

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.
- Removal of abandoned vehicles.

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.
- Issuing project and land information memorandum, code 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.
- Impounding dogs and other animals.

4. Parking Enforcement

The Parking Enforcement division is responsible for 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.

Council will shortly obtain a new Electronic Parking Ticket Issuing device which will enable parking tickets to be both issued and entered in the regulatory computer tracking system at the same time. This will allow for a more cost effective, efficient and time saving operation.

Key Council Contributions to Community Outcomes

WELLBEING	OUTCOME	COUNCIL ROLE
ECONOMY ENVIRONMENT	2 Vibrant City Heart	ENFORCE environmental standards in the city centre MONITOR city centre parking
ECONOMY ENVIRONMENT	3 Robust Innovative Economy	MAINTAIN environmental standards PROVIDE a 'business friendly' service
ENVIRONMENT	4 Green & Attractive Living Environment	FOSTER the best possible living environment
SOCIAL ENVIRONMENT ECONOMY	5 Safe, Healthy & Strong Community	ENFORCE regulations to provide for safe and healthy business premises ENFORCE regulations to provide safe and healthy buildings and other structures ENFORCE animal and noise control regulations

Key Issues and Responses by Council**1. The Changing Regulatory Environment**

Much of the work undertaken by the Regulatory Services Division arises from local government being required to be involved by statute or regulation. While Council has the opportunity to submit to central government on many of these matters, the final statute or regulation may represent an additional challenge for Council to implement, for example in terms of money, time or staff resource.

Recent proposals that may introduce, or have already introduced, an additional workload include changes to:

- **Dog Control Regulations**

The development of a national database is now well underway and is involving Council animal control officers in significant extra work. The law will require all dogs to be registered on the database and microchipped for identification purposes and for owners to ensure their dogs are not a menace to other members of the public.

- **Building Act 2004**

The Building Act 2004 imposed significant new responsibilities on territorial local authorities. For example, while Council automatically became a Building Consent Authority in 2005, it must formally register as a Building Consent Authority by 30 November 2007. Council is working with neighbouring councils to meet these new responsibilities.

2. Provision of Information

From time to time information about regulations is made available to the wider public. A number of pamphlets are produced on various regulatory matters, such as dog control and swimming pool fencing standards. Information about Upper Hutt City properties is now available on-line, through Council's website.

Regulatory Services

Council is also improving its systems for managing documents. A top priority is to scan building consent information, and, in time, all relevant information relating to every property in the city will be available electronically.

Significant Negative Effects

This activity does not have any significant negative effects on the social, economic, environmental or cultural wellbeing of the local Community while the Council is complying with its statutory obligations.

Level of Service Objectives and Performance Measures

1. Environmental Health

Indicator	Performance Measure	Target 2006/07	Targets for Future Years
Objective:	Council will meet all relevant statutory requirements in respect of Environmental Health.		
1	TIMELINESS		
1a	Food Premises	Inspection	Complete annual inspection of all premises listed ¹⁰
1b	Hairdresser Premises	Inspection	Complete annual inspection of all premises listed ¹⁰
1c	Mobile Premises	Inspection	Complete annual inspection of all premises listed ¹⁰
1d	Premises with Liquor Licenses	Inspection	Complete annual inspection of all premises listed ¹⁰
1e	Infectious Diseases	Response time	Make initial contact with affected person within two working days where practical ¹⁰
1f	Excessive Noise	Response time	Respond within 2 hours to 90% of excessive noise reports being made ¹⁰
4	Liquor Licence (Application Unopposed)	Process Time	Respond within 5 working days of request for licence being received ¹⁰

¹⁰ In House Monitoring

Regulatory Services

2. Building Control

Indicator	Performance Measure	Target 2006/07	Targets for Future Years
Objective:	Council will meet all relevant statutory requirements in respect of Building Control.		
2 TIMELINESS			
2a Building Consent (Works of under \$500,000)	Process time	Process 90% of consents within 10 working days ¹⁰ (Note: Statutory timeframe is 20 working days)	Process 90% of consents within 10 working days ¹⁰ (Note: Statutory timeframe is 20 working days)
2b Timeliness: Building Consent (Works of \$500,000 or more)	Process time	Process 100% of consents within statutory timeframe of 20 working days ¹⁰	Process 100% of consents within statutory timeframe of 20 working days ¹⁰
2c Land Information Memorandum	Process time	Process LIMs within 10 working days ¹⁰	Process LIMs within 10 working days ¹⁰
2d Warrant of Fitness	Advise owner of liability	Advise of liability one month prior to expiry of warrant ¹⁰	Advise of liability one month prior to expiry of warrant ¹⁰
2e USER SERVICE SATISFACTION	Building Consent applicants satisfaction with service	90% of respondents are satisfied or very satisfied ¹¹	90% of respondents are satisfied or very satisfied ¹¹

¹⁰ In House Monitoring

¹¹ Building Consents Survey

3. Animal Control

Indicator	Performance Measure	Target 2006/07	Targets for Future Years
Objective:	Council will meet all relevant statutory requirements in respect of Animal Control.		
3a TIMELINESS	Response time to reports of dog attack	90% of responses made within two hours of report being made ¹⁰	90% of responses made within two hours of report being made ¹⁰
3b SATISFACTION	Community satisfaction with control of dog nuisances in the City	80% of respondents are satisfied or very satisfied ¹	80% of respondents are satisfied or very satisfied ¹

¹ Annual Community Survey

¹⁰ In House Monitoring

Regulatory Services

4. Parking Enforcement

Indicator	Performance Measure	Target 2006/07	Targets for Future Years
Objective:	Council will meet all relevant statutory requirements in respect of Parking Enforcement.		
4 SATISFACTION	Community satisfaction with enforcement of parking requirements in the CBD	87.5% of respondents are satisfied or very satisfied ¹	87.5% of respondents are satisfied or very satisfied ¹

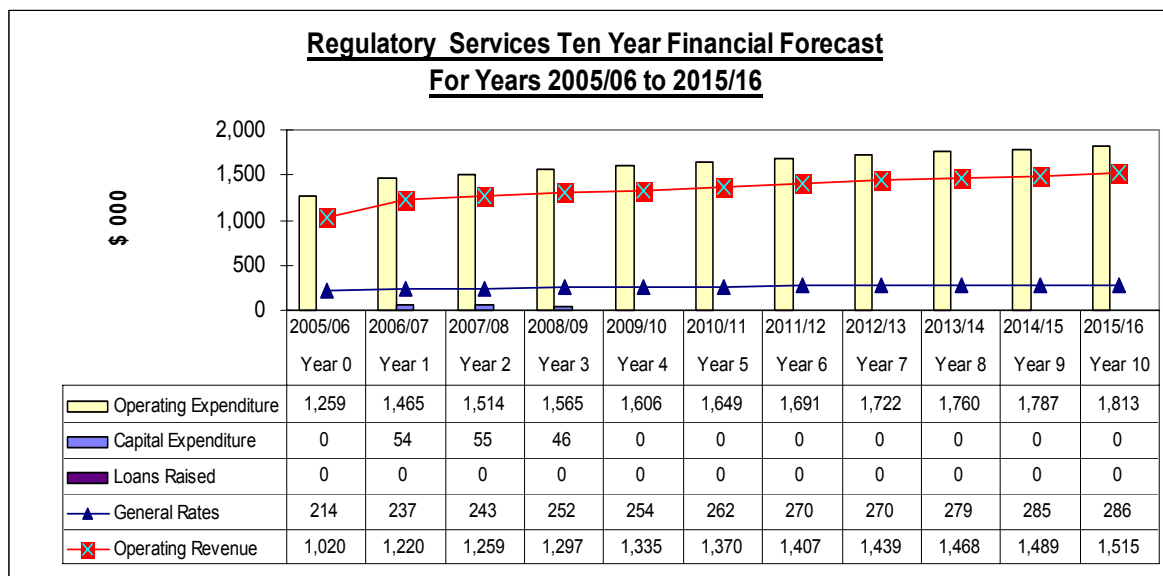
¹ Annual Community Survey

Work Programme	Forecast LTCCP Year 1 2006/07 (\$ 000)	Forecast LTCCP Year 2 2007/08 (\$ 000)	Forecast LTCCP Year 3 2008/09 (\$ 000)	Forecast LTCCP Years 4-10 years (\$ 000)	Source Of Funding 2006/2007
PROJECT					
Scanning Property Files	43	45	46	0	Special Funds (Property Sales)
ASSET MANAGEMENT					
Parking Handheld devices	11	10	0	0	Special Funds (Plant Renewal)
Total	54	55	46		

Regulatory Services

Cost of Service Statement	Forecast	Forecast	Forecast	Forecast
	Annual Plan Year 0 2005/06 (\$ 000)	LTCCP Year 1 2006/07 (\$ 000)	LTCCP Year 2 2007/08 (\$ 000)	LTCCP Year 3 2008/09 (\$ 000)
Operating Costs	1,250	1,463	1,509	1,557
Interest	0	0	0	0
Depreciation	9	2	5	8
Operating Income	(1,020)	(1,220)	(1,259)	(1,297)
NET OPERATING COST	239	245	255	268
Capital Expenditure	0	54	55	46
Loan Repayments	0	0	0	0
Transfers to Funds	0	3	2	0
Less				
Depreciation and Other Unfunded Items	(17)	(11)	(14)	(15)
TOTAL FUNDING REQUIRED	222	291	298	299
Funded by :				
General Rates	214	237	243	252
Loans Raised	0	0	0	0
Transfers from Funds	0	54	55	47
Accumulated Funds	8	0	0	0
TOTAL FUNDING	222	291	298	299

10 Year Financial Forecast



Overview

The City Planning division is responsible for promoting the sustainable management of the City's physical and natural resources in a manner that is consistent with the Resource Management Act 1991, and other relevant policy statements and plans. This includes:

- Preparation and review of the District Plan
- Administration of the District Plan and resource consents
- Provision of information on resource management matters, including monitoring of the local environment

Liaison with other agencies, such as the Greater Wellington Regional Council, the Ministry for the Environment and local Iwi is also important in preparing and administering the District Plan, providing environmental information and in considering the sustainable management of the City within a regional context.

The activity also includes meeting Council's responsibilities in regulating gambling and brothels.

Key Council Contributions to Community Outcomes

WELLBEING	OUTCOME	COUNCIL ROLE
ENVIRONMENT	2 Vibrant City Heart	ENFORCE District Plan and environmental standards in the City centre
ENVIRONMENT	3 Robust Innovative & Growing Economy	MAINTAIN environmental standards PROVIDE a "business friendly" service
ENVIRONMENT	4 Green & Attractive Living Environment	PROMOTE sustainable management of physical and natural resources FOSTER the best possible living environment PROTECT listed heritage items and protected trees
SOCIAL ENVIRONMENT	5 Safe, Healthy & Strong Community	PROMOTE safe and healthy development through District Plan standards PROMOTE noise control standards through the District Plan

Key Issues and Responses by Council

Achieving Sustainable Development

Sustainable development involves managing the environment in a manner which considers both the long and short term effects of the development on the natural and physical environment, and minimises or mitigates any likely adverse effects.

A number of issues relating to this theme face Upper Hutt. These include:

- Balancing the demand for rural lifestyle developments against their effects on the rural environment. This includes effects on rural amenities, the rural roading system and other infrastructure and the natural and physical resources of the rural areas.
- Identifying new areas suitable for conventional residential development and their associated infrastructure requirements.

- Managing the pressure for higher density and infill development within the existing urban area, in particular the effects on existing urban amenity and urban services.
- Promoting and balancing the demands for employment growth and diversification in Upper Hutt with management of the likely environmental effects of such activities.
- Monitoring the effects of development in terms of making progress towards achieving the Community Outcomes and the anticipated environmental results identified in the District Plan.
- Providing user friendly information to those interested in environmental services matters.
- Protecting and enhancing the city's heritage features, archaeological sites and significant landscape features.

Council proposes to take the following actions:

- **Upper Hutt Urban Growth Strategy**

Council is currently preparing an Urban Growth Strategy, due to be released for consultation in mid 2006. This Strategy will guide the future physical development of the city, including:

- Broad guidance on where growth would best be accommodated in relation to the sustainable management of the natural and physical resources of the City and the current and future capacities of infrastructure, services and facilities.
- Guidance for public and private investment decisions.
- More effective and efficient co-ordination of activities and expenditure by the Council.

- **Wellington Regional Strategy**

Council is participating in preparing the Wellington Regional Strategy, due to be released for consultation in mid 2006. This strategy is intended to facilitate growth within the Wellington metropolitan area, and involves collaboration between the Greater Wellington Regional Council, Wellington, Hutt, Porirua and Upper Hutt City Councils and South Wairarapa, Carterton, Masterton and Kapiti Coast District Councils.

- **District Plan Changes**

Council will introduce changes to the District Plan as and when required in order to best manage environmental effects and promote the sustainable management of the City's resources. A number of matters are programmed for investigation, including:

- Implementation measures for the Hutt River Flood Management Plan
- Special Activity Zone, concerning future development areas
- Significant Natural Areas
- Heritage Features
- Notable Trees
- Further plan changes will be required to implement both the Upper Hutt Urban Growth Strategy and the Wellington Regional Strategy.

- **Provision of Information**

From time to time information about resource management matters is made available to the wider public. Information about Upper Hutt City properties is now available on-line, through Council's website. Publications on matters of interest to the community, and updates to the website are planned. Topics to be addressed include:

- Tree care.
- Regenerating Native Bush.
- Design Guide.
- Development Standards.

Significant Negative Effects

This activity does not have any significant negative effects on the social, economic, environmental or cultural wellbeing of the local Community while the Council is complying with its statutory obligations.

Level of Service Objectives and Performance Measures

Indicator	Performance Measure	Target 2006/07	Targets for Future Years
Objective:	Council will meet all relevant statutory requirements.		
1 TIMELINESS¹			
1a Resource Consent (Non Notified)	Process non-notified consent within the statutory timeframe	Issue decision within 20 working days for 95% of applications received	Issue decision within 20 working days for 95% of applications received
1b Resource Consent (Notified, Hearing)	Process notified consent within the statutory timeframe	Issue decision within 40 working days of submissions closing	Issue decision within 40 working days of submissions closing
1c Resource Consent (Notified, No Hearing)		Issue decision within 20 working days of submissions closing	Issue decision within 20 working days of submissions closing
Objective:	Council will achieve the sustainable management of Upper Hutt's natural and physical resources.		
2 SATISFACTION²	Community satisfaction with Council's current resource management practices	87.5% of respondents are satisfied or very satisfied	87.5% of respondents are satisfied or very satisfied
3 INFORMATION¹	Response to customer enquiries	Respond within 1 working day to 90% of requests being made	Respond within 1 working day to 90% of requests being made
4 COMPLIANCE¹	Response to District Plan compliance complaints	Undertake inspection within 1 working day to 90% of requests being made	Undertake inspection within 1 working day to 90% of requests being made
5 URBAN GROWTH STRATEGY	Urban Growth Strategy Implementation Programme	Prepare and notify 2 significant Proposed District Plan Changes	Target to be reviewed annually
6 MONITORING			
6a S35(2)b Monitoring	Report on the Efficiency and Effectiveness of Policies, Rules and Other Methods	N/A	Prepare by 31 August 2009, 2013
6b S35(2)a Monitoring	Report on State of the Environment for Upper Hutt	N/A	Prepare by 31 August 2008, 2012
7 DISTRICT PLAN REVIEW	Full review of the Upper Hutt City District Plan	N/A	Prepare by 31 August 2014

¹ In-house monitoring

² Annual Community Survey

Works Programme	Forecast	Forecast	Forecast	Forecast	Source of Funding 2006/2007
	LTCCP Year 1 2006/07 (\$ 000)	LTCCP Year 2 2007/08 (\$ 000)	LTCCP Year 3 2008/09 (\$ 000)	LTCCP Years 4-10 years (\$ 000)	
PROJECT					
Wellington Regional Strategy	10	0	0	0	Rates
Total	10	0	0	0	

Living Environment
City Planning

Cost of Service Statement	Forecast Annual Plan Year 0 2005/06 (\$ 000)	Forecast LTCCP Year 1 2006/07 (\$ 000)	Forecast LTCCP Year 2 2007/08 (\$ 000)	Forecast LTCCP Year 3 2008/09 (\$ 000)
Operating Costs	827	824	825	851
Interest	0	0	0	0
Depreciation	0	0	0	0
Operating Income	(284)	(469)	(483)	(497)
NET OPERATING COST	543	355	342	354
Capital Expenditure	0	0	0	0
Loan Repayments	0	0	0	0
Transfers to Funds	125	300	310	320
Less				
Depreciation and Other Unfunded Items	(5)	(5)	(4)	(5)
TOTAL FUNDING REQUIRED	663	650	648	669
Funded by :				
General Rates	623	650	648	669
Loans Raised	0	0	0	0
Transfers from Funds	31	0	0	0
Accumulated Funds	9	0	0	0
TOTAL FUNDING	663	650	648	669

10 Year Financial Forecast

