

**DELIVERY AND  
OPERATIONS  
BUSINESS REPORT**

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**January – February  
2025**

## Introduction

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Council has responsibilities under legislation to safeguard public health, safety, and welfare. Regulatory activities and responsibilities, such as consents, the enforcement of bylaws, and providing liquor licenses are undertaken for the benefit of our communities and to ensure that everyone can live in and enjoy our district.

Throughout the district there are many facilities managed by Council and made available for public use. These facilities contribute to the liveability of our communities, providing places and spaces for residents to connect and enjoy themselves and to enhance the visitor experience.

These include:

- **Building Services:** This includes processing and inspecting Building Consents and Building Compliance related matters.
- **Environmental Services:** This includes Animal Management, Environmental Health (Food, Alcohol and Health licensing and monitoring), and Compliance Monitoring (Legislation and Bylaw monitoring and enforcement).
- **Resource Consent Services:** This includes processing Resource Consents.
- **Property and Facilities:** This includes Property Management and Technical Operations.



The Delivery and Operations Business report provides a summary of key highlights and noteworthy trends for January – February 2025.

# Executive Summary

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## Building Services

Building Consent and Code Compliance Certificate compliance for the year are 100% respectively, with average working and calendar days for building consents are 11 and 22 days, while code compliance certificates 5 and 12 days. January had 46 building consents received, 59 building consents granted, and 70 code compliance certificates issued. February had 79 building consents received, 63 building consents granted, and 79 code compliance certificates issued.

With the construction industry in decline presently the BCA has time to refine procedures and look for efficiencies that can save time and resource during busy times. This includes working to implement Artisan as a remote inspection tool.

In February five team members attended compliance schedule training in Whangarei over two days as we attempt to boost our competency in commercial construction.

Stu Hofstetter has left the Building Services team to take up a position as Project Manager in the Infrastructure department. Pete Kana has replaced Stu as Building Compliance Team Leader, vacating his role as Building Inspector.

We have successfully employed a new Building Inspector – Teina Simona – who will begin work with us in May. Teina is originally from Kawakawa but currently resides in Waikato and brings with him a wealth of construction management experience.

In relation to our Te Pae o Uta goals, we currently have staff attending Te Pae o Waho classes and more have expressed an interest for the next intake. Matt McCambridge has been engaged to complete the building information pamphlet; work is scheduled to begin on this at the end of March. Our team are also currently working on creating six new goals with some draft goals already proposed.

## Compliance

### Monitoring and Compliance

Monitoring received 160 Requests for Service (RFS) in January 2025 and 175 in February 2025.

A total of 88 noise complaints were received and responded to in January, and 67 in February 2025. In January response times of 80% were achieved for urban areas and 25% for rural. In February response times of 88.5% were achieved for urban areas and 16.7% in rural areas.

There were 38 parking tickets issued in January and 90 in February 2025.

### Animal Management

796 RFS's were received for Animal Management in January and February 2025. 111 urgent and 685 non-urgent. Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

72 dogs were impounded during January 2025 and 44 in February 2025. 81 were released from the shelter overall including dogs carried over from previous months. In terms of the dogs released, 19 were claimed by their owners, 21 taken by a Rescue Group and 1 was adopted out to a new home. A total of 56 dogs were euthanised due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 137 infringements issued during January and February by the Animal Management team:

- 109 x failure to register dog - s42
- 23 x not under control – s53(1)
- 0 x Failure to confine – s52A
- 5 x breaching dog control notices – s20 (5)
- 0 x Wilful Obstruction of an Officer – s18

**Dogs registered at the end of February were: 8,201 out of 9,822 known dogs – (83.5%).**

## Environmental Health

A total of 42 Food Verification audits were completed in January and February 2025.

During January and February 2025, 24 good host visits were completed by the Environmental Health Services team. The level of service target is that 25% of licensed premises are visited once every four years.

A total of 187 Requests for Service (RFS) were received in January and February 2025.

## Resource Consents

In January, we issued 60 decisions, with 17 requiring statutory compliance. We achieved a 100% compliance rate for these. In February, we issued 85 decisions, with 35 requiring statutory compliance, achieving a 94.29% compliance rate by issuing 33 within timeframes and 2 outside.

The use of consultants for processing resource consents has significantly decreased and is now at an almost all-time low. Currently, only 6% of applications (three in total) are being processed by consultants. Despite the slowed economy, the Far North District is bustling with development. The Resource Consents Team is managing 30 large-scale applications, including four Papakāinga developments, with projects ranging from 15 to 140 lots.

The team has welcomed two new starters: Senior Resource Planner Nikki Callinan (January 20) and Resource Consent Engineer Gourav Rana (February 17). Liz Searle has been appointed as the new Planner Team Leader, bringing extensive experience to the role.

The Resource Consent team is dedicated to their Te Pae o Uta goals to enhance cultural competency and build strong relationships with Iwi/Hapū. Planners and engineers are developing engagement plans, practice notes, and attending courses to improve consultation with Iwi/Hapū. Staff are encouraged to participate in relevant training such as Te Pae o Waho classes and Te Tiriti o Waitangi workshops. Additionally, the team is collecting data on papakāinga applications.

## Property and Facilities Management

### Property Management

Property Management's focus in January and February has been reviewing FNDCs burial application process. This piece of work is ongoing and includes a revamp of our applications, bringing them online to our website and a review of our data held in Plotbox. Once this work has been completed, a briefing paper will be provided.

Staff are working carrying out inspections of the Housing For the Elderly units alongside FNHL and other potential divestees.

Staff have begun the year presenting various reports for lease renewals, promptly beginning a season of public consultation over the granting of these.

Audits of the OCS, Crewcut and Hapori contracts are going well, with the seasonal pools enjoying a busy season.

## Technical Operations

Technical Operation's focus for January and February has been on monitoring levels of service in the district over peak summer season and responding to urgent works due to the increased pressure on our facilities, including repair work and vandalism.

There has been a focus on the cruise ship season, with City care and Focus Paihia working collaboratively together to ensure Paihia has operated well. The preparation leading up to Waitangi was important to ensure our reserves were well protected, toilets and bins were coping with the increase of people and event permits were issued. Unfortunately, there was freedom camping on our reserves, and we are working on how we can mitigate this for next year.

Warmer temperatures have meant grass growth across the district has been challenging to keep on top of. FNDC staff are receiving many requests for service for mowing and edge control and are attending to them accordingly.

We have introduced a more proactive approach to tree management by bundling tree-related requests and conducting bulk assessments twice a year. This shift has reduced response times and allowed for better management of customer expectations. Recently, approximately 30 trees were identified as posing risks to health, safety, or property. A contractor has been appointed to address these issues, with all work expected to be completed by June 2025. Tree requests for pruning or removal are still coming in fast, with approximately 38 requests received in the past two months.

Building wash downs for council occupied buildings, halls and Housing for the Elderly units are being carried out over March, in line with water restrictions.

Key challenges for Technical Operations are managing the large number of reactive jobs being called through and delivering on complex jobs, asset failures, and additional vandalism and dumping of rubbish.

# Building Services

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This section contains performance information for the Building Services department.

## Introduction

The Building Services Department consists of two teams, the Building Consent Authority (BCA) and the Territorial Authority (TA). A territorial authority must perform the functions of a BCA for its own city or district. In addition to these responsibilities, a territorial authority performs the following functions, including any functions that are incidental and related to, or consequential upon these.

### The BCA perform the following functions:

- issue building consents
- inspect building work for which it has granted a building consent
- issue notices to fix
- issue code compliance certificates
- issue compliance schedules



### A territorial authority issue:

- project information memoranda
- certificates of acceptance
- certificates for public use
- compliance schedules (and amends compliance schedules)



### A territorial authority also:

- follows up and resolves notices to fix
- enforces the provisions relating to annual building warrants of fitness
- performs functions relating to dangerous or insanitary buildings
- determines whether building work is exempt under Schedule 1 from requiring a building consent

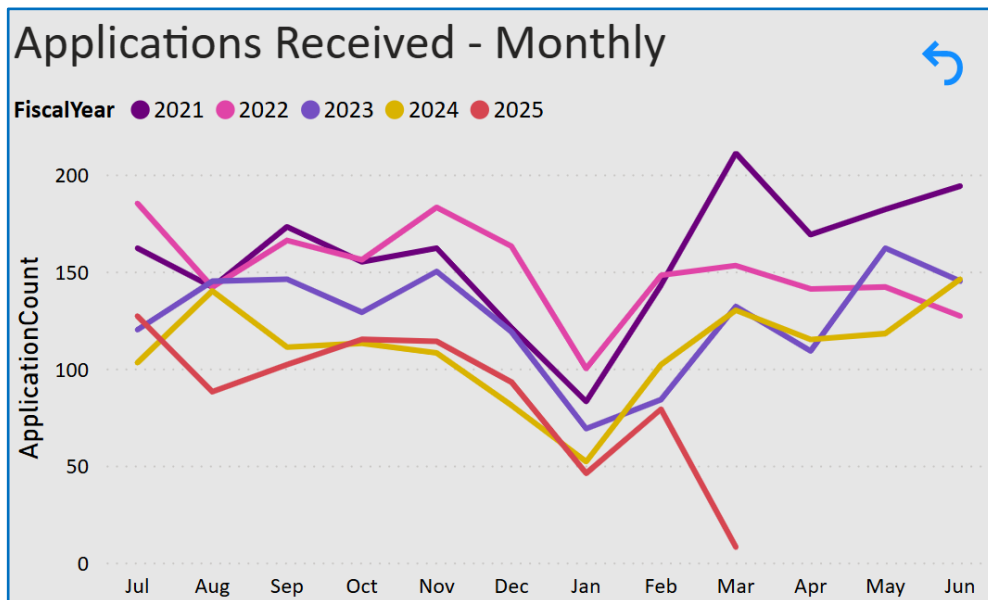


### Power to inspect and enter land

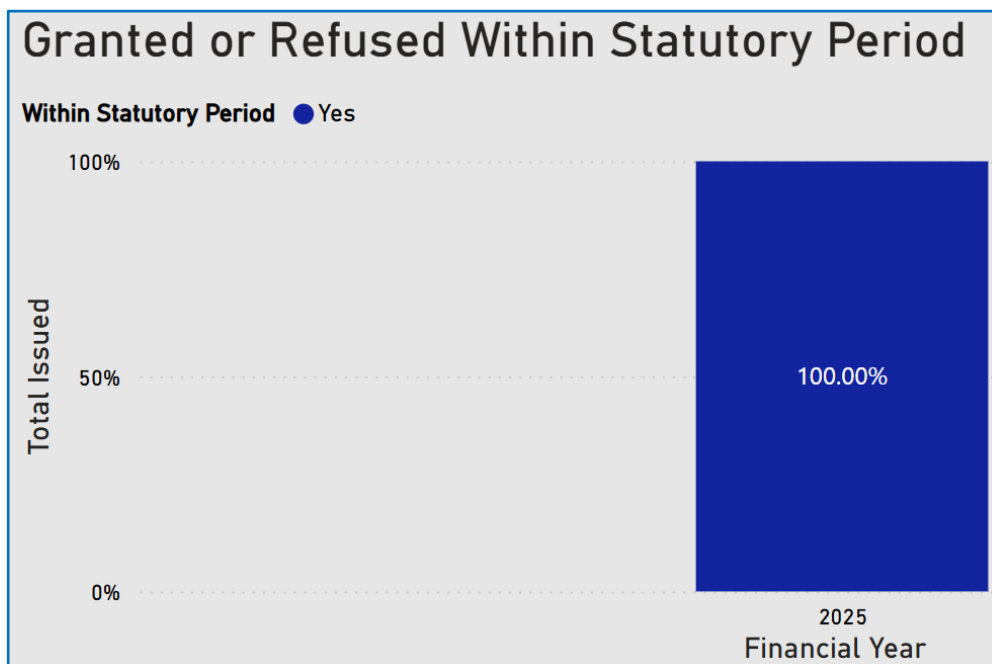
- Sections 222 to 228 provide details of the powers of entry to undertake an inspection

## Building Consent Processing

The number of building consent applications received in January 2025 (46) and February 2025 (79) show building consents processed are following a similar trend to previous years but with fewer consents. January and February tend to be slow months lingering on from the Christmas break with a slow but steady increase expected through the end of the month leading into March. This is expected to be the same this year based on previous year trends (2025).

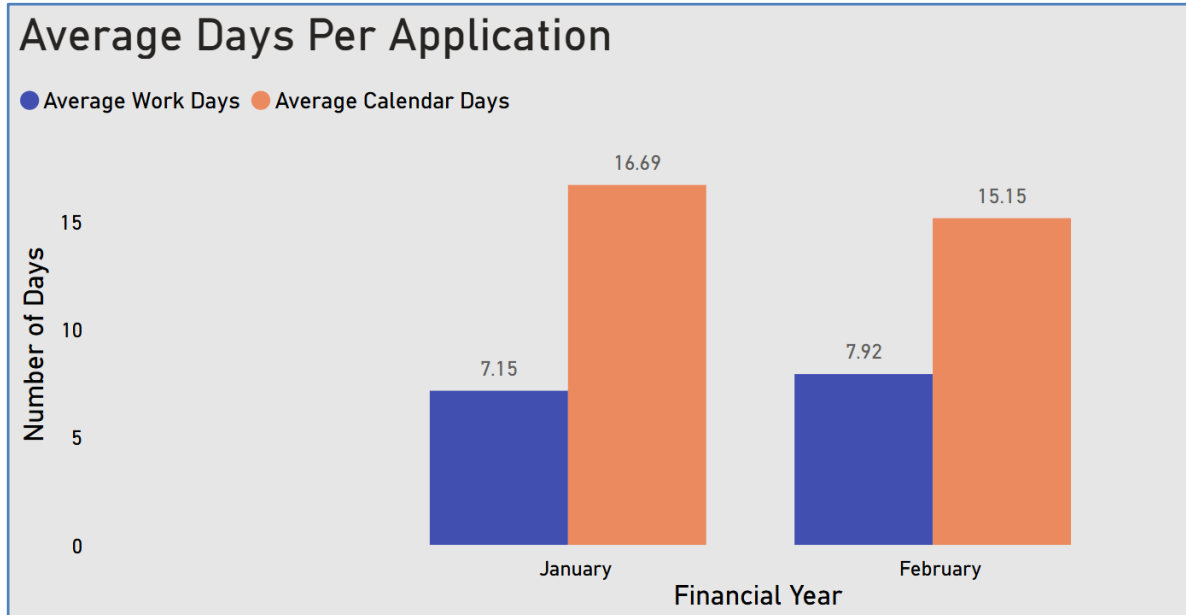


The building consent processing unit achieved 100% statutory compliance for January and February. For this period the BCA received 125 building consent applications in total and granted 122 building consents.

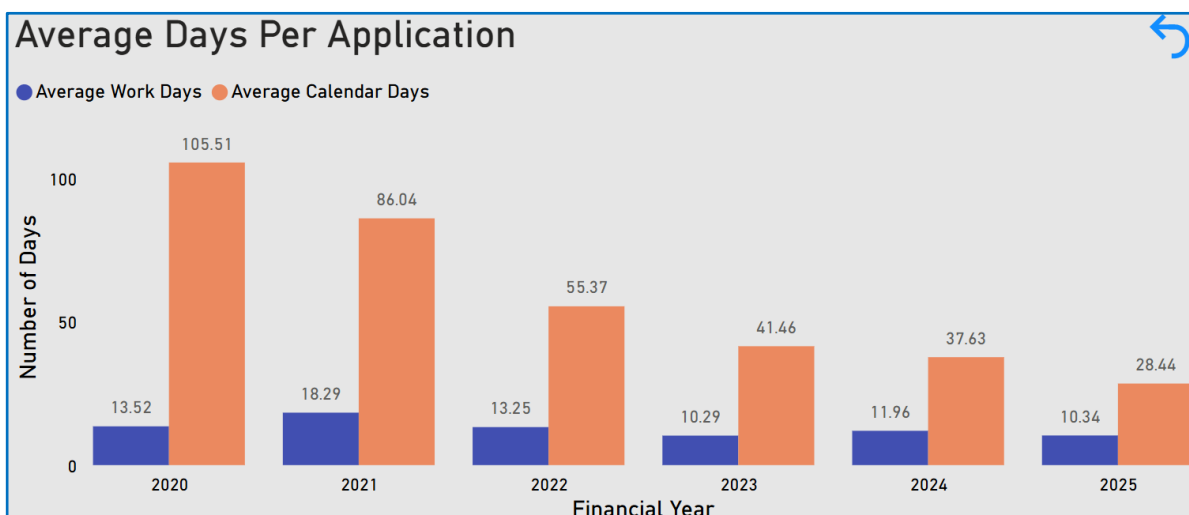


January and February were good months for issuing building consents with the average statutory day count on par with previous months and well within the 20-day requirement.

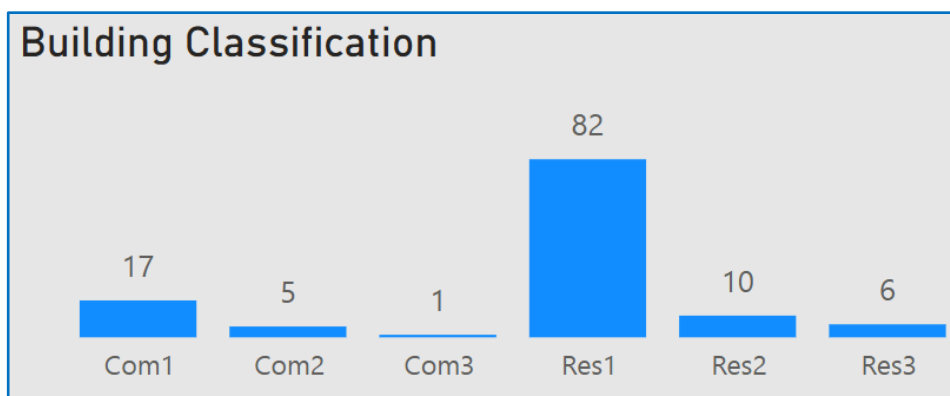




The average day count to issue building consents also continues to trend down in comparison to the last 5 years.

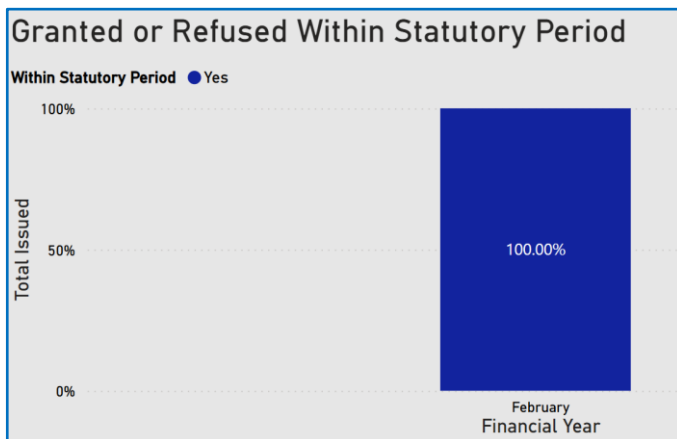


The dashboard shows the consents currently being processed by the BCA. There are 82 Residential 1 (Res1), 10 Residential 2 (Res2), 6 Residential 3 (Res3), 17 Commercial 1 (Com 1), and 5 Commercial 2 (Com 2), 1 Commercial 3 in the month of February. Use of contractors (building consultants) is currently at 21.6%.

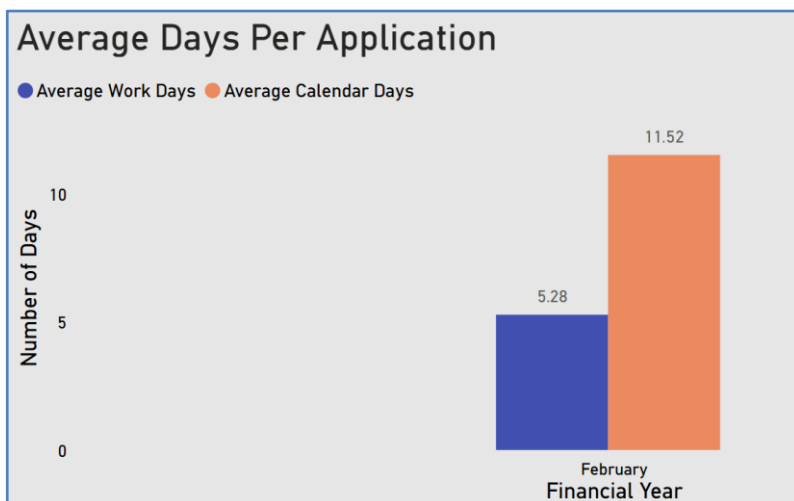


## Code Compliance Certificates

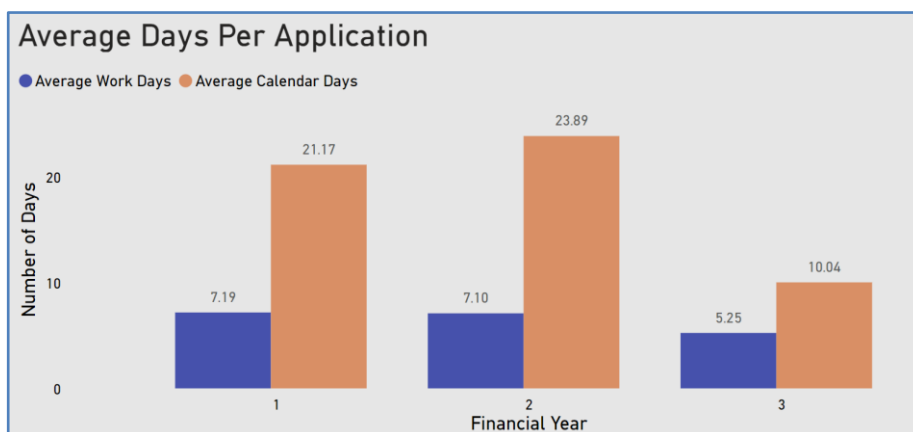
The BCA issued 79 code compliance certificates (CCC) and achieved a 100% compliance rate for the month of February. The overall statutory compliance for 2024-25 is 100%.



On average CCCs for February were issued in 5.28 Days, with a reduction in calendar days for February, which is great customer service.



The BCA's performance in issuing Code Compliance Certificates illustrates continuous improvement. This is due to administrative procedures being reviewed and greater efficiencies being achieved.



## Inspections

Inspection numbers remain high but are showing a downward trend from the same period last year. Res 1 inspections remain the largest portion of inspection work at 46%. Commercial inspections have increased by 6% from the previous year to date to 501 for the financial year.

2023-2024

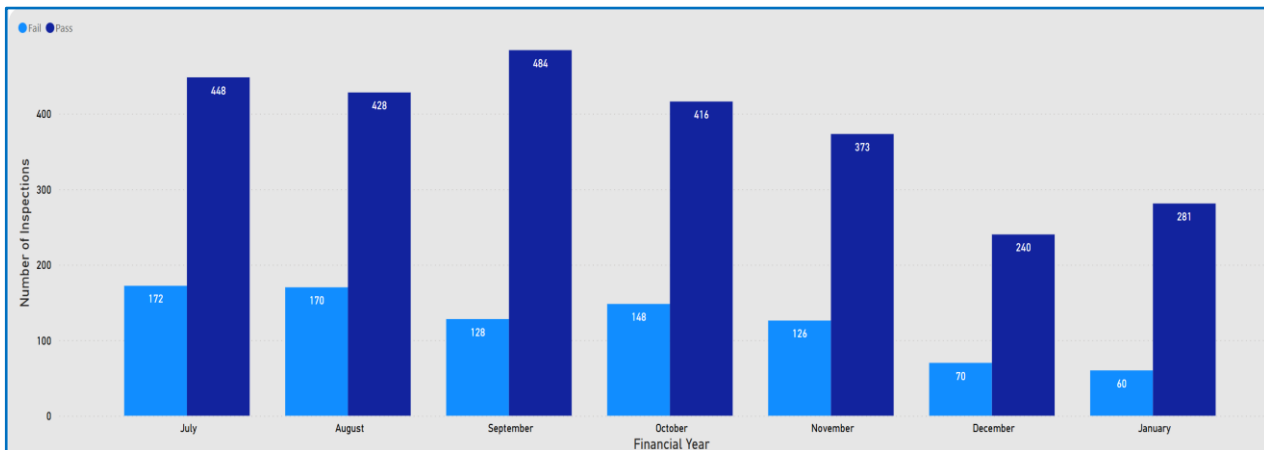
2024-2025

UserName	Com1	Com2	Com3	Res1	Res2	Res3	Total
Barry Dawson	67	55	109	244	157	85	717
Beshoy Hanna	4	3	3	19	20	8	57
Hayden Barker	26	21	5	275	161	121	609
Jason Pearce				1			1
Jeremy Rice	32	27	9	279	109	37	493
Pete Kana	25	10		361	147	60	603
Richard Morgan	14	13	2	276	175	51	531
Richard Poole	27	34	14	68	39	18	200
Timothy Moore	68	11	9	392	203	62	745
<b>Total</b>	<b>263</b>	<b>174</b>	<b>151</b>	<b>1915</b>	<b>1011</b>	<b>442</b>	<b>3956</b>

UserName	Com1	Com2	Com3	Res1	Res2	Res3	Total
Barry Dawson	68	73	13	249	151	69	623
Hayden Barker	89	21	2	283	132	81	608
Jason Pearce	56	33		205	132	79	505
Jeremy Rice	3	6		31	28	16	84
Pete Kana	56	17		206	113	34	426
Richard Morgan	46	27	2	226	96	32	429
Richard Poole	31	11	7	103	40	17	209
Timothy Moore	57	9	6	202	64	13	351
<b>Total</b>	<b>406</b>	<b>197</b>	<b>30</b>	<b>1505</b>	<b>756</b>	<b>341</b>	<b>3235</b>

The Pass rate average for the financial year is 75% Pass. This number remains constant across the months.

Pass Stats for Year 2024/2025



## Building Compliance

The Building Compliance Team (part of the Territorial Authority) are regulators operating under the Building Act 2004 which sets out the rules for the construction, alteration, demolition, and maintenance of new and existing buildings in New Zealand.

Its purpose is to ensure people can use buildings safely and without endangering the health or the property of others. The team manages the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificates of Acceptance and Exemptions.

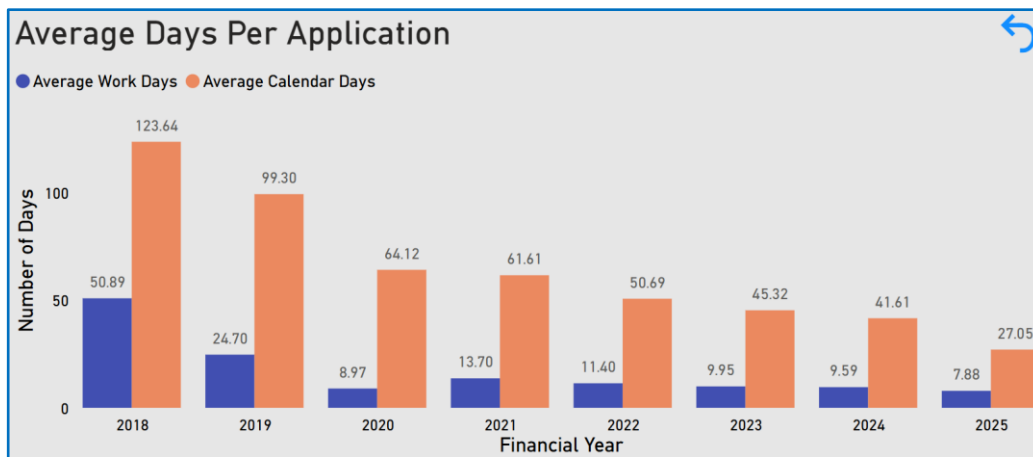
Building compliance issues are not always Council's responsibility. Other agencies such as the NZ Police or other government agencies may be responsible, or certain matters may be civil matters to be decided either legally or through mediation.

Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. The level of non-compliance with determine, the range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

Formal enforcement is not taken lightly. It is based on thorough investigation and considers the impact as well as any steps that may have been taken to address the non-compliance.

For the 2023-24 financial year, the team was at 99.52% compliance, and 100% for the 2024-25 financial year and we will continue to strive for 100% in Building Compliance applications.

The snip below shows our average days to complete Certificate of Acceptance and Exemption applications. Our target is to have all applications approved within the 20 statutory day timeframe, and we are tracking at 7.88 days currently.

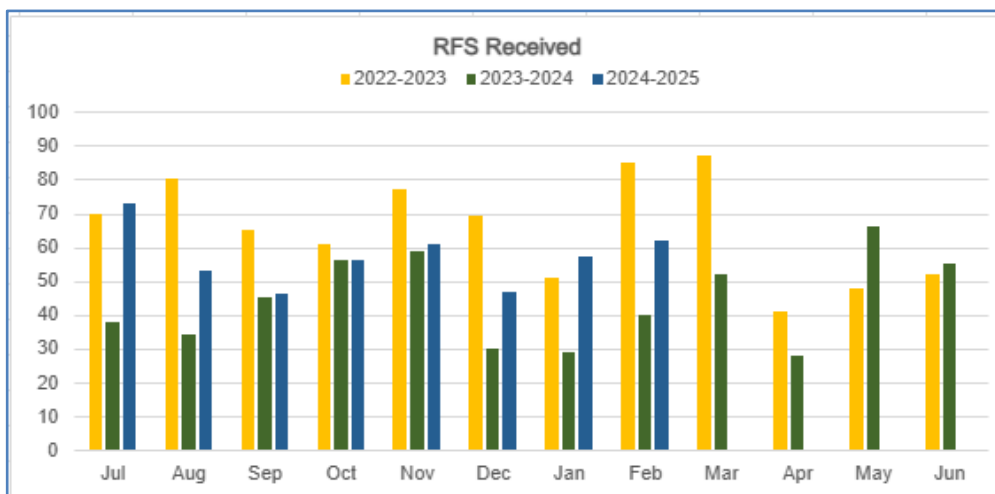


## Requests for Service (RFSs)

Requests for service range from general requests about legislation and owner obligations, through to requests to investigate suspected breaches of the Building Act 2004.

January was a busy month for the compliance team with 57 RFS's received while February had 62 RFS's received. This is up on the previous year and the usual queries and complaints relating to stormwater, illegal building works and building advice were received.

The Building Compliance team continues to deal with a range of Building Act 2004 non-compliances.



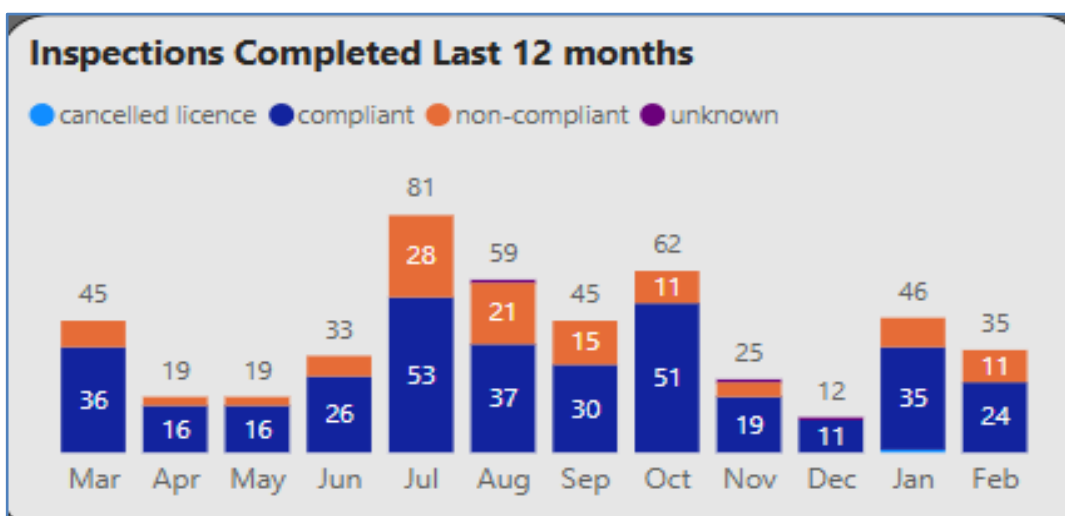
## Swimming Pools

From 1 January 2017, the provisions of the Fencing of Swimming Pools Act 1987 were incorporated into and form part of the Building Act 2004. The Act applies to all residential pools and small heated pools with a depth of 400mm or more.

Pools that are filled (or partly filled) with water must have a physical barrier that restricts access to the pool by unsupervised children under the age of 6 years of age. Residential pools, including indoor swimming pools are subject to an inspection every 3 years.

A total of 20 swimming pool inspections were conducted during the month of January and 35 in February - on track with the amount due for this year.

The swimming pool fail rate was 38% in January and 31% for February. Council is working hard to provide these homeowners with the knowledge and information to help them achieve compliance and reduce the risk of drowning in the district.



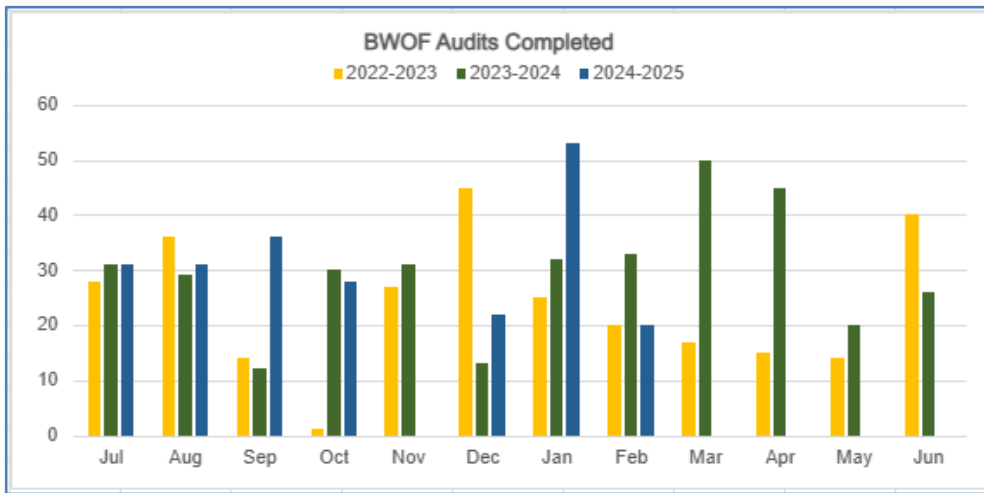
## Building Warrant of Fitness (BWoF)

A building warrant of fitness (BWoF) is an annual certificate that confirms that specified systems in a building have been inspected and maintained and that requirements of the compliance schedule have been met.

Building owners are required to engage an independent qualified person (IQP) to inspect and certify the specified systems, display a copy of the BWoF certificate within the public area of the building and to provide the Council with a copy of the BWoF and IQP certificates of compliance.

The Council undertake BWoF audits of commercial buildings following a risk-based approach. Audits are conducted on a 1, 3, or 5-year cycle, but can also include any requests for service where there are concerns about a building owner's on-going compliance with the regulations.

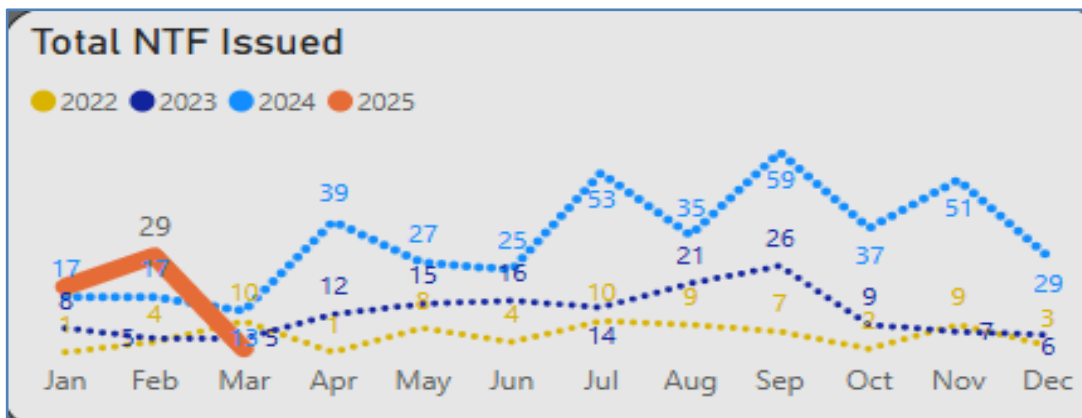
20 BWoF audits were conducted during February. The number of BWoF audits are down from the previous month for 2 reasons. January's numbers (53) were higher than normal as a lot were finalised from the previous year after the holiday break. The compliance team was also down a staff member due to a change in the Team leader.



## Notices to Fix

A Notice to Fix (NTF) is a statutory notice requiring a person to remedy a breach of the Building Act 2004 or regulations under that Act. A NTF can be issued for all breaches of the Act, not just for building work.

29 Statutory Notices were served during the month of February for breaches of the Building Act 2004, following 23 in January.

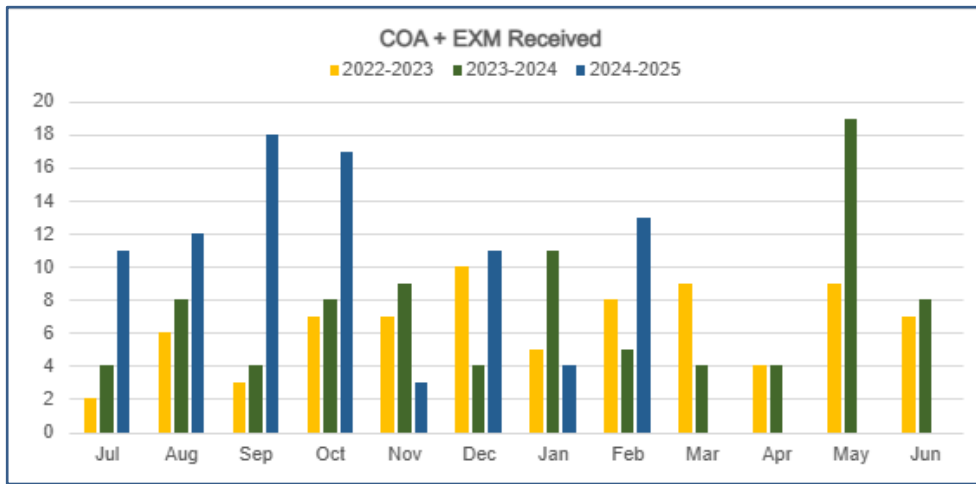


## Certificates of Acceptance

A certificate of acceptance (COA) provides building code certification on work that can be inspected. It excludes work that cannot be inspected, so is not as comprehensive as a Code of Compliance Certificate (CCC). A certificate of acceptance applies where:

- work that requires a building consent was completed without one.
- urgent work is conducted under section 42 of the Building Act
- another building consent authority or building certifier refuses to or cannot issue a CCC.

Council received 4 COA and EXM applications in in January, and 13 COA and EXM applications during the month of February.



## Infringements

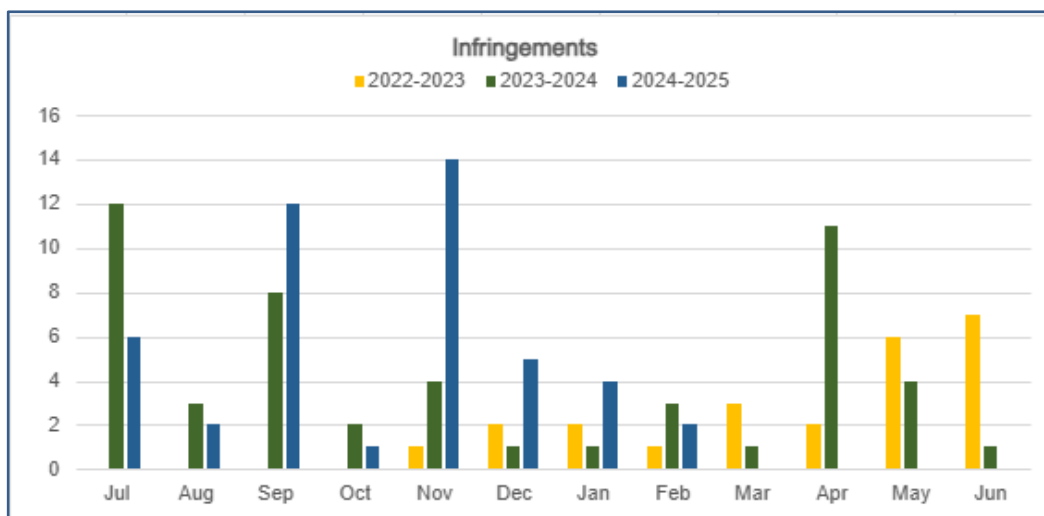
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

The Building Infringement Regulations contain a clear and unambiguous list of infringement offences. These infringement offences are based on specific existing building offences. The fees are prescribed by regulations, following consultation with territorial and regional authorities, and building sector representatives, with the following principles in mind:

- Higher fees would reflect direct risks to health and safety.
- There should be consistency between offences that are similar in nature.

Fees range from \$250 (for procedural offences) to \$2,000 (for more serious breaches), with the level of fee reflecting a smaller percentage of the maximum fine already specified in the Building Act.

2 infringements were issued during the month of February for failing to comply with notices to fix. 4 infringements were issued during the month of January for non-compliance with NTF's. Most infringements are typically for non-compliance with a NTF and for breaches of Section 40 of the Building Act.



# Compliance

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This section contains performance information for the Compliance department.



## Introduction

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The Compliance department covers regulatory and licensing activities and responsibilities for council. The department is directed by primary legislation and FNDC policies and bylaws.

This team is made up of Monitoring and Compliance, Animal Management and Environmental Health (Food and Liquor) and associated Administration support.

Activities and services undertaken include:

- the monitoring of resource consent applications and related consents
- promotion of responsible ownership of dogs, including care and control around people, protected wildlife, other animals, property, and natural habitats
- responsibilities for the sale and supply of alcohol, to minimise alcohol-related harm in our District
- providing verification services for food businesses to ensure that food prepared and sold is safe.
- Investigation, monitoring and enforcement of bylaws, District Plan breaches and parking.



The team provides advice and guidance while delivering compliance, monitoring, and enforcement across the region. By applying a risk-based approach this enables monitoring efforts to be focussed on the biggest risks to the community and target areas where businesses and people are less likely to comply.

Council has responsibilities under legislation to safeguard public health, safety, and welfare. Regulatory activities and responsibilities are undertaken for the benefit of our communities and to ensure that everyone can enjoy our district.

### Contribution to community outcomes



*Communities that are healthy, safe, connected and sustainable*



*A wisely managed and treasured environment that recognises the role of tangata whenua as kaitiaki*



*Proud, vibrant communities*

# Monitoring

## Introduction

Council is responsible for safeguarding public safety, minimising environmental risk, and protecting social and cultural interests as directed by primary legislation and our policies and bylaws. Monitoring and Enforcement are responsible for the administration and enforcement of these obligations. Monitoring are now utilising business improvement enhancements in the presentation of reports that follow.

Monitoring is responsible for:

- Resource Management Act breaches
- Local Government Act breaches
- Reserves Act breaches
- Litter Act breaches
- Land Transport Act (stationary vehicle offences)
- District Plan breaches
- Bylaw breaches
- Resource consent monitoring
- Noise complaints
- Removal of abandoned vehicles

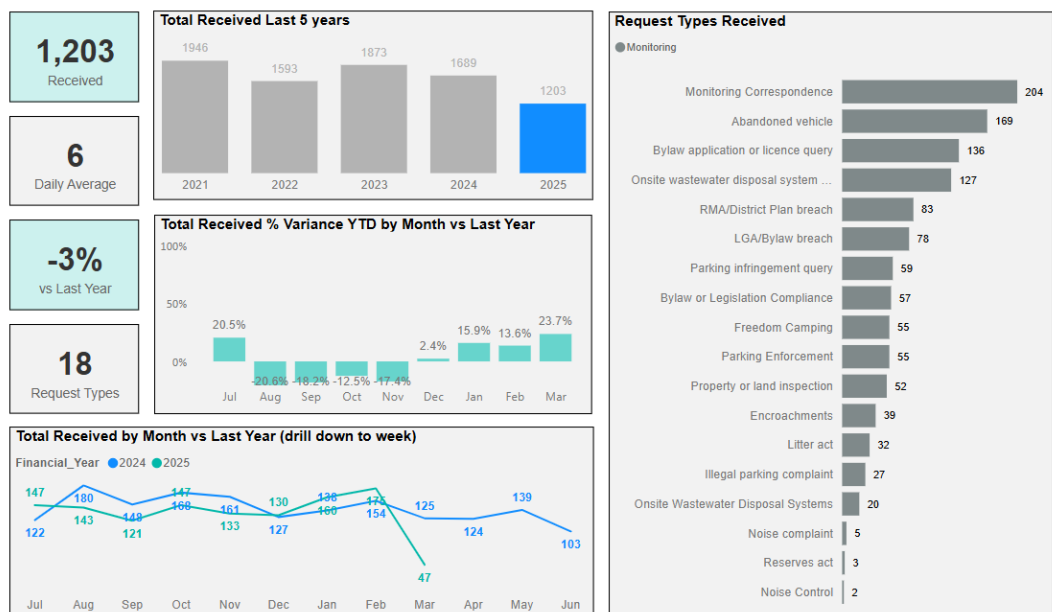
## Staffing

Monitoring comprises of a team leader, four Monitoring Officers, two Resource Consent Monitoring Officers, two Compliance Administration staff and a Parking Enforcement Officer. The fixed term Encroachment Officer role has now been confirmed as a permanent position, and this has been absorbed within existing budget by reducing Monitoring Officers from five to four positions. The Encroachment Office role will work toward compliance across the district for historical encroachments on council land, albeit new cases are reported frequently which also require investigative action.

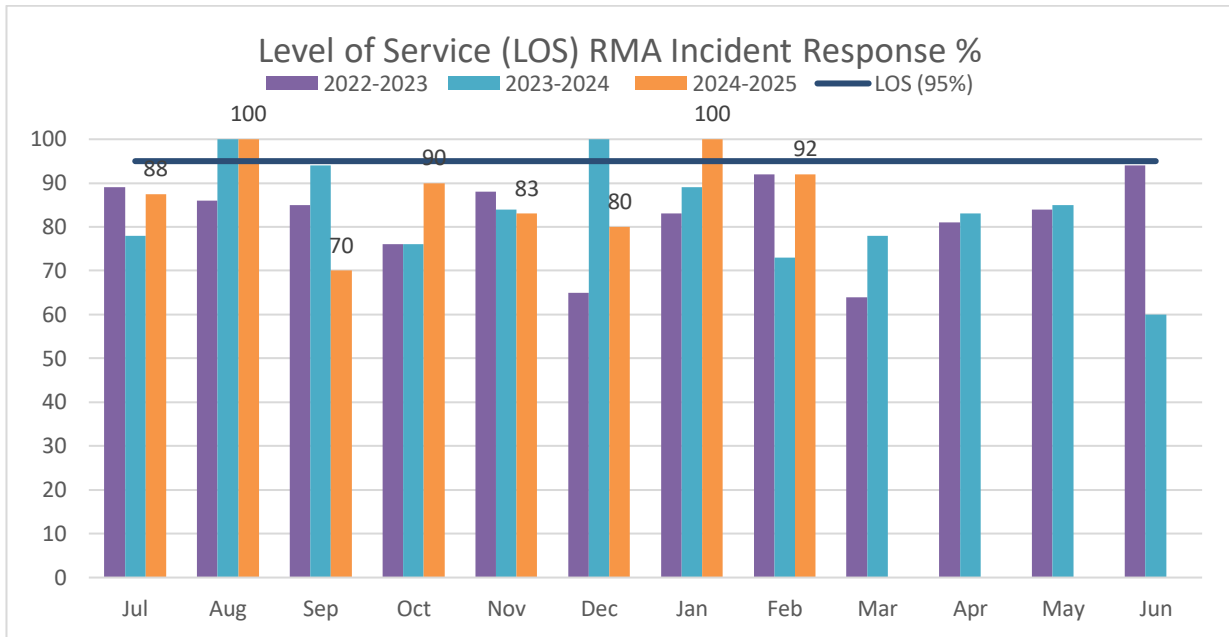
## Requests for Service

The following graph shows all Requests for Service (RFS) received over the last three financial years by Monitoring. These RFS reflect all responsibilities held by Monitoring. The following sections break down those requests into areas of legislation. There were 160 requests for service in January and 175 in February 2025.

### RFS Received (Current Financial Year to Date)



Monitoring level of service performance measure requires incident response to 95% of all RMA/District Plan breach request for service within 3 days. The below graph displays performance over a three-year period.

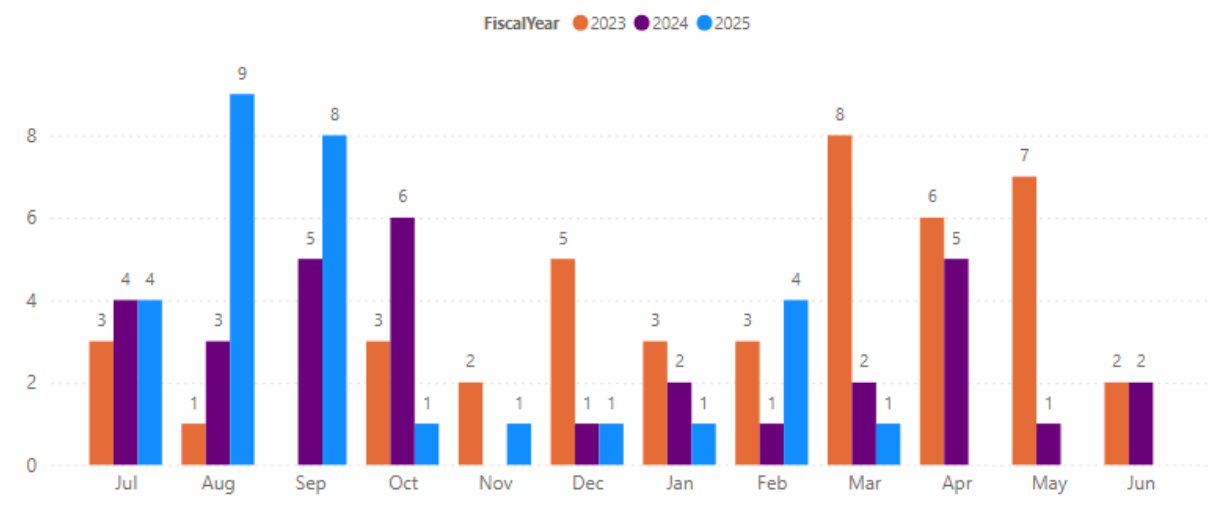


### Resource Management Act 1991

A large amount of the work undertaken by Monitoring falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities.

If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows GENRMA lodged by Monitoring over the last three financial years. There were one GENRMA lodged in January and 4 in December 2025.

RMA/District Plan Compliance Activity Lodged 'GENRMA'

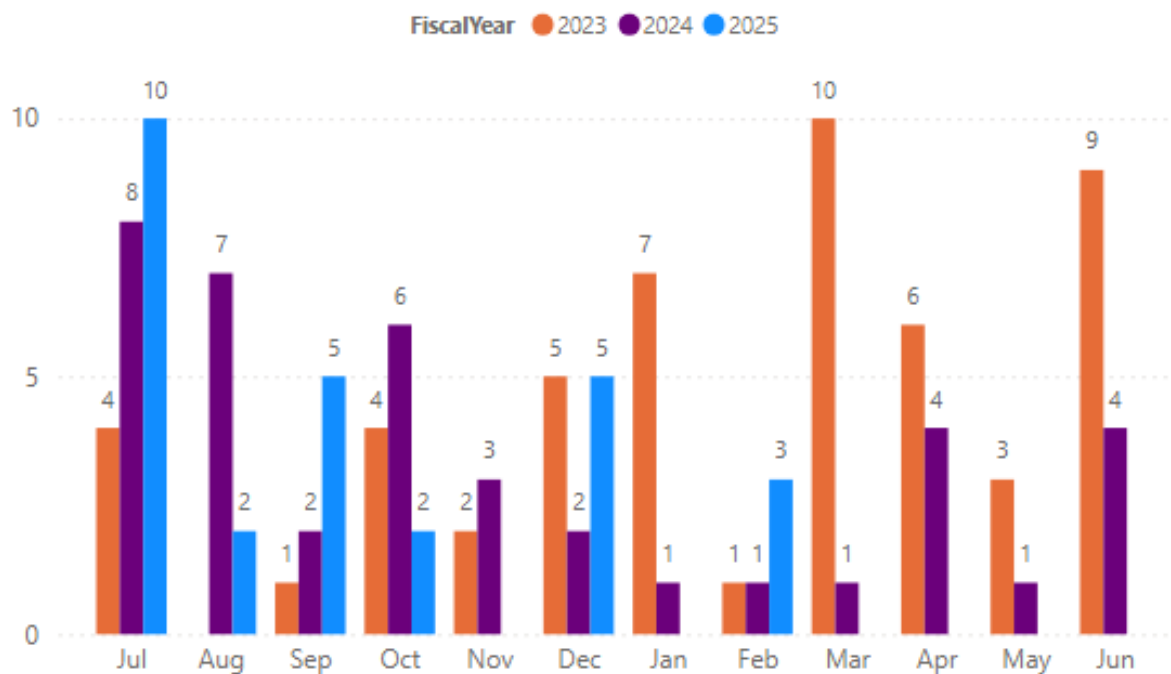


Although Monitoring's policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process.

The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something or cease something that is causing a breach of the RMA. Usually this means ceasing a breach of a rule in the District Plan. Abatement notices can also be issued for failing to comply with a condition in a resource consent or consent notice, or for creating excessive noise.

Abatement notices are issued with a specific date by which the offender must comply. If an offender has not complied with an abatement notice and is not showing a willingness to co-operate with Council, an environmental infringement notice (EIN) of \$750 can be issued, or prosecution commenced. There were no abatement notices issued in January and 3 in February 2025.

## Abatement Notices Lodged



There were no Environmental Infringement Notices issued in January 2025 and 2 in February 2025.

## Resource Consent Monitoring

The resource consent monitoring role remains extremely busy with several areas being addressed. Current workflow includes:

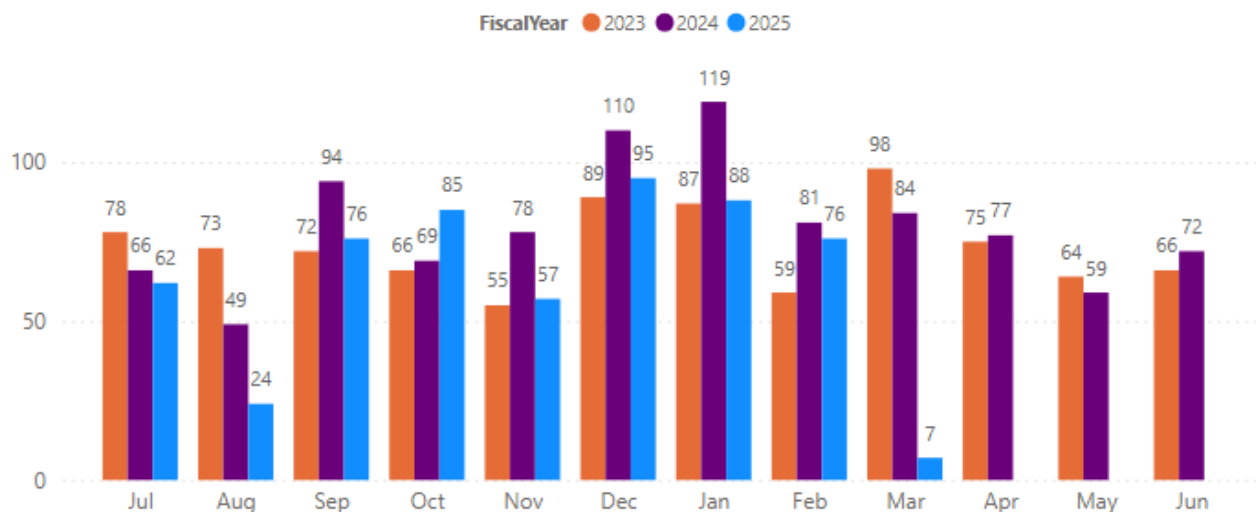
- Historic back log of un-monitored Monitoring Resource Consent (MRC) applications
- Review of legacy consents that do not have an associated MRC application.
- Business improvements
- Responding to RFS

There were 237 new Resource Consent Monitoring cases lodged in January and 11 in February 2025.

## Noise

The control of noise pollution also falls under the RMA and is included in the Long-Term Plan (LTP) as a level of service (LOS). First Security are contracted by Council to attend noise incidents. As warranted officers they are authorised to enter land, issue excessive noise directives (ENDs) and seize sound making equipment (when accompanied by a constable). The graph below shows the number of noise complaints received and responded to by First Security.

### Noise Complaints Received



In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security is subjective, rather than with measuring devices as the RMA only requires the noise to be deemed unreasonable. The action taken by First Security's officers vary depending on their assessment at the time. The table below shows First Security Officers' action taken in January and February 2025.

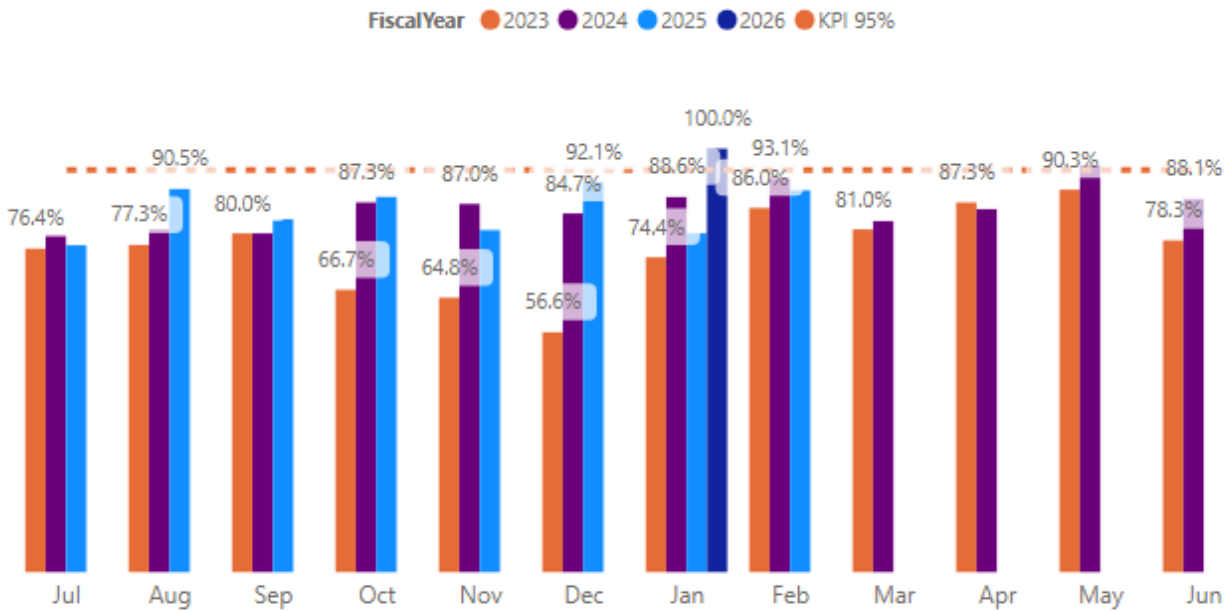
### Noise Complaints - Action Taken - Current Financial Year

Infringement Status	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Abatement Notice Issued	0	0	0	0	0	0	0	0	0	0	0	0	0
Excessive Noise Directive Issued	27	8	28	34	20	31	8	15	0	0	0	0	171
No Action Taken	34	14	47	49	35	59	80	51	0	0	0	0	369
Seizure Performed	0	1	1	0	1	0	0	0	0	0	0	0	3
Verbal Warning Issued	1	1	0	2	1	5	0	1	0	0	0	0	11
<b>Total</b>	<b>62</b>	<b>24</b>	<b>76</b>	<b>85</b>	<b>57</b>	<b>95</b>	<b>88</b>	<b>67</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>554</b>

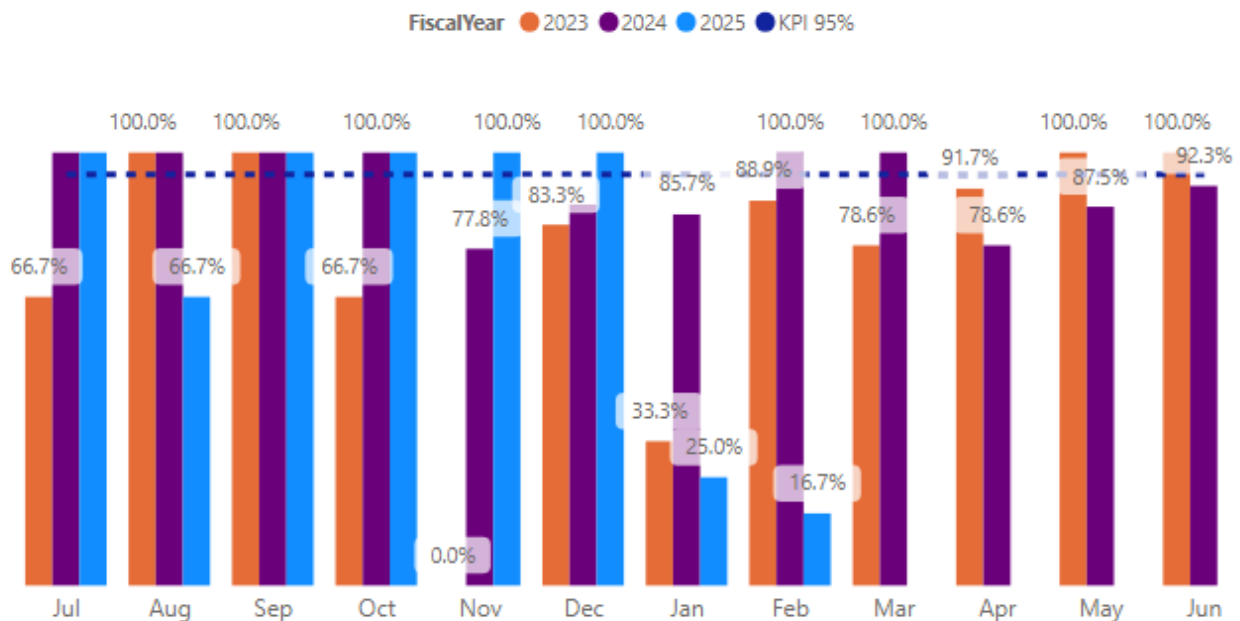
As per the Long-term Plan Levels of Service (LOS), First Security have a key performance indicator (KPI) of 95% of calls in the urban area attended within one hour and 95% of calls in the rural area within two hours. This is a

challenging KPI due to the size and remoteness of the district. The two graphs below show attendance times in relation to the LTP LOS KPI for 'urban on time' and 'rural on time' noise call outs in January and February 2025.

### Noise Response Times KPI - Urban On Time



### Noise Response Times KPI - Rural On Time

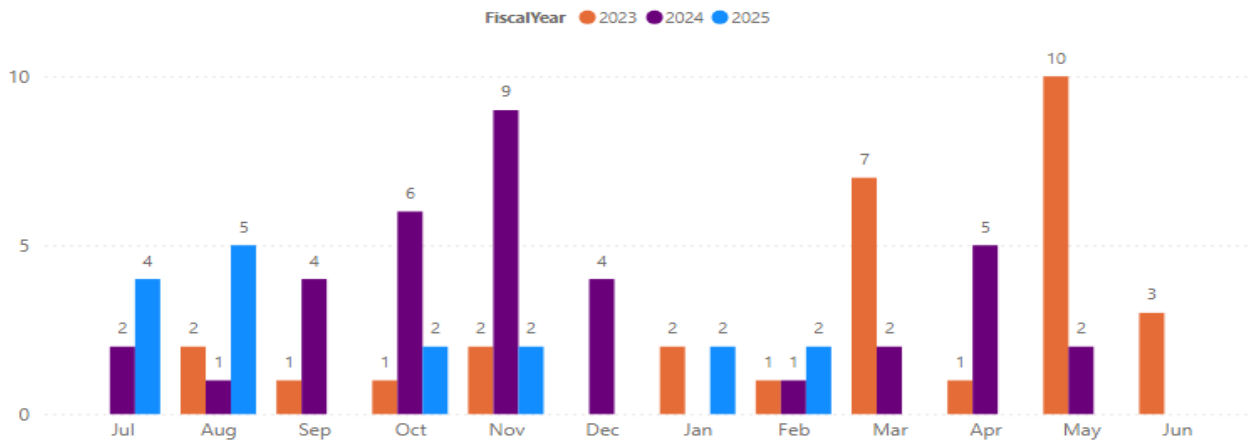


## Local Government Act 1974/2002

The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads.

As with the RMA and all other legislation used by Monitoring, escalated investigations prompt the creation of an application in the Council system, which allows for the recording of research, evidence etc. For the LGA these applications are called 'GENBYL'. The graph below shows GENBYLs created by Monitoring for LGA incidents over the last three financial years.

LGA/Bylaw Compliance Activity Lodged

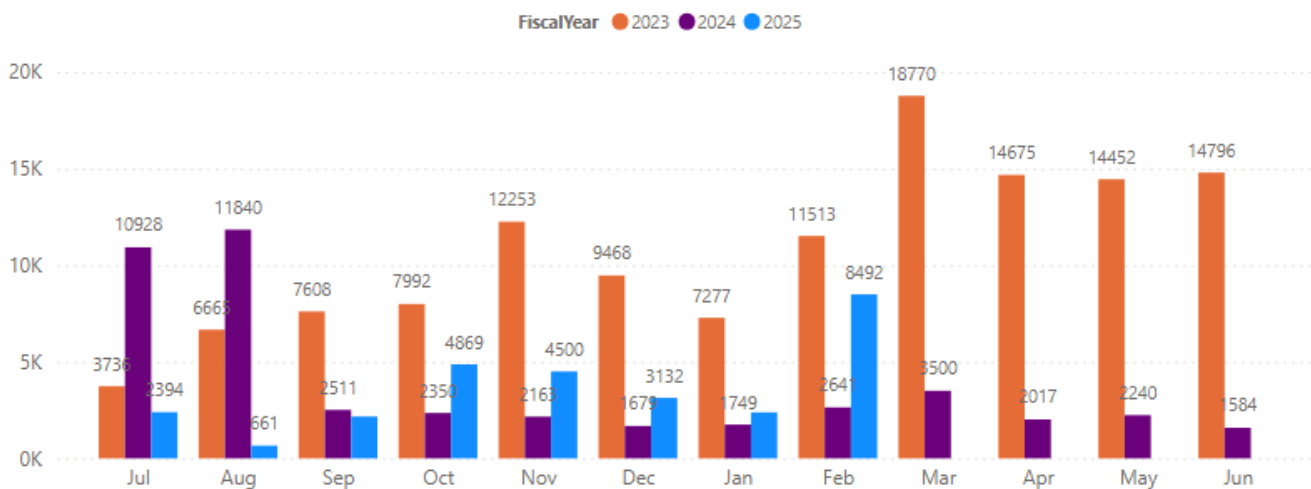


## Parking

There were 38 parking tickets issued in January and 90 in February 2025.

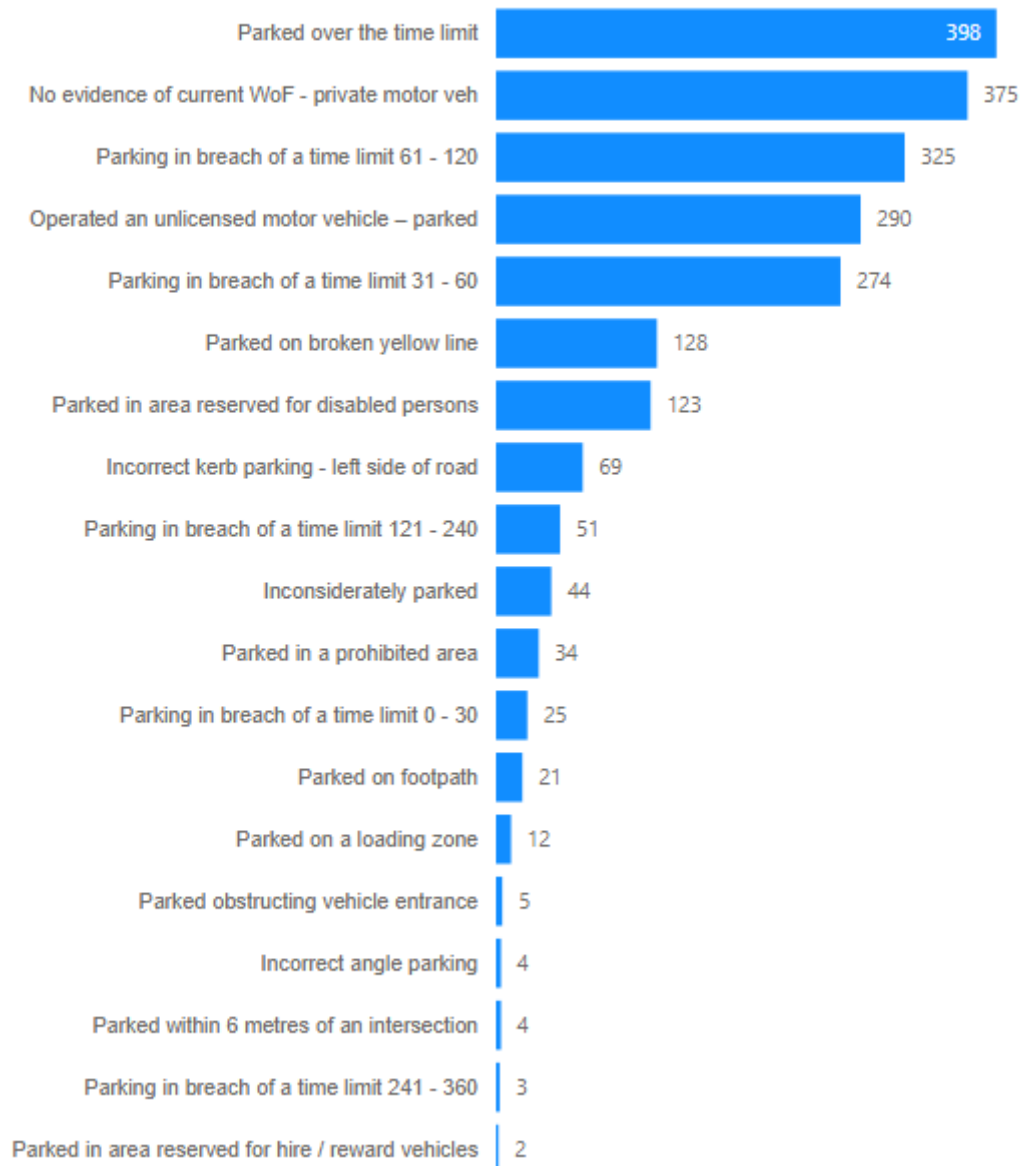
The graph below shows parking infringements by dollar amount.

Parking Infringements Amount \$



The graph below shows a breakdown of parking infringements by offence type 2023 to present date.

## Parking Infringements by Offence Type



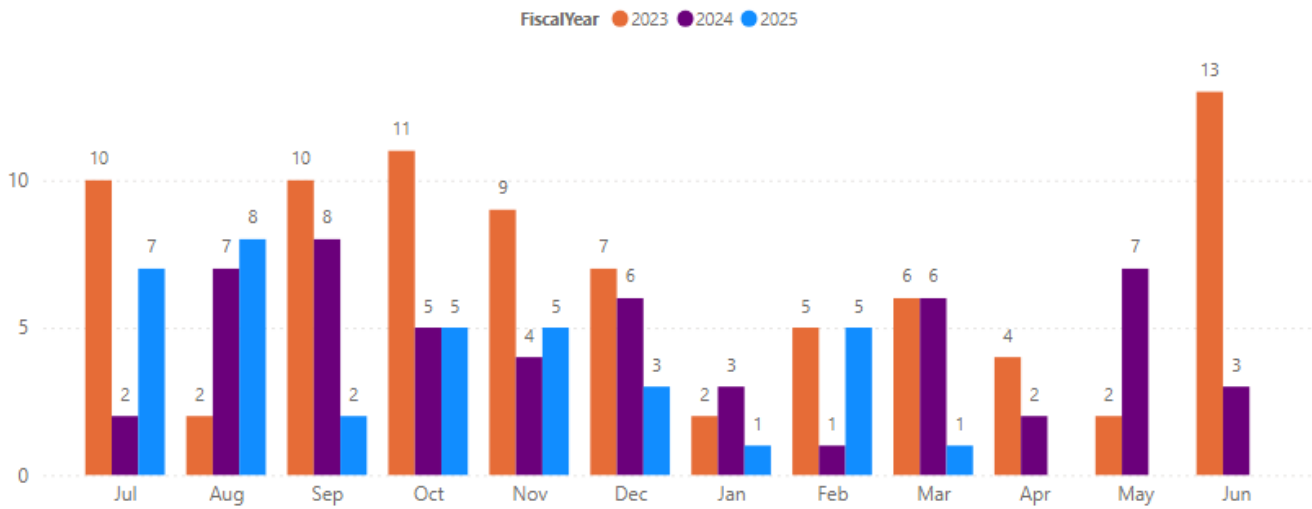
## Vehicle Crossing Applications

Monitoring has contracted out the management of vehicle crossing applications to Haigh Workman. The graph below shows applications received by FNDC and processed by Haigh Workman for the last three financial years.

There 6 applications in January and February 2025.

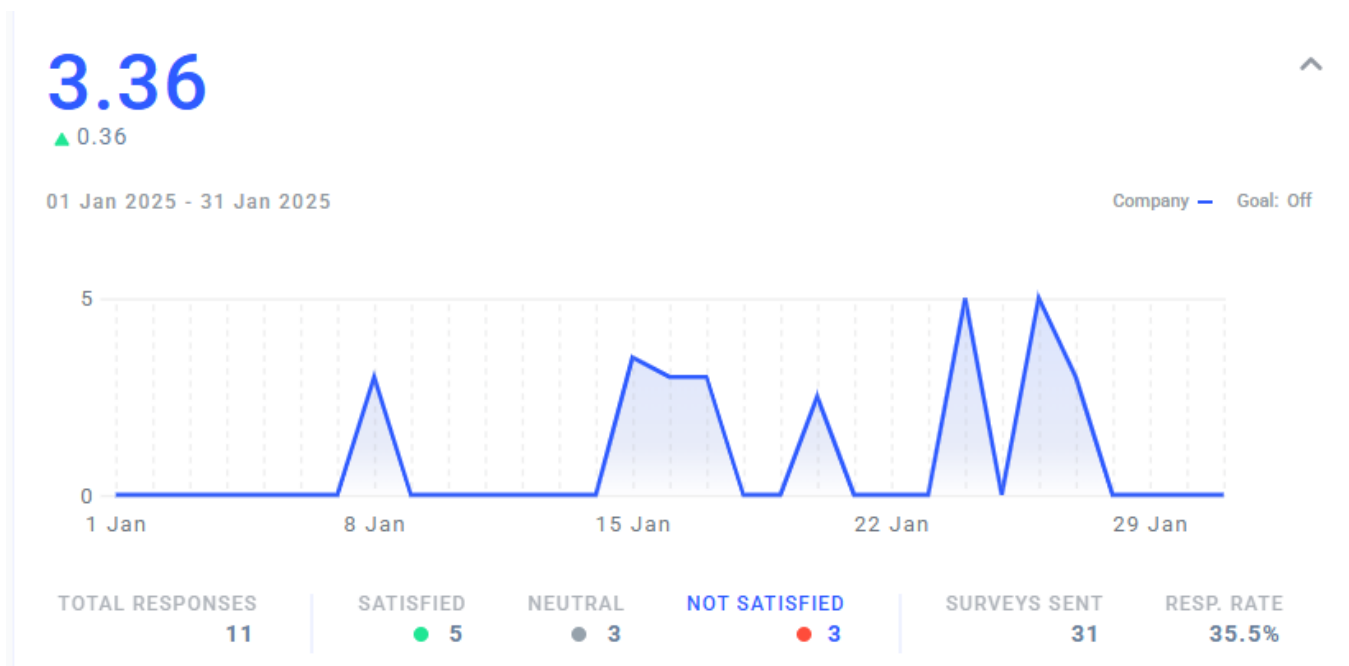


## Vehicle Crossing Applications Lodged



## Customer Service – Ask Nicely

31 surveys were sent out in January 2025 with a response rate of 35.5%. 5 customers satisfied and 3 not satisfied. In February 2025 49 surveys were sent out with the response rate being 32.6%. 8 customers satisfied and 3 not satisfied. **Both months showed an increase in satisfaction as highlighted in the graphs below.**



# 3.67

▲ 0.30

01 Feb 2025 - 28 Feb 2025

Company — Goal: Off



TOTAL RESPONSES  
12

SATISFIED  
8

NEUTRAL  
1

NOT SATISFIED  
3

SURVEYS SENT  
49

RESP. RATE  
32.6%

## Animal Management

### Introduction

Animals, in particular livestock and dogs, play a significant role in the far north lifestyle. Council understands the economic and social benefits of animals, but Council has a duty to contribute to the safety of our communities and the welfare of those animals. The goal of animal management is to reduce the risk of potential negative impacts by encouraging responsible dog ownership and working with farmers to minimise wandering stock.

### Requests For Service (RFS) Responses

- 421 RFS's were received for Animal Management in January, 63 urgent, 257 non-urgent and 101 Administration enquiries.
- 375 RFS's were received for Animal Management in February, 48 urgent, 224 non-urgent and 103 Administration enquiries
- Officers responded to urgent RFS (within 1.5 hours) and non-urgent RFS (within 3 working days).

### Impounded Dogs

72 dogs were impounded in January 2025. 27 were released from the shelters. In terms of the dogs released 13 were claimed by their owners, 14 taken by a Rescue Group and 0 dogs adopted out to a new home. A total of 22 dogs were euthanised in January 2025 due to not being claimed by an owner and not meeting the criteria to be rehomed.

44 dogs were impounded in February 2025. 54 were released from the shelter including dogs from previous months. In terms of the dogs released; 6 were claimed by their owners, 7 taken by a Rescue Group and 1 dog adopted out to a new home. A total of 34 dogs were euthanised in February due to not being claimed by an owner and not meeting the criteria to be rehomed.

### Infringements

There were 63 infringements issued in September by the Animal Management team:

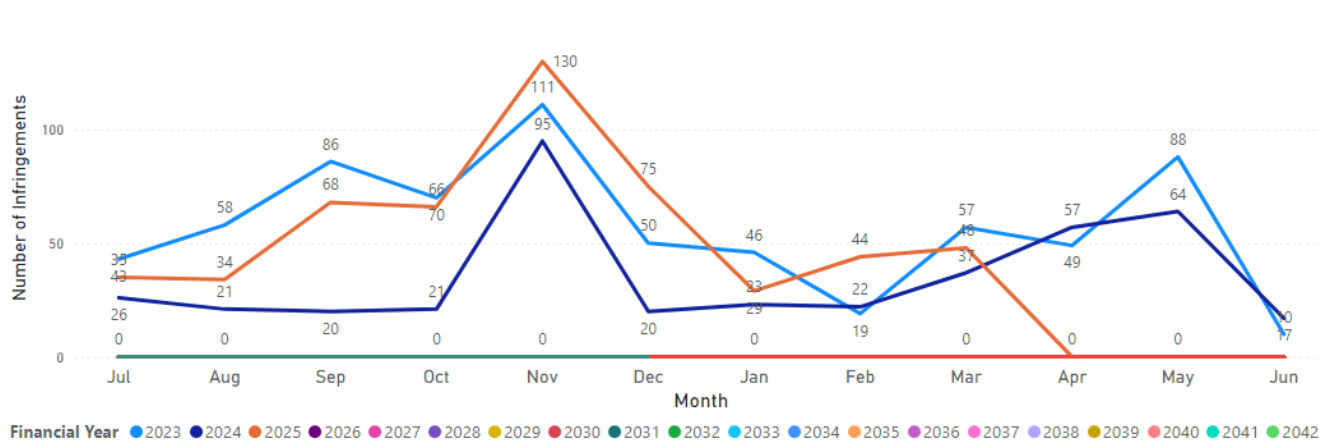
- 50 x failure to register dog - s42
- 10 x not under control – s53(1)
- 3 x breaching dog control notices – s20 (5)

There were 74 infringements issued in February by the Animal Management team:

- 59 x failure to register dog - s42
- 13 x not under control – s53(1)
- 2 x breaching dog control notices – s20 (5)

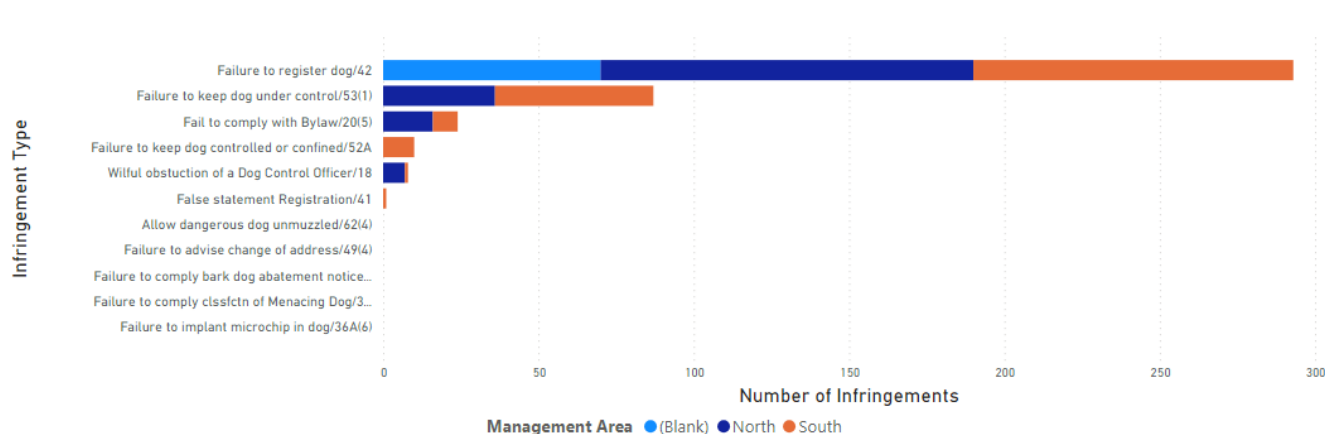
Infringement data shows consistent levels of infringements across the district month by month.

Infringements Issued by Registration Year



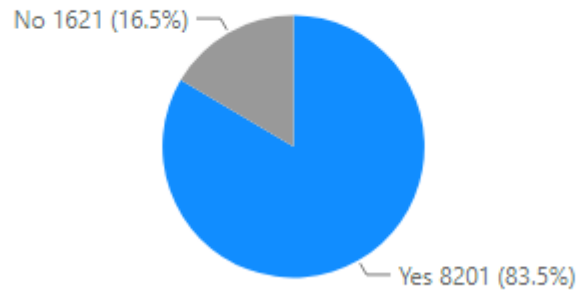
A breakdown of the infringement data shows the public failing to register and control their dogs is the biggest contribution to infringement notices.

Infringement Types Issued



The end of February 2025 saw a total of 8201 of 9822 known dogs registered across the district. This is an 83.5% compliance rate with 80% registration compliance being the LOS indicator.

## Registered Percentage



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## Notices

The Officers issued 63 Notices to Register (NTR) a dog in January and 39 in February 2025. An NTR is issued providing a person time to register their dog which may result in an Infringement Notice issued for non-compliance

The Officers issued 79 Notices to Occupant/Owner (NTO) in January and 25 in February 2025. An NTO is issued where an Officer has entered a property, and no persons have been at home and/or a notice of seizure following the seizure of a dog. NTO's are a notice issued pursuant to the Search and Surveillance Act 2012 and the Dog Control Act 1996

## Environmental Health Services

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### Introduction

The safety and well-being of our communities, visitors and our environment is one of the primary functions and responsibilities of Council. We are accountable to our communities and have several obligations under primary legislation. Environmental Health Services are responsible for the administration and enforcement of these obligations.

Environmental Health Services (EHS) is responsible for:

- Food business registrations and health licensing
- Providing food verification services
- Inspections of licensed premises
- Investigating health nuisances
- Carrying out host responsibility inspections of licensed premises and
- Processing alcohol applications

### Levels of Service

Level of service 8.2.1. Food Control Plan and National Programme audits completed as scheduled.

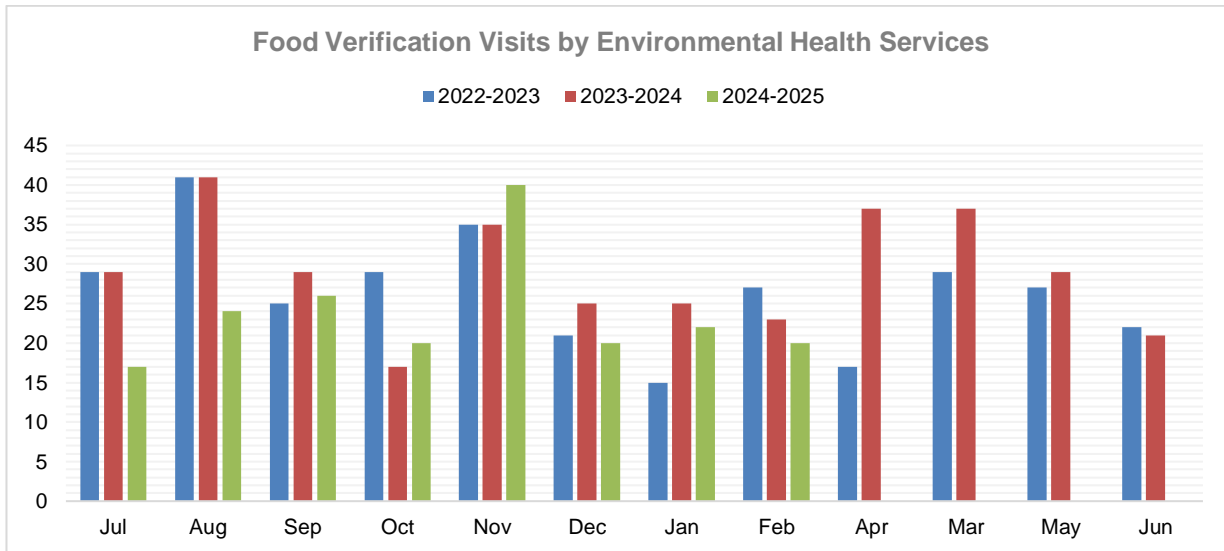
The level of service for environmental health was amended to better express Council's commitment to the community.

Target: ≥95%

During January 2025, 27 verifications were scheduled. Of the 27 scheduled verifications, 22 were completed. 5 verifications did not take place as the Operator cancelled. These verifications will be rescheduled.

During February 2025, 23 verifications were scheduled. Of the 23 scheduled verifications, 20 were completed. 3 verifications did not take place as the Operator cancelled. These verifications will be scheduled.

The following graph shows the number of verifications completed in January and February.



Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

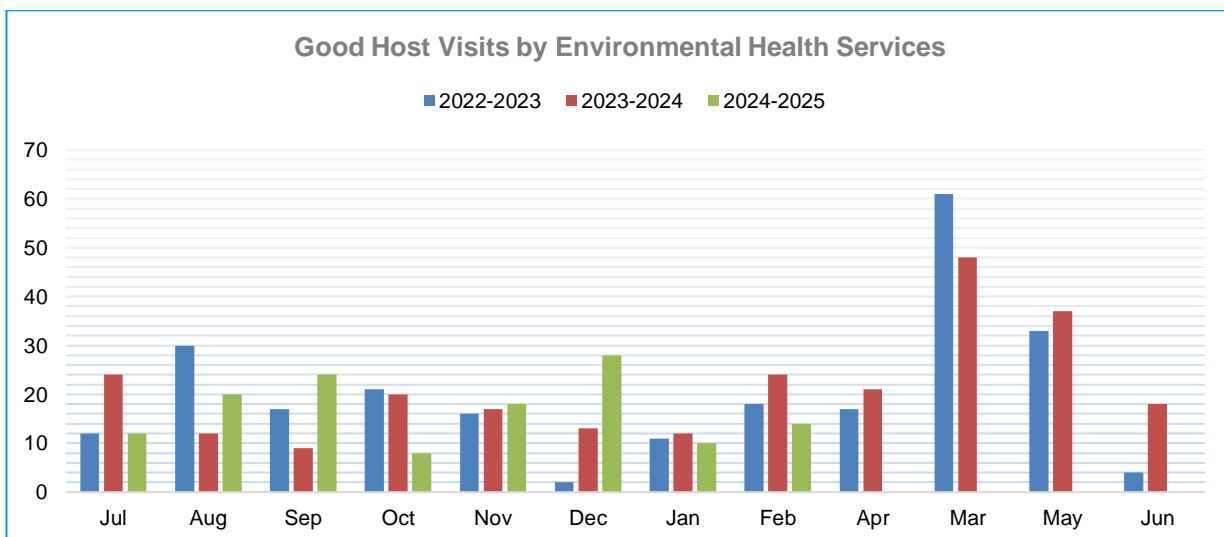
**Target:** ≥75%

At present there are 256 licensed premises in the Far North District. 25 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that EHS will complete 231 visits during 2024-2025. The EHS have **97** GHV to complete by 30 June 2025.

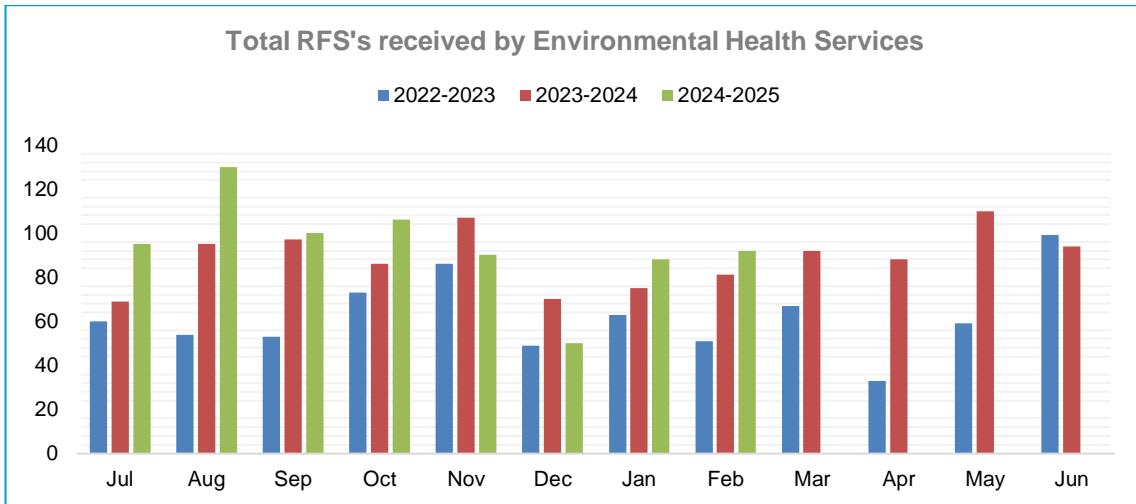
During January 2025, 10 visits were completed by EHS.

During February 2025, 14 visits were completed by EHS.

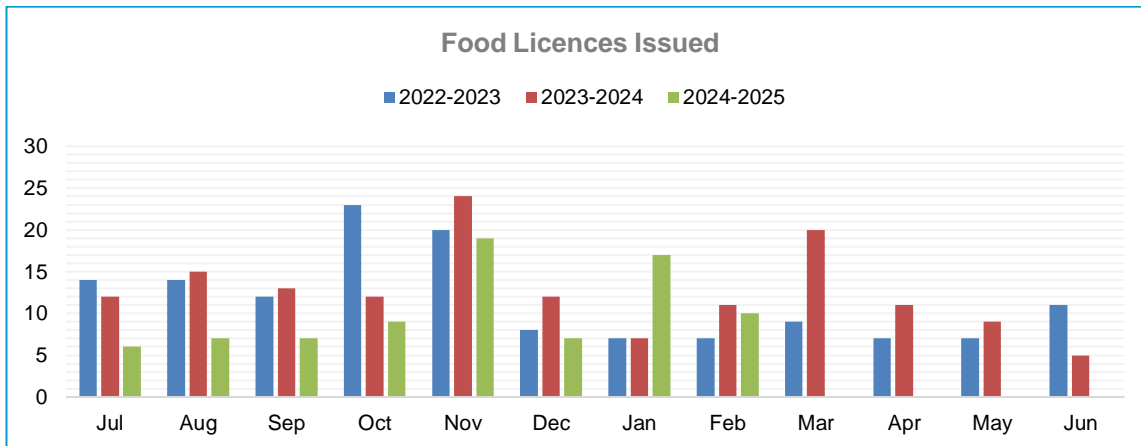
The following graph shows the visits completed in January and February:



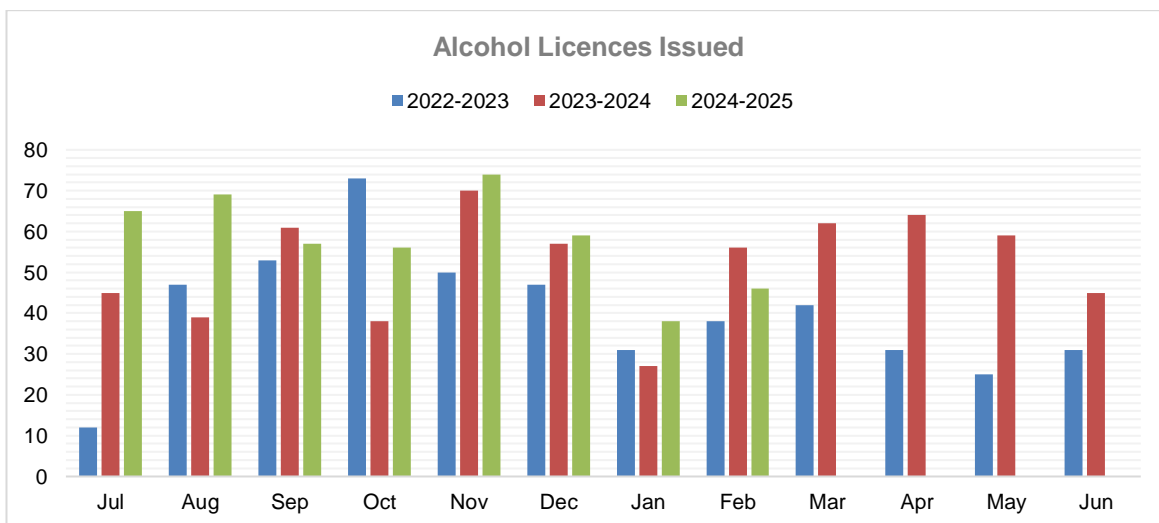
## Requests for Service



## Food Registrations Issued



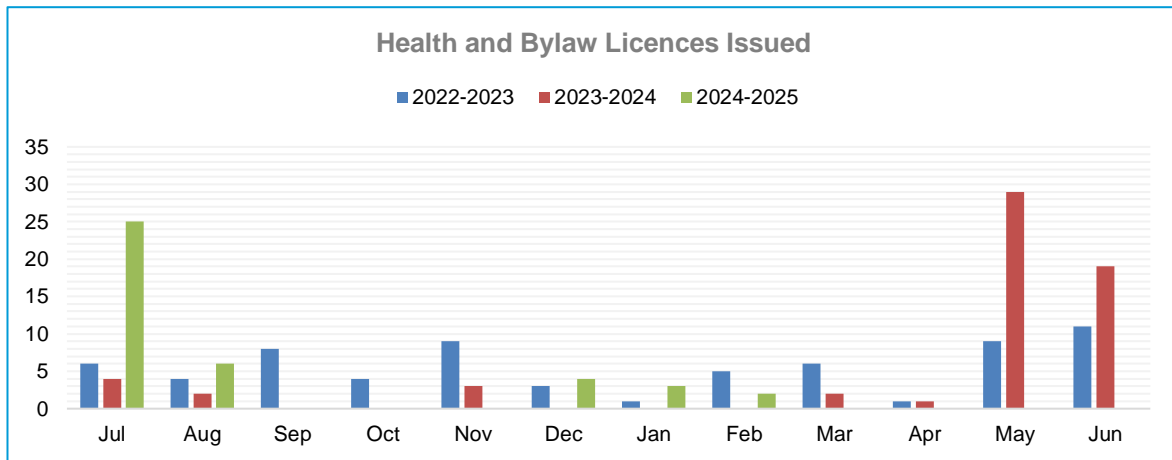
## Alcohol Licences Issued



## Health Licensing

Health licences (campgrounds, hairdressers, and offensive trade operators) are renewable 1 July each year. The holder of a current health licence will be inspected on an annual basis.

There were 3 health licences issued in January and 2 in February:



Environmental Health will continue foot patrols across the district to identify businesses who may be operating without the necessary approval. Those identified will be required to obtain the necessary approval from Council.

## Customer Service – Ask Nicely

In January 2025, the Environmental Health Services team had 31 surveys sent out with 12 responses received, giving the team a response rate of 41.9%. There were 11 satisfied customers, 0 neutral customer and 1 customer who was dissatisfied.

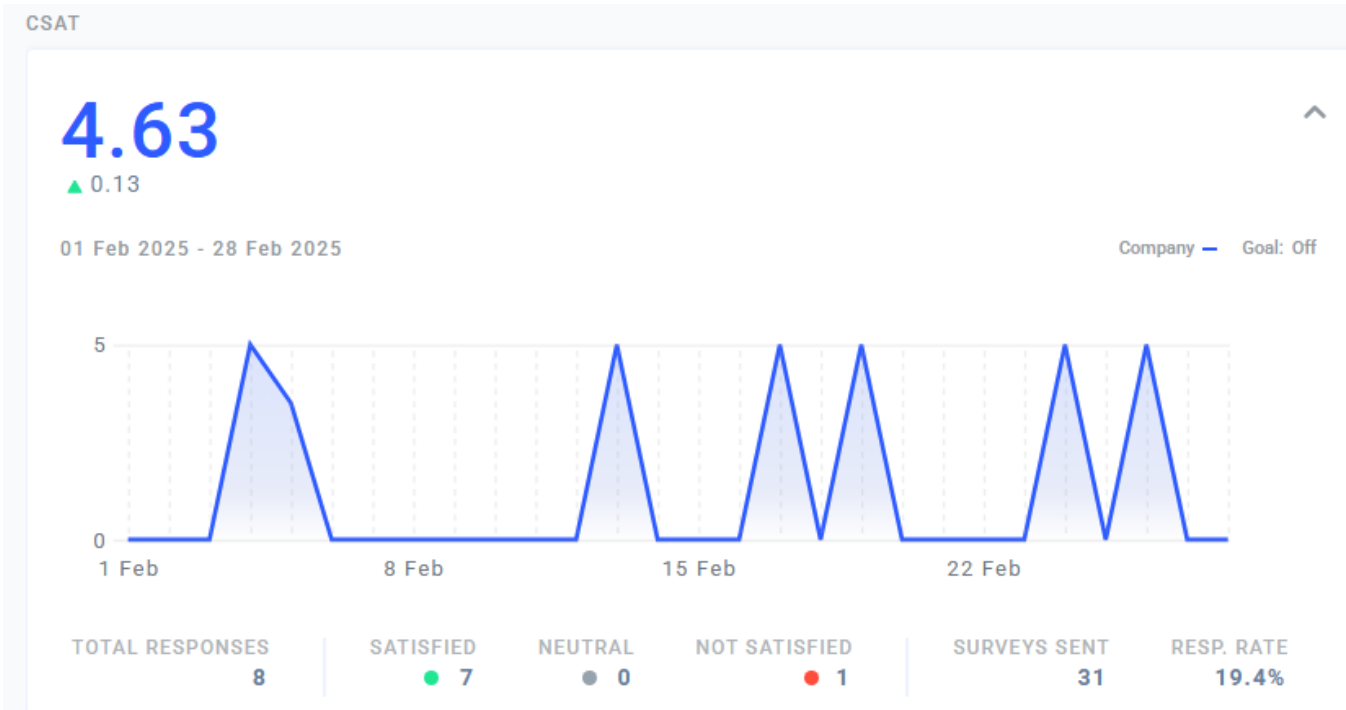
For January 2025, the Environmental Health Services team achieved an average rating of 4.50 out of 5. The Environmental Health Services team ended up at number 2 on the leaderboard:



LEADERBOARD TEAM (SHARED)					
RANK ▲	TEAM	RESPONSES	RATING	COMPARISON	
1	LIMs	21	4.62 ▲	Rating 4.50	
2	Environmental Health	12	4.50 ▲		
3	Code of Compliance	6	4.33 ▲		
4	Resource Consents	10	4.30 ▼		
5	Building Consents	23	4.13 ▲		

In February 2025, the Environmental Health Services team had 31 surveys sent out with 8 responses received, giving the team a response rate of 19.4%. There were 7 satisfied customers, 0 neutral customer and 1 customer who was dissatisfied.

For February 2025, the Environmental Health Services team achieved an average rating of 4.63 out of 5. The Environmental Health Services team ended up at number 2 on the leaderboard:





RANK ▲	TEAM	RESPONSES	RATING	COMPARISON
				Rating 4.63
1	LIMs	19	4.63 ▲	
2	Environmental Health	8	4.63 ▲	
3	Code of Compliance	9	4.44 ▲	
4	Building Consents	22	4.00 ▼	
5	Resource Consents	15	3.93 ▼	

# Resource Consents

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This section contains performance information for the Resource Consents department.

## Introduction

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The Resource Consents Team is responsible for performing the Council's statutory duties, functions, and responsibilities in relation to the regulatory consenting functions under the Resource Management Act (RMA), Local Government Act (LGA) and other legislation.

Whether they relate to RMA, LGA, or other statutory consenting functions, most applications move through a process that includes the following phases:

Pre Lodgement Process	• Responding to public enquiries and holding pre-application meetings
Applications Received	• Log and acknowledge applications, notifying iwi and interested parties
Initial Review & Allocation	• Review applications and assign to planners and technical experts
Detailed Assessment	• Evaluate against District, Regional, and National planning provisions
Decisions & Approval	• Grant or decline consent applications (with or without notification or hearing)
Post-Approval	• Detailed engineering approvals and ensure compliance with conditions

A critical function of Council is enabling the sustainable use, development, and protection of the natural and physical resources in our District. This is underpinned by the Resource Management Act 1991.

### Contribution to community outcomes



*Communities that are healthy, safe, connected and sustainable*



*A wisely managed and treasured environment that recognises the role of tangata whenua as kaitiaki*



*Proud, vibrant communities*

## Resource Consents

Figure 1 below illustrates the total number of applications received under the Resource Management Act 1991 (RMA) and the Local Government Act, by month, over the last six years. Planning support lodged 76 applications in January 2025, and a slight decrease of 71 applications in February 2025.

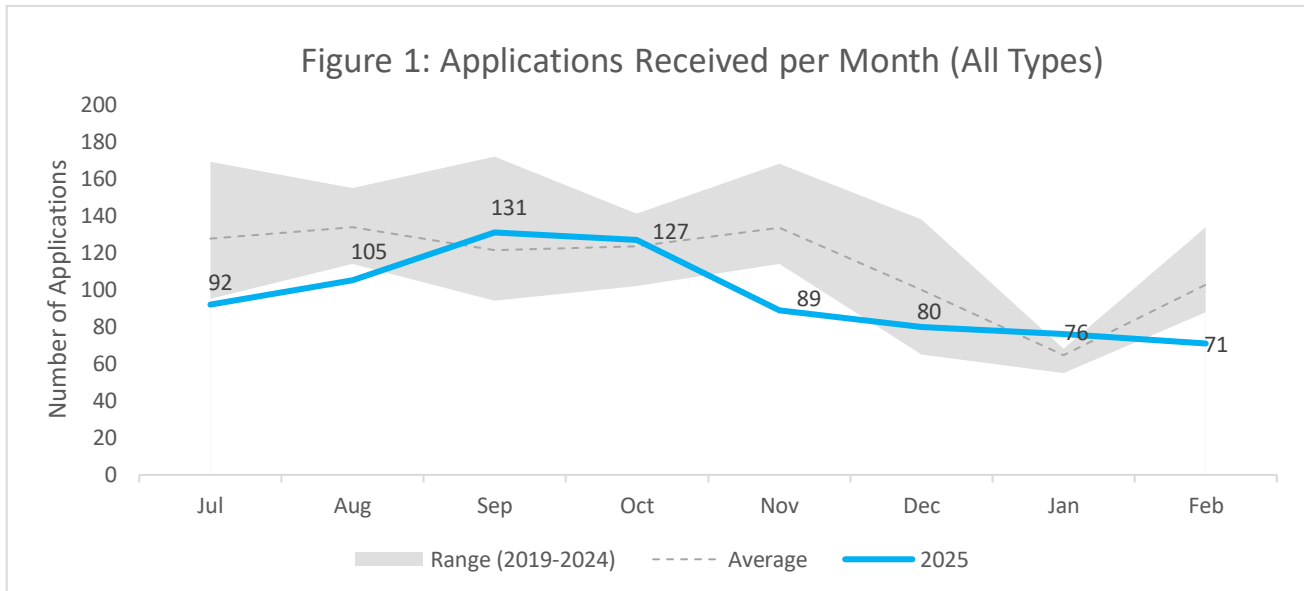
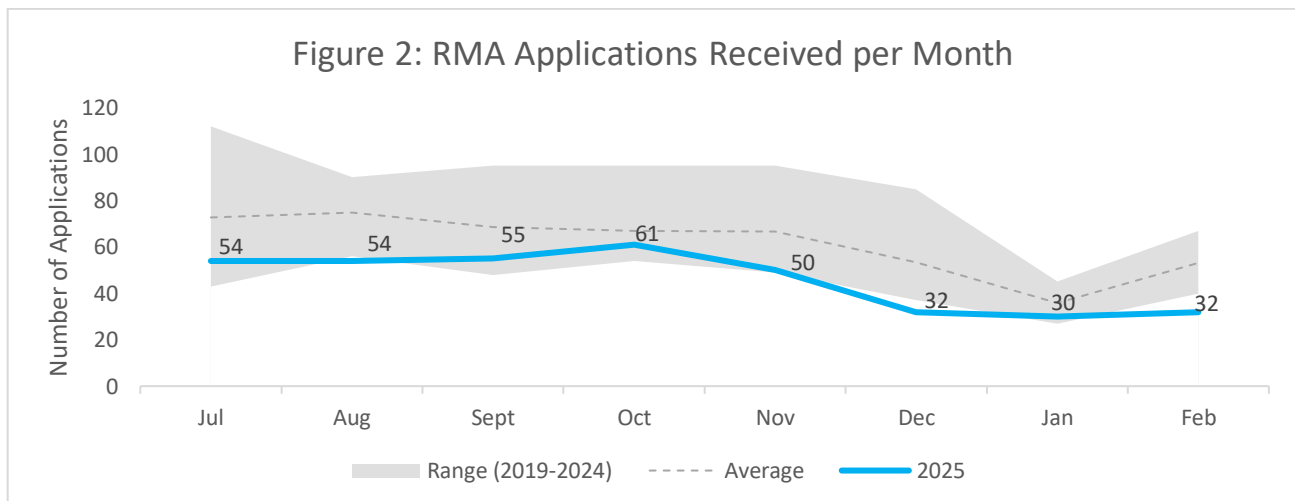


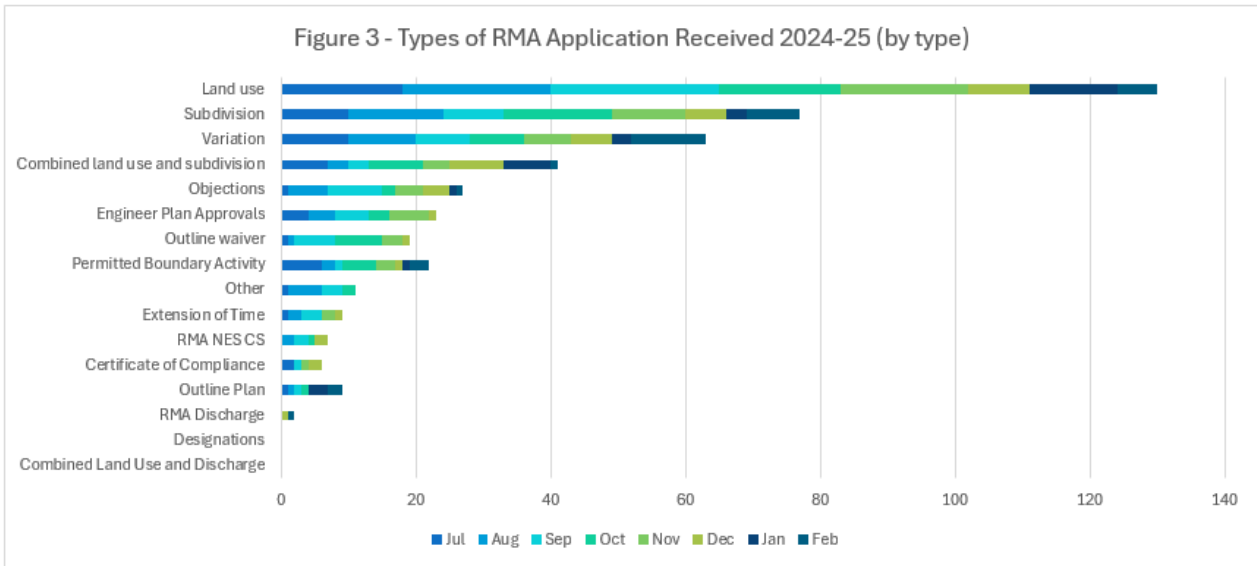
Figure 2 shows the total number of RMA applications\* received each month since 2019. A total of 30 resource consent and associated applications were lodged in January 2025 and 32 in February 2025.



\*Refers to RMA applications lodged that have statutory timeframe reporting but excludes certificates.

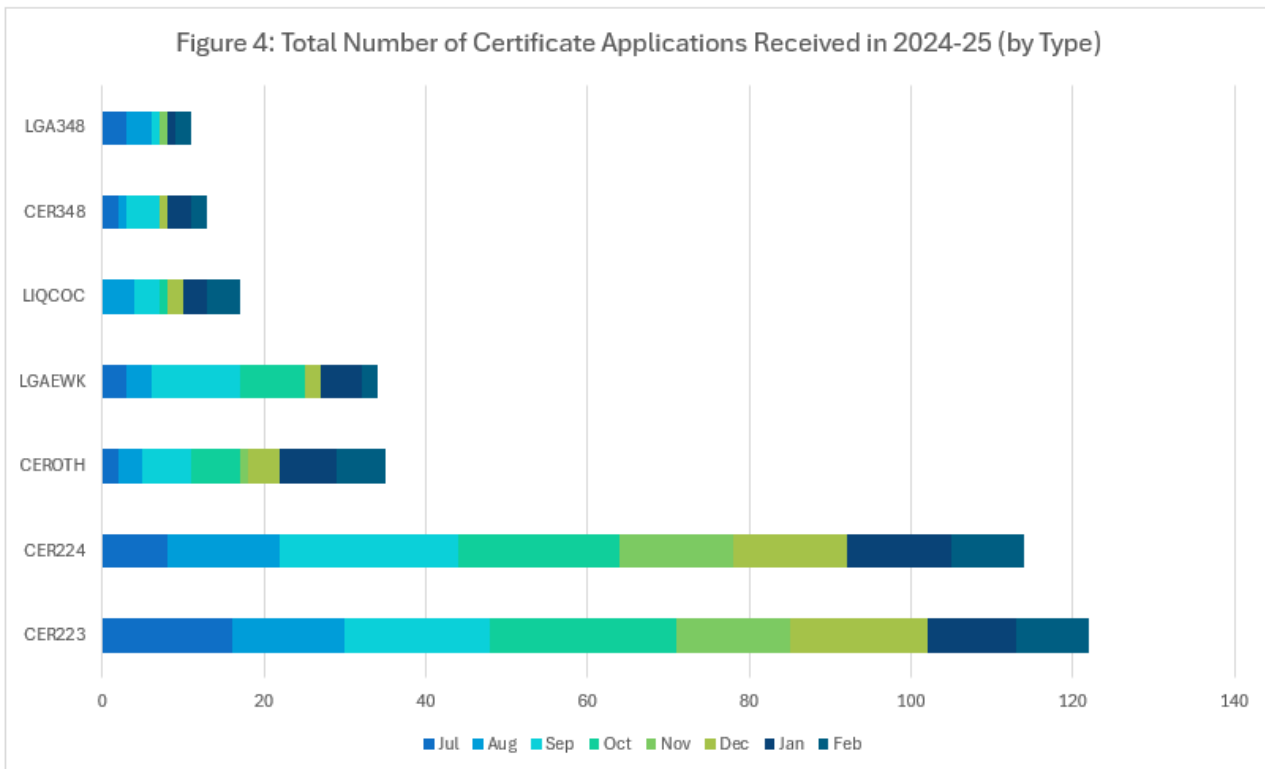
## RMA Applications Received

The types of RMA applications required to be reported to the Ministry for the Environment (MfE) in relation to compliance with statutory timeframes vary in complexity. Figure 3 below illustrates the relative volumes of each application type for the 2024-25 financial year to the month of February 2025.



### Certificate Applications Received

In addition to the statutory application consenting functions, the RC Team performs numerous compliance certification functions under the RMA, LGA, and other legislation. Figure 4 details the cumulative number of certificate and other applications (by type) received monthly for the current financial year as of February 2025.



Note: Figure 4 above includes CERBND (1) applications which are not included in the BI reporting presented in the applications lodged section above.

## Decisions Issued

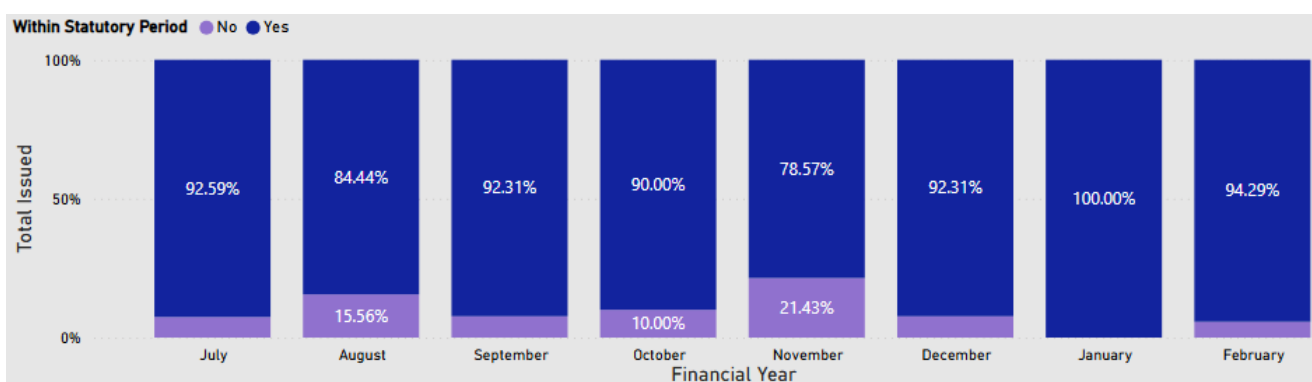
### January Decision Metrics

The Resource Consents team issued 60 decisions under the RMA and LGA in January, 17 of these decisions were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). All 17 consents were within statutory timeframes, resulting in **100% compliance rate**.

### February Decision Metrics

The Resource Consents team issued 85 decisions under the RMA and LGA in February, 35 of these decisions, were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). Two consents were outside statutory timeframes, and 32 consents were within statutory timeframes, resulting in **94.29% compliance rate**.

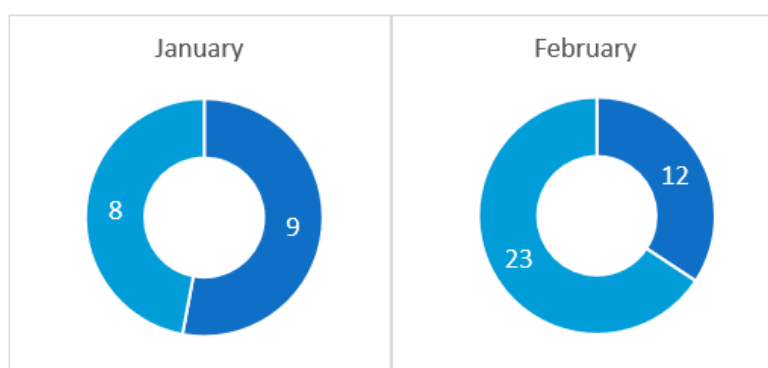
The Resource Consents Performance graph below\* shows compliance for 2024-2025:



**NOTE:** This snapshot above is as of 5<sup>th</sup> March 2025 and may be subject to change due to objections, corrections, or administrative amendments.

### Application of s37 to extend time frames

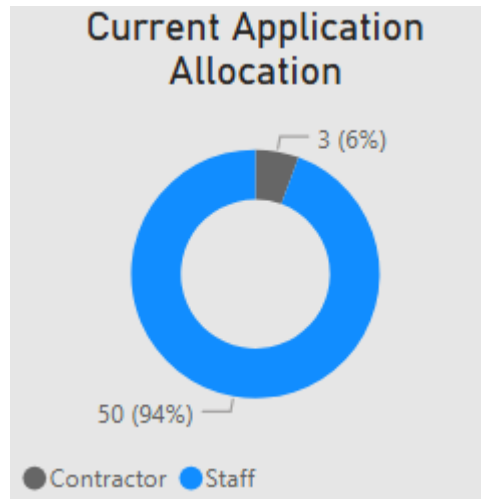
Of the 17 RMA applications being processed in January 2025 8 of them had applied s37, and of the 35 RMA applications signed off in February 2025, 12 had applied s37 of the Resource Management Act to extend timeframes. Refer Figure 6 and 7 below.



**Figures 6 and 7:** Application of s37 during January and February 2025.

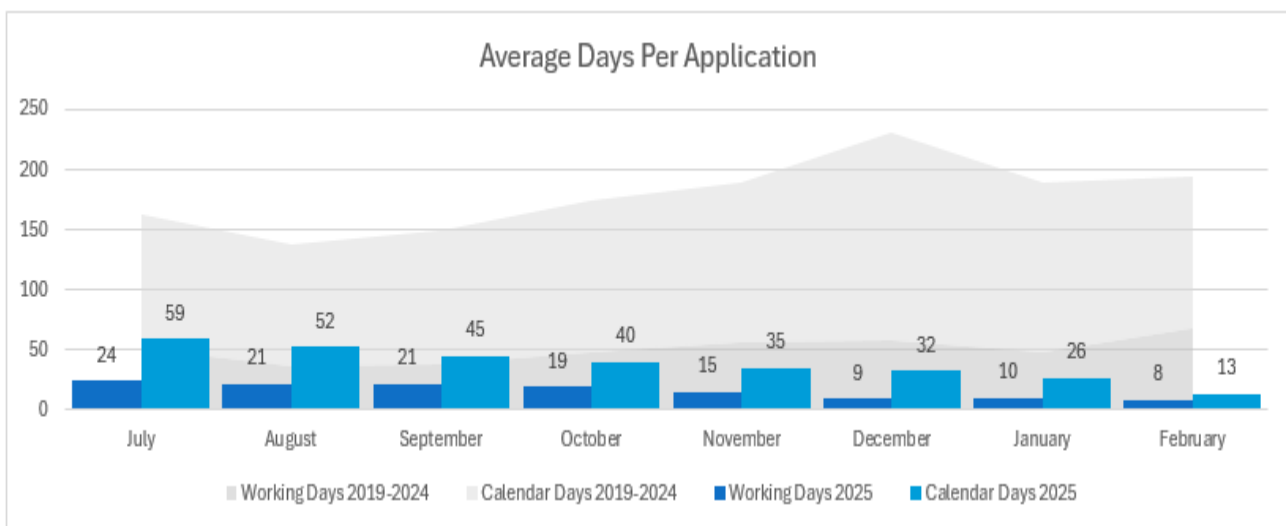
## Processing Timeframes

The decrease in the use of consultants for processing resource consents has been continuing to an almost all time low. Now only those applications where an independent consultant is desirable to mitigate any perceived conflicts of interest are allocated to consultants. Only three applications or 6% of the current applications are being processed by consultants.



**Figure 8:** Proportional split of applications allocated to staff versus consultants

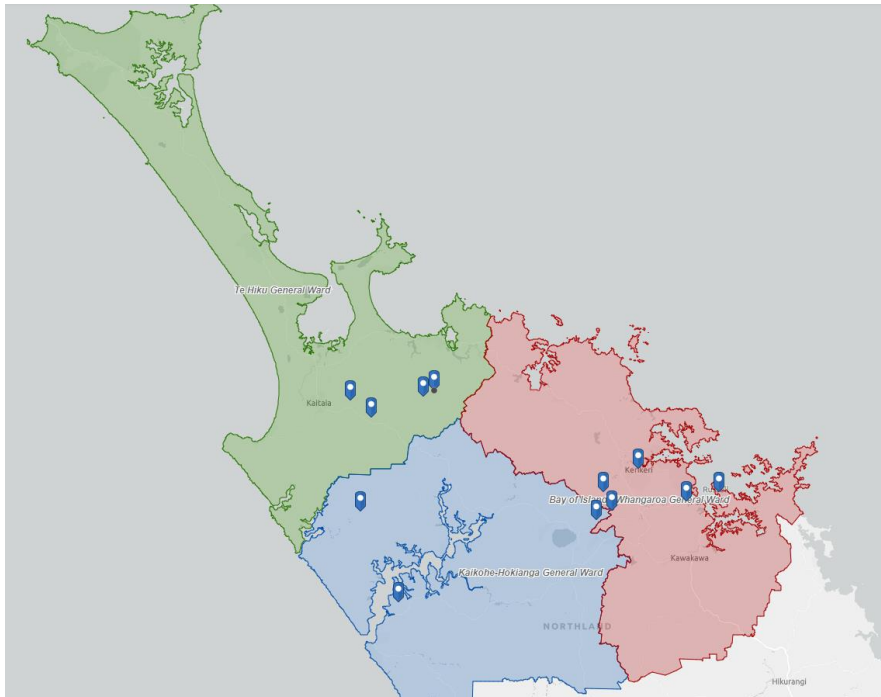
The RC Team continues to be dedicated to increasing performance across all aspects of the business, and the metrics show the results of this effort. The number of days taken to process applications (whether measured in working days or calendar days) continues to decrease.



**Figure 9:** Average Working Day per application

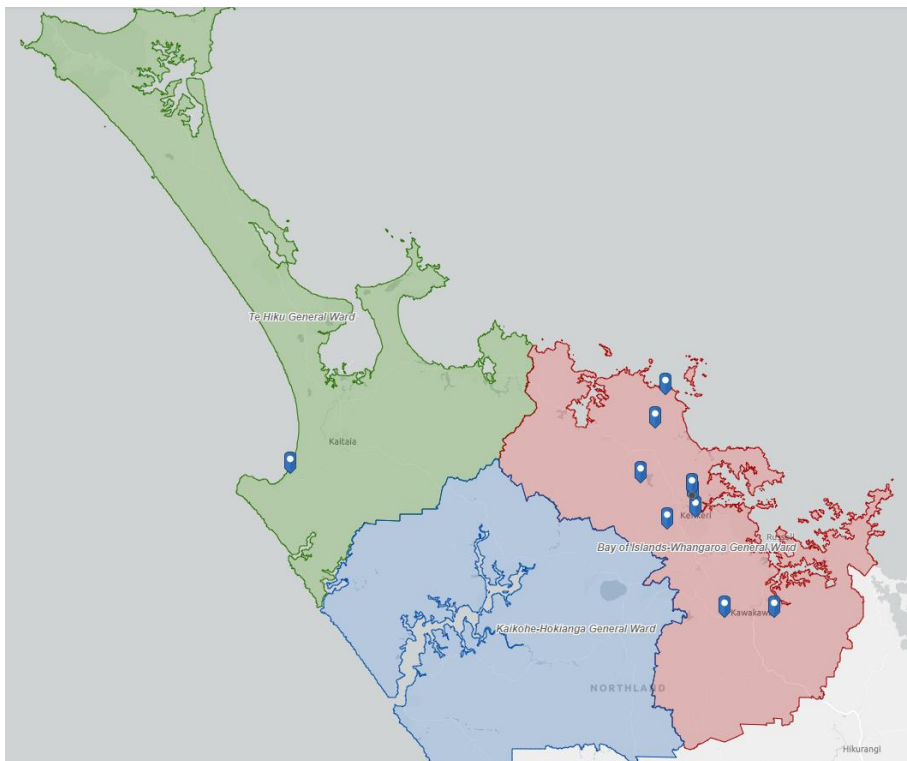
## Location of Subdivisions Completed

A total of **12** subdivision completion (s224) certificates were issued in January 2025. The breakdown by Ward was **4** in Te Hiku, **5** in Bay of Islands-Whangaroa, and **3** in Kaikohe-Hokianga, as shown on the map below:



**Figure 10:** Location of subdivision development by ward for January 2025.

In February a total of **10** subdivision completion certificates were issued. Of these, **1** were in Te Hiku, and **9** in Bay of Islands-Whangaroa, as shown on the map below:



**Figure 11:** Location of subdivision development by ward for February 2025.



## Trends, News and Success Stories

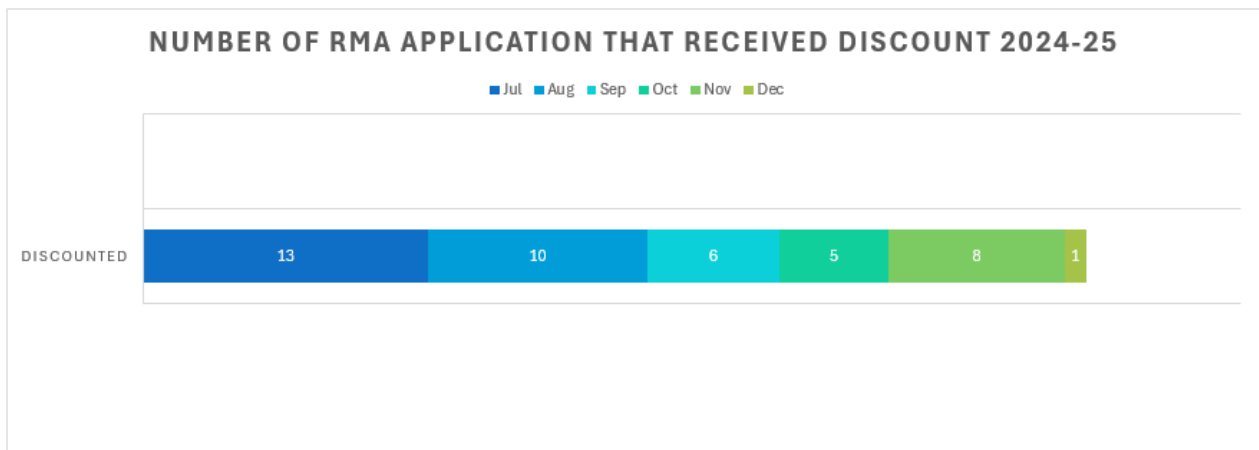
### Te Pae o Uta

The Resource Consent team is focused on their Te Pae o Uta goals by having planners and engineers develop engagement plans, practice notes, and attend courses to better consult with Iwi/Hapū. The admin team is translating key documents into Te Reo Māori and ensuring the use of Te Reo Māori greetings and macrons. Staff are encouraged to join relevant training like Te Pae o Waho classes and Te Tiriti o Waitangi workshops. The team is also collecting data on papakāinga applications.

Overall, they aim to improve cultural competency, build strong relationships with Iwi/Hapū, and ensure best practices.

### Discounts

The amount paid out in Discounts under the Resource Management (Discount on Administrative Charges) Regulations 2010 has been steadily declining each month. With us only applying discounts to three invoices over January and February 2025, the discount was for applications issued last year.



### Prepayments

Each month Resource Consents provide the Finance department with a report on our prepayment account. This is the account all lodgment fees accumulate in until we invoice a customer. At present there is \$991,817.31 that is to be allocated to a resource consent or under investigation to be transferred to another department or refunded.

Changes to the way we invoice has added to a backlog in Certificate invoicing, but admin are actively going through these and applying the fee or raising final invoices.

### RMA & Environmental Court Hearings

No hearings were held for the months of January & February 2025.

### Staffing

We welcomed our Snr Planner Whitney Peat back after returning on the 17th of February 2025 after being on parental leave.

We welcomed two new starters, Senior Resource Planner Nikki Callinan on the 20th of January, and a Resource Consent Engineer Gourav Rana, on the 17th of February 2025.

Big congratulations to our newly appointed Planner Team Leader, Liz Searle who steps up from being a senior and

brings a wealth of experience and knowledge to the role.

There are currently 2 positions vacant across the Resource Consent team, which is being actively recruited to:

- 1x Resource Consents Engineer (Permanent)
- 1x Resource Planner

### Training and Conferences

In January and February members of the team participated in several valuable training sessions to enhance our skills and knowledge. Some key courses included attending a series of training for Planning for Māori Value from NZPI and an acoustics and noise seminar. The team has been using Percipio to continue to upskill.

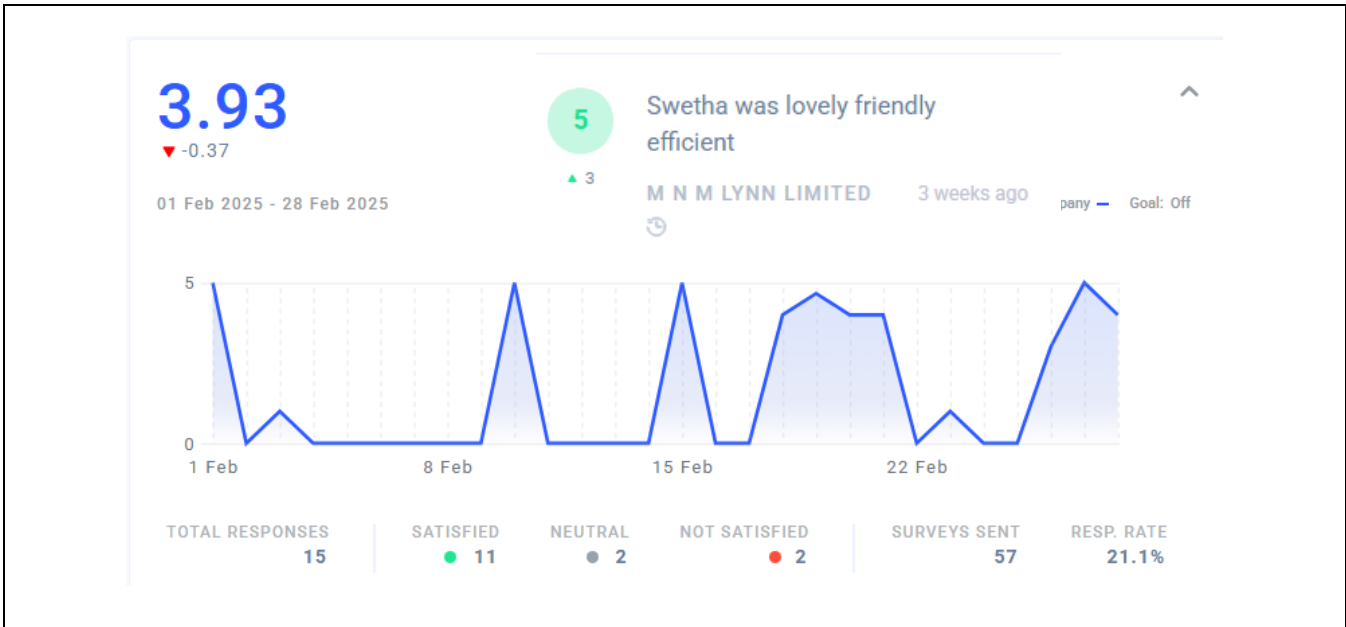
The Engineers will be attending an upcoming training course on GD05.

### Customer and Relationships

#### Ask Nicely Results

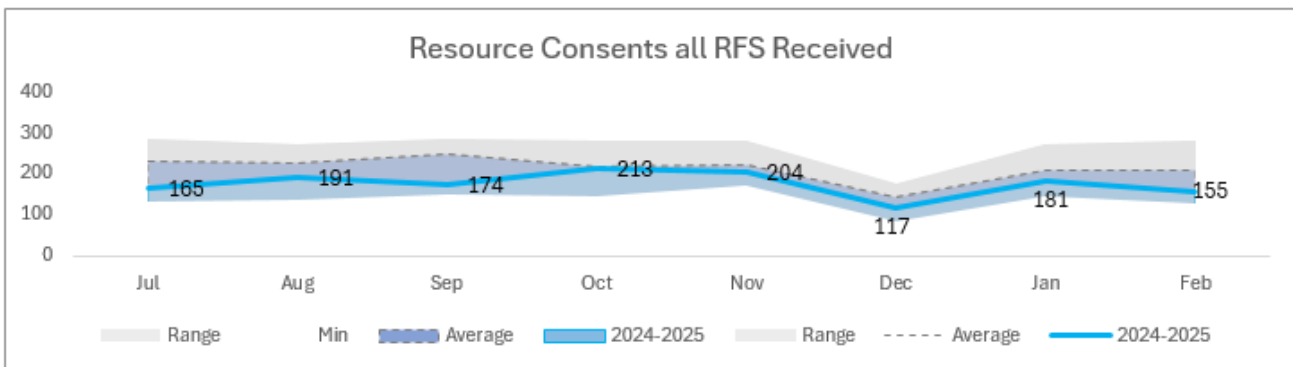
Resource Consents sent out 35 customer service surveys in January 2025 and 57 customer service surveys in February 2025. Below figures show how many responses were received back and if the customer was satisfied, neutral or not satisfied with the response and assistance provided by the Resource Consent department.





### Request for Service Responses

The Duty Planner and our admin staff are constantly under time pressure to answer Requests for Service (RFS) and are helped by planners when RFS's become backlogged. The figure below indicates the number of RFS received aggregated across both teams with January 2025 receiving 181 requests for service and a decrease in February 2025 to 155.



### Housing and Major Developments

#### Current larger housing projects

Despite the slowed economy, the Far North District remains a hot pot of development activity. The Resource Consents Team is currently handling 30 large-scale applications, including four Papakāinga developments, with projects ranging from 15 to 140 lots.

#### Coalition Government updates

##### Fast Track applications

The one-stop shop for Fast Track resource consent applications opened on 7<sup>th</sup> February. The Fast-track process is a cross-government 'one-stop shop' providing an alternative to current processes for resource consents and other approvals. This includes approvals required under legislation regulated by several government agencies. Fast-track

is a new process that operates separately from the COVID-19 Recovery (Fast-track Consenting) Act 2020 or Resource Management (Natural and Built Environment and Spatial Planning Repeal and Interim Fast-track Consenting) Act 2023. The Government selected 149 projects to be listed in the Act. These listed projects can now lodge a substantive application for consideration by an expert panel. Other projects need to be referred by the Minister for Infrastructure via the Ministry for the Environment before making a substantive application.

### **RMA Reform**

Submissions to the Environment Select Committee on the RMA (Consenting and Other System Changes) Amendment Bill closed on 10 February. The Bill was introduced to Parliament in December 2024 and will amend the Resource Management Act 1991 to progress Government priorities. It will make changes in five key areas: infrastructure and energy; housing; farming and the primary sector; emergency and natural hazards; as well as the resource management system.

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# Property and Facilities Management



This section contains performance information for the Property and Facilities Management department.

## Introduction

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The Property and Facilities Management department consists of two teams: Property Management and Technical Operations.

Throughout the district there are many facilities managed by Council and made available for public use, such as playgrounds, parks and reserves, sports fields, public toilets, visitor destinations and town centres. These facilities contribute to the liveability of our communities, providing places and spaces for residents to connect and enjoy themselves and to enhance the visitor experience.

Facilities include:

- Cemeteries
- Civil and community buildings
- House for the Elderly
- Recreation
- Town maintenance, public toilets, and car parks.



Council disposal facilities across the district provide refuse and recycling services to protect the health of our communities and environment. Our responsibility is to manage refuse appropriately and to provide facilities that meet the needs and expectations of communities.

Key facts about solid waste management:

- 15 refuse/recycling transfer stations
- 1 landfill at Russell
- 1 Resource Recovery Centre at Kaitaia
- 10 community recycling centres



### Contribution to community outcomes



*Communities that are healthy, safe, connected and sustainable*



*Proud, vibrant communities*



*Connected communities that are prepared for the unexpected*



*A wisely managed and treasured environment that recognises the role of tangata whenua as kaitiaki*

# Property Management

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## Introduction

The Property Management team, which consists of 6 staff manage the daily oversight of all residential and commercial leases including leases over Reserves, burials and events. The team works closely with Facilities Operations and Asset Management & Project Delivery teams to deliver consistent outcomes for the community.

The Property Management team perform the following functions:

- Commercial and community lease management
- Housing for the Elderly property management
- District Facilities contract management and payment
- Property management administration
- Financial reporting and support
- Support acquisition and disposal of land
- Burial and event management

## Leases

There are currently 24 historical expired leases.

## Upcoming reports

- Te Hiku Community Board (March 2025)
  - New lease request over part 6 South Road – Far North Community Foodbank Trust
  - New ground lease over 24 Waipapakauri Domain Road – Waipapakauri Sports Complex Inc
- Bay of Islands – Whangaroa Community Board (March 2025)
  - New lease over 3 Wynyard Street - Kawakawa Memorial Library Centre Inc

## Pools

Seasonal pools in Kaikohe and Kerikeri are now open for the 2024/2025 Summer season, with closing expected mid-April.

Pool Audit	Outcome
Bay of Islands Recreation Centre (Kawakawa)	Currently monthly, no outstanding corrective actions
Kerikeri High School Pool	Fortnightly audits, no outstanding corrective actions.
Northland College School Pool	Fortnightly audits, no outstanding corrective actions.

## Housing for the Elderly

We currently have 29 vacant pensioner units:

Village	Occupied	Vacant
Ahipara	4	2
Awanui	7	3
Horeke	2	0
Kaikohe	22	16
Kaitaia	40	5
Kawakawa	5	1
Kerikeri	7	0
Kohukohu	6	0
Omapere	7	2
Rawene	9	1
Waima	2	1

Tenants have been reminded of the divestments that are underway. Visits to the units in all villages will be completed this week.

## Cemeteries & Events

10 burials have been processed in the months of January and February.

It was brought to FNDCs attention that some of the historical burial information retained by Council was incomplete or incorrect. This has begun a large piece of work to review our burial processing and applications as well as how our data is stored. Staff are working across Council to update the information and bring our applications into the 21st Century.

Event requests have increased as we are entering the summer season. The following permits have been issued:

- Webber Brothers Circus
- Kerikeri Car show
- Hotprintz Run/ Walk Northland Sports
- Colour Run Rotary Club
- Children's Day Kaitaia



## Technical Operations

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### Introduction

The Technical Operations team is the operational arm of council and comprises of six staff who manage a wide range of activities across our green spaces and facilities, our primary function being to ensure council facilities are well maintained, operational and safe. The team is on the frontline and has a large degree of public and stakeholder interaction.

The Technical Operations team work closely with both the Assets and Projects and the Property Management teams enabling council to provide a holistic approach to our asset and service management.

The Technical Operations team perform the following functions:

- Manage the Community Services Contract, OCS and Crewcut.
- Maintain our greenspaces and reserves, sports grounds, buildings and halls, public facilities including toilets, and Housing for the Elderly units.
- Responsible for agreements across our district facilities.
- Induct Health and Safety volunteers on reserves and ensure safe practise.
- Contractor management (health and safety).
- Contract claims and financial reporting.
- Conduct audits across our contracts and agreements.
- Work on community requests in the district.

### Key Stats:

- 15 Community Cemeteries.
- 11 Public Cemeteries.
- 120 Burials per annum.
- 58 Halls & Community Facilities.
- 2 Million m<sup>2</sup> of Active Reserves currently mown.
- 74 Toilets to Maintain.
- 525 Bins Serviced per annum.
- Approx. 5,000 RFS's each year.

### Community Services Contract

- The mobilisation has been a big transition for the team as they navigate working with a new contractor and a new job system which provides visibility to job scheduling and completed works. Auditing of sites continue to be a priority to ensure our assets are meeting contract specifications and health and safety requirements.
- Citycare implemented a custodial service over Waitangi Week to meet the additional demand of the toilets in Paihia/ Waitangi and maintenance for the reserves.

### Toilets

- One of the challenges over the past two months has been the number of toilet closures due to urgent repairs or septic tank empties required in busy summer season.
- Requests for Service for toilets: **108**

Toilet vandalism by Ward	Quantity
North	11
East	16
West	15
<b>TOTAL</b>	<b>42</b>

- Kerikeri Sports Complex: Northland Regional Council issued an abatement notice in October 2024. Two conditions have been breached and required remediation to comply.
  - Lack of Dripper line Maintenance to level specified in consent
  - Lack of reporting to ensure compliance

Work was carried out in February to maintain the soakage field and an ongoing maintenance and reporting plan has been developed.

- Lily Pond, Haruru: Several requests have been raised regarding the increase of illegal dumping in the Lily Pond Lane toilet. We have become aware there has been rubbish dumped into the toilet holding tank which has affected its ability to be used as a toilet facility. We are investigating options for the toilets in this location and their future.
- Hundertwasser, Kawakawa: The toilet was designed and built in 1999 by Friedensreich Hundertwasser and is a Category 1 historic building listed with Heritage NZ. It has been nominated and become a Finalist for Trade Me Property People’s Choicest awards.

Since October 2024, there has been an increase in vandalism of broken bottles with six recorded incidences.

- Rawene: Russell Esplanade Toilets: An issue was identified regarding ongoing blockages at the Russell Esplanade facility. Repairs to the pipe work were required to resolve the issue. This work has now been completed, with the toilets being re-opened for use in February.

## Reserves

- One of the challenges over Peak Season was the increase of freedom camping on reserves.
- Requests for Service:

Vegetation and Plant RFS	Quantity
Mowing Requests	35
Pest Plants	11
Other Vegetation	22
<b>TOTAL</b>	<b>68</b>

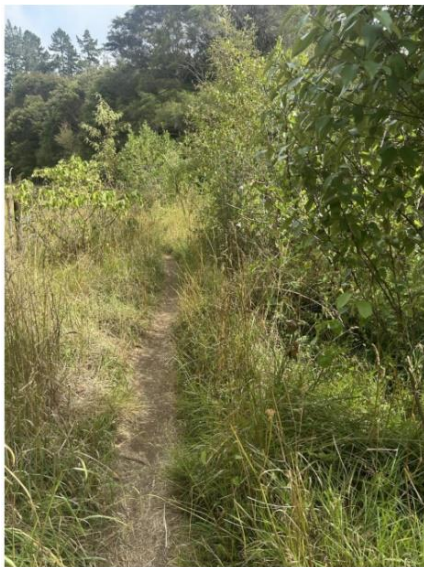
*\*Other vegetation is not including Trees*

- Featured work: Charlies Rock

Charlies Rock is a popular walking track and swimming hole on Landing Road, Kerikeri. This has been recently maintained in January 2025 with the following works being actioned:

- Widening of track entrance, raising tree canopy at the entrance to improve visibility, safety, and accessibility for users.
  - Selective pruning of trees along the trail to raise the canopy and ensure a safe walking environment.
  - Widening of approximately 400 metres of existing track to approximately 2 metres from the existing boundary fence toward the river's edge, this will accommodate any increased use and improve ease of access.
  - Releasing previously planted native plant species currently overgrown by grass and scrub to encourage natural vegetation recovery.
  - Scrub cutting, mowing, and spraying to create a newly widened track.
  - Clearing and spot spraying of invasive plants from the river's edge to assist in the control of invasive species and reduce further spreading.
- One of our awesome volunteer groups, Vision Kerikeri, had planted out native foliage on the track back in 2022, which were suffocated by pest plant and tall grass. These have all been restored with the pest plant and grass being cut right back exposing the native trees.
  - This work was long overdue with the track being so overgrown grass was up to 1.5 metres high at places. It is unknown when Charlies Rock track was last maintained but it is now in the Community Services Contract to be maintained on a more regular basis, with a maintenance schedule due in January, April, September, and November.

Charlies Rock Track - Before



## Charlies Rock Track - After



## Town Maintenance

- Request for Service:

Type of RFS	Quantity
Rubbish	73
Playground	19
Gardens	4
<b>TOTAL</b>	<b>96</b>

*\*Rubbish figure includes illegal dumping*

- Street Cleaning: Daily street cleaning of town centres is progressing as planned. Regular pavement cleaning is being carried out periodically. We are actively monitoring service delivery and expect further improvements through contractor audits, ensuring ongoing efficiency and quality of service.
- Furniture Cleaning: A new cleaning regime for town and park furniture is under development. A trial phase has commenced and will be evaluated in approximately two months. This approach aims to optimize cleaning efficiency by reducing travel time and improving resource allocation, ultimately enhancing overall service delivery.
- Playground Equipment: Sourcing replacement equipment for the Kerikeri Domain playground has been delayed due to supply chain impacts. However, other playground maintenance and upgrades are proceeding smoothly, with minimal disruption to users.
- Smart Bins: Ongoing improvements are being made to enhance the ability of contractors to complete necessary repairs more efficiently, ensuring that smart bins remain in optimal working condition.
- Graffiti and Illegal Dumping: Total cost of graffiti and illegal dumping across all facilities this financial year to date:

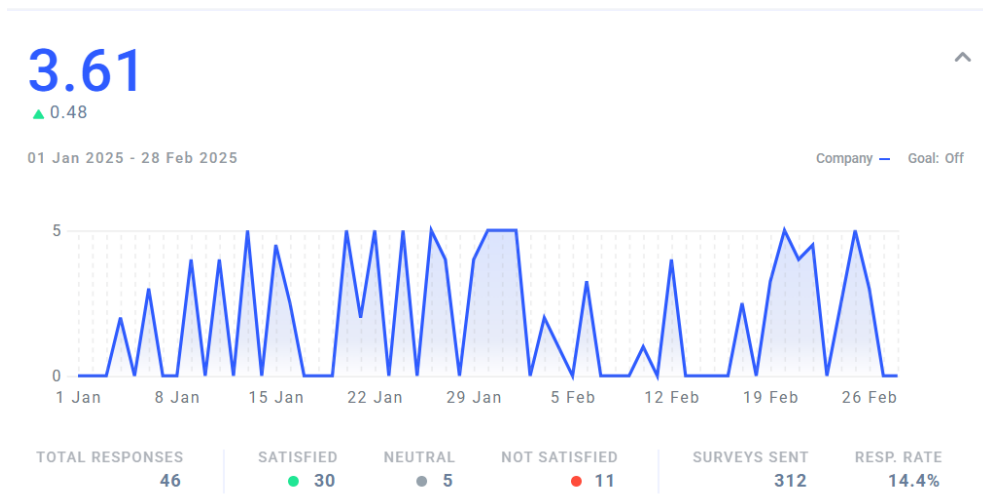
Ward	Graffiti Spend	Illegal Dumping Spend
North	\$1,502.68	\$2,355.46
East	\$1,346.92	\$3,062.57
West	\$1,227.95	\$2,433.41
<b>TOTAL</b>	<b>\$4,077.55</b>	<b>\$7,851.44</b>

## Ask Nicely

Requests for Service received for January and February: 845

The team achieved an Ask Nicely score of 3.61 for the period of January and February which is a tool we use to measure outcomes from the public. Our rate of satisfied responses has increased by 0.5%.

The response rate from the Ask Nicely surveys has been 14.4% which shows there is low engagement with the survey.



## Te Pae o Uta

The Property and Facilities team are focused on their Te Pae o Uta goals by ensuring that the roll out of any new District Facility / Solid Waste signage is bilingual and engagement is carried out with iwi and hapu when there are new lease requests over reserves.

The use of Te Reo Māori greetings and macrons is encouraged in correspondence. Staff are encouraged to join relevant training like Te Pae o Waho classes and Te Tiriti o Waitangi workshops.

Overall, the team aim to improve cultural competency, build strong relationships with Iwi/Hapū, and ensure best practices.