



Hauraki District Council Building and Resource Consents

Prepared by: Versus Research

September 2021

Summary

Background

Hauraki District Council (Council) commissioned Versus Research (Versus) to conduct a survey amongst residents who have lodged building or resource consents within the 12 month period from July to December, 2020 (Wave 1), and January to June, 2021 (Wave 2). The survey is designed to determine perceptions and satisfaction with both the building and resource consent processes.

Method and Sample

Interviewing for this project was completed in two waves. Wave 1 was completed between February 6th and March 6th, 2021, and Wave 2 was completed between August 13th and 26th, 2021.

Samples for both surveys were supplied to Versus by Council, and a total of n=154 interviews were achieved in Wave 1 (n=97 responses for building consents, and n=57 for resource consents). For Wave 2, a total of n=202 responses were achieved (n=162 responses for building consents, and n=40 for resource consents).

Reporting

This report presents both Wave 1 and 2 results combined, and includes comparisons to results from previous years.

A total satisfied rating has been included next to the full results for satisfaction of service as well as the process and application measures. This rating shows the combined result of 'somewhat satisfied', 'satisfied', and 'very satisfied' ratings.

The labels on charts for extremely small proportions (2% or less) are not shown as they can overlap the area allocated to them, making the labels unreadable. It should also be noted that not all percentages shown add up to 100%. This is due to rounding and/ or occurs where questions allow multiple responses (rather than a single response).



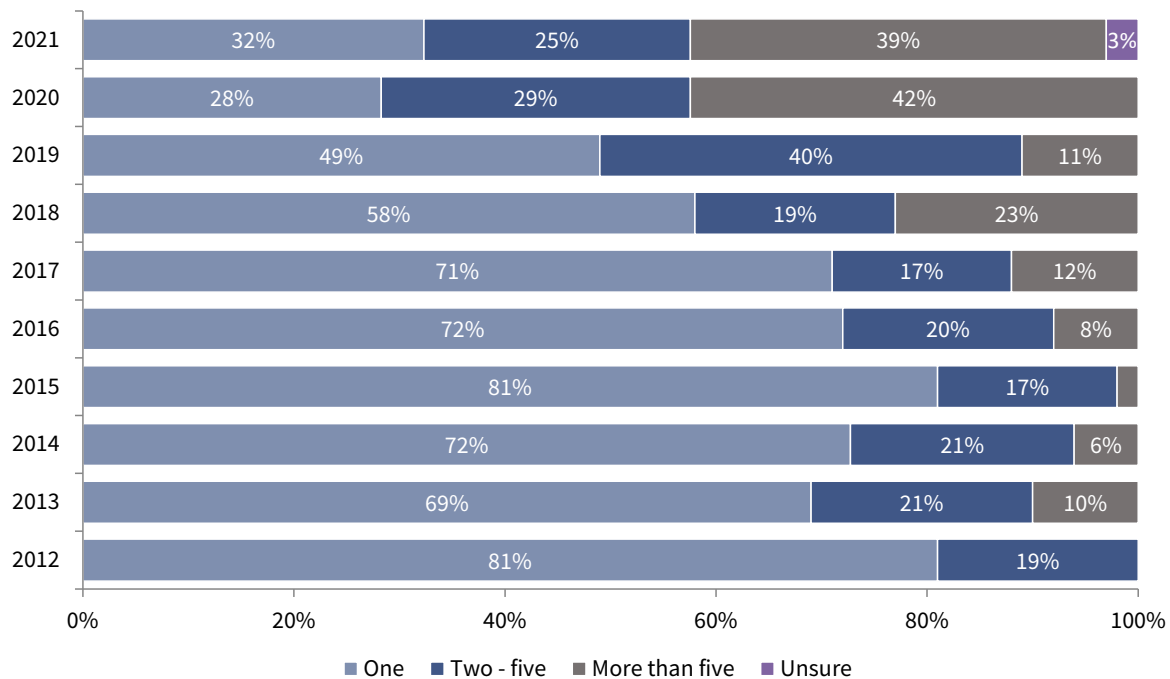
Building Consents

Building Consents

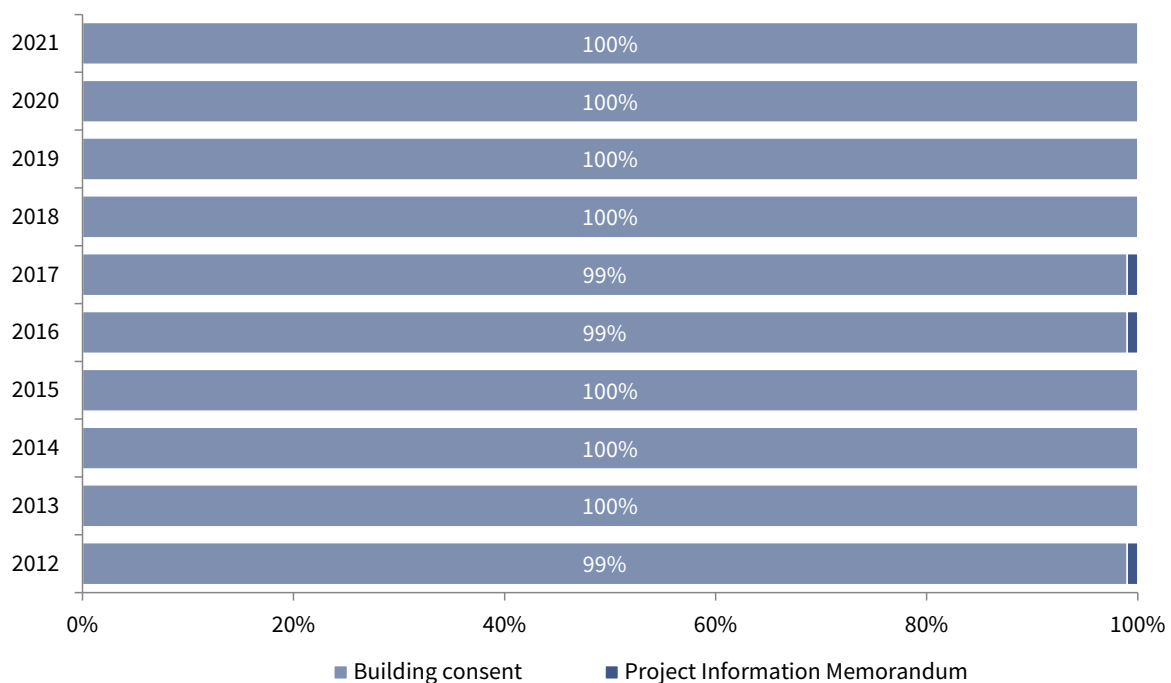
This year 32% of respondents applied for a single building consent, 25% applied for between two and five consents, and 39% applied for more than five consents. All applications were for building consents, rather than project information memorandums.



Number of Consents



Application Type

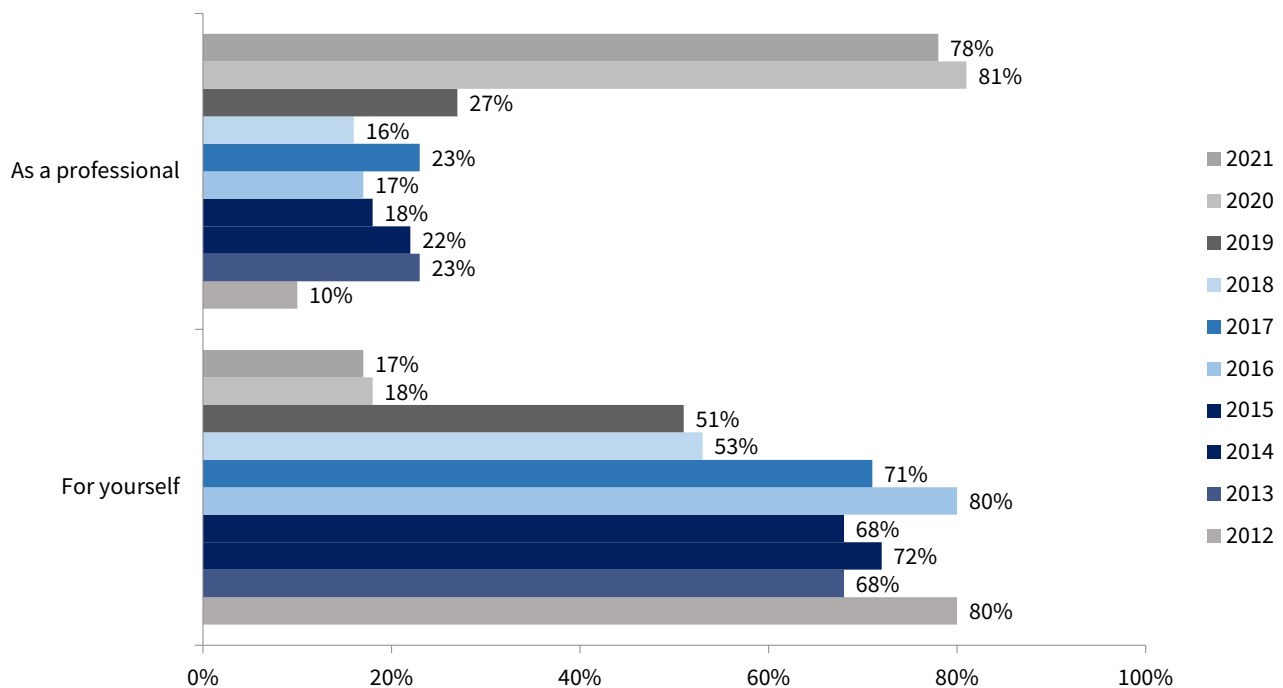


Building Consents

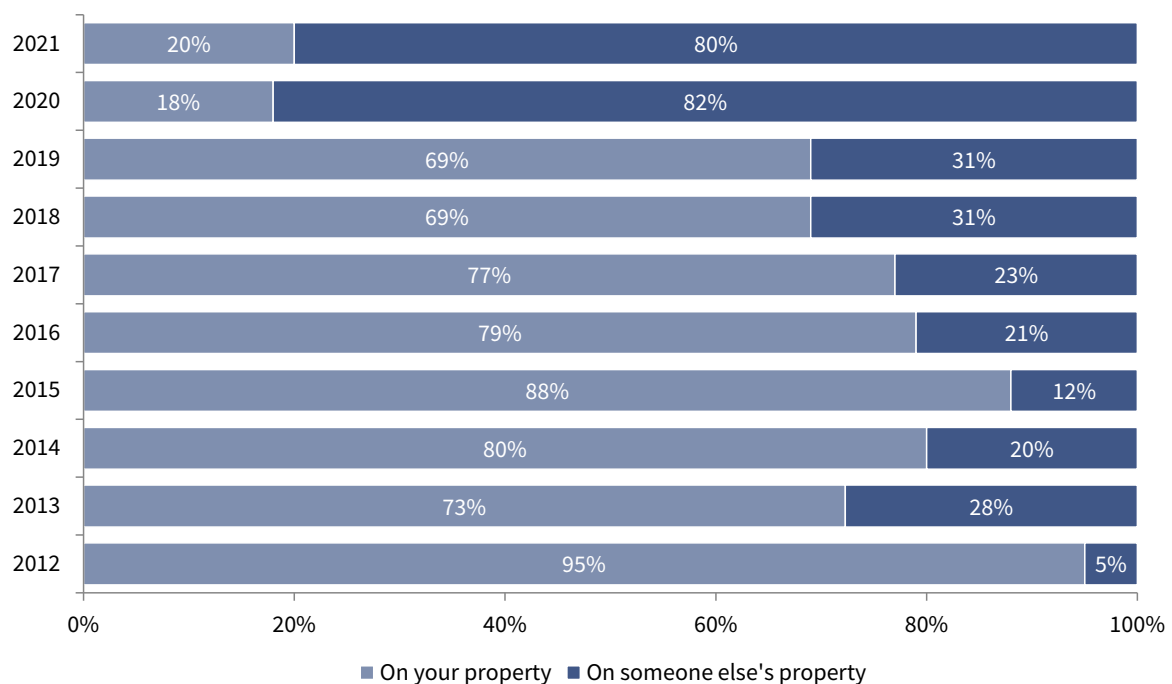
The majority of respondents (78%) who applied for the consents were professionals, while 17% of the respondents applied for themselves. Similarly, 80% of the applications were for another party's property rather than their own property (20%).



Application



Location of Project

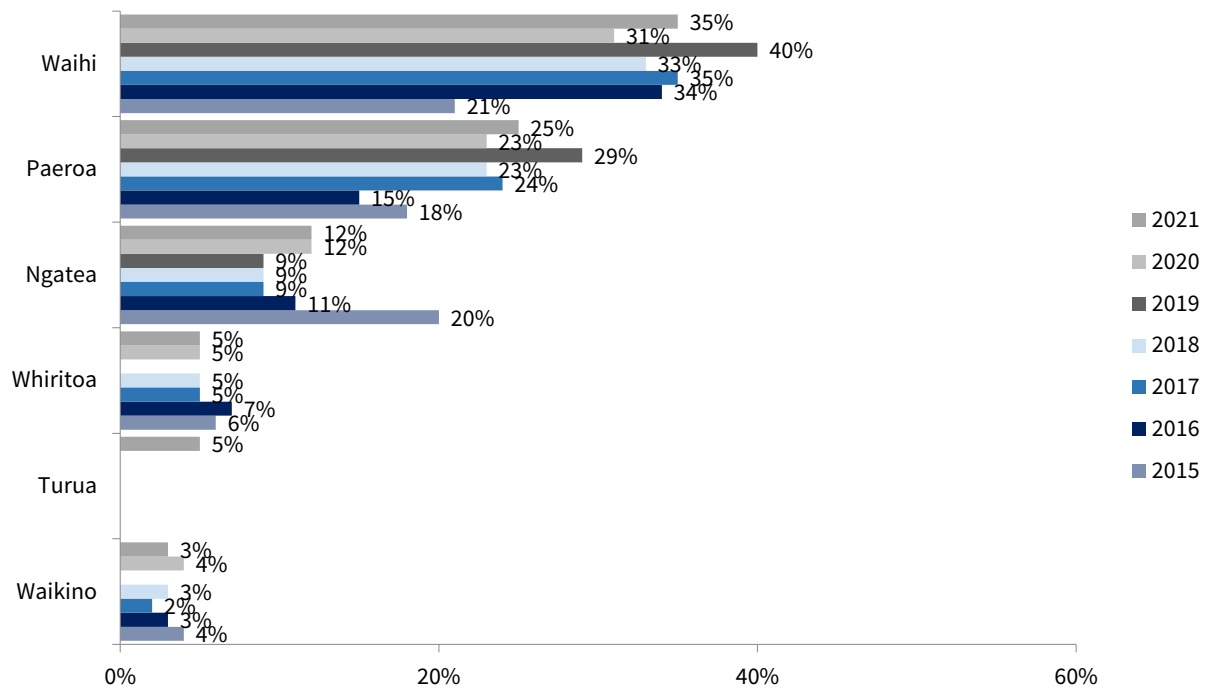


Building Consents

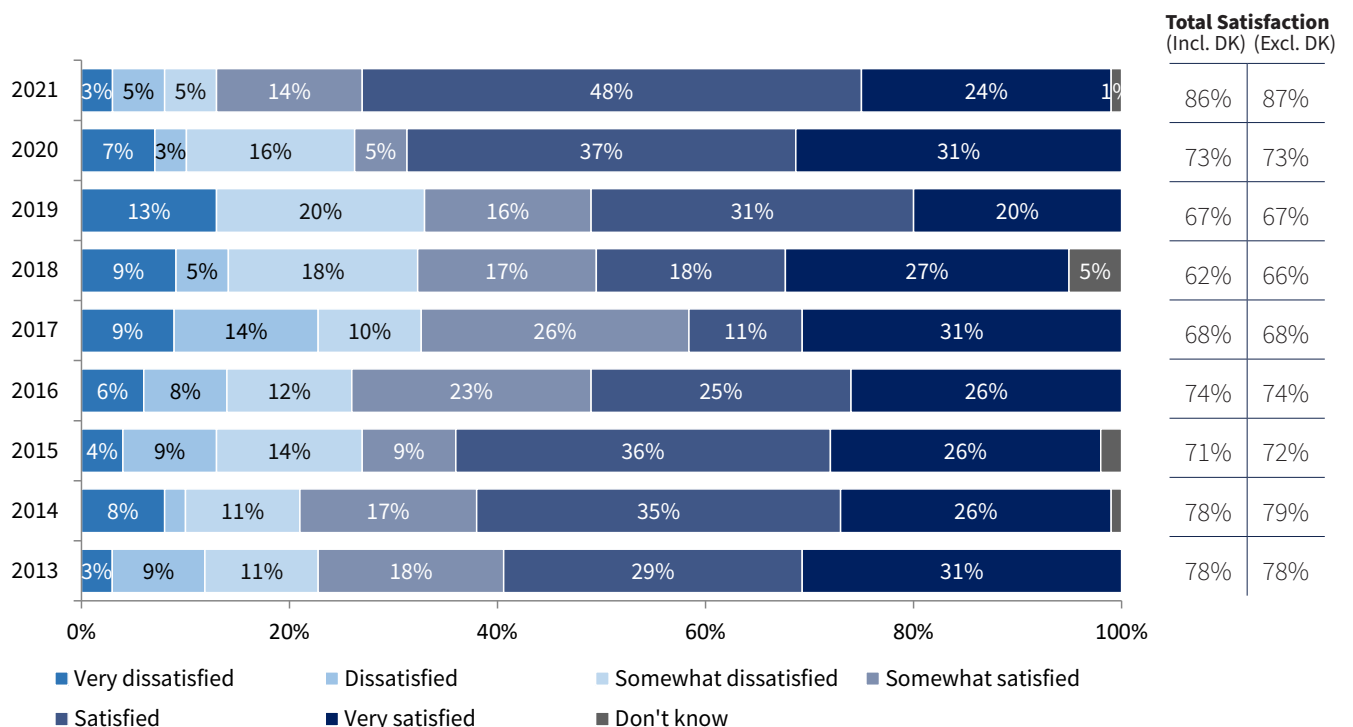
Thirty-five percent of the applications were for Waihi, 25% were for Paeroa, and 12% were for Ngatea. This year 5% of applications were for Turua. Eighty-six percent of respondents were satisfied with the service they received for the building consent process.



Location of Application



Satisfaction of Service

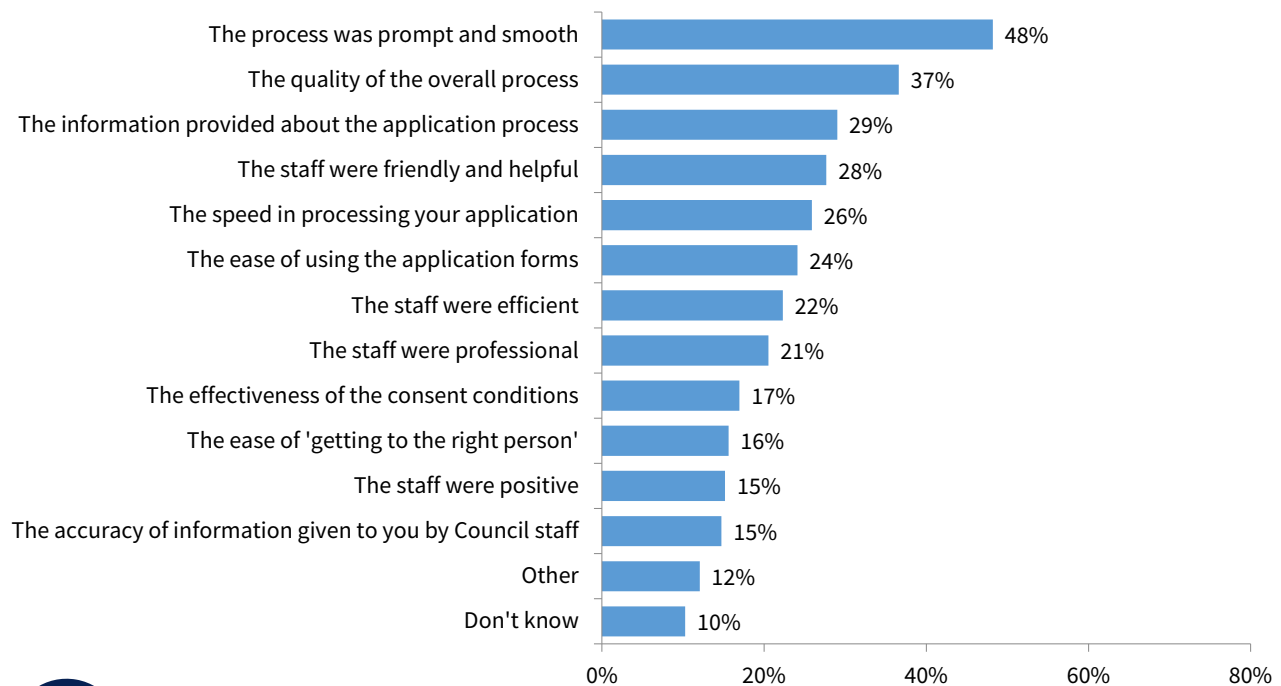


Building Consents

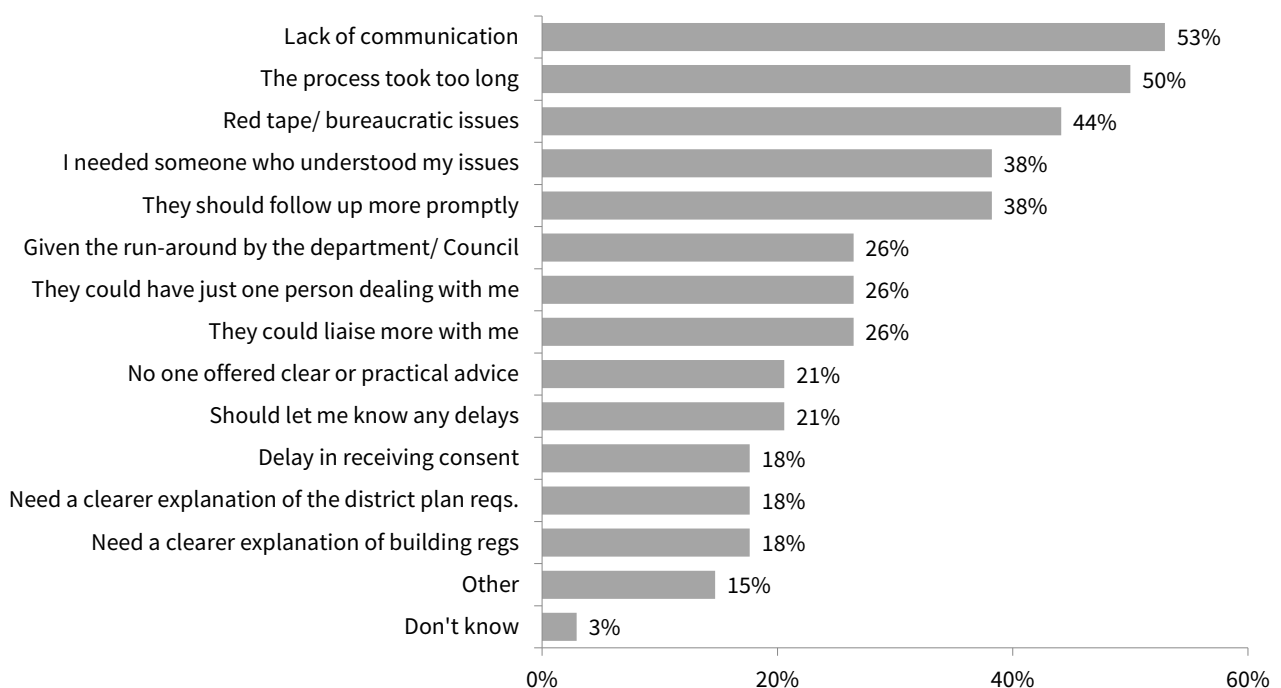
The primary reasons for satisfaction with the consent process were that it was prompt and smooth (48%), it was a good process overall (37%), the information provided about the process (29%), and the friendly and helpful staff (28%). The reasons for dissatisfaction with the process related to a lack of communication (53%), a lengthy process (50%), and red tape (44%).



Reasons for Satisfaction



Reasons for Dissatisfaction

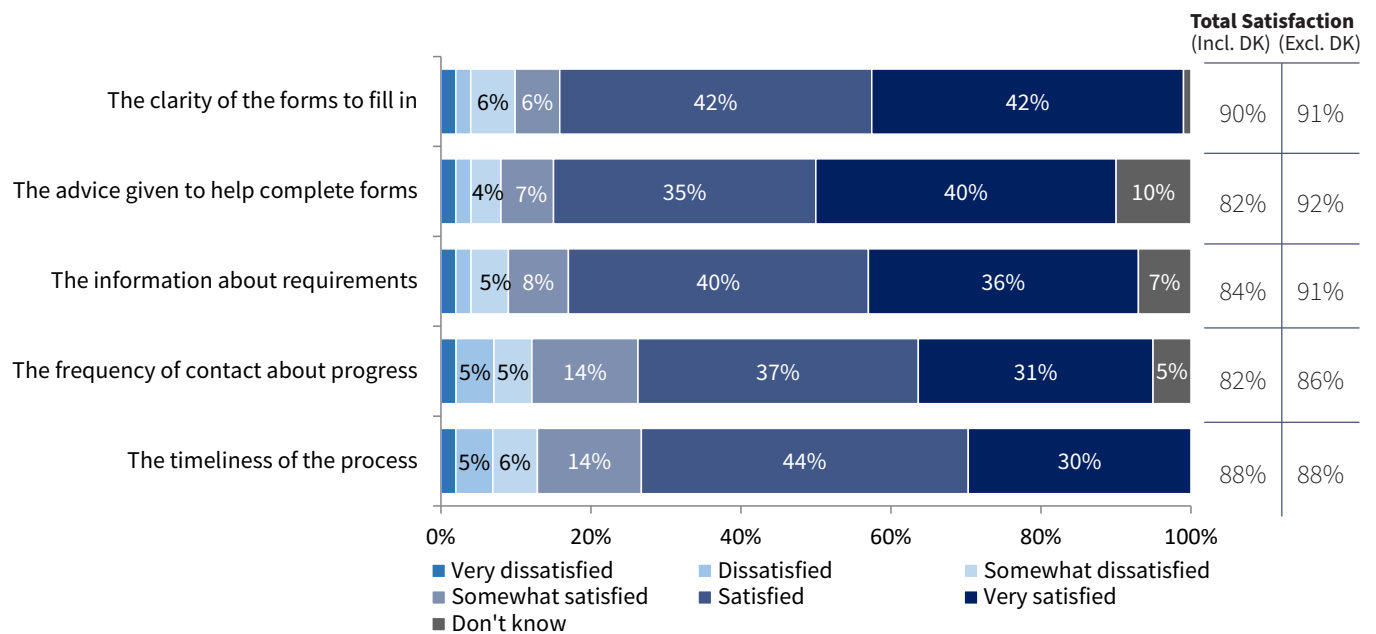


Building Consents

Overall, 90% of respondents were satisfied with the clarity of the forms and 84% were satisfied with the information about the requirements. Eighty-eight percent of respondents were satisfied with the timeliness of the process while 82% (each) were satisfied with the frequency of contact about the application’s progress and the advice given to complete the forms.



Process and Application





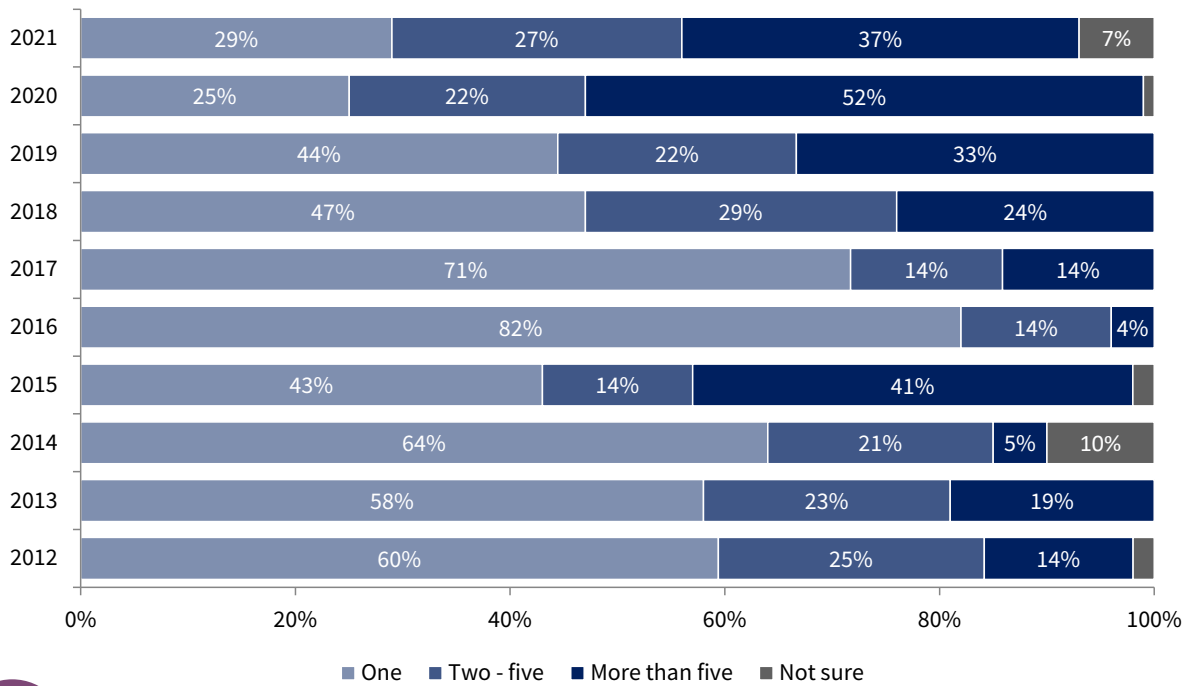
Resource Consents

Resource Consents

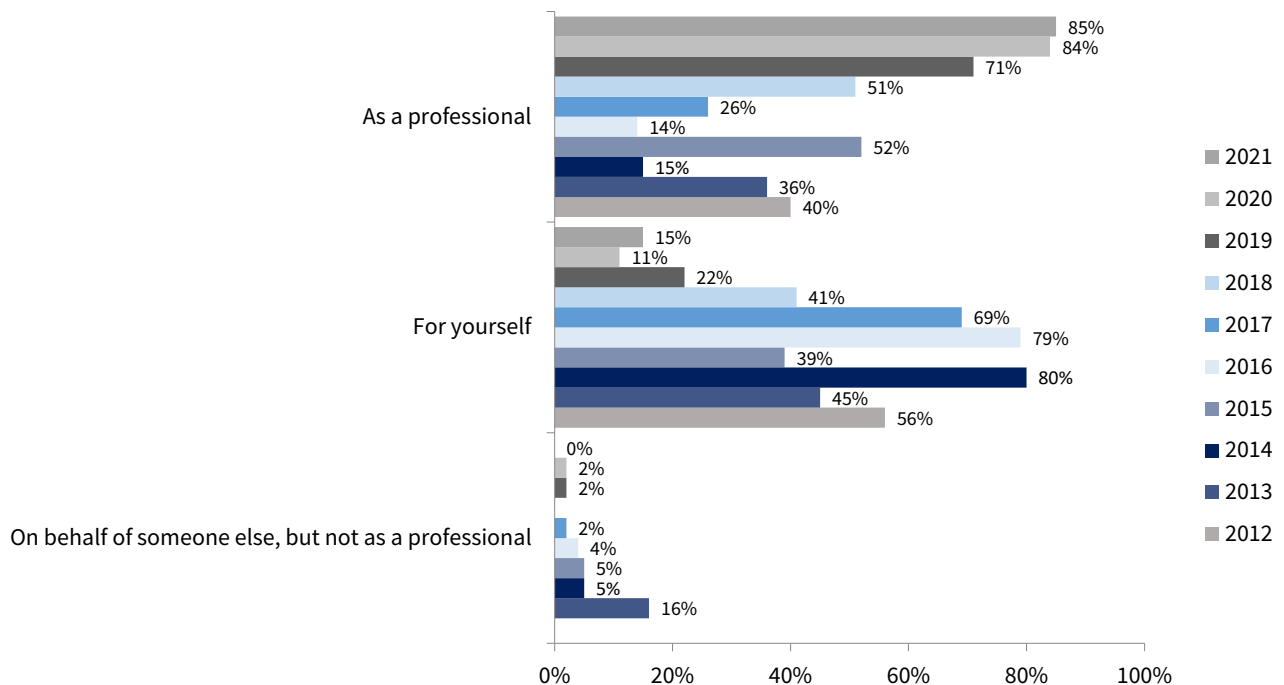
Twenty-nine percent of respondents applied for a single resource consent, 27% applied for between two and five consents, and 37% applied for more than five consents. The majority of applicants were professionals (85%) while only 15% applied for a consent for themselves.



Number of Consents



Application Type

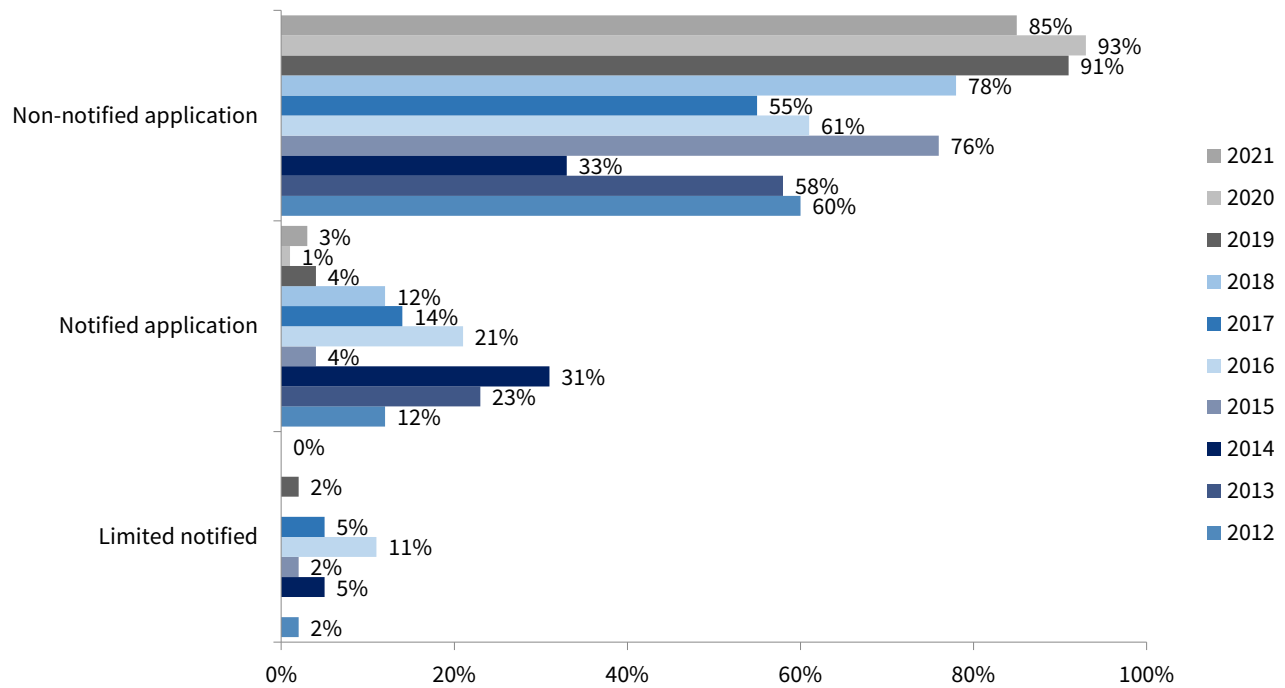


Resource Consents

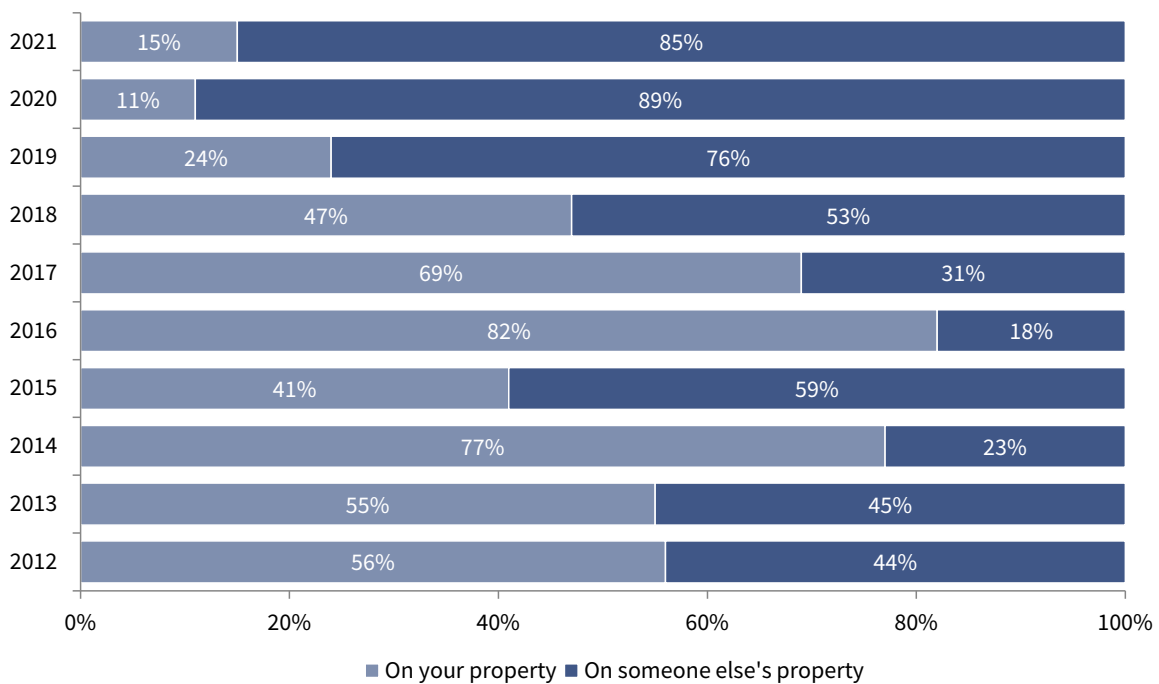
The majority of applications were non-notified applications (85%) and were for a property owned by someone other than the applicant (85%).



Application



Location of Project

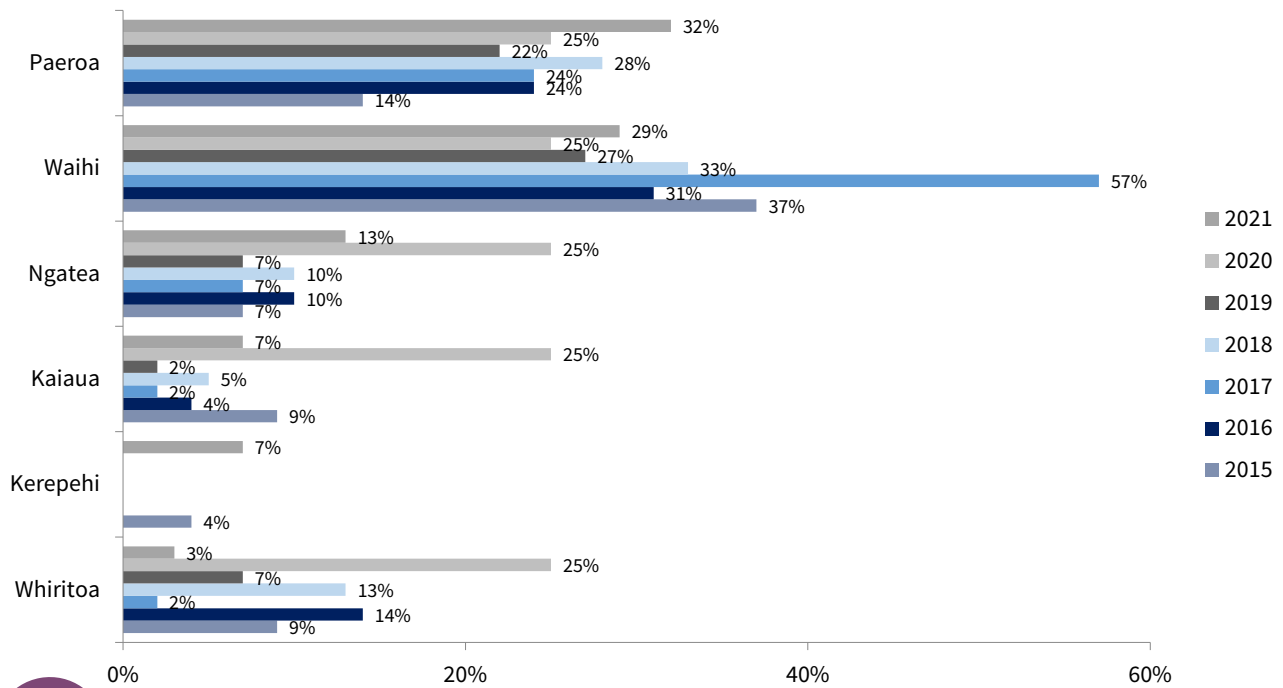


Resource Consents

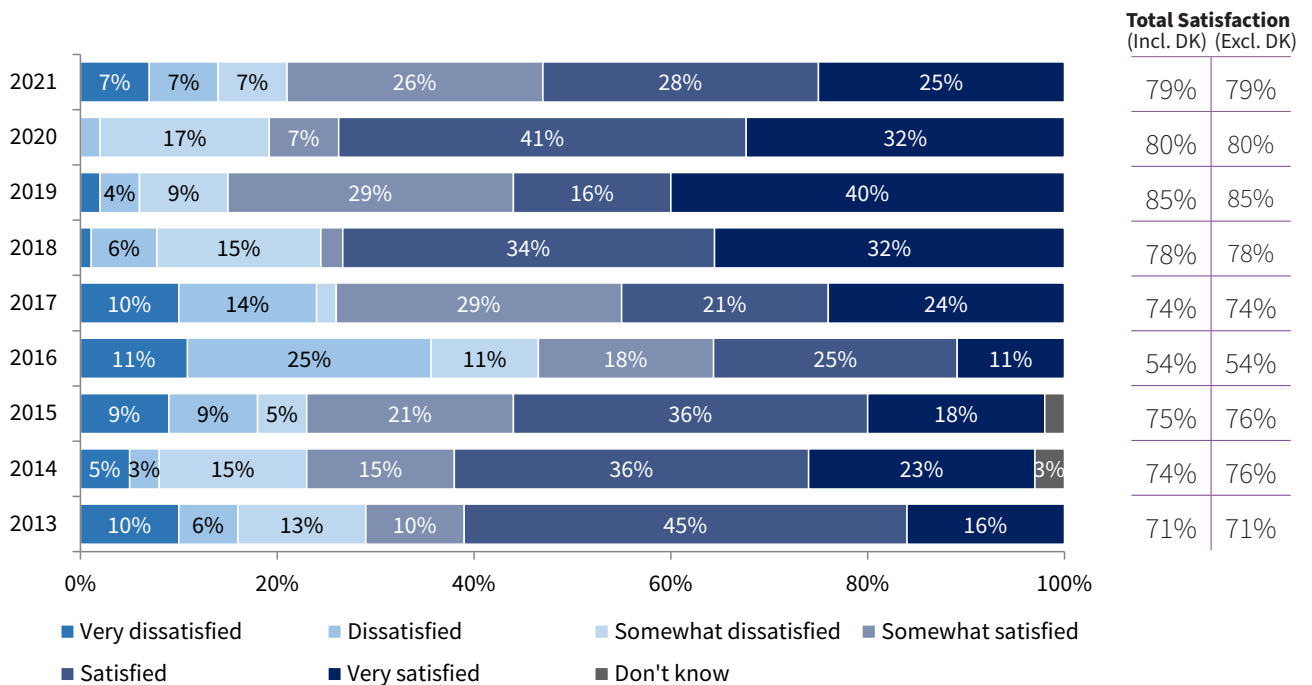
Around one third of resource applications were for Paeroa (32%) with a similar amount made for Waihi (29%). At a lower level, 13% of the applications were made for Ngatea and 7% (each) were made for Kaiaua and Kerepehi. At a total level, 79% of applicants were satisfied with the service they received for the consent application.



Location of Application



Satisfaction of Service

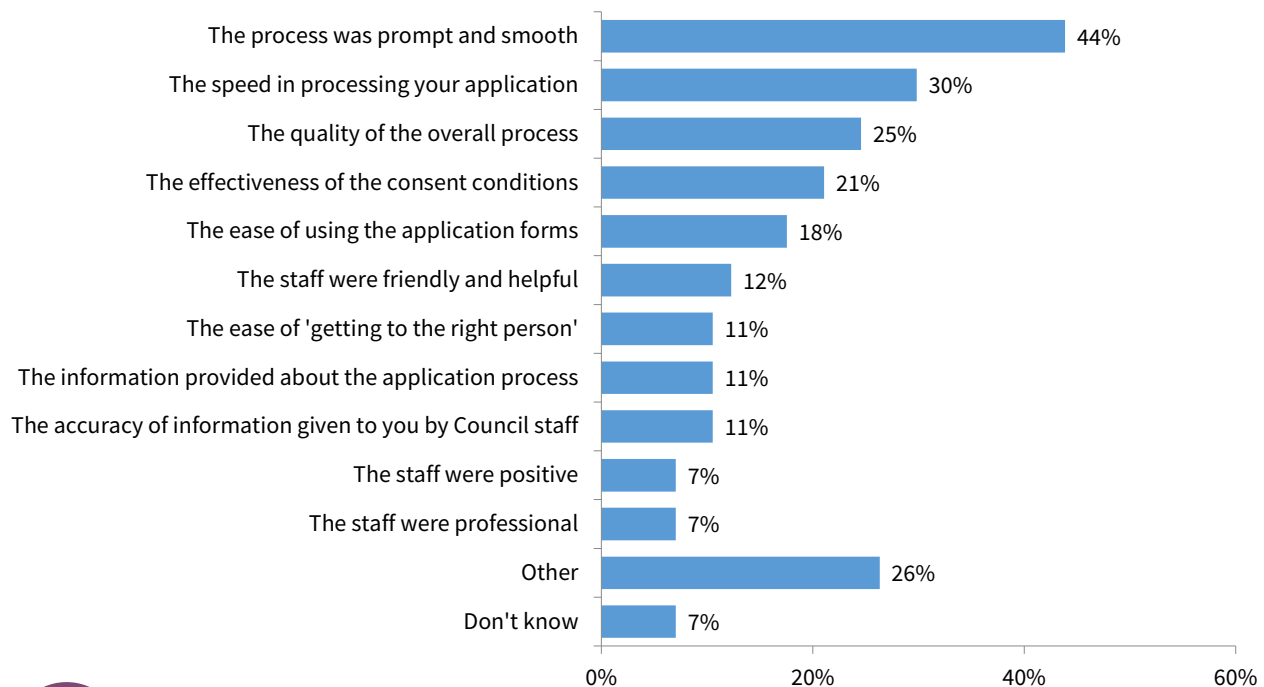


Resource Consents

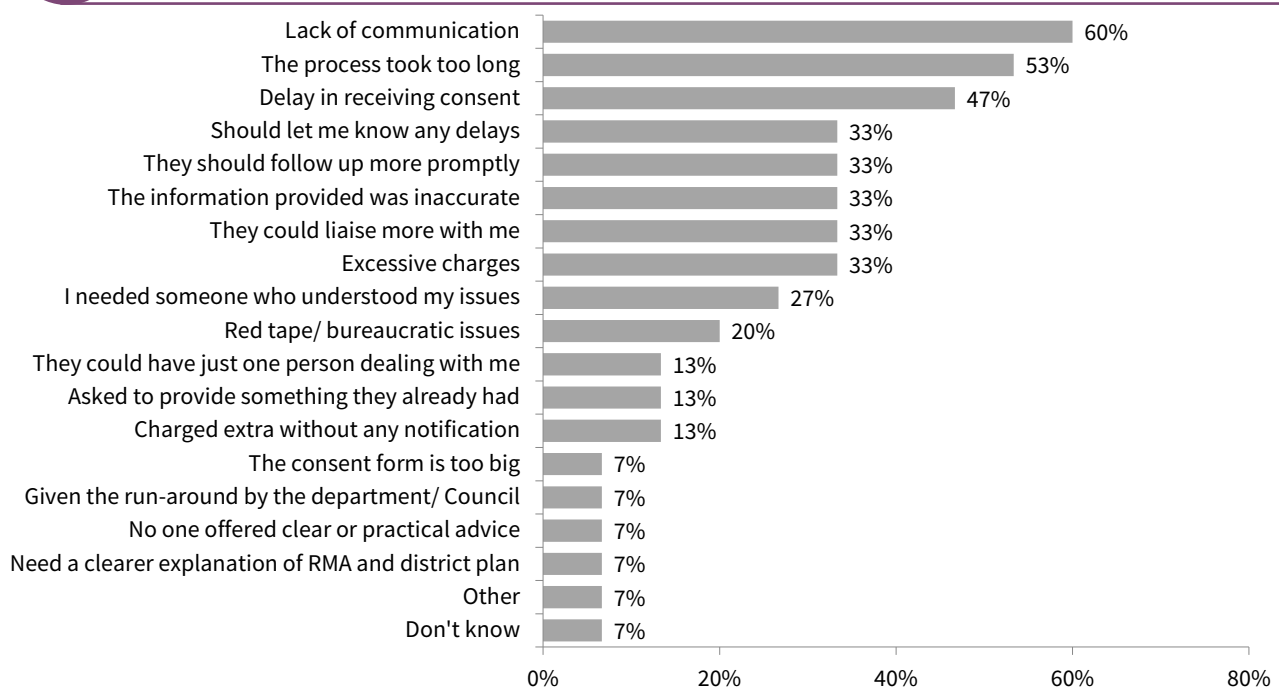
The reasons that applicants were satisfied with the consent process were that the process was prompt and smooth (44%), fast (30%), and the process was good overall (25%). The main reasons for dissatisfaction with the process related to a lack of communication (60%), delays in the process (53%), and delays in receiving the consent (47%).



Reasons for Satisfaction



Reasons for Dissatisfaction

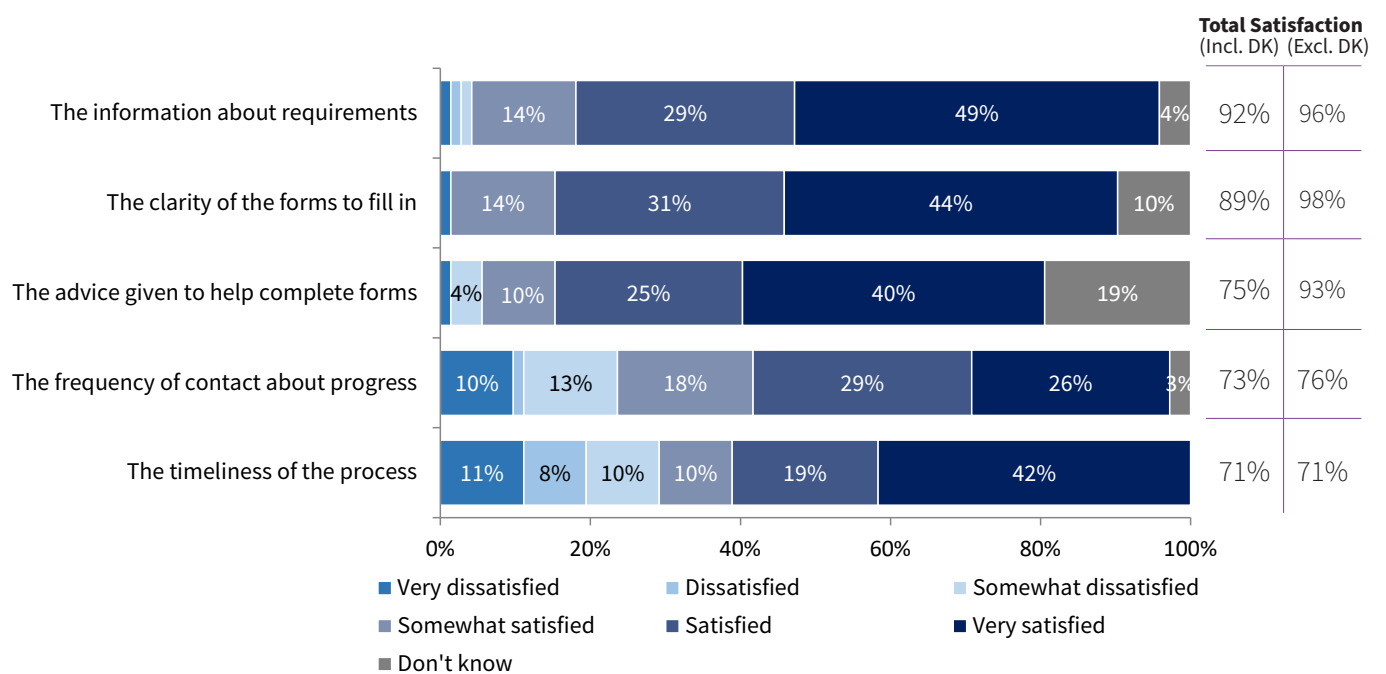


Resource Consents

At a total level 92% of respondents were satisfied with the information they received and 89% were satisfied with the clarity of the forms. At a lower level, 75% of applicants were satisfied with the help they received to complete the forms, 73% were satisfied with the frequency of the contact they received, and 71% were satisfied with the timeliness of the process overall.



Process and Application





Consents by Wave

Building Consents by Wave



Number of Consents

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
One	32%	32%
Two to five	36%	18%
More than five	30%	45%
Not sure	1%	5%



Application Type

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
Building consent	100%	100%
Project Information Memorandum	0%	0%



Application

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
For yourself	28%	10%
As a professional	61%	88%
On behalf of someone else, but not as a professional	1%	1%
Other*	9%	0%



Location of Project

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
On your property	33%	12%
On someone else's property	67%	88%

¹ All noted as an agent for the home owner.

Building Consents by Wave



Location of Application

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
Waihi	43%	31%
Paeroa	17%	29%
Ngatea	9%	14%
Turua	6%	4%
Whiritoa	5%	4%
Kaiaua	4%	4%
Waikino	3%	2%
Kerepehi	2%	5%
Waitakaruru	2%	0%
Kaihere	1%	1%
Karangahake	1%	2%
Other	6%	1%



Satisfaction of Service

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
Very dissatisfied	0%	4%
Dissatisfied	8%	6%
Somewhat dissatisfied	3%	4%
Somewhat satisfied	45%	12%
Satisfied	17%	51%
Very satisfied	27%	22%
Don't know	0%	1%

Building Consents by Wave



Reasons for Satisfaction

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
The quality of the overall process	7%	55%
The process was prompt and smooth	45%	50%
The information provided about the application process	12%	40%
The ease of using the application forms	2%	37%
The staff were efficient	7%	32%
The staff were professional	2%	32%
The staff were friendly and helpful	24%	30%
The speed in processing your application	19%	30%
The ease of 'getting to the right person'	4%	23%
The staff were positive	5%	22%
The accuracy of information given to you by staff	5%	21%
I liked the people	1%	13%

Asked of those who were satisfied with the service. Base size: July n=85, August n=139.

Building Consents by Wave



Reasons for Dissatisfaction

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
Lack of communication	9%	74%
The process took too long	18%	65%
Red tape/ bureaucratic issues	27%	52%
I needed someone who understood my issues	9%	52%
No one offered clear or practical advice	9%	26%
Given the run-around by the department/ Council	27%	26%
There could be clearer explanation of the building regulations	9%	22%
There could be clearer explanation of the district plan requirements	9%	22%
Delay in receiving consent	9%	22%
Excessive charges	27%	0%
The consent form is too big	9%	0%

Asked of those who were dissatisfied with the service. Base size: July n=11, August n=23.

Building Consents by Wave



Process and Application by Wave 1

	THE ADVICE GIVEN TO YOU TO HELP COMPLETE FORMS	THE CLARITY OF THE FORMS YOU HAD TO FILL IN	THE TIMELINESS OF THE PROCESS
Very dissatisfied	3%	2%	2%
Dissatisfied	1%	2%	3%
Somewhat dissatisfied	6%	13%	6%
Somewhat satisfied	16%	10%	20%
Satisfied	32%	38%	40%
Very satisfied	42%	35%	28%



Process and Application (cont.) by Wave 1

	THE INFORMATION GIVEN TO YOU INITIALLY ABOUT ALL THE REQUIREMENTS YOU WOULD NEED TO MEET	THE FREQUENCY OF CONTACT TO INFORM YOU ABOUT PROGRESS WITH THE APPLICATION
Very dissatisfied	5%	5%
Dissatisfied	0%	5%
Somewhat dissatisfied	9%	10%
Somewhat satisfied	14%	29%
Satisfied	43%	30%
Very satisfied	29%	22%

Building Consents by Wave



Process and Application by Wave 2

	THE ADVICE GIVEN TO YOU TO HELP COMPLETE FORMS	THE CLARITY OF THE FORMS YOU HAD TO FILL IN	THE TIMELINESS OF THE PROCESS
Very dissatisfied	1%	1%	1%
Dissatisfied	2%	2%	6%
Somewhat dissatisfied	3%	2%	6%
Somewhat satisfied	4%	4%	10%
Satisfied	43%	44%	46%
Very satisfied	46%	46%	31%



Process and Application (cont.) by Wave 2

	THE INFORMATION GIVEN TO YOU INITIALLY ABOUT ALL THE REQUIREMENTS YOU WOULD NEED TO MEET	THE FREQUENCY OF CONTACT TO INFORM YOU ABOUT PROGRESS WITH THE APPLICATION
Very dissatisfied	1%	1%
Dissatisfied	2%	6%
Somewhat dissatisfied	3%	4%
Somewhat satisfied	6%	8%
Satisfied	44%	43%
Very satisfied	44%	38%

Resource Consents by Wave



Number of Consents

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
One	38%	21%
Two to five	35%	18%
More than five	25%	47%
Not sure	0%	13%



Application Type

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
As a professional	78%	89%
For yourself	22%	11%
On behalf of someone else, but not as a professional	2%	0%
Other	0%	0%



Application

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
Non-notified application	78%	89%
Notified application	6%	0%
Don't know	13%	11%



Location of Project

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
On your property	22%	11%
On someone else's property	78%	89%

Resource Consents by Wave



Location of Application

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
Waihi	31%	29%
Paeroa	47%	18%
Kaiaua	9%	3%
Kerepehi	0%	13%
Ngatea	9%	16%
Waikino	0%	3%
Whiritoa	0%	5%
Kaihere	0%	0%
Patetonga	0%	0%
Waitakaruru	0%	0%
Turua	0%	11%
Other	3%	3%



Satisfaction of Service

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
Very dissatisfied	3%	5%
Dissatisfied	9%	5%
Somewhat dissatisfied	9%	5%
Somewhat satisfied	28%	26%
Satisfied	25%	32%
Very satisfied	25%	26%

Resource Consents by Wave



Reasons for Satisfaction

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
The process was prompt and smooth	32%	53%
The speed in processing your application	12%	44%
The quality of the overall process	4%	41%
The effectiveness of the consent conditions	0%	38%
The ease of using the application forms	4%	28%
The accuracy of information given to you by staff	0%	19%
The information provided about the application process	0%	19%
The staff were friendly and helpful	12%	13%
The ease of 'getting to the right person'	12%	9%
The staff were positive	4%	9%
I liked the people	4%	3%

Asked of those who were satisfied with the service. Base size: July n=25, August n=32.

Resource Consents by Wave



Reasons for Dissatisfaction

	WAVE 1 (MARCH)	WAVE 2 (AUGUST)
Lack of communication	43%	83%
Should let me know of delays	0%	67%
The process took too long	43%	50%
Delay in receiving consent	29%	50%
The information provided was inaccurate	14%	50%
They should follow up more promptly	14%	50%
Excessive charges	29%	33%
I needed someone who understood my issues	14%	33%
They could liaise more with me	14%	33%
The information provided about the application process	0%	33%
They could have just one person dealing with me	0%	33%
Charged extra without any notification	14%	17%

Asked of those who were dissatisfied with the service. Base size: July n=7, August n=6.

Resource Consents by Wave



Process and Application by Wave 1

	THE ADVICE GIVEN TO YOU TO HELP COMPLETE FORMS	THE CLARITY OF THE FORMS YOU HAD TO FILL IN	THE TIMELINESS OF THE PROCESS
Very dissatisfied	6%	4%	13%
Dissatisfied	0%	0%	13%
Somewhat dissatisfied	11%	0%	16%
Somewhat satisfied	6%	16%	9%
Satisfied	44%	44%	22%
Very satisfied	33%	36%	28%



Process and Application (cont.) by Wave 1

	THE INFORMATION GIVEN TO YOU INITIALLY ABOUT ALL THE REQUIREMENTS YOU WOULD NEED TO MEET	THE FREQUENCY OF CONTACT TO INFORM YOU ABOUT PROGRESS WITH THE APPLICATION
Very dissatisfied	3%	10%
Dissatisfied	3%	3%
Somewhat dissatisfied	0%	23%
Somewhat satisfied	17%	27%
Satisfied	34%	30%
Very satisfied	41%	7%

Resource Consents by Wave



Process and Application by Wave 2

	THE ADVICE GIVEN TO YOU TO HELP COMPLETE FORMS	THE CLARITY OF THE FORMS YOU HAD TO FILL IN	THE TIMELINESS OF THE PROCESS
Very dissatisfied	0%	0%	5%
Dissatisfied	0%	0%	5%
Somewhat dissatisfied	3%	0%	5%
Somewhat satisfied	13%	13%	11%
Satisfied	24%	26%	18%
Very satisfied	61%	61%	55%



Process and Application (cont.) by Wave 2

	THE INFORMATION GIVEN TO YOU INITIALLY ABOUT ALL THE REQUIREMENTS YOU WOULD NEED TO MEET	THE FREQUENCY OF CONTACT TO INFORM YOU ABOUT PROGRESS WITH THE APPLICATION
Very dissatisfied	0%	5%
Dissatisfied	0%	0%
Somewhat dissatisfied	3%	5%
Somewhat satisfied	11%	13%
Satisfied	26%	32%
Very satisfied	61%	45%

Appendices

Appendix 1: Building Consents Questionnaire

Hauraki District Council
BUILDING Consents Survey
FINAL 05/02/20

INTRODUCTION

Hi, its {NAME} calling from Versus Research. Could I please speak with {NAME} please?
Re-introduce if necessary.

We are doing a brief survey for the Hauraki District Council to assess customer satisfaction with the service received from the building consents department. Would you be prepared to answer a few quick questions about a recent application you would have made? The interview will only take about 5 minutes, and all answers will be kept confidential.

We understand that you have applied for a building consent within the past 12 months, did you have any contact with the Hauraki District Council's Building Consents Department?

- *If YES:, Continue with survey:*
- *If NO: Did someone do it for you?*
- *If YES: Could I please ask who did this for you? Am I able to contact them? Request contact details and record on sample sheet.*

Before we begin, can I please check if you, or anyone in your household work at the Hauraki District Council?

- *If YES: Thank and close.*
- *If NO: Continue with survey.*

1) Approximately how many different projects have you sought building consent for during the last year?

DO NOT READ OUT. CODE CLOSEST.

- One
- Two to five
- More than five
- Not sure

2) Thinking now about your most recent application, was it for a:

READ OUT.

- Building consent
- Project Information Memorandum

3) Still thinking about your most recent application. Was it for a project...

READ OUT.

- On your property
- On someone else's property

Appendix 1: Building Consents Questionnaire

4) Were you applying....

- For yourself
- As a professional, such as a builder, building contractor, surveyor, architect or engineer, on behalf of someone else
- On behalf of someone else, but not as a professional
- I did not make the application/ a professional or someone else applied on my behalf
- Other, please specify: _____

5) In your most recent application, what township or settlement was the property in, or closest to?

PROMPT IF NECESSARY

- Kaiaua
- Kaihere
- Kerepehi
- Ngatea
- Patetonga
- Turua
- Waitakaruru
- Waihi
- Waikino
- Whiritoa
- Waihi Beach (THANK AND CLOSE)
- Paeroa
- Mackaytown
- Karangahake
- Other, please specify: _____

6) Thinking about your most recent application, using a scale of 1 to 6 where 1 is very dissatisfied and 6 is very satisfied, I would like you to tell me how satisfied, or dissatisfied you are with:

The service you received from the Hauraki District Council's Building Consents Department during the building consenting process.

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know (DO NOT READ OUT)

Appendix 1: Building Consents Questionnaire

Ask Q7 if "Very dissatisfied", "Dissatisfied", "Somewhat dissatisfied" in Q6.

7) Why is that?

DO NOT READ OUT. MULTIPLE RESPONSES ALLOWED.

- I needed someone who understood my issues
- They could liaise more with me
- There could be clearer explanation of the building regulations.
- There could be clearer explanation of the district plan requirements.
- The information provided was inaccurate
- No one offered clear or practical advice
- Excessive charges
- Having to pay for site visits
- Asked to provide something they already had
- Charged extra without any notification
- Should let me know any delays
- Lack of communication
- They should follow up more promptly
- They could have just one person dealing with me
- Because it was rejected
- The process took too long
- Delay in receiving consent
- Red tape/ bureaucratic issues
- Given the run-around by the department/ Council
- The consent form is too big
- Other, please specify: _____
- Don't know

Ask Q8 if "Somewhat satisfied", "Satisfied", "Very satisfied" in Q6.

8) Why is that?

- The ease of 'getting to the right person'
- The accuracy of information given to you by Council staff
- The information provided about the application process
- The speed in processing your application
- The ease of using the application forms
- I liked the people
- The staff were professional
- The staff were efficient
- The process was prompt and smooth
- The staff were positive
- The quality of the report
- The quality of the overall process
- The staff were friendly and helpful
- The effectiveness of the consent conditions
- Other, please specify: _____
- Don't know

Appendix 1: Building Consents Questionnaire

9) Using the same scale of 1 to 6 where 1 is very dissatisfied and 6 is very satisfied, thinking about the service you received during the building consent process, please rate the following:

	1 – Very dissatisfied	2 - Dissatisfied	3 - Somewhat dissatisfied	4 - Somewhat satisfied	5 - Satisfied	6 – Very satisfied	Don't know
The advice given to you to help complete forms							
The clarity of the forms you had to fill in							
The information given to you initially about all the requirements you would need to meet							
The frequency of contact to inform you about progress with the application							
The timeliness of the process							

10) What other comments could you make that would help the Hauraki District Council to improve the service it provides to people who make a building consent application/s?

PROBE FOR AS MUCH DETAIL AS POSSIBLE.

11) May I please have your first name? It is so my supervisor can do a quality control check if necessary.

Thank you very much for your time. Once again, my name is {NAME} from Versus Research. if you have any questions or feedback on this interview you can call our office on 0800 837 787.

Appendix 2: Resource Consents Questionnaire

Hauraki District Council
RESOURCE Consents Survey
FINAL 05/02/20

INTRODUCTION

Hi, its {NAME} calling from Versus Research. Could I please speak with {NAME} please?
Re-introduce if necessary.

We are doing a brief survey for the Hauraki District Council to assess customer satisfaction with the service received from the resource consents department. Would you be prepared to answer a few quick questions about a recent application you would have made? The interview will only take about 5 minutes, and all answers will be kept confidential.

We understand that you have applied for a resource consent within the past 12 months, did you have any contact with the Hauraki District Council's Resource Consents Department?

- *If YES:, Continue with survey.*
- *If NO: Did someone do it for you?*
- *If YES: Could I please ask who did this for you? Am I able to contact them? Request contact details and record on sample sheet.*

Before we begin, can I please check if you, or anyone in your household work at the Hauraki District Council?

- *If YES: Thank and close.*
- *If NO: Continue with survey.*

QUESTIONNAIRE

1) Approximately how many different projects have you sought resource consent for during the last year?

DO NOT READ OUT. CODE CLOSEST.

- One
- Two to five
- More than five
- Not sure

2) Thinking now about your most recent application. Was it for a project...

READ OUT.

- On your property
- On someone else's property

Appendix 2: Resource Consents Questionnaire

3) Were you applying...

READ OUT.

- For yourself
- As a professional, such as a surveyor, planner, architect or engineer, on behalf of someone else
- As a developer or property manager
- On behalf of someone else but not as a professional
- I did not make the application/ a professional or someone else applied on my behalf
- Other, please specify: _____

4) And was this application processed as a...

READ OUT. SINGLE RESPONSE

- Notified application
- Non-notified application
- Limited notified
- Don't know (DO NOT READ OUT)
- Other, please specify: _____

5) In your most recent application, what township or settlement was the property in, or closest to?

PROMPT IF NECESSARY

- Kaiaua
- Kaihere
- Kerepehi
- Ngatea
- Patetonga
- Turua
- Waitakaruru
- Waihi
- Waikino
- Whiritoa
- Waihi Beach (THANK AND CLOSE)
- Paeroa
- Mackaytown
- Karangahake
- Other, please specify: _____

6) Thinking about your most recent application, using a scale of 1 to 6 where 1 is very dissatisfied and 6 is very satisfied, I would like you to tell me how satisfied, or dissatisfied you are with:

The service you received from the Hauraki District Council's Resource Consents Department during the resource consenting process.

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 – Somewhat dissatisfied
- 4 – Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know (DO NOT READ OUT)

Appendix 2: Resource Consents Questionnaire

Ask Q7 if "1 - Very dissatisfied", "2 - Dissatisfied", "3 – Somewhat dissatisfied" in Q6.

7) Why is that?

DO NOT READ OUT. MULTIPLE RESPONSES ALLOWED.

- I needed someone who understood my issues
- They could liaise more with me
- There could be clearer explanation of the Resource Management Act and district plan requirements
- No one offered clear or practical advice
- Excessive charges
- Having to pay for site visits
- Asked to provide something they already had
- The information provided was inaccurate
- Charged extra without any notification
- Should let me know any delays
- Lack of communication
- They should follow up more promptly
- They could have just one person dealing with me
- Because it was rejected
- The process took too long
- Delay in receiving consent
- Red tape/ bureaucratic issues
- Given the run-around by the department/ Council
- The consent form is too big
- Other, please specify: _____
- Don't know

Ask Q8 if "4 – Somewhat satisfied", "5 - Satisfied", "6 - Very satisfied" in Q6.

8) Why is that?

DO NOT READ OUT. MULTIPLE RESPONSES ALLOWED

- The ease of 'getting to the right person'
- The accuracy of information given to you by Council staff
- The information provided about the application process
- The speed in processing your application
- The ease of using the application forms
- I liked the people
- The staff were professional
- The staff were efficient
- The process was prompt and smooth
- The staff were positive
- The quality of the report
- The quality of the overall process
- The staff were friendly and helpful
- The effectiveness of the consent conditions
- Other, please specify: _____
- Don't know

Appendix 2: Resource Consents Questionnaire

9) Using the same scale of 1 to 6 where 1 is very dissatisfied and 6 is very satisfied, thinking about the service you received during the resource consent process, please rate the following:

	1 – Very dissatisfied	2 - Dissatisfied	3 - Somewhat dissatisfied	4 - Somewhat satisfied	5 - Satisfied	6 – Very satisfied	Don't know
The advice given to you to help complete forms							
The clarity of the forms you had to fill in							
The information given to you initially about all the requirements you would need to meet							
The frequency of contact to inform you about progress with the application							
The timeliness of the process							

10) What other comments could you make that would help the Hauraki District Council to improve the service it provides to people who make a resource consent application/s?

PROBE FOR AS MUCH DETAIL AS POSSIBLE.

11) May I have your first name? It is so my supervisor can do a quality control check if necessary.

Thank you very much for your time. Once again, my name is {NAME} from Versus Research. if you have any questions or feedback on this interview you can call our office on 0800 837 787.



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