

Regulatory Services

2024-2034 Activity Summary

Demand for Regulatory Services is largely a reflection of Government legislation and Council policies and bylaws. A review of the District Plan is planned to respond to changing requirements for housing.

Resource consents are expected to remain static or decrease in response to changes in legislation to give more activities permitted status. However, the number of building consents are expected to increase in response to the requirements of the Earthquake Prone Building Legislation and the revitalisation of the City Centre and forecast population growth.

The forecasted population growth along with increasing number of tourist stays is also likely to result in an increase in the number of alcohol and food related premises, with most new premises likely to be located in the rejuvenated City Centre.

There is an increasing expectation from members of the community that they can engage with Regulatory Services via electronic means. During this Long-term Plan, it is expected there will be a significant decrease in paper files, and an increase in online lodgement and processing.

In addition, there is a community expectation that Council will take a lead in preserving and protecting the heritage features of the inner city.

Key Projects

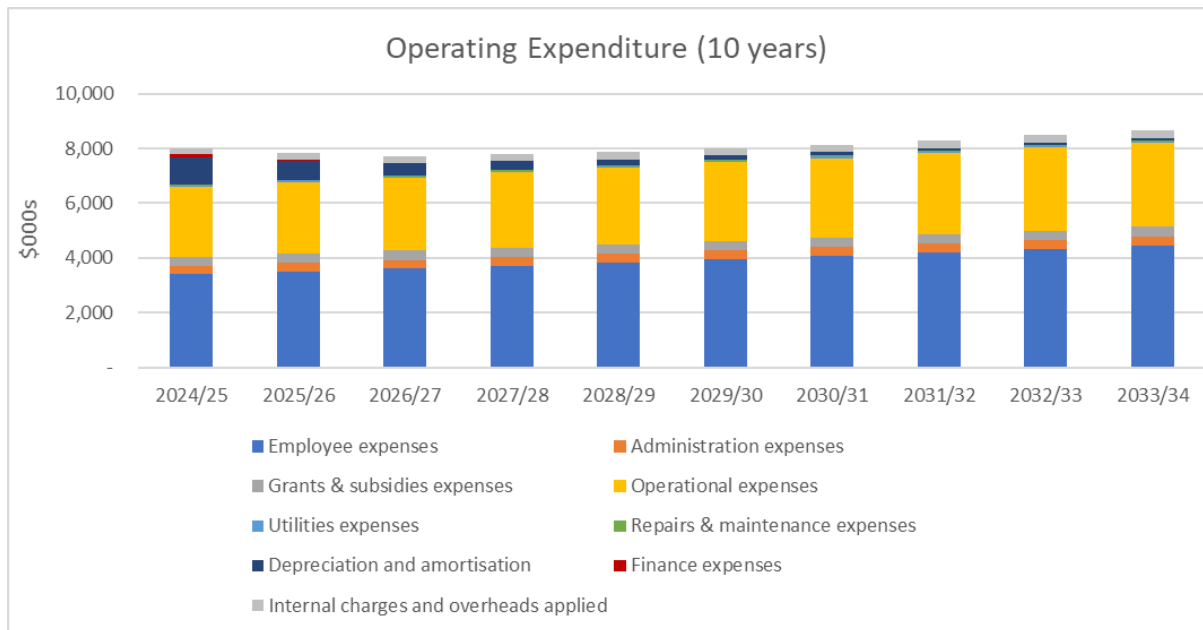
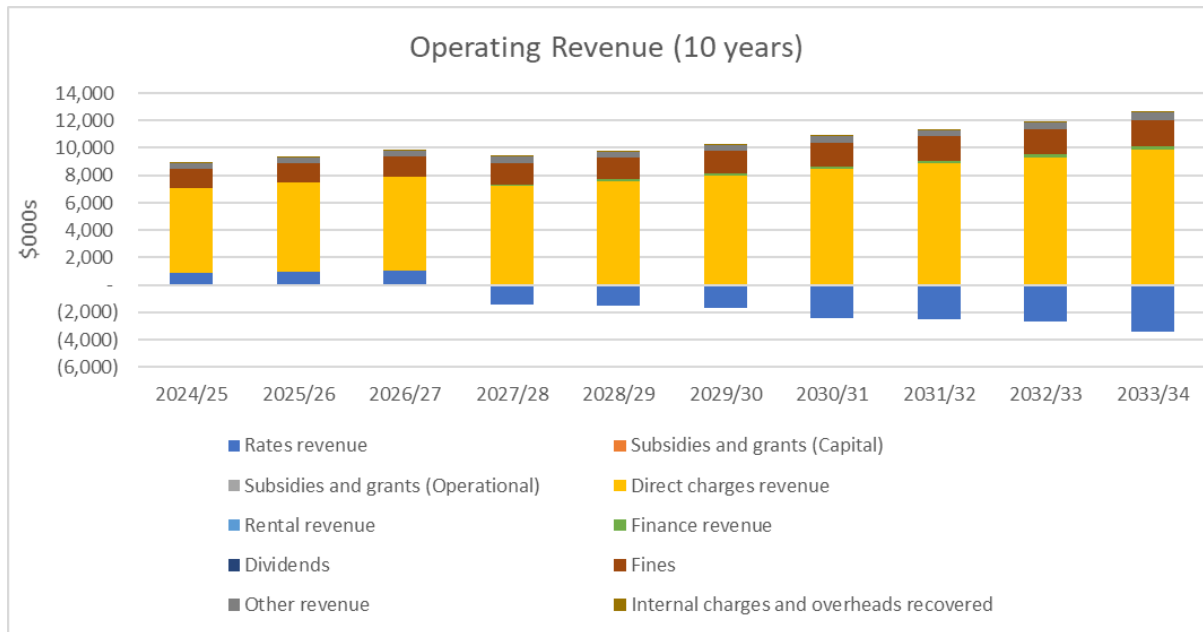
Some maintenance work at the Animal Care Facility is planned – see the Property Asset Plan for more information.

Key Performance Indicators

Measure	Target
Building consents are granted within 20 working days	100% of building consents are granted within 20 working days
Non-notified resource consents not requiring a hearing are granted within 20 working days	100% of non-notified resource consents are granted within 20 working days
Food premises are registered within 20 working days	100% of food premises are registered within 20 working days
Alcohol licences not requiring a hearing are granted within 30 days	100% of alcohol licences not requiring a hearing are granted within 30 days
Land Information Memorandum (LIM) Reports are issued within 10 working days	100%
Percentage of residents satisfied with service received from the Building and Planning Department	50%

Measure	Target
Percentage of residents satisfied with the building and resource consent process	50%
Amount of eligible applications received to support heritage buildings (earthquake strengthening and/or heritage improvements)	Council's Heritage Funds are at least 90% subscribed each financial year

Budget



Figures in the graphs have been inflation adjusted. All other numbers are uninflated and are based on 2024-dollar levels.