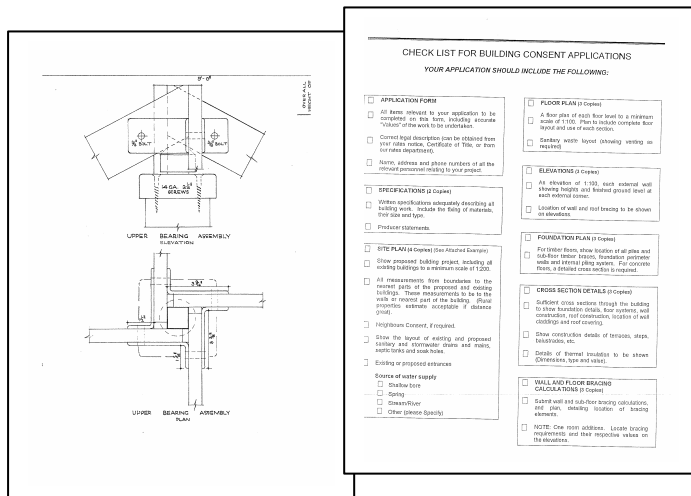


Regulatory Services Group



What are Regulatory Services?

Regulatory Services are a group of responsibilities placed on Council by the Central Government to ensure community compliance with national standards and guidelines.

These standards and guidelines allow the Council to develop local compliance standards such as the Operative District Plan, bylaws and response plans.

Which activities are included in the Regulatory Services group?

- Resource Management Implementation,
- Building Control,
- Animal Control,
- Community Protection,
 - Emergency Management,
 - Rural Fire,
 - Health,
 - Liquor licensing.

Why are these activities included?

Council works in partnership with the Government and other agencies to implement regulatory controls on issues that have a direct relationship to the public's health, safety and well-being in the District.

All these activities are in the category where Council has implementation, monitoring and enforcement roles.

How do regulatory services contribute to community outcomes?

Community Outcomes	HDC Proposed Actions
Safe and healthy environment	<ul style="list-style-type: none"> • Appropriate Council involvement in mining issues. • Open communication on environmental issues within the District. • Assured water quality and water supply.
Affordable services and facilities	Affordable services and facilities provided by Council.

What is Council's Role?

Council's Role	RMA implementation	Building Control	Animal Control	Community Protection
Lead to inspire community involvement	✓	✓	✓	✓
Advocate to promote and encourage				✓
Support to contribute and assist				✓

Resource Management Implementation



HDC Resource Management services

Council is required to implement its responsibilities under the Resource Management Act, 1991 and, in particular:

- The provisions of its Operative District Plan,
- The issuing and monitoring of Resource Consents,
- Monitoring and enforcement provisions of the Act, including noise,
- Public information.

Council is also required to issue Land Information Memoranda (LIM) under the Local Government Official Information and Meetings Act 1987.

How does the implementation of Resource Management contribute to the community outcomes?

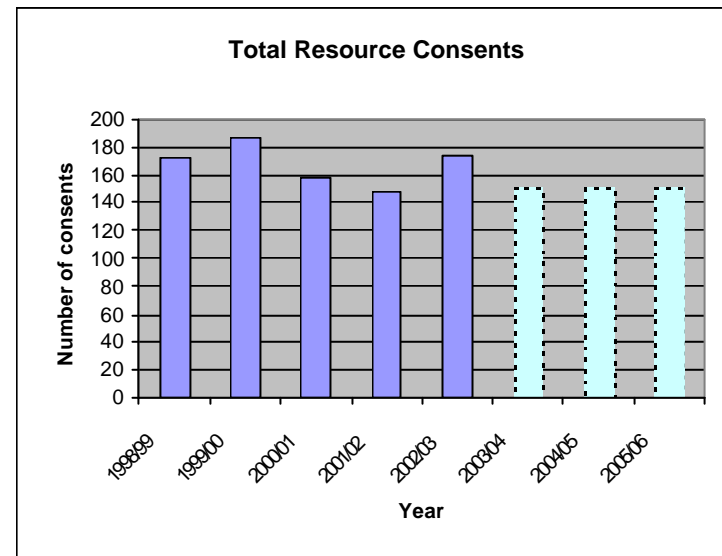
Community Outcome	How RMA implementation contributes
Safe and healthy environment	By providing consistent direction in planning decisions to ensure an environmentally sustained District.

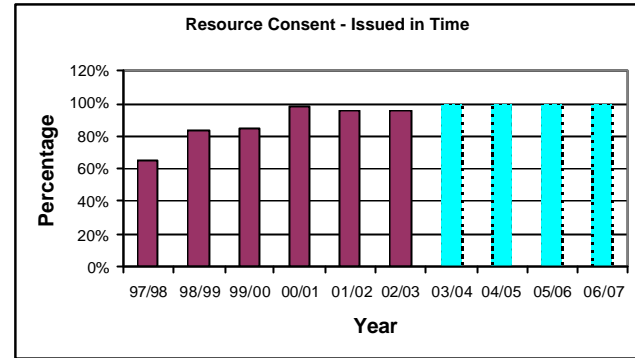
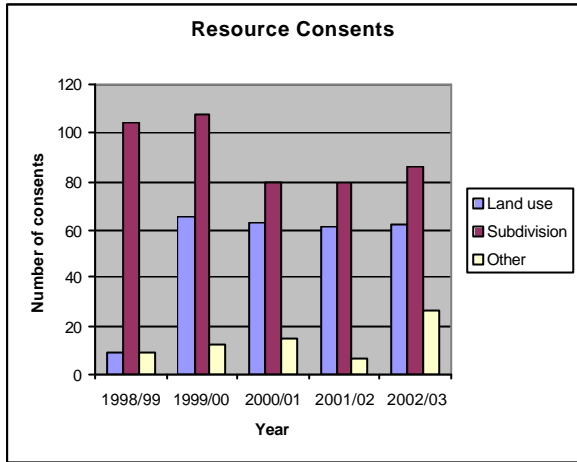
Current Levels of Service

Council processes applications for subdivision and land use activities. Staff are available to meet with applicants and the public to discuss issues arising from the implementation of the Resource Management Act.

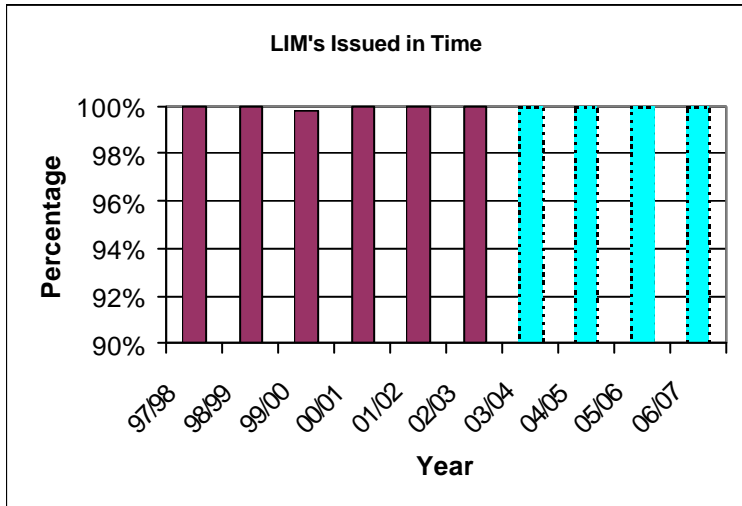
Council monitors all consents to ensure compliance with consent conditions. It also responds to breaches of the Resource Management Act provisions and takes enforcement action where necessary.

Council also employs a noise control contractor to ensure that people's enjoyment of their property or environment is not subject to unreasonable or excessive noise.





What will success look like?



Target	Measure
All notified resource consents applications are decided and issued within statutory timeframes.	99% of all notified resource consent applications are decided and issued within 70 working days.
All non-notified resource consent applications are decided and issued within statutory timeframes.	All non-notified consent decisions, not requiring a hearing, are issued within 20 working days. All non-notified consent decisions, requiring hearings, are issued within 25 working days.
All LIM's are issued within statutory timeframes	All LIM's are issued within 10 working days.
All urgent LIM's are issued within 3 days.	All urgent LIM's are issued within 3 working days.
Provide a monitoring service which ensures compliance with consent conditions.	To ensure 90% of all Land use resource consents are monitored for compliance within three months of the consent being granted.

Building Services



HDC Building Services

Council is required to implement the provisions of the Building Act, 1991 to:

- Ensure that existing and new buildings are safe and sanitary,
- Protect other property from physical damage from the construction, use and demolition of buildings,
- Ensure that the necessary controls relating to the construction of a building and its use are implemented in accordance with the NZ Building Code and the Building Act,
- Warrants of Fitness are issued for buildings used by the public and those that contain specific systems.

How does Building Services contribute to community outcomes?

Community Outcome	How Building Services contribute
Safe and healthy environment.	By assisting in the development of a safely constructed man-made environment.

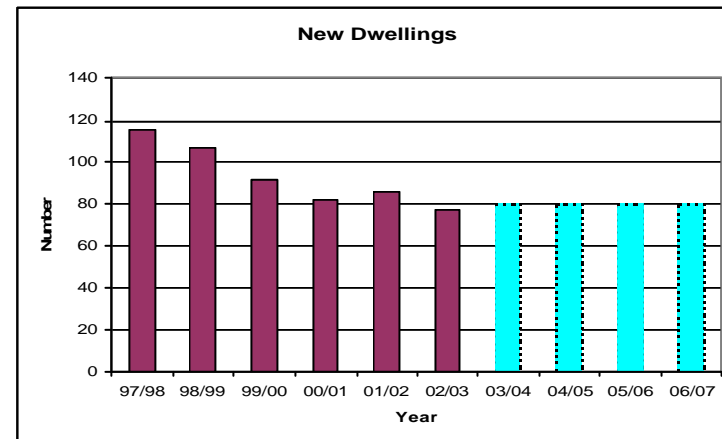
Current Levels of Service

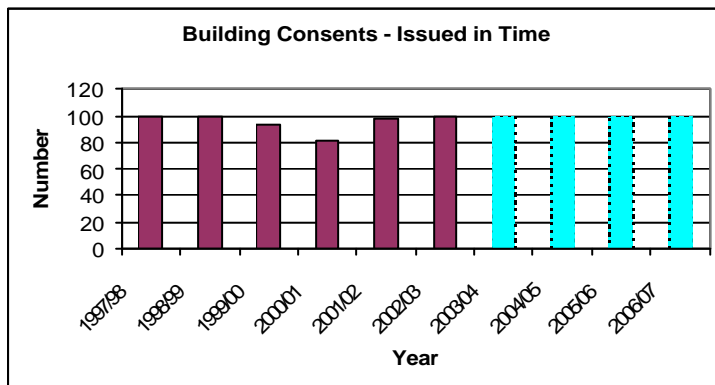
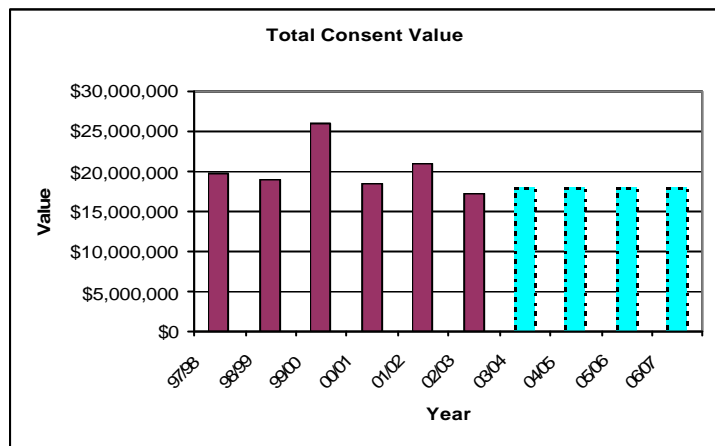
Building Services monitor and control:

- Building consent applications,
- Building compliance with statutory requirements,
- Inspection of buildings under construction,
- Breaches of the Building Act and enforcement of the Act,
- Building Warrant of Fitness,
- Project Information Memorandum (PIM).

Council receives, verifies and issues building consents ensuring compliance with statutory requirements. For every building consent application, Council is required to issue a PIM giving details relating to the land and RMA framework on which the construction is to occur.

Council responds to breaches of the Building Act and takes appropriate enforcement action where appropriate. Council monitors Building Warrants of Fitness and follows up with those building owners whose buildings do not have a current warrant. Inspections of buildings under construction are to ensure compliance with specific requirements. Once the Council is satisfied with the construction it issues a code of compliance certificate.





Issue building consents within statutory timeframes.	100% of all building consents are issued within statutory timeframes: <ul style="list-style-type: none"> • 10 working days or less for consents with a value of <\$500,000, • 20 working days for consents with a value of \$500,000 or more.
Respond to all complaints of alleged illegal/unauthorized activity.	All complaints are responded to within 3 working days.

Operating cost

The Building Act is designed to enhance public health and safety but not all costs can be recovered. Therefore the public good cost component of the activity must be met from rates.

Signalling possible change in Levels of Service

The Building Act 1991 is currently under review and a new draft Act is receiving consideration. The new Act may come into force during 2004/05. The changes aim to improve the control of and encourage better practices in building design and construction. These changes will set Standards and provide guidance for the community on how to meet the Standards. For Council it will mean a greater scrutiny of building consent applications and inspection processes. It is expected that Council's Building Control Services will be required to obtain accreditation and, costs to applicants will increase. Council will be considering the best options available for it to deliver the new levels of service required. In doing this it will considering possible partnership agreements with neighbouring Councils and other specialist service providers.

What will success look like?

Target	Measure
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Community Protection



HDC Community Protection Services

Council has responsibilities for community protection under the:

- Civil Defence Emergency Management Act 2002,
- Forest and Rural Fires Act 1977,
- Health Act 1956.

Council is required to have policy and operational plans for Civil Defence and Rural Fire and to have the operational capability to put these plans into effect.

Council is required to monitor and enforce a number of regulatory functions under the Health Act including food hygiene, notifiable diseases and liquor licensing.

How does Community Protection contribute to community outcomes?

Community Outcome	How Community Protection contributes
Safe and healthy community	<ul style="list-style-type: none"> • Protect life and property. • Provide planning and direction for emergency operations to reduce exposure to risk and optimise the management of resources during recovery operations. • At the earliest possible opportunity restore essential services and systems. • Protection of community members by ensuring appropriate food handling standards

Current Level of Service

Emergency Management

The Council has an Operative Civil Defence and Emergency Management Plan which in the event of an emergency will see the establishment of an emergency management headquarters within the district or the Thames Valley Combined District.

In recent years declared emergencies have resulted from the effects of weather (flooding, wind). The operational plan however caters for operational systems in response to all possible civil defence emergencies including earthquake, fire, hazardous substances, volcanic eruption and subsidence.

Council is an active member of the Waikato Civil Defence Emergency Management Group and the Thames Valley Combined Civil Defence Committee.

Rural Fire

Rural Fire responsibilities include setting fire restrictions, allocation of adequate resources (trained personnel, equipment) to fight rural fires and working with other local authorities and the New Zealand Fire Service to provide services.

The Council has an Operative Rural Fire Plan and the operational capacity to respond to rural fires as required. The majority of fires responded to are

vegetation and peat fires. The costs from fighting fires can be recovered in some cases.

Hauraki District belongs to Thames Valley Combined Rural Fire Committee along with Thames-Coromandel District Council and Matamata Piako District Council.

Health

Council is required to inspect public food premises to measure compliance with food hygiene and handling standards.

Council inspects all food premises in the District annually and more often if premises are considered high risk.

Liquor Licensing

Council issues liquor licences and works with the Liquor Licensing Authority to regulate liquor licensing requirements.

What will success look like?

Target	Measure
To hold training sessions for Emergency Centre operations.	To hold two training sessions per year.
In the event of a declaration, the Emergency Management Centre is made operational within two hours.	The Emergency Management Centre is operational within two hours.
All public food premises inspected annually and medium risk premises inspected twice annually.	100% of premises inspected according to their risk category.

Council's Proposed Strategies

Council will maintain current operational Emergency Management and Rural Fire Plans and will ensure that these are functional and tested on a regular basis. Council will continue developing partnerships for the provision of emergency management services.

Signalling possible change in Levels of Service

As from the 1st April 2004 the certification and inspection for Hazardous Substances formally carried out by Council will cease and be replaced by a new regime.

Operation of the new regime is still in the process of being negotiated with the Department of Labour and neighbouring local authorities.

Community Protection Operation Plans

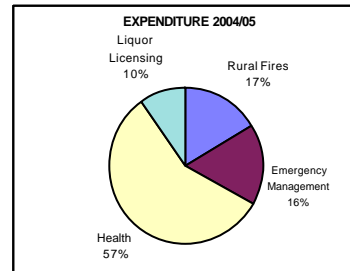
Type of Plan	Description and objective
Hauraki District Emergency Operations Plan.	Provides procedures and processes for the establishment and operation of an emergency operation district headquarters.
Thames Valley Combined Civil Defence Emergency Management Plan.	Provides planning and preparation for emergencies and for response and recovery in the event of an emergency within the district.
Waikato Civil Defence Emergency Management Plan.	Plan adopted by all territorial local authorities within Waikato Region on regional responses to regional emergencies.
Thames Valley Rural Fire District Plan.	The plan is of two sections, the first on emergency rural fire procedures, which are reviewed annually, and the second on management requirements and is reviewed every five years. This plan must comply with the Rural Fire Management Code of Practice.

Where do funds come from?

Activity	General Rates District	Fees & Charges
Civil Defence	100%	
Health & Liquor Licensing	76%	24%
Rural Fires	100%	

What is the cost of operating the Community Protection activity?

Forecast		Forecast	Projected	Projected	Projected	Projected	Projected	Projected	Projected	Projected	Projected
2003-04		2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
\$000's		\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's
EXPENDITURE											
76	Rural Fires	81	77	79	78	78	77	78	77	80	77
70	Emergency Management	78	77	77	77	78	77	77	78	78	77
281	Health	278	284	280	275	276	284	286	286	286	285
50	Liquor Licensing	49	50	50	49	49	50	50	50	50	50
477	Total Expenditure	486	488	486	479	481	488	491	491	494	489
LESS REVENUE											
(88)	Fees and Charges	(77)	(77)	(77)	(77)	(77)	(77)	(77)	(77)	(77)	(77)
(389)	General Rates	(409)	(411)	(409)	(402)	(404)	(411)	(414)	(414)	(417)	(412)
-	NET COST OF SERVICE	-	-	-	-	-	-	-	-	-	-



Animal Control



HDC Animal Control Services

The Council has a statutory requirement to be involved in Animal Control with a particular emphasis on:

- Dog registration systems and implementation,
- Education of dog owners and the public,
- Enforcement of dog control issues to minimise danger, distress or nuisance from dogs,
- Impounding of wandering dogs and stock.

How does Animal Control contribute to community outcomes?

Community Outcomes	How Animal Control contributes
Safe and healthy environment	<ul style="list-style-type: none"> • Reduce risks associated with wandering animals. • Provision of efficient and effective responses to customer complaints. • Being able to identify dogs through the registration system. • Education of the public and dog owners on appropriate control and safety mechanisms.

Current Level of Service

The Council employs an Animal Control Officer who implements animal control responsibilities under contract. Issues with Animal Control are notified to the Council offices and these are then dealt with by the contractor as necessary. The Council has dog and stock pounds.

What will success look like?

Target	Measure
Customer complaints on roaming and wandering stock.	All reported complaints on stock are responded to within one hour of the complaint being received.
Customer complaints on dogs.	All reported complaints on dogs are responded to within 24 hours of the complaint being received.
Complaints concerning aggressive dogs.	All complaints investigated the same day as the complaint is received.
Customer satisfaction measured by triennial survey.	85% of direct contact customers surveyed were satisfied with the service.
To inform the community on District animal control.	To provide education articles through published news articles at least three times a year.

Council's Proposed Strategies

The Council currently has an adopted Dog Control Policy and a review of this may be required as a result of new legislative provisions.

Signalling possible change in Levels of Service

The Dog Control Amendment Act 2003 signals increased level of controls that will be required to be implemented over the next two years. This will affect the cost of services to dog owners and ratepayers.

Animal Control Management Plans

Type of Plans	Description and objective
Dog Control Policy	Policy which aims to promote the control of dogs and responsible dog ownership.
Dog Control Bylaw	Bylaw which aims to provide the minimum requirements for dogs in general, uncontrolled dogs, nuisance dogs and dangerous dogs.

Where do funds come from?

	General Rates District	Targeted Rates	User Charges & Fees
Dog Registrations			100%
Animal Control	100%		

What is the cost of operating this Animal Control activity?

Forecast 2003-04 \$000's		Forecast 2004-05 \$000's	Projected 2005-06 \$000's	Projected 2006-07 \$000's	Projected 2007-08 \$000's	Projected 2008-09 \$000's	Projected 2009-10 \$000's	Projected 2010-11 \$000's	Projected 2011-12 \$000's	Projected 2012-13 \$000's	Projected 2013-14 \$000's
	EXPENDITURE										
133	Dog Registration	147	147	147	147	147	147	148	147	148	147
123	Animal Control	137	134	134	134	134	134	138	138	139	138
256	Total Expenditure	284	281	281	281	281	281	286	285	287	285
	LESS REVENUE										
(148)	Fees and Charges	(148)	(148)	(148)	(148)	(148)	(148)	(148)	(148)	(148)	(148)
(108)	General Rates	(136)	(133)	(133)	(133)	(133)	(133)	(138)	(137)	(139)	(137)
-	NET COST OF SERVICE	-	-	-	-	-	-	-	-	-	-

