

## REGULATORY SERVICES

### Overview

The Regulatory Services Division is responsible for a group of four activities that share a common theme of managing a range of regulatory responsibilities for the benefit of the community as a whole.

#### 1. Environmental Health

The Environmental Health division is responsible for promoting public health and safety within the community. A wide range of regulations and bylaws are enforced, covering such matters as:

- maintenance of standards in food premises;
- investigation of the circumstances relating to infectious diseases;
- noise control;
- pollution control [for those matters not dealt with by the Greater Wellington Regional Council];
- liquor licensing; and
- monitoring of non commercial premises storing hazardous goods.

Upper Hutt City Council contracts out its environmental services to Hutt City Council. However, the Environmental Health Officer operates from the Upper Hutt City Council Building.

#### 2. Building Control

The Building Control division is responsible for administering the provisions of the Building Act 2004. This includes:

- processing applications for building consent;
- enforcing the provisions of the Building Code and associated regulations; and
- issuing project and land information memorandums, code of compliance certificates and compliance schedules.

#### 3. Animal Control

The Animal Control division endeavours to control dog nuisances and wandering stock within the city. This service includes:

- responding to dog and animal related complaints;
- investigating dog attacks; and
- impounding dogs and other animals.

Upper Hutt City Council boards all impounded dogs at the Hutt City Council pound facility in Meachen Street, Seaview.

#### 4. Parking Enforcement

The Parking Enforcement division is responsible for the management of parking within the Central Business District and suburban shopping areas. The Council provides free parking in order to foster commercial development, but requires that people observe parking limits and have current registration and warrant of fitness certificates. This division also oversees the removal of abandoned vehicles.

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## Level of Service Objectives and Performance Measures

### 1. Environmental Health

Indicator	Performance Measure	Target 2008/09
<b>Objective:</b>	<b>Council will meet all relevant statutory requirements in respect of Environmental Health.</b>	
<b>1 TIMELINESS</b>		
1a Food Premises	Inspection	Complete annual inspection of all premises listed <sup>2</sup>
1b Hairdresser Premises	Inspection	Complete annual inspection of all premises listed <sup>2</sup>
1c Premises with Liquor Licenses	Inspection	Complete inspection of all premises due for renewal <sup>2</sup>
1d Infectious Diseases	Response time	Make initial contact with affected person within two working days where practical <sup>2</sup>
1e Excessive Noise	Response time	Respond within 2 hours to 90% of excessive noise reports being made <sup>2</sup>
1f Liquor Licence (Special Licenses)	Process Time	Respond within 5 working days of request for licence being received <sup>2</sup>

<sup>2</sup> In-house Monitoring

### 2. Building Control

Indicator	Performance Measure	Target 2008/09
<b>Objective:</b>	<b>Council will meet all relevant statutory requirements in respect of Building Control.</b>	
<b>2 TIMELINESS</b>		
2a Building Consent (Works of under \$500,000)	Process time	Process 90% of consents within 10 working days <sup>2</sup> (Note: Statutory timeframe is 20 working days)
2b Building Consent (Works of \$500,000 or more)	Process time	Process 100% of consents within statutory timeframe of 20 working days <sup>2</sup>
2c Land Information Memorandum	Process time	Process LIMs within 10 working days <sup>2</sup>
2d Warrant of Fitness	Advise owner of liability	Advise of liability one month prior to expiry of warrant <sup>2</sup>
2e User Service Satisfaction	Building Consent applicants satisfaction with service	90% of respondents are satisfied or very satisfied <sup>3</sup>

<sup>2</sup> In-house Monitoring

<sup>3</sup> Building Consents Survey

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### 3. Animal Control

Indicator	Performance Measure	Target 2008/09
<b>Objective:</b>	<b>Council will meet all relevant statutory requirements in respect of Animal Control.</b>	
<b>3a TIMELINESS</b>	Response time to reports of dog attack	90% of responses made within two hours of report being made <sup>2</sup>
<b>3b SATISFACTION</b>	Community satisfaction with control of dog nuisances in the city	80% of respondents are satisfied or very satisfied <sup>1</sup>

<sup>1</sup> Annual Community Survey

<sup>2</sup> In-house Monitoring

### 4. Parking Enforcement

Indicator	Performance Measure	Target 2008/09
<b>Objective:</b>	<b>Council will meet all relevant statutory requirements in respect of Parking Enforcement.</b>	
<b>4 SATISFACTION</b>	Community satisfaction with enforcement of parking requirements in the CBD	87.5% of respondents are satisfied or very satisfied <sup>1</sup>

<sup>1</sup> Annual Community Survey

Regulatory Services Work Programme	Forecast LTCCP Year 3 2008/09 (\$ 000)	Forecast Annual Plan Year 3 2008/09 (\$ 000)	Forecast Variation Year 3 2008/09 (\$ 000)	Source Of Funding 2008/2009
<b>Project</b>				
Scanning Property Files	46	0	(46)	Special Funds - Property Sales
<b>Total Regulatory Services Work Programme</b>	<b>46</b>	<b>0</b>	<b>(46)</b>	

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Cost of Services Statement	Forecast Annual Plan Year 2 2007/08 (\$ 000)	Forecast LTCCP Year 3 2008/09 (\$ 000)	Forecast Annual Plan Year 3 2008/09 (\$ 000)	Forecast Variation Year 3 2008/09 (\$ 000)
Operating Costs	1,629	1,557	1,825	268
Interest	0	0	0	0
Depreciation	5	8	8	0
Operating Income	(1,453)	(1,297)	(1,622)	(325)
<b>NET OPERATING COST</b>	<b>181</b>	<b>268</b>	<b>211</b>	<b>(57)</b>
Capital Expenditure	84	46	0	(46)
Loan Repayments	0	0	0	0
Transfers to Funds	3	0	5	5
Less				
Depreciation and Other Unfunded Items	(13)	(15)	(17)	(2)
<b>TOTAL FUNDING REQUIRED</b>	<b>255</b>	<b>299</b>	<b>199</b>	<b>(100)</b>
<b>Funded by :</b>				
General Rates	171	252	199	(53)
Loans Raised	0	0	0	0
Transfers from Funds	84	47	0	(47)
<b>TOTAL FUNDING</b>	<b>255</b>	<b>299</b>	<b>199</b>	<b>(100)</b>