

# **REGULATORY SERVICES**

**Resource Management and Planning**

**Building Control**

**Environmental Health, Liquor Licensing and  
General Inspection**

**Animal Control**

**Rural Fire Control**

**Civil Defence and Emergency Management**

# Regulatory Services

Masterton District Council's Regulatory Service activities include resource management and planning, building control, environmental health, liquor licensing and inspection, animal control, rural fire control and civil defence and emergency management.

## REGULATORY SERVICES

LTCCP Yr 3	Rates Requirement Summary	Annual Plan 2011/12	Prior Yr Plan 2010/11	Variance
\$		\$	\$	\$
563,569	Resource Management and Planning	572,902	557,508	(15,394)
172,509	Building Control	109,050	153,007	43,957
247,343	Environmental Health & Licensing	300,963	272,079	(28,884)
77,488	By-law Control & General Inspection	68,913	66,735	(2,178)
193,511	Rural Fire Control	215,078	172,346	(42,732)
11,540	Animal Control	9,123	10,004	881
164,272	Emergency Management	160,220	156,085	(4,135)
<b>\$1,430,232</b>	<b>Rates Requirement</b>	<b>\$1,436,249</b>	<b>\$1,387,764</b>	<b>(48,485)</b>

## REGULATORY SERVICES

LTCCP Yr 3	Capital Expenditure Summary	Annual Plan 2011/12	Prior Yr Plan 2010/11	Variance
		\$	\$	\$
	<b>Capital Projects</b>			
90,398	Fleet vehicle replacements	90,000	88,000	
6,380	Rural fire - vehicles & stations		6,200	
7,445	Environmental Health equipment	7,250	7,250	
3,191	Emergency management equipment	3,100	3,100	
<b>\$107,414</b>		<b>\$100,350</b>	<b>\$104,550</b>	
	<b>Capital Funding</b>			
(3,000)	External capital funding	-	-	-
(104,414)	Transfer from reserves	(100,350)	(104,550)	(4,200)
<b>(\$107,414)</b>		<b>(\$100,350)</b>	<b>(\$104,550)</b>	<b>(\$4,200)</b>

# Resource Management and Planning

## What do we do?

Council staff implement planning policies and manage the planning functions. This includes administering the resource consent process, maintaining and developing the District Plan and providing advice on specific planning issues as required.

## Performance Measures

Level of Service	Performance Measures	Baseline 2007/08	Performance Targets 2011/12
Carry out Council's legal responsibilities under the Resource Management Act and implement the District Plan, including: <ul style="list-style-type: none"> <li>• Resource consents</li> <li>• Land Information Memoranda and Project Information Memoranda</li> <li>• Assessing heritage applications</li> <li>• Consulting and educating the community</li> <li>• Protecting significant indigenous vegetation and habitats of indigenous fauna</li> <li>• Protecting outstanding landscapes</li> </ul>	Resource consents are processed within the requirements of the Resource Management Act: <ul style="list-style-type: none"> <li>i) % non-notified consents completed on time</li> </ul>	72%	90%
	<ul style="list-style-type: none"> <li>ii) % notified consents completed on time</li> </ul>	50%	80%
	<ul style="list-style-type: none"> <li>iii) % Land Information Memoranda completed on time</li> <li>iv) % Project Information Memoranda completed on time</li> </ul>	100% 92%	100% 100%
	Consultation processes are consistent with the Resource Management Act and principles of the Treaty of Waitangi: <ul style="list-style-type: none"> <li>i) All affected parties are notified.</li> </ul>	Iwi representatives invited to staff resource planning and notified when affected parties	No justified complaints of non-notification
	<ul style="list-style-type: none"> <li>ii) Information is available on the Wairarapa Combined District Plan</li> </ul>	N/A – new measure	Information on status available; Information on requirements available when plan is operational
	An environmentally sustainable District Plan meets the requirements of the RMA and Masterton District residents: <ul style="list-style-type: none"> <li>i) The effectiveness of the Combined District Plan is monitored</li> <li>ii) Continuous review of the District Plan by the Joint Committee</li> <li>iii) Implement programme for indigenous biodiversity strategy</li> <li>iv) Implement programme for protection of outstanding landscapes</li> </ul>	N/A N/A N/A N/A	Monitoring programme reported  Outstanding landscapes identified for consultation

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## Performance Measures Cont'd

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Monitor all Land Use and Subdivision Consent conditions-	Monitor all consents to ensure satisfactory compliance with consent conditions:		
	i) Proportion of land use and subdivision consent conditions complying within the frame	100%	100%
	ii) Proportion of written complaints responded to within 10 working days	100%	100%
Prepare and utilise Management Plans as required	Complete a Management Plan for Castlepoint	N/A	
	Prepare a Draft Management Plan for Riversdale Beach	Initial consultation document prepared and sent to ratepayers and residents of Riversdale Beach	Riversdale Beach Management Plan completed and adopted

### What assets are used?

Resource management and planning assets consist of the trained personnel required to undertake this activity.

### Key Projects for 2011/12

#### Biodiversity

Identification of notable biodiversity is being undertaken as part of the Wairarapa Combined District Plan commitment.

#### Landscape

A study of outstanding landscapes that has arisen from the Wairarapa Combined District Plan is expected to be completed over the next year.

#### Plan Change

The Council will seek a plan change to the setback requirements for dwelling houses from treated and untreated effluent disposal.

### REGULATORY SERVICES

#### Resource Management & Planning

LTCCP Yr 3	Cost of Service Statement	Annual Plan 2011/12	Prior Yr Plan 2010/11	Variance
\$	<b>Operating Costs</b>	\$	\$	\$
582,199	Resource management & planning	562,102	590,608	28,506
51,899	Wairarapa Combined District Plan (MDC share)	40,000	65,400	25,400
<b>634,098</b>		<b>602,102</b>	<b>656,008</b>	<b>53,906</b>
	<b>Operating Income</b>			
82,954	User charges - consent fees & recoveries	116,200	125,500	(9,300)
390,305	Development & reserves contributions	280,000	310,000	(30,000)
21,270	Internal recoveries	20,000	20,000	-
<b>494,529</b>		<b>416,200</b>	<b>455,500</b>	<b>(39,300)</b>
	<b>Appropriations</b>			
424,000	Transfer to reserves - various contributions	387,000	357,000	(30,000)
-	Transfer from reserves - project funding	-	-	-
<b>\$563,569</b>	<b>Rates Requirement</b>	<b>\$572,902</b>	<b>\$557,508</b>	<b>(15,394)</b>

# Building Control

## *What do we do?*

Council staff and contractors undertake regulatory functions such as administering building consents and monitoring and enforcing compliance with the building code.

## *Performance Measures*

Level of Service	Performance Measures	Baseline 2007/08	Performance Targets 2011/12
Carry out Council's legal responsibilities under the Building Act	Compliance with the NZ Building Code for all work issued with a building consent.	N/A	100%
Receive and process applications for Building Consents and Project Information Memoranda to ensure compliance with the building code and within the statutory time frames	Building consents are processed within the requirements of the Building Act 2004: i) % Building consent applications processed within 20 working days; ii) % Council inspectors with required training certification	92%  100%	100%  100%
Carry out inspections of building projects at strategic times to ensure the project is being constructed in accordance with the approved plans	% Inspections carried out within one working day of requested inspection date	100%	100%

## *What assets are used?*

Building Control assets consist of the trained personnel required to undertake this activity.

## *Key Projects for 2011/12*

### **Digitising Plans**

Building Control records have been paper-based. To reduce the risk of losing records due to fire hazard, all new plans are being digitised. This will also enhance service levels by improving the efficiency of the activity.

Digital capture of existing building consent files is currently on hold due to budget constraints.

### **Potential Legislation Impacts**

There may be legislative changes in this area if the Government proceeds with not requiring building permits for some work and allowing some qualified builders to self-certificate. This could reduce income and affect workloads in the department from the end of June 2012. This is not expected to impact on 2011/12 workloads.

REGULATORY SERVICES

**Building Control**

LTCCP Yr 3	Cost of Service Statement	Annual Plan 2011/12	Prior Yr Plan 2010/11	Variance
\$	<b>Operating Costs</b>	\$	\$	\$
984,386	Building control operating costs	765,450	765,607	157
	<b>Operating Income</b>			
811,877	Consent fees & charges	656,400	612,600	43,800
	<b>Appropriations</b>			
-	Tsf to reserves - various contributions	-	-	-
-	Tsf from reserves - project funding	-	-	-
<b>\$172,509</b>	<b>Rates Requirement</b>	<b>\$109,050</b>	<b>\$153,007</b>	<b>43,957</b>



A fresh lease of life for the Kuripuni Village with new and renovated buildings creating a pleasant welcome for both visitors and locals.

# Environmental Health, Liquor Licensing and General Inspection

## What do we do?

Council staff and contractors carry out environmental health, liquor licensing and general inspection functions which include: monitoring and inspecting food premises, monitoring water quality, dealing with noise complaints, receiving and processing liquor licences and enforcing bylaws and regulatory requirements.

## Performance Measures

Level of Service	Performance Measures	Baseline 2007/09	Performance Targets 2011/12
Deliver inspection, monitoring and enforcement services to ensure Council meets its legal obligations under relevant acts, standards and by-laws	Proportion of registered premises that are inspected at least once annually and followed up with further visits for enforcement if necessary	100%	100%
	Proportion of licences or consents issued within statutory or policy deadlines	100% 188 health licences & 111 trade waste consents issued	100%
	Proportion of special licences processed within 10 working days of completion by external agencies.	96% 91 / 95 special licences	100%
	Proportion of noise complaints responded to within one hour	89.6% 787 / 878 complaints	90%
	Proportion of other 'general' complaints responded to within two working days of notification; or one hour if urgent	100%	100%
	Proportion of known swimming pools inspected for compliance and/or drained if non-complying	100%	100%
	Compliance with NZ Drinking Water Standards 2005 for monitoring community water supplies	100% compliant	100% compliant
	Compliance with consent conditions for monitoring of resource consents	100% compliant	100% compliant
Promote public awareness of individual's rights and responsibilities relating to relevant Acts, standards and bylaws	Number of public education programmes undertaken annually	2 brochures produced + school visit	2+ initiatives per year

## What assets are used?

Environmental health, liquor licensing and general inspection activity assets consist of the trained personnel required to undertake this activity.

## Key Issues and Projects for 2011/12

### Potential Legislation Impacts

Proposed changes to legislation relating to sale of liquor and a total review of Food Safety legislation may impact on the resources and work of this department.

## REGULATORY SERVICES

## Environmental Health &amp; Licensing

LTCCP Yr 3	Cost of Service Statement	Annual Plan 2011/12	Prior Yr Plan 2010/11	Variance
\$	<b>Operating Costs</b>	\$	\$	\$
669,481	Environmental health & licensing costs	603,013	672,229	69,216
	<b>Operating Income</b>			
92,101	License fees & charges	91,550	82,600	8,950
330,037	Internal recoveries	210,500	317,550	(107,050)
<b>422,138</b>		<b>302,050</b>	<b>400,150</b>	<b>(98,100)</b>
	<b>Appropriations</b>			
-	Tsf from reserves - project funding	-	-	-
<b>\$247,343</b>	<b>Rates Requirement</b>	<b>\$300,963</b>	<b>\$272,079</b>	<b>(28,884)</b>

## By Law Control / General Inspection

LTCCP Yr 3	Cost of Service Statement	Annual Plan 2011/12	Prior Yr Plan 2010/11	Variance
\$	<b>Operating Costs</b>	\$	\$	\$
340,596	General inspection costs (incl pool vehicles)	305,833	304,655	(1,178)
	<b>Operating Income</b>			
7,360	Miscellaneous recoveries	4,920	5,920	(1,000)
255,748	Internal recoveries	232,000	232,000	-
<b>263,108</b>		<b>236,920</b>	<b>237,920</b>	<b>(1,000)</b>
	<b>Appropriations</b>			
-	Tsf from reserves - project funding	-	-	-
<b>\$77,488</b>	<b>Rates Requirement (operational)</b>	<b>\$68,913</b>	<b>\$66,735</b>	<b>(2,178)</b>

# Animal Control

## What do we do?

Council staff and contractors undertake animal dog control functions, which include responding to complaints about animals, impounding and releasing animals, finding homes for unclaimed animals, managing dog registrations, educating dog owners and the general public about dog and animal control.

## Performance Measures

Level of Service	Performance Measures	Baseline 2007/08	Performance Targets 2011/12
Provide an efficient and effective animal control service	Customer satisfaction with animal control services	75% Peer Ave: 73%	Maintain satisfaction
	Proportion of urgent complaints responded to within one hour (dog attacking people or animals)	100%	100%
	Proportion of non-urgent complaints responded to within 24 hours of notification (barking dogs or wandering animals)	100%	100%
	Compliance with Dog Control Act for managing & processing impounded animals	100% compliant	100% compliant
Promote responsible dog ownership and safe behaviour around dogs	Proportion of known dogs that are registered	97.1% 5,737 known dogs	97%
	Undertake public education, school and community visits to promote safe behaviour around dogs and/or responsible dog ownership	8 school visits	6+ visits

## What assets are used?

Animal control assets consist of the trained personnel required to undertake this activity and the pound site and buildings in Ngaumutawa Road.

## Key Projects for 2011/12

There are no major projects planned for 2011/12.

### REGULATORY SERVICES

#### Animal Control

LTCCP Yr 3	Cost of Service Statement	Annual Plan 2011/12	Prior Yr Plan 2010/11	Variance
\$	<b>Operating Costs</b>	\$	\$	\$
334,326	Dog control & pound costs	339,973	333,854	(6,119)
	<b>Operating Income</b>			
322,786	Dog registration fees & fines	330,850	318,850	12,000
	<b>Appropriations</b>			
-	Tsf from reserves - project funding	-	(5,000)	(5,000)
<b>\$11,540</b>	<b>Rates Requirement</b>	<b>\$9,123</b>	<b>\$10,004</b>	<b>881</b>

# Rural Fire Control

## What do we do?

The Wairarapa Rural Fire Authority, council staff and contractors carry out the Council's rural fire protection.

## Performance Measures

Level of Service	Performance Measures	Baseline 2007/08	Performance Targets 2011/12
Maintain a sufficient state of readiness and public awareness of rural fire threats to respond in the event of a fire occurring	Proportion of rural fire notifications responded to within 15 minutes	100%	100%
	Frequency of vehicle and equipment checks between use to ensure response readiness when needed	2 weekly	2 weekly
Issue fire permits during the restricted season	Proportion of priority fire permits processed within three days	100%	100%
Contribute to the Wairarapa Rural Fire District Fire Plan and audit process	Annual review of Masterton District resource and equipment schedules completed & revisions reported in time for the annual fire plan review	N/A Not a measure in 2007/08	Due August 2011

## What assets are used?

Rural Fire Control assets consist of trained personnel and volunteers required to undertake this activity, and five fire engines.

## Key Projects for 2011/12

The delivery of rural fire services will be transferred to the Wairarapa Rural Fire Authority (WRFA) from 1 July 2011. The Council will transfer all operational assets to the WRFA, except the buildings, which will be leased. An increased level of rates funding has been allowed to enable the WRFA to deliver an improved service across the Wairarapa.

### REGULATORY SERVICES

#### Rural Fire Control

LTCCP Yr 3	Cost of Service Statement	Annual Plan 2011/12	Prior Yr Plan 2010/11	Variance
\$	<b>Operating Costs</b>	\$	\$	\$
152,035	Rural fire - MDC admin costs	29,728	106,346	76,618
59,556	Wairarapa Rural Fire Authority (MDC share)	185,350	66,000	(119,350)
<b>211,591</b>		<b>215,078</b>	<b>172,346</b>	<b>(42,732)</b>
	<b>Operating Income</b>			
18,080	Miscellaneous recoveries	-	-	-
<b>\$193,511</b>	<b>Rates Requirement</b>	<b>\$215,078</b>	<b>\$172,346</b>	<b>(42,732)</b>

# Civil Defence and Emergency Management

## *What do we do?*

The Council has an Emergency Management section, to prepare for, and coordinate, the local community's response to emergency events.

## *Performance Measures*

Level of Service	Performance Measures	Baseline 2007/08	Performance Targets 2011/12
Ensure the public is aware of natural and technological threats and is ready to respond in the event of a Civil Defence emergency occurring	The public is ready to respond to a Civil Defence emergency: i) Public awareness programme is carried out annually ii) Community reports being prepared for an emergency (survey) with water, food, household plan and equipment available	Achieved  Water 79% Food supplies 60% Household plan 30% Equipment 60%	One per year  Water 79% Food supplies 60% Household plan 50% Equipment 60%
Establish and maintain liaison, links and develop standard emergency operating procedures with local emergency services, other agencies, volunteers and the community.  Provide local response and recovery capability including Emergency Operations Centre facilities, trained personnel and community facilities	An effective Civil Defence Emergency Management System is in place: i) Emergency Operations Centre exercise is carried out; ii) Peer review on any Civil Defence emergency events and/or an annual exercise	No exercise undertaken  N/A – no exercise and no events	Minimum of one per year  Operation rated effective
Participate in Wellington Region Civil Defence Emergency Management Group work programme and activities	Complete Wellington Region Civil Defence Emergency Management Group work programme identified for Masterton	Submitted October 2007	Annual programme completed

## *What assets are used?*

Emergency Management assets consist of the trained personnel and volunteers required to undertake this activity and the Emergency Management Office located at the Municipal Building in Chapel Street.

## *Key Projects for 2011/12*

Completion of the Tsunami Awareness programme including signage, household brochures, public address system and standard operating procedures.

REGULATORY SERVICES

Emergency Management

LTCCP Yr 3	Cost of Service Statement	Annual Plan 2011/12	Prior Yr Plan 2010/11	Variance
\$ 159,272	<b>Operating Costs</b>	\$	\$	\$
	Emergency management costs	155,220	151,085	(4,135)
-	<b>Operating Income</b>			
	Government subsidy & recoveries	-	-	-
5,000	<b>Appropriations</b>			
	Tsf to reserves - self insurance	5,000	5,000	-
-	Tsf from reserves - project funding	-	-	-
<b>\$164,272</b>	<b>Rates Requirement</b>	<b>\$160,220</b>	<b>\$156,085</b>	<b>(4,135)</b>



A sample of what may be included in a civil defence emergency preparedness kit.