

Regulatory Services

Community Outcomes

Mana Tangata/Social well-being – Safe, connected communities where people feel happy and proud of where we live.

Mana Oranga / Economic well-being – Flourishing communities with a diverse economy, innovative people and resilient infrastructure.

Why we do it

The purpose of this activity is to protect the environment and the people that live in it. We mainly do this through the administration of a broad range of statutory functions, including the Building Act, Resource Management Act, Dog Control Act, Health Act, Food Act, Sale and Supply of Alcohol Act and Parking Bylaw.

Building Control

What we do

The Building Control activity manages the processing of building consent applications and inspections of building work. We are available to provide information to customers regarding compliance for building projects and undertake a monitoring role by ensuring compliance of buildings used by members of the public, dangerous and earthquake prone buildings, and residential pools.

Looking Ahead

We must retain accreditation as a Building Consent Authority and will be preparing for a routine assessment by International Accreditation New Zealand (IANZ) in 2025. Other priorities include the completion of our responsibilities for the assessment of potentially earthquake prone buildings, three-yearly inspections of swimming pool fences, and inspections of high-risk buildings (for example, boarding houses) that have specified systems and Building Warrants of Fitness.

Planning

What we do

The Planning activity is responsible for processing resource consent applications for activities not permitted under the South Taranaki District Plan. Monitoring the compliance of resource consent conditions is also part of this function.

Looking ahead

The number of applications for resource consents is not expected to increase significantly over the next ten years. This function is heavily impacted by legislation, and we will respond to any further changes to the Resource Management Act 1991.

Environmental Health Licensing – Food, Alcohol and Gambling

What we do

Our Environmental Health activity protects the community by registering and inspecting premises that prepare or sell food and investigating complaints about consumed food, dumping of rubbish and other health risks.

The activity also protects public health through providing reports for the purposes of the Sale and Supply of Alcohol Act 2012 and licensing and monitoring for compliance with the licence conditions of that Act. We are required to operate a District Licensing Committee to determine all new and renewal applications for licences and certificates.

Under this activity we control and manage the number of Class 4 gaming machine venues in our District. We also develop and administer gambling policies for Class 4 Venues (gaming machine venues) and TAB Venues.

Looking Ahead

This function will continue to provide these regulatory functions in order to keep our communities safe and healthy.

Animal Services and Nuisance Control

What we do

Animal Services involves requiring all dogs to be registered; responding to and investigating complaints of dogs roaming, barking or attacking; making special provision for dangerous and menacing dogs; educating owners to be more aware of their responsibilities so that their dogs do not cause a nuisance or injury to people, stock, domestic animals or protected wildlife; and responding to and investigating complaints of wandering stock.

We own and operate a pound in Hāwera and management strategies for this asset are contained in the Pound Asset Management Plan.

This 24 hour, seven days a week service includes responding to and investigating noise complaints, the issuing of Excessive Noise Direction Notices, Abatement Notices and Infringements, and the seizure of the noise generating equipment when excessive noise is detected.

Looking Ahead

We have decided to bring the after-hours animal control service in-house. Noise complaints are proposed to be undertaken by a contracted service provider.

Parking Control

What we do

This involves patrolling the central business district of Hāwera and surrounding townships, responding to parking complaints, education and the issuing of warning notices and infringement notices. The main purpose is to ensure there are enough parking spaces available to meet demand.

Looking Ahead

The demand for this service is likely to increase, especially with the re-development of the Hāwera town centre. This will contribute to the economic development of our businesses.

Significant Negative Impacts

If not managed properly, the regulatory group of activities has the potential to have significant negative effects on the cultural, social, economic, or environmental well-being of the local community. These potential effects could be:

Activity	Well-being	Significant Effect	Mitigation
Inclusion of decision making	Mana Mauri/ Cultural well-being	Ensuring that statutory requirements and shared decision making in these processes are managed appropriately and culturally significant sites are protected is important because it can have negative cultural impacts.	Use the platforms in place to discuss projects, concerns with Iwi Partners and hapū and have the conversations early.
Poor management of regulatory functions	Mana Tangata/Social well-being	Our residents may not feel connected, healthy, informed or safe if these functions are not managed appropriately, it can cause harm to the lives and health of our communities.	Comply with statutory requirements and undertake check ins with the local community through the annual Residents' Satisfaction Survey.
Poor management of regulatory functions	Mana Oranga/ Economic well-being	If these functions are not managed appropriately, it will not allow for a diverse economy with innovative people and resilient infrastructure.	Comply with statutory requirements and undertake check ins with the local community through the annual Residents' Satisfaction Survey.
Poor management of regulatory functions	Mana Taiao/ Environmental well-being	The inappropriate use or management of these functions could generate adverse effects on the environment and go against our priority to be a sustainable district who is preserving the environment for future generations.	Comply with statutory requirements and monitor any non-compliances.

Key Projects

Description	Year	Total (\$)
Signage – Licensing and Animal Control	Years 1 and 8	\$88k
Hāwera Pound Upgrades	Years 1 to 7	\$154k
Animal Services – Fencing	Years 1 and 6	\$70k

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Animal Services and Nuisance Control

Level of Service	Performance Measure <i>C=customer measure</i> <i>T=technical measure</i>	Target 2024/25	Target 2025/26	Target 2026/27	Target Years 4 - 10
Residents are satisfied with the Animal Control service.	(C) % of residents satisfied with the Animal Control service.	≥ 75%	≥ 75%	≥ 75%	≥ 75%
A prompt and reliable animal control service will be provided 24 hours a day, 7 days a week for wandering stock and serious dog incidents.	(T) % of reported serious dog or wandering stock incidents responded to within 4 hours.	≥ 95%	≥ 95%	≥ 95%	≥ 95%
A reliable and responsive animal control service that investigates general dog incidents.	(T) % of reported general dog incidents responded to within 1 working day.	≥ 95%	≥ 95%	≥ 95%	≥ 95%