

LIVING ENVIRONMENT

## REGULATORY SERVICES

### Overview

Regulatory Services covers two sub-groups – Regulatory Services (including environmental health, building control, animal control and parking enforcement) and City Planning. They share a common theme of managing aspects of the environment for the benefit of the community as a whole.

The Regulatory Services activity contributes to the following Community Outcomes:

- 2 Upper Hutt has a vibrant city heart
- 3 The economy is robust, innovative and growing
- 4 Upper Hutt offers a 'green' and attractive living environment
- 5 The community is safe, healthy and strong.

### Level of Service Statement

Council will meet all relevant statutory requirements for the Regulatory Services group of activities.

### Level of Service Objectives and Performance Measures

#### 1. ENVIRONMENTAL HEALTH

Indicator	Performance Measure	Target 2007/08	Achievements at 30 June 2008
<b>Objective:</b>		<b>Council will meet all relevant statutory requirements in respect of Environmental Health.</b>	
<b>1</b>	<b>TIMELINESS</b>		
1a	Food Premises	Inspection	Complete annual inspection of all premises listed <sup>2</sup> Achieved. 135 premises requiring inspection for 2008/09 have been inspected. 20 of those being new premise inspections.
1b	Hairdresser Premises	Inspection	Complete annual inspection of all premises listed <sup>2</sup> Achieved. 23 premises requiring inspection for 2008/09 have been inspected. 3 of those being new premises.
1c	Premises with Liquor Licenses	Inspection	Complete inspection of all premises due for renewal <sup>2</sup> Achieved. There were 46 premises due for renewal and 12 new premises. 100% were inspected.
1d	Infectious Diseases	Response time	Make initial contact with affected person within two working days where practical <sup>2</sup> Achieved. 35 complaints were received and 100% were responded to within 2 working days.
1e	Excessive Noise	Response time	Respond within 2 hours to 90% of excessive noise reports being made <sup>2</sup> Achieved. 1,484 complaints were received and 100% were attended to within 2 hours.
1f	Liquor Licence (Special Licenses)	Process Time	Respond within 5 working days of request for licence being received <sup>2</sup> Achieved. There were 111 Special Licence applications; all were responded to within 5 working days.

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

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## 2. BUILDING CONTROL

Indicator	Performance Measure	Target 2007/08	Achievements at 30 June 2008
<b>Objective:</b>		<b>Council will meet all relevant statutory requirements in respect of Building Control.</b>	
<b>2</b>	<b>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)	Not achieved. 69% of consents (672 of 971) were processed within 10 working days. The timeframe was not achieved because all resources of the department were put into achieving accreditation. 94% of consents (919 of 979) were processed within 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>	Not achieved. 75% of consents (6 of 8) were processed within 20 working days. See comments above.
2c	Land Information Memorandum	Process time Process LIMs within 10 working days <sup>2</sup>	Achieved. 100% of LIMs (136 of 136) were processed within 10 working days.
2d	Warrant of Fitness	Advise owner of liability Advise of liability one month prior to expiry of warrant <sup>2</sup>	Achieved. All owners were advised within one month of expiry that Building Warrants of Fitness were due.
<b>3</b>	<b>USER SERVICE SATISFACTION</b>	Building Consent applicants satisfaction with service	Achieved. 94% of respondents (46 people responded from 160) were satisfied or very satisfied.

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

<sup>3</sup> Building Consents Survey

## 3. ANIMAL CONTROL

Indicator	Performance Measure	Target 2007/08	Achievements at 30 June 2008
<b>Objective:</b>		<b>Council will meet all relevant statutory requirements in respect of Animal Control.</b>	
<b>4</b>	<b>TIMELINESS</b>	Response time to reports of dog attack	Achieved. 105 complaints were received, all were responded to within 2 hours.
<b>5</b>	<b>SATISFACTION</b>	Community satisfaction with control of dog nuisances in the city	Achieved. 86.7% of respondents were satisfied or very satisfied with control of dog nuisances in the city.

<sup>1</sup> Annual Community Survey

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

#### 4. PARKING ENFORCEMENT

Indicator	Performance Measure	Target 2007/08	Achievements at 30 June 2008
<b>Objective:</b> Council will meet all relevant statutory requirements in respect of Parking Enforcement.			
6	<b>SATISFACTION</b>	Community satisfaction with enforcement of parking requirements in the CBD	87.5% of respondents are satisfied or very satisfied <sup>1</sup>  Achieved. 93% of respondents were satisfied or very satisfied with enforcement of parking requirements in the CBD.

<sup>1</sup> Annual Community Survey

#### Work Programme 2007/08

Capital Works	Budget (\$000)	Actual (\$000)	Achievements at 30 June 2008
<b>PROJECT</b>			
Scanning Property Files	73	72	All property files in storage off-site have been scanned.
<b>ASSET MANAGEMENT</b>			
Parking handheld device	11	12	This equipment was purchased and is fully operational.
<b>Total</b>	<b>84</b>	<b>84</b>	

#### Activities Undertaken Supporting the Community

COMMUNITY OUTCOME	Significant Actions Taken at 30 June 2008
<b>2 Upper Hutt has a vibrant city heart</b> <ul style="list-style-type: none"> <li>ENFORCE environmental standards in the city centre</li> <li>MONITOR city centre parking</li> </ul>	<ul style="list-style-type: none"> <li>Regular patrols of the CBD are carried out to ensure that there is a consistent turnover of car parks for customers.</li> </ul>
<b>3 The economy is robust, innovative and growing</b> <ul style="list-style-type: none"> <li>MAINTAIN environmental standards</li> <li>PROVIDE a 'business friendly' service</li> </ul>	<ul style="list-style-type: none"> <li>All food and hairdresser premises have been inspected for the 2008-2009 licence period.</li> <li>All premises that required liquor licence renewals were inspected.</li> </ul>
<b>4 Upper Hutt offers a 'green' and attractive living environment</b> <ul style="list-style-type: none"> <li>FOSTER the best possible living environment</li> </ul>	<ul style="list-style-type: none"> <li>The Compliance Services Officer (Parking) reported all damage or hazards to footpaths, buildings and trees within the CBD to Council's Technical Services Department so that maintenance and repairs could be attended to promptly.</li> </ul>

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COMMUNITY OUTCOME	Significant Actions Taken at 30 June 2008
<p><b>5 The community is safe, healthy and strong</b></p> <ul style="list-style-type: none"> <li>ENFORCE regulations to provide for safe and healthy business premises</li> <li>ENFORCE regulations to provide safe and healthy buildings and other structures</li> <li>ENFORCE animal and noise control regulations</li> </ul>	<ul style="list-style-type: none"> <li>Animal Control Staff have visited all properties where dogs classified Dangerous and Menacing are being kept. As at 30 June 2008, Upper Hutt City Council had 25 dogs classified dangerous and 124 classified menacing on our dog database. All classified dogs are required (by the Dog Control Act 1996) to be microchipped and spayed or neutered. Many of these dogs were recorded as not complying, so staff have visited properties and taken enforcement action against owners of dogs classified Dangerous and Menacing who have failed to comply with the effects of classification. As at 30 June 2008, all classified Menacing and Dangerous dogs now either comply or are under enforcement action.</li> </ul>

### Significant Acquisitions/Replacements

- None.

COST OF SERVICES STATEMENT	Actual 30 Jun 08 (\$000)	Actual 30 Jun 07 (\$000)	Forecast 30 Jun 08 (\$000)
<b>Operating Expenditure</b>			
Direct Expenses	1,030	1,021	785
Administration Support	565	480	844
Depreciation	10	3	5
<b>Total Operating Expenditure</b>	<b>1,605</b>	<b>1,504</b>	<b>1,634</b>
<b>Operating Revenue</b>			
Fees and Charges	(1,479)	(1,560)	(1,425)
<b>Total Operating Revenue</b>	<b>(1,479)</b>	<b>(1,560)</b>	<b>(1,425)</b>
<b>Net Operating Costs of Services</b>	<b>126</b>	<b>(56)</b>	<b>209</b>
<b>BALANCE SHEET TRANSACTIONS</b>			
<b>Net Operating Costs of Services</b>	<b>126</b>	<b>(56)</b>	<b>209</b>
Share of Management Support Income	(30)	(27)	(28)
Non Cash Transactions (Management Support)	(13)	(9)	(8)
Add (less) non - cash items	(9)	(12)	(5)
<b>Cost Of Services (Funding)</b>	<b>74</b>	<b>(104)</b>	<b>168</b>
<b>Capital Expenditure</b>	<b>85</b>	<b>24</b>	<b>84</b>
<b>Net Transfer from Funds</b>	<b>(84)</b>	<b>(24)</b>	<b>(84)</b>
<b>Net Transfer to Funds</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>Rates Funding Required</b>	<b>75</b>	<b>(104)</b>	<b>171</b>