

# Building and Compliance Services

## Overview

The Building and Compliance 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 activity 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
- 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 Act 2004 creates two clear operational roles for council, these are - its role as a territorial authority and its role as a building consent authority. In practice, however, both of these roles are managed as one operation.

As a Territorial Authority council performs the following main functions:

- issues Project Information Memorandums
- issues Certificates of Acceptance
- issues Amendments to (existing) Compliance Schedules.

As a Building Consent Authority council performs the following main functions:

- issues Building Consents
- inspects building work
- issues Notices to Fix
- issues Compliance Schedules
- issues Code of Compliance Certificates.

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## 3. Animal control

The animal control activity endeavours to control dog nuisances and wandering stock within the city. This service includes:

- responding to dog and stock related complaints
- investigating dog attacks
- impounding dogs and stock.

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.

## Level of service objectives and performance measures

### 1. Environmental Health

#### Objective

Council will meet all relevant statutory requirements in respect of Environmental Health.

#### 1. Timeliness

Indicator	<b>1a. Food premises</b>
Performance Measure	Inspection
Target 2011-12	Complete annual inspection of all premises requiring health registration by 30 June <sup>2</sup>

Indicator	<b>1b. Hairdresser premises</b>
Performance Measure	Inspection
Target 2011-12	Complete annual inspection of all premises requiring health registration by 30 June <sup>2</sup>

Indicator	<b>1c. Premises with liquor licenses</b>
Performance Measure	Inspection
Target 2011-12	Complete inspection of all premises due for renewal <sup>2</sup>

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Indicator	<b>1d. Infectious diseases</b>
Performance Measure	Response time
Target 2011-12	Make initial contact with affected person within two working days where practical <sup>2</sup>

Indicator	<b>1e. Excessive noise</b>
Performance Measure	Response time
Target 2011-12	Respond within one hour to 90 percent of excessive noise complaints received <sup>2</sup>

Indicator	<b>1f. Liquor Licence (Special Licence)</b>
Performance Measure	Process time
Target 2011-12	Licence application to be processed within five working days excluding the time taken by police for their checks <sup>2</sup>

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

## 2. Building Control

### Objective

Council will meet all relevant statutory requirements in respect of Building Control.

### 2. Timeliness

Indicator	<b>2a. Building consents</b>
Performance Measure	Process time
Target 2011-12	<ul style="list-style-type: none"> <li>Process 90 percent of consents having a value less than \$500,000 within 13 working days<sup>2</sup></li> <li>Process 100 percent within 20 working days</li> </ul>

Indicator	<b>2b. Land Information Memorandum</b>
Performance Measure	Process time
Target 2011-12	Process LIMs within 10 working days <sup>2</sup>

Indicator	<b>2c. Warrant of Fitness</b>
Performance Measure	Current Warrant of Fitness
Target 2011-12	100 percent of qualifying buildings have a current Warrant of Fitness or are the subject of investigation and enforcement <sup>2</sup>

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Indicator	<b>2d. User service satisfaction</b>
Performance Measure	Building Consent applicants satisfaction with service
Target 2011-12	90 percent of respondents are satisfied or very satisfied <sup>3</sup>

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

<sup>3</sup>Building Consents Survey

## 3. Animal control

### Objective

Council will meet all relevant statutory requirements in respect of animal control.

Indicator	<b>3a. Timeliness</b>
Performance Measure	Response time to reports of dog attacks.
Target 2011-12	Make initial contact with complainant within two hours for 90 percent of dog attacks received <sup>2</sup>

Indicator	<b>3b. Satisfaction</b>
Performance Measure	Community satisfaction with control of dog nuisances in the city
Target 2011-12	82 percent 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

### Objective

Council will meet all relevant statutory requirements in respect of parking enforcement.

### 4. Satisfaction

Indicator	
Performance Measure	Community satisfaction with enforcement of parking requirements in the CBD
Target 2011-12	88 percent of respondents are satisfied or very satisfied <sup>1</sup>

<sup>1</sup>Annual Community Survey

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<b>Cost of service statement</b>	<b>Forecast Annual Plan Year 2 2010-11 (\$ 000)</b>	<b>Forecast LTCCP Year 3 2011-12 (\$ 000)</b>	<b>Forecast Annual Plan Year 3 2011-12 (\$ 000)</b>	<b>Forecast Variation Year 3 2011-12 (\$ 000)</b>
<b>Operating statement</b>				
General rates	313	297	436	139
Operating income	1,512	1,534	1,468	(66)
<b>Total operating revenue</b>	<b>1,825</b>	<b>1,831</b>	<b>1,904</b>	<b>73</b>
<b>Operating costs</b>				
Operating costs	1,862	1,855	1,928	73
Interest	0	0	0	0
Depreciation	21	20	13	(7)
<b>Total operating costs</b>	<b>1,883</b>	<b>1,875</b>	<b>1,941</b>	<b>66</b>
<b>Operating surplus/(deficit)</b>	<b>(58)</b>	<b>(44)</b>	<b>(37)</b>	<b>7</b>
<b>Capital and reserves funding statement</b>				
Capital expenditure	13	0	0	0
Loans repayments	0	0	0	0
Operating (surplus)/deficit	58	44	37	(7)
Transfer to Funds	0	0	0	0
<b>Total funding required</b>	<b>71</b>	<b>44</b>	<b>37</b>	<b>(7)</b>
<b>Funding from non-cash expenses</b>				
Funding from non-cash expenses	32	31	17	(14)
Loans raised	0	0	0	0
Transfer from funds	27	13	20	7
Accumulated funds	12	0	0	0
<b>Transfer from funds applied</b>	<b>71</b>	<b>44</b>	<b>37</b>	<b>(7)</b>