

Long Term Plan 2024-34 Joint development briefing

Oct 3, 2023

Long Term Plan 2024-34

- This briefing is one of a series held as part of the development of the Long Term Plan 2024-34.
- **All discussions involve draft material and reflect a position on the day.**
- Decisions will be set out in the draft Long Term Plan, which will be adopted for consultation in February 2024.
- This recording is intended to provide residents with an overview and understanding of the big picture issues, and therefore may not include all detail and matters discussed at the briefing.

Building Regulation

- *Building Consenting*
- *Building Inspections and Code Compliance Certificates*
- *Building Regulatory Public Advice*
- *Building Consent Pre-Application Meetings*
- *Compliance Schedules & Annual Building Warrants of Fitness*
- *Building Consent Authority Accreditation Compliance*
- *Discretionary Exemptions & Certificates of Acceptance*
- *Certificates for Public Use*
- *Building Related Claim Management*
- *Periodic Inspection of Residential Swimming Pools*
- *Earthquake Prone Buildings*
- *Amusement Device Licensing & Inspection*
- *Emergency Management – Building Assessment*
- *Project Information Memoranda*

1. What this activity delivers

- Issue of Building Consenting, carrying out Building Inspections and issue of Code Compliance Certificates
- Issue of Compliance Schedules and audit the annual Building Warrant of Fitness regime
- Provide Building Regulatory advice including Eco Design Advice
- Provide Building Consent Pre-Application Consultation including Fire Engineering Brief Consultation
- Issue discretionary exemptions & certificates of acceptance
- Issue certificates for public use
- Issues Notices to Fix
- Maintain Building Consent Authority Accreditation Compliance
- Undertake periodic inspection of residential swimming pools
- Undertake Earthquake Prone Building assessment and notice issue
- License and inspection of amusement devices
- Building Claims Management
- Emergency Management – Building Assessment

The activity also the full range of regulatory requirement under the Building Act covering both roles of Building Consent Authority and Territorial Authority.

Building Act consenting and compliance regulatory advice and response to public and elected member enquiries is also provided. This includes staff responses to public and elected member requests for information, media/LGOIMA requests, elected member enquiries, public enquiries.

Specialist **Eco Design Advice** is also provided on new home design and renovation. Our expert advisor advocates for creating healthier buildings, improving energy water and material use, minimising waste, and reducing the environmental impact of buildings.

As well as issuing the various consents and certificates the Unit operates a robust **discretionary exemption** process. This where the scope of the building work is marginally beyond the scope of a particular exemption, an application can be made to for a discretionary exemption. This means we can use our discretion in deciding whether the project needs a building consent.

Certificate of acceptance (COA) may be issued detailing the level to which unconsented building work complies with the building code. A COA provides building code certification on work that has been carried out without a required building consent, and that we have reasonable grounds to believe complies. It qualifies work that cannot be inspected, so is not as comprehensive as a code compliance certificate.

If it is intended to let the public use a building before a code compliance certificate is issued, a **Certificate for Public Use** (CPU) must be in place. We actively issue and monitor CPU expiry and compliance.

Residential swimming pools must be inspected every three years. (These mandatory inspections do not apply to small, heated pools where the barrier is a safety cover). We are responsible for ensuring the pools are inspected to check whether they continue to comply with the Building Act.

We review **earthquake prone building** (EPB) assessments and decide to issue an EPB notice and update the National Register.

All mechanical **amusement devices** at events (such as ferris wheels, merry-go-round, and dodgem cars) must have a Certificate of Registration issued by Worksafe New Zealand. Before an amusement device is operated, the owner must apply to the Council for a permit to operate the device and have it inspected.

This activity includes the following services:

✓	Building Consenting – Receive & vet consent application for acceptance, process application for compliance with the building code.
✓	Building Inspections & Code Compliance Certificates – Undertake inspections of building work at various stages during the build to assess compliance with consent, process application for code compliance certificate on completion of building work.
✓	Building Regulatory Public Advice – Provide advice to public enquires via phone, email, internet or in person in relation to compliance with various building legislation.
✓	Building Consent Pre-Application Consultation – Tailored pre-application guidance for projects that need a building consent.
✓	Compliance Schedule & Annual Building Warrants of Fitness - Issue new and amend existing compliance schedules which identify specified systems. Undertake and audit regime of each building warrant of fitness.
✓	Building Consent Authority Accreditation Compliance - Maintain and operate a quality assurance system to ensure continued accreditation as a building consent authority.
✓	Discretionary Exemptions & Certificates of Acceptance - Process applications for discretionary exemption from the requirement for a building consent. Process applications for certificates of acceptance to legalise un-consented building work
✓	Certificates for Public Use - Process applications to permit public occupation of non-residential building yet to achieve code compliance certification.
✓	Building Related Claims Management – Actively manage and respond to potential and actual negligence claims against the Council.
✓	Periodic Inspection of Residential Swimming Pools - Residential pools are inspected in a three-year cycle to ensure they continue to comply.
✓	Earthquake Prone Buildings - (EPB's) request and review seismic assessments and decide to issue an EPB notice and update the National Register. Monitor upgrading of earthquake prone buildings and update National Register.
✓	Amusement Device Licensing & Inspection - Issue permits for and undertake inspections of amusement device rides (In addition to having Certificate of Registration from Worksafe NZ).
✓	Emergency Management – Building Assessment – Ensure sufficient staff are trained and recognised as Rapid Building Assessors. Respond to request for deployment of Rapid Building Assessors in National and Local Emergencies.
✓	Project Information Memoranda – Receive and process applications for project information memoranda.

Interesting Statistics



Number of Commercial (Building Category) Consents Granted:

1 July 2022 – 30 June 2023: 727

1 July 2021 – 30 June 2022: 764

1 July 2020 – 30 June 2021: 728

1 July 2019 – 30 June 2020: 830

1 July 2018 – 30 June 2019: 980



Number of Pools and Spa Inspections:

1 July 2022 – 30 June 2023: 2070

1 July 2021 – 30 June 2022: 2569

1 July 2020 – 30 June 2021: 1597

1 July 2019 – 30 June 2020: 1097

1 July 2018 – 30 June 2019: 1150

Number of Building Consents Granted for Apartment Units:

1 July 2022 – 30 June 2023: 1233

1 July 2021 – 30 June 2022: 1162

1 July 2020 – 30 June 2021: 1717

1 July 2019 – 30 June 2020: 1351

1 July 2018 – 30 June 2019: 1027



Interesting Inspections Statistics

BC Inspections Completed	FY2022/23	FY2021/22	FY2020/21	FY2019/20	FY2018/19
Residential (Building Category)	31871	27623	26994	21289	24959
Commercial (Building Category)	4216	3842	4363	4578	6508
Total:	36087	31465	31357	25867	31465



More Interesting statistics

Number of Residential Building Consents Granted:

1 July 2022 – 30 June 2023: **4287**
1 July 2021 – 30 June 2022: **4340**
1 July 2020 – 30 June 2021: **4067**
1 July 2019 – 30 June 2020: **3676**
1 July 2018 – 30 June 2019: **3686**



Number of Detached Dwellings Building Consents Granted:

1 July 2022 – 30 June 2023: **1482**
1 July 2021 – 30 June 2022: **1610**
1 July 2020 – 30 June 2021: **1370**
1 July 2019 – 30 June 2020: **1278**
1 July 2018 – 30 June 2019: **1163**



Amusement Device Inspections

We completed a total of

162

Inspections for Event Companies for the period
1 July 2022 to 30 April 2023



Summary Snapshot of Activity 2018 – June 2023

	FY 2022/23	FYI 2021/22	FY2020/21	FY2019/20	FY2018/19
Number of Building Consents Granted					
Residential	4287	4340	4067	3676	3686
Commercial	727	764	728	830	980
Total	5014	5104	4794	4506	4666
Number of new detached dwellings	1482	1610	1370	1278	1163
Number of new apartments	1233	1162	1717	1351	1027
Code Compliance Certificates Issued					
Residential	3431	3352	3807	3504	3781
Commercial	450	462	521	653	751
Total	3881	3814	4328	4157	4532
Certificates for Public Use issued	179	131	186	174	206
Certificates of Acceptance issued	192	170	212	172	210
Compliance Schedules	143	142	160	141	167
Exemptions (approved)	1892	2097	2051	2032	2057

What our community is saying

“Thank you for assisting us throughout the process, keep up the good work. Hats off to your team!” (May 2023)

“The council officers that I spoke to were awesome, very polite, took time to explain the questions I asked and overall, it was a pleasure dealing with the council. Very easy and informative. Very clear info was provided. Great experience” (April 2023)

“Great people. Excellent listeners and very competent. I was very surprised at how understanding Council staff were with my struggles... very supportive and showed great empathy and understanding. They made it easy for me to achieve my compliance requirements” (April 2023)

“Appreciated the good communication and knowledge of the inspector. Great experience to some I have had elsewhere in the country” (April 2023)

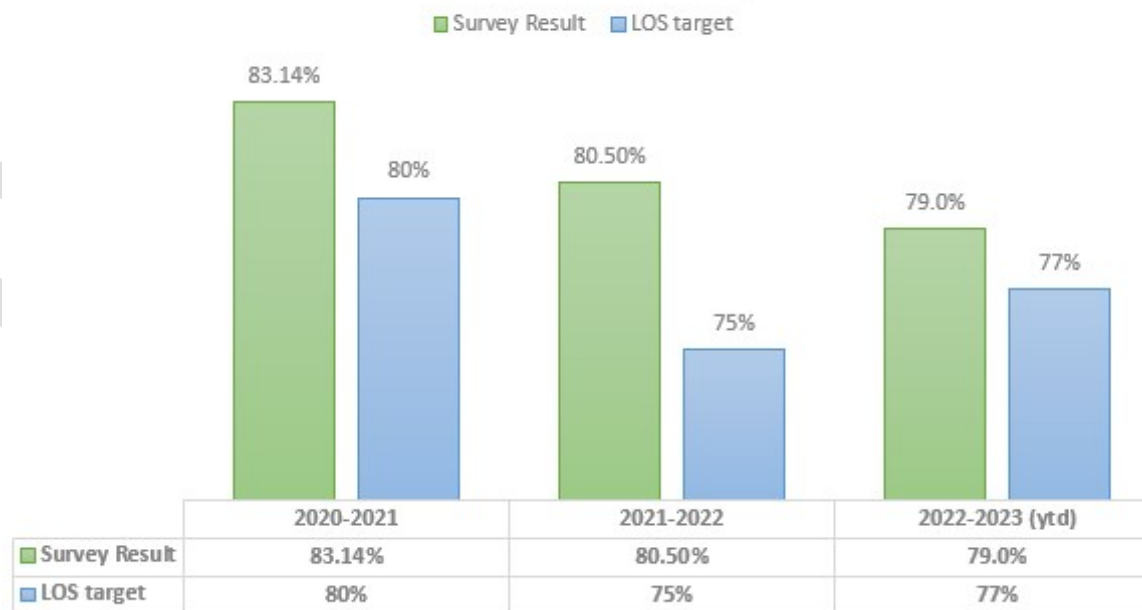
“As with all dealings with consent and compliance on this project, the staff and timely responses have been exemplary. I can't speak highly enough of the help given by the compliance team throughout, often outside of normal working hours to help meet an urgent deadline. Just a huge thank you to the team involved” (April 2023)

“Very helpful and assisted in getting the required information sent through. Thanks for being helpful and working with us to get this sorted. Greatly Appreciated for everyone's hard work” (January 2023)

“Very professional, knowledgeable, friendly. So easy to understand and deal with. Highly recommend. The staff I have dealt with have been amazing” (Sept 2022)





Key Stakeholders		Key Customers
MBIE	NZIBI	Licensed Building Practitioners
IANZ	NZ Institute of Surveyors	Designers
FENZ	Plumber, Gasfitters & Drainlayers Board	Developers
Other BCA's	BRANZ	Building Owners
ADNZ	LINZ	IQP
ENZ	Environment Canterbury	Plumbers
NZIA	Worksafe	Drainlayers
Master Builders	Heritage NZ	Building Users
Master Plumbers		Engineers
Certified Builders		Surveyors
BOINZ		Heating Installers

Customer Satisfaction Survey Results









2. Why we deliver this activity

2.1. Community Outcomes: How this activity contributes


Community Outcomes		Contribution*	Key contributions to achieving our community outcomes
	A collaborative confident city Our residents have the opportunity to actively participate in community and city life, have a strong sense of belonging and identity, and feel safe.	★★★★	<ul style="list-style-type: none"> We ensure new and altered buildings meet the requirements of the building code and are built with the requisite resilience to ensure that we create a safe, healthy, and sustainable place for people live in. We ensure that buildings have attributes that contribute appropriately to the well-being, health, and physical independence, particularly in regard to people with disabilities, of the people who use them
	A green, liveable city Our neighbourhoods and communities are accessible and well-connected, supporting our goals to reduce emissions, build climate resilience and protect and regenerate the environment, especially our indigenous biodiversity, water bodies and tree canopy.	★★★★	<ul style="list-style-type: none"> We provide a free Eco Design Advice service to promote the development of healthier buildings, improve energy, water, and material use, minimise waste, and reduce the environmental impact of buildings.
	A cultural powerhouse city Our diverse communities are supported to understand and protect their heritage, pursue their arts, cultural and sporting interests, and contribute to making our city a creative, cultural and events powerhouse.	★	<ul style="list-style-type: none"> We utilise principals set out in the Building Act to facilitate the preservation of buildings of significant cultural, historical, or heritage value.
	A thriving prosperous city Our city is a great place for people, business, and investment where we can all grow our potential, where enterprises are innovative and smart, and where together we raise productivity and reduce emissions.	★★★★	<ul style="list-style-type: none"> A well-functioning, easily accessible, and reliable building regulation service allows citizens to have the faith to invest in Christchurch. Effective building regulation services ensure developers feel part of a modern and robust liveable city which promotes strong communities and a prosperous economy. Our Case Management Services facilitate investment in the city, ensuring large scale projects are carried out efficiently and with as much help as possible from Council.
*Level of contribution – what this means			
★★★★	This activity is critical to the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service		
★★★	This activity strongly supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service for some elements		
★★	This activity supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service if practicable		
★	This activity may provide incidental support to achieving this community outcome – it's not cost-effective to measure our impact		

2.2. Strategic Priorities - How this activity supports progress on our priorities


Strategic Priorities		Contribution*	How our strategic priorities influence the way we work
	Be an inclusive and equitable city which puts people at the centre of developing our city and district, prioritising wellbeing, accessibility, and connection	★★★	<ul style="list-style-type: none"> We ensure new builds and repairs meet the minimum standards and are built with greater resilience to ensure that we create a safe, healthy, and sustainable place for people live in.
	Champion Christchurch and collaborate to build our role as a leading New Zealand city	★	<ul style="list-style-type: none"> Effective building regulation services ensure developers feel part of a modern and robust liveable city which promotes strong communities and a prosperous economy.
	Build trust and confidence in the Council through meaningful partnerships and communication, listening to and working with residents	★★★	<ul style="list-style-type: none"> A functioning, easily accessible, and reliable building regulation service allows citizens to have the faith to invest in Christchurch.
	Reduce emissions as a Council and as a city, and invest in adaptation and resilience, leading a city-wide response to climate change while protecting our indigenous biodiversity, water bodies and tree canopy	★★★	<ul style="list-style-type: none"> We provide a free Eco Design Advice service to promote the development of healthier buildings, improve energy, water, and material use, minimise waste, and reduce the environmental impact of buildings.
	Manage ratepayers' money wisely, delivering quality core services to the whole community and addressing the issues that are important to our residents	★★★	<ul style="list-style-type: none"> A well-functioning, easily accessible, and reliable building regulation service gives citizens a quality, value-for-money service.
	Actively balance the needs of today's residents with the needs of future generations, with the aim of leaving no one behind	★★	<ul style="list-style-type: none"> We provide a free Eco Design Advice service to promote the development of healthier buildings, improve energy, water, and material use, minimise waste, and reduce the environmental impact of buildings.
*Levels of contribution – what this means			
★★★★	This activity is critical to the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service		
★★★	This activity strongly supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service for some elements		
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2.3. Climate Resilience Goals: How this activity supports climate resilience goals


Net zero emissions Christchurch

	<p>Key sources of greenhouse gas emissions from the Building Regulation activity includes:</p> <ul style="list-style-type: none"> Emissions from Council vehicles being used to undertake building inspections and site visits.
	<p>The Building Regulation activity is taking the following actions to reduce greenhouse gas emissions:</p> <p>Operational/embedded greenhouse gas emissions:</p> <ul style="list-style-type: none"> Fossil fuel inspection vehicles are being phased out and replaced with electric vehicles. <p>Greenhouse gas emissions by users of services we provide:</p> <ul style="list-style-type: none"> Remote inspection technology is being increasingly utilised, reducing the number of site inspections/visits.

We understand and are preparing for the ongoing impact of Climate change

	<p>Key climate risks for the Building Regulation activity includes:</p> <ul style="list-style-type: none"> Maintaining knowledge and contributing to national building legislative changes
	<p>Options being considered to reduce the risks to the Building Regulation activity and the community posed by those climate risks include:</p> <ul style="list-style-type: none"> Ensuring sufficient staff resource and time is available to adequately input to legislative change and train staff in new requirements.

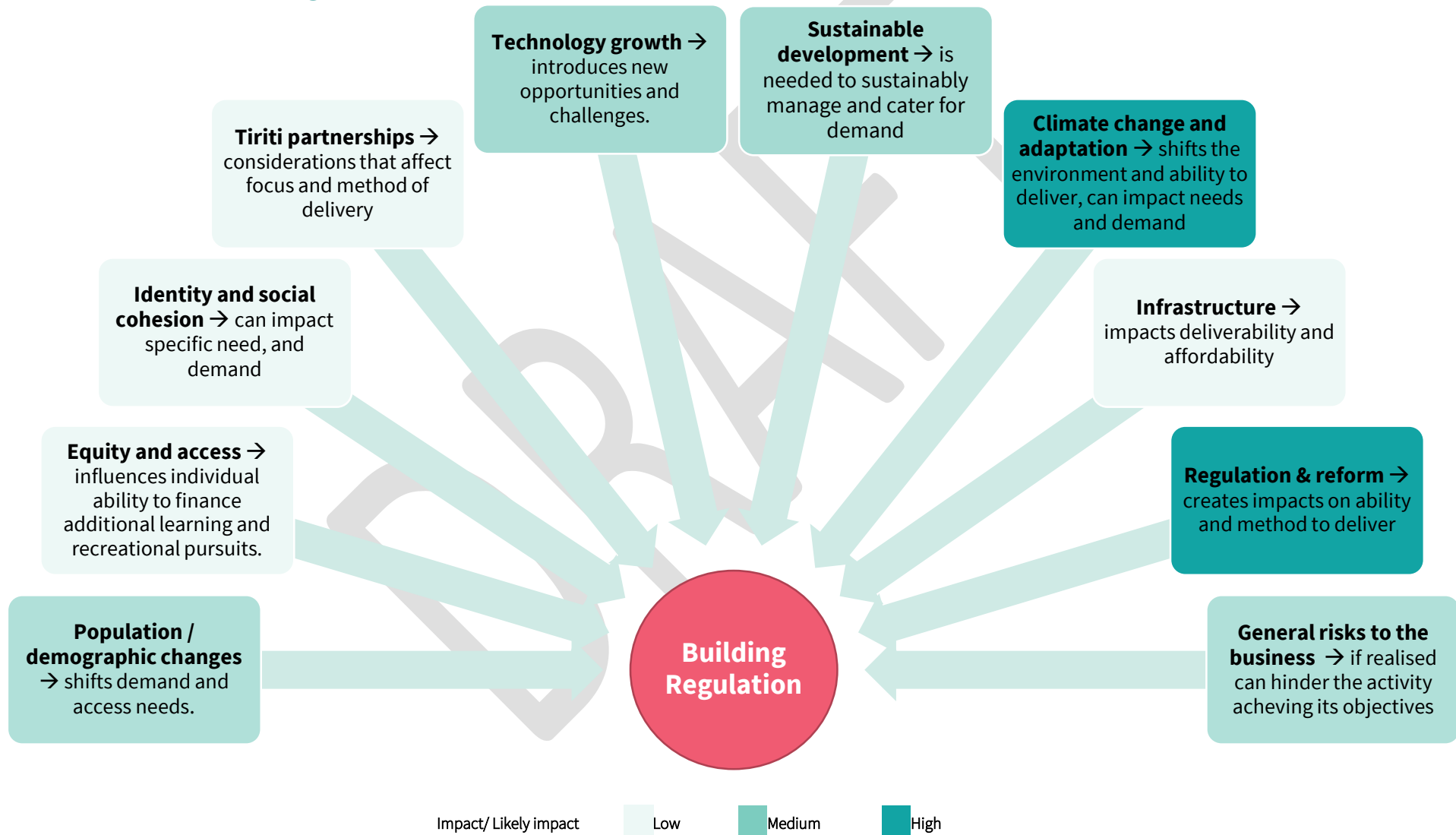
We are guardians of our natural environment and taonga

	<p>Please describe a pilot project you will undertake in the next three years to increase understanding of emissions reduction options and building resilience to climate risks relevant to your activity.</p> <ul style="list-style-type: none"> We will be contributing and providing feedback specifically on the following MBIE Climate Change Amendments: <ul style="list-style-type: none"> Make it mandatory for new and existing public, industrial and large-scale residential buildings (such as multi-storey apartment buildings) to hold energy performance ratings. Require those intending to undertake certain building or demolition work to have a waste minimisation plan. Change the principle and purposes of the Building Act, to clarify that change is a key consideration:
	<p>Please explain any levels of service changes in this LTP, or that may be required in the future as a result of climate change.</p> <ul style="list-style-type: none"> This activity has no level of service changes that may be required because of climate change.

3. How we are planning for future impacts

There are various factors influencing current and future demand for Council library facilities and the ability to deliver them. These are listed below.

3.1. Issues impacting current and future activity demand and deliverability.



3.2. The high impact issues and mitigations planned

The more prominent ones that in particular effect our Community Outcomes or Strategic Priorities are summarised on this page. For further details on issues, including the current status, future projections, likely impact and mitigations please see Appendix B.

Climate change and adaptation



This has the potential to impact how we operate in the short and long term by determining new operating models or standards that our services will be required to implement or be impacted by.

Mitigating actions to ensure we work closely with central government to understand and input into legislative changes so that we are aware of the impacts and timing of changes and our practices support them. This will include ongoing training and upskilling of staff.

Regulation and reform

This has the potential to impact how we operate in the short and long term. Ongoing national reform programmes may determine new operating models or standards that our services will be required to implement or be impacted by.

Mitigating actions to ensure we work closely with central government to understand and input into reforms so that we are aware of the impacts and timing of changes. This will include ongoing training and upskilling of staff.







Building Regulation




4. Our levels of service

Council's Levels of Service (LoS) measures enable us to monitor and report against our outcomes and service performance. See Appendix A: Levels of Service Details for more detail.

Services & Levels of Service measurements

- ➔ *Building Regulation has 8 **Community (C) Levels of Service**. (These LOS community facing and will be published in our Statement of Service Provision)*
- ➔ *Building Regulation also has 5 **Management (M) Levels of Service**. (These are LOS that are measured in the organisation to ensure service delivery)*

 Building Consenting		 Building Inspections and Code Compliance Certificates	
Service contributes to: <ul style="list-style-type: none"> A collaborative confident city A cultural powerhouse city A thriving prosperous city This is by generally delivering the targets of the levels of service promised.	Levels of Service <ul style="list-style-type: none"> Grant Building Consents within 20 working days Ensure % satisfaction with building consent process 	Service contributes to: <ul style="list-style-type: none"> A collaborative confident city A thriving prosperous city This is by generally delivering the targets of the levels of service promised.	Levels of Service <ul style="list-style-type: none"> Carryout building inspections in a timely manner Issue Code Compliance Certificates with 20 working days
 Building Consenting public advice		 Manage the consent preparation process meetings	
Service contributes to: <ul style="list-style-type: none"> A collaborative confident city A thriving prosperous city This is by generally delivering the targets of the levels of service promised.	Levels of Service <ul style="list-style-type: none"> Provide a public advice service to support building consenting customers. Provide a quality Eco design advice service 	Service contributes to: <ul style="list-style-type: none"> A collaborative confident city A thriving prosperous city This is by generally delivering the targets of the levels of service promised.	Levels of Service <ul style="list-style-type: none"> Ensure % satisfaction with building consenting pre-application service.
 Annual Building Warrants of Fitness		 Building Accreditation Review	
Service contributes to:	Levels of Service	Service contributes to:	Levels of Service

<ul style="list-style-type: none"> • A collaborative confident city <p>This is by generally delivering the targets of the levels of service promised.</p>	<ul style="list-style-type: none"> • Audit Building Warrant of Fitness to ensure public safety and confidence 	<ul style="list-style-type: none"> • A collaborative confident city • A thriving prosperous city <p>This is by generally delivering the targets of the levels of service promised.</p>	<ul style="list-style-type: none"> • Building Consent Authority status is maintained
 Building policy		 Claim Management – building-related	
Service contributes to: <ul style="list-style-type: none"> • A collaborative confident city • A cultural powerhouse city • A thriving prosperous city <p>This is by generally delivering the targets of the levels of service promised.</p>	Levels of Service <ul style="list-style-type: none"> • Maintain a public register of earthquake prone buildings in Christchurch 	Service contributes to: <ul style="list-style-type: none"> • A collaborative confident city <p>This is by generally delivering the targets of the levels of service promised.</p>	Levels of Service <ul style="list-style-type: none"> • Respond to building related claims under the appropriate forum
 Project Information Memoranda			
Service contributes to: <ul style="list-style-type: none"> • A collaborative confident city • A green liveable city • A cultural powerhouse city • A thriving prosperous city <p>This is by generally delivering the targets of the levels of service promised.</p>	Levels of Service <ul style="list-style-type: none"> • Process project information memoranda applications within statutory timeframes 		

5. How assets will be managed to deliver the services

This activity does not have assets.

DRAFT

6. Capital expenditure and key capital projects

This activity does not have capital expenditure and key capital projects.

DRAFT

7. Financial resources needed

7.1. Resources needed

Indicative budgets are based on the 2023/24 Annual Plan projections for the balance of the current LTP. They are subject to year-end capital carry forwards, and further refinement of inflation and other assumptions for the new LTP

Building Regulation

000's	Annual Plan 2023/24	LTP 2024/25	LTP 2025/26	LTP 2026/27	LTP 2027/28	LTP 2028/29	LTP 2029/30	LTP 2030/31
Activity Costs Before Overheads by Service								
Building Consenting	7,679	8,058	8,331	8,566	8,801	9,017	9,216	9,380
Bldg Insp & Code Compliance Cert	5,533	5,784	5,965	6,132	6,293	6,438	6,580	6,711
Building Consenting Public Advice	987	1,032	1,066	1,096	1,126	1,153	1,178	1,202
Manage the Consent Prep Process Mtgs	143	150	155	159	164	168	171	175
Annual Building Warrants of Fitness	1,266	1,324	1,368	1,406	1,444	1,478	1,511	1,541
Building Accreditation Review	1,127	1,280	1,204	1,360	1,272	1,430	1,333	1,492
Building Policy	189	197	204	210	215	220	225	230
Claim Management - Building Related	142	149	154	158	162	166	170	173
Swimming Pool Inspections	208	217	224	231	237	243	248	253
	17,274	18,192	18,670	19,317	19,714	20,313	20,632	21,157
Activity Costs by Cost Type								
Direct Operating Costs	998	1,144	1,064	1,214	1,123	1,276	1,174	1,329
Direct Maintenance Costs	5	5	6	6	6	6	6	6
Staff and Contract Personnel Costs	16,138	16,906	17,464	17,953	18,438	18,880	19,295	19,661
Other Activity Costs	133	136	136	144	148	152	158	161
Overheads, Indirect and Other Costs	8,473	8,808	9,160	9,329	9,603	9,915	10,057	10,268
Depreciation	24	24	10	9	5			
Debt Servicing and Interest								
Total Activity Cost	25,771	27,024	27,841	28,655	29,322	30,228	30,689	31,425
Funded By:								
Fees and Charges	23,839	24,374	25,178	25,883	26,582	27,220	27,819	28,375
Grants and Subsidies								
Cost Recoveries								
Other Revenues								
Total Operational Revenue	23,839	24,374	25,178	25,883	26,582	27,220	27,819	28,375
Net Cost of Service	1,932	2,650	2,663	2,772	2,741	3,008	2,870	3,050
Funding Percentages								
Rates	7%	10%	10%	10%	9%	10%	9%	10%
Fees and Charges	93%	90%	90%	90%	91%	90%	91%	90%
Grants and Subsidies	0%	0%	0%	0%	0%	0%	0%	0%
Cost Recoveries	0%	0%	0%	0%	0%	0%	0%	0%
Other Revenues	0%	0%	0%	0%	0%	0%	0%	0%
Capital Expenditure								
Total Activity Capital								

7.2 Funding consideration and outcome

Section 101 Local Government Act 2002 - Funding Consideration. The following tables are based on the financials from the previous page.

Council funds the Building Regulation Activity predominately through fees and charges. This means that most funding comes from developers, mostly on the basis of user pays/ exacerbator pays.

This funding approach is based on applying the following main funding principles to determine the funding policy.

Funding principles considered for operating costs

Consideration for funding method	Result	Implication
User-Pays <i>the degree to which the Activity can be attributed to individuals or identifiable groups rather than the community as a whole</i>	High	Fund from Fees and Charges
Exacerbator-Pays <i>the degree to which the Activity is required as a result of the action (or inaction) of individuals or identifiable groups</i>	High	Fund from Fees and Charges
Inter-Generational Equity <i>the degree to which benefits can be attributed to future periods</i>	Low	Fund from Fees and Charges
Separate Funding? <i>the degree to which the costs and benefits justify separate funding for the Activity</i>	High	Fund from Fees and Charges

Outcome: Funding for operating costs

Source	Proportion funded*	Funding Mechanisms
Individual / Group	High	Fees and Charges
Community	Low	General Rates

Funding of net capital expenditure

Net means after specific capital grants/subsidies/funding

Category of capex	How it is funded initially - Refer also to Financial Strategy	Proportion*
Renewal/replacement	Mix of rates and debt, but mostly rates – because the renewal / replacement programme is continuous. In future years, debt repayment is funded by rates.	Nil
Service improvement	Debt – because the benefits of capital expenditure on service improvement are received in future periods. In future years, debt repayment is funded by rates.	Nil
Growth	Development contributions and debt – because the benefits of capital expenditure relating to growth are received in future periods. In future years, debt repayment is funded by a mix of development contributions and rates.	Nil

Outcome: Initial funding for capital

Initial funding source	Proportion of capex funded*
Rates	N/A
Borrowing	N/A
Development Contributions	N/A
Grants and Other	N/A

* Low = this source provides 0%-25% of the funding for this Activity, Medium = this source provides 25%-75% of the funding for this Activity, High = this source provides 75%-100% of the funding for this Activity

More information on the Council's Finance and Funding Policies can be found in the [Financial Strategy](#) and the [Revenue and Financing Policy](#)

8. Possible significant negative impacts on wellbeing



This activity may have significant negative effects on social, economic, environmental, or cultural wellbeing of the local community, now or in the future.

Negative Effect	Mitigation
Social	
Customers may feel over regulated or frustrated at level of regulation	Ensure meaningful public advice is provided explaining why the regulation is in place and how to navigate. Be proactive in updated community of regulatory change
Economic	
Cost of compliance	Given the activity is predominately enforcing central government legislation, MBIE are currently undertaking a review on the Consenting System to ensure it remains fit for purpose.
Environmental	
Legislations does not keep pace with environmental impacts	<p>There are a number of proposed amendments to the Building Act to support New Zealand's climate change goals, including,</p> <ul style="list-style-type: none"> • Making it mandatory for new and existing public, industrial and large-scale residential buildings (such as multi-storey apartment buildings) to hold energy performance ratings. • Requiring those intending to undertake certain building or demolition work to have a waste minimisation plan. • Changing the principle and purposes of the Building Act, to clarify that change is a key consideration.
Cultural	
Appropriate consideration may not be given to various Building Act decisions.	Ensure staff are understand Building Act Principle 4(2)(d) <i>the importance of recognising any special traditional and cultural aspects of the intended use of a building:</i>

Questions

Long Term Plan 2024-34 Joint development briefing

Oct 3, 2023

Long Term Plan 2024-34

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- **All discussions involve draft material and reflect a position on the day.**
- Decisions will be set out in the draft Long Term Plan, which will be adopted for consultation in February 2024.
- This recording is intended to provide residents with an overview and understanding of the big picture issues, and therefore may not include all detail and matters discussed at the briefing.

Long Term Plan 2024-34 Activity Plan

Regulatory Compliance and Licensing

- *Animal Management Services*
- *Compliance and Investigation services*
- *Alcohol Licensing services*
- *Environmental Health services*
- *Food safety services*
- *Regulatory Compliance, Licensing and Registration public advice*

Adopted XX and XX June 2024

1. What this activity delivers

The grouping of services under this Activity relate to the regulatory functions for the statutes that have been delegated to Council to administer via Local Government New Zealand.

This activity includes the following services:



Animal Management Services are responsible for the administration and enforcement of the Dog Control Act 1996, the Christchurch City Council Dog Control Bylaw 2016 (which includes the general control of dogs within the city), the Christchurch City Council Stock Control Bylaw 2008 and the Impounding Act 1955 (which includes the general control of stray and wandering stock). Education programmes are delivered in schools with the aim of educating future dog owners of their responsibilities and therefore preventing dog related offences occurring.



Compliance and Investigation services are conducted across a range of statutes including the Resource Management Act 1991, the Building Act 2004, Local Government Act 2002, and the Litter Act 1979. This area also incorporates compliance activities relating to Council Bylaws such as the Freedom Camping Bylaw 2015 and Public Places Bylaw 2008, Brothels (Location and Signage) Bylaw 2013.



Alcohol Licensing services administer under the Sale and Supply of Alcohol Act 2012, on behalf of the Council and the Secretary of the District Licensing Committee, the processing of applications for Alcohol Licences and General Managers' Certificates. The Alcohol Licensing inspectors also carry out enforcement and compliance monitoring of licensed premises in conjunction with the NZ Police and representatives of the Medical Officer of Health.



Environmental Health services manage and monitor matters of public health, including the abatement of environmental health nuisances, noise control, contaminated land, offensive trades, and hazardous substances.



Food safety services include licensing and monitoring activities for food premises under Food Act 2014 (which took effect on 1 March 2016), hairdressers and funeral parlours under the Health (Hairdressers) Regulations 1980 and Health (burial) Regulations 1946, and Camping Grounds in relation to compliance with Campground Regulations 1985.



Regulatory Compliance, Licensing and Registration public advice is provided for citizens annually via Counter Services, phone enquiries and email enquiries.



A snapshot of provision and use for 2023/24:

Barking dogs

2388



Dog biting

580



Dog rushing

572



Dog welfare

123



Found dogs

2280



Lost dogs

777



Prohibited Area

104



Wandering dogs

2257



Wandering Stock

169



High Risk premises

123



Site Inspections

1682



Premises applications for licences

416



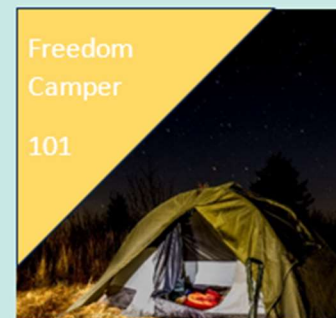
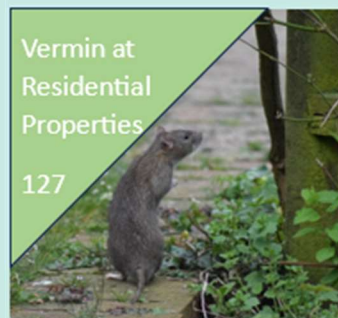
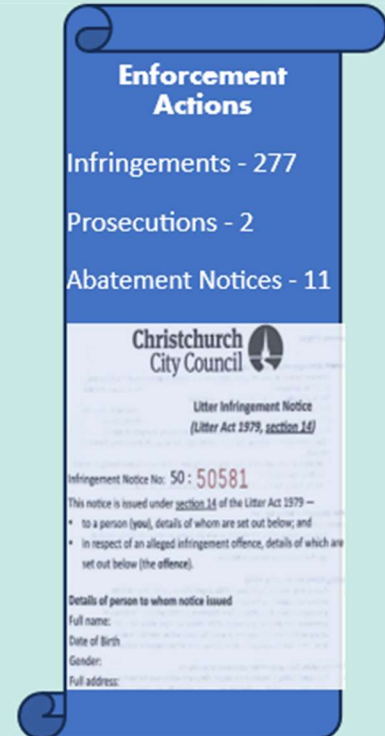
40,000

Registered dogs in
Christchurch



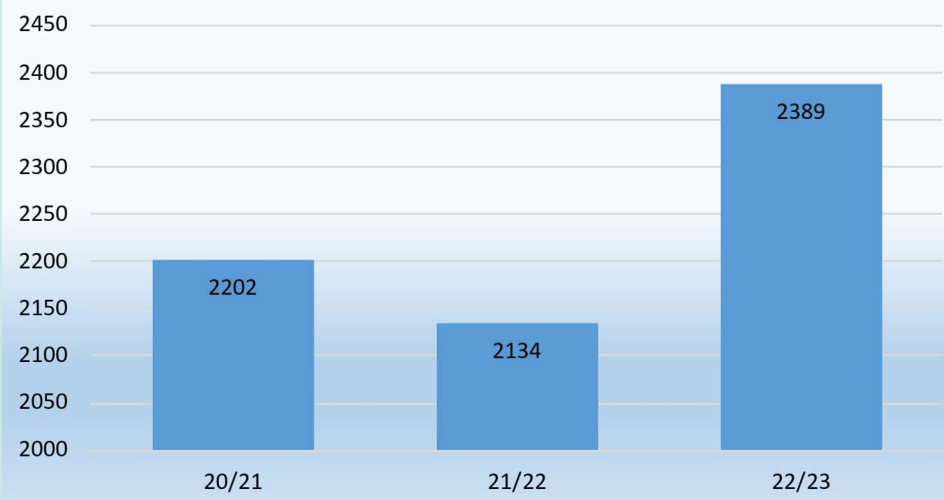


A snapshot of provision and use for 2023/24:

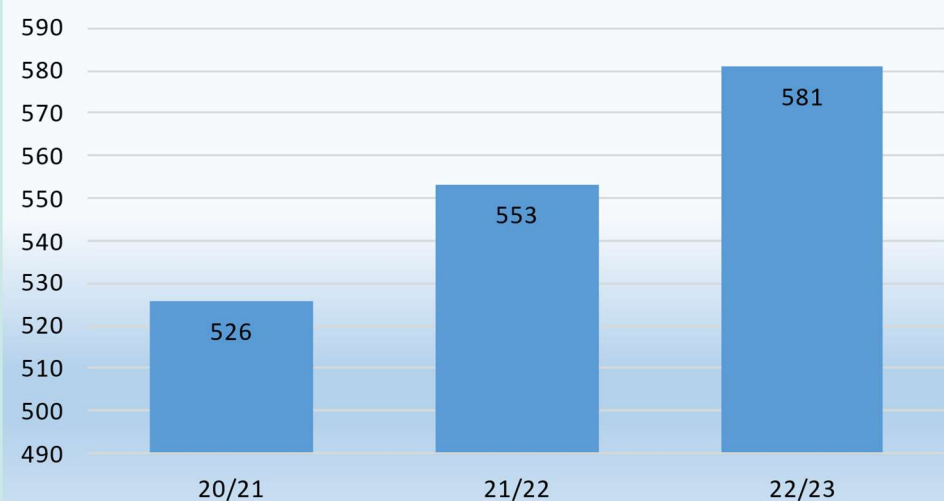


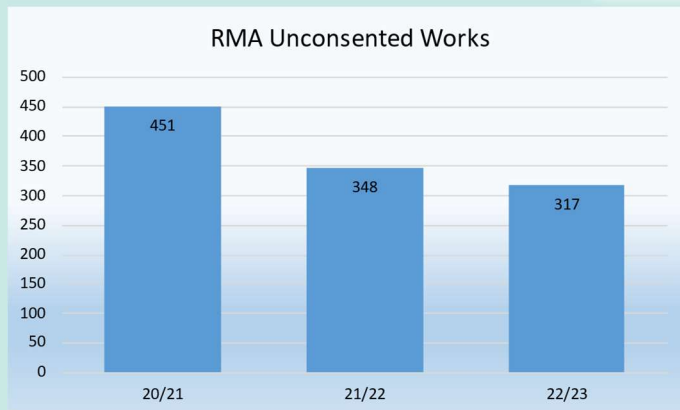
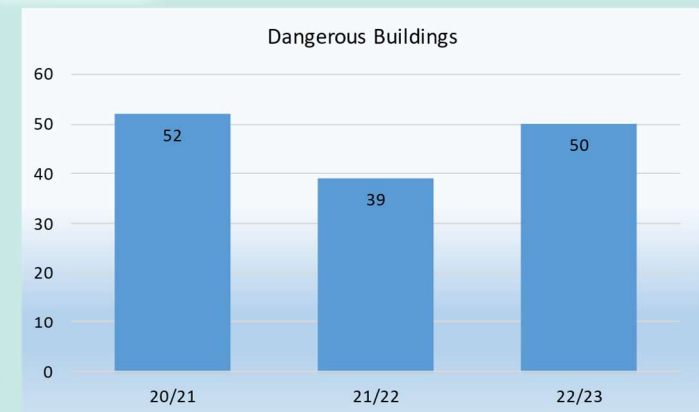
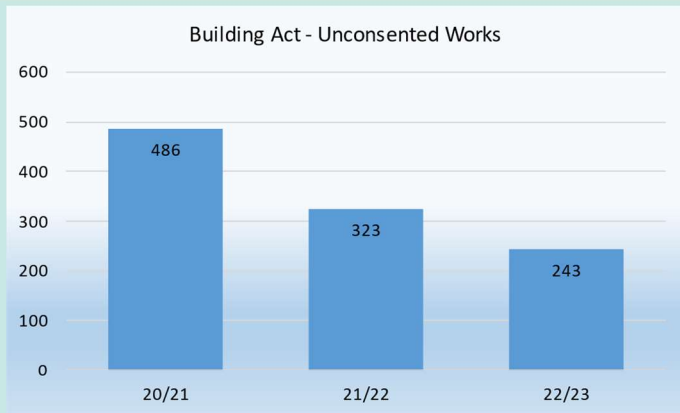
Interesting Statistics

Barking Dogs







Dog Biting











Why we deliver this activity

1.1. Community Outcomes: How this activity contributes


Community Outcomes		Contribution*	Key contributions to achieving our community outcomes
	Collaborative and confident Our residents have the opportunity to actively participate in community and city life, have a strong sense of belonging and identity, and feel safe.	★ ★ ★	The Council has wide-ranging responsibilities for keeping its communities safe and healthy, many specified by legislation. This activity plays a key role in supporting our progress towards this outcome, by carrying out compliance monitoring activities and responding to reports of potential breaches or incidents with respect to dog control, alcohol licensing, food safety, environmental health, resource management, building and various Council bylaws.
	Green and liveable Our neighbourhoods and communities are accessible and well-connected, supporting our goals to reduce emissions, build climate resilience and protect and regenerate the environment, especially our biodiversity, water bodies and tree canopy.	★	This activity supports compliance with rules and bylaws which contribute to the district's liveability but is not responsible for developing those rules.
	A cultural powerhouse Our diverse communities are supported to understand and protect their heritage, pursue their arts, cultural and sporting interests, and contribute to making our city a creative cultural and events 'powerhouse'.		
	Thriving and prosperous Our city is a great place for people, business, and investment where we can all grow our potential, where enterprises are innovative and smart, and where together we raise productivity and reduce emissions.		
*Level of contribution – what this means ★★★★★ This activity is critical to the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service ★★★ This activity strongly supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service for some elements ★★ This activity supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service if practicable ★ This activity may provide incidental support to achieving this community outcome – it's not cost-effective to measure our impact			

1.2. Strategic Priorities - How this activity supports progress on our priorities


Strategic Priorities		Contribution*	How our strategic priorities influence the way we work
	Be an inclusive and equitable city which puts people at the centre of developing our city and district, prioritising wellbeing, accessibility, and connection.	★★	<ul style="list-style-type: none"> Regulatory compliance ensures a safe and healthy environment for community activities and events by monitoring food safety and applying interventions to mitigate or minimise alcohol harm related activities. We ensure compliance with several city bylaws which support social harmony and the achievement of shared community outcomes, via the bylaws the Council adopts.
	Champion Ōtautahi-Christchurch and collaborate to build our role as a leading New Zealand city.	★	<ul style="list-style-type: none"> Regulatory compliance aims to ensure resource consents and licenses are adhered to; and that compliance, monitoring and enforcement activities are consistent and proportional.
	Build trust and confidence in the Council through meaningful partnerships and communication, listening to and working with residents.	★★★★	<ul style="list-style-type: none"> Regulatory compliance aims to ensure resource consents and licenses are adhered to; and that compliance, monitoring and enforcement activities are consistent and proportional. Regulatory Compliance uses the Voluntary, Assisted, Directed, Enforced (VADE) compliance model. This model is based on recognised behaviours that guide the delivery of the appropriate intervention. The VADE model recognises that most people and businesses are willing to voluntarily comply with their regulatory obligations or can be encouraged to do so. Enforcement responses escalate depending on the seriousness of the conduct, extent of the harm and public interest factors.
	Reduce emissions as a Council and as a city, and invest in adaptation and resilience, leading a city-wide response to climate change while protecting our indigenous biodiversity, water bodies and tree canopy.	★	<ul style="list-style-type: none"> Regulatory compliance supports the longevity and sustainability of our city's environment and the challenges of climate change by responding to complaints and providing compliance advice and education on Resource Management Act and Building Act related matters. Regulatory compliance helps protect our water supply by monitoring issues that involve contaminated land and ensure that material which is excavated is disposed of safely and not into areas where pollution of the aquifers could occur. Minimal direct impact as this activity focusses on compliance.
	Manage ratepayers' money wisely, delivering quality core services to the whole community and addressing the issues that are important to our residents.	★	<ul style="list-style-type: none"> Regulatory compliance aims to ensure licenses are adhered to; and that compliance, monitoring and enforcement activities are consistent and proportional. We ensure compliance with several city bylaws which support social harmony and the achievement of shared community outcomes, via the bylaws the Council adopts.
	Actively balance the needs of today's residents with the needs of future generations, with the aim of leaving no one behind.	★	<ul style="list-style-type: none"> Regulatory compliance supports the longevity and sustainability of our city's environment and the challenges of climate change by responding to complaints and providing compliance advice and education on Resource Management Act and Building Act related matters. Regulatory compliance ensures a safe and healthy environment for community activities and events by monitoring food safety and applying interventions to mitigate or minimise alcohol harm related activities.
*Levels of contribution – what this means			
★★★★ This activity is critical to the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service			
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★★ This activity supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service if practicable			
★ This activity may provide incidental support to achieving this community outcome – it's not cost-effective to measure our impact			

1.3. Climate Resilience Goals: How this activity supports climate resilience goals


Net zero emissions Christchurch

	<p>Key sources of greenhouse gas emissions from this activity includes:</p> <ul style="list-style-type: none"> • Our organisation CCC: Fuel use by officers (when not using EVs) • Our District & Community: Minimal direct impact 			
	<p>The Regulatory Compliance and Licensing Activity are taking the following actions to reduce greenhouse gas emissions:</p> <table border="1"> <thead> <tr> <th data-bbox="208 395 1167 427">Operational/embedded greenhouse gas emissions</th> <th data-bbox="1167 395 2112 427">Greenhouse gas emissions by users of Regulatory Compliance and Licensing Activity:</th> </tr> </thead> <tbody> <tr> <td data-bbox="208 427 1167 494"> <ul style="list-style-type: none"> • Assess viability of replacing Animal Management vehicles with EV utilities over time </td><td data-bbox="1167 427 2112 494"> <ul style="list-style-type: none"> • This activity does not contribute to greenhouse gas emissions. </td></tr> </tbody> </table>	Operational/embedded greenhouse gas emissions	Greenhouse gas emissions by users of Regulatory Compliance and Licensing Activity:	<ul style="list-style-type: none"> • Assess viability of replacing Animal Management vehicles with EV utilities over time
Operational/embedded greenhouse gas emissions	Greenhouse gas emissions by users of Regulatory Compliance and Licensing Activity:			
<ul style="list-style-type: none"> • Assess viability of replacing Animal Management vehicles with EV utilities over time 	<ul style="list-style-type: none"> • This activity does not contribute to greenhouse gas emissions. 			

We understand and are preparing for the ongoing impact of Climate change

	<p>Key climate risks for the Regulatory Compliance and Licensing activity includes:</p> <ul style="list-style-type: none"> • Sea-level rise and flood risk: Facilities in at risk location such as the dog shelter may be subject to flooding <p>Other impacts on assets and infrastructure (see the Asset Management Plan for more details).</p>
	<p>Options being considered to reduce the risks to the Regulatory Compliance and Licensing activity and the community posed by those climate risks include:</p> <ul style="list-style-type: none"> • Assess whether the Shelter could be relocated to an alternative site, such as our Pound Road Stock pound.

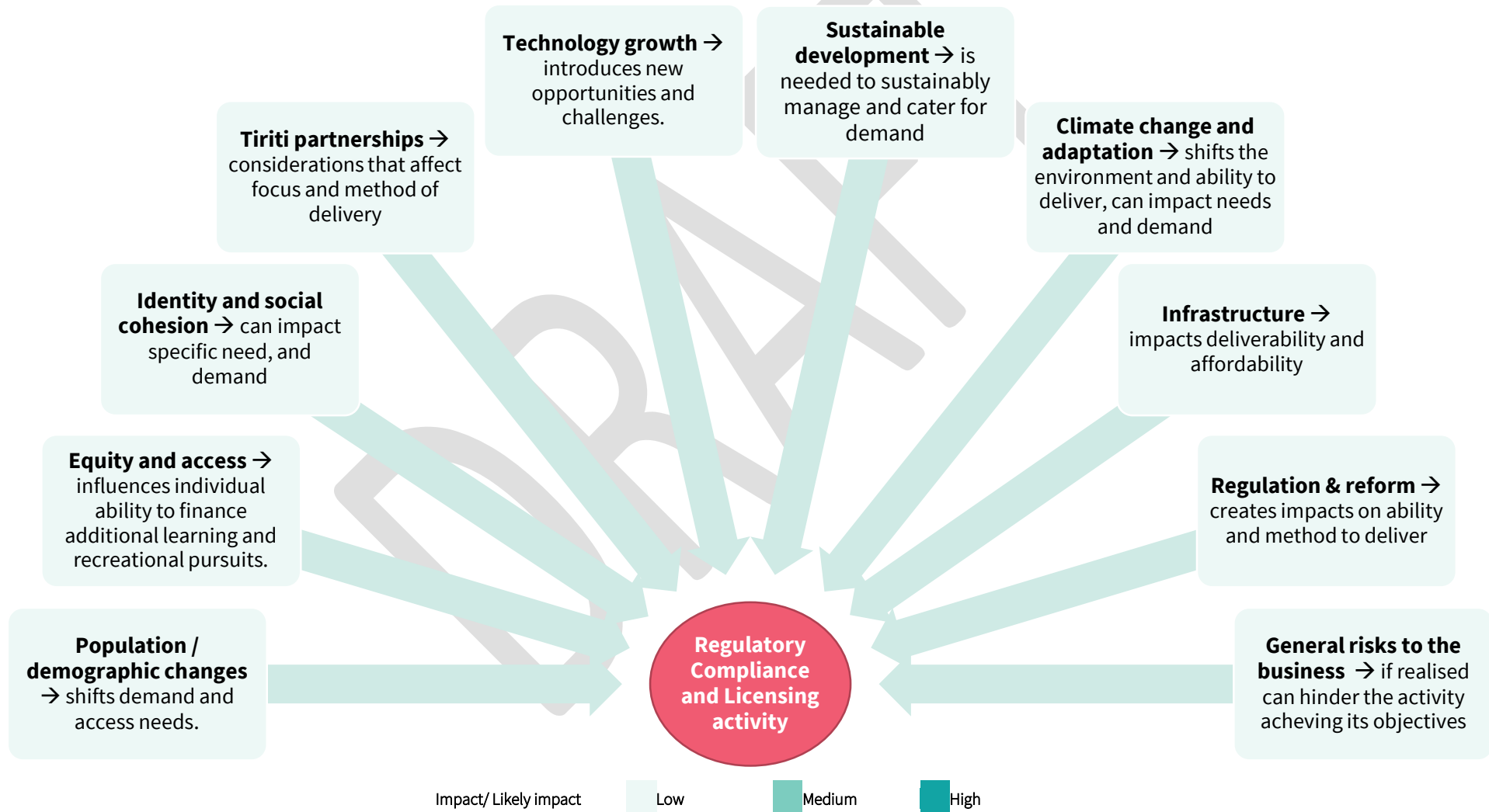
We are guardians of our natural environment and taonga

	<p>Please describe a pilot project you will undertake in the next three years to increase understanding of emissions reduction options and building resilience to climate risks relevant to your activity:</p> <ul style="list-style-type: none"> • We will be undertaking a case study into the viability of transitioning our Animal Management vehicles to a low emissions vehicle option in the next three years to further support reducing our greenhouse gas emissions. • We will be assessing the sea-level rise and flood risk associated with our Shelter being located at Metro Place, Bromley and whether it is viable to relocate the facility to an alternative site such as our Pound Road stock pound in the next three years to mitigate the risk.
	<p>Please explain any levels of service changes in this LTP, or that may be required in the future as a result of climate change:</p> <ul style="list-style-type: none"> • This activity has no level of service changes that may be required because of climate change for the next 3 – 5 years.

2. How we are planning for future impacts

There are various factors influencing current and future demand for Regulatory Compliance and Licensing activities and the ability to deliver them. These are listed below.

2.1. Issues impacting current and future activity demand and deliverability



2.2. The high impact issues and mitigations planned

The more prominent ones that in particular effect our Community Outcomes or Strategic Priorities are summarised on this page. For further details on issues, including the current status, future projections, likely impact and mitigations please see Appendix B.

This activity has identified no high impact issues.

All current and future demand and deliverability impacts are identified as having low to no impact for this Activity.

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3. Our levels of service

Council's Levels of Service (LoS) measures enable us to monitor and report against our outcomes and service performance. See Appendix A: Levels of Service Details for more detail.

Services & Summary of Levels of Service

➔ Libraries have **10 Community (C) Levels of Service**. (These LOS community facing and will be published in our Statement of Service Provision)

➔ Libraries also **4 Management (M) Levels of Service**. (These are LOS that are measured in the organisation to ensure service delivery)

 Animal Management Services		 Compliance and Investigation services	
Service contributes to: <ul style="list-style-type: none"> Collaborative and confident <p>This is by generally increasing the targets of the levels of service promised.</p>	Levels of Service <ul style="list-style-type: none"> Prioritises responding to complaints and activities based on public safety risk and promotes and protects community safety. Ensures that compliance measures that are applied to classified dogs are monitored and maintained. 	Service contributes to: <ul style="list-style-type: none"> Collaborative and confident <p>This is by generally maintaining the targets of the levels of service promised.</p>	Levels of Service <ul style="list-style-type: none"> Protects the community safety through timely and effective responses to complaints about public safety. Promotes safe and healthy communities through education and enforcement of relevant legislation.
 Alcohol Licensing services		 Food safety services	
Service contributes to: <ul style="list-style-type: none"> Collaborative and confident <p>This is by generally maintaining the targets of the levels of service promised.</p>	Levels of Service <ul style="list-style-type: none"> Protects the health and safety of communities by monitoring high risk alcohol premises. 	Service contributes to: <ul style="list-style-type: none"> Collaborative and confident <p>This is by generally maintaining the targets of the levels of service promised.</p>	Levels of Service <ul style="list-style-type: none"> Food premises are safe and healthy for the public. All other premises holding a Health Licence are safe and healthy for the public.
 Environmental Health including noise and environmental nuisance			
Service contributes to: <ul style="list-style-type: none"> Collaborative and confident <p>This is by generally maintaining the targets of the levels of service promised.</p>	Levels of Service <ul style="list-style-type: none"> Ensures that the community is not subjected to excessive noise levels that breach the District Plan rules. Protects the community safety through timely and effective responses to notifications of public health incidences. 		

4. How assets will be managed to deliver the services

Regulatory Compliance and Licensing building assets include the four buildings in the Dog Shelter, at a total book value of \$1,612,000 (as of 1 May 2023)

Managing our assets

Asset Snapshot:

- Any existing fleet vehicles are covered under the Fleet Management (under the Corporate Accommodation Asset Management Plan).

As a high-level summary, the assets are managed as the following:

- Reducing emissions (and energy costs) in line with Council's priorities and policies.
- Managing risk, both current and over a longer-term timeframe.
- Managing costs to ensure that any expenditure contributes to achieving Council's outcomes or ensures it meets its obligations, both in the short and long term.
- Improving knowledge of our assets and their performance to better inform decision making.

Looking forward

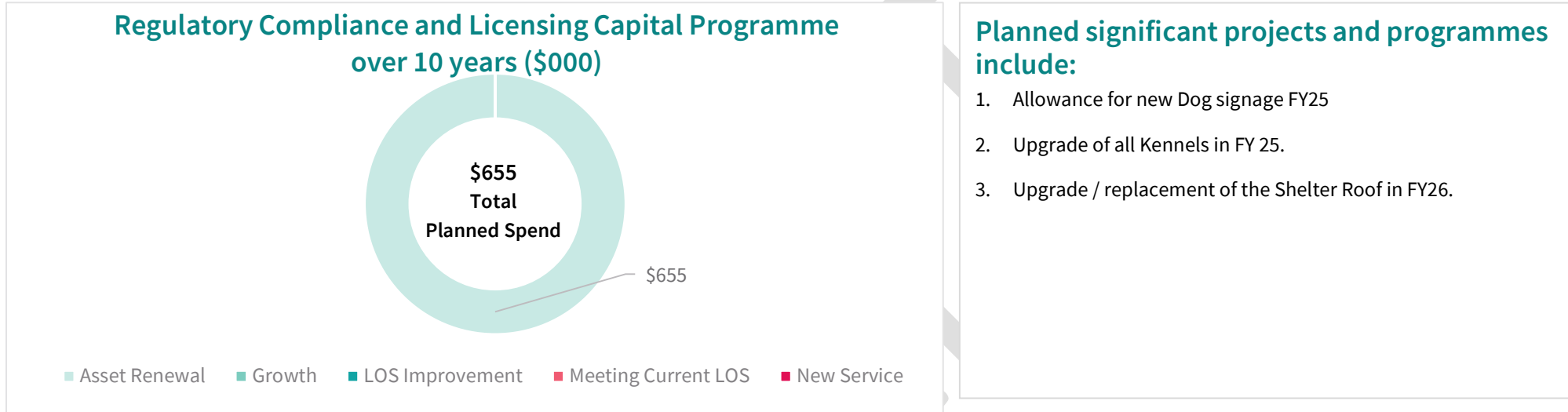
There are several Improvement tasks which have been identified in the course of preparing the Corporate Accommodation Asset Management Plan and which provide specific significant continuous improvement opportunities for the future. These tasks are outlined in Section 4 Continuous Improvement of the AMP. Including:

- Creating a 30 Year Capital Works Plan which can drive a robust future Renewal and Replacement programme.

Please refer to the [Corporate Asset Management Plan](#) for more information on these assets.

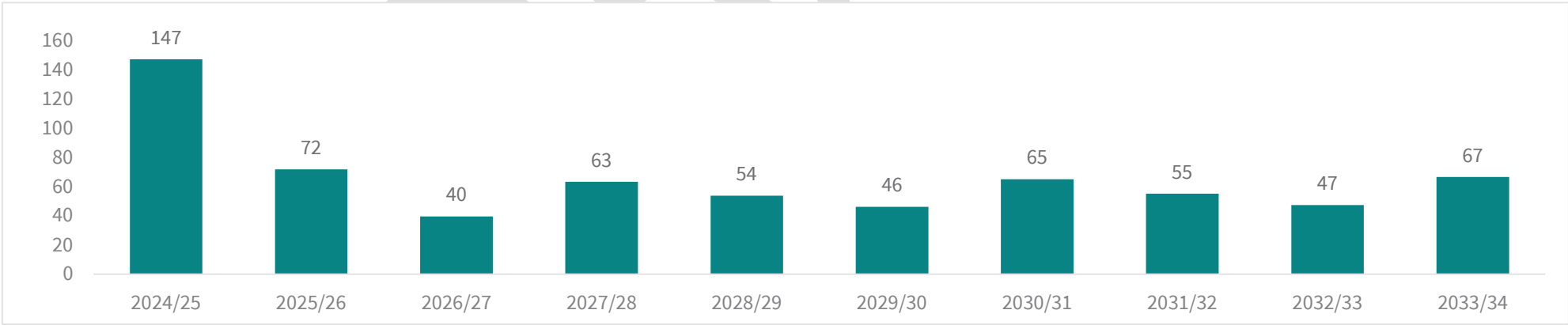
5. Capital expenditure and key capital projects

To ensure the continued ability to deliver on our activities and services, and contributing to our community outcomes and strategic priorities, projects have been planned and budgeted for the next 10 years. The Corporate Accommodation Asset Management Plan (AMP) includes the building assets that comprise the Animal Shelter facility. Building and Fleet asset renewals and replacements are covered by the Facilities and Asset Planning Activity Plan and Capital Budgets.



Any new Fleet Vehicles will need to be funded by the Regulatory Compliance and Licensing Activity

Total Planned Capital Programme summary (\$000)



See [reference](#) for more detail on the Planned Capital Programme.

6. Financial resources needed

6.1. Resources needed

Indicative budgets are based on the 2023/24 Annual Plan projections for the balance of the current LTP. They are subject to year-end capital carry forwards, and further refinement of inflation and other assumptions for the new LTP

Regulatory Compliance & Licensing

000's	Annual Plan 2023/24	LTP 2024/25	LTP 2025/26	LTP 2026/27	LTP 2027/28	LTP 2028/29	LTP 2029/30	LTP 2030/31
Activity Costs Before Overheads by Service								
Animal Management	1,825	1,919	1,983	2,039	2,095	2,146	2,194	2,238
Food Safety & Health Licensing	2,107	2,205	2,278	2,342	2,405	2,463	2,517	2,568
Alcohol Licensing	973	1,014	1,044	1,071	1,097	1,120	1,141	1,161
Environmental Health	459	479	494	508	522	535	546	557
Compliance & Investigations	1,829	1,915	1,700	1,747	1,794	1,837	1,877	1,915
Regulatory Compliance Public Advice	73	76	78	81	83	85	87	88
	7,266	7,608	7,578	7,788	7,995	8,185	8,362	8,527
Activity Costs by Cost Type								
Direct Operating Costs	1,212	1,261	1,300	1,334	1,367	1,397	1,425	1,450
Direct Maintenance Costs	41	43	44	46	47	48	49	50
Staff and Contract Personnel Costs	5,813	6,085	6,007	6,175	6,342	6,493	6,636	6,769
Other Activity Costs	200	218	226	233	240	246	252	258
Overheads, Indirect and Other Costs	3,083	3,204	3,224	3,284	3,379	3,481	3,533	3,603
Depreciation	42	43	45	46	48	49	50	51
Debt Servicing and Interest								
Total Activity Cost	10,391	10,855	10,847	11,119	11,422	11,715	11,946	12,181
Funded By:								
Fees and Charges	5,638	5,966	6,126	6,125	6,251	6,359	6,457	6,546
Grants and Subsidies								
Cost Recoveries	10	10	11	11	11	12	12	12
Other Revenues	199	201	208	214	219	225	230	234
Total Operational Revenue	5,847	6,178	6,344	6,350	6,482	6,596	6,699	6,793
Net Cost of Service	4,544	4,678	4,502	4,769	4,940	5,119	5,247	5,388
Funding Percentages								
Rates	44%	43%	42%	43%	43%	44%	44%	44%
Fees and Charges	54%	55%	56%	55%	55%	54%	54%	54%
Grants and Subsidies	0%	0%	0%	0%	0%	0%	0%	0%
Cost Recoveries	0%	0%	0%	0%	0%	0%	0%	0%
Other Revenues	2%	2%	2%	2%	2%	2%	2%	2%
Capital Expenditure								
Replace Existing Assets	77	160	72	40	63	54	46	
Total Activity Capital	77	160	72	40	63	54	46	

6.2. Funding consideration and outcome

Section 101 Local Government Act 2002 - Funding Consideration. The following tables are based on the financials from the previous page.

Council funds the Regulatory Compliance and Licensing Activity through Fees & Charges and Rates. This means that the funding comes predominately from user pay License Fees, with the remainder being rates funded.

- **Operating expenditure** is largely funded through general rates as the Regulatory Compliance & Licensing Activity benefits the community as a whole, and the benefits are received mostly in the same year the expenditure is incurred.
- **Capital expenditure** is largely funded from rates in the year the expenditure occurs as the capital expenditure is mostly on asset renewals.

This funding approach is based on applying the following main funding principles to determine the funding policy.

Funding principles considered for operating costs

Consideration for funding method	Result	Implication
User-Pays <i>the degree to which the Activity can be attributed to individuals or identifiable groups rather than the community as a whole</i>	Medium	Fund from X
Exacerbator-Pays <i>the degree to which the Activity is required as a result of the action (or inaction) of individuals or identifiable groups</i>	Medium	Fund from x
Inter-Generational Equity <i>the degree to which benefits can be attributed to future periods</i>	Low	Fund when
Separate Funding? <i>the degree to which the costs and benefits justify separate funding for the Activity</i>	Medium	Fund from x

Outcome: Funding for operating costs

Source	Proportion funded*	Funding Mechanisms
Individual / Group	Medium	Fees & Charges (Medium)
Community	Medium	General Rates (Medium) Grants & Other (Low)

Funding of net capital expenditure

Net means after specific capital grants/subsidies/funding

Category of capex	How it is funded initially - Refer also to Financial Strategy	Proportion*
Renewal/replacement	<i>Mix of rates and debt, but mostly rates – because the renewal / replacement programme is continuous. In future years, debt repayment is funded by rates.</i>	x
Service improvement	<i>Debt – because the benefits of capital expenditure on service improvement are received in future periods. In future years, debt repayment is funded by rates.</i>	x
Growth	<i>Development contributions and debt – because the benefits of capital expenditure relating to growth are received in future periods. In future years, debt repayment is funded by a mix of development contributions and rates.</i>	x

Outcome: Initial funding for capital

Initial funding source	Proportion of capex funded*
Rates	High
Borrowing	Low
Development Contributions	-
Grants and Other	-

* Low = this source provides 0%-25% of the funding for this Activity, Medium = this source provides 25%-75% of the funding for this Activity, High = this source provides 75%-100% of the funding for this Activity

More information on the Council's Finance and Funding Policies can be found in the [Financial Strategy](#) and the [Revenue and Financing Policy](#)

7. Possible significant negative impacts on wellbeing



This activity does not expect to have any significant negative effects on social, economic, environmental, or cultural wellbeing of the local community, now or in the future.

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Questions

Long Term Plan 2024-34

Joint development briefing

Oct 3, 2023

Long Term Plan 2024-34

- This briefing is one of a series held as part of the development of the Long Term Plan 2024-34.
- **All discussions involve draft material and reflect a position on the day.**
- Decisions will be set out in the draft Long Term Plan, which will be adopted for consultation in February 2024.
- This recording is intended to provide residents with an overview and understanding of the big picture issues, and therefore may not include all detail and matters discussed at the briefing.

Long Term Plan 2024-34 Activity Plan

Land and Property Information Services

- *Land Information Memoranda and property file requests*
- *Property File Requests*

Adopted XX and XX June 2024

1. What this activity delivers

Land and Property Information Services

Land and Property Information services enables building or property investment decisions, large and small, to be based on good information. The provision of Land Information Memoranda (LIMs) and Property File information is provided on a daily basis through a centralised model ensuring accuracy and timeliness.

Land Information Memoranda

Land Information Memoranda (LIMs) include all specific information held by the council for individual residential and commercial properties. The number we process varies on demand, however generally it is between approximately 9,000 – 11,000 per year with on average 40 LIM applications accepted every day. A LIM is a product of all collated information the council holds both across its information management systems and in its paper files. Due to the size of most commercial properties, these applications take longer to process.

Property Files

As with LIMs, this information is stored both within the Council's information management system and in the paper files, with some of the historical information also stored on microfiche. The contents of a Property file is dependant on the information Council holds at the time of the request. We receive approximately 20-30 residential property file applications a day and

3-5 commercial applications, when all the information is already scanned it is our intention to provide the customer with the file within 2 working days of their request, and for those records that aren't scanned the file is provided in 5 working days. Once the records are scanned the information is stored in the council's information management system for future use with the intention of eventually having all property file information stored electronically. Due to the large amount of information not scanned and the cost of scanning, it is not financially viable to digitise the information outside of the application process.

This activity includes the following services:

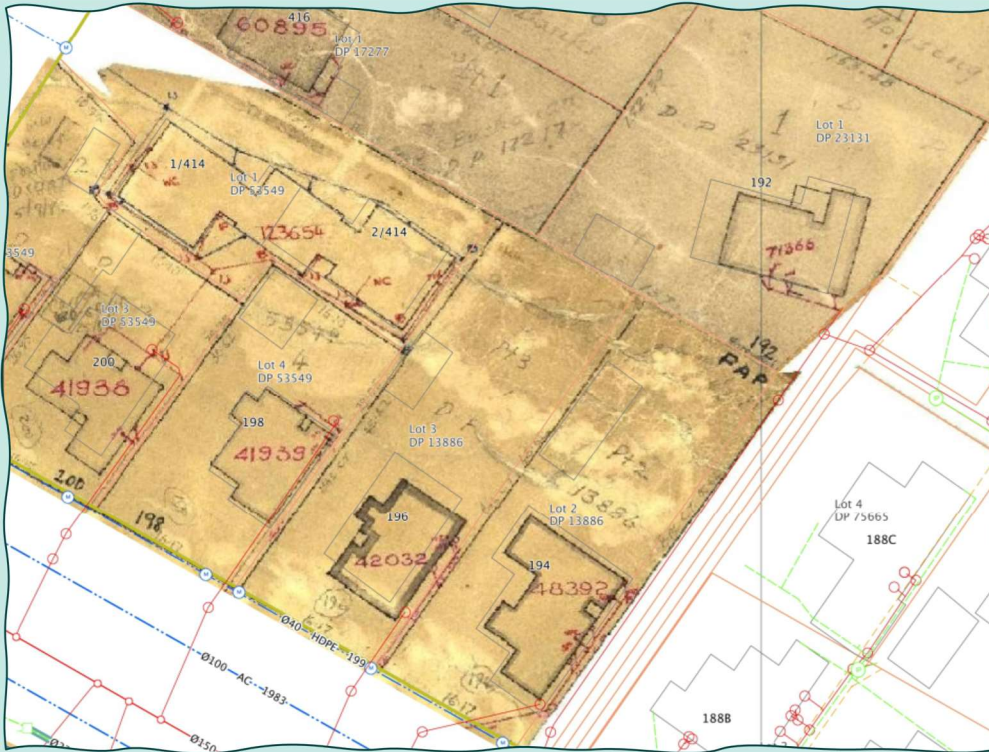


Land Information Memoranda and property file requests - provides the community with access to all property information.



Property File Requests – consist of completed building permit & consent information, drainage plans, copies of all plans and specifications, code compliance certificates, PIMs, planning reports, resource consent decisions, associated documents, property inspection reports, historic LIMs, and any other relevant information which is associated with the commercial or residential property in question.

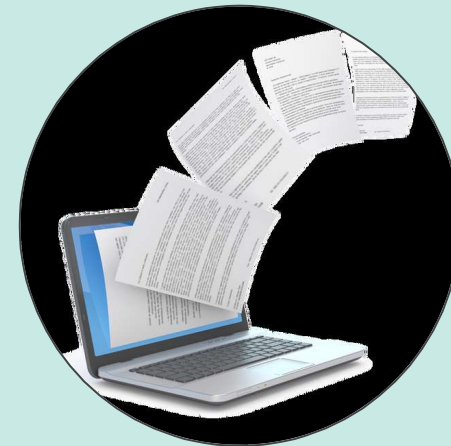
A snapshot of provision and use for 2023/24:



8987 LIMs produced in 10 working days







726 property files digitised 5 working days









5942 electronic property files provided in 2 working days

2. Why we deliver this activity

2.1. Community Outcomes: How this activity contributes


Community Outcomes		Contribution*	Key contributions to achieving our community outcomes
	Collaborative and confident Our residents have the opportunity to actively participate in community and city life, have a strong sense of belonging and identity, and feel safe.		<ul style="list-style-type: none"> Primarily an information service for the community
	Green and liveable Our neighbourhoods and communities are accessible and well connected, supporting our goals to reduce emissions, build climate resilience and protect and regenerate the environment, especially our biodiversity, water bodies and tree canopy.	★	
	A cultural powerhouse Our diverse communities are supported to understand and protect their heritage, pursue their arts, cultural and sporting interests, and contribute to making our city a creative cultural and events 'powerhouse'.		
	Thriving and prosperous Our city is a great place for people, business, and investment where we can all grow our potential, where enterprises are innovative and smart, and where together we raise productivity and reduce emissions.	★★	<ul style="list-style-type: none"> The provision of Land Information Memoranda (LIMs) and property file information enables investment, informed decisions, and support to the housing market. Ensuring that all individuals have sufficient understanding of their investment. The provision of property file information helps businesses and individuals to make informed decisions which leads to investment, bringing businesses and individuals into the city.
*Level of contribution – what this means			
★★★★	This activity is critical to the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service		
★★★	This activity strongly supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service for some elements		
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★	This activity may provide incidental support to achieving this community outcome – it's not cost-effective to measure our impact		

2.2. Strategic Priorities - How this activity supports progress on our priorities


Strategic Priorities		Contribution*	How our strategic priorities influence the way we work
	Be an inclusive and equitable city which puts people at the centre of developing our city and district, prioritising wellbeing, accessibility, and connection.	★	<ul style="list-style-type: none"> The activity is mandated by legislation, making public consultation non-productive. The activity connects communities through the sharing of locally held information to create better understanding about Land & Property Information so that the individuals within the community may make informed decisions when planning for their own futures and the future of the city.
	Champion Christchurch and collaborate to build our role as a leading New Zealand city.	★	
	Build trust and confidence in the Council through meaningful partnerships and communication, listening to and working with residents.	★★★★	<ul style="list-style-type: none"> The provision of Land Information Memoranda (LIMs) and property file information is key in providing individuals with confidence that they are well informed to make decisions associated with property purchases, based on information Council holds pertaining to land, buildings and services.
	Reduce emissions as a Council and as a city, and invest in adaptation and resilience, leading a city-wide response to climate change while protecting our indigenous biodiversity, water bodies and tree canopy.	★	<ul style="list-style-type: none"> LIMs provide a formal way to inform on site-specific matters such as sea level rise and flooding which enable the community to make more informed decisions on climate hazard exposure.
	Manage ratepayers' money wisely, delivering quality core services to the whole community and addressing the issues that are important to our residents.	★	<ul style="list-style-type: none"> The majority of LIM's are associated with property transaction and respond to demands from the market. In this context, demand influences revenue and the responses are tailored accordingly. The cost of collating Land & Property information is heavily influenced by whether the information has been previously scanned in and stored electronically or whether it needs to be scanned in from Hardcopy. As more of the information owned by the Council is scanned through "on demand" this will reduce the cost of providing the service. This is a large process, and it is unlikely that significant difference will be seen between the LTP18 and 21, however it will attribute to minimizing costs in the future.
	Actively balance the needs of today's residents with the needs of future generations, with the aim of leaving no one behind	★★	<ul style="list-style-type: none"> Council records and access to records is a core asset that allows landowners, builders, and developers to plan and facilitate development. From this perspective information is the mechanism that enables investment and accessibility.
*Levels of contribution – what this means			
★★★★	This activity is critical to the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service		
★★★	This activity strongly supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service for some elements		
★★	This activity supports the Council's contribution to achieving this community outcome – we measure our impact with specific levels of service if practicable		
★	This activity may provide incidental support to achieving this community outcome – it's not cost-effective to measure our impact		

2.3. Climate Resilience Goals: How this activity supports climate resilience goals

Net zero emissions Christchurch

	<p>Key sources of greenhouse gas emissions from this activity includes:</p> <ul style="list-style-type: none"> • Our organisation CCC: Office electricity use • Our District & Community: Minimal impact on district emission from this activity. 		
	<p>Land and Property Information Services are taking the following actions to reduce greenhouse gas emissions:</p> <table border="1"> <tr> <td data-bbox="206 352 1167 525"> <p>Operational/embedded greenhouse gas emissions</p> <ul style="list-style-type: none"> • This activity supports the Facilities Team's efforts to improve energy efficiency and emissions reductions in our office. </td><td data-bbox="1167 352 2110 525"> <p>Greenhouse gas emissions by users of Land and Property Information Services:</p> <ul style="list-style-type: none"> • The documents we provide can be ordered and provided online which avoids the emissions generated from customers needing to travel to get the documents in person. </td></tr> </table>	<p>Operational/embedded greenhouse gas emissions</p> <ul style="list-style-type: none"> • This activity supports the Facilities Team's efforts to improve energy efficiency and emissions reductions in our office. 	<p>Greenhouse gas emissions by users of Land and Property Information Services:</p> <ul style="list-style-type: none"> • The documents we provide can be ordered and provided online which avoids the emissions generated from customers needing to travel to get the documents in person.
<p>Operational/embedded greenhouse gas emissions</p> <ul style="list-style-type: none"> • This activity supports the Facilities Team's efforts to improve energy efficiency and emissions reductions in our office. 	<p>Greenhouse gas emissions by users of Land and Property Information Services:</p> <ul style="list-style-type: none"> • The documents we provide can be ordered and provided online which avoids the emissions generated from customers needing to travel to get the documents in person. 		

We understand and are preparing for the ongoing impact of Climate change

	<p>Key climate risks for the Land & Property Information services activity includes:</p> <p>As this activity is primarily an information service for the community, there are minimal direct climate risks for the activity itself. However, information on climate risks is likely to be updated more frequently in the future as more climate hazard data for properties is received. Such risks will likely include:</p> <ul style="list-style-type: none"> • Areas exposed to sea-level rise inundation. • Increased areas of flood risk.
	<p>Options being considered to reduce the risks to the Land and Property Information Services activity and the community posed by those climate risks include:</p> <ul style="list-style-type: none"> • LIM data for properties will be updated as required as new risk data is provided, which enables residents to make informed choices.

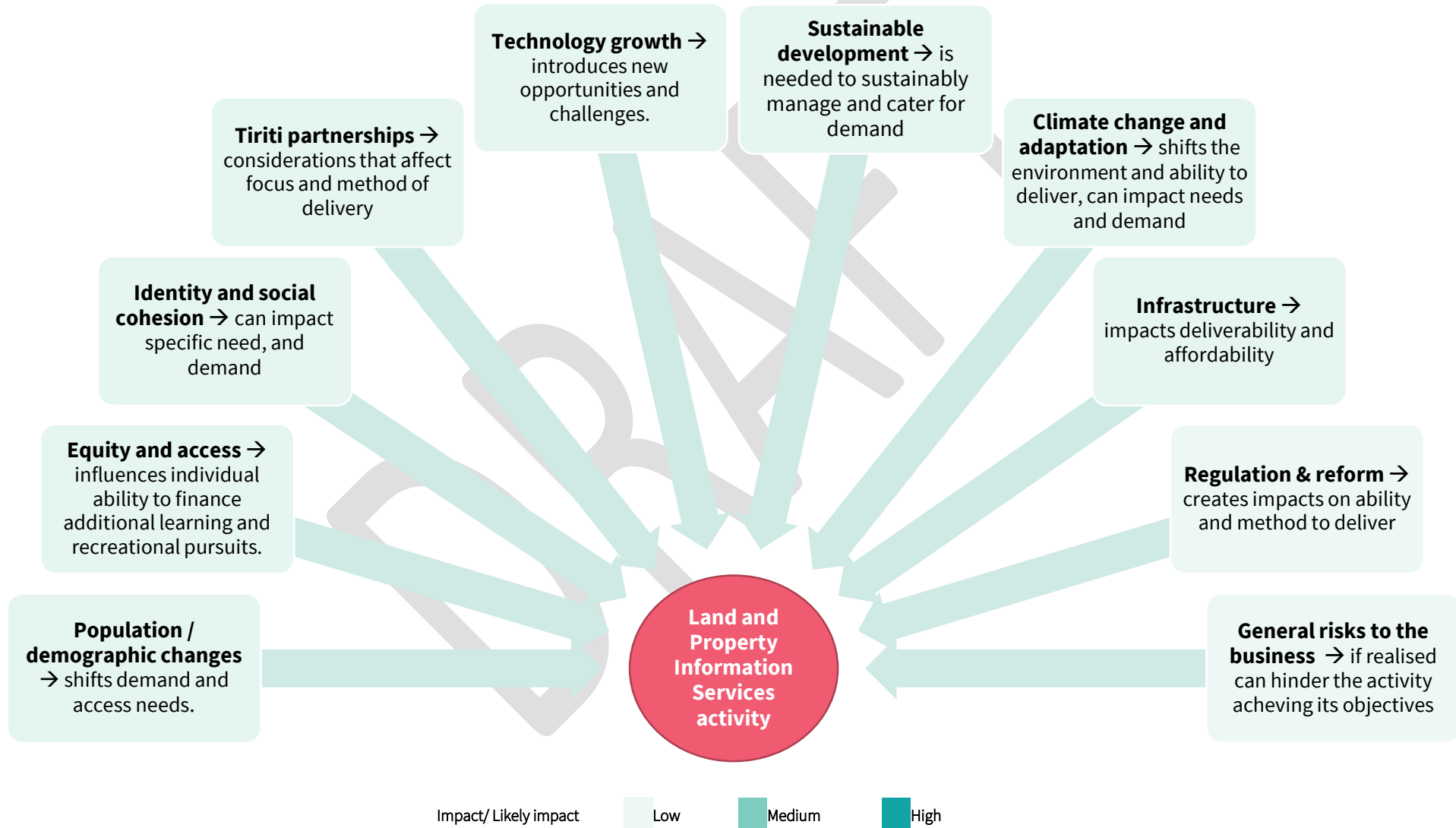
We are guardians of our natural environment and taonga

	<p>Please describe a pilot project you will undertake in the next three years to increase understanding of emissions reduction options and building resilience to climate risks relevant to your activity.</p> <p>This activity does not expect to have a pilot project.</p>
	<p>Please explain any levels of service changes in this LTP, or that may be required in the future as a result of climate change.</p> <p>This activity has no level of service changes that may be required because of climate change.</p>

3. How we are planning for future impacts

There are various factors influencing current and future demand for Council library facilities and the ability to deliver them. These are listed below.

3.1. Issues impacting current and future activity demand and deliverability



3.2. The high impact issues and mitigations planned

The more prominent ones that in particular effect our Community Outcomes or Strategic Priorities are summarised on this page. For further details on issues, including the current status, future projections, likely impact and mitigations please see Appendix B.

This activity has identified no high impact issues.

All current and future demand and deliverability impacts are identified as having low to no impact for this Activity.

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4. Our levels of service

Council’s Levels of Service (LoS) measures enable us to monitor and report against our outcomes and service performance. See Appendix A: Levels of Service Details for more detail.

Services & Levels of Service measurements

- ➔ Libraries have **3 Community (C) Levels of Service**. *(These LOS community facing and will be published in our Statement of Service Provision)*
- ➔ Libraries also **0 Management (M) Levels of Service**. *(These are LOS that are measured in the organisation to ensure service delivery)*

<div>✓</div> Land Information Memoranda and property file requests		<div>✓</div> Property File Requests	
Service contributes to: <ul style="list-style-type: none">Thriving and prosperous This is by generally maintaining the targets of the levels of service promised.	Levels of Service <ul style="list-style-type: none">Provide LIMs to applicants within the statutory timeframes.	Service contributes to: <ul style="list-style-type: none">Thriving and prosperous This is by generally maintaining the targets of the levels of service promised.	Levels of Service <ul style="list-style-type: none">Provide customers with access to property files.

5. How assets will be managed to deliver the services

This activity does not have assets.

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6. Capital expenditure and key capital projects

This activity does not have capital expenditure and key capital projects.

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7. Financial resources needed

7.1. Resources needed

Indicative budgets are based on the 2023/24 Annual Plan projections for the balance of the current LTP. They are subject to year-end capital carry forwards, and further refinement of inflation and other assumptions for the new LTP.

Land & Property Information Services

000's	Annual Plan 2023/24	LTP 2024/25	LTP 2025/26	LTP 2026/27	LTP 2027/28	LTP 2028/29	LTP 2029/30	LTP 2030/31
Activity Costs Before Overheads by Service								
Land Information Memoranda	1,007	1,052	1,087	1,117	1,148	1,175	1,201	1,225
Project Information Memoranda	708	740	765	786	807	827	845	862
Property File Requests	340	355	367	377	388	397	406	414
	2,055	2,148	2,219	2,281	2,343	2,399	2,452	2,501
Activity Costs by Cost Type								
Direct Operating Costs	2	2	2	2	2	2	2	2
Direct Maintenance Costs								
Staff and Contract Personnel Costs	1,589	1,662	1,717	1,765	1,813	1,856	1,897	1,935
Other Activity Costs	464	484	500	514	528	540	552	563
Overheads, Indirect and Other Costs	734	762	794	806	831	860	871	889
Depreciation								
Debt Servicing and Interest								
Total Activity Cost	2,789	2,910	3,013	3,088	3,174	3,259	3,323	3,390
Funded By:								
Fees and Charges	4,459	4,646	4,800	4,934	5,067	5,189	5,303	5,409
Grants and Subsidies								
Cost Recoveries								
Other Revenues								
Total Operational Revenue	4,459	4,646	4,800	4,934	5,067	5,189	5,303	5,409
Net Cost of Service	(1,670)	(1,737)	(1,786)	(1,846)	(1,893)	(1,930)	(1,980)	(2,019)
Funding Percentages								
Rates	-60%	-60%	-59%	-60%	-60%	-59%	-60%	-60%
Fees and Charges	160%	160%	159%	160%	160%	159%	160%	160%
Grants and Subsidies	0%	0%	0%	0%	0%	0%	0%	0%
Cost Recoveries	0%	0%	0%	0%	0%	0%	0%	0%
Other Revenues	0%	0%	0%	0%	0%	0%	0%	0%
Capital Expenditure								
Total Activity Capital								

7.2. Funding consideration and outcome

Section 101 Local Government Act 2002 - Funding Consideration. The following tables are based on the financials from the previous page.

Council funds the Land and Property Information Services Activity predominately through fees. This means that most funding comes from applicants, mostly on the basis of user pays.

- **Operating expenditure** is largely funded through fees as the Land and Property Information Service Activity directly benefits the requestor. community as a whole, and the benefits are received mostly in the same year the expenditure is incurred.
- **Capital expenditure** There is no capital expenditure associated with this Activity.

This funding approach is based on applying the following main funding principles to determine the funding policy.

Funding principles considered for operating costs

Consideration for funding method	Result	Implication
User-Pays <i>the degree to which the Activity can be attributed to individuals or identifiable groups rather than the community as a whole</i>	High	Fund from X
Exacerbator-Pays <i>the degree to which the Activity is required as a result of the action (or inaction) of individuals or identifiable groups</i>	High	Fund from x
Inter-Generational Equity <i>the degree to which benefits can be attributed to future periods</i>	Low	Fund when
Separate Funding? <i>the degree to which the costs and benefits justify separate funding for the Activity</i>	Low	Fund from x

Outcome: Funding for operating costs

Source	Proportion funded*	Funding Mechanisms
Individual / Group	Medium	Fees & Charges (High)
Community	Medium	n/a

Funding of net capital expenditure

Net means after specific capital grants/subsidies/funding

Category of capex	How it is funded initially - Refer also to Financial Strategy	Proportion*
Renewal/replacement	<i>Mix of rates and debt, but mostly rates – because the renewal / replacement programme is continuous. In future years, debt repayment is funded by rates.</i>	-
Service improvement	<i>Debt – because the benefits of capital expenditure on service improvement are received in future periods. In future years, debt repayment is funded by rates.</i>	-
Growth	<i>Development contributions and debt – because the benefits of capital expenditure relating to growth are received in future periods. In future years, debt repayment is funded by a mix of development contributions and rates.</i>	-

Outcome: Initial funding for capital

Initial funding source	Proportion of capex funded*
Rates	-
Borrowing	-
Development Contributions	-
Grants and Other	-

* Low = this source provides 0%-25% of the funding for this Activity, Medium = this source provides 25%-75% of the funding for this Activity, High = this source provides 75%-100% of the funding for this Activity

More information on the Council's Finance and Funding Policies can be found in the [Financial Strategy](#) and the [Revenue and Financing Policy](#)

8. Possible significant negative impacts on wellbeing



This activity does not expect to have any significant negative effects on social, economic, environmental, or cultural wellbeing of the local community, now or in the future.

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Questions