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RESEARCH

Hauraki District Council Building and Resource Consents

Prepared by: Versus Research

September 2019

Summary

Background

Hauraki District Council (Council) is the local authority for the Hauraki District. Council is interested in gaining feedback from customers who lodge building or resource consents.

To this, Council commissioned Versus Research to conduct a survey amongst residents who have lodged resource or building consents in the last 12 months. This survey was designed to determine perceived perceptions and satisfaction with both the building and resource consent processes.

Method and Sample

Two separate surveys were run for this project. One focused on generating responses from residents within the Hauraki district who had lodged a building consent, while the other focused on those residents who had lodged a resource consent. In both instances, Computer-Aided Telephone Interviewing (CATI) was used to generate responses.

Changes have been made to the interviewing structure for this project, whereby interviewing is done twice in a year. The interviewing completed and results reported below includes the findings from the first lot of responses.

A total of n= 45 responses for building consents and a total of n= 45 for resource consents were collected.

Reporting

In the past, the building and resource consent surveys and findings were run and reported with the annual Hauraki District Council Residents Survey. This year, the findings for both building and resource consents were, and will continue to be, reported in their own report.

Results are separated into two sections. The first section focuses on the analysed results from the building consent survey, while the second section focuses on findings drawn from the resource consent survey. Full scale ratings are charted and shown in each section of the report. The charts also display the results from previous years to indicate year on year comparisons.

When interpreting the following findings, it is important to note that the 2019 results only show the first lot of responses, while the previous years contain full year results.

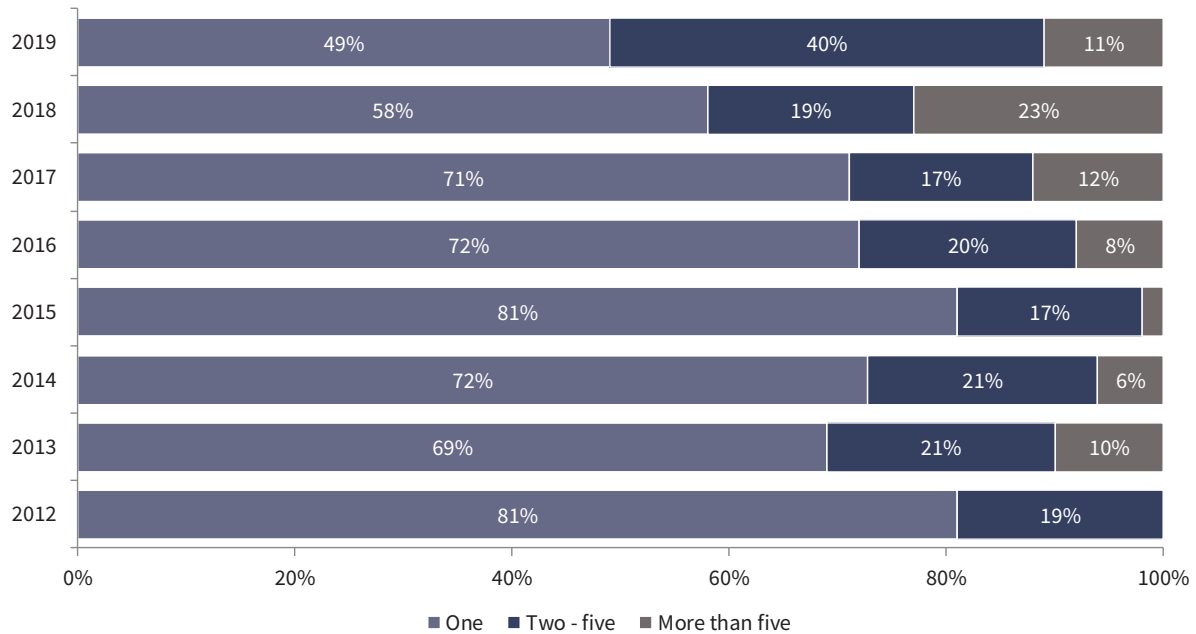
Building Consents

Building Consents

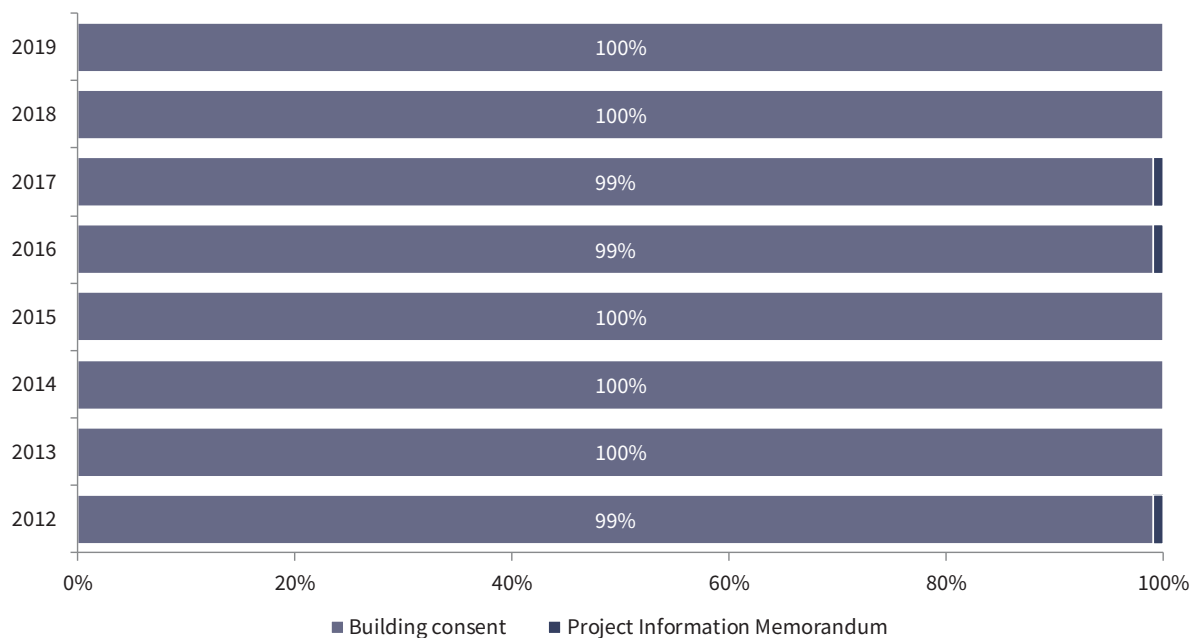
Findings showed that 49% of respondents lodged one building consent, another 40% lodged between two and five consents, and 11% of the respondents lodged more than five. All respondents lodged a building consent (100%) as opposed to a project information memorandum in 2019.



Number of Consents



Application Type

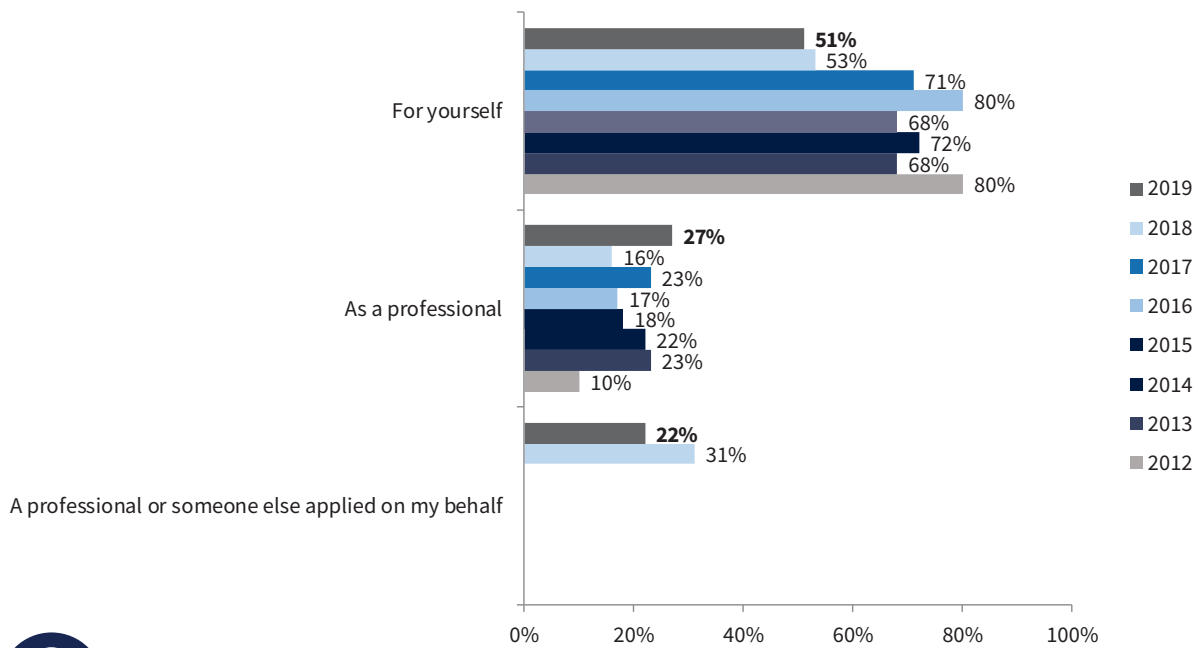


Building Consents

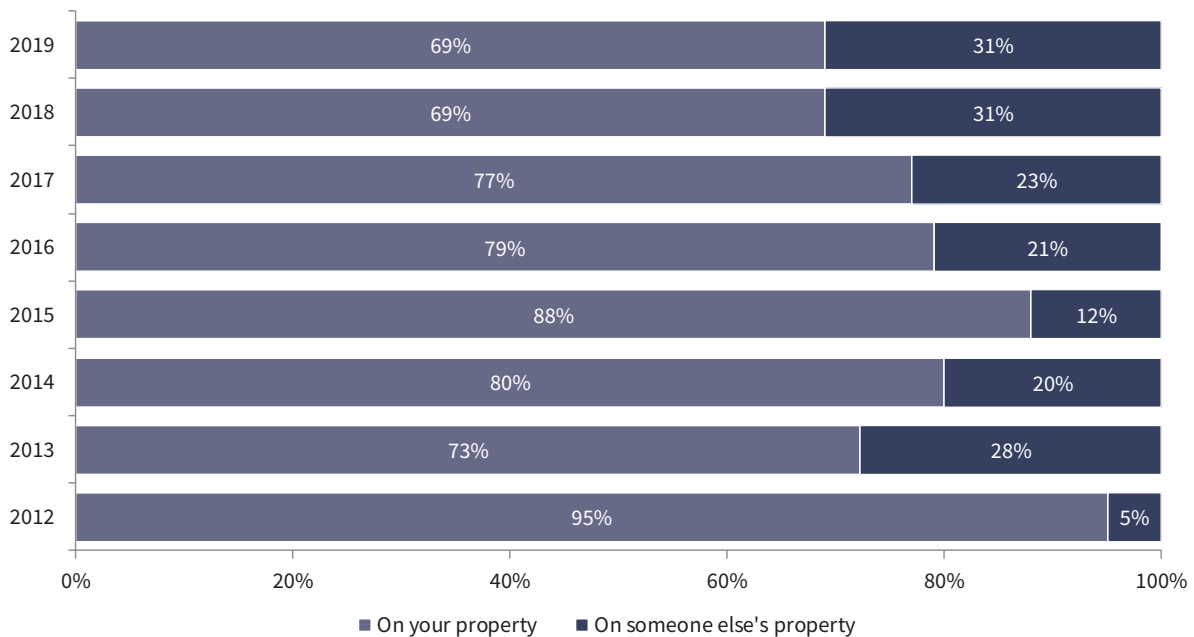
Similar to 2018 (53%), 51% of respondents lodged a building consent for themselves. A further 27% of respondents indicated they lodged the consent as a professional, while 22% indicated that a professional or someone else applied for the consent on their behalf. Sixty-nine per cent of participants indicated that they lodged the consent for their own property.



Application



Location

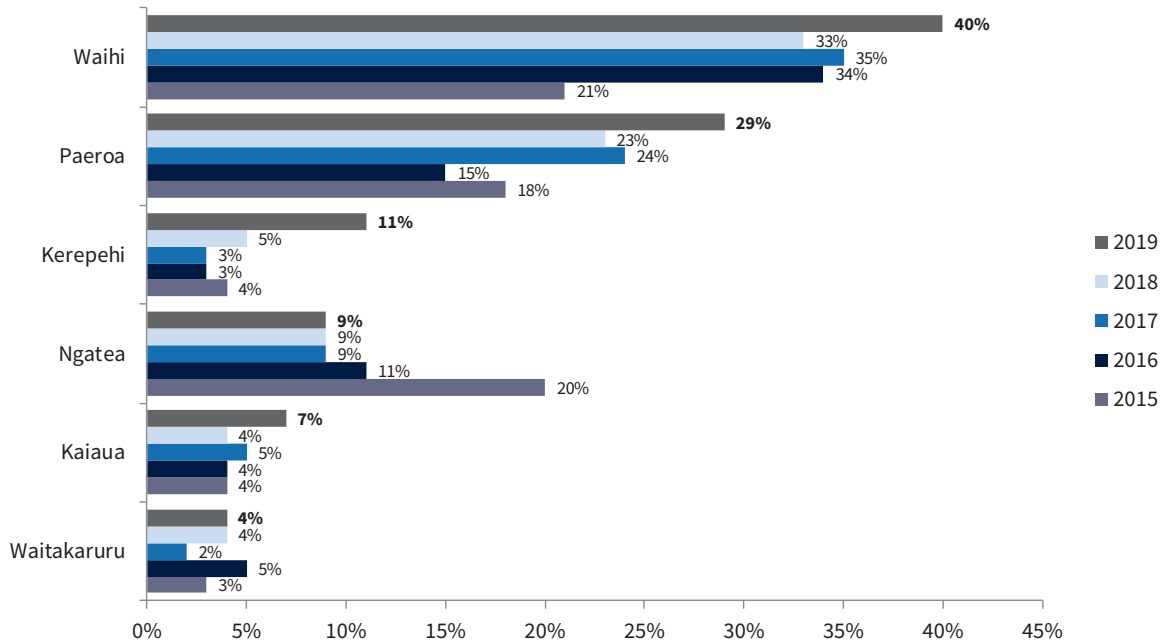


Building Consents

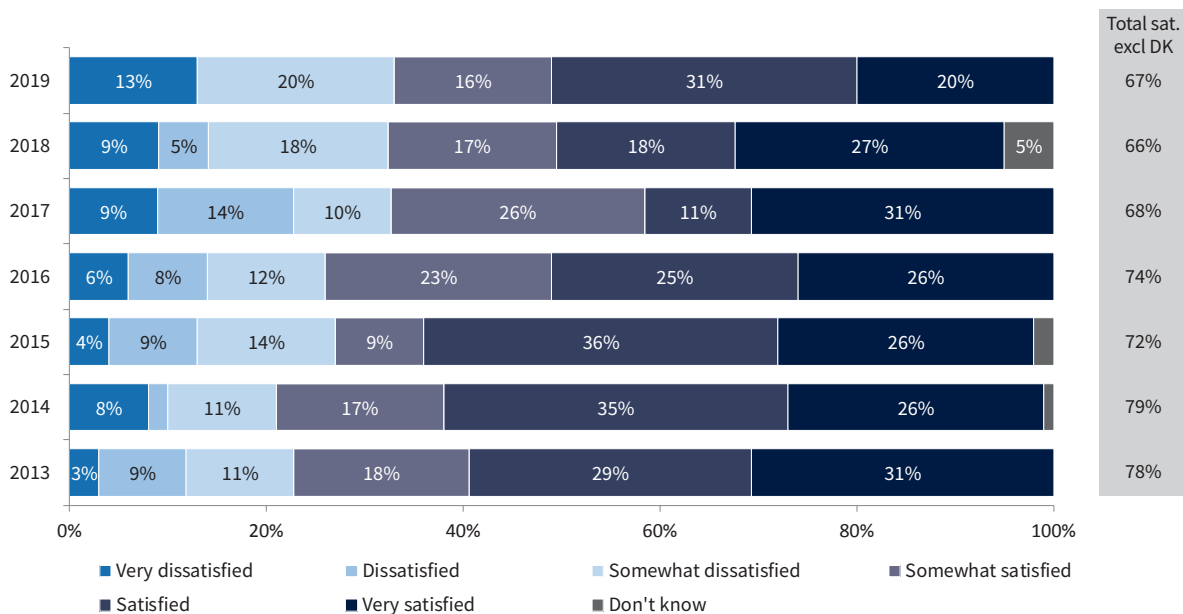
Forty per cent of respondents who lodged a building consent did so from Waihi. This was followed by Paeroa (29%) and Kerepehi (11%). Sixty-seven per cent of respondents indicated an overall sense of satisfaction with the building consent process, while 33% indicated an overall sense of dissatisfaction.



Location



Satisfaction

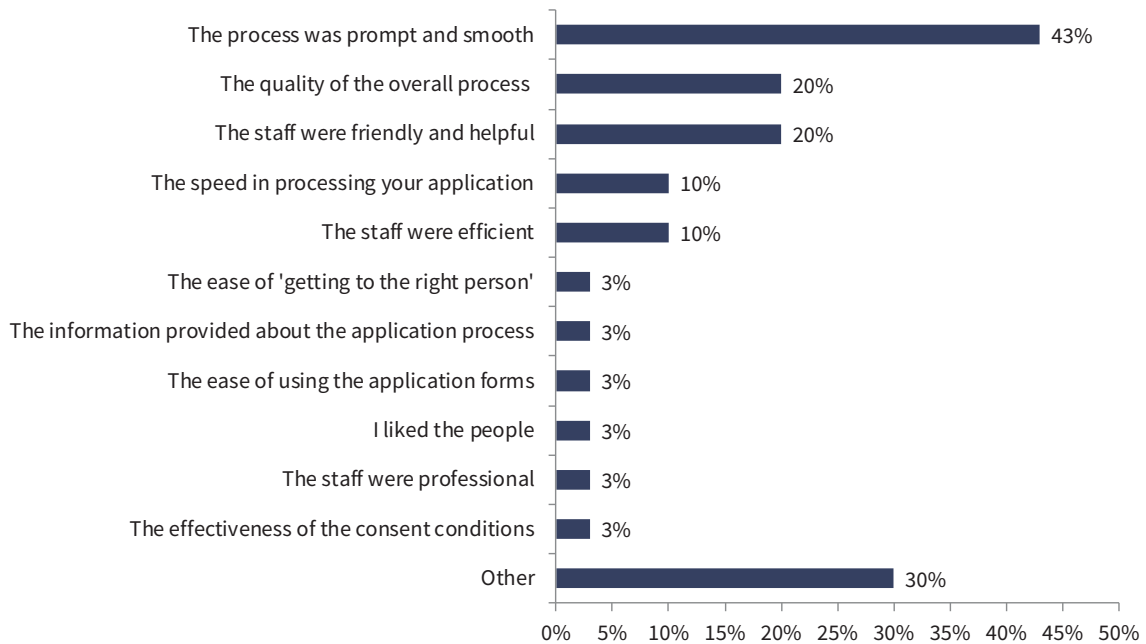


Building Consents

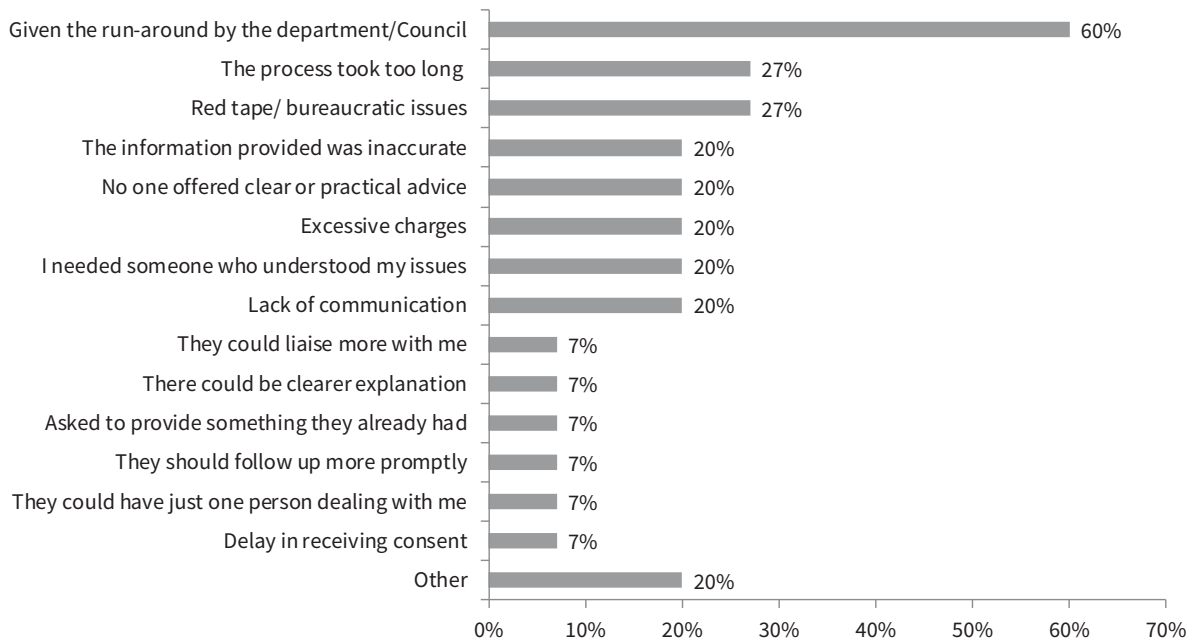
The main reasons for satisfaction included a prompt and smooth process (43%), the quality of the overall process (20%), and the friendliness and helpfulness of staff (20%). The main reasons for dissatisfaction included being given the run-around throughout the process (60%), the length of the process (27%) and bureaucratic issues (27%).



Reasons for Satisfaction



Reasons for Dissatisfaction

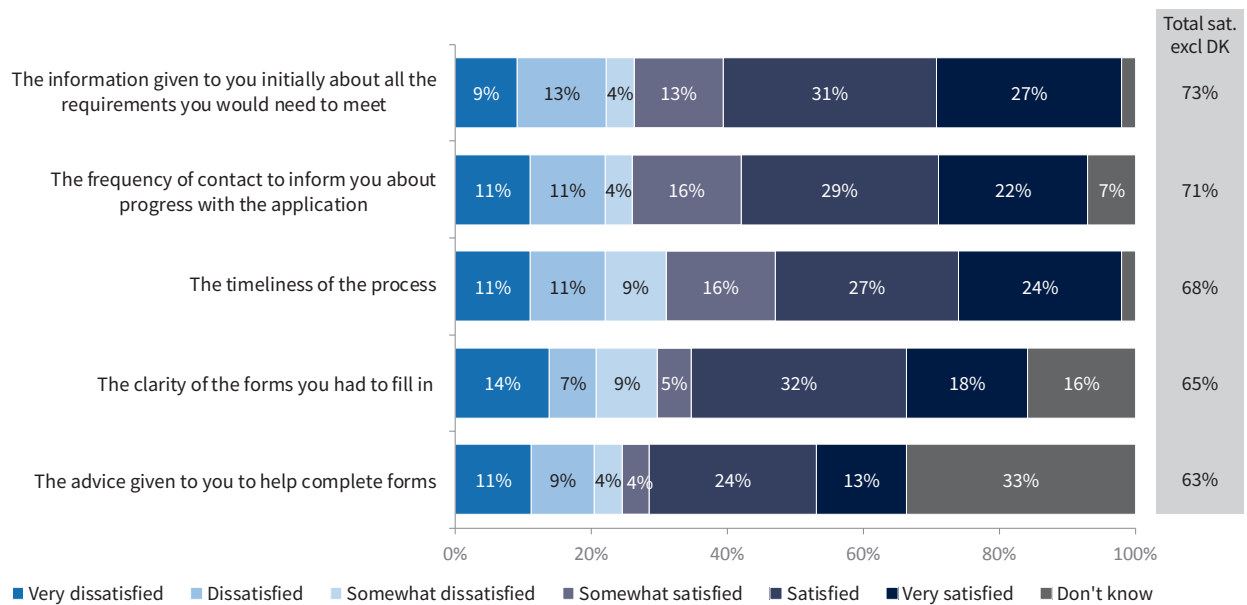


Building Consents

Overall satisfaction was highest for the initial information provided around requirements (71%), the frequency of contact to inform about the application process (67%), and the timeliness of the process (67%). Overall satisfaction was lowest for the advice given to help complete the forms (41%), and the clarity of the required forms (55%).



Process and Application



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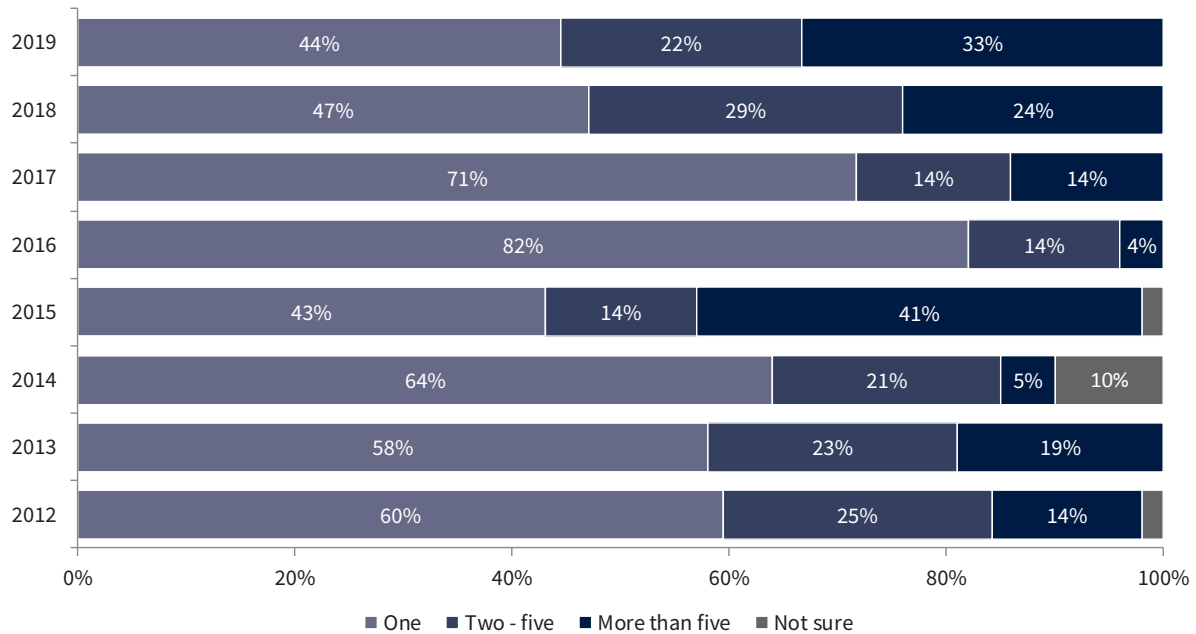
Resource Consents

Resource Consents

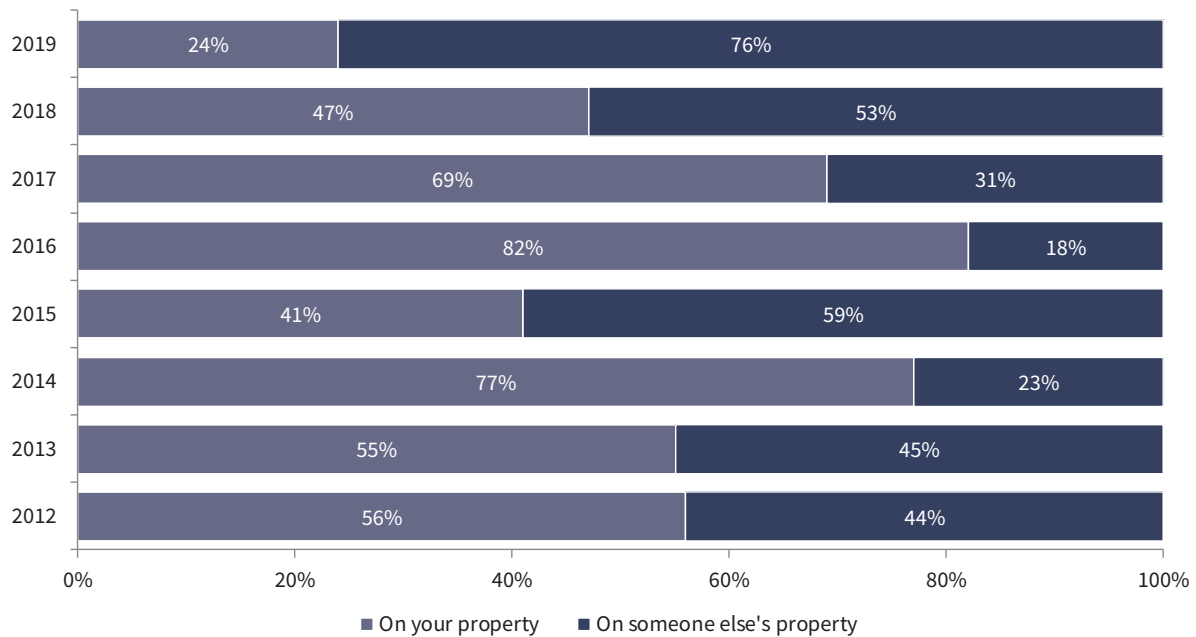
Forty-four per cent of respondents lodged one resource consent, while 22% lodged between two and five, and another 33% lodged more than five. Just 24% lodged their resource consent for their own property, while 76% of respondents lodged it for someone else's property.



Number of Consents



Location of Project

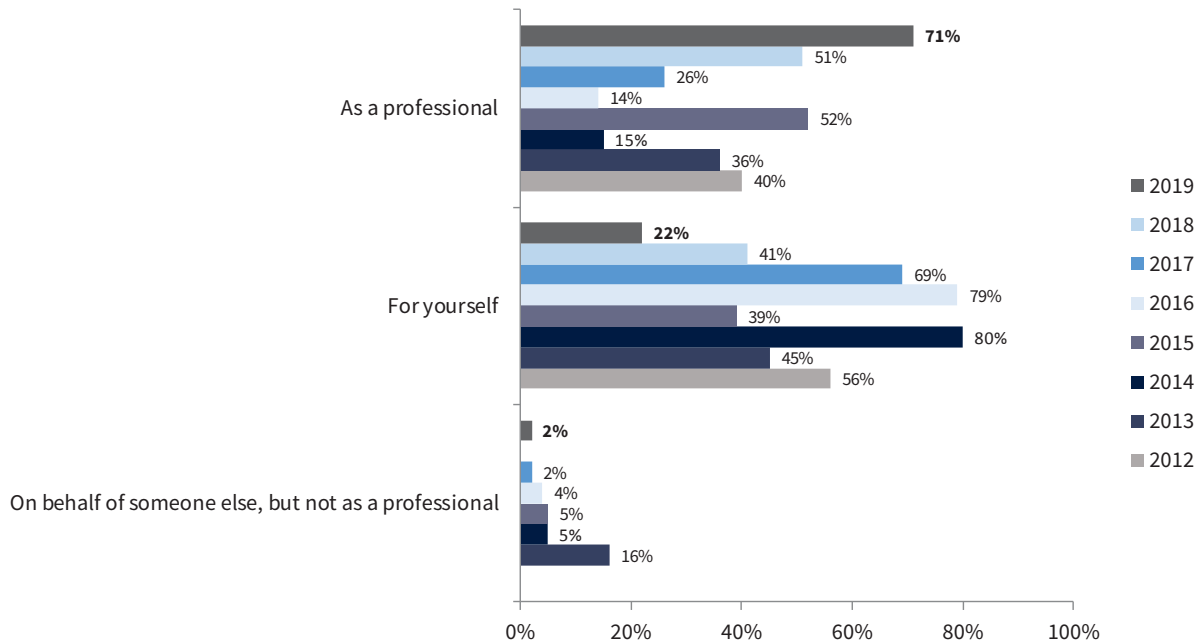


Resource Consents

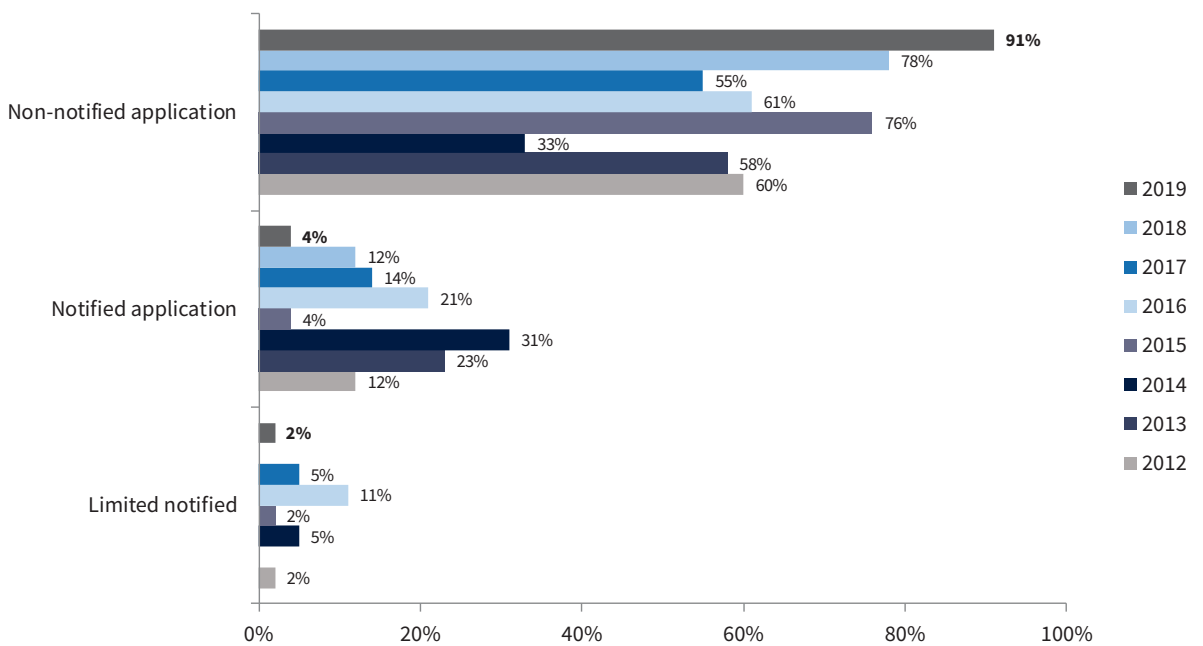
The majority of respondents lodged their resource consent as a professional (71%), while 22% lodged it for themselves. Ninety-one per cent of the lodged resource consents was a non-notified application.



Application



Application Type

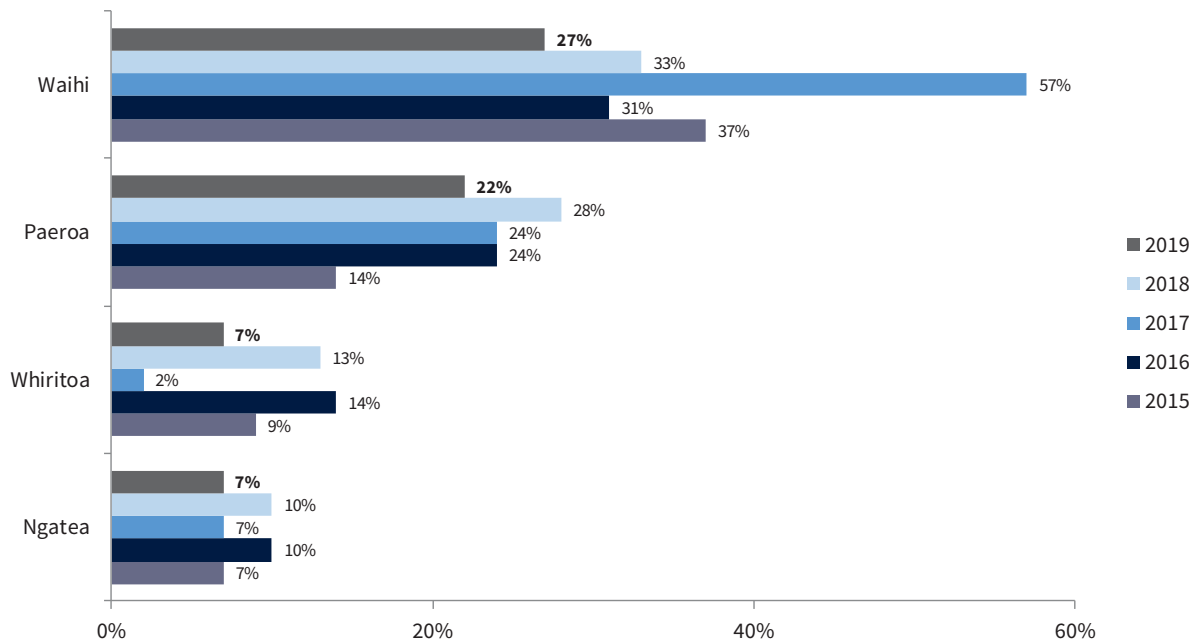


Resource Consents

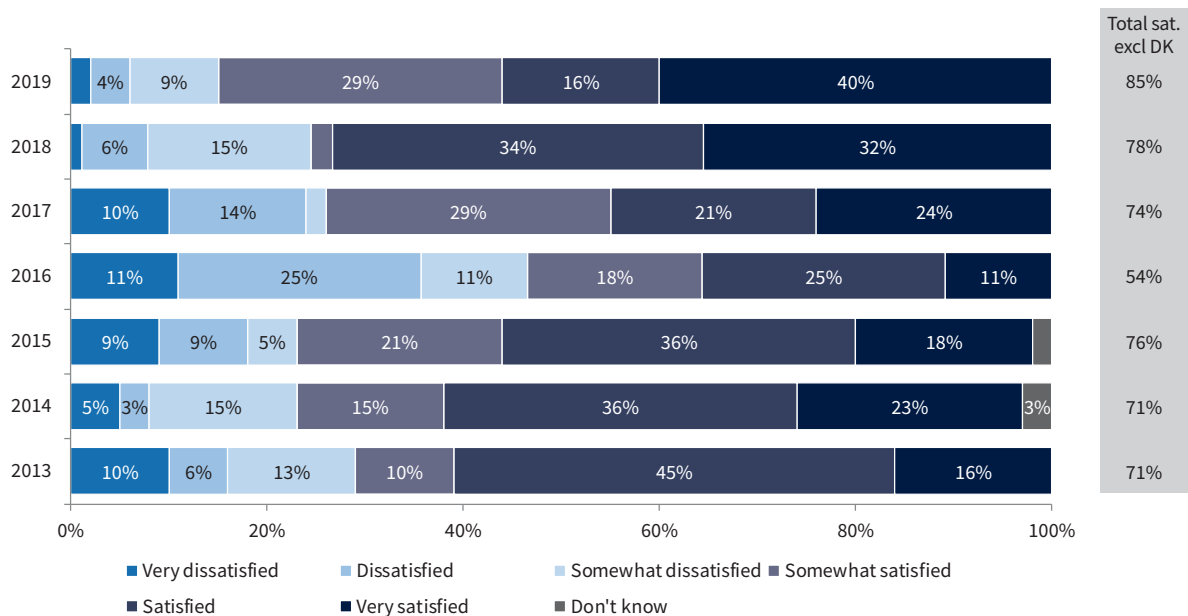
Twenty-seven per cent of respondents lodged their resource consent application in Waihi, while a further 22% lodged it in Paeroa. Eighty-five per cent of respondents expressed an overall sense of satisfaction with the resource consent process, while 15% expressed an overall sense of dissatisfaction.



Application Location



Satisfaction



Resource Consents

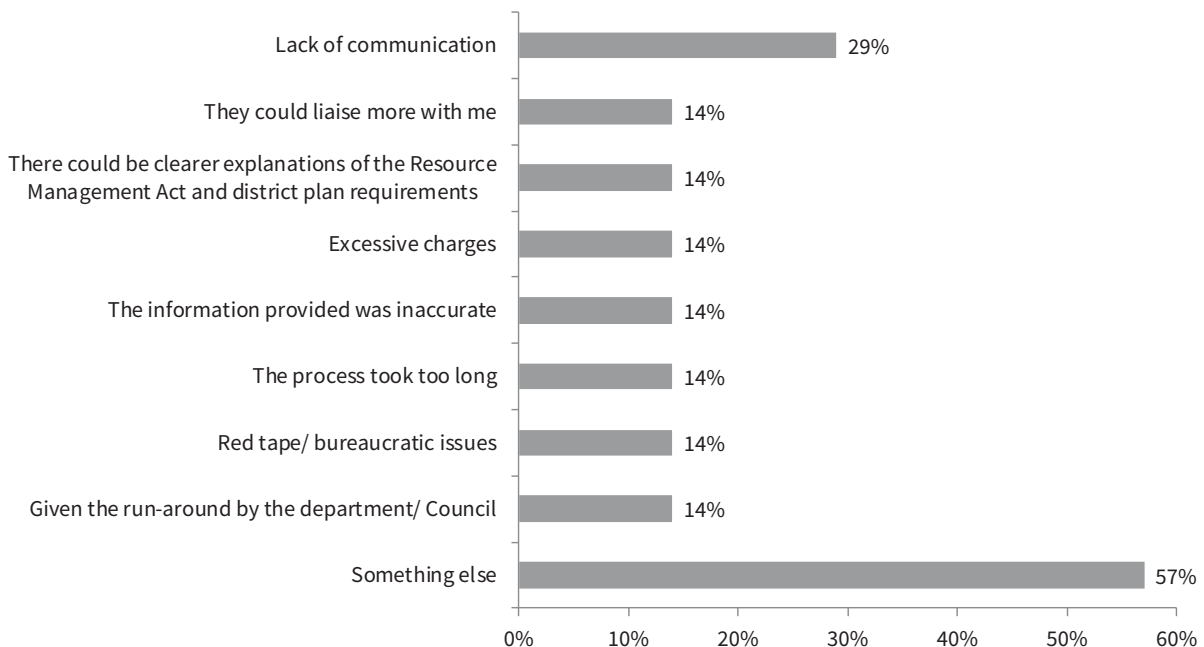
The main reasons for satisfaction included the friendliness and helpfulness of the staff (68%), the promptness and smoothness of the process (55%), and the ease of using the application forms (32%). The main reason for dissatisfaction was the lack of communication (29%). Fifty-seven per cent of dissatisfied respondents noted something else as their reason for dissatisfaction.



Reasons for Satisfaction



Reasons for Dissatisfaction

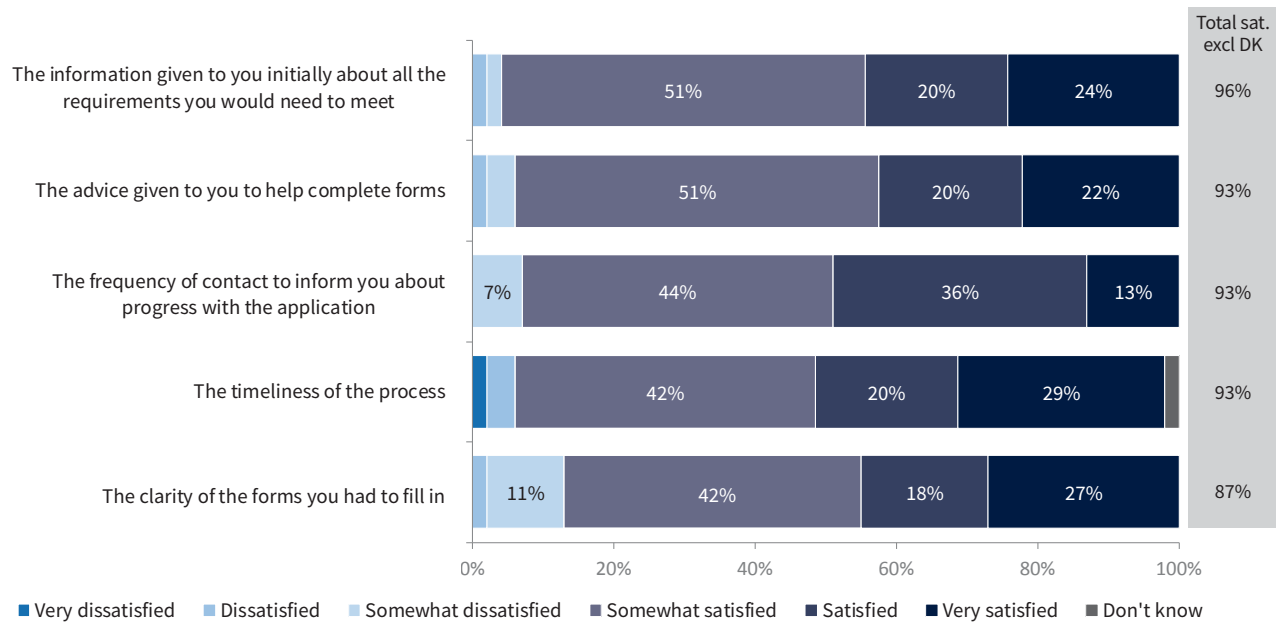


Resource Consents

Including 'don't know' responses, overall satisfaction was highest for the information initially given about the resource consent requirements (95%). This was followed by the advice given to help complete the forms (93%) and the frequency of contact to inform applicants about the application's progress (93%).



Process and Application





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