

Long Term Plan 2018-28

Service Plan for Land & Property Information Services

Adopted by Council with the final Long Term Plan 2018-28 on 26 June 2018

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Approvals		
Role	Name	Signature and date of sign-off
Activity Manager	Sam Hay	 01/03/2018
Finance Manager	Gill Robertson	
General Manager(s)	Leonie Rae / acting John Higgins	

Table of Contents

What does the overall Group of Activities do and why do we do it?	4
1. What does this activity deliver?	4
2. Why do we deliver this activity?.....	4
3. Specify Levels of Service	5
4. What levels of service do we propose to change from the current LTP and why?	7
5. How will the assets be managed to deliver the services?	7
6. What financial resources are needed?	7
7. How much capital expenditure will be spent, on what category of asset, and what are the key capital projects for this activity?	7
8. Are there any significant negative effects that this activity will create?	7

What does the overall Group of Activities do and why do we do it?

The processing and issuing of Building Consents and subsequent inspections, Code Compliance Certificates and Compliance Schedules are fundamental to ensuring the buildings in Christchurch are healthy and safe to occupy. Collectively these functions are designed to ensure that new buildings fully meet the requirements of the Building Act 2004, Building Code and various building standards and guidelines. Building Consenting includes services to maintain and administer Council's Earthquake Prone, Dangerous and Insanitary Buildings Policy.

Maintain Building Consent Authority (BCA) registration and accreditation, and responding to Building Act related claims. This latter service includes Weathertight Homes Resolution Services (WHRS) claims, incorporating the Government's Financial Assistance Package (FAP) Scheme, where Council along with the Crown contribute towards remediation.

Provision of public advice is undertaken through web pages, duty phones and pre application meetings to assist property owners, builders, developers and others to navigate through the regulatory requirements (planning and building) of commercial and more complex builds. There is increased focus on assisting the commercial and community facilities sector to provide support through case management services. Regular forums are in place with industry professionals and various representative groups in the sector to ensure a heightened level of engagement leading to increased quality and consistency of applications.

1. What does this activity deliver?

Land and Property Information Services provides customers of Council with property specific information to ensure building or property development decisions are based on good information. This assists customers in making informed decisions in relation to a property or project. It is provided on a day to day basis through responses to requests for the provision of Land Information Memoranda (LIMs) and property file information.

Project Information Memoranda provide customers of Council with an assessment of a project to ensure that:

- they have the information that we hold for the property that may affect that project, and
- they are aware of any other authorisation that Council can approve or decline that may effect the project.

This assists customers in making informed decisions in relation with regulatory related projects.

2. Why do we deliver this activity?

The effective management of **Land and Property Information Services** for Christchurch means contributing to the community outcomes that:

- The Council is responsive to the needs of its citizens

- Statutory obligations under the Local Government Official Information and Meetings Act 1987 (LGOIMA) are met by the Council

The effective management of **project information memoranda** for Christchurch means contributing to the community outcomes that:

- Christchurch has good quality buildings
- The Council is responsive to the needs of its citizens
- Statutory obligations under the Building Act 2004 are met by the Council

3. Specify Levels of Service

The Levels of Service, Performance Measures and Performance Targets for Land and Property Information Services activity are provided below. Shaded rows are the levels of service and performance measures to be included in the Long Term Plan. Non-shaded rows are non-LTP management level measures.

Performance Standards Levels of Service (we provide)	Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2027/28	
					Year 1	Year 2	Year 3		
					2018/19	2019/20	2020/21		
Land Information Memoranda and property file requests									
9.4.1					9.4.1	9.4.1	9.4.1	9.4.1	
9.4.1	Process land information memoranda applications within statutory timeframes	Statutory obligations under Section 44A of LGOIMA are met by Council	Timeframes are monitored and measured using computerised reports.	2015/16 99.96% 2016/17 99.99%	Section 44A of LGOIMA relating to land information memoranda. All LIMs issued within 10 working days. Wellington City Council LTP measure 100% within 10 working days	Process 99% of land information memorandum applications within 10 working days	Process 99% of land information memorandum applications within 10 working days	Process 99% of land information memorandum applications within 10 working days	Process 99% of land information memorandum applications within 10 working days
Property File Requests									

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2027/28
						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
9.4.2 Combined 9.4.2 & 9.4.3	Provide customers with access to property files	Statutory obligations are met by Council	Timeframes are monitored and measured using computerised reports Monthly Tableau report.			9.4.2 Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees)	9.4.2 Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees)	9.4.2 90% of customers receive property files within 5 working days of request (subject to payment of fees).	9.4.2 Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees)
9.4.3 9.4.3	Provide customers with access to property files that are already stored electronically	Statutory obligations are met by Council as it is reasonably practicable to provide electronically stored files in a shorter timeframe	Timeframes are monitored and measured using computerised reports Monthly Tableau report.			9.4.3 Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees)	9.4.3 Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees)	9.4.3 90% of customers receive property files within 2 working days of request (subject to payment of fees).	9.4.3 Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees)
Project Information Memoranda									
9.4.10 9.4.10	Process project information memoranda applications within statutory timeframes	Statutory obligations are met by Council	Timeframes are monitored and measured using computerised reports.	2016/17 – 100% within 20 working days	Section 34 of the Building Act 2004 all PIMs issued within 20 working days Waimakiriri District Council LTP measure 100% within 20 working days	9.4.10 Process 99% of project information memorandum applications within 20 working days	9.4.10 Process 99% of project information memorandum applications within 20 working days	9.4.10 Process 99% of project information memorandum applications within 20 working days	9.4.10 Process 99% of project information memorandum applications within 20 working days

4. What levels of service do we propose to change from the current LTP and why?

To review changes to levels of service between those adopted for the Amended Long Term Plan 2016-25 (Annual Plan 2017/18) and the draft Long Term Plan 2018-28, refer to [section 4 of the draft Service Plan](#).

5. How will the assets be managed to deliver the services?

6. What financial resources are needed?

Refer to the **Activities and Services** section in the most recently adopted [Long Term Plan / Annual Plan](#).

7. How much capital expenditure will be spent, on what category of asset, and what are the key capital projects for this activity?

Refer to the **Capital Programme** section in the most recently adopted [Long Term Plan / Annual Plan](#).

8. Are there any significant negative effects that this activity will create?

Effect	Mitigation