
November	Noise Control (Not Animal Noises)	Riverton	Been better, still happens occasionally

Item 9.1 Attachment A

Quarter	Request Type	Town	Comment
November	Noise Control (Not Animal Noises)	Riverton	Unable to answer question 3 as rung while visiting
December	Noise Control (Not Animal Noises)	Te Anau	Only happened twice since
December	Noise Control (Not Animal Noises)	Te Anau	No noise since and was great service
December	Noise Control (Not Animal Noises)	Winton	Been great since call
December	Noise Control (Not Animal Noises)	Otautau	No problems since call
December	Noise Control (Not Animal Noises)	Wyndham	No problems since the call
December	Noise Control (Not Animal Noises)	Winton	Unable to answer question 3 as has not been there to know if noise still an issue
December	Noise Control (Not Animal Noises)	Riversdale	Good now
December	Noise Control (Not Animal Noises)	Winton	Unable to answer question 3 as has not been there to know if noise still an issue
December	Noise Control (Not Animal Noises)	Winton	Have sold house, to get away from neighbours
December	Noise Control (Not Animal Noises)	Te Anau	No noise since his call
March	Noise Control (Not Animal Noises)	Te Anau	I found the staff on the phone fantastic to deal with. He was very helpful and prompt in dealing with the situation. I have had problems with the neighbours beforehand and I found they were very prompt in helping me this time around.
March	Nuisance Complaints (Odour, Vermin, Neighbourhood)	Edendale	There was never an issue with the Council itself, the staff have done what they needed to do but the owner is still not complying.
March	Noise Control (Not Animal Noises)	Te Anau	There was a party at the house last night. I feel the guy should have issued a noise abatement notice - that is another tool that he has got. That would have been the logical step. The enforcement officer should go to the next level.
March	Noise Control (Not Animal Noises)	Otautau	M Sarfaiti called me. This has been going on for 18 months. Basically said he will be directing Armourguard not to respond to my calls. I am on my own over this. He said I was a "lone ranger". Sometimes with the distance, the calls are often abated by the time Armourguard get there. Sometimes they have actually heard the noise. Most of the time it does not happen as it takes three quarters of an hour to get there. I have also complained to M Sarfaiti are either deaf and/or don't hear anything so basically this is why I am the lone petunia in the onion patch. There is one woman down the road that hears quite well and her name is _____. She has been the only person supporting me throughout this, but she lives about 70 metres down the road. None of the immediate neighbours want to get involved. Michael say you get _____ to back you up otherwise you are on your own.
March	Noise Control (Not Animal Noises)	Lumsden	It is a long way for someone to come from Invercargill to attend to a noise complaint.

Quarter	Request Type	Town	Comment
			There should be someone in the District closer by.
April	Noise Control (Not Animal Noises)	Riverton	Just ringing to make inquiries if they can run a chain saw during the day. She did not want a complaint made. You were told that the amount of wood being chopped by the chain saw was excessive. It was being sold and not for private use. You were happy to speak to the people concerned.
April	Noise Control (Not Animal Noises)	Te Anau	It resolved the problem.
April	Noise Control (Not Animal Noises)	Te Anau	They are still noisy, probably once a week we listen to music. Usually a Tuesday or Thursday night to the early hours of the morning.
April	Nuisance Complaints (Odour, Vermin, Neighbourhood)	Nightcaps	I was told by M Sarfai that he thought the bees were gone, but it was not confirmed. It would be much easier if a complaint has been made that someone comes out and deals with at the time. It was given to someone else to write a letter and the whole process took over two months. I do believe it has been finished now, but whether they have checked up at the section, you just don't know.
April	Noise Control (Not Animal Noises)	Te Anau	It was handled very well.
April	Nuisance Complaints (Odour, Vermin, Neighbourhood)	Mona Bush Road	You were pleased it was cleared up so quickly, but you were have liked a response from SDC instead of reading it in the paper. A follow up would always be great and appreciated. It was six cattle and not sheep. It was a huge amount of offal and fat and all professionally done.
April	Noise Control (Not Animal Noises)	Winton	Satisfactory resolution to the problem.

Appendix B - Survey Questions

Hi this is calling on behalf of the Southland District Council. Could I please speak with?

You recently placed a nuisance request with the Council with regard to and I was wondering if you have time to complete a quick satisfaction survey with three questions?

The answers range from 1 - 4, with 1 being Very Dissatisfied and 4 being Very Satisfied.

The first question is

THE QUESTIONNAIRE

Qn No	Question	Very Dissatisfied 1	Dissatisfied 2	Satisfied 3	Very Satisfied 4	
1	How satisfied were you with the helpfulness of staff?					
2	How satisfied were you with the time it took to resolve your problem or query?					
3	How satisfied were you with the outcome to your problem or query?					
4	Were you called back about your request?	Yes			No	
5	Do you have any comments to make?					

Thank you very much for taking the time to complete this survey.

IANZ Certificate of Accreditation

Record No: R/17/7/16916
Author: Michael Marron, Team Leader Building Solutions
Approved by: Bruce Halligan, Group Manager Environmental Services

☐ Decision ☐ Recommendation ☒ Information

IANZ Accreditation

- 1 Southland District Council Building Control department has successfully renewed its Building Consent Authority Accreditation - Attachment A. The Corrective Action required has been cleared by IANZ and the Certificate of Accreditation has been received from IANZ - Attachment B. This will allow the BCA to continue to issue building consents through to February 2019 which is the preliminary date for our next assessment.
- 2 The process identified some additional areas for improvement and these will be completed over the coming year.
- 3 The department accepts and welcomes the findings of the Auditor and a number of their recommendations have already been acted on. The process was very worthwhile and has allowed the team to improve the services we provide to customers. There was a focus on the completeness of forms and recording our thought process in decision-making. This has been taken on board and continued monitoring has shown the team is complying with IANZ recommendations.

Recommendation

That the Regulatory and Consents Committee:

- a) **Receives the report titled “IANZ Certificate of Accreditation” dated 1 August 2017.**

Attachments

- A Letter from IANZ BCA Accreditation Regulations 4 - 18 - 5 July 2017 [↓](#)
- B IANZ Accreditation 6 for Regulations 4 - 18 - SDC Building Control Department - July 2017 [↓](#)
- C Follow up from IANZ reassessment of 27 February to 1 March 2017 [↓](#)

5 July 2017

Mr Michael Marron
Acting Manager Building Control
Building Consent Authority
Southland District Council
PO Box 903
Invercargill 9840



Level 1, 626 Great South Rd
Ellerslie, Auckland 1051
New Zealand

Private Bag 28 908
Remuera, Auckland 1541

P 64 9 525 6655
F 64 9 525 2266
W www.ianz.govt.nz

Dear Michael

BCA Accreditation Regulations 4 – 18

Following the Routine Reassessment of your Building Consent Authority from 27 - 29 February 2017, I am pleased to confirm that your BCA continues to comply with Regulations 4 – 18 of the Building (Accreditation of Building Consent Authorities) Regulations 2006. Your accreditation will continue subject to your continued acceptance of the arrangements and conditions set out below.

1. Conditions of Accreditation

You are reminded of your previous commitment to meeting the requirements for accreditation.

2. Quality Manuals and Other Documentation

Any controlled copies of Quality Manuals and other related documents where provided to IANZ for assessment purposes have been returned to you. IANZ reserves the right to recall current documents at any time, and in particular, when reassessments are to be undertaken.

3. Next Assessment

Your next assessment has been provisionally scheduled for February 2019. You will be contacted again nearer that date so that arrangements for the assessment can be made.

I would like to thank you for your continuing participation in our Building Consent Authority Accreditation Programme. We look forward to working with your organisation again in the future. If I, or any of my staff, can be of any further assistance to you, please do not hesitate to contact me.

Yours sincerely

Phil Barnes
General Manager - Accreditation Services



Building Consent Authority Accreditation Programme

Item 9.2 Attachment B

Schedule to CERTIFICATE OF ACCREDITATION	
Telephone	Southland District Council Building Consent Authority PO Box 903, Invercargill, 9840 15 Forth Street, Invercargill, 9810 0800 732732
Fax	0800 732329
URL	www.southlanddc.govt.nz
Authorised Representative	Mr Michael Marron Acting Manager Building Control
Client Number	7426
Programme	Building Consent Authority Accreditation
Accreditation Number	6
Initial Accreditation Date	18 October 2007
Conformance Standard	Building (Accreditation of Building Consent Authorities) Regulations 2006
Services Summary	Regulations 4 - 18 inclusive (not including dams or appurtenant structures) Processing of building consent applications. Inspection of buildings during construction. Certification of building work. Issue of Compliance Schedules.

Authorised: General Manager	<i>P. Barn</i>	Issue 5	Date: 05/07/17	Page 1 of 2
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International Accreditation New Zealand - Private Bag 28908 - Remuera - Auckland
 Telephone 09-525 6655 - Facsimile 09-525 2266
www.ianz.govt.nz

Building Consent Authority Accreditation Programme



Schedule to

CERTIFICATE OF ACCREDITATION

Southland District Council
 Building Consent Authority Accreditation
SCOPE OF ACCREDITATION

Accreditation No 6

Building Consent Authority Accreditation Programme

Regulations 4 - 18 inclusive (not including dams or appurtenant structures)

Processing of building consent applications to verify compliance with the NZ Building Code.

Inspection of building work to verify construction in accordance with consented plans.

Certification of building work in accordance with Section 95 of the Building Act.

Issue of Compliance Schedules in accordance with Section 103 of the Building Act.

Authorised:
 General Manager

A handwritten signature in black ink, appearing to read 'P. Bam'.

Issue 5

Date: 05/07/17

Page 2 of 2

International Accreditation New Zealand - Private Bag 28908 - Remuera - Auckland
 Telephone 09-525 6655 - Facsimile 09-525 2266
www.ianz.govt.nz

Follow up from IANZ reassessment of Southland District Council - 27 February to 1 March 2017

Notes:

- Corrective Actions are to be cleared by the specified date from International Accreditation New Zealand (IANZ).
- Strong recommendations are to be actioned before the next biennial IANZ reassessment.
- Recommendations are to be considered for actioning before the next biennial IANZ reassessment.
- Responses are to be communicated to staff in monthly meeting agenda after completion.
- Responses are recorded in Section QA1 of the QAS Manual after completion.

Corrective Actions

Action required/recommended	Proposed response	Accepted yes/no	Date to be actioned	Date completed
<u>Actions Required</u> <u>Action 1(a)</u> <p>Three of the five consents reviewed had been poorly reviewed with respect to the relevant Code Clauses and Building Act requirements. Discussions with BCO's demonstrated that they were technically competent in the areas of concern and all work was performed by staff with appropriate recorded competencies. It was not clear why the BCA was granting consents with poor review of relevant code clauses and Building Act requirements.</p> <p>Please investigate the reasons for the above finding and indicate to IANZ what the BCA has done/shall do to ensure all consents shall be reviewed appropriately with respect to the relevant Code Clauses and Building Act requirements. Please submit the results of the investigation and the proposed remedy to IANZ to review.</p>	<p>Interview building control personnel to establish what the culture within the department is. In the course of the interview the manager will reinforce to all team members the need to ensure all decisions are fully recorded and the decision is based on the information provided within the consent application. The manager will also reinforce the need to the importance of compliance with the requirements of the Building Act by ensuring that all building consent application demonstrate compliance with the building code before the building consent is issued. The policy of Council regarding the ease of doing business is not a reason to reduce the evidence required to show compliance.</p> <p>The findings of IANZ will be raised at the monthly operational meetings at least every three months to ensure all team members are reminded of their obligations under the Building Act. A particular focus will be placed in these discussions on the importance of quality in all processes and ensuring that the review process includes appropriate review of relevant Code clauses and Building Act requirements.</p> <p>Develop a signatory check sheet to ensure consistency when checking off commercial work. Ensure that all signatories understand that all relevant matters are required to be checked off prior to approval.</p> <p>When a BCA staff member is extensively involved in the pre-lodgement stage the relevant staff member involved at that stage will not process the consent, to avoid any "poacher/gamekeeper" type conflicts of interest. The staff member involved at pre-lodgement stage will not be the same person also processing the consent.</p>	Yes	7/03/2017	15/07/17

Follow up from IANZ reassessment of Southland District Council - 27 February to 1 March 2017

Notes:

- *Corrective Actions are to be cleared by the specified date from International Accreditation New Zealand (IANZ).*
- *Strong recommendations are to be actioned before the next biennial IANZ reassessment.*
- *Recommendations are to be considered for actioning before the next biennial IANZ reassessment.*
- *Responses are to be communicated to staff in monthly meeting agenda after completion.*
- *Responses are recorded in Section QA1 of the QAS Manual after completion.*

Corrective Actions

Action required/recommended	Proposed response	Accepted yes/no	Date to be actioned	Date completed
<u>Action (2a)</u> Please develop and submit to IANZ to review a proposal that gives confidence that attention to detail shall be improved. Please include in the proposal which records the BCA will submit to IANZ to demonstrate that the BCA ensures there is always attention to detail in records produced by the BCA.	Currently we get an average of 5 to 10 consents per month that are recorded as "Commercial" these are currently being reviewed, a random selection of consents will be added to these to ensure 25% are reviewed each month. These will be reported on monthly to IANZ for two months. At the end of the two months the BCA will continue to check 25% of consents for another six months or until there is sufficient evidence to confirm all forms are to be completed. Before an application for code compliance certificate is lodged into the system for processing it will be checked by a senior building control officer or senior consent processing officer. This check will be recorded as a task in Pathway which requires completion prior to the processing proceeding further.	Yes	7/03/2017	15/07/17
<u>Action 2(b)</u> Please submit records to IANZ that demonstrate that the BCA pays attention to detail in all records created by the BCA.	The BCA propose to report to IANZ on a monthly basis for the next two months on the outcome of their increased monitoring. This will include the findings of the monthly checks and a copy of the monthly operational meeting where the IANZ report is discussed.			

Follow up from IANZ reassessment of Southland District Council - 27 February to 1 March 2017				
Strong Recommendations				
Action required/recommended	Proposed response	Accepted yes/no	Date to be actioned	Date completed
It is strongly recommended that the BCA: 1 Remove from the shared drive, the retained earlier versions of their Quality Manual.	This has been addressed. The Q drive contained an archived folder where all previous versions are retained. The Knowledge Department is currently working on a system to retain all the BCA's QAS Document Registers	yes	9/03/2017	9/03/2017
It is strongly recommended that the BCA: 2 Remove all hard copies from circulation during the assessment. The BCA is reminded to revise their procedures to describe their revised process. A strong recommendation (2) is made.	The BCA no longer use paper copies of documentation and these will be printed on request for all customers. This has been relayed to all customer service officers. This will be checked at six month intervals for the next two years and a report will be attached below. The Southern Shared Service Group BCA Quality Assurance System (QAS) will be altered to reflect this.	yes	9/03/2017	9/03/2017
It is strongly recommended that the BCA: 3 Revise their public information to ensure the technical content is up-to-date with respect to the following: <ul style="list-style-type: none"> It did not discuss Building Code Clause F9. It used the terminology "Compliance Documentation". It used the terminology Department of Building and Housing. 	This is a document shared by 11 BCAs. It is currently being reviewed and the strong recommendation has been forward as a submission.	yes	31/3/2017	
It is strongly recommended that the BCA: 4 Ensures that the receipt of applications is always signed off.	BC1 Reg 7(2) (b) (c) records this practice. An audit of at least two consents per day will be carried out and this will be reported on for the one month and this will if appropriate will be reduced to one per week. This will be included in the six monthly report to IANZ	yes	9/03/2017	9/03/2017
It is strongly recommended that the BCA: 5 Ensures that the staff member receiving applications ensures that the "Means of Compliance" is filled in. If that step has not happened at receipt then the staff member checking the application for completeness must ensure that the "Means of Compliance" is fully completed.	BC1 Reg 7(2) (b) (c). and BI 4 Regulation 7(2)(f) records this practice An audit of at least two consents per day will be carried out and this will be reported on for the one month and this will if appropriate will be reduced to one per week, this again will be reported on.	yes	9/03/2017	9/03/2017
It is strongly recommended that the BCA: 6 Revise their processing check-sheets to ensure they address the requirements of F9.	This is a shared document and is currently being reviewed. This will be included in the new version	yes	31/3/2017	
It is strongly recommended that the BCA: 7 Ensures their procedure for reviewing Producer Statements is effectively implemented. Specifically to ensure Producer Statements are not accepted when they use very old terminology and referred to out-of-date technical	BC 9 Regulation 7(2) (d) (iv) covers this practice. Most producer statements will be associated with commercial work. This will be included in a signatory sign off check and reported on.	yes	9/03/2017	9/03/2017

**Follow up from IANZ reassessment of Southland District Council -
27 February to 1 March 2017**

Strong Recommendations

Action required/recommended	Proposed response	Accepted yes/no	Date to be actioned	Date completed
information.				
It is strongly recommended that the BCA: 8 List their "Draft Compliance Schedule" as an attachment on their Form 5's.	BC 2 and Regulation 7(2)(d)(iv) and (v) Covers this practice. BC2 18, requires that the draft Compliance Schedule is sent to the building owner. Council will amend Form 5 and 5a to list the draft Compliance Schedule as an attachment. This will also be reflected in the workflow for PIMs.	yes	9/03/2017	9/03/2017
It is strongly recommended that the BCA: 10 Ensures that Form 6's are not accepted where the date work was completed has not been recorded.	BI 4 Regulation 7(2) (f) covers this practice. BI 4 (1) indicates that the form must follow the format in the regulations. All FM 6s will be checked by a senior building control officer or senior consent processing officer before being entered into the system and this will be recorded in the workflows.	yes	9/03/2017	9/03/2017
It is strongly recommended that the BCA: 11 Revise their procedures where they require all inquiries to be submitted by email and this would block those without access to electronic systems.	PI 1 and Regulation 7(2) (g) and (h) covers this practice. PI 1 (1) states: 1 The BCA receives inquiries from the public on a wide range of issues. General inquiries relating to building control functions are received by phone or email and referred to BCOs for reply. 2 General inquiries are not recorded. PI (3) will be amended to reflect that emails and letters will be sent in response.	yes	28/07/2017	
It is strongly recommended that the BCA: 12 Revise their procedures for "Ensuring Enough Employees and Contractors" (Regulation 8) to prompt the review of the timely implementation of all quality system functions.	Please forward additional guidance on this matter.	yes		
It is strongly recommended that the BCA: 14 Ensures that there are procedures for reviewing the effectiveness of training focus on the application of training.	CA3 Regulation 11(1) and (2)(a) to (d) Covers this practice. Currently each team member records their training in a personal training log. This will be amended to allow them to record the application of their training when processing a building consent and or inspecting building work.	yes	9/03/2017	9/03/2017
It is strongly recommended that the BCA: 15 Consider revising their procedures to clarify that "Supervision" meant full supervision of all work performed by an individual whilst under supervision. This can include the review of work processed by an individual without the Supervisor being directly beside the processing staff. Similarly it can involve the Supervisor reviewing site inspection records and photos without accompanying the individual under	The BCA will no longer use the term remote supervision but will refer to signatory overview to better reflect the practice of signatory sign off.	yes		

**Follow up from IANZ reassessment of Southland District Council -
27 February to 1 March 2017**

Strong Recommendations

Action required/recommended	Proposed response	Accepted yes/no	Date to be actioned	Date completed
supervision.				
It is strongly recommended that the BCA: 16 Encourage technical staff to record non-formal professional development such as attendance at conferences and reading journals.	CA5 and Regulation 11 (1), 11(2) (f), 11(2) (g), and 18 covers this practice. This will be raised at the monthly operational meetings and the training records amended to facilitate this.	yes	9/03/2017	9/03/2017
It is strongly recommended that the BCA: 17 Consider requiring (where relevant) a copy of the certificate of qualification of independent contractors processing for the BCA.	CA 6 and CA7 Regulations 5b, 8, 12, 14, 17(4) Covers this practice. QAS manual CA7 will be amended to reflect that all qualifications will be retained by the BCA.	yes		
It is strongly recommended that the BCA: 18 Revise their agreement with the independent consultant processing Commercial 3 consent applications to include (but not limited to) the following: <ul style="list-style-type: none"> Specify a timeframe within which work was to be completed. Require fullness of records to meet the BCA's obligations with respect to recording decisions, reasons for decisions and outcome of decisions. Require any individual processing work to declare any potential, actual or perceived conflict of interest. Require the contractor to ensure that all work performed would provide technically appropriate outcomes and that the contractor would demonstrate meeting this requirement by an agreed means. Require the contractor to comply with an agreed level of quality assurance. 	CA7 and Regulations 5b, 12, 14, 17(4) Covers this practice. When renewing the service level agreement this will be included with all service providers.	yes		
It is strongly recommended that the BCA: 19 Complete regular (annual or more frequent) reviews of the performance of the independent consultant reviewing structural engineering.	CA7 and Regulations 5b, 12, 14, 17(4) Covers this practice. This will be addressed in the service level agreement.	yes	9/03/2017	9/03/2017
It is strongly recommended that the BCA: 20 Revise their procedures to describe the	QA 6 Regulation 5(b),14, Covers this practice. The BCA will amend the	yes	28/07/2017	

**Follow up from IANZ reassessment of Southland District Council -
27 February to 1 March 2017**

Strong Recommendations

Action required/recommended	Proposed response	Accepted yes/no	Date to be actioned	Date completed
BCA's process whereby they maintained an "offline" electronic file of core standards.	QA6 Procedure Variation to reflect that the standards will be updated every three months which is the same interval as the acceptable solutions			
It is strongly recommended that the BCA: 21 Revise their procedures to indicate where the records other than those managed under Regulation 16 were to be found. Particularly those records that are accessed by staff members when implementing procedures.	This relates to all sections of the QAS manual. The procedure variation section for the Southland District Council will reflect the location of the relevant document is located.	yes	28/07/2017	
It is strongly recommended that the BCA: 22 Revise their procedure (CA 8) where it incorrectly refers to Regulation 13 as the Regulation requiring the BCA to "Authorise" staff to perform building control functions. The correct Regulation is Regulation 15(2).	This has been noted and will be amended in the next version of the QAS manual.	yes	28/07/2017	
It is strongly recommended that the BCA: 23 Review their use of the terminology "staged" when referring to amendments.	BC5 and Regulation 7(2)(b),(c) and (d) Covers this practice. The BCA will amend BC5 (3) to reflect this. Form 2 is being amended and this recommendation has been forwarded for inclusion.	yes	28/07/2017	
It is strongly recommended that the BCA: 24 Ensures that the check-sheets used to demonstrate that all documents are present in a consent file, specify whether those records are to be found in hard copy or electronic format.	This process is under review and this will be achieved with the knowledge department as we transfer to an electronic based system.	yes	28/07/2017	
It is strongly recommended that the BCA: 25 Consider reviewing proposed continuous improvements by more than one staff member prior to it being included in the CI system.	Q1 and Regulation 17((2)(e) and (5) Covers this practice. This will be amended that app CI suggestions will be discussed at the monthly operational meeting.	yes	9/03/2017	9/03/2017
It is strongly recommended that the BCA: 26 Consider asking the following questions prior to performing an internal audit of a given procedure: <ul style="list-style-type: none"> Is this procedure still required? Is the procedure technically up-to-date? Does this procedure describe the BCA's current process? As that will provide the BCA with an annual review of their quality system documentation.	QA 2 and Regulation 17(2)(h) and (4) Covers this practice. The BCA engages the services of an external contractor to carry out the internal audits. This can be included when renewing their service level agreement.	yes	28/07/2017	
It is strongly recommended that the BCA: 27 Consider reviewing their process of having as a KPI the number of site inspections performed by an individual	The current process of evaluation of performance is under way and this will be considered at the appropriate time.	yes		

**Follow up from IANZ reassessment of Southland District Council -
27 February to 1 March 2017**

Strong Recommendations

Action required/recommended	Proposed response	Accepted yes/no	Date to be actioned	Date completed
Site Inspector. There is a possibility this could encourage the BCO to perform the activity in a hurried manner and possibly compromise the inspection outcomes.				
It is strongly recommended that the BCA: 28 Revise their procedure for bringing a "Complaint against a Practitioner" to include the comment that the BCO will bring the complaint to the attention of the Building Manager.	PL2 and Regulation 17 (3) (A) Covers this practice. The suggested wording has been noted and will be included in PI (5).	yes	28/07/2017	
It is strongly recommended that the BCA: 29 Revise their "Qualifications" procedure where it allowed for an unreasonable length of time from start of employment until a new employee were required to begin a qualification. The BCA's process was appropriate but not reflected in their procedure.	CA5 and Regulation 11 (1), 11(2)(f),11(2)(g), and 18 Covers this practice. The wording has been noted and CA 5 BCA Procedure variations for the SDC will be amended to reflect that new BCO after 12 months of service will be enrolled in appropriate training.	yes	28/07/2017	
It is strongly recommended that the BCA: 30 Indicate in their "Qualifications" procedures where the names of those who were exempt from holding a qualification shall be recorded.	CA5 and Regulation 11 (1), 11(2)(f),11(2)(g), and 18 Covers this practice. The wording has been noted and CA 5 BCA Procedure variations for the SDC will be amended to reflect the names of the exempted personnel will be included in their private employment records.	yes	28/07/2017	

Follow up from IANZ reassessment of Southland District Council - 27 February to 1 March 2017				
Recommendations				
Action required/recommended	Proposed response	Accepted yes/no	Date to be actioned	Date completed
It is recommended that the BCA: 9 Consider running a regular report to reveal any consents that may have not been lapsed, or otherwise managed, at their 12 month anniversary.	BC4 and Regulation 7(2)(d)(v) Covers this practice. Currently there are two reports generated to check consents that are approaching 12 months of being issued. This practice will be reviewed and assessed if it is fit for purpose	yes		
It is recommended that the BCA: 13 Revise their procedures for "Ensuring Enough Employees and Contractors" (Regulation 8) to discuss the use of a "Resource Calculator" and to specify all time expensive activities in such a calculator. Time expensive activities could include (but are not limited to), sick leave, internal audits and time spent in operations meetings.	CA6 and Regulation 8 Covers this practice. The method of work allocation is being altered to address this issue and the QAS manual will be amended to reflect this.	yes		

Building Control customer survey report 2017

Record No: R/17/7/16930
Author: Michael Marron, Team Leader Building Solutions
Approved by: Bruce Halligan, Group Manager Environmental Services

☐ Decision ☐ Recommendation ☒ Information

Overview of Survey Results

- 1 The Building Control Customer Survey is conducted once every two years to provide useful feedback and identify areas for improvement in the department and to allow reporting on whether levels of service (as outlined in the Council's LTP) are being achieved. The survey covered all Building Consent Authority and Territorial Authority functions of the building department but the majority of the responses were in relation to the issuing and inspecting of building consents.

Respondents to the survey were asked if they agreed with the following statement "I was satisfied with the overall service that the building control team provided"

- The target is 80% of respondents agreed with the statement.
- 76% of respondents either strongly agreed (26%) or agreed (50%) that the overall service provided which means that the target was achieved.

Respondents to the survey were asked if they agreed with the following statement "Onsite building inspectors provided a consistent, timely and professional inspection service"

- The target is 80% of respondents agree with this statement.
- 85% of respondents either strongly agreed (27%) or agreed (58%) that on-site building inspectors provide a consistent, timely and professional service which means that the target was achieved.

- 2 A questionnaire on customer satisfaction survey for the Building Control Department was undertaken between 24 May to 29 June 2017 - **Attachment A**.
- 3 The survey for the Building team has been completed - **Attachment B**. The majority of respondents were home owners who had applied for building consents.
- 4 The questionnaire is split into six sections.
Section A – General – Questions 1-3,
Section B – Information – Questions 4-5
Section C – Items – Questions 6-8
Section D – Service – Questions 9-13
Section E – Information – Questions 14-16
Section F – Summary – Questions 17-19.

Section B

The respondents expressed the following points:

- 5 There was a general dissatisfaction with timeframes. 22% disagreed or strongly disagreed with the statement "The application was processed within the time frame that I was told it would take. (Excluding further information requested time)".
- 6 While the statutory 20 working day period is usually met, customer expectations have clearly moved on from this.

To address this, the department will be seeking to transition to an on-line lodgement and processing system. It will also identify recurrent pressure points and make explanatory material clearer.

Section C

- **The survey asked respondents whether the inspection identified items that needed to be remedied or completed. Twenty nine said yes (57%) and 22 said no (43%). Therefore 57% of inspections failed for the majority of respondents (57%).**
- **All respondents who indicated where the inspection indicated that remedial work was required (27 people), a further question was asked if the items to be remedies were clearly communicated by Council with a result of 89% who agreed or strongly agreed this was the case.**

7 This is a high percentage of failure, however the items may well have been minor in nature. There is no indication of the importance level recorded on the items needing remedial work. The survey indicates that Council communicates the noncompliance items efficiently and the majority of items were resolved amicably. (89%)

8 While the department is very conscious of the importance of ease of doing business in its processes, it is also important to ensure that key legislative and durability bottom lines are not compromised, both in terms of delivering the building owner a building which will not cause them long term problems and also in terms of liability mitigation for Council.

Section D

- **General acceptance there is a consistent application in interpretation of the regulations.**

The department is working on consistency in two areas. The first is across our Council by rotating inspectors into different areas, this has allowed moderation on assessing non-compliant items. We are also working on a template for requests for further information letters during the processing stage. We have also reviewed our building consent guidance form and this will be used when the new building consent application form guidance is approved by the cluster. It is hoped this will provide home owners and designers with a better understanding of the information required by Council.

9 This has been an area of focus for the department for some time and it good to see a positive result in this area. We are aware that 11% of people did not accept there is consistency in the interpretation of the regulations and the team will continue to work on this.

10 The team has regular monthly discussions on matters of technical interpretation with a view to establishing an agreed position which can then be rolled out consistently to our customers. These discussions are documented in our Quality Assurance systems document register under monthly operational meetings, so staff can refer back to them as required.

Secondly, the department is working with Invercargill, Clutha District and Gore Councils to achieve more consistent outcomes for all our customers across the four councils. It is intended to meet once a month to see how we can better align our processes.

Section E

- The respondents found the information provided by Council to be helpful
- 11 There survey indicates there is a high level of satisfaction around the accessibility and technical level of information provided to our customers. The respondents have expressed satisfaction with the access they were afforded to inspectors and other staff. The respondents found that the department were engaged with them and communicated well to them and followed up with them in a timely manner.

Section F

- **Overall respondents are happy with the overall service provided by the department.**
- 12 Respondents the indicated that 79% of them were happy with the level of service provided to the by the building department. They were asked to indicate what aspect of their experience they would change. Their comments indicated that they would like a cheaper, simpler and faster service.

Overview and areas of focus going forward

- 13 While there are areas of strength within the Building Control team, there are areas where performance can improve. The department has gone through a change of staff in key roles, losing a wealth of knowledge and experience. There has been pressure points during processing and the department was able to reprioritise work to address these issues. The department is currently recruiting to fill one of these roles and feels additional efficiencies will be achieved with the implementation of the electronic processing system.
- 14 The survey indicated that the department has failed to meet its KPI of achieving an 80% satisfaction rating (achieved 76%). The department did achieve its internal KPI in achieving 85% of respondents agreeing Council provided consistent timely and professional service for the onsite inspections. The department will take the responses and comments on board and will take appropriate measures to address customers' concerns and make further customer service improvements.

Recommendation

That the Regulatory and Consents Committee:

- a) **Receives the report titled "Building Control customer survey report 2017" dated 2 August 2017.**

Attachments

- A Building Control survey questionnaire for the period 24 May to 29 June 2017 [↓](#)
B Building Control Survey Results 2016/2017 [↓](#)



Building Control Survey 2016/2017

Section A - General

* 1. What type of consent service(s) did you receive from the Building Control team?

- ☐ Building consent
- ☐ Project Information Memorandum (PIM)
- ☐ Certificate of Acceptance (COA)
- ☐ Land Information Memorandum (LIM)
- ☐ Other (please specify)

* 2. Which of the following best describes your role during this contact?

- ☐ Plumber
- ☐ Builder
- ☐ Architect/Designer
- ☐ Applicant/Property Owner
- ☐ Agent/Acting on behalf of the owner
- ☐ Other (please specify)

* 3. Which town/area does the consent relate to?

- | | | |
|--|-------------------------------------|--------------------------------------|
| <input type="radio"/> Athol | <input type="radio"/> Kapuka South | <input type="radio"/> Riverton |
| <input type="radio"/> Balfour | <input type="radio"/> Limehills | <input type="radio"/> Ryal Bush |
| <input type="radio"/> Blackmount | <input type="radio"/> Lumsden | <input type="radio"/> Seaward Downs |
| <input type="radio"/> Browns | <input type="radio"/> Mabel Bush | <input type="radio"/> Spar Bush |
| <input type="radio"/> Brydone | <input type="radio"/> Manapouri | <input type="radio"/> Stewart Island |
| <input type="radio"/> Centre Bush | <input type="radio"/> Menzies Ferry | <input type="radio"/> Te Anau |
| <input type="radio"/> Clifton | <input type="radio"/> Milford Sound | <input type="radio"/> Tuatapere |
| <input type="radio"/> Colac Bay | <input type="radio"/> Mokotua | <input type="radio"/> Te Tipu |
| <input type="radio"/> Curio Bay | <input type="radio"/> Mossburn | <input type="radio"/> Thornbury |
| <input type="radio"/> Dacre | <input type="radio"/> Nightcaps | <input type="radio"/> Tokanui |
| <input type="radio"/> Dipton | <input type="radio"/> Oban | <input type="radio"/> Tussock Creek |
| <input type="radio"/> Drummond | <input type="radio"/> Ohai | <input type="radio"/> Waianiwa |
| <input type="radio"/> Edendale | <input type="radio"/> Opio | <input type="radio"/> Waiau Valley |
| <input type="radio"/> Five Rivers | <input type="radio"/> Orawia | <input type="radio"/> Waikaia |
| <input type="radio"/> Fortrose | <input type="radio"/> Orepuki | <input type="radio"/> Waikawa |
| <input type="radio"/> Garston | <input type="radio"/> Oreti | <input type="radio"/> Waitane |
| <input type="radio"/> Glencoe | <input type="radio"/> Otahuti | <input type="radio"/> Wallacetown |
| <input type="radio"/> Gorge Road | <input type="radio"/> Otapiri | <input type="radio"/> Winton |
| <input type="radio"/> Grove Bush | <input type="radio"/> Otautau | <input type="radio"/> Woodlands |
| <input type="radio"/> Isla Bank | <input type="radio"/> Pebbly Hills | <input type="radio"/> Wreys Bush |
| <input type="radio"/> Kapuka | <input type="radio"/> Riversdale | <input type="radio"/> Wyndham |
| <input type="radio"/> Other (please specify) | | |



Building Control Survey 2016/2017

Section B - Information

Please indicate the extent to which you agree or disagree with each of the following statements by ticking the appropriate box.

Item 9.3 Attachment A

* 4. The application was processed within the time frame that I was told it would take. (excluding further information requested time)

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Please comment on why you chose this rating

* 5. My application for a code of compliance certificate was followed up within twenty working days or an alternate agreed timeframe?

- ☐ Yes
- ☐ No
- ☐ Not applicable



Building Control Survey 2016/2017

Section C - Items

* 6. The inspection identified items that needed to be remedied or completed.

- ☐ Yes
- ☐ No



Building Control Survey 2016/2017

Section C - Items

* 7. Items to be remedied were satisfactorily communicated

- ☐ Strongly Agree
- ☐ Agree
- ☐ Strongly Disagree
- ☐ Disagree

Please comment on why you chose this rating

* 8. Items to be remedied where satisfactorily resolved

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Please comment on why you chose this rating



Building Control Survey 2016/2017

Section D - Service

* 9. Staff consistently interpreted the regulations and rules

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Please comment on why you chose this rating

* 10. Onsite building inspectors provided a consistent, timely and professional inspection service

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Please comment on why you chose this rating

* 11. Staff were knowledgeable and answered my questions

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Please comment on why you chose this rating

* 12. Staff were easy to contact.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Please comment on why you chose this rating

* 13. All building staff provided a professional and courteous service.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Please comment on why you chose this rating



Section E - Information

* 14. The information was easy to access

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Please comment on why you chose this rating

* 15. The information was clear/easy to understand

- ☐ Strongly agree
- ☐ Agree
- ☐ Disagree
- ☐ Strong Disagree

Please comment on why you chose this rating

* 16. The cost for services was similar to what I expected it to be (based on the information provided)

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Please comment on why you chose this rating



Building Control Survey 2016/2017

Section F - Summary

Item 9.3 Attachment A

* 17. Please indicate your overall satisfaction with the following by ticking the appropriate box

I was satisfied with the overall service that the Building Control team provided.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly Disagree

Please comment on why you chose this rating

18. If there was one aspect of the service you could change what would it be?

19. If you have any additional comments about the service or specific areas for improvement please comment below

Building Control Survey Results 2016/2017

Background

The Building Control Customer Survey is conducted once every two years and was first undertaken in 2007. The purpose of the survey is to provide useful feedback and identify areas for improvement in the department and to allow reporting on whether levels of service (as outlined in the Council's LTP) are being achieved. The survey is undertaken by the Council's Strategy and Policy Department.

Methodology

The methodology has changed from the questionnaires being distributed to each applicant at the end of the financial year by postal survey to being conducted online, using Survey Monkey.

The data list removed invalid email addresses and users without an email address. The survey was sent to users emails with a link to the survey. The full population size was 430. An email invite and link to the survey was sent to 429 people. The total number of respondents was 63.

The survey was available for three weeks from 24 May to 29 June 2017. The margin of error is +/-11% to the 95% confidence level. The response rate was 15%.

A copy of the survey questionnaire is provided separately.

KPI questions

External

- Percentage of applicants satisfied with the overall service provided. The target is 80%.
- 76% of respondents were either strongly agreed (26%) or agreed (50%) that the overall service provided which means that the target was achieved.

Internal

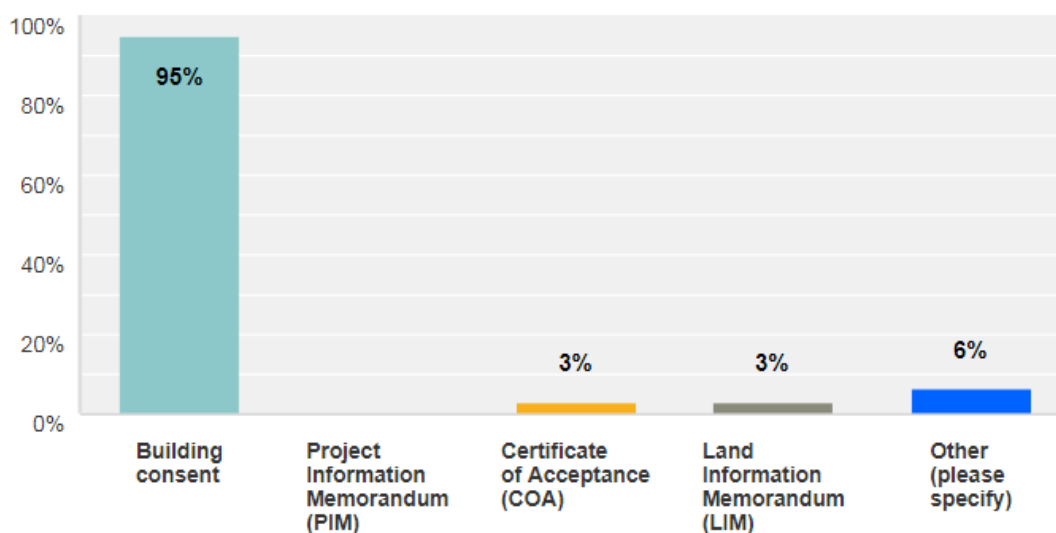
- Percentage of applicants that agree that on-site building inspectors provide a consistent, timely, and professional service.) - The target is 80%.
- 85% of respondents were either strongly agree (27%) or agree (58%) that on-site building inspectors provide a consistent, timely and professional service which means that the target was achieved.

Question 1 - What type of consent service(s) did you receive from the Building Control team?

Of the 63 respondents, the main type was for a building consent (95%), followed by a COA (3%), a LIM (3%), and then other (6%).

What type of consent service(s) did you receive from the Building Control team?

Answered: 63 Skipped: 0



What type of consent service(s) did you receive from the Building Control team?		
Answer Options	Response Percent	Response Count
Building consent	95%	60
Project Information Memorandum (PIM)	0%	0
Certificate of Acceptance (COA)	3%	2
Land Information Memorandum (LIM)	3%	2
Other (please specify)	6%	4
answered question		63
skipped question		0

Verbatim Comments - Other specify

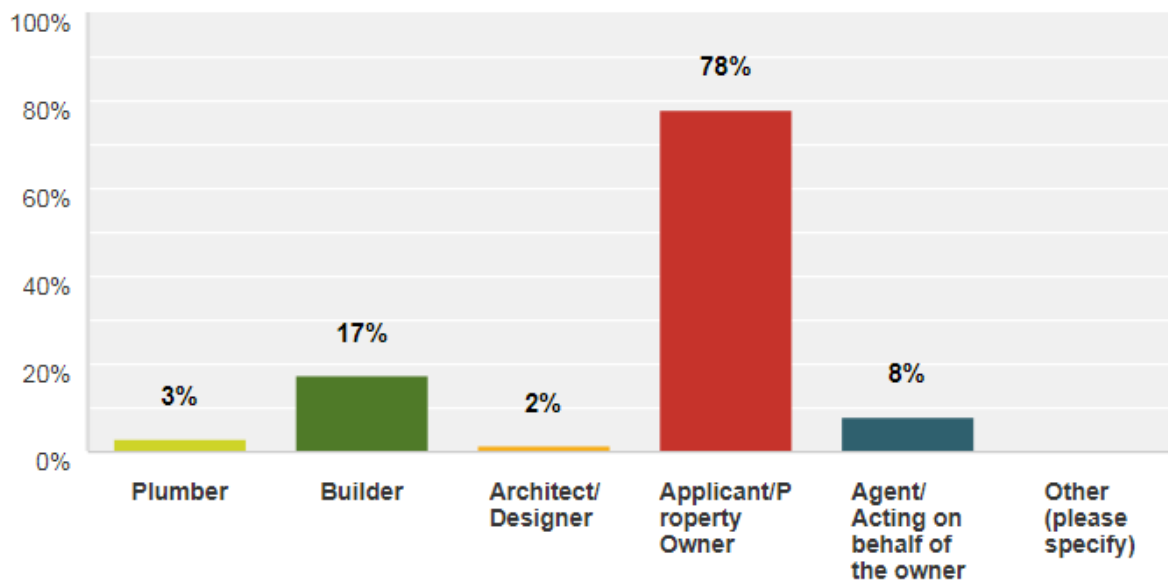
No	Comment
1	4 Bay Farm Shed, includes 1 bay lockable workshop, 1 bay Fert bunkar & 2 bays Bobby Calves & storage.
2	For a garage and still waiting
2	LIM report/compliance
4	Still waiting for building consent!!

Question 2 - Which of the following best describes your role during this contact?

The Applicant/Property owner (78%) was the key role followed by the Builder (17%) and Agent (8%).

Which of the following best describes your role during this contact?

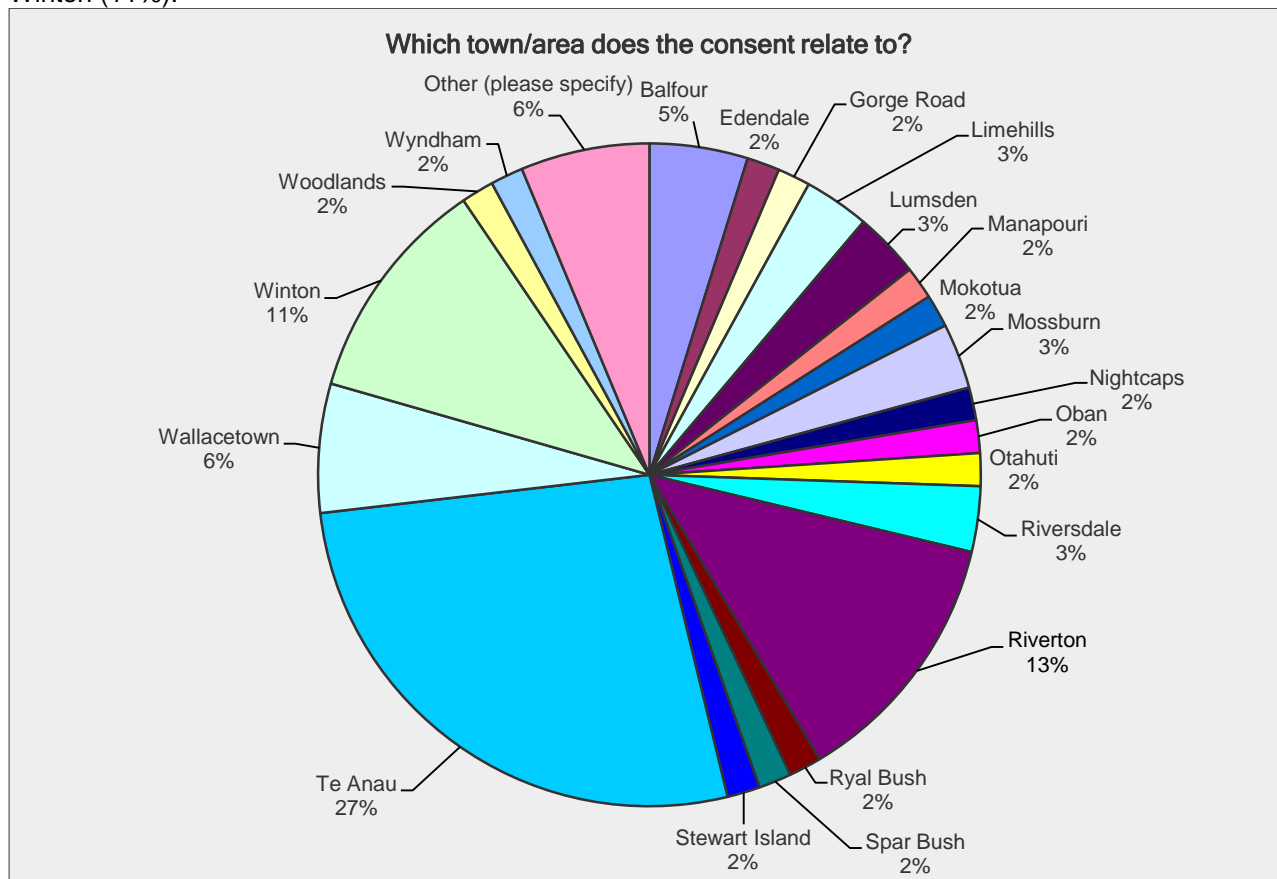
Answered: 63 Skipped: 0



Which of the following best describes your role during this contact?		
Answer Options	Response Percent	Response Count
Plumber	3%	2
Builder	18%	11
Architect/Designer	2%	1
Applicant/Property Owner	78%	49
Agent/Acting on behalf of the owner	8%	5
Other (please specify)	0%	0
answered question		63
skipped question		0

Item 9.3 Attachment B

Question 3 - What town do you/or the applicant live in (or if in the rural area what is your nearest town)? The top three locations of applicants were Te Anau (27%), Riverton (13%) and Winton (11%).



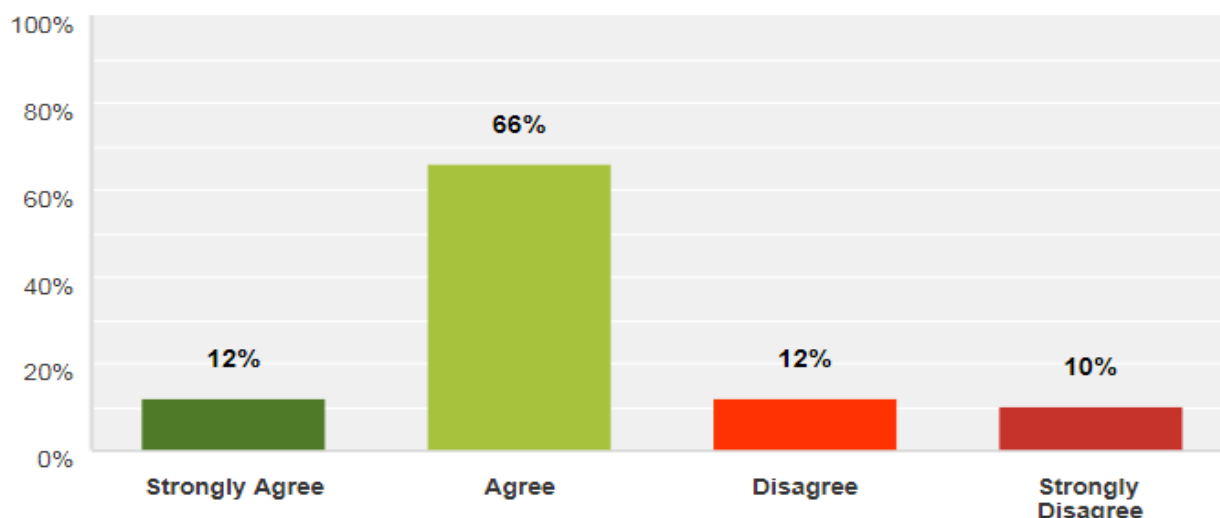
Which town/area does the consent relate to?		
Answer Options	Response Percent	Response Count
Balfour	5%	3
Edendale	2%	1
Gorge Road	2%	1
Limehills	3%	2
Lumsden	3%	2
Manapouri	2%	1
Mokotua	2%	1
Mossburn	3%	2
Nightcaps	2%	1
Oban	2%	1
Otahuti	2%	1
Riversdale	3%	2
Riverton	13%	8
Ryal Bush	2%	1
Spar Bush	2%	1
Stewart Island	2%	1
Te Anau	27%	17
Wallacetown	6%	4
Winton	11%	7
Woodlands	2%	1
Wyndham	2%	1
Other (please specify) Waimahaka, Hokonui, Waimatua and Roslyn Bush.	6%	4
answered question		63
skipped question	0	0

Question 4 - The application was processed within the time frame that I was told it would take. (Excluding further information requested time)

Of the 59 respondents who answered the question, 78% strongly agreed or agreed with the statement. 22% disagreed or strongly disagreed with the statement. Twelve people commented on why they chose their rating.

The application was processed within the time frame that I was told it would take. (excluding further information requested time)

Answered: 59 Skipped: 4



The application was processed within the time frame that I was told it would take. (excluding further information requested time)		
Answer Options	Response Percent	Response Count
Strongly Agree	12%	7
Agree	66%	39
Disagree	12%	7
Strongly Disagree	10%	6
Please comment on why you chose this rating		12
answered question		59
skipped question		4

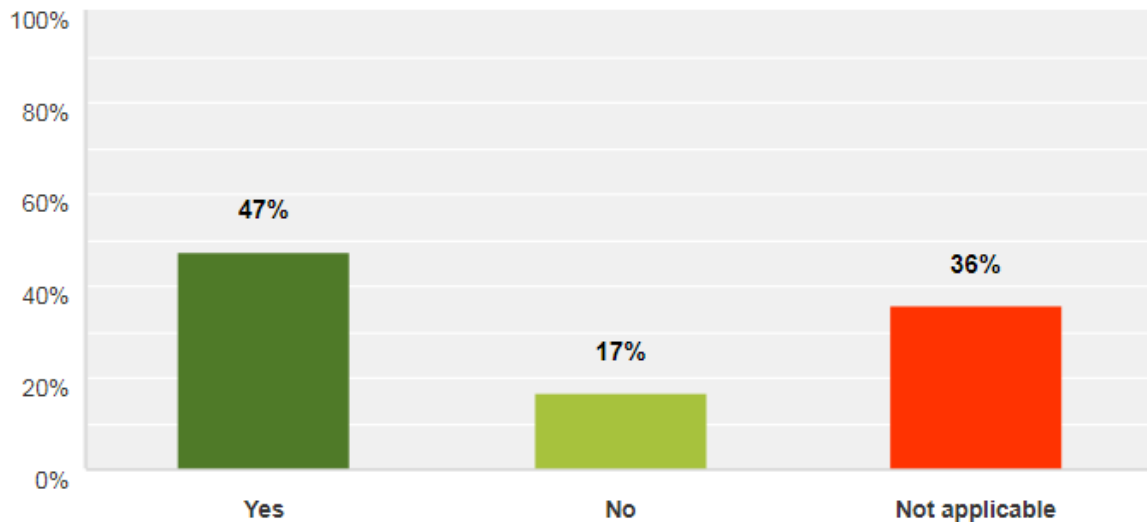
Verbatim Comments

No	Comments - Please comment on why you chose this rating
1	The application was processed just in time to get building started
2	It arrived
3	We put an amendment in and still waiting
4	We had to chase it up
5	I was not given a time frame but I believe the process time was too long before consent arrived.
6	Took ages
7	The further information requested was simply a ploy to extend timeframes....asking were we aware of any hazardous substances on the site? We had only recently purchased the section and would not have done so if we knew of any such things
8	Issues kept arising showing that the plan from councils end had not been thoroughly considered.
9	Very timely and informative when contacted by inspector.
10	Due to faults on both sides (builder, and council we are still awaiting consent after nearly 3 years:
11	No issues with local inspector
12	My plans were lost in Chch office of Engineer

Question 5 - My application for a code of compliance certificate was followed up within twenty working days or an alternate agreed timeframe?

My application for a code of compliance certificate was followed up within twenty working days or an alternate agreed timeframe?

Answered: 59 Skipped: 4



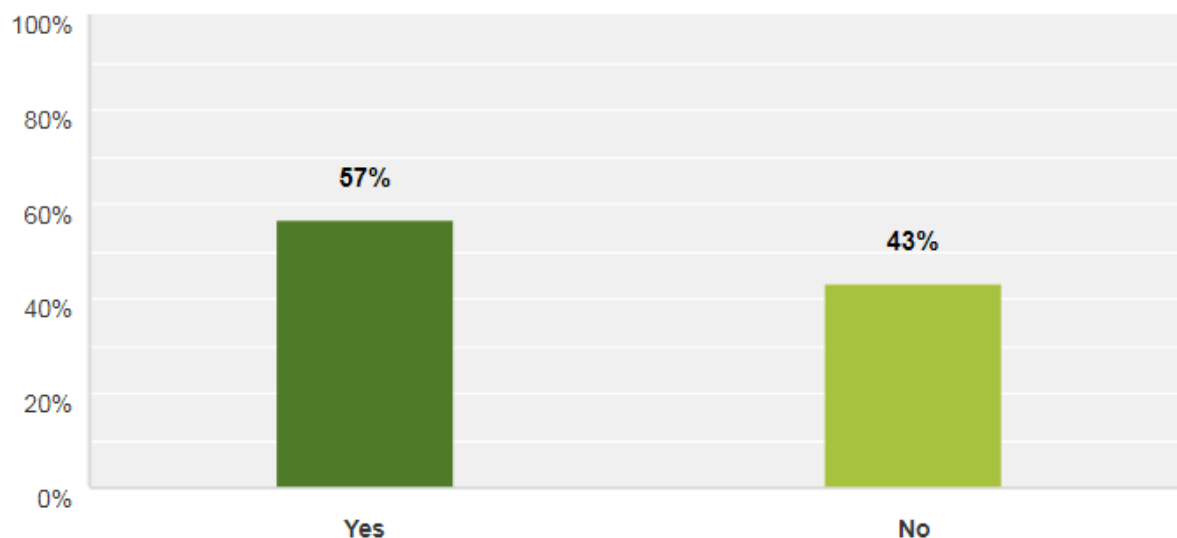
My application for a code of compliance certificate was followed up within twenty working days or an alternate agreed timeframe?		
Answer Options	Response Percent	Response Count
Yes	48%	28
No	17%	10
Not applicable	36%	21
answered question		59
skipped question		4

Question 6 - The inspection identified items that needed to be remedied or completed

57% of respondents said that the inspection had identified items that needed to be remedied or completed. 43% said that they it did not and 12 respondents skipped the question.

The inspection identified items that needed to be remedied or completed.

Answered: 51 Skipped: 12



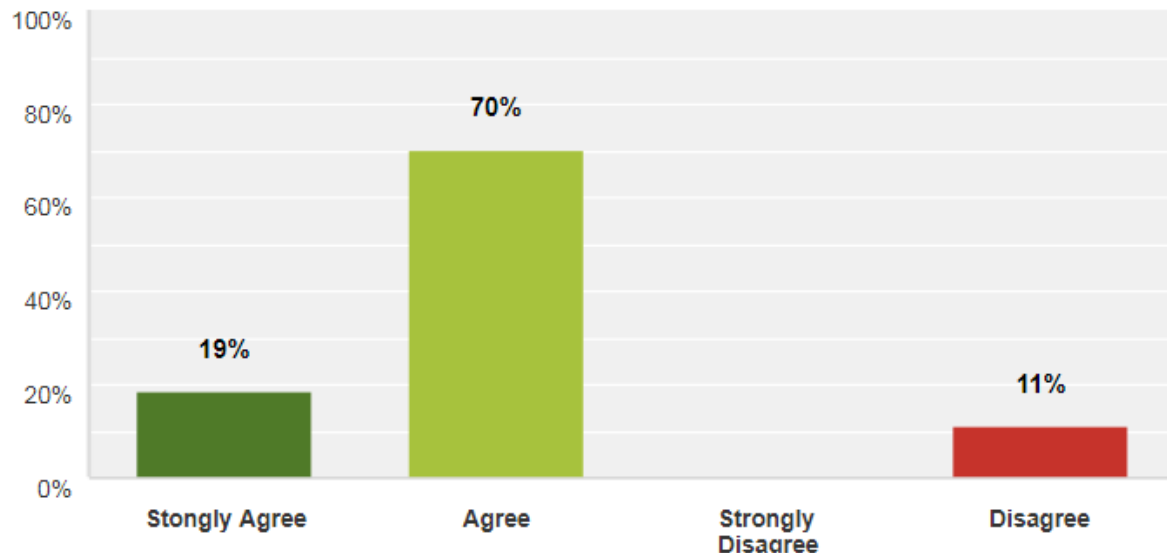
The inspection identified items that needed to be remedied or completed.		
Answer Options	Response Percent	Response Count
Yes	57%	29
No	43%	22
answered question		51
skipped question		12

Question 7 - Items to be remedied were satisfactorily communicated

Of the 77 respondents who answered the question, 89% strongly agreed or agreed with the statement. 11% disagreed or strongly disagreed with the statement. Three people commented on why they chose their rating.

Items to be remedied were satisfactorily communicated

Answered: 27 Skipped: 36



Items to be remedied were satisfactorily communicated		
Answer Options	Response Percent	Response Count
Strongly Agree	19%	5
Agree	70%	19
Strongly Disagree	0%	0
Disagree	11%	3
Please comment on why you chose this rating		3
answered question		27
skipped question		36

Verbatim Comments

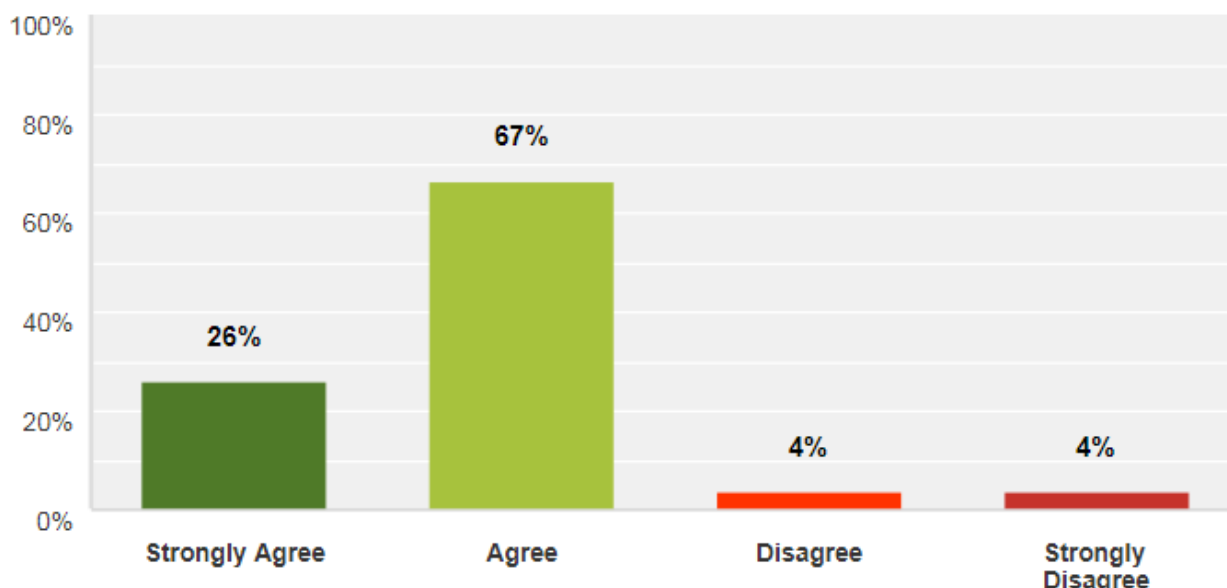
No	Comments - Please comment on why you chose this rating
1	The items listed appeared to be in areas unrelated to the building consent applied for.
2	Was told what was wrong but not how to remedy it
3	The "why" was explained. The "just do it or else" attitude seems to be taking a back seat in this new age of communication. It's far more valuable to understand why a certain measure must be taken, rather than just be made to do it without explanation. This makes the whole transaction rather more pleasant, and is a far better approach for all stakeholders. I think this also casts inspectors in a much more favourable light with the people they are dealing with. I work in a similar field in terms of compliance, and once you learn how to communicate the "Why" factor, you find people quite surprising in the way they come to your line of thinking.

Question 8 – Items to be remedied where satisfactorily resolved

Of the 27 respondents who answered the question, 93% strongly agreed or agreed with the statement. 8% disagreed or strongly disagreed with the statement. Four people commented on why they choose their rating.

Items to be remedied where satisfactorily resolved

Answered: 27 Skipped: 36



Items to be remedied where satisfactorily resolved		
Answer Options	Response Percent	Response Count
Strongly Agree	25%	19
Agree	64%	49
Disagree	9%	7
Strongly Disagree	3%	2
Please comment on why you chose this rating		22
answered question		77
skipped question		34

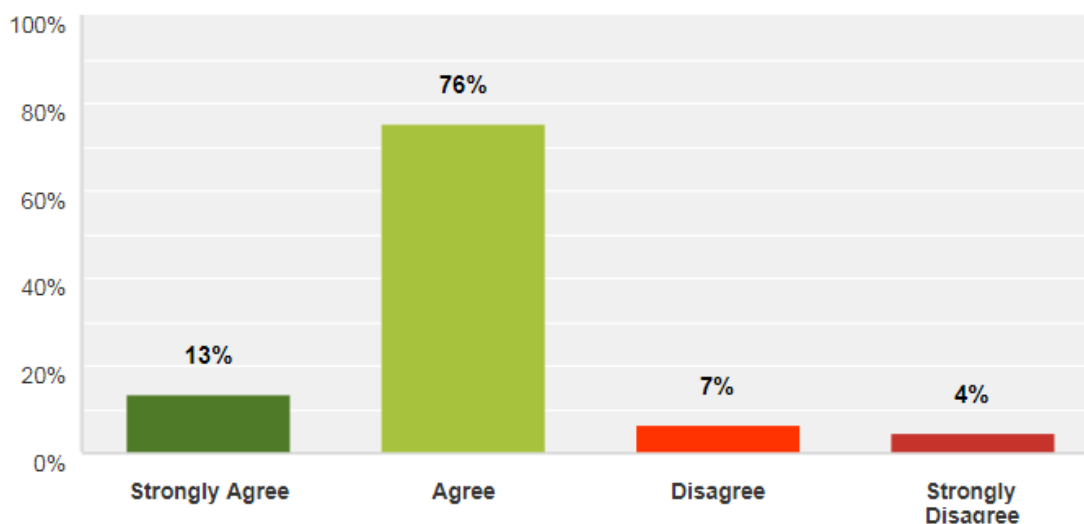
Verbatim Comments

No	Comments - Please comment on why you chose this rating
1	It took a long time to resolve them with the building contractor and project manager.
2	Our builder told us our code of compliance was completed early December, unbeknown to us there was a small issue of a pillar which needed to be made rodent proof. When we hadn't received our copy of the COC late Jan I called into the council office to find it had failed due to the pillar issue. I contacted our builder who advised the issue had been fixed on the same day and Percy (the council inspector had been advised) and he believed COC had been issued. I was extremely disappointed as our build was done thru KiwiSaver and it meant we now had to live in the house an extra 2 months. Percy apologised with "I'm sorry I forgot", I asked if he could back date it to the original date as it had been fixed then but he was unable to do that. I find it very disappointing that there was no follow-up from him to the builder to ensure the small issue had been fixed. If I hadn't of contacted him we would never have found out. I was also very concerned we had been living in a house that had no COC, if anything had happened we would not have been covered by insurance.
3	Code too strictly enforced. Fire/stove was installed in 1994 and used extensively for 22 years. Triple wall vent pipe barely touched a timber which had not even been discoloured at all from heat or anything else. Result \$5,000 of expense which was unnecessary. Overly zealous enforcement by district officers.
4	It didn't really take me a great deal of energy to dig foundations a few hundred mm deeper.

Question 9 - Staff consistently interpreted the regulations and rules

Staff consistently interpreted the regulations and rules

Answered: 45 Skipped: 18



Staff consistently interpreted the regulations and rules		
Answer Options	Response Percent	Response Count
Strongly Agree	13%	6
Agree	76%	34
Disagree	7%	3
Strongly Disagree	4%	2
Please comment on why you chose this rating		6
answered question		45
skipped question		18

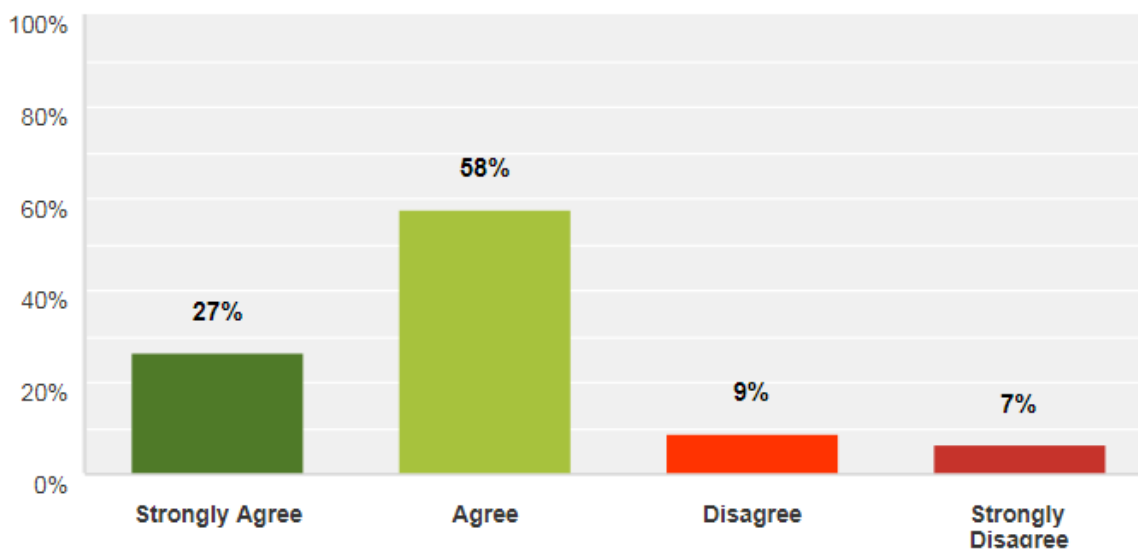
Verbatim Comments

No	Comments - Please comment on why you chose this rating
1	N/A
2	Too strictly enforced code despite common sense observation.
3	As far as I could tell, if I needed explanation on anything I felt I could rely on the staff to tell me.
4	No big arguments with local guy
5	strange wording of this question

Question 10 - On-site building inspectors provided a consistent, timely and professional inspection service

Onsite building inspectors provided a consistent, timely and professional inspection service

Answered: 45 Skipped: 18



On-site building inspectors provided a consistent, timely and professional inspection service		
Answer Options	Response Percent	Response Count
Strongly Agree	27%	12
Agree	58%	26
Disagree	9%	4
Strongly Disagree	7%	3
Please comment on why you chose this rating		9
answered question		45
skipped question		18

Verbatim Comments

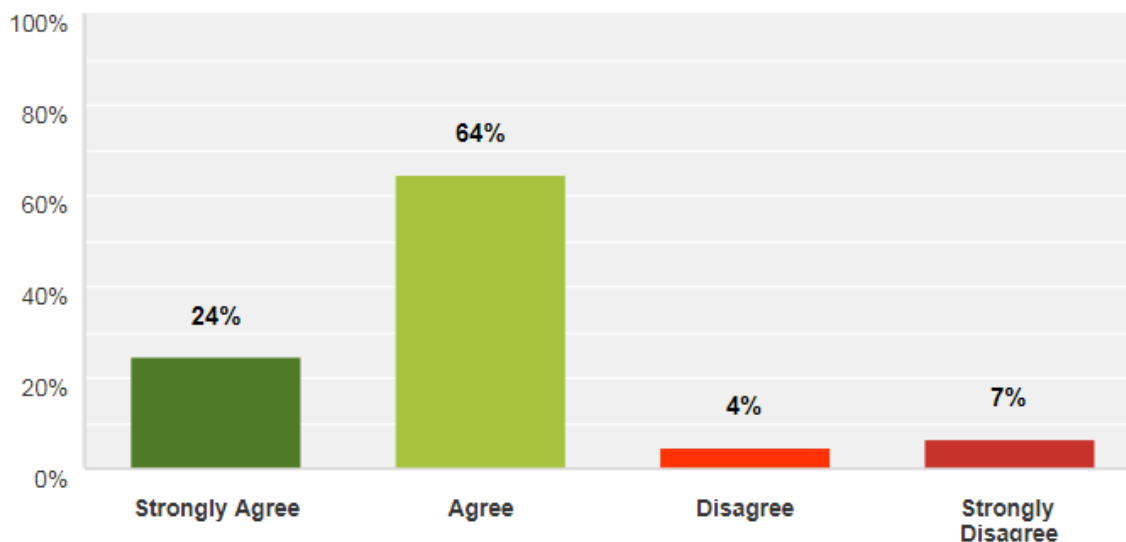
No	Comments – Please comment on why you chose this rating
1	Waited full 20 day period for final inspection.
2	The building inspector was generally helpful on-site
3	n/a
4	Building inspector tried to look through rest of house when it had already been signed off by Clutha council, and paper work have been supplied to prove that.
5	No on-site inspection as yet.
6	The inspector was very pleasant to deal with, a pleasure to deal with.
7	Keep up the good work

Question 11 – Staff were knowledgeable and answered my questions

Forty (88%) of respondents “strongly agreed or agreed” with the statement. Five respondents (11%) “disagreed or strongly disagreed” with the statement.

Staff were knowledgeable and answered my questions

Answered: 45 Skipped: 18



Staff were knowledgeable and answered my questions		
Answer Options	Response Percent	Response Count
Strongly Agree	24%	11
Agree	64%	29
Disagree	4%	2
Strongly Disagree	7%	3
Please comment on why you chose this rating		5
answered question		45
skipped question		18

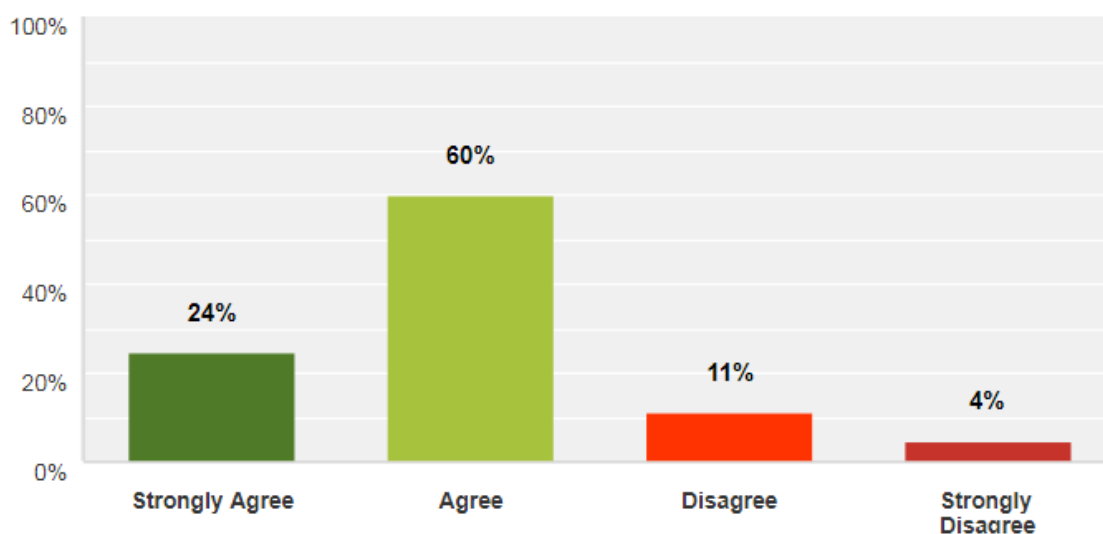
Verbatim Comments

No	Please comment on why you chose this rating
1	Yes they were knowledgeable & helpful
2	n/a
3	Not applicable
4	Inspector is a book of knowledge and can sing a bit as well.

Question 12 – Staff were easy to contact.

Staff were easy to contact.

Answered: 45 Skipped: 18



Staff were easy to contact.		
Answer Options	Response Percent	Response Count
Strongly Agree	24%	11
Agree	60%	27
Disagree	11%	5
Strongly Disagree	4%	2
Please comment on why you chose this rating		6
answered question		45
skipped question		18

Verbatim Comments

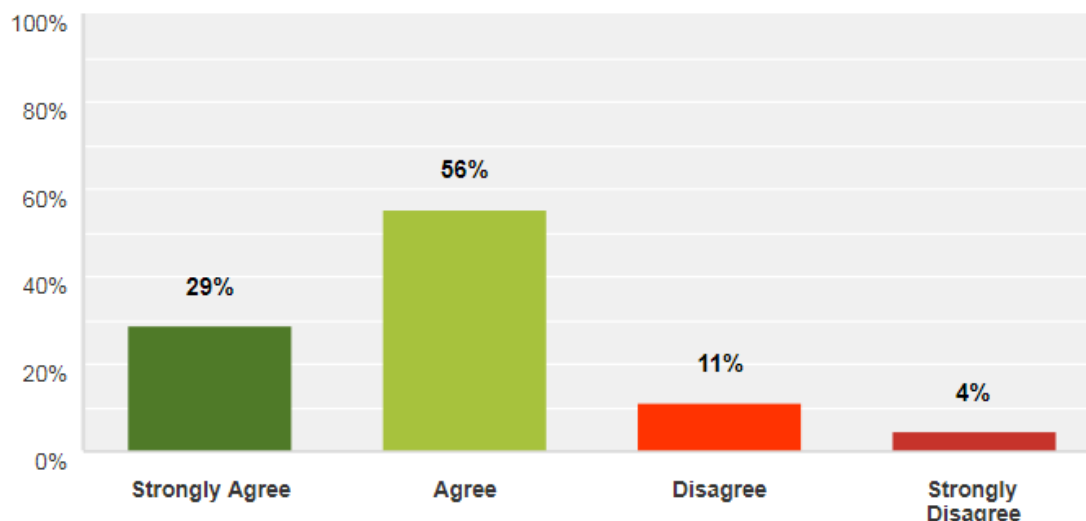
No	Please comment on why you chose this rating
1	Not all emails replied to.
2	Once we understood the inspectors booking system we were quite happy. We can appreciate he needs to plan as well - and I get the idea that he was trying to improve efficiencies i.e. booking Manapouri work sites on the same day. Makes sense
3	n/a
4	N/A
5	Woodlands people are well aware of when a building inspector is driving around via the Bush Telegraph.

Question 13 - All building staff provided a professional and courteous service.

Item 9.3 Attachment B

All building staff provided a professional and courteous service.

Answered: 45 Skipped: 18



All building staff provided a professional and courteous service.		
Answer Options	Response Percent	Response Count
Strongly Agree	29%	13
Agree	56%	25
Disagree	11%	5
Strongly Disagree	4%	2
Please comment on why you chose this rating		5
answered question		45
skipped question		18

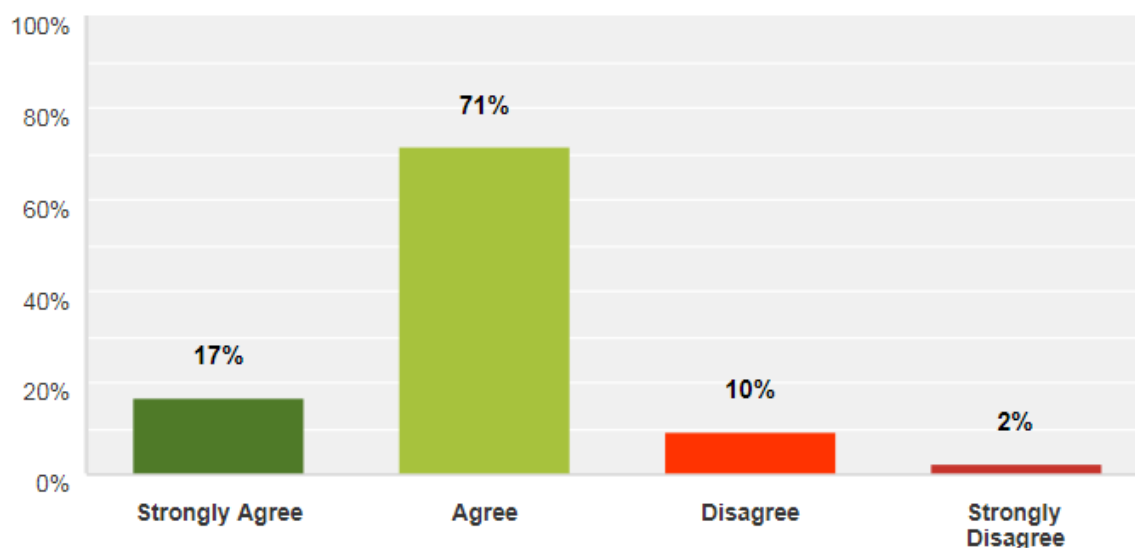
Verbatim Comments

No	Please comment on why you chose this rating
1	Communications with project manager agent were not that good.
2	Sometimes very grumpy and pushy. Over bearing without realising I'm the home owner. Local inspector is fine and has been very helpful and is very clear however spouting BRANZ bulletin numbers to me and then not being any help is terrible. They can have all the knowledge in the world but it means nothing if they can't communicate properly
3	n/a - still taking a long time

Question 14 - The information was easy to access

The information was easy to access

Answered: 42 Skipped: 21



The information was easy to access		
Answer Options	Response Percent	Response Count
Strongly Agree	17%	7
Agree	71%	30
Disagree	10%	4
Strongly Disagree	2%	1
Please comment on why you chose this rating		4
answered question		42
skipped question		21

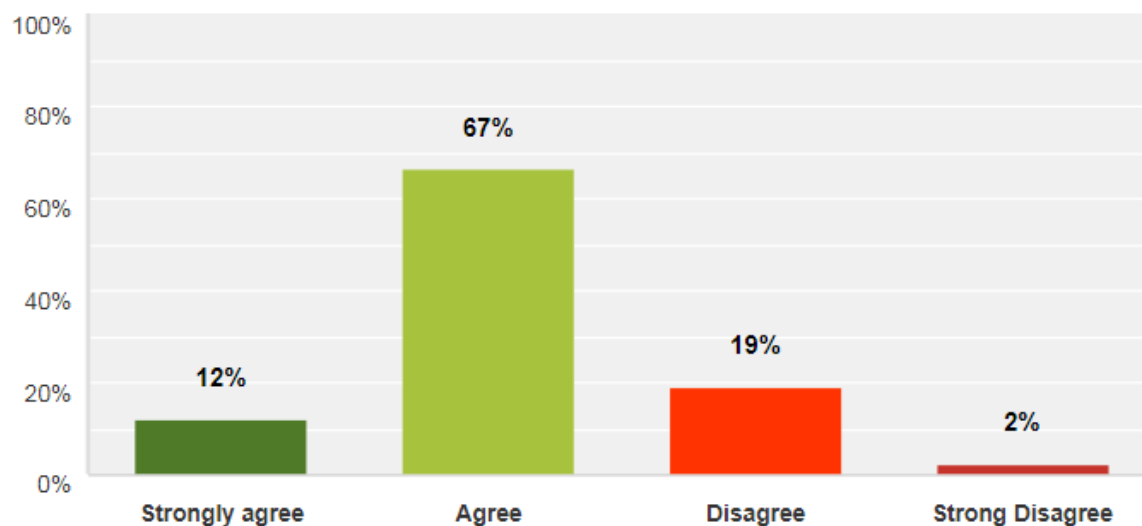
Verbatim Comments

No	Please comment on why you chose this rating
1	Generally we agree. Our architect may be able to better answer this question. I am not aware of any problems with access and communication
2	n/a
3	Inspector is a book of knowledge.

Question 15 - The information was clear/easy to understand

The information was clear/easy to understand

Answered: 42 Skipped: 21



The information was clear/easy to understand		
Answer Options	Response Percent	Response Count
Strongly agree	12%	5
Agree	67%	28
Disagree	19%	8
Strong Disagree	2%	1
Please comment on why you chose this rating		4
answered question		42
skipped question		21

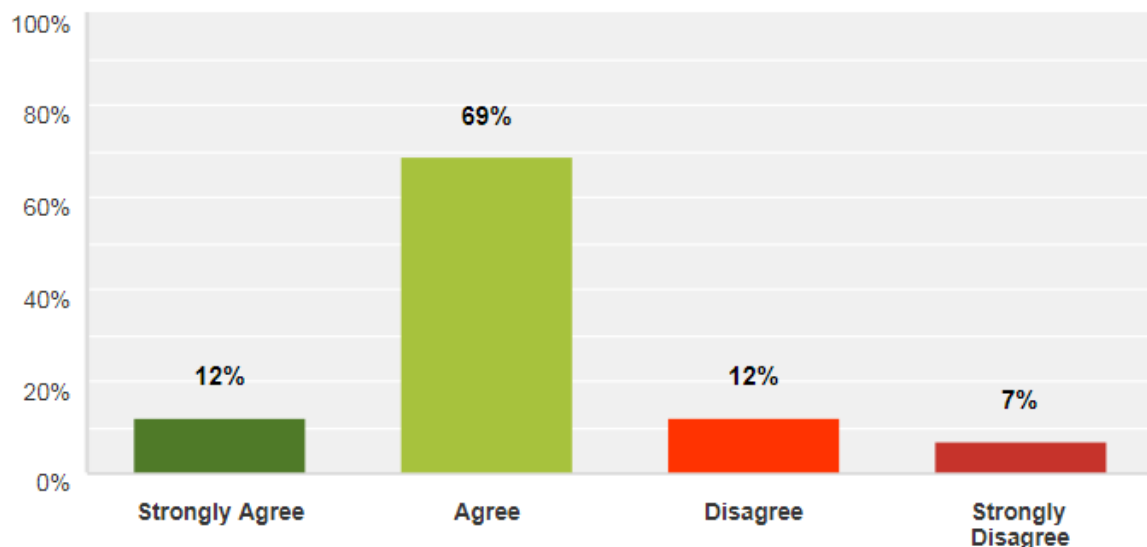
Verbatim comments

No	Please comment on why you chose this rating
1	The information could have been made clearer to improve the number of communications required.
2	Still waiting
3	Inspector has a huge talent for communication and he can sing a bit as well.

Question 16 - The information was clear/easy to understand

The cost for services was similar to what I expected it to be (based on the information provided)

Answered: 42 Skipped: 21



The cost for services was similar to what I expected it to be (based on the information provided)

Answer Options	Response Percent	Response Count
Strongly Agree	12%	5
Agree	69%	29
Disagree	12%	5
Strongly Disagree	7%	3
Please comment on why you chose this rating		11
answered question		42
skipped question		21

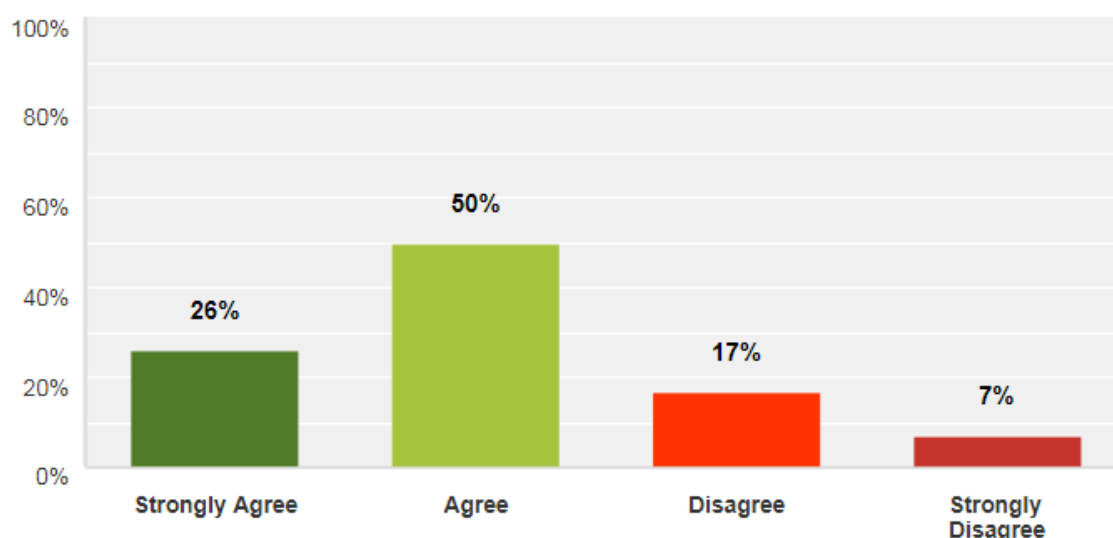
Verbatim Comments

No	Please comment on why you chose this rating
1	Still far too expensive
2	I had an extra invoice for change to plan and council sent it to an address that was 8 years old even though they sent building consent to my correct address and my rates bill but couldn't get the address right for a small invoice.
3	Yes
4	I had no idea of what the cost was going to be, as the person I gave the application to didn't know.
5	Fees were a further \$1400
6	Way too expensive. \$750 to assess a very simple plumbing project worth less than \$5000 and would have only taken 15 minutes to assess is absurd.
7	Ridiculously expensive. Reason building costs in NZ are out of control.
8	I saved up my money for the consent for several years and the end result was as I expected. I am now a pauper.
9	After discussion with SDC there was a very small reduction in the cost of the BC. My arguments were dismissed. There should be more latitude here.
10	Costs where reasonable

Question 17 - Please indicate your overall satisfaction with the following by ticking the appropriate box, I was satisfied with the overall service that the Building Control team provided.

Please indicate your overall satisfaction with the following by ticking the appropriate box I was satisfied with the overall service that the Building Control team provided.

Answered: 42 Skipped: 21



Please indicate your overall satisfaction with the following by ticking the appropriate box; I was satisfied with the overall service that the Building Control team provided.

Answer Options	Response Percent	Response Count
Strongly Agree	26%	11
Agree	50%	21
Disagree	17%	7
Strongly Disagree	7%	3
Please comment on why you chose this rating		10
answered question		42
skipped question		21

Verbatim Comments

No	Please comment on why you chose this rating
1	Not all emails, phone messages replied to. Having to wait long periods for responses.
2	Communications could have been improved.
3	There is consistency with the system.
4	Only because of our local inspector who has been great but over worked
5	We did not receive correspondence and just sat there - Also we called in and changed things but that was 2 weeks ago and still nothing is happening
6	They delayed our build by 3 months due to wasting time
7	Absurdly expensive and not commensurate with the effort required to complete the task
8	Building Inspectors have been great - polite yet friendly service.
9	We did not receive correspondence and just sat there - Also we called in and changed things but that was 2 weeks ago and still nothing is happening

Question 18 - If there was one aspect of the service you could change what would it be?

Verbatim Comments

No	Please comment on why you chose this rating
1	Make applications easier.
2	Having the street address on communications to help when you have multiple properties with consents at various stages and don't know what property the communication is for.
3	Consent fees are excessive
4	Communicate and work with owners and builders to achieve resolve if there is any situations and not tell people that their house will not be signed off and then not assist in any way forward
5	Follow up
6	Inspector needs more help
7	The small issue of the pillar was not followed up so our COC was issued 2 months after it should have been.
8	Very expensive for consents
9	I thought it would come through earlier, but at least I got it before winter came
10	Issuing consent within required timeframes without the bullshit and for the indicated price.
11	Price
12	Common sense
13	None whatsoever, except that ""natural ground"" should allow for a certain depth of fill when it comes to measuring foundation depth. (Fill will contain the same volume of concrete and in most cases likely have better integrity than dirt). A more case by case basis needs to be implemented when it comes to fill versus natural ground."
14	Quicker turn around
15	Perhaps a better and smoother consent process - it shouldn't take 20 days to process for a simple Building.

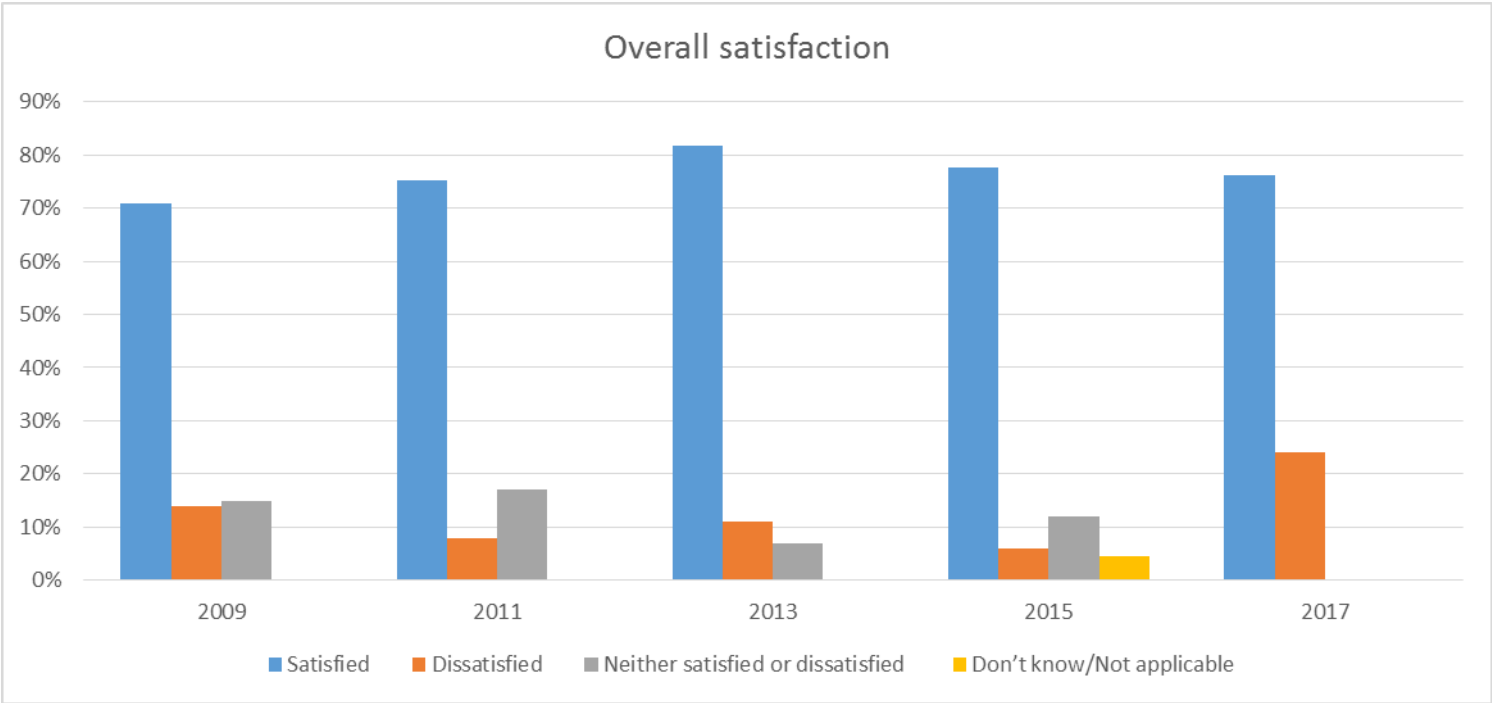
Question 19 - If you have any additional comments about the service or specific areas for improvement please comment below

Verbatim Comments

No	Response text
1	We are getting a very good and professional service from Inspector. Communication is excellent
2	Training and technology and tools that can be used by inspectors. Stop relying on BRANZ they are not the only testing facility. Stop believing that gib board offers any bracing at all and look more at rigid air barriers. Our minimum standards for insulation are far too low for our area.
3	Inspector was very helpful
4	The small issue of the pillar was not followed up so our COC was issued 2 months after it should have been.
5	I am an American and have sold my house in NZ, so will have no more contact with District code enforcers.
6	I will definitely seek your services again when I intend to apply for a consent in Southland!!!
7	I haven't applied for the CCC yet as there is one minor job still to be done

Time Series Trends

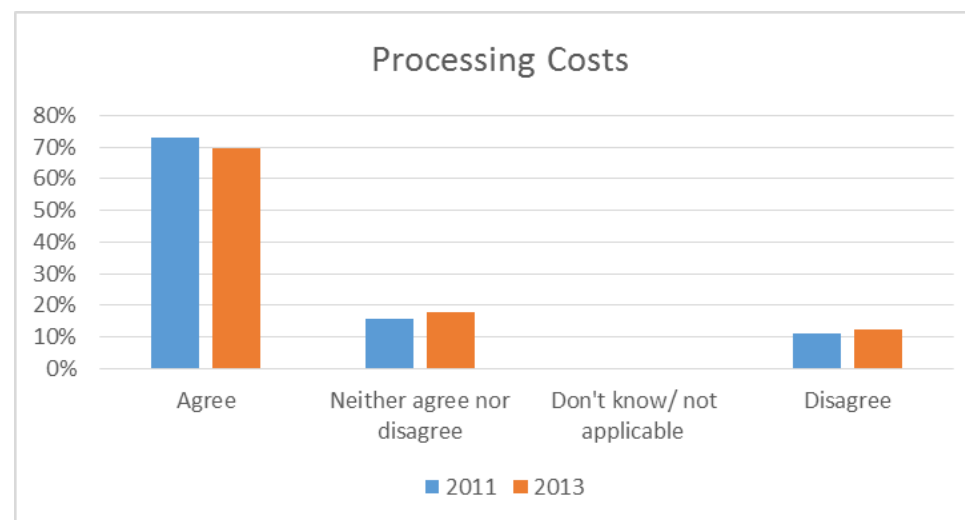
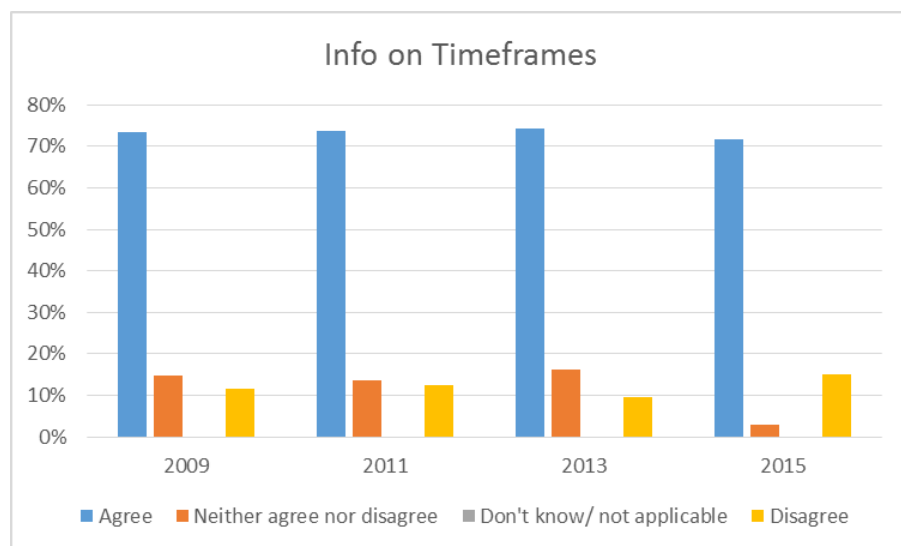
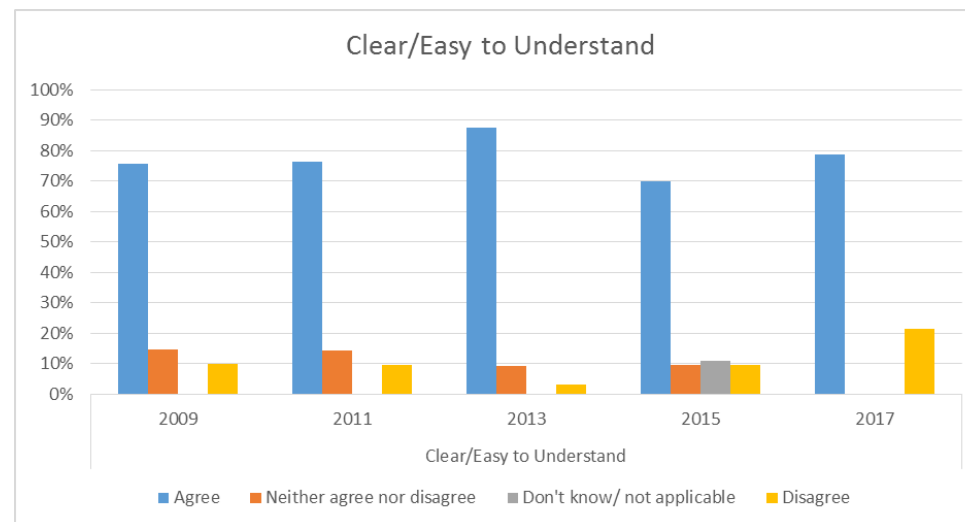
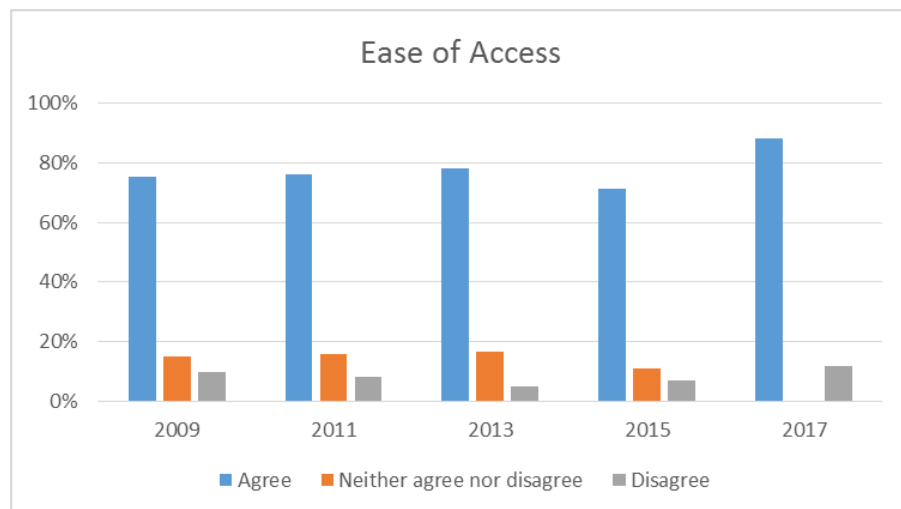
Overall



Overall	Building control service				
	2009	2011	2013	2015	2017
Satisfied	71%	75%	82%	78%	76%
Dissatisfied	14%	8%	11%	6%	24%
Neither satisfied or dissatisfied	15%	17%	7%	12%	
Don't know/Not applicable				4%	
TOTAL	100%	100%	100%	100%	100%

Note the scale changed in 2015 and 2017 to not include neither satisfied nor dissatisfied.

Information



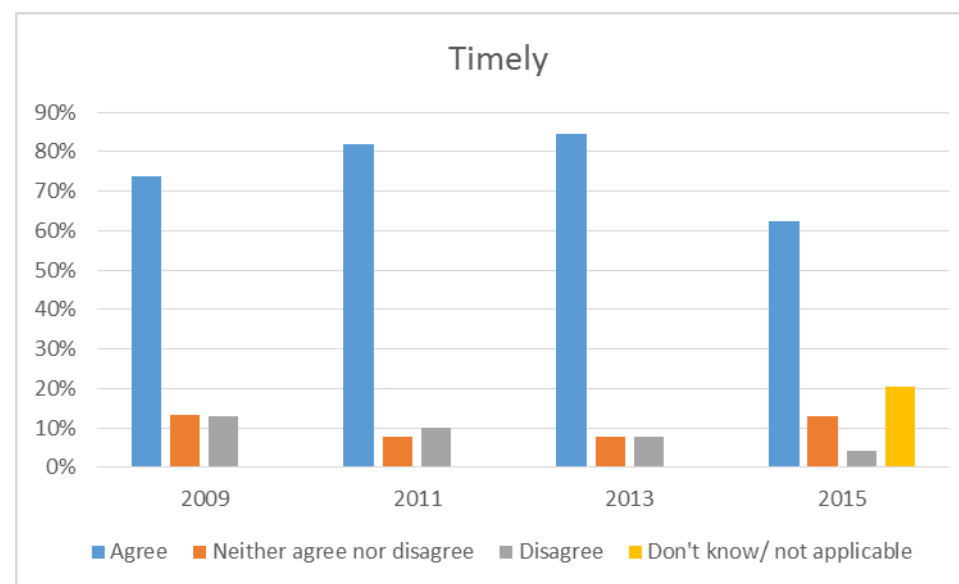
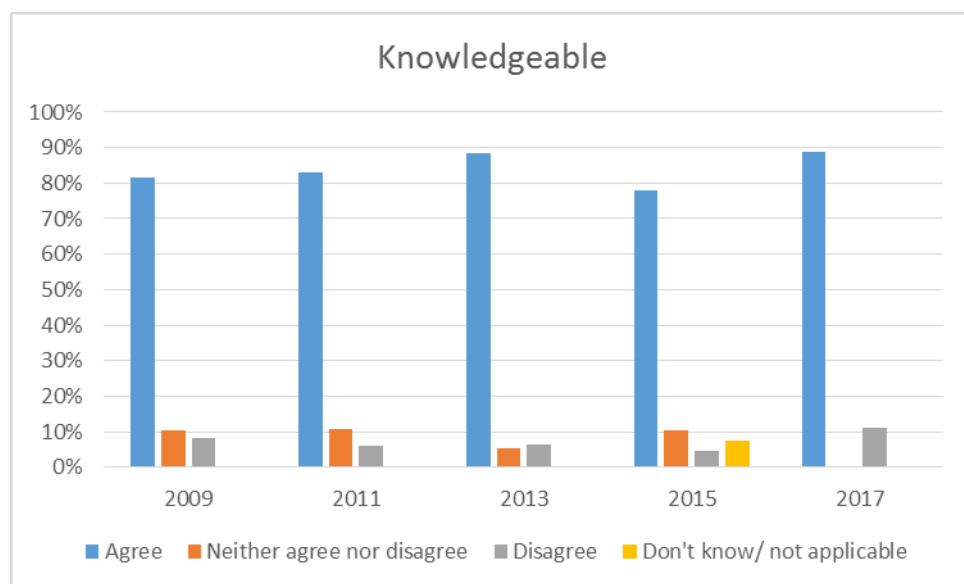
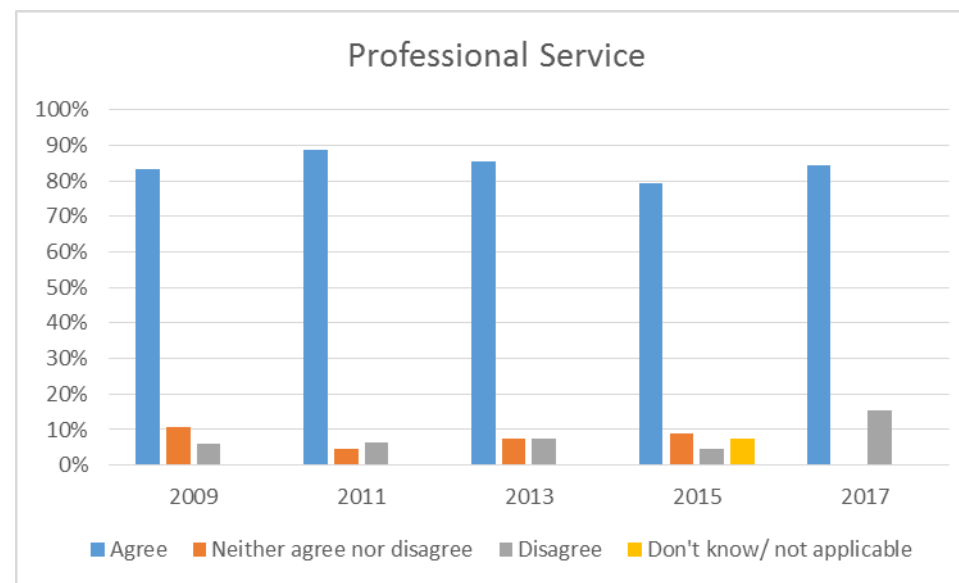
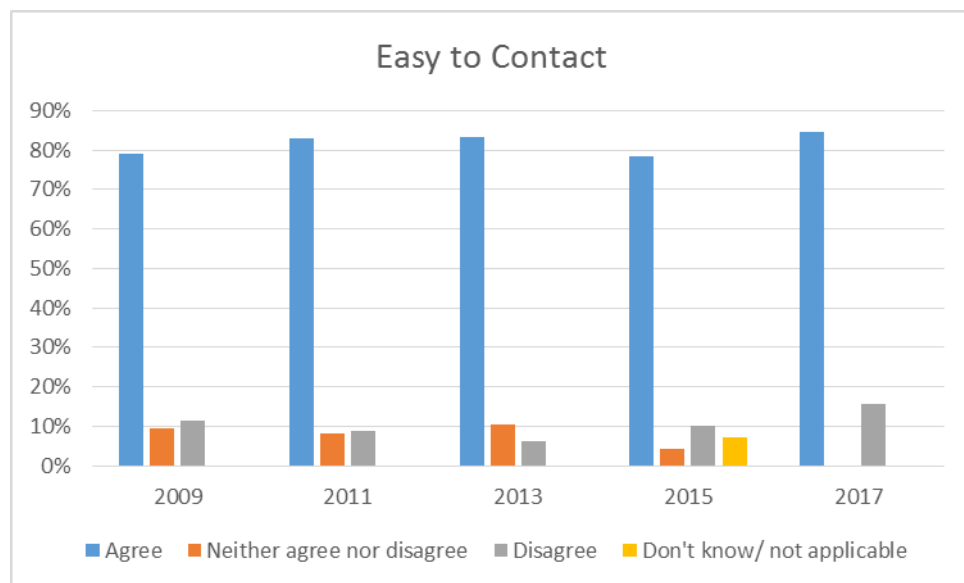
Tables

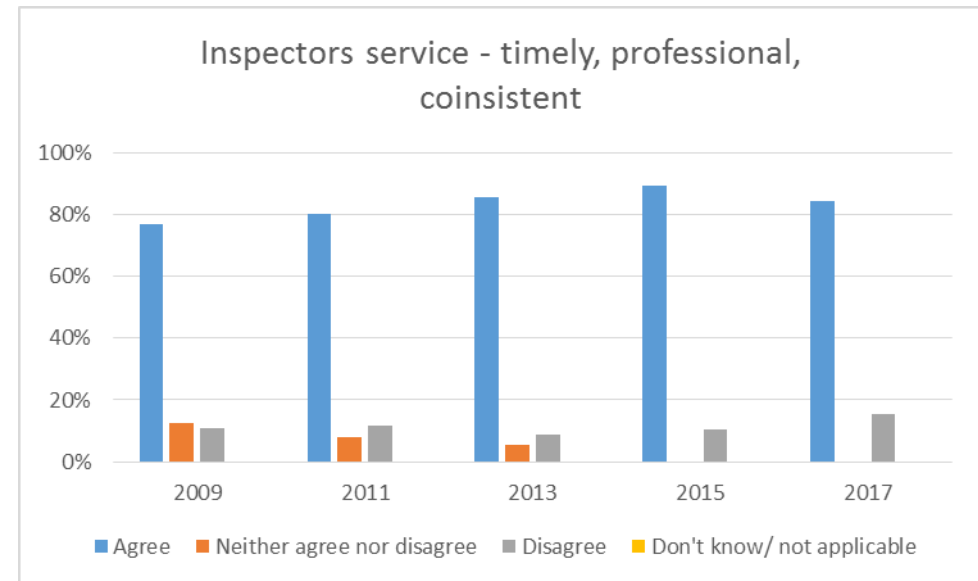
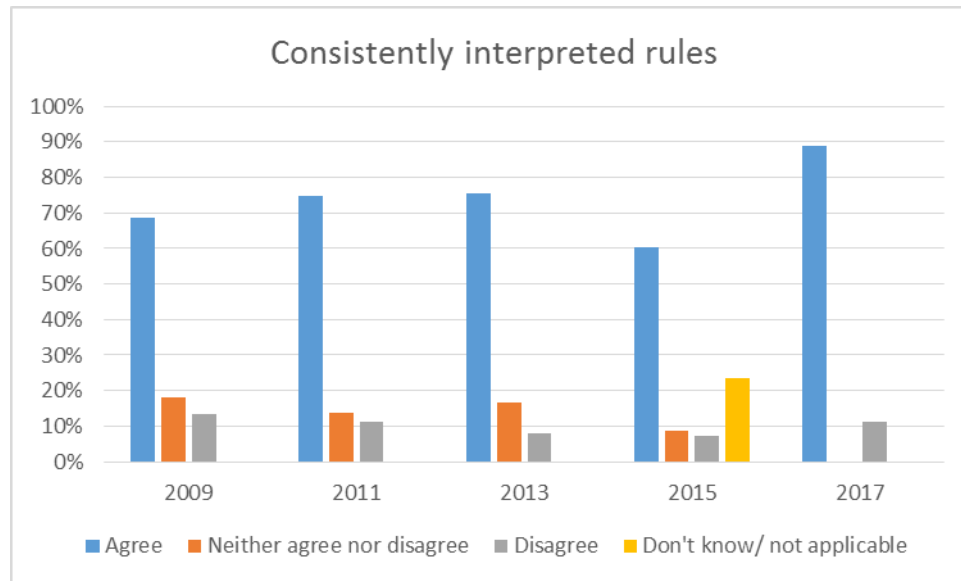
Information	Clear/Easy to Understand					Easy to access				
	2009	2011	2013	2015	2017	2009	2011	2013	2015	2017

Agree	75%	76%	88%	70%	79%	75%	76%	78%	71%	88%
Neither agree nor disagree	15%	14%	9%	10%	0%	15%	16%	16%	11%	0%
Don't know/ not applicable				11%						
Disagree	10%	10%	3%	10%	21%	10%	8%	5%	7%	12%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	89%	100%
	Info on timeframes					Info on processing costs				
	2009	2011	2013	2015	2017	2009	2011	2013	2015	2017
Agree	74%	74%	74%	72%	not asked	not asked	73%	70%	not asked	not asked
Neither agree nor disagree	15%	14%	16%	3%	not asked	not asked	16%	18%	not asked	not asked
Don't know/ not applicable					not asked	not asked			not asked	not asked
Disagree	12%	13%	10%	15%	not asked	not asked	11%	12%	not asked	not asked
TOTAL	100%	100%	100%	90%	not asked	not asked	100%	100%	not asked	not asked

Note the scale changed in 2015 and 2017 to not include neither agree nor disagree.

Staff





Tables

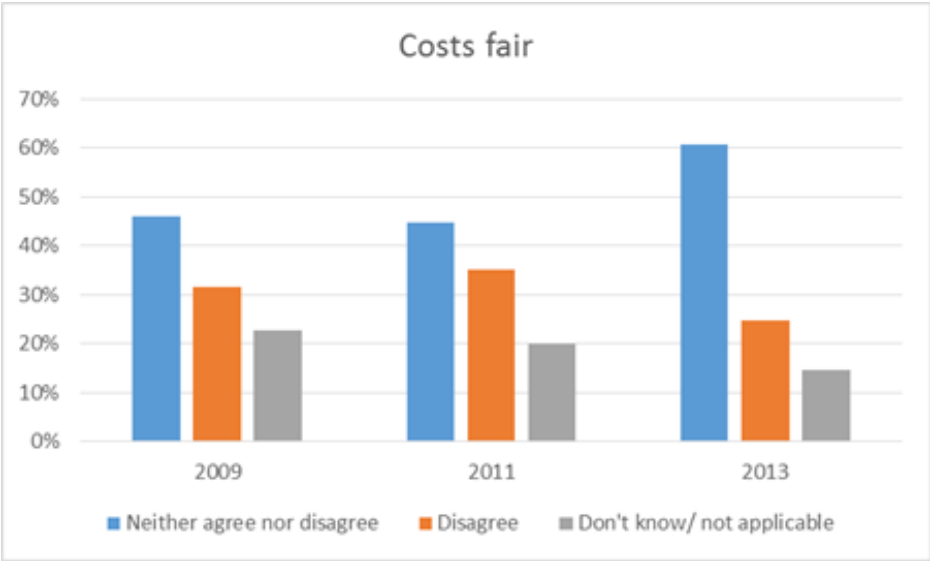
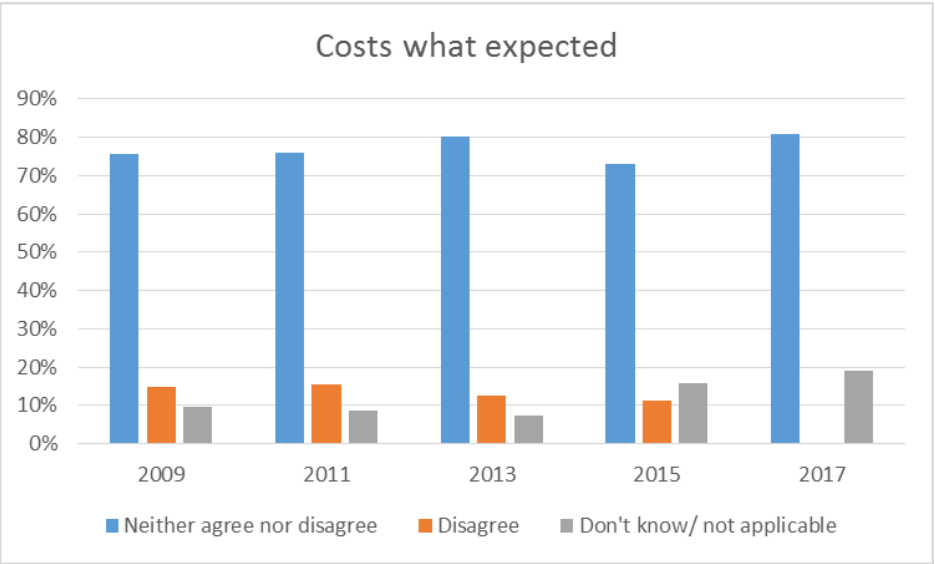
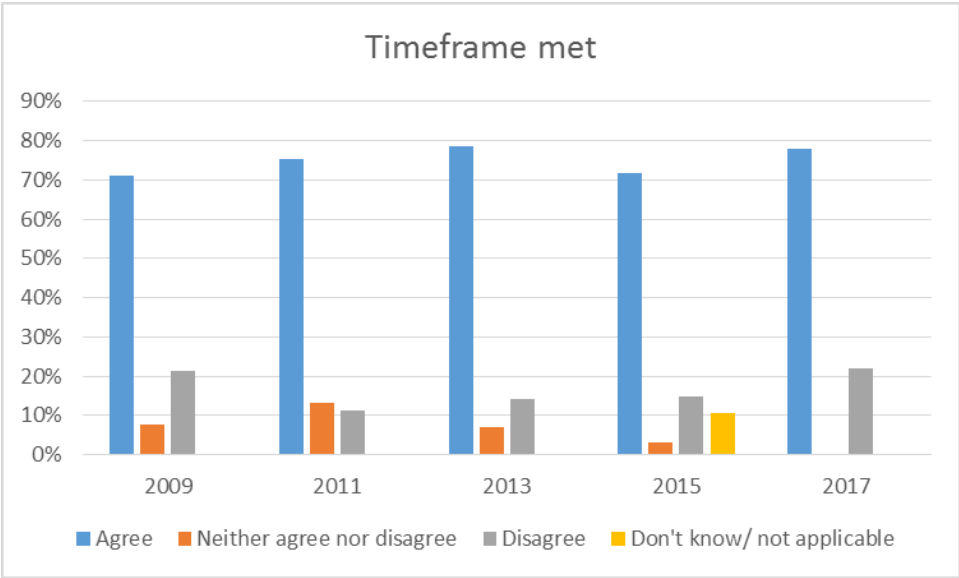
Staff	Easy to contact					Professional service				
	2009	2011	2013	2015	2017	2009	2011	2013	2015	2017
Agree	79%	83%	83%	78%	84%	83%	89%	85%	79%	84%
Neither agree nor disagree	10%	8%	11%	4%	0%	11%	5%	7%	9%	0%
Disagree	11%	9%	6%	10%	16%	6%	6%	7%	4%	16%
Don't know/ not applicable	0%	0%	0%	7%	0%	0%	0%	0%	7%	0%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Staff	Knowledgeable					Timely				
	2009	2011	2013	2015	2017	2009	2011	2013	2015	2017
Agree	82%	83%	88%	78%	89%	74%	82%	84%	62%	not asked
Neither agree nor disagree	10%	11%	5%	10%	0%	13%	8%	8%	13%	not asked
Disagree	8%	6%	6%	4%	11%	13%	10%	8%	4%	not asked
Don't know/ not applicable	0%	0%	0%	7%	0%	0%	0%	0%	20%	not asked
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	not asked

Staff	Consistently interpreted rules					Inspectors consistent, timely, professional				
	2009	2011	2013	2015	2017	2009	2011	2013	2015	2017
Agree	69%	75%	76%	60%	89%	77%	80%	86%	89%	84%
Neither agree nor disagree	18%	14%	17%	9%	0%	12%	8%	5%	0%	0%
Disagree	13%	11%	8%	7%	11%	11%	12%	9%	11%	16%
Don't know/ not applicable	0%	0%	0%	24%	0%	0%	0%	0%	0%	0%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Note the scale changed in 2015 and 2017 to not include neither agree nor disagree.

Processing



In recent years agreement has increased.

Tables

Processing	Timeframe met					Cost what expected					Costs fair				
	2009	2011	2013	2015	2017	2009	2011	2013	2015	2017	2009	2011	2013	2015	2017
Agree	71%	75%	79%	72%	78%	76%	76%	80%	73%	81%	46%	45%	61%	not asked	not asked
Neither agree nor disagree	8%	13%	7%	3%	0%	15%	15%	13%	11%	0%	32%	35%	25%	not asked	not asked
Disagree	21%	11%	14%	15%	22%	9%	9%	7%	16%	19%	23%	20%	15%	not asked	not asked
Don't know/ not applicable				10%					0%					not asked	not asked
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

Note the scale changed in 2015 and 2017 to not include neither agree nor disagree

Resource Management Customer Survey Results

Record No: R/17/7/17144

Author: Marcus Roy, Team Leader Resource Management

Approved by: Bruce Halligan, Group Manager Environmental Services

☐ Decision

☐ Recommendation

☒ Information

Summary

- 1 Every two years the resource management customers are surveyed to identify areas of improvement and provide data for the Resource Management department's levels of service.
- 2 The survey indicated that 63% of the respondents were satisfied with the service provided by the staff. The target of 80% was not met.
- 3 The survey indicated that 68% of the respondents agreed that RM staff provided timely guidance and assistance to their queries. The target of 75% was not met.

Background

- 4 The survey was conducted between 8 and 22 June 2017. It was sent to 136 resource consent applicants that had applied for resource consents from Council over the last two years. This included surveyors, consultants and property owners. The number of respondents was 30.
- 5 Results (outlined in **Attachment A**) indicated that 87% of respondents were property owners and 13% were consultants. Further, 63% of respondents indicated it was their first time seeking a consent in two years.
- 6 76% of respondents indicated that they would like to lodge consents on-line in the future.
- 7 This data will be used to improve how the department engages with customers and the two priorities I think we need to focus on are:
 - Improving guidance documents (and easy access to them) for applicants.
 - Establishing on-line lodgement.
- 8 These two priorities were also highlighted during the Section 17 of the Local Government Act review of the department that was completed in early 2017.

Recommendation

That the Regulatory and Consents Committee:

- a) Receives the report titled "Resource Management Customer Survey Results" dated 27 July 2017.

Attachments

- A Resource Management Survey Results [↓](#)

Resource Management Survey Results 2016/2017

Introduction

Background

The Resource Management Customer Survey was first undertaken in 2007 and is conducted once every two years. The purpose of the survey is to provide useful feedback and identify areas for improvement in the department and to allow reporting on whether levels of service (as outlined in the Council's LTP) are being achieved. The survey is undertaken by the Council's Strategy and Policy Department.

Methodology

The methodology has changed from the questionnaires being distributed to each applicant at the end of the financial year by postal survey to being conducted online, using Survey Monkey.

The data list removed invalid email addresses and users without an email address. The survey was sent to users emails with a link to the survey. The full population size was 136. An email invite and link to the survey was sent to 136 people. The total number of respondents was 30. The response rate is 22%.

The survey was available for three weeks from 8 June to 22 June.

KPI questions

External

- 1) Percentage of users satisfied with the service provided (staff assistance and the information provided). – The target is 80%
63% of users were satisfied with the service provided. This means that the target was not met.

Internal

- 2) Percentage of users who agree that timely guidance and assistance is provided by Resource Management staff – The target is 75%
68% of respondents agreed RM staff provided timely guidance and assistance to their queries. This means that the target was not met.

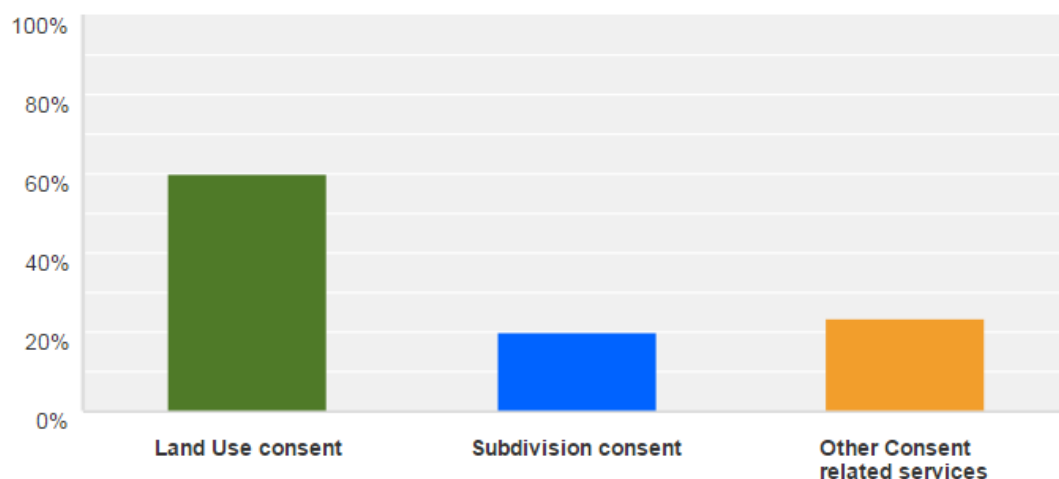
Results/Discussion**Question 1 - Types of consents requested from the Resource Management (RM) team?**

In 2016/2017, 60% of requests were for land use consents and 20% were for subdivisions, 23% of other consents included building permit, stock underpass, effluent pond upgrade, farm shed workshop, use of rivers, easements and driveway access.

In 2014/2015, 39% of requests were subdivision consents and 35% were land use consents. 26% of other consents included building, LIM, resource consent and extinguish an easement.

What type of consent did you request from the Resource Management team?

Answered: 30 Skipped: 0



What type of consent did you request from the Resource Management team?

Answer Options	Response Percent	Response Count
Land Use consent	60%	18
Subdivision consent	20%	6
Other Consent related services	23%	7
Other (please specify)		6
answered question		30
skipped question		0

Respondent No	Other (please specify)
1	Building permit
2	Stock Underpass. Effluent pond upgrade
3	Farm shed workshop
4	Use of river
5	Easements
6	Driveway access

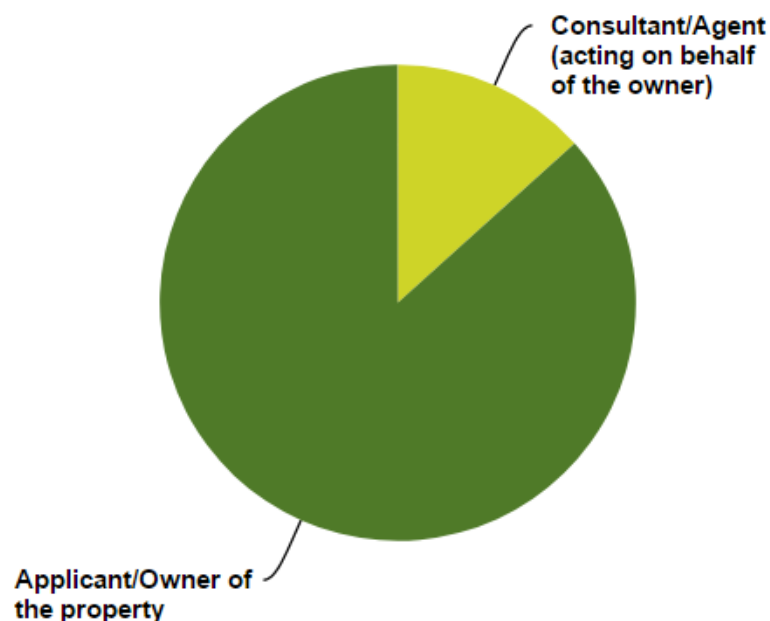
Question 2 - In what capacity did you apply for the consent?

In 2016/2017, 87% of consents were done directly by applicant/owner of property, 13% said a consultant/agent (acting on behalf of the owner) applied and said they were the owner of a business.

In 2014/2015, 91% of consents were done directly by applicant/owner of property, 9% said a consultant/agent (acting on behalf of the owner) applied.

In what capacity did you apply for the consent?

Answered: 30 Skipped: 0



In what capacity did you apply for the consent?

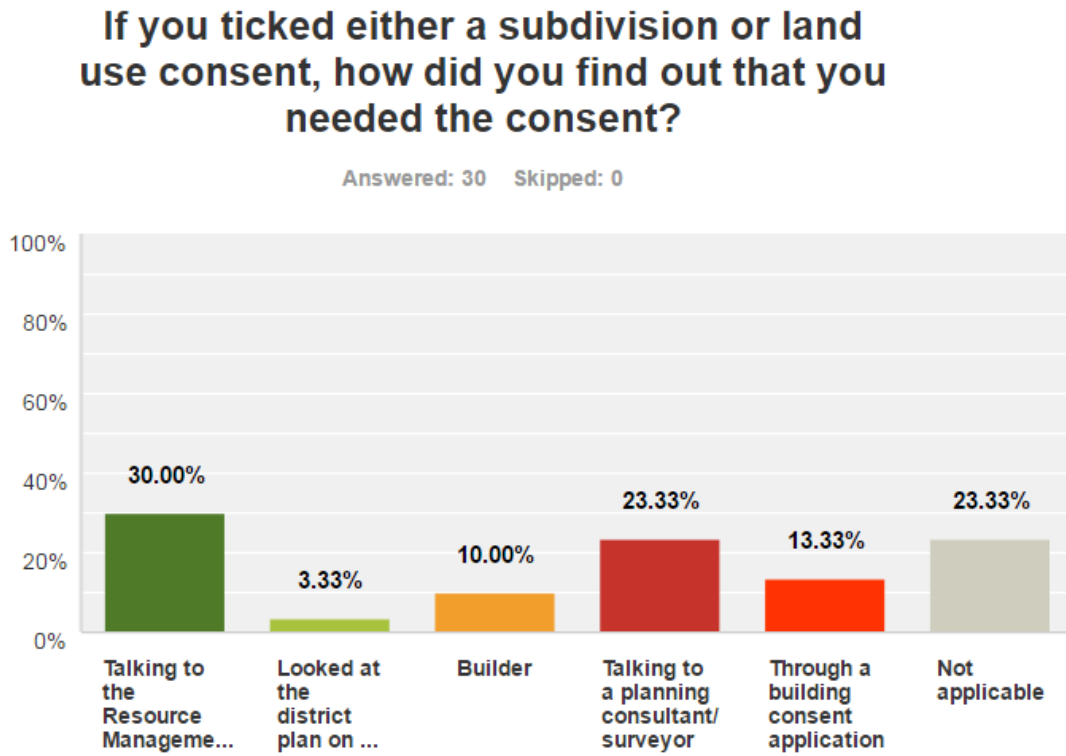
Answer Options	Response Percent	Response Count
Consultant/Agent (acting on behalf of the owner)	13%	4
Applicant/Owner of the property	87%	26
Other (please specify)		1
answered question		30
skipped question		0

Respondent No	Other (please specify)
1	Owner of business

Question 3 - If you ticked either a subdivision or land use consent, how did you find out that you needed the consent?

In 2016/2017, 30% said they talked to the RM department, and 23% talked to a planning consultant/surveyor.

In 2014/2015, nearly 44% of respondents said they talked to a planning consultant/surveyor whilst 22% said talked to the RM Department to find out the consent was needed.



The following table represents how subdivision or land use applicants needed consents.

How applicant found out they needed the consent	Response Percent	Response Count
Talking to the Resource Management Department	30.0%	9
Looked at the District Plan on the Council website	3.3%	1
Builder	10.0%	3
Talking to a planning consultant/surveyor	23.3%	7
Through a building consent application	13.3%	4
Not applicable	23.3%	7

Comments

Respondent No	Other (please specify)
1	Designer
2	Builder
3	Well aware of consent issues
4	Consent was a variation to address compliance
5	Brains

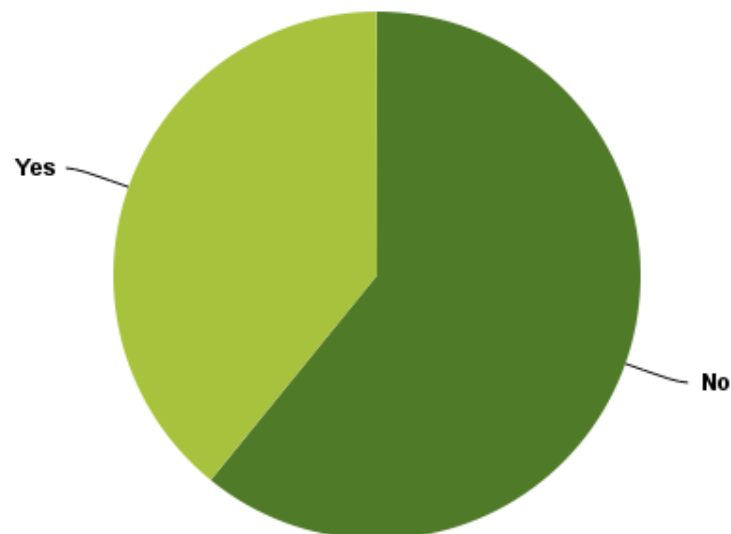
Question 4 - Applied more than one consent in the last two years?

In 2016/2017, 37% of those surveyed applied for more than one consent in the last two years.

In 2014, 39% of those surveyed applied for more than one consent in the last two years.

Q4 Have you applied for more than one consent in the last two years?

Answered: 23 Skipped: 0

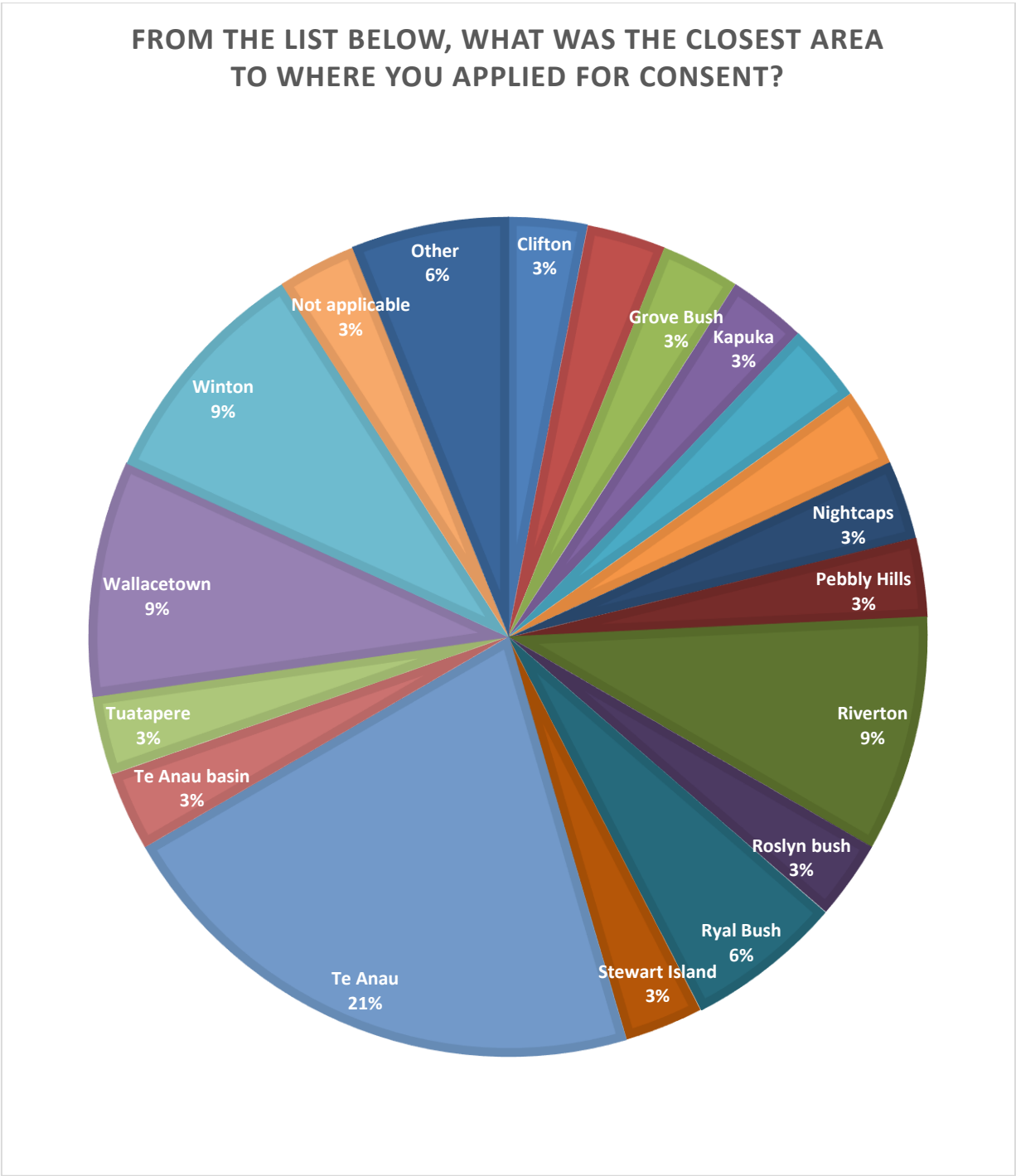
**Have you applied for more than one consent in the last two years?**

Answer Options	Response Percent	Response Count
Yes	37	11
No	63	19
If Yes (please specify approximately how many)		7
answered question		30
skipped question		0

Respondent No	If Yes (please specify approximately how many)
1	3
2	2
3	1
4	2 – I think
5	3-4
6	2
7	15

Question 5 - Closest area to where consents were applied for?¹

The top four area for the responses came from Te Anau (22%) or the Te Anau Basin (9%) followed by Riverton (13%) and Ryal Bush (9%).



¹ The following locations did not generate a response: Athol, Balfour, Blackmount, Browns, Brydone, Colac Bay, Curio Bay, Dacre, Dipton, Drummond, Five Rivers, Fortrose, Garston, Glencoe, Gorge Road, Isla Bank, Kapuka South, Lumsden, Mabel Bush, Milford Sound, Mokotua, Mossburn, Ohai, Opio, Orawia, Orepuki, Oreti, Otahuti, Otapiri, Otautau, Riversdale, Seaward Downs, Spar Bush, Te Tipua, Thornbury, Tokanui, Tussock Creek, Waianiwa, Waiau Valley, Waikaia, Waikawa, Waitane, Woodlands, Wreys Bush, Wyndham

Item 9.4 Attachment A

From the list below, what was the closest area to where you applied for consent?

Answer Options	Response Percent	Response Count
Clifton	3%	1
Edendale	3%	1
Grove Bush	3%	1
Kapuka	3%	1
Limehills	3%	1
Manapouri	3%	1
Nightcaps	3%	1
Pebbly Hills	3%	1
Riverton	10%	3
Roslyn bush	3%	1
Ryal Bush	7%	2
Stewart Island	3%	1
Te Anau	23%	7
Te Anau basin	3%	1
Tuatapere	3%	1
Wallacetown	10%	3
Winton	10%	3
Not applicable	3%	1
Other	7%	2

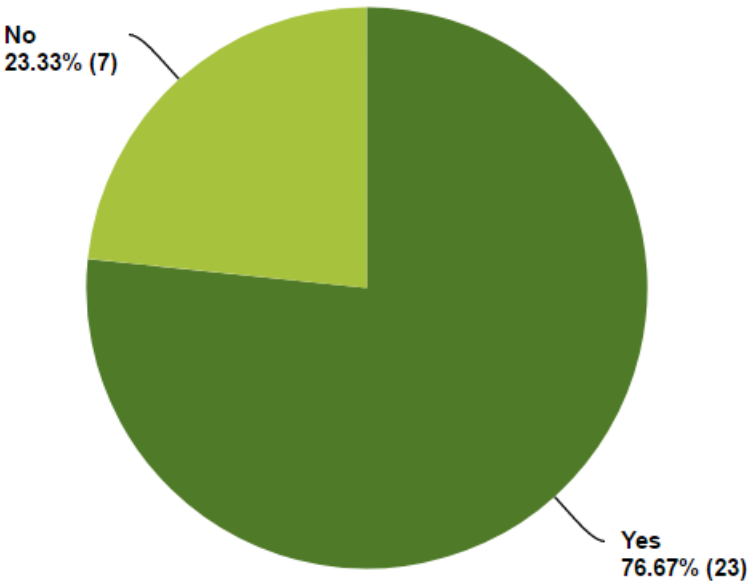
Question 6 - Support for lodging resource consent applications online?

In 2016/2017, the majority (77%) said they would support the ability to lodge resources consent applications online.

In 2014/2015, the majority of respondents (83%) said they would support the ability to lodge resources consent applications online.

Would you like to be able to lodge Resource consent applications online?

Answered: 30 Skipped: 0



Would you like to be able to lodge Resource consent applications online?		
Answer Options	Response Percent	Response Count
Yes	77%	23
No	23%	7
answered question		30
skipped question		0

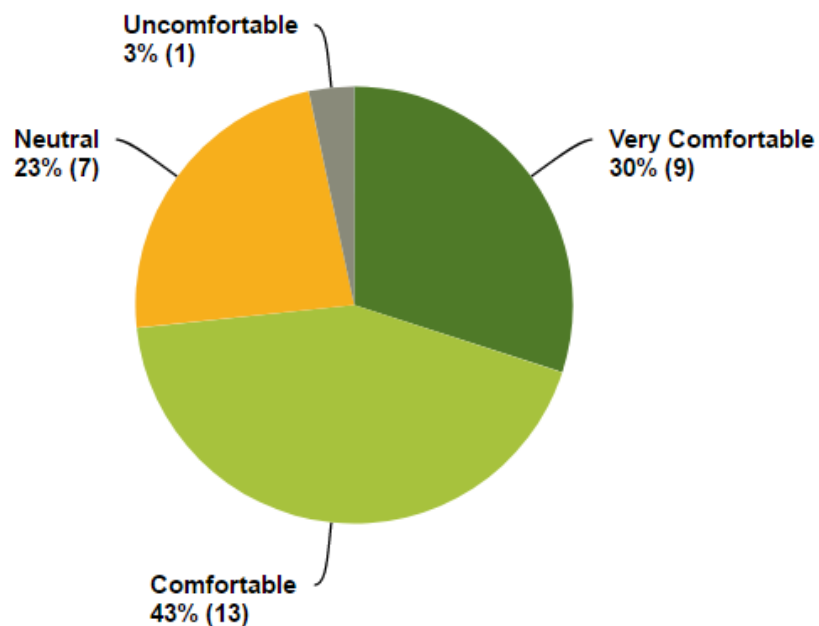
Question 7 - Do you feel comfortable with online forms?

In 2016/2017, 22 (73%) of respondents felt comfortable² with online forms. One (3%) respondent was uncomfortable, and 7 (23%) were neutral

In 2014/2015, 74% of respondents felt comfortable³ with online forms. No respondents signalled any uncomfortableness, whilst 22% could not determine their comfort levels and 4% were not sure.

Do you feel comfortable with online forms?

Answered: 30 Skipped: 0

**Do you feel comfortable with online forms?**

Answer Options	Response Percent	Response Count
Very Comfortable	30%	9
Comfortable	43%	13
Neutral	23%	7
Uncomfortable	3%	1
Very uncomfortable	0%	0
Not sure	0%	0
answered question		30
skipped question		0

² This was a combination of responses of either very comfortable or comfortable.

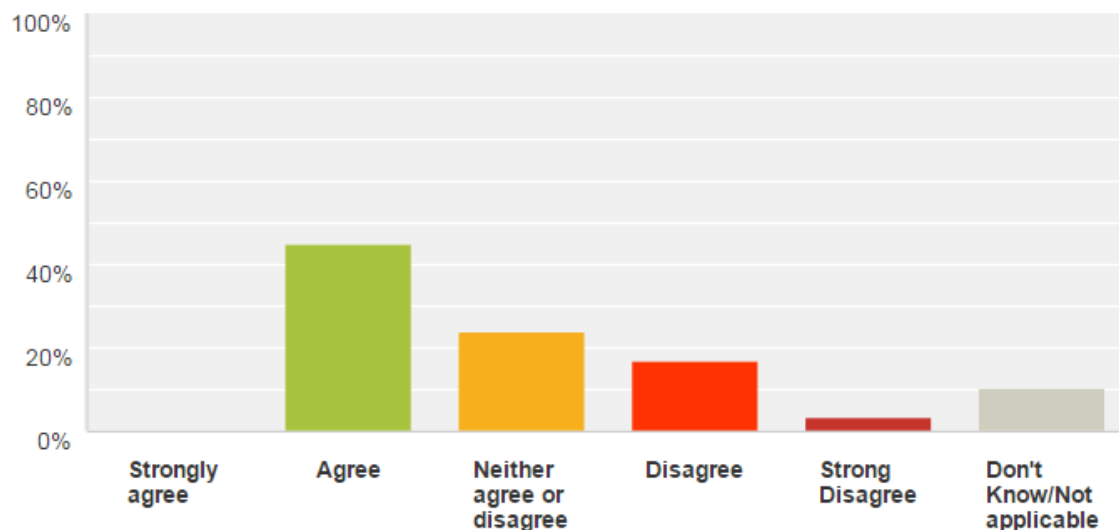
³ This was a combination of responses of either very comfortable or comfortable.

Question 8 - The application information provided was clear/easy to understand?

In 2014/2015, 69% of respondents found no difficulties with understanding application information.

The application information provided was clear/easy to understand.

Answered: 29 Skipped: 1



The application information provided was clear/easy to understand.

Answer Options	Response Percent	Response Count
Strongly agree	0%	0
Agree	45%	13
Neither agree or disagree	24%	7
Disagree	17%	5
Strong Disagree	3%	1
Don't Know/Not applicable	10%	3
Please comment on why you chose this rating		8
answered question		29
skipped question		1

Respondent No	Please comment on why you chose this rating
1	I had nothing to do with it Landpro do it
2	I didn't actually lodge the application it was done on my behalf
3	Builder filled it in
4	Reasonably easy to understand if you understand the process
5	Should have better guide re info required
6	Basic consent and easy process
7	Lack of Council knowledge of rather 'different' Manapouri original survey data.
8	While much of the information was not required for my application, this was relatively easy to establish.

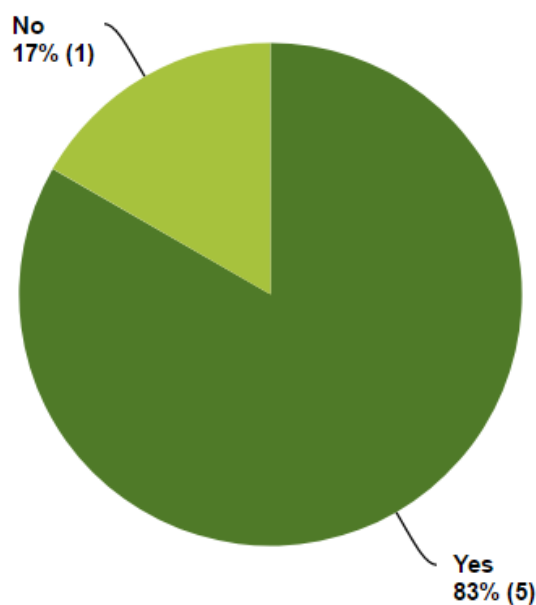
Question 9 - Did you ask for clarification?

In 2016/2017, five people (83%) asked for clarification and one (17%) did not.

In 2014/2015, all of the three respondents who answered the question asked for clarification.

Did you ask for clarification?

Answered: 6 Skipped: 24



Did you ask for clarification?		
Answer Options	Response Percent	Response Count
Yes	83%	5
No	17%	1
Other (please specify)		0
answered question		6
skipped question		24

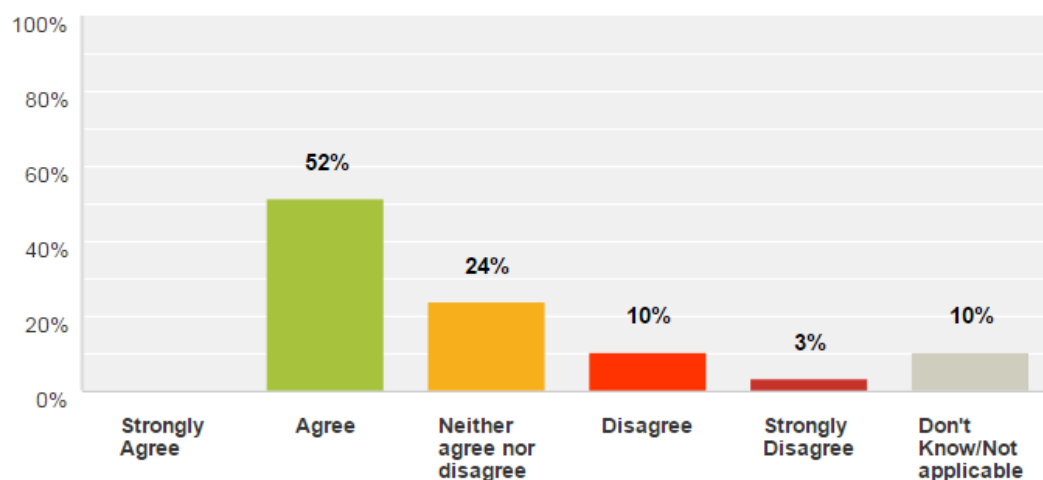
Question 10 - Accessibility to information?

In 2016/2017 the majority 52% did not find ambiguity in the RM staffs' outline of application processing timeframes.

In 2014/2015, the majority of respondents (73%) did not find ambiguity in the RM staffs' outline of application processing timeframes.

The information provided was easy to access.

Answered: 29 Skipped: 1



The information provided was easy to access.

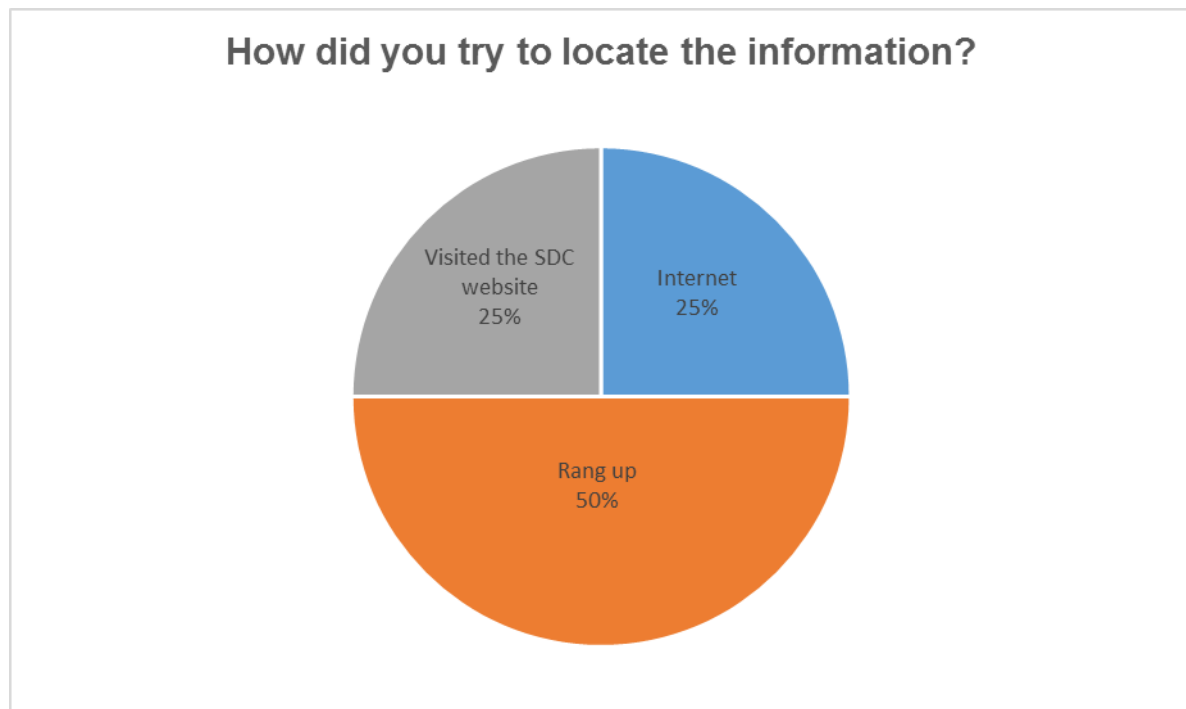
Answer Options	Response Percent	Response Count
Strongly Agree	0%	0
Agree	52%	15
Neither agree nor disagree	24%	7
Disagree	10%	3
Strongly Disagree	3%	1
Don't Know/Not applicable	10%	3
Please comment on why you chose this rating		7
answered question		29
skipped question		1

Respondent No	Please comment on why you chose this rating
1	I had nothing to do with it Landpro do it
2	I didn't actually lodge the application it was done on my behalf
3	Know where to look
4	Not that obvious where to find correct info from SDC homepage
5	Was emailed
6	Done by surveyor
7	I didn't have much of a problem finding what was needed

Question 11 - How did you try to locate the information?

In 2016/2017 a follow up question was asked if the respondent disagreed the information was easy to access, how did they try to locate this information. One choose the internet, one choose visited the SDC website and two choose rang up as their response.

In 2014/2015, one person answered the question and choose Rang Up as their response.



How did you try to locate the information?		
Answer Options	Response Percent	Response Count
Internet	25%	1
Rang up	50%	2
Visited the SDC website	25%	1
Other (please specify)		0
answered question		4
skipped question		26

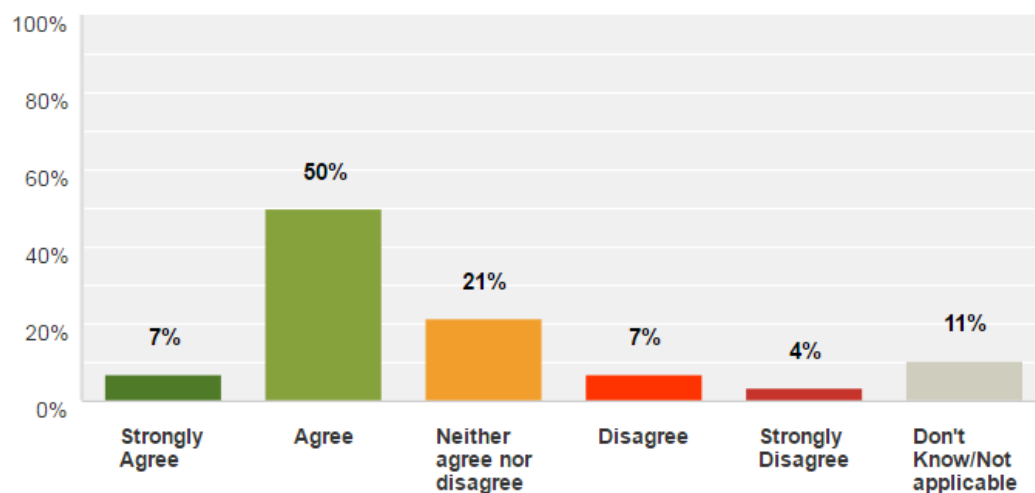
Question 12 - The timeframes outlined by the RM staff for processing my consent were clear?

In 2016/2017, 57% of respondents felt the timeframes outlined by RM staff for processing consents were clear. 21% “neither agreed nor disagreed”; whilst close to 11% disagreed and 11% answered Don’t know/not applicable.

In 2014/2015, 60% of respondents felt the timeframes outlined by RM staff for processing consents were clear. Nearly 30% “neither agreed nor disagreed”; whilst close to 10% disagreed.

The timeframes outlined by the resource planning staff for processing my consent were clear.

Answered: 28 Skipped: 2



The timeframes outlined by the resource planning staff for processing my consent were clear.

Answer Options	Response Percent	Response Count
Strongly Agree	7%	2
Agree	50%	14
Neither agree nor disagree	21%	6
Disagree	7%	2
Strongly Disagree	4%	1
Don't Know/Not applicable	11%	3
Please comment on why you chose this rating		3
answered question		28
skipped question		2

Respondent No	Please comment on why you chose this rating
1	I already know the statutory timeframes so know what to expect
2	Was clear enough
3	All done by lawyer and surveyor

Question 13 - Why were the timeframes not clear?

Why were the timeframes not clear?	
Answer Options	Response Count
	3
<i>answered question</i>	2
<i>skipped question</i>	27

Respondent No	Response Text
1	Because forms got lost on someone's desk and they never responded to emails and it took several phone calls to get the process back into action.
2	Environment Southland put their 2 cents in and that slowed it up
3	Because they kept my application on their desk for 2 weeks without looking at it

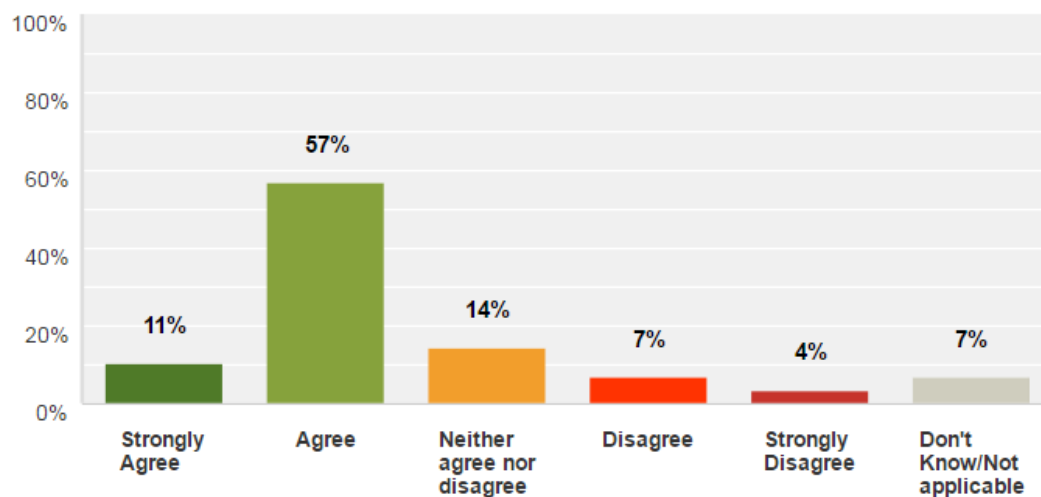
Question 14 - Processing costs information was provided by the RM staff (how these would be calculated and charged)?

In 2016/2017, 68% of respondents agreed processing cost information was provided to them by the RM staff. 14% answered “neither agree nor disagree” to the question. 11% disagreed and 7% didn’t know.

In 2014/2015, nearly 60% of respondents agreed processing cost information was provided to them by the RM staff. It is unclear why 7 respondents (31.8%) answered “neither agree nor disagree” to the question.

Information was provided by the resource management staff about the processing costs (how these would be calculated and charged).

Answered: 28 Skipped: 2



Information was provided by the resource management staff about the processing costs (how these would be calculated and charged).

Answer Options	Response Percent	Response Count
Strongly Agree	11%	3
Agree	57%	16
Neither agree nor disagree	14%	4
Disagree	7%	2
Strongly Disagree	4%	1
Don't Know/Not applicable	7%	2
Please comment on why you chose this rating		3
answered question		28
skipped question		2

Respondent No	Please comment on why you chose this rating
1	Do not consult resource management staff - just check out fee schedule on website
2	Lawyer and surveyor
3	Some quotes were not applicable for the simple chopping off a small part of an existing residential section.

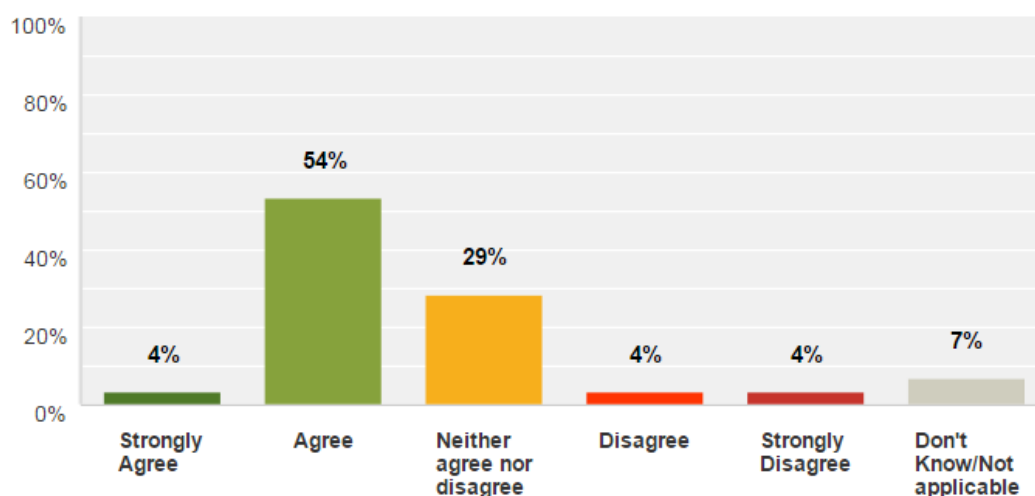
Question 15 - It was clear what information I needed to supply?

In 2016/2017, 58% agreed that it was clear what information they needed to supply. 29% neither agreed nor disagreed, 8% disagreed and 7% didn't know.

In 2014/2015, 72.7% strong agreed or agreed that it was clear what information they needed to supply. Two respondents (9%) said it was not clear what information they needed to supply. Commentary focused on the ease of sourcing information by reading and research, and the help of RM staff if any information is missed.

It was clear what information I needed to supply.

Answered: 28 Skipped: 2



It was clear what information I needed to supply.

Answer Options	Response Percent	Response Count
Strongly Agree	4%	1
Agree	54%	15
Neither agree nor disagree	29%	8
Disagree	4%	1
Strongly Disagree	4%	1
Don't Know/Not applicable	7%	2
Please comment on why you chose this rating		3
answered question		28
skipped question		2

Respondent No	Please comment on why you chose this rating
1	Know what I need to supply from previous experience.
2	Lawyer and surveyor
3	We consulted with planning staff in advance about what information was required, confirmed that we had the right information, submitted the application, then waited and waited and 2 weeks later we followed up to find out what was happening to be told they hadn't looked at our application yet... then that day requested more information.

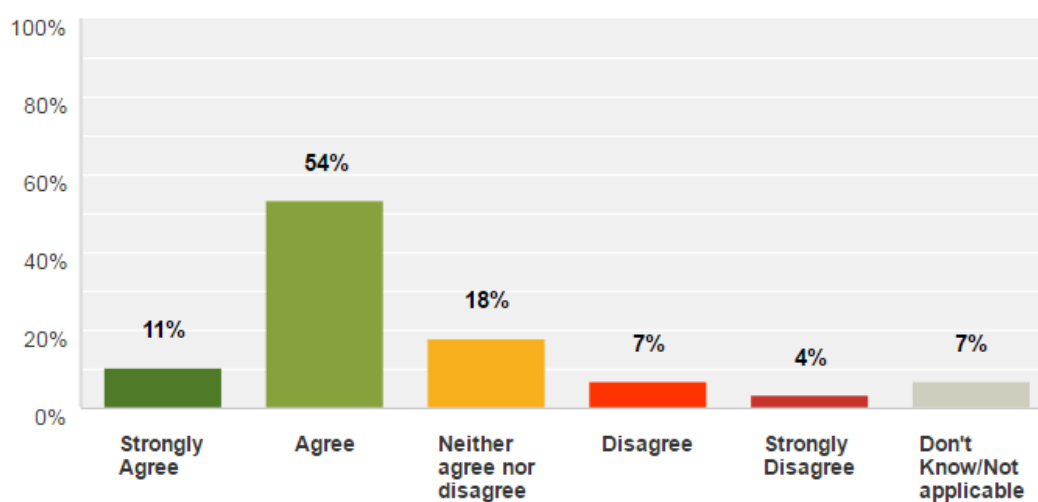
Question 16 - Resource Management staff were easy to contact?

In 2016/2017, 65% agreed that staff were easy to contact. 18% choose neither agree nor disagree, 11% disagreed and 7% didn't know.

In 2014/2015, 82% "agreed" or "strongly agreed" that staff were easy to contact.

Resource Management staff were easy to contact.

Answered: 28 Skipped: 2



Resource Management staff were easy to contact.

Answer Options	Response Percent	Response Count
Strongly Agree	11%	3
Agree	54%	15
Neither agree nor disagree	18%	5
Disagree	7%	2
Strongly Disagree	4%	1
Don't Know/Not applicable	7%	2
Please comment on why you chose this rating		2
answered question		28
skipped question		2

Respondent No	Please comment on why you chose this rating
1	Surveyor and lawyer
2	Was put through to a voicemail at 4.50pm for someone who it was their last day and hence never got a phone call back. Found out the next day when receptionist told me the person no longer worked there!

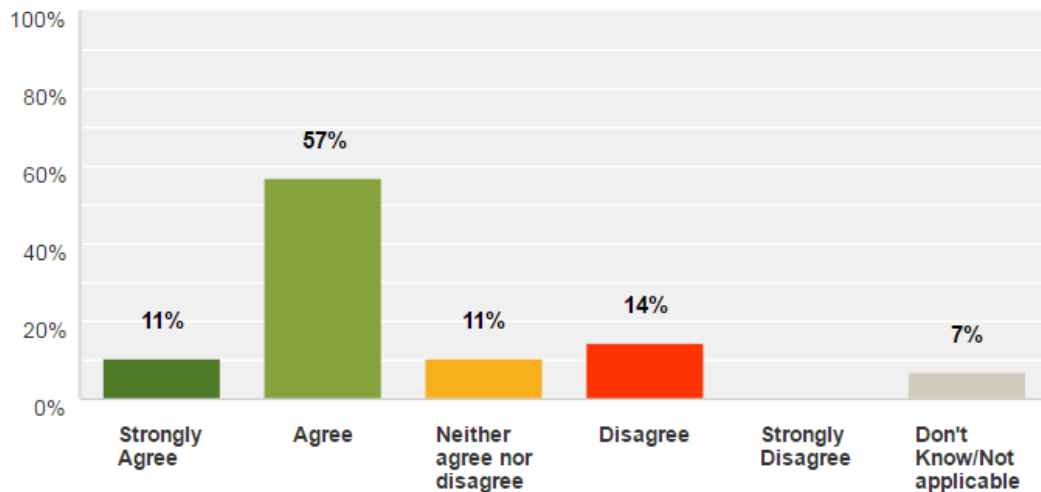
Question 17 - Resource Management staff provided timely guidance and assistance to my queries?

In 2016/2017, 68% of respondents agreed RM staff provided timely guidance and assistance to their queries, 11% “neither agreed nor disagreed” and 14% disagreed and 7% didn’t know

In 2014/2015, 68% of respondents agreed RM staff provided timely guidance and assistance to their queries. 14% “neither agreed nor disagreed”, that RM staff provided guidance and assistance in a reasonable time. 15% of respondents felt guidance and assistance provided to them by RM staff was not provided in a timely manner.

Resource Management staff provided timely guidance and assistance to my queries.

Answered: 28 Skipped: 2



Resource Management staff provided timely guidance and assistance to my queries.

Answer Options	Response Percent	Response Count
Strongly Agree	11%	3
Agree	57%	16
Neither agree nor disagree	11%	3
Disagree	14%	4
Strongly Disagree	0%	0
Don't Know/Not applicable	7%	2
Please comment on why you chose this rating		1
answered question		28
skipped question		2

Respondent No	Please comment on why you chose this rating
1	Surveyor and lawyer

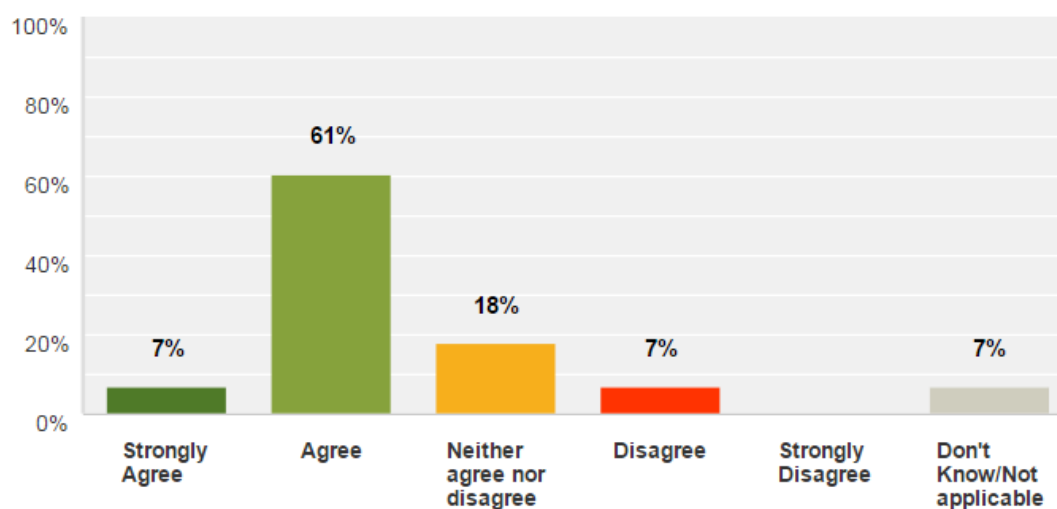
Question 18 - Resource Management staff were knowledgeable and answered my questions?

In 2016/2017, 68% “strongly agreed” or “agreed” with the statement. Two respondents (7%) disagreed and two (7%) choose don’t know/not applicable.

In 2014/2015, 72.7% “strongly agreed” or “agreed” with the statement. Only 1 out of 22 respondents disagreed RM staff were knowledgeable and answered queries effectively.

Resource Management staff were knowledgeable and answered my questions.

Answered: 28 Skipped: 2



Resource Management staff were knowledgeable and answered my questions.

Answer Options	Response Percent	Response Count
Strongly Agree	7%	2
Agree	61%	17
Neither agree nor disagree	18%	5
Disagree	7%	2
Strongly Disagree	0%	0
Don't Know/Not applicable	7%	2
Please comment on why you chose this rating		1
answered question		28
skipped question		2

Respondent No	Please comment on why you chose this rating
1	Lawyer and surveyor

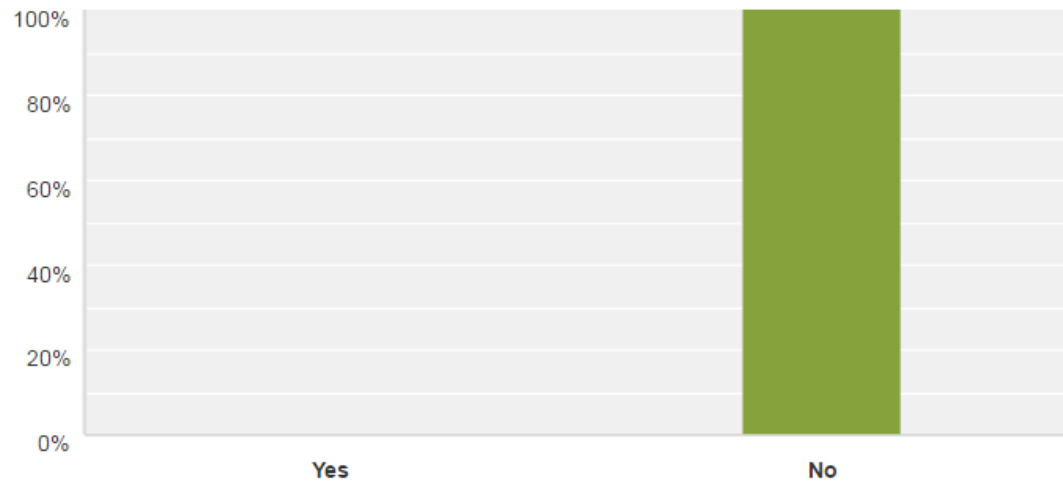
Question 19 - If not, did they follow up quickly?

In 2016/2017, two respondents said they felt their query was not followed up in a timely manner.

In 2014/2015, one respondent said they felt their query was not followed up in a timely manner.

If not, did they follow up quickly?

Answered: 2 Skipped: 28

**If not, did they follow up quickly?**

Answer Options	Response Percent	Response Count
Yes	0%	0
No	100%	2
Other (please specify)		0
answered question		2
skipped question		28

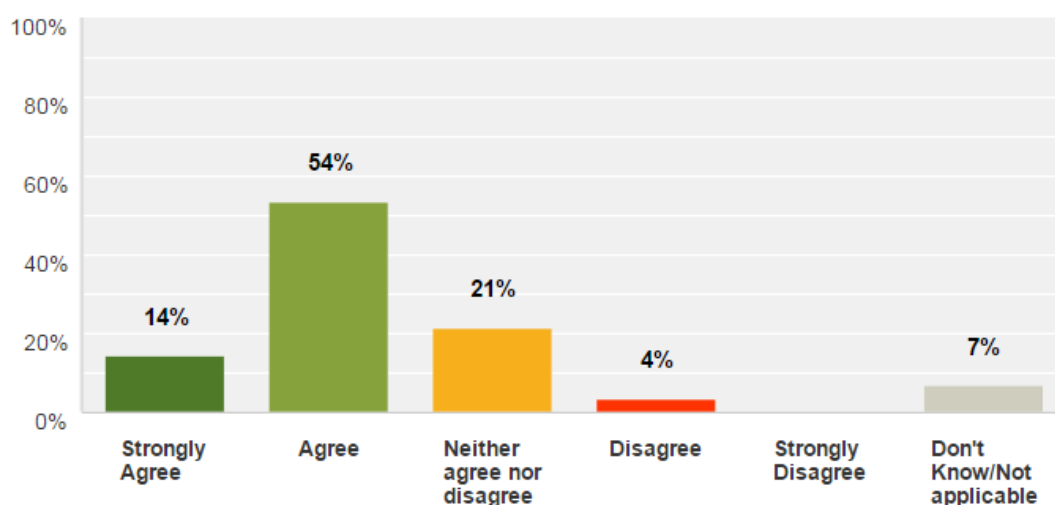
Question 20 - Resource Management staff provided a professional, courteous service?

In 2016/2017 68% either “strongly agreed” or “agreed” RM staff provided a professional, courteous service. One respondent disagreed (4%) and six respondents (21%) neither agreed nor disagreed and two (7%) choose didn’t know/not applicable.

In 2014/2015, 91% of respondents either “strongly agreed” or “agreed” RM staff provided a professional, courteous service. No responses signalled any level of disagreement to this question.

Resource Management staff provided a professional, courteous service.

Answered: 28 Skipped: 2



Resource Management staff provided a professional, courteous service.

Answer Options	Response Percent	Response Count
Strongly Agree	14%	4
Agree	54%	15
Neither agree nor disagree	21%	6
Disagree	4%	1
Strongly Disagree	0%	0
Don't Know/Not applicable	7%	2
Please comment on why you chose this rating		2
answered question		28
skipped question		2

Respondent No	Please comment on why you chose this rating
1	Lawyer and surveyor
2	Amateur service more concerned with covering themselves due to not meeting time targets and collecting fees than helping us with an outcome.

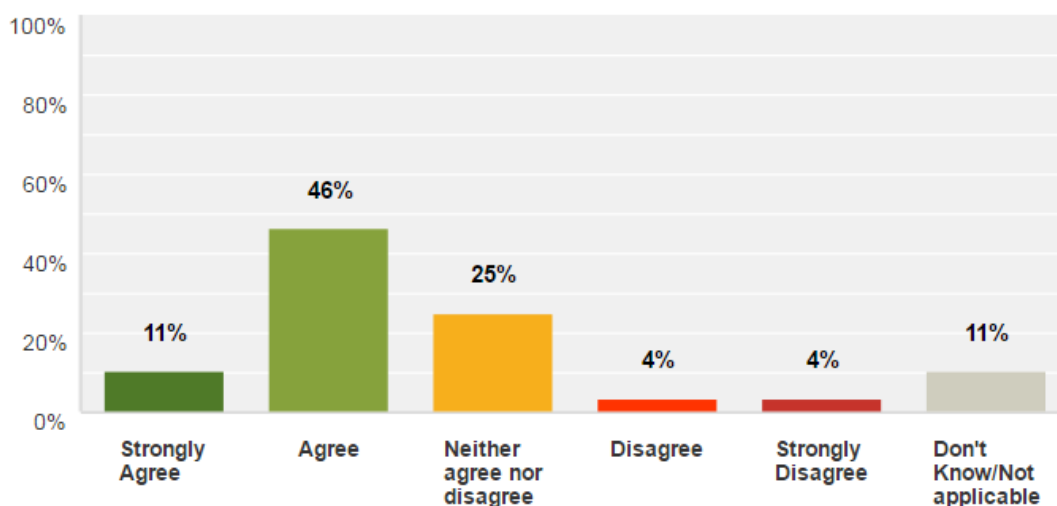
Question 21 - Resource Management staff consistently interpreted the regulations and rules?

In 2016/2017, 16 (57%) of respondents felt RM staff had consistently interpreted the regulations and rules. Seven 25% neither agreed nor disagreed and two (8%) disagreed. A further three (11%) choose don't know/not applicable.

In 2014/2015, 64% of respondents felt RM staff had consistently interpreted the regulations and rules. Only 2 respondents out of the 22 "disagreed" or "strongly disagreed" with the statement.

Resource Management staff consistently interpreted the regulations and rules.

Answered: 28 Skipped: 2



Resource Management staff consistently interpreted the regulations and rules.

Answer Options	Response Percent	Response Count
Strongly Agree	11%	3
Agree	46%	13
Neither agree nor disagree	25%	7
Disagree	4%	1
Strongly Disagree	4%	1
Don't Know/Not applicable	11%	3
Please comment on why you chose this rating		2
answered question		28
skipped question		2

Respondent No	Please comment on why you chose this rating
1	Lawyer and surveyor
2	They interpret where they might be able to collect a fee or ask for more information because they are slow in meeting targets

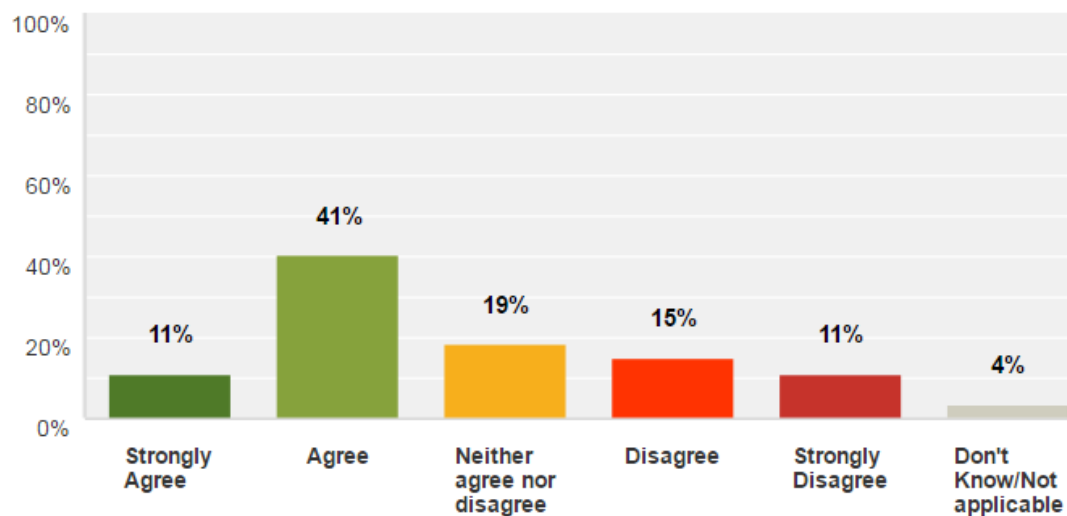
Question 22 - The application was processed within the timeframe that I was told it would take?

In 2016/2017 14 (52%) agreed with the statement. 5 (19%) neither agreed nor disagreed, 7 (26%) disagreed and one respondent (4%) choose don't know/not applicable.

In 2014/2015, 43% of respondents strongly agreed" or "agreed" with the statement. A further 28.6% "neither agreed nor disagreed.

The application was processed within the time frame that I was told it would take.

Answered: 27 Skipped: 3



The application was processed within the time frame that I was told it would take.

Answer Options	Response Percent	Response Count
Strongly Agree	11%	3
Agree	41%	11
Neither agree nor disagree	19%	5
Disagree	15%	4
Strongly Disagree	11%	3
Don't Know/Not applicable	4%	1
Please comment on why you chose this rating		2
answered question		27
skipped question		3

Respondent No	Please comment on why you chose this rating
1	I did not ask about timeframes
2	It took one day longer that the allowed 21 days. frustrating as it was holding up the building work

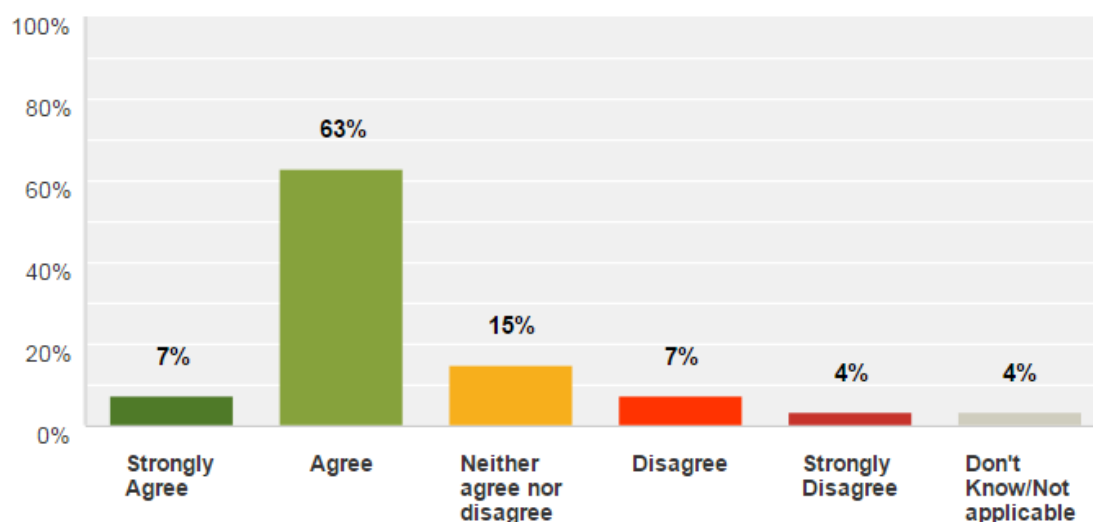
Question 23 - The cost was similar to what I expected it to be (based on the information provided)?

In 2016/2017, 70% of respondents either “agreed” or “strongly agreed” that the cost of the application was what was expected based upon information provided to them. Four (15%) neither agreed nor disagreed, three (11%) disagreed and one choose don’t know/not applicable

In 2014/2015, 67% of respondents either “agreed” or “strongly agreed” that the cost of the application was what was expected based upon information provided to them. One respondent commented they did not feel the cost was based on what was required.

The cost was similar to what I expected it to be (based on the information provided).

Answered: 27 Skipped: 3



The cost was similar to what I expected it to be (based on the information provided).

Answer Options	Response Percent	Response Count
Strongly Agree	7%	2
Agree	63%	17
Neither agree nor disagree	15%	4
Disagree	7%	2
Strongly Disagree	4%	1
Don't Know/Not applicable	4%	1
Please comment on why you chose this rating		1
answered question		27
skipped question		3

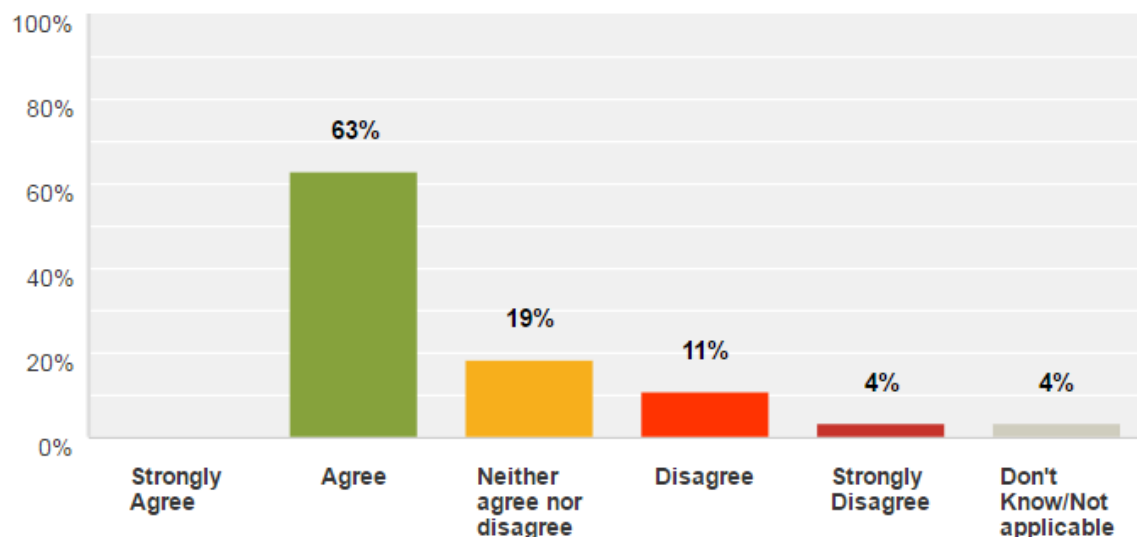
Respondent No	Please comment on why you chose this rating
1	Charged for extra time when they hadn't even picked up the application... I should be charging them for wasting my time and the wages I had to pay staff while I waited for a straight-forward decision.

Question 24 - Please indicate your overall satisfaction with the overall service that the RM team provided?

In 2016/2017, 17 respondents (63%) agreed with the statement, five (19%) choose neither agreed no disagree, four disagreed (15%) and one respondent choose don't know/not applicable. In 2014/2015, 66.7% of users strongly agreed or agreed. 23.8% "neither agreed nor disagreed". Two respondents (9.6%) "Disagreed" or "Strongly disagreed" with the statement.

Please indicate your overall satisfaction with the following by ticking the appropriate box I was satisfied with the overall service that the Resource management team provided.

Answered: 27 Skipped: 3



Please indicate your overall satisfaction with the following by ticking the appropriate box, I was satisfied with the overall service that the Resource management team provided.

Answer Options	Response Percent	Response Count
Strongly Agree	0%	0
Agree	63%	17
Neither agree nor disagree	19%	5
Disagree	11%	3
Strongly Disagree	4%	1
Don't Know/Not applicable	4%	1
Please comment on why you chose this rating		4
answered question		27
skipped question		3

Respondent No	Please comment on why you chose this rating
1	Can always be made easier and cheaper
2	Much easier to deal with compared with QLDC.
3	I let the builder and designer handle the stuff that I didn't quite understand and they kept the process moving for me, so my dealing with the process was as minimal as it could be.
4	Absolutely appalling service

Question 25 - If there was one aspect of the service you could change what would it be?

If there was one aspect of the service you could change what would it be?

Answer Options	Response Count
	10
<i>answered question</i>	10
<i>skipped question</i>	20

Respondent No	Response Text
1	Can always be made easier and cheaper
2	It would be helpful if supplied contact details for specific staff on website especially if particular staff specialise in particular types of consent applications.
3	Better guide on info required
4	That when the application comes back because something extra is required it comes back with all the details that are needed so that it only needs to be done once, not 2 or 3 times, each time extending the time of processing out further.
5	Better online information or ability to submit online
6	Maybe have specific forms for different consent types
7	Easier access to templates for AEE's and Risk assessments or examples of completed ones
8	Make the service more user friendly and quicker.
9	Massive time wasted and cost waiting for people to even read a "straight-forward application" which had been prepared with the assistance of council staff
10	Speed of processing - building consent and land use consent applied for at same time but land use consent took a lot longer to come through

Question 26 - If you have any additional comments about the service or specific areas for improvement please comment below

If you have any additional comments about the service or specific areas for improvement please comment below.

Answer Options	Response Count
	3
<i>answered question</i>	3
<i>skipped question</i>	27

Respondent No	Response Text
1	Overall very happy
2	Service very helpful with respect to a change in Consent Conditions.
3	I even had other businesses calling me to say that they would approach the media with their concerns regarding how big an impediment to progress this department is. Attitude needs to change from "how do we make this difficult" to "how do we help get this project underway".