

Notice is hereby given that an ordinary Meeting of the Council will be held on:

Date: Thursday 8 February 2018
Time: 9.30am
Meeting Room: Council Chamber
Venue: Municipal Building, Garden Place, Hamilton

Council

OPEN ATTACHMENTS

ATTACHMENTS UNDER SEPARATE COVER

ITEM	TABLE OF CONTENTS	PAGE
.	Regulatory Efficiency and Effectiveness Programme - half yearly report from Taskforce	
2.	REEP Project Plan (Stage 1, Part A)	3
3.	REEP - Project Schedule	5
4.	REEP - Data Analysis Report	7
5.	REEP - Stakeholder Engagement Plan	32
6.	REEP - Report on External Stakeholder Questionnaires	86
7.	REEP - Report on Councillor Interviews	194



Lite Project Management Plan

Project Title:	Regulatory Effectiveness & Efficiency Programme – Stage 1, Part A			Project Sponsor:	Richard Briggs
Business Owner:	Kelvyn Eglinton			Project Manager:	Debra Stan-Barton
Project Finance Code:	M7000007	TRIM Number:	D-2441452	Endorsed:	16 August 2017
Objective:					
<p><i>Project objectives:</i> To streamline Council's regulatory functions so they are effective, efficient, transparent and customer-focused, resulting in increased confidence in the quality of Council's regulatory performance and providing certainty and clarity of process to business and community.</p> <p><i>Stage 1, Part A Objectives:</i> To ensure greater efficiency, effectiveness and ease of use of the PODP by jettisoning redundant or unnecessary provisions and clarifying other provisions where necessary to achieve the objectives and policies of the plan.</p> <p><i>Timeframe:</i> The delivery period for Stage 1 will be approximately 18 months, ie end of December 2018.</p>					
Background:					
<p>The Regulatory Effectiveness & Efficiency Programme (REEP) is in response to the Mayor's call to "streamline the regulatory functions of Hamilton City Council". On 1 June 2017, Council approved the Terms of Reference for the REEP, which outlines the purpose, scope, objectives and methodology of the project. A REEP task force has been established. Stage 1, Part A focuses on the rules and methods framework of the Partly Operative District Plan (PODP). Staff will make recommendations to the task force where evidence demonstrates that existing rules and methods add costs and delay to the planning process without delivering actual resource management or urban planning benefits. The task force will take any recommendations to Council for approval.</p>					
Scope:					
In Scope:			Out of Scope:		
<p>Stage 1, Part A:</p> <ul style="list-style-type: none"> Assessing the rules and methods framework (including associated standards etc) of the PODP in terms of their efficiency and effectiveness in meeting the objectives and policies in the PODP Identifying any objectives and policies that do not serve a resource management purpose or a Council function under the Resource Management Act 1991 Identifying the issues recommending any potential changes to those rules and methods necessary to serve the project objectives 			<p>Stage 1, Part B: Identifying whether there are:</p> <ol style="list-style-type: none"> opportunities for improving the delivery of PODP-related customer processes, and recommending potential changes where appropriate full review of objectives and policies in order to better serve the project objectives as set out above any subsequent plan change process resulting from recommendations to Council from the Taskforce <p>Other regulatory functions, which will be selected for assessment, dependent on identified needs or legislative requirements.</p>		
Work breakdown structure:					
<p>1. Identify the issues – Internal</p> <p>Data analysis</p> <ol style="list-style-type: none"> Identify data to form evidence base Collate findings and analyse data, identifying patterns/trends/ issues Draft report identifying patterns/issues/trends Present report to Task Force <p>Internal stakeholders</p> <ol style="list-style-type: none"> Identify internal stakeholders for feedback Hold workshops and one-on-one meetings Update/refine list of already identified issues and inefficiencies Collate findings from workshops Draft report identifying issues/trends/recommendations Present report to Task Force 	<p>2. Identify the issues – External</p> <ol style="list-style-type: none"> Identify external stakeholders Develop questionnaires Communicate with stakeholders to initiate engagement Administer questionnaire Collate findings from questionnaire and report to Task Force Hold follow-up interviews Stakeholders present in 'open forum' Test feedback on working group Draft report identifying issues/trends Present report to Task Force 	<p>3. Identify impact of RMA reforms</p> <ol style="list-style-type: none"> Analyse types of consents that might no longer be required as a result of – <ul style="list-style-type: none"> discretion to exempt marginal and temporary non-compliances from requiring resource consents boundary activities now treated as permitted if the relevant neighbour has given written approval and other necessary information is provided to Council Present report to Task Force 	<p>4. In-depth analysis</p> <ol style="list-style-type: none"> Analyse findings from – <ul style="list-style-type: none"> data analysis internal stakeholders external stakeholders RMA reforms Test feedback on working groups – <ul style="list-style-type: none"> External Internal Draft report and recommendations 	<p>5. Reporting to Task Force</p> <ol style="list-style-type: none"> Monthly meeting with Task Force, including monthly consents report and progress report Task Force reports to Council twice yearly with outcomes including any recommended changes to the DP Recommended changes to the DP by the Task Force will need agreement by Council for adoption via a formal RMA process <ul style="list-style-type: none"> Changes unlikely to be contested Changes likely to generate significant public interest 	<p>6. Communications</p> <ol style="list-style-type: none"> Develop communications plan Develop stakeholder engagement plan
7. Project Management					
<p>Prepare:</p> <ol style="list-style-type: none"> Project Management Plan Schedule of key tasks Risks and issues log Monthly status reports Closure report 					
Schedule / Milestones:					
See Key Tasks Schedule D-2456677					
Resourcing:					
Internal Staff:					
Role:	Name:	Period:	Number of Hours:	Approved by Manager?	
Project Manager	Debra Stan-Barton	July 2017-Dec 2018	Full-time	Yes	
Project support	Elizabeth McKnight	July 2017-Dec 2018	4 hrs per week	Yes	
Stakeholder engagement advisor	Julie Clausen	July 2017-March 2018	100 hrs total	Yes	
Stakeholder engagement support	Raewyn Napier	July -October 2017	40 hours total	Yes	
Data analyst	Andy Zhao	August 2017	24 hours total	Yes	
Communications advisor	Nicola Walsh	July 2017 – Dec 2018	5-10 hours total	N/A	
External Costs:					
Type:	Amount of time required	Budget:			
External planning consultant (Peter Skilton)	• 3 days per week	\$150,000			
Legal advice and member of Task Force (Lachlan Muldowney)	• As required	\$100,000			
Engagement costs (postage, coffee vouchers)		\$1500			
Project Budget:					
Costs:	Amount:				
M7000007	\$325,000				

Risks:			
Risk Description:	Mitigating Actions:	Who:	When:
1. That the community and councillors will be expecting to see rapid change to the District Plan as a result of this part of the project	Manage expectations through key messages and project progress updates. Ensure understanding that the RMA Schedule 1 process will apply to changes to the District Plan	Debra Stan-Barton	Throughout
2. That the project will be perceived as a full review of the District Plan	Clear messaging around the scope of the project. Work closely with media to ensure the messaging is correct and that they fully understand the purpose and scope	Debra Stan-Barton	Throughout
3. That staff may perceive that the project is about performance / efficiencies / cost cutting rather than the rules and methods themselves	Reinforce messages that the project is not a reflection on or review of staff and that our staff do a great job within the current rules and methods. Staff are included as a stakeholder group	Debra Stan-Barton	Throughout internal stakeholder engagement process
4. Due to extensive and complex feedback from stakeholders the resources allocated are insufficient to complete the analysis and provide recommendations to the Taskforce	Group like feedback together and if needed hold group stakeholder sessions together for analysis Project scope will be reassessed once identification of the issues phase is completed	Debra Stan-Barton	Throughout (media releases / website, etc)
5. That as a result of a larger than expected number of stakeholders wanting to be interviewed, the schedule may slip leading to a delay in delivery of reports to the Task Force	The number of interviews will be determined once the feedback from questionnaires is received	Debra Stan-Barton	November 2017
6. That the feedback is dominated by key players rather than being representative of all stakeholders	Stakeholders have been segmented into groups (councillors, applicants large/small, agents large/small, advocacy groups and internal). Acknowledgement that the biggest players will have the widest experience	Debra Stan-Barton	Throughout
Benefits:			
Expected benefits – Stage 1, Part A:		Indicator of success:	
<ul style="list-style-type: none"> At the completion of this part of the project, the Task Force will have a clear understanding of our customers' perspective on the rules and methods framework of the District Plan and associated consenting process and whether there are any objectives and policies that do not serve a resource management purpose. The resulting body of evidence will enable the Task Force to make well-informed recommendations to Council on ways to make the rules and methods framework of the District Plan more efficient and effective while still delivering the resource management and/or urban planning outcomes intended by the plan's objectives and policies. Through the stakeholder engagement process, stakeholder relations will be enhanced. 		<ul style="list-style-type: none"> Enhanced understanding by decision-makers of the issues Substantial body of evidence Active participation of stakeholders 	
Expected benefits – entire project:		Indicator of success:	
<ul style="list-style-type: none"> Improved quality of resource consent process from a customer and staff perspective Cost and time savings from a customer and staff perspective 		<ul style="list-style-type: none"> Reduced rework/stop-go applications Improved customer satisfaction Improved staff satisfaction 	
Stakeholders:			
See Stakeholder Engagement Plan D-2446401			
Key Documents:			
Document Title:	TRIM Number / Reference:		
Regulatory Effectiveness & Efficiency Programme Terms of Reference	D-2333125[v2]		
REEP Key Tasks Schedule	D-2456677		
REEP Stakeholder Engagement Plan	D-2446401		
REEP Communications Plan	D-2460994		
REEP Data Analysis Plan	D-2457204		
REEP Issues Register	D-2463228		
District Plan Monitoring Strategy	See website		
Name of other project/work:	Dependency		
Hamilton District Plan Monitoring Strategy	Related project		
WLASS / Waikato Plan Aligned Planning (Phase One: Resource Consent Processing) Project	"		

Regulatory Effectiveness and Efficiency Project – key tasks schedule (July 2017-Dec 2018)

		TRANCHE 1: IDENTIFY THE ISSUES						TRANCHE 2: IN-DEPTH ANALYSIS	TRANCHE 3: DEVELOP RECOMMENDATIONS				Task Force report to Council						
STAGE 1, PART A		2017						2018											
Task	*Resources	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
PLANNING																			
Prepare Project Management Plan	DS-B, EM																		
Prepare Stakeholder Engagement Plan	DS-B, PS, EM																		
Prepare Communications Plan	DS-B, NW																		
Prepare Data Analysis Plan	DS-B, PS																		
Prepare schedule	DS-B, PS, EM																		
DATA ANALYSIS																			
Identify data to form evidence base	DS-B, PS																		
Collect/collate data	AZ, DS-B																		
Analyse data	DS-B, PS																		
Report to task force on identified trends/issues	DS-B, PS					*													
RMA REFORMS – report to Task Force	DS-B, PS						*												
STAKEHOLDER ENGAGEMENT – EXTERNAL																			
Develop questionnaires	DS-B, PS, JC, RN																		
Send questionnaires	RN																		
Analyse results of questionnaires	DS-B, PS, JC																		
Report on questionnaire findings to task force	DS-B, PS					*													
Hold follow-up interviews (incl advocacy groups)	DS-B, PS																		
Analyse feedback	DS-B, PS																		
Stakeholders present in ‘open forum’																			
Report to task force on identified trends/issues	DS-B, PS											*							
STAKEHOLDER ENGAGEMENT – INTERNAL																			
Hold workshop 1	DS-B, PS, JC																		
Hold workshop 2	DS-B, PS, JC																		
Analyse findings	DS-B, PS																		
Report to task force on identified trends/issues	DS-B, PS											*							
STAKEHOLDER ENGAGEMENT – COUNCILLORS																			
Hold on-on-one interviews	DS-B, PS																		
Analyse feedback	DS-B, PS																		
Report on feedback to task force	DS-B, PS					*													
Existing inefficiencies log – update continually	DS-B, PS																		
IN-DEPTH ANALYSIS OF EVIDENCE BASE																			
Test feedback on external working group	DS-B, PS																		
Test feedback on internal working group	DS-B, PS																		
REPORT TO TASK FORCE																			
Draft report and recommendations	DS-B, PS																		
Present report and recommendations	DS-B, PS																	*	
DISTRICT PLAN MONITORING – Report																			
											*								
STAGE 1, PART B Scoping	DS-B, PS, EM																		

*Resources

* Report to Task Force

D-2456677

DS-B Debra Stan-Barton
PS Peter Skilton
JC Julie Clausen
RN Raewyn Napier
NW Nicola Walsh
LM Lachlan Muldowney
AZ Andy Zhao
EM Elizabeth McKnight

* Report to Task Force

D-2456677

Data Analysis Report

Regulatory Effectiveness and Efficiency
Programme (Stage 1, Part A)

D-2499492

Executive Summary

This report forms part of Hamilton City Council's Regulatory Efficiency and Effectiveness Programme. Its purpose is to analyse building, resource consent and public enquiry data to identify any efficiency or effectiveness issues stemming from the provisions of the Hamilton City Partly Operative District Plan (District Plan).

Key Findings

The analysis indicates that:

- 75% of all developments that applied for building consent did not require associated resource consent.
- 87% of all building consents were processed without any planning issues or hold-ups occurring at building consent stage.
- Many building consents are lodged without identifying (or considering it would seem) District Plan compliance requirements.
- Resource consent processing is undertaken in accordance with statutory requirements.
- People undertaking residential development within residential zones have the highest potential to be impacted by rules in the District Plan.
- High numbers of resource consents are required for permitted residential activities that fail to comply with all development controls.
- Lack of knowledge and understanding of district plan rules by applicants and agents is contributing to delays in resource consent processing and causing roadblocks for development proposals.
- Decisions on a high number of resource consent applications are delayed because further information is requested.
- The data currently available does not provide sufficient information to provide a fully accurate picture of all drivers of resource consent.

Recommendations

That:

- The residential zone rules and city wide standards are targeted as areas for investigation to identify any unnecessary, unclear or redundant district plan provisions.
- Consideration be given to making building alterations and additions (currently a listed activity requiring resource consent) in some zones and circumstances permitted activities.

- Further investigation of data (particularly further information requests) associated with the triggers for resource consents in other zones be undertaken.
- Ways for avoiding inadequate or incomplete resource consent and building consent applications be investigated.
- A standardised data entry system for all duty planner enquiries and pre-application meetings be developed.
- Standardised information sheets for common enquiries be developed.
- A strategy be developed to assist the community to become better informed about the requirements of the district plan.
- Other Units of Council provide clear points of contact for common enquiries that are not planning related.
- The District Plan be developed into an interactive online tool.

Table of Contents

Recommendations	4
Introduction	5
Development Environment	6
Building Consents – Total = 4442	6
Residential Zones	7
Industrial Zones	7
Business Zones	8
Central City Zone	8
Section 37 Certificates	8
Resource Consents – Total = 1878	9
Land Use Consents - Residential Zones	10
Land Use Consents – Industrial Zones	10
Land Use Consents – Special Character Zones	10
Land Use Consents – Central City Zone	10
Land Use Consents – Business Zones	11
Subdivision Consents	11
Further Information Requests	12
Objection to Consent Conditions	13
Application Notification	13
Processing Timeframes	13
Issue Identification	14
Residential Development	14
Industrial Development	14
Commercial Development	15
Resource Consent Processing	15
Delays/Road blocks	15
Resource Management Act Reforms	16
Boundary Activities	16
Marginal / Temporary Non-Compliance	16
Effect of Changes	16
Duty Planner Enquiry Analysis	17
Pre-design / Pre-application Meetings	22
Appendix 1 - Building Consent Data (Graphs)	1
Appendix 2 - Resource Consent Data (Graphs)	2
	3
D-2499492 – REEP Data Analysis Report	

Recommendations

That:

- The residential zone rules and city wide standards are targeted as areas for investigation to identify any unnecessary, unclear or redundant district plan provisions.
- Consideration be given to making building alterations and additions (currently a listed activity requiring resource consent) in some zones and circumstances permitted activities.
- Further investigation of data (particularly further information requests) associated with the triggers for resource consents in other zones be undertaken.
- Ways for avoiding inadequate or incomplete resource consent and building consent applications be investigated.
- A standardised data entry system for all duty planner enquiries and pre-application meetings be developed.
- Standardised information sheets for common enquiries be developed.
- A strategy be developed to assist the community to become better informed about the requirements of the district plan.
- Other Units of Council provide clear points of contact for common enquiries that are not planning related.
- The District Plan be developed into an interactive online tool.

Introduction

REEP is a Hamilton City Council (HCC) mayoral taskforce programme. The purpose of REEP¹ is:

"To streamline Council's regulatory functions so they are effective, efficient, transparent and customer focused, resulting in increased confidence in the quality of Council's regulatory performance and providing certainty and clarity of process to business and community"

Stage 1 of REEP focuses on the District Plan and its administration.

Report Purpose

To identify what rules in the District Plan are driving the need for large numbers of resource consent applications.

To determine what types and what quantities of resource consents will no longer be required due to RMA consenting amendments.

To determine if there are significant delays or road blocks occurring in consent processing, and if this is found to be the case, determine root causes.

Data

This report is based on information sourced from HCC records for the research period of 10 July 2014² to 30 June 2017. The data is sourced from:

- All building consent applications lodged and processed (5,391)
- All resource consent applications lodged and processed (1,861)
- All recorded duty planner enquiries (15,538)

The data is information entered into HCC systems when each application was lodged and completed, or enquiry occurred. The scope and detail of the information available for analysis is limited by data input parameters.

The data collected is broad scale and does not enable identification of the specifics of each application.

Report Structure

The structure of this report is based on:

- The regulatory development environment,
- Building consents
- Resource consents
- Key trends and issues in resource consent processing

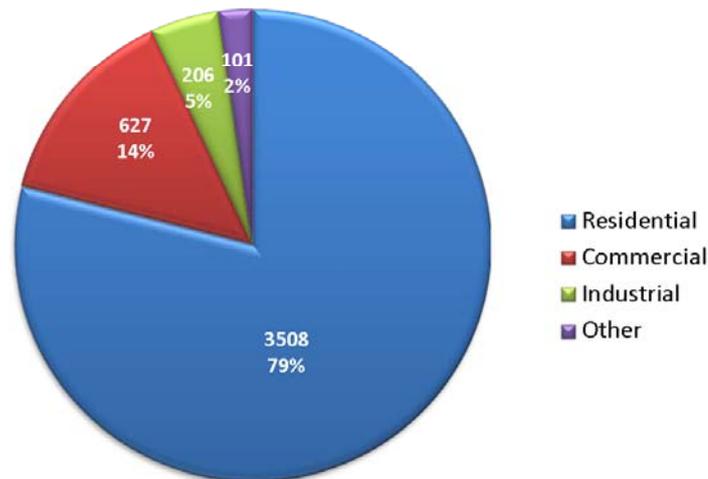
¹ As contained in the REEP terms of reference

² 10 July 2014 is when a decisions version of the District Plan was released and, subject to appeals, was first treated as Operative

Development Environment

1. Hamilton City is an existing urban environment made up of developed and developing residential, commercial, industrial, community and growth areas.
2. Development is primarily governed by Council's duties and functions under the Building Act 2004³ and the Resource Management Act 1991⁴.
3. Building consents (with some exemptions) are required for most building projects. Over the last three years **4442** building consents were processed by HCC.
4. Resource consent may be required for various reasons⁵ under the District Plan. During the REEP timeline **1861** resource consents were processed by HCC.
5. The key relationships between building consents and resource consents are:
 - Processing/granting of a building consent cannot be held up because a development also requires resource consent.
 - Construction cannot start, or may only progress to a certain point⁶ before any required resource consents have been obtained.

Building Consents – Total = 4442



6. Most building consents were for residential activities within residential zones:
 - 79% (3508) of all building consents are associated with residential development

³ Council's building functions are subject to national certification and auditing requirements. Building standards and processing requirements are consistent nationwide.

⁴ Council is required by the RMA to have a District Plan for the city. All land use and subdivision activities are subject to the rules of the District Plan.

⁵ e.g. Listed activity, new building, policy area, hazards, standard non-compliance etc...

⁶ This is referred to as a section 37 certificate.

- 71% (3173)⁷ of all building consents were for developments on land within residential zones.
7. Approximately 25% (1098)⁸ of all building consents also required resource consent.
 8. 75% of all building consents related to works associated with detached dwellings and associated accessory buildings⁹.
 9. 66% (2648) of all building consents were for the construction of new buildings¹⁰
 - 60% of all building consents were for new construction
 - 35% of all building consents were for alterations / additions to existing buildings.

Residential Zones

10. Most building consents were on land zoned General Residential
 - The General Residential zone accounted for 90% (2845)¹¹ of all building consents within residential zones.
11. The predominant types of development undertaken in residential zones were detached dwellings (81%) and garages (8%)¹².
12. Multi-unit residential developments (apartments and duplexes) accounted for 7% of building consents in residential zones.
13. 25% of building consents¹³ in residential zones required resource consent.
 - 89% of required resource consents occurred in the General Residential zone.
 - 60% of resource consents required in the General Residential zone related to activities that are permitted as of right (ie listed as permitted) by the district plan.
 - 9% of required resource consents occurred in the Residential Intensification zone.

Industrial Zones

14. Building consents in the Industrial zone accounted for 7% (321)¹⁴ of all building consents issued.
15. Almost half of those building consents (184) related to alterations/additions to existing buildings¹⁵.
16. Just over one quarter of building consents (86) in the Industrial zone¹⁶ also required resource consent. 40% of resource consents required in the Industrial zone related to activities that are permitted as of right by the district plan.

⁷ Refer Graph 1 (Appendix 1)

⁸ Refer Graph 2 (Appendix 1)

⁹ Refer Graph 3 (Appendix 1)

¹⁰ Refer Graph 4 (Appendix 1)

¹¹ Refer Graph 8 (Appendix 1)

¹² Refer Graph 9 (Appendix 1)

¹³ Refer Graph 10 (Appendix 1)

¹⁴ Refer Graph 13 (Appendix 1)

¹⁵ Refer Graphs 6 and 7 (Appendix 1)

¹⁶ Refer Graph 14 (Appendix 1)

Business Zones

17. Building consents in Business zones accounted for just under 4% (168) of all building consents issued¹⁷. Building activity was evenly split between Business 3, 5 and 7 zones which accounted for 70% of Business zone building consents.
18. 75% of those building consents (184) related to alterations/additions to existing buildings¹⁸.
19. In the order of 15% of building consents (26) in Business zones also required resource consent¹⁹.

Central City Zone

20. Building consents in the Central City zone accounted for 4% (178) of all building consents issued²⁰. 60% of building activity is occurred in the Downtown precinct.
21. Most building consents issued (124) related to alterations/additions to existing buildings²¹.
22. Just under 19% of building consents (33) in the Central City zone also required resource consent²². 66% (22) of these resource consents were required for development in the City-Living precinct.

Section 37 Certificates

23. When a building consent application is lodged with Council it is checked by Planning Guidance staff to see if resource consent is required under the District Plan.
24. If resource consent is required, Section 37 of the Building Act 2004 is used to ensure that construction works do not commence or commence only up to a certain point until resource consent has been granted. This is referred to as a section 37 certificate.
25. 590 building consents were subject to section 37 certificates during the REEP timeline. This equates to 13% of all building consents²³.
 - 54% of the building consents which also needed resource consent were subject to a section 37 certificate²⁴.
26. The reasons for the need for resource consent for a building project are many and varied²⁵. Section 37 can be triggered by any rule in the District Plan.

¹⁷ Refer Table 15 (Appendix 1)

¹⁸ Refer Graphs 6 and 7 (Appendix 1)

¹⁹ Refer Graph 16 (Appendix 1)

²⁰ Refer Graph 24 (Appendix 1)

²¹ Refer Graphs 6 and 7 (Appendix 1)

²² Refer Graph 25 (Appendix 1)

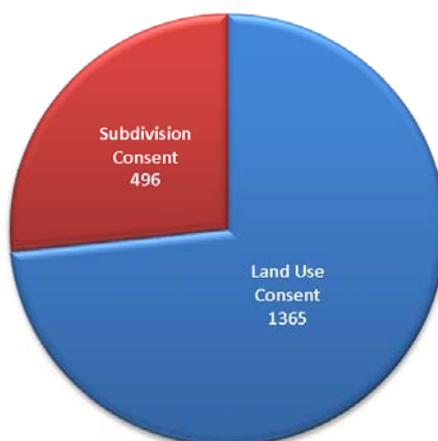
²³ Refer Graph 28 (Appendix 1)

²⁴ Refer Graph 29 (Appendix 1)

²⁵ Refer Graph 30 (Appendix 1)

27. 109 (18%)²⁶ of the section 37 certificates issued related to resource consent applications which had been lodged but not issued at the time building consent was granted.
28. For the majority of the section 37 certificates issued (481), it is likely that requirement for resource consent came as a surprise to applicants. The consequence of this is:
- Time delays to commence construction
 - Uncertainty
 - Sourcing of additional information to support resource consent applications
 - Changing of already prepared building consent plans
 - Alteration of layouts / building designs to avoid need for resource consents
 - Changing of plans to account for requirements of resource consent conditions
 - Additional time for preparing application and processing of resource consents
29. Most section 37 certificates (76%)²⁷ were issued for the Residential zone. The General Residential zone attracted most section 37 certificates (413)²⁸.

Resource Consents – Total = 1878



30. Most resource consents were for residential land use within Residential zones:
- 68% (930)²⁹ of all land use consents related to residential development
 - 68% (937)³⁰ of all land use consents related to land within the Residential zones
31. Most subdivision activity was related to fee simple (freehold) land tenure within residential zones.
- 80% (398)³¹ of all subdivision consents took place within residential zones
 - 68% (341)³² of all subdivision consents related to fee simple land tenure.

²⁶ Refer Graph 30 (Appendix 1)

²⁷ Refer Graph 31 (Appendix 1)

²⁸ Refer Graph 32 (Appendix 1)

²⁹ Refer Graph 1 (Appendix 2)

³⁰ Refer Graph 2 (Appendix 2)

³¹ Refer Graph 4 (Appendix 2)

³² Refer Graph 5 (Appendix 2)

Land Use Consents - Residential Zones

32. Most land use consents in residential zones (83%)³³ related to land zoned General Residential. Within the General Residential zone:
- 77% (606)³⁴ related to detached dwellings, accessory buildings, ancillary flats and fences (ie activities that are listed in the District Plan as permitted)
 - Duplex developments accounted for 15% (121)³⁵ of development activity.
33. Apartments (84%)³⁶ were the main form of development requiring land use consent within the Residential Intensification zone.
34. Detached dwellings accounted for 70%³⁷ of land use consents within the Medium Density zone.

Land Use Consents – Industrial Zones

35. The industrial zones accounted for 9% (128)³⁸ of all land use consents. In the Industrial Zone:
- 33% (43) of land use consents related to listed permitted activities
 - 8% (16) of land use consents were triggered because new buildings or alterations /additions to existing buildings were proposed
 - 40% (52) of land use consents were for non-industrial activities.

Land Use Consents – Special Character Zones

36. Special character zones accounted for 6% (83)³⁹ of all land use consents. 70 (84%) consents related to the special residential and natural zones. Within these zones:
- 63% (53)⁴⁰ of land use consents related to detached dwellings, ancillary flats and accessory buildings which are listed permitted activities.

Land Use Consents – Central City Zone

37. The Central City zone accounted for just over 5% (73)⁴¹ of all land use consents. Of these consents:
- 57% (42) were for the City Living Precinct
 - 35% (26) were for the Downtown Precinct
38. Within the City Living Precinct a variety of activities triggered the need for land consent. Of these:
- 19% (8)⁴² were for construction of new buildings or alterations/additions to existing buildings

³³ Refer Graph 6 (Appendix 2)

³⁴ Refer Graph 6 (Appendix 2)

³⁵ Refer Graph 6 (Appendix 2)

³⁶ Refer Graph 7 (Appendix 2)

³⁷ Refer Graph 9 (Appendix 2)

³⁸ Refer Graph 2 (Appendix 2)

³⁹ Refer Graph 10 (Appendix 2)

⁴⁰ Refer Graph 11 (Appendix 2)

⁴¹ Refer Graph 13 (Appendix 2)

- 14% (6)⁴³ were for non-listed activities (accessory buildings and places of assembly).

39. Within the Downtown Precinct a number of different activities were applied for. Of these:

- 27% (7)⁴⁴ were for construction of new buildings or alterations/additions to existing buildings.

Land Use Consents – Business Zones

40. The business zones accounted for just under 4% (50)⁴⁵ of all land use consents. Of these consents:

- 30% (15) were for the Suburban Centre zone
- 20% (10) were for the Neighbourhood Centre zone

41. Because of the low number of consents and the spread between the 7 respective zones, the statistics provide little information of value for analysis. Key triggers for land use consent relate to floor area of activities, the construction of new buildings and alterations/additions to existing buildings.

Subdivision Consents

42. Resource consent is required for all subdivision activities within the city. The most common forms of subdivision relate to fee simple (freehold) and unit title land tenure.

43. Fee simple land tenure concerns certificates of title where the underlying land is held in separate land parcels that are in independent ownership. The presence of a title forms the basis for land development on which rules in the district plan for each zone have been developed.

44. Unit title land tenure mainly concerns certificates of title for occupancies within buildings or integrated developments. Unit titles are governed by the Unit Titles Act 2010 and generally include a body corporate to provide for the management of communal areas within a building or development.

45. Fee simple is the main form of land tenure within the city. Fee simple subdivision mainly takes places within residential and industrial zones⁴⁶. Apartment developments within the Residential Intensification zone were where most unit title subdivisions occurred⁴⁷.

46. No discernible trends can be identified from the subdivision data collected.

⁴² Refer Graph 14 (Appendix 2)

⁴³ Refer Graph 14 (Appendix 2)

⁴⁴ Refer Graph 15 (Appendix 2)

⁴⁵ Refer Graph 16 (Appendix 2)

⁴⁶ Refer Graphs 19, 21, 22 (Appendix 2)

⁴⁷ Refer Graph 20 (Appendix 2)

Further Information Requests

47. Under section 92 of the Resource Management Act 1991, Council may request a resource consent applicant to provide further information to enable their application and its effects on the environment to be better understood.
48. Where further information is requested the processing clock is stopped⁴⁸ until the information is received. The effect of requesting further information is to push out the date by which Council is required to make a decision on the application.
49. 41% (554) of all land use consent applications⁴⁹ had further information requests. The breakdown of requests by zone⁵⁰ is:
 - 38% (359) of land use consents in residential zones
 - 54% (69) of land use consents in industrial zones
 - 46% (34) of land use consents in the Central City zone
 - 50% (25) of land use consents in business zones
50. Within the respective residential zones⁵¹, the breakdown of further information requests made is:
 - 35% (282) of land use consents in the General Residential zone
 - 58% (68) of land use consents in the Residential Intensification zone
51. The activities generating the main requests for further information in the General Residential zone⁵² were:
 - 35% (99) for duplex developments. 81% of all applications for duplex developments required further information.
 - 33% (94) for detached dwellings. 31% of all applications for detached dwellings required further information.
52. Apartment developments accounted for 86% (59)⁵³ of further information requests made in the residential zone.
53. 49% (242) of subdivision consent applications⁵⁴ had further information requests.
54. The available data does not allow for breakdown of what specific further information was requested without reviewing each individual consent. Time constraints prevented this level of investigation being undertaken in this report. However discussion with processing planners indicates that the following matters generated the most requests:
 - inadequate water impact assessments,
 - insufficient stormwater solution details,

⁴⁸ This applies for the first request only. Where more information is required after the first request is made, the processing clock does not stop and any working days taken to provide the information are included in the processing time.

⁴⁹ Refer Graph 23 (Appendix 2)

⁵⁰ Refer Graph 25 (Appendix 2)

⁵¹ Refer Graph 26 (Appendix 2)

⁵² Refer Graph 27 (Appendix 2)

⁵³ Refer Graph 28 (Appendix 2)

⁵⁴ Refer Graph 24 (Appendix 2)

- not addressing district plan objectives, policies and assessment criteria,
- insufficient earthworks details provided (including information related to retaining walls, fences, finished ground levels),
- insufficiently detailed elevations,
- no information provided regarding permeable or impermeable surfaces,
- lack of required landscaping plans,
- lack of vehicle manoeuvring assessment, and
- lack of NES (contaminated land) requirements.

Objection to Consent Conditions

55. 28 land use consents had conditions which were subject to formal objections under Section 357 of the Resource Management Act 1991.
56. This represents 2% of all applications made and generally indicates that conditions imposed on consents are fair and reasonable and do not give any cause for concern.

Application Notification

57. 99% of all land use consents were processed on a non-notified basis. 1 application was subject to full public notification and 6 were processed on a limited notified basis.
58. All subdivision consents were processed on a non-notified basis.

Processing Timeframes

59. 99% of all land use consents⁵⁵ were processed within the statutory 20 working day period. 98% of all subdivision consents⁵⁶ were processed within the statutory 20 working day period.

⁵⁵ Refer Graph 30 (Appendix 2)

⁵⁶ Refer Graph 31 (Appendix 2)

Issue Identification

61. The key issues that arise from the building consent and resource consent data analysis are:

Residential Development

62. Residential zones of the District Plan are the location where most development and subdivision takes place.
63. Those undertaking development within the residential zones:
- Have the greatest potential to be affected by inefficient and ineffective rules.
 - Are more likely to be undertaking one-off developments
 - Are likely to have limited understanding and knowledge of the District Plan and the resource consent process.
64. More than half of all resource consents in the General Residential zone related development proposals that are listed in the District Plan as permitted activities.
65. Many people undertaking small, one-off projects would not be aware of resource consent requirements until they lodged for building consent and received a section 37 certificate from Council. Many of these people will have had agents working for them who should be aware of the requirements of the District Plan when designing developments.
66. A high proportion of these applications required further information and this information often related to City Wide provisions.
67. Duplex and apartment developments are associated with a high number of further information requests.
68. Residential developers (small, medium and large) are the primary customer base for Hamilton City regulatory functions.

Industrial Development

69. Industrial building is the second largest development sector in Hamilton. Those undertaking development are often the people who also operate the activities occurring. As such it is likely they have limited knowledge or understanding of District Plan requirements and rely on agents to progress their projects through the consenting process.
70. A large portion of industrial development related to alterations/additions to existing buildings and to activities that are listed as permitted activities in the district plan.
71. There is indication that non-compliance with development control standards is a driver of resource consent requirements within this zone. However there is insufficient data available to identify key resource consent drivers for failure of standards.

72. Generally resource consent requirements appear to be known before lodgement of building consent. Nevertheless more than half of all resources consents in the industrial zone were subject to further information requests.

Commercial Development

73. Most development within commercial zones (Business and Central City zones) was associated with alterations and additions to existing buildings.
74. Constructing new buildings and undertaking external alterations/additions to existing buildings automatically trigger the need for resource consent. This is the key driver for resource consent activity. It is important to note that this requirement may mask other rules which also trigger additional consent requirements.

Resource Consent Processing

75. Most resource consents are granted on a non-notified basis by Council staff under delegated authority. There are minimal objections to decisions and few applications are rejected as incomplete. Practically all applications are processed within statutory timeframes.
76. The processing of a high proportion of applications is interrupted because of requirements to provide further information. This creates additional cost and time delays which may be a source of customer frustration and discontent.
77. There is evidence, though the high numbers of section 37 certificates under the Building Act, that there is little understanding, knowledge (or possibly interest) in the District Plan provisions by agents who prepare and lodge building consent applications on behalf of others. There is a need to educate these agents so issues with development proposals can be identified at the design stage and not once building consent has been lodged. It is also likely that some agents are knowingly submitting inadequate applications given time pressures they are under. They can then advise their clients that the application has been accepted by Council, and deal with application shortcomings when they are identified.

Delays/Road blocks

78. No significant processing issues were identified by the data analysis.
79. The key sources of delay for projects are when the requirement for resource consent becomes known, and through requirements to provide further information.
80. The District Plan is a complex and lengthy document which contains multiple potential hurdles for development. For permitted activities in particular, requirement for resource consent may not be immediately obvious and compliance is dependent on design responses to the plan rules. Applicants and agents with limited knowledge or understanding of the District Plan can experience delays or road blocks because of this.

Resource Management Act Reforms

82. The key changes to the Resource Management Act 1991 which will be enacted on 18 October 2017 that have the potential to reduce numbers of resource consents process by Hamilton City Council relate to:
- Boundary activities
 - Marginal / temporary rule breaches.

Boundary Activities

83. Non-compliance with rules in the District Plan which control the position or size of buildings/structures in relation to the boundaries of a site (e.g. height in relation to boundary, setbacks) will no longer require resource consent if the applicant has obtained the written consent of the affected landowner.
84. The District Plan already contains rules to this effect in relation to yard setback requirements, but not other boundary activities. Where written consents are obtained these will no longer require resource consent.
85. A formal “exemption” application process will still need to be followed and fees paid for boundary activities. However timeframes are much shorter and fees will be less than those for resource consent.

Marginal / Temporary Non-Compliance

86. Council staff will have discretion to waive the need for resource consent for some activities where:
- They would otherwise be a permitted activity except for marginal or temporary non-compliance;
 - Adverse effects would be no different to what could occur in the absence of the non-compliance;
 - Adverse effects on any person will be less than minor.

Effect of Changes

87. It is difficult to quantify the number of resource consent applications that will no longer be required as a result of these changes. A huge change in consent volumes is not expected, particularly as the District Plan already has some similar processes in place. The key will be whether or not affected landowners provide their written consents.

Duty Planner Enquiry Analysis

88. The project team undertook this analysis to:
- 1) To understand the nature and extent of small-scale development enquiry and the extent to which the District Plan enables them to occur.
 - 2) To determine if there are any improvements that can be made in the delivery of the duty planner service.
89. Council provides a free duty planner service from the ground floor of the Municipal Building.
90. A planner is available during working hours five days a week to provide information about the District Plan and the resource consent process to members of the public.
91. Duty planners provide planning information such as zoning, rules relevant to that zone and advice on how to apply for resource consent in order to facilitate development projects on specific properties. They explain the consent application process, and identify areas for applicants to focus on when preparing information to support an application.
92. They also:
- Explain the consenting process to those who have concerns about a particular development.
 - Check small scale resource consent applications for completeness before they are accepted for processing.
93. The duty planner must be careful in terms of how much help they can give in the actual preparation of individual applications as Council staff must remain impartial in the resource consent process.
94. The duty planner accepts both booked and walk-in appointments (generally 15 minutes in duration), email and telephone enquiries. All enquiries are recorded (date of enquiry, name of enquirer and their contact details if provided, subject site (if relevant), nature of enquiry, response provided).

Data Picture:

Number of enquiries received during the research period:

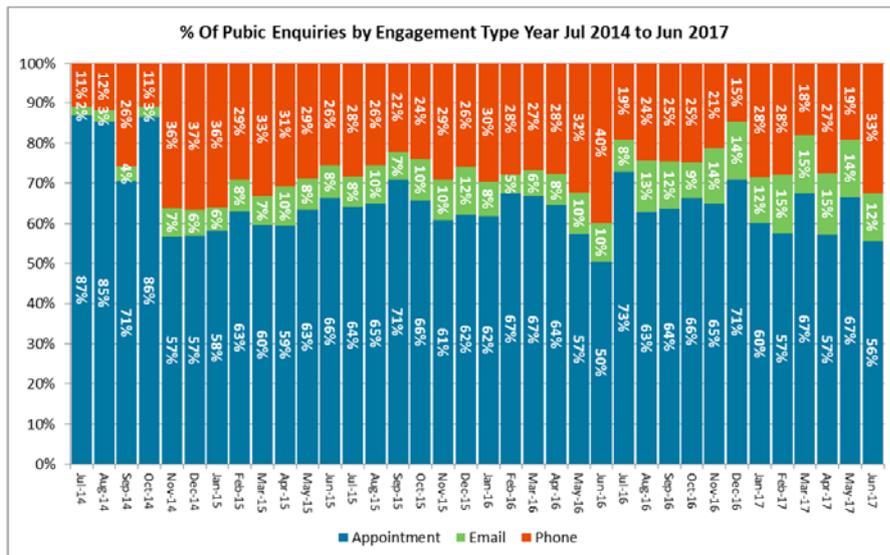
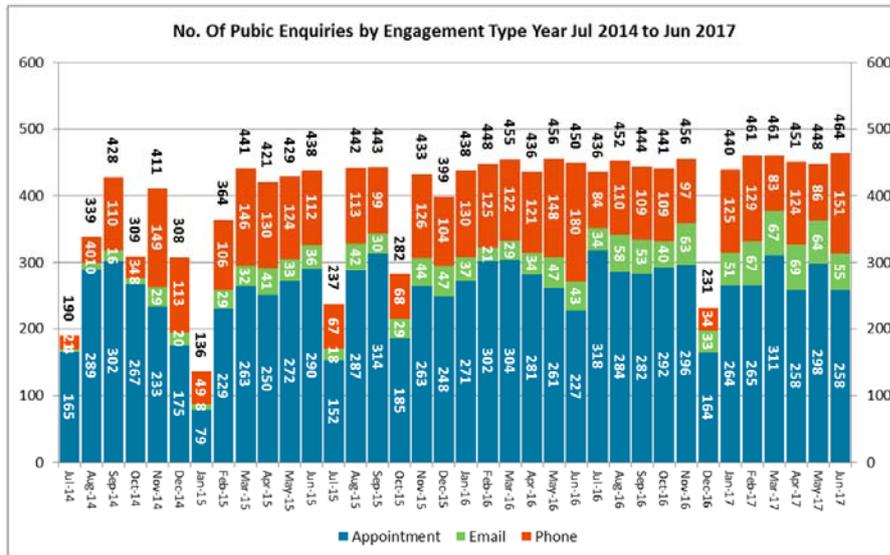
From July 2014 to June 2017 the duty planner received **15,538 enquiries**⁵⁷.

95. The following graphs indicate the level of enquiries remained steady over the research period.

Analysis of enquiries:

96. A random sample of 5000 of the 15,538 duty planner enquiries was reviewed to get a picture of who uses the duty planner service and what was the nature of their enquiries. Three planning staff who “do duty” were interviewed.

⁵⁷This equates to an average of approximately 5179 enquiries per year and 21 enquiries per day



Who uses the Duty Planner service and what information are they seeking?

97. Analysis of the duty planner records and discussion with duty planners indicate that the duty planner service is primarily used by (in descending order of magnitude):

1. Residential property owners looking to further develop their sites
2. Real estate agents and valuers
3. Neighbours

4. Building companies/package builders
5. Small scale builders (one-off projects)
6. Development professionals (planning consultants, engineers, architects etc)
7. Property developers/small business people
8. Lawyers

98. Most enquiries fell into the following categories and a single enquiry can relate to a number of the points below:

- Subdivision
- Change of use
- Home based businesses
- Duplexes
- Ancillary units
- Non-residential activities or developments
- Industrial/commercial developments
- Childcare centres
- Complaints
- Matters related to other Council units (building, infrastructure, roading)

Residential property owners

99. The main queries related to what could be done on their own residential zoned property in terms of intensification:

- *"Is there enough land to subdivide the property?"*
- *"Is there enough land to establish an ancillary flat?"*
- *"How many duplexes can be constructed on the site?"*

100. Some property owners were not actively seeking to further develop their site, but rather were looking to add value before putting the property up for sale (*"Council said there is room for a duplex"*. *"This property is sub-dividable"*)

101. Other enquiries related to dwelling additions, new garages and other accessory buildings. It is noted that some queries turned out to be building consent matters rather than district plan related.

Real estate agents and valuers

102. This group regularly contacts the duty planner seeking confirmation of development rights, opportunities or potential for a specific property to use as a basis for marketing or valuation.

103. They do not usually provide plans for a specific proposal for the duty planner to consider which makes it difficult for the duty planner to provide much information other than quoting the relevant rules.

104. It appears that these queries are sometimes used as a LIM substitute as much of the planning information requested (ie what resource consents have been granted on the site?) is provided in a LIM.

Neighbours

105. These enquiries related to change occurring in the local environment and neighbour disputes. These included:
- Seeking details about adjoining developments
 - Considering themselves adversely affected by adjoining developments and upset that they were not consulted or deemed adversely affected.
 - Upset at perceived unfairness of process (*"Why doesn't he need resource consent? – I did"*)
 - Complaints about neighbours (home occupations, noise, rubbish, fences, driveways, retaining walls etc)
 - Property and civil law issues/disputes (cross leases, fences, trees, ROW's etc) and other non-district plan matters.

Building companies (package builders)

106. These companies contact the duty planner seeking clarification/interpretation of rules. They have a basic understanding of District Plan requirements.

Small scale builders (one-off projects)

107. These builders undertake small scale building work but are not well versed in planning or paperwork. Their queries relate to how to achieve plan compliance and how to prepare resource consent applications.

Development professionals (planning consultants, engineers, architects etc)

108. These are development professionals seeking District Plan rule interpretation information in order to prepare development proposals/resource consent applications. They may work infrequently in Hamilton and are not necessarily familiar with the District Plan.

Lawyers

109. These queries related to obtaining planning verification information for liquor licence applications and obtaining copies of granted resource consents.

Conclusion

110. Development-related duty planner enquiries usually relate to small scale residential development/intensification (for example adding additional residential units, subdividing to create an additional lot, dwelling additions and accessory buildings) in the General Residential Zone. Other than ancillary flats, adding additional residential units requires resource consent under the District Plan.
111. A single dwelling on a site, ancillary flats, dwelling additions and accessory buildings are permitted activities subject to compliance with standards. This was also the case under the previous district plan.

112. What have changed in the case of permitted activities are the number and nature of development standards that must be complied with for a permitted activity to remain permitted.
113. As a result (particularly in relation to single dwellings and garages) many of these developments now require resource consent for infringement of standards.
114. On the other hand the plan now provides for duplex development as a restricted discretionary activity (a non-complying activity under the previous district plan). Duplexes can be developed at a higher density than the standard 400m² per single dwelling and fee-simple subdivision of the duplex is allowed. . So in that sense the District Plan has enabled development in the zone overall.
115. The duty planner service is being treated as a “one stop shop” for land development, particularly as it is an accessible public face for all types of enquiries where other council units may not be immediately available to deal with enquiry. These include:
 - Building consent matters
 - Infrastructure (crossings, location of pipes etc)
 - Contaminated land
 - Complaints (where there is no obvious issue ownership)
 - Customer Service (who may not always know where to send enquiries and consider that duty planner will know)
116. The location of the duty planner office provides the only place where there is generally unobstructed interaction with the public. If Customer Service is busy it can become place of general enquiry (“*can you call so and so for me etc...*”)

Issues Identified and improvements suggested:

117. There is no set format for recording duty planner interactions. It would be beneficial to have a system where data entry on all enquiries is standardised. This would enable consistent data recording and ease of access to information for analysis.
118. There is no formal set of information sheets addressing common enquiries. Providing information sheets would save time and enable consistent response to common enquiries. While they would be time-consuming to prepare they would be beneficial in the long run. It will be important to state that these sheets provide general information only and don’t override the requirements of the District Plan.
119. Other council units require a clear understanding of the role of duty planners so that they are not bogged down with non-planning related enquiries.
120. Clear points of contact for other council units should be provided or alternatively other units provide services similar to duty planner for their functions.
121. It is likely that the number of duty planner enquiries would reduce if the district plan on the Council website were “interactive”. This would allow the community to check plan requirements directly.

122. There is great community benefit in providing helpful service and education for customers to assist them with land development/subdivision. However there is danger in potential liability for duty planners giving out information which must be managed.

Pre-design / Pre-application Meetings

123. Council offers a free pre-design/pre-application meeting service for large or complex resource consent applications. These meetings provide an opportunity for applicants to discuss their development proposals with Council staff before formally lodging their application.
124. The intent is to save applicants time and money by enabling them to address any issues before finalising designs, reducing the likelihood of applicants being asked for further information during the processing of the application, and providing an opportunity to work with Council to produce good quality outcomes.
125. Pre-design meetings are held to give applicants the opportunity to meet with Council staff, prior to a pre-application meeting to discuss a development proposal in the "pre-design" phase. This "design- scoping" phase may include arranging for potential applicants to attend a Council Urban Design Panel meeting where advice is given on the ways that the design elements of a proposal might be improved.
126. Pre-application meetings are held so that Council staff can discuss a development proposal and the reasons why resource consent is required, prior to lodgement. The effects of the proposal can also be discussed, in addition the meeting can identify potential parties considered to be affected, and the expected process that will occur once an application for consent is lodged.
127. Meeting requests are made in writing on a form. The information to be provided:
- Contact person
 - Meeting attendees
 - Meeting time / date
 - Site address
 - Proposal description
 - Specific issues / topics for discussion
 - Other consents required
128. 502 meetings were held during the research period. Most relate to residential development and subdivision (detached dwellings, duplex/apartment development). Commercial/industrial developments with a mixed use component largely make up the remainder.
129. Discussions with Council planning staff indicate that most applicants want to sound out the acceptability of their development proposal/design.

Appendix 1 - Building Consent Data (Graphs)

D-2499492 – REEP Data Analysis Report

Appendix 2 - Resource Consent Data (Graphs)

Item

Attachment 4

D-2499492 – REEP Data Analysis Report

Attachment 5

Item

Stakeholder Engagement Plan

Regulatory Effectiveness and Efficiency
Programme (Stage 1, Part A)

D-2446401

1. Engagement Plan Outline (Stage 1, Part A)

Title	Regulatory Effectiveness and Efficiency Programme (REEP)
Date	July 2017
Background	REEP is in response to the Mayor’s call to “streamline the regulatory functions of Hamilton City Council”. Stage 1, Part A focuses on the rules and methods framework of the Partly Operative District Plan (PODP). Staff will make recommendations to the REEP task force where evidence demonstrates that existing rules and methods add costs and delay to the development process without delivering actual resource management or urban planning benefits. The task force will take any recommendations to Council for approval.
Project Context	<ul style="list-style-type: none"> • The project is of significance for Council, developers, the planning community and other users of the District Plan. • As the District Plan went through a comprehensive review from 2010-2016, a wholesale review is not in the scope of this project – rather it is to find out where existing rules and methods in the plan add costs and delay to the planning process without delivering actual resource management or urban planning benefits. • The significance to stakeholders will vary between major developers undertaking multiple complex projects to “mums and dads” who may only ever undertake a single minor project. • Scale/size of consultation: <ul style="list-style-type: none"> ○ Internal: approx 40 stakeholders ○ External: <ul style="list-style-type: none"> ▪ Applicants: 56 (large) 933 (small) ▪ Agents: 58 (large) 111 (small) ▪ Advocacy groups: 3 stakeholders ○ Elected members: 13 • The delivery timeframe for recommendations resulting from this consultation is approx 18 months (ie June 2017-December 2018)
Scope of Engagement	<p>Type of the project and opportunity to influence decisions:</p> <ul style="list-style-type: none"> • Specific – the parameters are set through the Terms of Reference. Stage 1, Part A focuses on the rules and methods framework of the PODP and the associated consenting process. The opportunity for stakeholders to contribute is limited to providing feedback on the current situation and the design and implementation of the solution.
Identify the key stakeholders	<p>Key stakeholders by profile:</p> <ul style="list-style-type: none"> • Internal users • External users - <ul style="list-style-type: none"> ○ Applicants ○ Agents • Advocacy groups • Elected members

Stakeholder Profile Group	Stakeholders	Purpose for engaging with this group/goal of the engagement
Internal users	See List A	<ul style="list-style-type: none"> To seek feedback for analysis on areas of perceived as creating issues To generate ideas and options for improving efficiency and effectiveness <p>– from an internal point of view</p>
External users	See Lists B1, B2, B3 and B4	<ul style="list-style-type: none"> To seek feedback for analysis on areas perceived as creating issues To generate ideas and options for improving efficiency and effectiveness <p>– from a customer point of view</p>
Advocacy groups	See List C	<ul style="list-style-type: none"> To seek feedback for analysis on areas perceived as creating issues To generate ideas and options for improving efficiency and effectiveness <p>– from an advocacy point of view</p>
Councillors	See List D	<ul style="list-style-type: none"> To seek feedback for analysis on areas perceived as creating issues To generate ideas and options for improving efficiency and effectiveness <p>– from a constituent point of view</p>

2. Engagement Activity by Stakeholder Group

Stakeholder Group A	Internal users
Purpose of engagement	<ul style="list-style-type: none"> To seek feedback for analysis on areas of the DP rules and methods framework and associated consenting process perceived as being inefficient or ineffective To generate ideas and options for improving the efficiency and effectiveness of those rules, methods or processes
Engagement period	<ul style="list-style-type: none"> November 2017 – May 2018
Method	Facilitated workshops <ul style="list-style-type: none"> Workshop 1 – preliminary session to gain initial views Workshop 2 – follow up on feedback from workshop 1 Working groups – drill down further into areas of particular concern with smaller groups / test analysis
Measures of success of engagement	<ul style="list-style-type: none"> At the conclusion of the workshops and follow-up discussions, there will be a set of clearly identified issues from an internal user perspective.
Pre-engagement	Activities: <ul style="list-style-type: none"> Communicate by email outlining background, purpose of engagement and questions/agenda Schedule workshops Prepare resources / collateral for workshops
Engagement	Activities: <ul style="list-style-type: none"> Hold Workshop 1 (2 x sessions of approx 20 attendees each with Julie Clausen as facilitator) Staff record feedback Send thank you emails Staff analyse feedback and prepare for Workshop 2 Hold Workshop 2 (Julie Clausen as facilitator) Staff analyse feedback Schedule follow-up meetings with working groups
Evaluation	<ul style="list-style-type: none"> Staff analyse feedback and prepare report for Task Force
Post engagement review	<ul style="list-style-type: none"> What was the goal of engagement? Was the engagement successful? Keep staff involved in the engagement to feed back key learnings

Stakeholder Group B1	External users – Applicants (large)
Stakeholder Group B2	External users – Applicants (small)
Stakeholder Group B3	External users – Agents (large)
Stakeholder Group B4	External users – Agents (small)
Purpose of engagement	<ul style="list-style-type: none"> To seek feedback for analysis on areas of the DP rules and methods framework and associated consenting process perceived as being inefficient or ineffective To generate ideas and options for improving the efficiency and effectiveness of those rules, methods or processes
Engagement period	<ul style="list-style-type: none"> Sept 2017 – May 2018
Technique	<ul style="list-style-type: none"> Questionnaire Follow-up interview 'Open forum' presentation to task force Test analysis with working group
Measures of success of engagement	<ul style="list-style-type: none"> At the conclusion of the interviews, there will be a set of clearly identified issues from a customer perspective
Pre-engagement	<p>Activities:</p> <ul style="list-style-type: none"> Prepare questionnaires
Engagement	<p>Small:</p> <ul style="list-style-type: none"> Email or hard copy questionnaire in post, providing project background and purpose of engagement Send thank you letter with coffee voucher <p>Large:</p> <ul style="list-style-type: none"> Email on-line survey link, with project background and purpose of engagement <p>All:</p> <ul style="list-style-type: none"> Staff analyse feedback Analyse individual consent applications if relevant Set up and hold follow-up interviews (number to be decided based on level of feedback from questionnaires) Staff analyse feedback Applicants invited to present to Task Force in 'open forum' Test analysis with small working group
Evaluation	<ul style="list-style-type: none"> Staff analyse feedback and prepare report for Task Force
Post engagement review	<ul style="list-style-type: none"> What was the goal of engagement? Was the engagement successful? Keep working group involved in the engagement to feed back key learnings

Stakeholder Group C	Advocacy Groups
Purpose of engagement	<ul style="list-style-type: none"> • To seek feedback from advocacy groups and their members on areas of the DP rules and methods framework and associated consenting process perceived as being inefficient or ineffective • To generate ideas and options for improving the efficiency and effectiveness of those rules, methods or processes
Engagement period	<ul style="list-style-type: none"> • Dec 2017 – March 2018
Technique	<ul style="list-style-type: none"> • Meetings
Measures of success of engagement	<ul style="list-style-type: none"> • At the conclusion of the interviews, there will be a set of clearly identified issues from the advocacy groups and those they represent
Pre-engagement	<ul style="list-style-type: none"> • Communicate by email providing project background, purpose of engagement, asking if they want to take part, noting that members may have already been contacted through other stakeholders groups (applicants and agents) • Pre-meeting with Property Council
Engagement	<ul style="list-style-type: none"> • Hold meetings
Evaluation	<ul style="list-style-type: none"> • Staff analyse feedback and prepare report for Task Force
Post engagement review	<ul style="list-style-type: none"> • What was the goal of engagement? • Was the engagement successful? • Feed back key learnings to advocacy groups

Stakeholder Group D	Councillors
Purpose of engagement	<ul style="list-style-type: none"> To seek feedback on what the community is telling councillors about the DP
Engagement period	<ul style="list-style-type: none"> Sept-Oct 2017
Technique	<ul style="list-style-type: none"> One-on-one meetings
Measures of success of engagement	<ul style="list-style-type: none"> At the conclusion of the interviews, there will be a set of clearly identified issues from the communities represented by the councillors
Pre-engagement	<ul style="list-style-type: none"> Email invitation to meeting, email providing project background and purpose of engagement
Engagement	<ul style="list-style-type: none"> One-on-one meetings: <ul style="list-style-type: none"> What is the community telling you about the plan / the process? Can you provide examples? Is there anyone you'd specifically like us to talk to? What do you think?
Evaluation	<ul style="list-style-type: none"> Staff analyse feedback and prepare report for Task Force
Post engagement review	<ul style="list-style-type: none"> What was the goal of engagement? What the measure of success achieved? Feed back key learnings via the Task Force

APPENDIX 1 – Stakeholder Groups

Group A (Internal users)

Planning Guidance Unit		
1.	Fraser McNutt	Acting Unit Manager
2.	Laura Clemens	Acting Applications Team Leader
3.	Gillian Cockerell	Principal Planner
4.	Rajiv Raman	Senior Planner
5.	Lawrence Njoku	Senior Planner
6.	Brent Cryer	Intermediate Planner
7.	Mark Ewington	Intermediate Planner
8.	Sam Le Heron	Intermediate Planner
9.	Alisa Neal	Planner
10.	Natalie Webb	Planner
11.	Sophie Elliot	Planner
12.	Cliff Thomas	Duty Planner
13.	Hugh McCullough	Former Building Consent Planner
14.	Peter Kirk	Compliance Team Leader
City Development Unit		
15.	Andrew Parsons	Unit Manager
16.	Jean Jin	Development Engineer
17.	Martyn Smith	Senior Development Engineer
18.	Graham Ferry	Senior Development Engineer
19.	Jonathon Brookes	Senior Development Engineer
20.	Janine Griarte	Development Engineer
21.	Cliff Newton-Smith	Growth Team Leader
22.	Andrea Phillips	Infrastructure Engineer
23.	Melissa Slater	Senior Planner
24.	Nathanael Savage	Principal Planner
25.	Tony Denton	Infrastructure Planning Team Leader
City Waters and City Transportation		
26.	Glenn Boyd	Infrastructure Engineer (City Waters)
27.	Raewyn Simpson	Senior Planner (City Waters)
28.	Maire Porter	Unit Manager (City Waters)
29.	Robyn Denton	Operations Team Leader (City Transportation)
30.	Simon Crowther	Senior Network Engineer (City Transportation)
31.	Jason Harrison	Unit Manager (City Transportation)
Parks		
32.	Renee McMillan	Acting Unit Manager
33.	Sean Sterling	Planner
34.	Zeke Fiske	Project Leader
35.	Jamie Sirl	Senior Planner
Environmental Health		

36.	Peter McGregor	Environmental Health Manager
37.	Carmel Mangan	Environmental Health – Contaminated Land
Building Unit		
38.	Cory Lang	Unit Manager
39.	Leanne Beal	Team Leader Building Review
40.	Kitrina Reid	Building Inspector
City Planning		
41.	Luke O'Dwyer	Unit Manager, Economic Growth & Planning
42.	Paula Rolfe	Team leader, City Planning
43.	Alice Morris	Team leader, City Planning
Amorangi Maaori		
44.	Muna Wharawhara	Co-governance / iwi consultation advisor

DRAFT

Group B1 (External users – Applicants Large)

Applicant	Total
Anglesea Medical Properties Ltd	3
Ann Marie Harvey	1
Anne Cecilia & Rodger Campkin	1
Assured Construction Limited	13
Bunnings Limited	3
Bupa Care Services NZ Ltd	1
CDL Land New Zealand Ltd	2
Cemac Construction Ltd	1
Champa Priyanthi Srikantha James	1
Charles Anthony Robinson	1
Chartwell Investments	1
Chedworth Properties Ltd	6
Church of Jesus Christ of Latter Day Saints	3
Clapson Construction Ltd	45
Cornerstone Developments Waikato Ltd	13
Dixon Homes Ltd	4
Downey Construction Ltd	2
Downey Designer Homes	7
Everton Heights Limited	1
Foster Develop Ltd	9
GBL Construction Ltd	25
Glaisdale Property Partnership Ltd	5
Glaisdale West Property LP	1
Grafraell Properties Ltd	10
Graton Ltd	13
Gull Holdings Ltd	5
Gull New Zealand Ltd	1
Housing New Zealand Corporation	3
Housing New Zealand Limited	37
Jennian Investments Ltd	4
Kirkdale Investments Ltd	6
Landsdale Development Ltd	2
Multi Construction Ltd	13
Parkwood Gateway Holdings Ltd	3
Parkwood Trade Centre Limited	2
Porter Properties Limited	6
Portland Park Ltd	4
Pragma Designer Homes Ltd	44
Pragma Holdings Ltd	3
Pragma Rentals Ltd	5
Rotokauri Development Limited	10
Ruakura Ltd	10
Ruske Developments Ltd	4
Ryvington Holdings Ltd	1
Summerset Villages (Hamilton) Ltd	1

Summerset Villages (Rototuna) Ltd	2
Sylvester Road Developments	1
Tainui Group Holdings Ltd	2
Tak Hong Choy	6
Te Rapa Gateway Limited	4
The Base Te Rapa Ltd	1
The Church of Jesus Christ of Latter Day Saints Trust Board	11
Tristar Group Ltd	1
Udy Investments Ltd	1
Yeoman Construction Ltd	10
Yeoman Homes Ltd	4

Group B2 (External users – Applicants Small)

Applicant	Total
1040 Properties Ltd	2
161 Showtime Investment Ltd	1
192 Kent Street Limited	1
2012 Limited	2
381 Trust	1
611 Victoria Street Ltd	3
8 Great Homes Ltd	4
A & G Elite Homes Ltd	2
A Cut Above Building Ltd	1
A Duthie	2
A J Humphries Ltd	2
A W Burns Ltd	7
Aaron Richard Tucker	3
Aaron William Maurice Katipo	1
AB & EW Family Trust	1
AB and JZ Limited	3
Abel Trust	1
Aborline Products Limited	1
Activate Foundation Trust	2
Adam Pieter Nooyen	1
Adrian Armstrong	2
Adrienne Judith Elizabeth Peacock	1
Adshel New Zealand Limited	2
Advance Design & Build	1
Advance Fitness (Distribution) Ltd	2
Advantage Properties Ltd	1
AGR Construction Ltd	2
Ahmed Sa'id Alkadhi	1
Aihua Hu	1
Aish Properties Ltd	9

Alan George Liddall	1
Alec Utting	1
Alex Hu	1
Alexandra Tegan Ltd	2
Alice Na Wu	1
Alistair Druett	1
Allan & Robin Hawkey	1
Allan Harold Nieper	1
Allan Liang-Chih Wan	1
Allen David Drummond	1
Alpine Trust	2
Altranz (2008) Limited	1
AMF Investments Limited	2
Amrat Lal Lad	1
AMS Group Ltd	1
Amy Louise Wilkes	1
Amy Wilkes	1
Andrew Craig Murdie	1
Andrew David Sorensen	3
Andrew Giarn	1
Andrew Humphries	1
Andrew James Fink	1
Andrew Mccabe	1
Andrew Noble	1
Andrew Rion MacDonald	1
Andrews & Porter	1
Angela Beaton	1
Angela Joy Clark	1
Anthem Homes Ltd	13
Anthony Thomas	1
AP Construction	1
AP Kowhai Property Ltd	1
AP Management Trust Ltd	2
AP Trust Management Ltd	2
Apex Commercial Hamilton Ltd	1
Apex Construction Ltd	1
APN Outdoor Ltd	2
Argyle Pre School	1
Arindon Trust	1
Armstrong Homez Ltd	1
Arron Lawrence Harford	1
Arron Wooley	2
Arthur Patrick Muldoon	1
Asaleo Care	1
Ashika Lal	1

Ashwin Jagdish Bhana	1
Aspec Construction Ltd	1
Assured Property Ltd	1
AST Holdings Ltd	3
Attic Homes	12
Authentic Church	1
Auto Leisure & Marine Group Ltd	1
AWD Developments Ltd	1
Awin Homes Ltd	1
Aybee Trust	1
Balloons Over Waikato Trust	3
Balvir Singh	1
Barbara Whittaker	1
Barnard Construction Ltd	1
Barry John Gillies	1
Barry Shirley Wanless	1
BDL Construction Ltd	3
Beggs Wiseman Limited Partnership	1
Bella Rosa Partnership	2
Ben Gilby	2
Benjamin Samuel Jones	2
Bergerson Rentals Trust	1
Bernard Dalzell Holdings Ltd	1
Bernard Michael Powell	1
Bernard William Gittings	1
Best Start Educare Limited	1
BET Enterprises Ltd	1
Better Choice Foods (Manufacturing) Ltd	1
Bevan Athol Clement	1
Bevan Paul Smith	1
Bin He	1
Bird Plant & Equipment Trust	1
Birdwood Custodians Ltd	1
BK Investments Limited	2
Black & Orange Property Limited	1
Black Tiki Ltd	2
BMG Property Investments Ltd	2
Board of Administration of the Methodist Church of New Zealand	1
Bochasanwasi Shri Akshar Purushottam Swaminarayan Sanstha NZ Inc	1
Bottle Stop Properties Ltd	1
Boyd Motorcycles Limited	1
BP Oil New Zealand Ltd	3
BP Ventures Ltd	4
Bradley Dinnan	1

Brandd No3 Investment Ltd	2
Breezmore NZ Ltd	2
Brenda Dianne Innes	1
Brendon Raymond Ronke	1
Brendon Wayne Ashcroft	1
Brent Anthony Purcell	2
Brent Bell	1
Brett Desmond Asplin	1
Brian David Rastrick	1
Brian Ian Willis	1
Brigham Peter Nordstrom	1
Bromley Investment Trust	1
Bruce Daryl Potter	1
Bryce Carmichael	2
Bryce William Mael	1
Brymer Group Trustees Limited	1
Brywood Development Co Ltd	3
Bupa Care Services NZ Ltd	2
Business Dynamix Ltd	2
By The Ears Limited	2
C & B Marshall Trustees Ltd	1
C & G Developments Ltd	1
C Homes Ltd	1
Caleb Li	1
Cambridge Homes Waikato Ltd	1
Cambridge Oaks Ltd	2
Campbell Stanley Forlong	1
Capan Investments Ltd	1
Carl John Mapley	1
Carl Terence Hunt	1
Carmen Jane Cowley	1
Caroline Helen Fraser	1
Casparus Johannes Reinhard Verbeek	1
Castle Property Management	2
Catherine Anne Whittaker	1
Cavalier Construction	2
CBD Developments	5
CC Builders Holdings Ltd	3
Chedworth Properties Ltd	1
Chen Family Trust	3
Cheng-Tsung Chang	1
Chesterford Limited	2
Chief Construction Ltd	1
Chris Burns Building Ltd	2
Christian City Church Hamilton	1

Christine Denise McIntosh	1
Christopher Balfour Bayley	1
Christopher Donald Yates	1
Christopher Ferguson Barker	1
Christopher John Lawson	1
Christopher Raymond Cooper	1
Christy Anne Pemberton	1
Chun Wah Chow	1
Chylie Properties Ltd	1
Citisite Properties Ltd	1
CJ & GLM Ingram Trust	1
CJ Enterprises Ltd	1
Claire Fraser Jones	1
Clare Louise Lempriere	1
Classic Builders Waikato	14
Clearmont Media Ltd	1
Clive Edwin Brooker	1
CMT Fitness Limited	1
Colin Ashton Trust	1
Colin Roy Litt	1
Colin Storey	1
Colleen Iris Priest	1
Collingwood Dental Care	1
Collins & Radovancich Family Trust	1
Comfortable Homes Ltd	2
Commercial Buildings (Waikato) Ltd	1
Community Living Trust	2
Compass Homes South Auckland	1
Connect 8 Ltd	1
Connor Paul Hamilton	1
Coombes Johnston BMW	1
Core MMA Limited	1
Cornelis Deelstra	1
Corofin Family Trust	1
Courtney Ian Bertram	1
Coventry Construction Limited	1
Craig John Worth	1
Craig Warren Paul	1
Creators Buildings Ltd	1
Crestline Furniture Systems	1
Crosby Estate Ltd	2
Cruise Investments Ltd	1
CXD and BPD Trust Partnership Ltd	7
D Blom	1
D360 Limited	9

D4 Properties Ltd	5
Da Silva Builders Limited	9
DAKS Developments Ltd	2
Dan Fenwick Builders Ltd	3
Daniel Joseph Maraffio	1
Daniel Lee Chisnall	2
Daniel Moore	1
Daniel Richard Fenwick	1
Danielle Grace Harte	1
Daryl Desmond Roberts	1
Daryl Rose Wiley	1
Da-Silva Builders	1
DAV Investments Ltd	1
Dave Cooper	1
David Boyd Limited	1
David Braithwaite	1
David Christopher Hamilton	2
David Francis Scanlen	1
David Graeme Scampton	1
David John Wallace	1
David Kraakman	1
David Nathan Hooker	1
David Reid Homes (Waikato) Ltd	3
David Richardson	2
David Robert Tebbutt	2
Dean Anthony Cotter	1
Deborah Jan Ford	1
Demacia Homes Ltd	1
Denis Frank Newby	1
Dennis Colin Lean	1
Dennis Smith	2
Derek Thomas Kenny	1
Design Builders (Waikato) Ltd	2
Detech International Limited	1
Dian Qiang Yuan	1
Dickrex Ltd	1
DLA Architects	1
DNA Property Developments Limited	2
Domingo Doclan Madarang	2
Dominion Developments Ltd	2
Don Buchanan Builders Ltd	4
Dong Fa Liang	1
Dongmei Xun	1
Double R Developments Ltd	1
Douglas Henry Norton	1

Douglas Henry Robinson	1
Douw Gerbrand Van der Merwe	1
Downey Projects Ltd	1
Dubble L Trade Ltd	3
Duncan Gibbs	1
Duncan McNaughton Pitcaithly	1
DV Bryant Trust Board	1
Ebbett Waikato Limited	2
Education Action Ltd	1
Edward Norman Elliott Nicholson	2
Edward Siak	2
Elizabeth Anne McNeill	1
Elizabeth Frances Kemp	1
Elizabeth James	1
Emerson Irvine	1
Emma Amphlett	1
Endeavour Avenue Developments Ltd	1
Enrich+ Property Trust	1
Eric Hu	1
Esselle Rental Properties Ltd	1
Eternal Sea Ltd	1
Everton Heights Limited	1
Evolution Acquisitions Ltd	1
Evolve Architecture Ltd	1
Ezel Ltd	2
Fairfield Medical Centre Ltd	1
Fairview Developments Ltd	1
FANALCO	1
Fantasy Homes Ltd	6
Feature Developments Ltd	2
Fellowship Baptist Church	1
Fibre Pools NZ	1
Film J Ltd	1
Fiona Joyce Thomson	1
First Choice Homes Ltd	2
First In Homes Limited	1
Fleet Image NZ Ltd	1
Focus on Property	1
Fontein Investments Ltd	1
Fonterra Co-operative Group Ltd	3
Food India Limited	1
Forge Group Ltd	1
Forlongs Furnishings Ltd	1
Form Building and Development Ltd	1
Frank Fu	4

Franklyn Ferguson Pennington	1
Fraser Walther Ramaekers	1
Freedom Christian Church	1
Freelance Lands Ltd	1
Fully Equipped Group Ltd	1
Future Builders Ltd	1
Future Houses (2009) Ltd	1
Future Properties NZ Ltd	1
G & S Equities Ltd	2
G J Gardner Homes	25
G Q Life Ltd	1
Garry John Murtagh	2
Gary David McMahon	1
Gary Smith Management Ltd	2
Gary Thomas Lake	1
Gayamaju NZ Ltd	4
GD (Hamilton) Ltd	6
GDS Limited	2
Geertje Herder	1
Gengy's Limited	1
Gerard Holdings Ltd	1
GF and RD Nieuwelaar Family Trust	1
Gilbar Properties Ltd	1
Gil-Bek Developments Ltd	1
Gillian Dalrymple James	1
Glen Anthony Archer	1
Glen Michael Corbett	1
Glenn Edward Richards	1
Go Do It Ltd	1
Go Media Bacbou Limited	1
Gold Plus Ltd	2
Goneburger New Zealand Limited	1
Gordonton Friends Ltd	1
Graeme David Whitley	1
Graeme Timothy Hawthorne	1
Graham Francis Robertson	1
Graham Hugh McNeill	1
Graham John Walker	1
Grandview Property Group	1
Grant Alexander Lumsden	1
Grant James	1
Grant Matthew Griffiths	1
Grant Reid	1
Grantchester Farms Limited	1
Graton Ltd	4

Greene Racing Ltd	2
Greens Global Limited	1
Greens Property Ltd	1
Greg McGovern Construction Ltd	1
Greig Holdings Ltd	4
Grey Street Property Investments	1
Gros Islet Trust	1
GTX Property Investments Ltd	1
Guang Zhou	1
Guo Qiang Hu	1
Gwyneth Williams	1
GZ Homes Ltd	2
H & Q Family Trust	1
Hamilton & Cambridge Farmers Market Trust	1
Hamilton City Council - Strategic Land Management	1
Hamilton Designer Homes	1
Hamilton East Methodist Parish	1
Hamilton Gardens - Hamilton City Council	2
Hamilton Homezone Ltd	2
Hamilton Hounds Limited	1
Hamilton Residential Limited	1
Hamilton Rowing Club	1
Hamish Art Day	1
Hancock Construction Limited	2
Hansen Homes Ltd	1
Hao Ying Cho	1
Harrods Limited	2
Harry Luther	1
Harry Plummer-Allinson	2
Harry Su	1
Hatwell Properties Ltd	10
Hayley Elizabeth Wood	1
HBC Design Ltd	1
HCA Trust	1
HCC - City Development Unit	2
Heather Joy Lawson	1
Helen Margaret Macky	2
Helena Liu	2
Highview Properties Ltd	1
HIIT Group Guru Limited	1
Hillview Development Ltd	1
HJL Kahu Limited	1
HMC Enterprises Limited	1
Hodgson Family Trust	1
Holah Homes Ltd	2

Homes 4 U Ltd	15
Homes for Living Construction Limited	2
Homes for Living Ltd	9
Horotiu Farms Limited	1
Horotiu Land Developments Ltd	1
Hospo Developers Ltd	1
Housing New Zealand Limited	2
Hugill Development Ltd	2
Hugo Homes Ltd	1
Hukanui Bible Chapel	1
Hwei Gjin Ow	1
Ian Bryce Carmichael	1
Ian Michael Gilby	2
Imran Ibrahim	1
Industrial Tube Manufacturing	1
Intop Homes Ltd	7
Irshard Subhan Kamaldeen	1
Issues Trust	1
J & J Patterson Ltd	1
J M Till	1
J W Trustees Ltd	1
Jabah Family Trust	1
Jack House Transit Ltd	2
Jack Roy Trust	1
Jacquelyn Tracey Jones	1
Jamara Ltd	1
James Daniel Barrett	1
James Hamilton Hely	1
James Hutchinson Lovatt	1
James John Capewell	1
James Marten Edmund Lux	1
James Richard Neale	1
Janice Eva Robinson	1
Jared Paul Radich	1
Jason Ian Church	1
Jason Leigh Metcalfe	2
Jason Scott Wroe	1
Jaspin Ltd	1
JBL Limited	1
JD & JS Investments Ltd	1
Jencey Investments Ltd	1
Jennian Homes North Waikato Ltd	3
Jennifer Anneke Kranenburg	1
Jennifer Elizabeth Carter	1
Jessica Shannon Lott	1

Jiahua Jin	2
Jie Yu	1
Jigsaw Childcare City	1
JJ Kraenzlin Trustees Ltd	1
Joe Family Trust	1
Joel Stephen Rickard	3
Joel Stevenson	1
John Andrew Armstrong	1
John Ewen McGuinness	1
John Ingham	1
John Maurice Kelly	1
John Meikle	1
John Rowland Harvey	2
Johnny Liu	1
Jonathan Harold Tanner	1
Jonathon Paul Calder	1
JRT Security Ltd	1
Judith Joy Friar	1
Julie Marshall	1
Julie Taverner Trust	2
Justin Gerard McCaffrey	1
Justin Tracey Mulligan	1
JWNS Limited	5
K & C Jensen Ltd	1
K & K Holdings Ltd	1
K Built	1
K Mart New Zealand Ltd	1
Kalem Paul Nordstrom	1
Karaka Homes Ltd	2
Karishthree Showhome Trust Ltd	2
Karl William Wilson	1
Karyn Nicol	1
Katherine Chi	6
Kaushik Mistry	1
Kay Margaret Burr	1
Kay Road Developments Ltd	1
Kay Susan Hempstead	1
KCLS Ltd	1
Ke Fu	2
Keewee Group Ltd	1
Keith Alexander Stantiall	1
Keith Andrews Trucks	1
Keith Hay Homes Ltd	1
Kelly Maree Pinfold	2
Kelly Ryan Haora	2

Kelvin Loh	1
Kelvin Richard French	1
Kenneth Alexander Ballantyne	2
Kenneth James Palmer	1
Kenneth Swift Family Trust	1
Kevin Adrian Rudd	1
Kevin George Porteous	2
Kevin Michael Wood	1
Kewwa James Low	1
Kia Ata Mai Educational Trust	1
Killarney Motors (2006) Limited	1
Kim Raymond Prenter	1
Kingsbeer Construction Ltd	1
Kingsbeer Properties Ltd	1
Kingward Investments Ltd	2
Kirsten Lee Pennell	1
Kiwi Designer Homes Ltd	1
Kiwi Property Group Ltd	1
Kulbir Singh	1
Kurt John Cooper	1
Kurt Ross Christensen	1
Kustom Construction Ltd	6
L & S Holdings Ltd	1
Lake Domain Developments Ltd	4
Land Properties Ltd	5
Landmark Homes Waikato	5
Landmark Investments Ltd	1
Lawrenson Group Ltd	1
Leanne Anita Morris	1
Lee Dental Services LP	1
Lee Wah Lou	1
Leeanne Phillips	1
Lei Huang	1
Lei Shi	1
Leslie Gordon Downes	1
Lester David Silver	1
LH Consulting Ltd	4
Lifestyle Living Property Limited	3
Lily Investment Company Ltd	2
Lin Luo	1
Linda Jean Twiname	1
Linden Homes Ltd	3
Line & Design Landscaping	1
Link Star Properties Limited	1
Linn Industries Ltd	1

Lin-Yu Li	1
Liquid Amber Ltd	1
Little Hair Company	1
Little Lee's Learning Centre	1
Little London Lane Ltd	1
Livestock Improvement Corp LTD	1
Livingstone Building NZ Ltd	1
Livingstone Construction	2
Lodge Real Estate (Hamilton) Limited	1
London State Ltd	1
Louise Feathers Planning	1
Lucy Fu	1
Lyn Walkington	1
Lyndendale Farms Ltd	1
M & L Thorburn	1
M Shahid	1
M&T NZ Holding Ltd	2
Mactan Property Trust	4
Madapurackal Family Trust	1
Magna Homes Ltd	4
Maibella Ltd	4
Mainstreet Place LP	1
Majestic Buildings Ltd	2
Make It Happen 2012 Ltd	3
Malcolm Sowerby	1
Malolo Trust Ltd	1
Manor Securities Ltd	1
Marcus Mason	1
Margie Magno Caingles	1
Maria Jane Batters	1
Mariette Katherine Smith	2
Marist Rugby Club Inc Society	1
Mark Gothorp	2
Mark Hector Roberts	1
Mark Hughes	1
Mark Wayne Newdick	2
Mark William McCabe	1
Marlene Williams	1
Marlin Blue Investments Ltd	1
Martin Bell	2
Martin Joseph Cameron	3
Matlun Ltd	1
Matt Douglas	1
Matt Watts	1
Matt Williams	1

Matthew William Phillips	1
Maui-Mckee Ltd	2
Maurice Bain	1
Mautner Family Trust	1
Max Walker Verran	1
May Low	1
McCollum Trust	1
McDonalds Restaurants (NZ) Ltd	1
McNicol Family NZ Trust	2
McQuarrie Apartments Ltd	20
MD Shep Ltd	2
Melissa Joy Tissink	1
Metro Paws and Claws Pet Hotel Limited	1
Michael Askey	1
Michael Blagojevic Family Trust	1
Michael Gerard Overwater	1
Michael John Fisher	2
Michelle Jean Pearson	1
Mijay Trustee Ltd	1
Mike Greer Homes NZ Ltd	2
Millennium Plastics Ltd	1
Ming Li Yu	1
Ministry of Education	1
Mintswan & Co Ltd	1
Miranda Rachel McLean	1
Miro 2013 Ltd	4
Mohammed Hakim Sahib	1
Monckton Charitable Trust	1
MPD Properties Ltd	1
Mr Simon Diplock	1
MS & L McClennan Electrical Ltd	1
Mtcy Investments Ltd	1
Mundi Development Ltd	1
Murray Nelson Shaw	1
Murray Wayne Young	1
Naseem Ali	1
Natalie Ann Buck	1
Nau Mai Ltd	2
Nawton Ltd	5
NBBDC Ltd	1
Neil Alexander Lickfold	1
Neil Rodger	1
Neville Meredith Cameron	2
New Trends Homes Ltd	1
New Zealand Fire Service	1

New Zealand Training Centre	1
New Zealand Transport Agency	2
Next Level Fitness Studio	1
Next Residential Ltd	1
Ngaakau Tapatahi Trust	1
Nicholas Lessing	1
Nicholas Ling	1
Nicholas Paul Brown	1
Nicholls Group Projects Ltd	2
Nicola Grace Miers	1
Nicola Maria Locke	1
Nigel Beach Browning	1
Nigel Clifford Holman	1
Nikau Developments Limited	1
Nimbus 2015 Investments Ltd	2
Ning Li	1
Noeline Glenis Stewart	1
North City Park Ltd	1
Northend Hospitality Limited	1
Northgate Village Ltd	5
Numero Thirty Six Limited	1
NZ Louvres	1
NZ Muslim League Incorporated	1
NZ Post Properties Ltd	1
Oaklands Group Holdings Ltd	1
Oakorn Holdings Ltd	1
Oceania Healthcare Ltd	1
O'Dalaigh Investments Ltd	1
Officer Kwist Trust	1
Ohaupo Properties Ltd	1
Oliver Tristan James Pearson	3
Omega Hospitality	1
Oscar Mattson Day	1
Pac Rim Corporate Solutions Ltd (Keeto Trading)	1
Parcway Homes Ltd	2
Parklea & Robertson	2
Paterson Enterprises Ltd	1
Paul Anthony Armstrong	1
Paul Gordon Bethel	2
PC Hempstead Property Trust	1
Peakstone Homes Ltd	1
Perclo Sandwich Ltd	1
Peregrine Developments Ltd	1
Perplexity Limited	1
Peter James Mandeno	1

Peter Jiang	1
Peter John Smith	1
Peter Lash	2
Peter Leo Green	1
Peter Llewellyn Hensby-Bennett	1
Peter Raymond Owen	1
Philip John Thomson	2
Philip Noel Burton	1
Phillippe Martin Basel	1
Phoenix Downs Ltd	2
Pienaar Willie Piso	1
Pineapple Properties Ltd	1
Podium Investments Ltd	1
Porter Developments Ltd	1
Praveendra Chand	2
Prinnbank Family Trust	1
Professional Pools Ltd	2
Proform Plastics Ltd	1
Proform Properties Ltd	1
Progressive Enterprises Limited	1
Prolife Foods Ltd	1
Provida Foods Ltd	1
QRS Holdings Ltd	1
Quality Rental Management Ltd	1
Queenwood Properties Ltd	1
R & Y Mead Limited	1
Rachel Hamilton Gibbs	1
Rachel Jane Ward	1
Rachel Ward	1
Raglan Holdings Ltd	1
Raid Developments Ltd	2
Rakesh Singh	1
Ralph Holdings Ltd	2
Ratcliffe Family Trust	1
Rauawaawa Kaumatua Charitable Trust	1
Ravisha Wijesinghe	1
Raymond Zhou	1
Rayner Family Trust	1
Realty Services Holdings Ltd	1
Red Green Ltd	3
Reddy & Co Ltd	1
Renew Development Ltd	2
Rentrezi Ltd	2
Reon Taylor	2
Resolute Holdings Ltd	1

Resolution Village Ltd	2
Rex Cecil James	1
RG de Leeuw Construction Ltd	16
RH Waikato Ltd	1
Rhino Development Ltd	5
Richard Ball Family Trust	1
Richard James Bennett	1
Richard Ruske	1
Rikki-Lee Flyger	1
River City Rental Trust	2
Rivercove Ltd	1
Riverglade Ltd	1
Riverlea Group Limited	1
Robert Frith Allbrook	1
Robert Ian Taylor	1
Robert Paul Crawford	1
Robof No 2 Ltd	1
Ronald Anthony Julian	1
Rory Deane Noorland	1
Rosemeen Julita Mohammed	1
Ross Anthony Hemi	1
Ross Hemi Family Trust	1
Rototuna Edge Ltd	5
Rototuna Market	1
Rototuna Medical Centre	1
Rototuna Ventures Ltd	2
RPS Quality Homes	3
RT Management Trust	1
Ruakiwi Partnership	1
Ruibo Cho	1
Russell Grant Wilkinson	1
Russell Laurence Bush	2
Russell Owen Armitage	1
Ryan McCarthy	1
Ryan Pilcher	1
Ryman Hamilton Limited	1
S & K Partnership Ltd	2
S Peko (Horsetrading Ltd)	1
Sacred Balance Limited	1
Safety & Apparel Property Management Ltd	1
Saint Properties Ltd	2
Samantha Jayne Phelvin	1
Samuel Richard Millington	1
Sandeep Chhaganlal Patel	1
Sanlin (Kuranui) Ltd	1

SAPA Properties Limited	2
Sarah Donaldson	1
SARJ Limited	1
Scott James Harrison	1
Seahorse Property Group Ltd	1
Seddev Limited	2
Seddon Apartments Ltd	1
Sekta Properties Ltd	2
Service Resources Ltd	1
SG & SM Smith Family Trust	2
Shane Rowland Harvey	1
Shaohua Liu	1
Sharma Group (NZ) Ltd	1
Sharon Violet Wright	2
Shaun Michael Cosgrave	1
Shavon Holdings Ltd	1
Shayne William Jesney	1
Sheilds Development Limited	5
Sheng Da International Ltd	1
Shields Development Ltd	4
Shirin Mei Bull	2
Si Lin Li	1
Signature Homes Waikato	3
Sikh Society Hamilton (NZ) Incorporated	1
Simon Addison and Partners	2
Sincere Funeral Services Limited	1
Sincere Limited	1
Skipper Trust	1
Sky City Hamilton	1
Smart Living Concepts Limited	1
Smartdraw Architecture Ltd	1
SMT Building NZ Ltd	1
Solan Heights Ltd	1
Sorrento Kings Ltd	1
Southbank Properties Ltd	6
Southwell School Board of Trustees	1
SP Reed Trust	1
Spark New Zealand Limited	6
Spitzer Brothers Construction Ltd	2
Splice Construction	1
SPR Properties Ltd	1
St Paul's Collegiate	3
St Vincent de Paul Society	1
Stacey Walker	1
Star Chen	1

Stark Properties Ltd	1
Stefan Matca	1
Stephen Gary Lankshear	1
Steve Patrick McLennan	1
Steven Colin Agnew	1
Steven John Ross	1
Stevenson Designer Building Ltd	4
Stewart Family Trust	1
Stiles and Hooker Ltd	2
Stirling Reid Trust	1
Stonewood Homes (Hamilton) Ltd	4
Strowan Trust	1
Stuart Lindsay Gordon	2
Su Ping Li	1
Sukh Deo	1
Sultan Sikander	1
Sunshiny Property Invest Ltd	1
Surebuild Homes Ltd	3
SVS Laboratories Limited	1
Swift Property Management Ltd	2
Swordfish Projects Ltd	3
Talou Investments Ltd	1
Tania Watt	1
Tasman Greig Developments Limited	1
TBJ Investments Ltd	1
TCS (NZ) Limited	1
TDM Management Ltd	1
Te Awamutu Veterinary Association Incorporated	1
Te Hui Amorangi ki te Manawa o te Wheke Trust Board	1
Te Kohao Health Ltd	1
Te Rau Aroha Papakianga Charitable Trust	1
Te Rau Aroha Papakianga Trust	1
Te Whakaruruhau Women's Refuge	1
Teng Yang Li	1
Terei Investment Trustee Ltd	1
Terry Shoston	1
TGH Fixed Income Ltd	1
The Church Road Partnership	2
The Colonial Motor Company Limited	1
The Dol Family Trust	1
The Empire Limited	2
The Ghosh Family Trust	1
The Good Home Ltd	1
The Hamilton Roller Skating Club	1
The Hillcrest Chapel Trust	1

The Hobson Street Trust	2
The Issues Trust	1
The Karishthree Showhome Trust Ltd	1
The KC Wilson Family Trust	1
The Little Family Trust	1
The National Trading Company of NZ Ltd	1
The Prompt Trust	1
The Riverbanks Ltd	1
The Salvation Army New Zealand Trust	1
The Shaw Thing Family Trust	1
Thomas Craig Evans	1
Ti Kouka Developments Ltd	2
Tina Chou	1
Tippy Investments Ltd	1
Titanium Properties Ltd	2
Titoki Farms Ltd	2
Toby Ryan Stone	1
Tomorrow Investments Limited	10
Transport & General Engineering Ltd	1
Transpower New Zealand Ltd	7
Trean Properties Ltd	1
Trethowen Family Trust	2
Trevor Hart	1
Trilford Homes	5
Trok Building Ltd	2
Trust Waikato	1
Tuffin Family Trust	1
Twisted World T/A Roadside Attractions	1
Twizel Trust	1
Two Degrees Mobile Ltd	4
Ultimate Holdings Ltd	3
Urban Flooring Ltd	2
Urban Homes NZ Ltd	3
Urbano Projects Ltd	1
Urlich Properties Ltd	1
Van Woerden Iling Commercial Ltd	1
Vara Property Ltd	1
Veronica Josephine Eichmann	1
Versatile Homes and Buildings	3
Vijay Pal	1
Vincent Oliver Urtola Chua	1
Vinnie Gardiner	2
Vishnu Dewan Reddy	1
VL Capital Management Limited	1
Vodafone New Zealand Limited	1

W & C Hutchinson Family Trust	1
W E Elder Enterprises Ltd	1
Waikato Community Trust Inc	1
Waikato Diocesan School	1
Waikato District Health Board	1
Waikato Innovation Park	2
Waikato Kindergarten Association Inc	5
Waikato Racing Club Incorporated	1
Waikato Rental Trust	1
Wallace Development Company Ltd	2
Walter Philip Hague	1
Walter Robert Williams	1
Ward Builders	2
Ward Family Trust	1
Wark McEwan Family Trust	1
Warwick John Dunn	1
Wayne Andires Kampjes	1
Wayne Brown	2
Webb Family Trust	1
Wei Hao Zhou	1
WEL Networks Ltd	2
Wellbeing Properties Ltd	1
West Family Trust	1
Western Property Trust	1
WHD & GE Brown Family Trust	1
Willem van den Engel	1
William Michels	1
Willie Pienaar Piso	3
Wilmac & Associates Ltd	1
Wilton Contracting Ltd	1
Windermere Energy Limited	1
Windermere Holdings Limited	1
Winner Winner	1
WINTEC Rotokauri Campus	1
Woofs N Wags	1
Woolley Trusts Partnership	1
WTS Homes Ltd	8
Wyndham Glynder Jones	1
Xian Li	1
Xiao Yun Sai	1
Xiaoxia Peng	2
Yang Chun Cho	1
Yi Tang	1
Yogesh Kumar Mistry	1
YU2 Partnership	1

Yun Xiao	1
Z Energy Limited	1
Zhongchun Wang	3
Hamilton City Council	23

Group B3 (External users – Agents Large)

Surveyor/Agent	Total
Aecom NZ Limited	11
Aesthetics Architecture Ltd	5
Align Surveyors	36
Alter Architecture Ltd	3
Aurecon New Zealand Limited	6
Barker & Associates	4
BBO	5
BCD Group Ltd	106
Beca Carter Hollings & Ferner Ltd	2
Bentley & Co Ltd	3
Bilimoria Consulting Ltd	35
Bloxam Burnett & Olliver Ltd	49
Blue Wallace Surveyors Ltd	98
Boffa Miskell Ltd	35
Burton Planning Consultants Ltd	3
Byrne+ Enright Architecture Ltd	20
CKL Surveys Ltd	104
Concepts Architectural Design Ltd	5
Consulting NZ Ltd	3
Corina Douglas	4
DDL Architecture	3
Diverse Design Ltd	6
Edwards White Architects Ltd	4
Element Planning Limited	11
Envision Architecture Ltd	2
Feathers Planning	8
G J Gardener	1
G J Gardner Homes	11
Geotec Low	105
HBC Design Ltd	102
Hodgson Planning Consultant Ltd	3
J&J Architecture Ltd	3
JM Design Centre Limited	9
Kewwa Low	2
Kon-Woo Park	3
KTB Planning Consultants Ltd	3
Lakeside Architecture	10
Landform Surveys Ltd	42
LANDHELP LTD	6

Louise Feathers Planning	253
Mccracken Surveys Ltd	65
MG Solutions Ltd	105
Mitchell Daysh Ltd	10
MWH New Zealand Limited	3
Native Bird Drafting	3
Planman Consultants Limited	2
Planning Focus Limited	2
PRS Planning Services Ltd (Zone)	21
Rad Surveying Ltd	56
S & L Consultants	2
Sharp Planning Solutions	5
Skyline Buildings Hamilton	6
Style Designs	6
Surveying Services Limited	5
Terra Consultants	10
Versatile Homes and Buildings	10
Wasley Knell Consultants	2
Zone	12

Group B4 (External users – Agents Small)

Surveyor/Agent	Total
Alexander Burns	1
Andrew Stewart	1
Annette Jowsey	1
Antanas Procuta Architects	1
APR Architects Ltd	1
Archgola Waikato	1
Architectural Design Ltd	2
Architecture Bureau Ltd	1
Arista Group Ltd	1
Arthur George Joe	1
BECA Ltd	1
Bonisch Consultants	2
Burtens Consultants	1
Casa Consulting Group (CCG)	1
Cavalier Construction	1
Chris Burns	1
City Edge Alliance	2
Civix Limited	1
Click Architects Ltd	1
Concepts Architectural Design Ltd	2
Council Connect	2
Cullen Keiser Architecture	1
CX2 Architecture	1

Dataplan Waikato	1
David Reid Homes (Waikato) Ltd	1
David Ronald Clasper	1
Davies Homes	2
Design Builders (Waikato) Ltd	1
Design Engine Architects Limited	1
Design House Architecture Ltd	2
Design Network Waikato Ltd	1
Eljay Design Consultant Ltd	1
EMS Limited	2
Fantasy Holdings Limited	2
Fields & Associates Ltd	1
GDC Consultants Ltd	1
Geoff Canham Consulting	1
GeoMetrix Limited	1
GHD Ltd	1
Grafraell Properties Ltd	2
Hampson & Associates Limited	1
Harrison Grierson Consultants Ltd	1
Hollier Greig Ltd	1
Homes for Living Ltd	2
House Plans New Zealand	1
HPC Ltd	1
IAP Engineering Ltd	1
Incite	2
J&J Architecture Ltd	1
Jessica Samuels	1
JL Architectural Designs	1
John Kardas	1
JS Architecture Ltd	1
JSA Consultants Ltd	1
Juta Consulting Ltd	1
Kiwi Designer Homes Ltd	1
Kiwicad Architectural Design	2
Latitude Homes	1
Latitude Planning Services Ltd	2
Laura Kellaway	1
Leighton Greig Fletcher	2
Martin Galloway	1
MC & P Ltd	1
McAlley Consulting Group	1
McCarrick Construction Ltd	1
Mercer and Mercer Architects Ltd	1
Metropolitan Architecture Studio Ltd	1
Mitchell Partnerships	1

Modern Transport Engineers	1
MPL Design	2
MT Hobson Group	2
Muhammad Aslam Hayat	1
Narellan Pools	1
Neville Alexander Ritchie	1
Oli Booth Architecture Limited	1
Opus International Consultants Ltd	2
Osbornehay Resource Management Practice	1
Peter Edward McNaughton	1
Philippa Lyn Terei	1
Place Group Limited	2
Planz Consultants Ltd	2
Professional Pools Ltd	1
Quality Environmental Consulting	1
Rawa Limited	1
Ray Courtney Architects Ltd	1
Raymond William Courtney	1
Relocatable House Co	1
Reyburn and Bryant Limited	1
RG de Leeuw Construction Ltd	2
Richard Hull Builders Ltd	2
Scott Wilkinson Planning	2
Select Homes Ltd	1
Service Resources Limited	1
Sheilds Development Limited	3
Smartdraw Architecture Ltd	2
Steingrimisson Associates Ltd	2
Stephen Grant Miers	1
Stiles and Hooker Ltd	4
Stratum Consultants Ltd	1
Stuart J Johnston Ltd	2
Style Artistic Archtecturaal Designs Ltd	1
TD Scott Design	2
The Planning Room	1
The Property Group Limited	1
Tonkin & Taylor	1
Turner Road Architecture	2
Urbis TPD Limited	1
URS NZ Limited	1
Wheeler Design Ltd	2
Xsite Architecture Ltd	1
Zomac Planning Solutions Ltd	1

Group C (Advocacy groups)

#	Group / organisation	Contact
1.	Property Council	Thomas Gibbons
2.	Master Builders Association	Rebecca Falconer
3.	Chamber of Commerce	William Durning

Group D (Elected members)

1.	Andrew King
2.	Martin Gallagher
3.	Mark Bunting
4.	James Casson
5.	Garry Mallett
6.	Rob Pascoe
7.	Paula Southgate
8.	Philip Yeung
9.	Siggi Henry
10.	Dave Macpherson
11.	Angela O'Leary
12.	Geoff Taylor
13.	LeoTooman

Others

#	Group / organisation	Contact	Reason for engagement
1.	Waikato Regional Council		Will be consulted on the feedback findings
2.	NZTA		"

APPENDIX 2 – Questionnaires

DRAFT

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Applicant Questionnaire
August 2017*

Item

LARGE-SCALE

Applicant Questionnaire

The purpose of this questionnaire is to gain an insight into the views of people who use the Hamilton City District Plan and have had dealings with Council when undertaking development within the city.

You have been asked to take part of this questionnaire because you have made application for resource consent to the Hamilton City Council in the last three years.

The project team will be undertaking follow-up meetings to discuss applicants' views in more detail. If you would like to participate, please indicate at the end of this questionnaire in the space provided.

Please answer the following questions and provide comments where prompted.

<p>Contact Name <input style="width: 90%;" type="text"/></p> <p>Email Address <input style="width: 90%;" type="text"/></p> <p>Phone Contact <input style="width: 90%;" type="text"/></p>
About You and What You Do
<p>1. What types of development have you done in Hamilton in the last three years?</p> <p> <input type="checkbox"/> Residential <input type="checkbox"/> Commercial <input type="checkbox"/> Industrial <input type="checkbox"/> Subdivision <i>select any that apply to you</i> </p>
<p>2. Where have you done your developments?</p> <p> <input type="checkbox"/> Residential Areas <input type="checkbox"/> Commercial (Business) Areas <input type="checkbox"/> Industrial Areas <input type="checkbox"/> City Centre <input type="checkbox"/> Other Areas <i>select any that apply to you</i> </p>
<p>3. Have you done developments in other districts?</p> <p> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>If Yes please identify where <input style="width: 150px;" type="text"/></p>
<p>4. What is the scale of your developments?</p> <p> <input type="checkbox"/> Small-scale (e.g. one-off projects / small subdivisions – small buildings / single properties) <input type="checkbox"/> Medium-scale (e.g. development involving one or more properties with multiple buildings or uses, multi-lot subdivision) <input type="checkbox"/> Large-scale (e.g. development / subdivision involving large buildings / subdivision of large areas requiring provision of public infrastructure) </p>
<p>5. How many developments have you done in the last three years?</p> <p> <input type="checkbox"/> 1 <input type="checkbox"/> 2 to 5 <input type="checkbox"/> 5 to 10 <input type="checkbox"/> 10+ </p>

Attachment 5

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Applicant Questionnaire
August 2017*

Attachment 5

Item

How You Operate	
<p>1. What type of due diligence do you do before purchasing or developing land?</p> <ul style="list-style-type: none"><input type="checkbox"/> I do nothing<input type="checkbox"/> I get a Land Information Memorandum<input type="checkbox"/> I look at the District Plan myself<input type="checkbox"/> I discuss my proposal with the Council duty planner<input type="checkbox"/> I discuss my proposal with a real estate agent/lawyer<input type="checkbox"/> I engage a planner or other professional to scope development potential <p style="text-align: right;"><i>select any that apply to you</i></p>	
<p>2. How do you work out what can be done with land you want to develop?</p> <ul style="list-style-type: none"><input type="checkbox"/> I do it myself<input type="checkbox"/> I my proposal discuss with a Council planner<input type="checkbox"/> I get advice from a consultant planner<input type="checkbox"/> I get advice from an architect/designer<input type="checkbox"/> I get advice from a builder <p style="text-align: right;"><i>select any that apply to you</i></p>	
<p>3. How do you design your developments?</p> <ul style="list-style-type: none"><input type="checkbox"/> I do it myself<input type="checkbox"/> I engage an architect/designer<input type="checkbox"/> I engage a builder<input type="checkbox"/> I engage a consultant planner<input type="checkbox"/> I engage a specialist development firm <p style="text-align: right;"><i>select any that apply to you</i></p>	
<p>4. Which of the following have applied to developments you have done or planned to do?</p> <ul style="list-style-type: none"><input type="checkbox"/> I knew resource consent was not required<input type="checkbox"/> I was aware resource consent was required before I started<input type="checkbox"/> I changed my development plans to comply with the District Plan provisions so I did not need resource consent<input type="checkbox"/> I applied for building consent and found out I also needed resource consent<input type="checkbox"/> I purchased a piece land then found out I could not do what I planned to do with it<input type="checkbox"/> I decided not to purchase or develop the piece of land because I was uncertain I could do what I planned to do with it <p style="text-align: right;"><i>select any that apply to you</i></p>	
<p>5. When did you learn you needed resource consent?</p> <ul style="list-style-type: none"><input type="checkbox"/> I found out at the time I purchased the land<input type="checkbox"/> I found out at the time I decided to do my development<input type="checkbox"/> I found out when I talked to a professional (builder/architect/designer/planner)<input type="checkbox"/> I found out when I talked to Council staff (duty planner/building inspector)<input type="checkbox"/> I found out when I applied for building consent	

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Applicant Questionnaire
August 2017*

Item

<p>6. How did you apply for resource consent?</p> <p><input type="checkbox"/> I did it myself</p> <p><input type="checkbox"/> I engaged someone to do it for me</p>														
<p>7. What impact have resource consent requirements had on your development(s)?</p> <p><input type="checkbox"/> There was no impact on my development(s)</p> <p><input type="checkbox"/> I had to change what I was originally planned to do</p> <p><input type="checkbox"/> There were delays in being able to start my project</p> <p><input type="checkbox"/> I had to engage professionals to prepare additional information for me</p> <p><input type="checkbox"/> The cost of my development increased</p> <p><input type="checkbox"/> Other comments (please identify in the space below)</p> <div style="border: 1px solid black; height: 20px; width: 100%; margin-top: 5px;"></div> <p style="text-align: right; font-size: small;"><i>select any that apply to you</i></p>														
<p>8. Pre-application meetings with Council staff</p> <p><input type="checkbox"/> I attend pre-application meetings</p> <p><input type="checkbox"/> I do not attend pre-application meetings</p> <p><input type="checkbox"/> I have changed my proposals as a result of pre-application meetings</p> <p><input type="checkbox"/> I became aware of matters I was not previously aware of at a pre-application meeting</p> <p><input type="checkbox"/> My developments have been improved because of pre-application meetings</p> <p><input type="checkbox"/> My developments have never been improved because of pre-application meetings</p> <p><input type="checkbox"/> I think pre-application meetings are useful</p> <p style="text-align: right; font-size: small;"><i>select any that apply to you</i></p>														
Your Views / Experiences														
<p>1. What are your thoughts about the District Plan?</p> <ul style="list-style-type: none"> • I understand the purpose of the District Plan <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;"><input type="checkbox"/> Yes</td> <td style="text-align: center;"><input type="checkbox"/> No</td> </tr> </table> • I understand what the District Plan is trying to achieve <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;"><input type="checkbox"/> Yes</td> <td style="text-align: center;"><input type="checkbox"/> No</td> <td style="text-align: center;"><input type="checkbox"/> Sometimes</td> </tr> </table> • I think the rules in the District Plan achieve the outcomes the District Plan intends to deliver for Hamilton <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;"><input type="checkbox"/> Yes</td> <td style="text-align: center;"><input type="checkbox"/> No</td> <td style="text-align: center;"><input type="checkbox"/> Sometimes</td> </tr> </table> • I think the rules in the District Plan enable development opportunities in Hamilton <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;"><input type="checkbox"/> Agree</td> <td style="text-align: center;"><input type="checkbox"/> Disagree</td> <td style="text-align: center;"><input type="checkbox"/> Sometimes</td> </tr> </table> <p>Comment</p> <div style="border: 1px solid black; height: 20px; width: 100%; margin-top: 5px;"></div> • I think the rules in the District Plan limit development opportunities in Hamilton <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;"><input type="checkbox"/> Agree</td> <td style="text-align: center;"><input type="checkbox"/> Disagree</td> <td style="text-align: center;"><input type="checkbox"/> Sometimes</td> </tr> </table> <p>Comment</p> <div style="border: 1px solid black; height: 20px; width: 100%; margin-top: 5px;"></div> 	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Agree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Agree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Sometimes
<input type="checkbox"/> Yes	<input type="checkbox"/> No													
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Sometimes												
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Sometimes												
<input type="checkbox"/> Agree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Sometimes												
<input type="checkbox"/> Agree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Sometimes												

Attachment 5

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Applicant Questionnaire
August 2017*

Attachment 5

Item

<ul style="list-style-type: none">I think the District Plan should contain more permitted activities <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <p>Please provide examples below</p> <input type="text"/>
<ul style="list-style-type: none">The District Plan is clear about what I can and cannot do <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Sometimes
<ul style="list-style-type: none">Other comments? (Please identify this in the space below) <input type="text"/>
<p>2. What is your experience in using the District Plan?</p> <ul style="list-style-type: none">I know how to access the District Plan when I need to refer to it <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Does not apply to meI am able to work out what rules apply to my developments <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Does not apply to meI understand the rules in the District Plan <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> SometimesI find it easy to work out what information I am required to provide with my resource consent application <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> SometimesI think that the technical information the District Plan requires me to provide as part of a resource consent application is necessary (e.g. Integrated Transport Assessment, Water Impact Assessment) <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Sometimes <p>Examples</p> <input type="text"/>
<ul style="list-style-type: none">I think there are key terms in the District Plan that are not defined <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <p>Examples</p> <input type="text"/>
<ul style="list-style-type: none">I think there are rules that do not seem to have any purpose <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <p>Examples</p> <input type="text"/>
<ul style="list-style-type: none">I think there are rules that are complicated, unclear and/or ambiguous <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Sometimes <p>Examples</p> <input type="text"/>
<p>3. What is your experience with the resource consent process?</p> <ul style="list-style-type: none">I am confident that resource consent will be granted for my developments <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> SometimesMy applications are processed without any issues <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Sometimes

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Applicant Questionnaire
August 2017*

Item

Attachment 5

- I have had applications returned to me as incomplete
 Yes No Sometimes
- I have been required to provide further information
 Yes No Sometimes
- There have been times it took longer to get a decision than I expected
 Yes No Sometimes
- I am able to contact the Council planner processing my applications
 Yes No Sometimes
- My applications cost more than I expect
 Yes No Sometimes

Comment

- I have been required to do detailed design work I would not normally do until building consent stage
 Yes No Sometimes

Comment

- The trigger levels for requiring technical information to be provided are about right
 Yes No Sometimes

Comment

- Sourcing technical information is expensive
 Yes No Sometimes

Comment

- Sourcing technical information has caused delays for my developments
 Yes No Sometimes

Comment

- Other comments? (Please identify these in the space below)

Further Contact

Thank you for taking the time to complete this questionnaire. This is the first stage of this process and we would like to meet with you to discuss your responses and any other issues you may have with the District Plan rules and methods and the resource consent process.

Yes, I would like to meet
 No thanks

Disclaimer: Please be aware when providing personal information that all feedback is part of the consultation process and as such may be reproduced and included in Council public documents such as Council agendas and minutes. These documents are available on Council's website.

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Applicant Questionnaire
August 2017*

**SMALL-SCALE
Applicant Questionnaire**

The purpose of this questionnaire is to gain an insight into the views of people who use the Hamilton City District Plan and have had dealings with Council when undertaking development within the city.

You have been asked to take part of this questionnaire because you have made application for resource consent to the Hamilton City Council in the last three years.

Please answer the following questions and provide comments where prompted.

<u>Contact Name</u>	<input style="width: 90%;" type="text"/>
<u>Email Address</u>	<input style="width: 90%;" type="text"/>
<u>Phone Contact</u>	<input style="width: 90%;" type="text"/>
About You and What You Do	
1. What type of development have you done in the last three years?	
<input type="checkbox"/> Residential <input type="checkbox"/> Commercial <input type="checkbox"/> Industrial <input type="checkbox"/> Subdivision <i style="text-align: right;">select any that apply to you</i>	
2. Where have you done your developments?	
<input type="checkbox"/> Residential Areas <input type="checkbox"/> Commercial (Business) Areas <input type="checkbox"/> Industrial Areas <input type="checkbox"/> City Centre <input type="checkbox"/> Other Areas <i style="text-align: right;">select any that apply to you</i>	
3. How many developments requiring resource consent have you done in the last three years?	
<input type="checkbox"/> 1 <input type="checkbox"/> 2 to 5 <input type="checkbox"/> 5 to 10 <input type="checkbox"/> 10+	
How You Operate	
1. What type of due diligence do you do before purchasing or developing land?	
<input type="checkbox"/> I do nothing <input type="checkbox"/> I get a Land Information Memorandum <input type="checkbox"/> I look at the District Plan myself <input type="checkbox"/> I discuss my proposal with the Council duty planner <input type="checkbox"/> I discuss my proposal with a real estate agent / lawyer <input type="checkbox"/> I engage a planner or other professional to scope development potential <i style="text-align: right;">select any that apply to you</i>	
2. How do you determine what can be done with land you want to develop?	
<input type="checkbox"/> I do it myself <input type="checkbox"/> Other <input type="checkbox"/> I discuss my proposal with a Council planner <input type="checkbox"/> I get advice from a consultant planner <input type="checkbox"/> I get advice from an architect / designer <input type="checkbox"/> I get advice from a builder <i style="text-align: right;">select any that apply to you</i>	

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Applicant Questionnaire
August 2017*

Item

Attachment 5

<p>3. How do you design your developments?</p> <ul style="list-style-type: none"><input type="checkbox"/> I do it myself<input type="checkbox"/> I engage an architect / designer<input type="checkbox"/> I engage a builder<input type="checkbox"/> I engage a consultant planner<input type="checkbox"/> I engage a specialist development firm <p style="text-align: right;"><i>select any that apply to you</i></p>
<p>4. Which of the following have applied to developments you have done or planned to do?</p> <ul style="list-style-type: none"><input type="checkbox"/> I was aware resource consent was required before I started<input type="checkbox"/> I changed my development plans to comply with the District Plan provisions so I did not need resource consent<input type="checkbox"/> I obtained written consents from neighbours or affected persons so resource consent was not required or was able to proceed non-notified<input type="checkbox"/> I applied for building consent and found out I also needed resource consent<input type="checkbox"/> I purchased a piece of land then found out I could not do what I planned to do with it<input type="checkbox"/> I decided not to purchase or develop a piece of land because I was uncertain I could do what I planned to do with it <p style="text-align: right;"><i>select any that apply to you</i></p>
<p>5. When did you learn you needed resource consent?</p> <ul style="list-style-type: none"><input type="checkbox"/> I found out at the time I purchased the land<input type="checkbox"/> I found out at the time I decided to do my development<input type="checkbox"/> I found out when I talked to a professional (builder/architect/designer/planner)<input type="checkbox"/> I found out when I talked to Council staff (duty planner/building inspector)<input type="checkbox"/> I found out when I applied for building consent <p style="text-align: right;"><i>select any that apply to you</i></p>
<p>6. How did you apply for resource consent?</p> <ul style="list-style-type: none"><input type="checkbox"/> I did it myself<input type="checkbox"/> I engaged someone to do it for me
<p>7. What impact did the need for resource consent have on your development plans?</p> <ul style="list-style-type: none"><input type="checkbox"/> There was no impact on my development plans<input type="checkbox"/> I had to change what I originally planned<input type="checkbox"/> There were delays in being able to start my project<input type="checkbox"/> I had to engage professionals to prepare additional information for me<input type="checkbox"/> The cost of my development increased<input type="checkbox"/> Other comments (please enter in the space below) <p style="text-align: right;"><i>select any that apply to you</i></p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Applicant Questionnaire
August 2017*

Attachment 5

Item

8. Pre-application meetings with Council staff:

- I attended a pre-application meeting
- I did not attend a pre-application meeting
- I changed my proposal as a result of a pre-application meeting
- I become aware of matters I was not previously aware of at a pre-application meeting
- I think pre-application meetings are useful
- Other comments (please enter in the space below)

select any that apply to you

Your Views / Experiences

1. What do you know about the District Plan and resource consents?

- I know what the District Plan is and what it is for
 - Yes No
- I know the District Plan applies to all developments
 - Yes No
- I know the District Plan has zone rules that list which activities are permitted in the zone and which activities require resource consent
 - Yes No
- I know the District Plan has rules that set out how developments are to be designed
 - Yes No
- I know all relevant rules in the District Plan must be complied with for a development that is listed as permitted to remain permitted
 - Yes No
- I know resource consents are different from building consents
 - Yes No
- I know resource consent and building consent can be required for the same development
 - Yes No
- I had no problems understanding the rules in the District Plan
 - Yes No
- I could work out which rules applied to my property/development
 - Yes No
- I could work out the information I was required to provide
 - Yes No

select Yes or No

- Other comments (please enter in the space below)

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Applicant Questionnaire
August 2017*

Item

2. What was your experience with the resource consent process?

- I was confident that resource consent would be granted for my development
 Agree Disagree Sometimes
- My application was processed without any issue
 Agree Disagree Sometimes
- My application was determined to be incomplete and was returned to me
 Yes No Sometimes
- I was required to provide further information
 Yes No Sometimes
- Sourcing technical information was expensive
 Yes No Sometimes
- Sourcing technical information delayed my development
 Yes No Sometimes
- It took longer to get a decision than I expected
 Yes No Sometimes
- I was able to contact the Council planner processing my application
 Yes No Sometimes
- It cost more than I expected
 Yes No Sometimes

Other comments (please enter in the space below)

Attachment 5

Thank you for taking the time to complete this questionnaire.

Disclaimer: Please be aware when providing personal information that all feedback is part of the consultation process and as such may be reproduced and included in Council public documents such as Council agendas and minutes. These documents are available on Council's website.

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Agent Questionnaire
August 2017*

Agent Questionnaire

The purpose of this questionnaire is to gain an insight into the views of people who use the Hamilton City District Plan and have had dealings with Council when undertaking development within the city.

You have been asked to complete this questionnaire because you are an agent who has lodged an application for resource consent on behalf of a client to the Hamilton City Council in the last three years.

The project team will be undertaking follow-up meeting with agents. If you would like to participate, please indicate this at the end of this questionnaire in the space provided.

Please answer the following questions and provide comments where prompted.

<u>Contact Name</u>	<input style="width: 90%;" type="text"/>
<u>Email Address</u>	<input style="width: 90%;" type="text"/>
<u>Phone Contact</u>	<input style="width: 90%;" type="text"/>
About You and What You Do	
1. What types of development have submitted resource consent applications in the last three years?	
<input type="checkbox"/> Residential <input type="checkbox"/> Commercial <input type="checkbox"/> Industrial <input type="checkbox"/> Subdivision <i>select any that apply to you</i>	
2. Where have these developments taken place?	
<input type="checkbox"/> Residential Areas <input type="checkbox"/> Commercial (Business) Areas <input type="checkbox"/> Industrial Areas <input type="checkbox"/> City Centre <input type="checkbox"/> Other Areas <i>select any that apply to you</i>	
3. Have you prepared resource consent applications in other districts?	
<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please identify where <input style="width: 300px;" type="text"/>	
4. What types of development do your clients normally undertake?	
<input type="checkbox"/> Small-scale (<i>e.g. one-off projects / small subdivisions – small buildings / single properties</i>) <input type="checkbox"/> Medium-scale (<i>e.g. development involving one or more properties with multiple buildings or uses, multi-lot subdivision</i>) <input type="checkbox"/> Large-scale (<i>e.g. development / subdivision involving large buildings / subdivision of large areas requiring provision of public infrastructure</i>)	
5. When do you become involved in developments?	
<input type="checkbox"/> I become involved in the initial development scoping of properties before purchase <input type="checkbox"/> I become involved in the initial design phase of developments <input type="checkbox"/> I become involved once developers realised they require resource consent <input type="checkbox"/> I become involved after resource consent has been lodged and applications have been returned incomplete or further information has been required	

Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Agent Questionnaire
August 2017

Item

6. Pre-application meetings with Council staff:

- I attend pre-application meetings to discuss my clients' proposals
- I have advised clients to change their proposal as a result of a pre-application meeting
- My clients' developments have been improved as a result of pre-application meetings
- I became aware of matters I had not previously considered at a pre-application meeting
- I think pre-application meetings are useful
- I do not attend pre-application meetings
- Other (please enter in the space below)

select any that apply to you

7. Which of the following apply to developments you have been involved in during the last three years?

- Resource consent was not required (i.e. permitted activity)
- My client was aware that resource consent was required
- My client changed their development plans to comply with the District Plan so resource consent was not needed
- My client applied for building consent and was informed by Council that resource consent was also required
- My client purchased a piece of land then found out they could not do what they planned to do with it
- My client decided not to purchase or develop the land because they were uncertain they could do what they planned to do with it
- Other (please enter in the space below)

select any that apply to you

8. Do any of the following scenarios apply to resource consent applications you have been involved in during the last three years?

- I have had applications returned as incomplete when I considered all relevant information had been provided. Please provide any examples in the space below
- I have received further information requests that I considered were unnecessary or inappropriate. Please provide any examples in the space below
- Conditions were imposed on consents that I considered were unnecessary or inappropriate. Please provide any examples in the space below
- I have had resource consent applications exceed statutory processing times

Attachment 5

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Agent Questionnaire
August 2017*

Attachment 5

Item

<input type="checkbox"/> I have chosen to amend applications after they were lodged in order to avoid notification and subsequent processing delays Please provide any examples in the space below <input type="text"/>
<input type="checkbox"/> I have been required to obtain written consents from people that I considered not affected by development proposals Please provide any examples in the space below <input type="text"/>
<input type="checkbox"/> I have interpreted District Plan rules differently to how they have been applied by Council staff Please provide any examples in the space below <input type="text"/>
<input type="checkbox"/> District Plan information requirements have necessitated the provision of information that I thought unnecessary given the nature and scale of development proposed Please provide any examples in the space below <input type="text"/>
<input type="checkbox"/> Other (please enter in the space below) <input type="text"/>

Your Views / Experiences

1. What are your general views about the District Plan rules and methods?

- I think the rules and methods achieve the outcomes the District Plan is seeking
 Yes No Sometimes
Please enter any comments in the space below
- I think the rules and methods limit development opportunities
 Agree Disagree Sometimes
Please enter any comments in the space below
- Other (please enter in the space below)

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Agent Questionnaire
August 2017*

Item

Attachment 5

2. Zone Provisions (Chapters 4-18):

- Please identify which sections of the District Plan contain any ineffective or inefficient rules or methods? (Tick any that apply)

<input type="checkbox"/> Residential Zones	<input type="checkbox"/> Special Character Zones
<input type="checkbox"/> Business 1-7 Zones	<input type="checkbox"/> Central City Zone
<input type="checkbox"/> Knowledge Zone	<input type="checkbox"/> Industrial Zone
<input type="checkbox"/> Ruakura Logistics Zone	<input type="checkbox"/> Ruakura Industrial Park Zone
<input type="checkbox"/> Te Rapa North Industrial Zone	<input type="checkbox"/> Rotoruna Town Centre Zone
<input type="checkbox"/> Future Urban Zone	<input type="checkbox"/> Open Space Zones
<input type="checkbox"/> Community Facilities Zone	<input type="checkbox"/> Major Facilities Zone
<input type="checkbox"/> Transport Corridor Zone	

Please enter any comments on these zones in the space below

- Are the activity lists in the zone chapters clear and easy to understand?
 Yes No

Please enter any comments in the space below

- Are there activities that currently require resource consent that you think could be made permitted activities subject to compliance with standards?
 Yes No

Please enter any examples in the space below

- Are there any development standards that are unnecessary or particularly restrictive?
 Yes No

Please enter any examples in the space below

- Are there any zone rules that conflict with or contradict other rules in the District Plan?
 Yes No

Please enter any examples in the space below

3. Subdivision:

- Are the activity lists clear and easy to understand?
 Yes No

Please enter any comments in the space below

- Are there any activities that currently require resource consent that you think could be made permitted activities subject to compliance with standards?
 Yes No

Please enter any examples in the space below

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Agent Questionnaire
August 2017*

Attachment 5

Item

- Are there any subdivision standards that are unnecessary or particularly restrictive?
 Yes No
Please enter any examples in the space below
- Are there any standards in the Subdivision section that conflict with or contradict other rules in the District Plan?
 Yes No Don't Know
Please enter any examples in the space below

4. City Wide (Chapter 25)

- Please identify which sections of the City Wide Section that contain any ineffective or inefficient rules or methods. (Tick any that apply)

<input type="checkbox"/> Development Suitability	<input type="checkbox"/> Hazardous Facilities
<input type="checkbox"/> Earthworks and Vegetation Removal	<input type="checkbox"/> Landscape and Screening
<input type="checkbox"/> Events and Temporary Activities	<input type="checkbox"/> Lighting and Glare
<input type="checkbox"/> Noise and Vibration	<input type="checkbox"/> Public Art
<input type="checkbox"/> Signs	<input type="checkbox"/> Smoke, Fumes, Odour & Dust
<input type="checkbox"/> Solid Waste	<input type="checkbox"/> Urban Design
<input type="checkbox"/> Three Waters	<input type="checkbox"/> Transportation
<input type="checkbox"/> Network Utilities and the Electricity National Grid Corridor	

Please enter any comments on these sections in the space below
- Are the activity lists in these sections clear and easy to understand?
 Yes No
Please enter any comments in the space below
- Are there any activities in any of these sections that currently require resource consent that you think could be made permitted activities subject to compliance with standards?
 Yes No
Please enter any examples in the space below
- Are there any development standards in the City Wide section that are unnecessary or particularly restrictive?
 Yes No
Please enter any examples in the space below
- Are there any standards in the City Wide section that conflict with or contradict other rules in the District Plan?
 Yes No Don't Know
Please enter any examples in the space below

Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Agent Questionnaire
August 2017

• Are the thresholds for requiring an Integrated Catchment Management Plan set at an appropriate level?
 Yes No Don't Know
Please enter any comments in the space below

• Are the thresholds for requiring Water Impact Assessment set at an appropriate level?
 Yes No Don't Know
Please enter any comments in the space below

• Are the thresholds for requiring an Integrated Transport Assessment set at an appropriate level?
 Yes No Don't Know
Please enter any comments in the space below

5. Other Sections (Chapters 19–22, 24,)

• Please identify which sections of the District Plan contain any ineffective or inefficient rules or methods. (Tick any that apply)

<input type="checkbox"/> Historic Heritage	<input type="checkbox"/> Natural Environments
<input type="checkbox"/> Waikato River Corridor & Gully Systems	<input type="checkbox"/> Natural Hazards
<input type="checkbox"/> Financial Contributions	

Please enter any comments on these sections in the space below

• Are the activity lists in these sections clear and easy to understand?
 Yes No
Please enter any comments in the space below

• Are there any activities in any of these sections that currently require resource consent that you think could be made permitted activities subject to compliance with standards?
 Yes No
Please enter any examples in the space below

• Are there any development standards in these sections that are unnecessary or particularly restrictive?
 Yes No
Please enter any examples in the space below

• Are there any standards in these sections that conflict with or contradict other rules in the District Plan?
 Yes No Don't Know
Please enter any examples in the space below

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Agent Questionnaire
August 2017*

Attachment 5

Item

<p>6. Definitions (Vol 2, 1.1):</p> <ul style="list-style-type: none">• Are the definitions clear and easy to understand? <input type="checkbox"/> Yes <input type="checkbox"/> No Please enter any comments in the space below <input type="text"/>• Does the Plan use words or phrases that are not currently defined but should be? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know Please enter any examples in the space below <input type="text"/>• Other comments (please enter in the space below) <input type="text"/>
<p>7. Information Requirements (Vol 2, 1.2):</p> <ul style="list-style-type: none">• Are the information requirements clear and easy to understand? <input type="checkbox"/> Yes <input type="checkbox"/> No Please enter any comments in the space below <input type="text"/>• Do you think the information requirements should sit in their own chapter or be located within the relevant chapters? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know Please enter any comments in the space below <input type="text"/>• Do you think that the information requirements for specialist reports are set at the right thresholds? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know Please enter any comments in the space below <input type="text"/>• Other comments (please enter in the space below) <input type="text"/>
<p>8. Assessment Criteria and Design Guides (Vol 2, 1.3 and 1.4):</p> <ul style="list-style-type: none">• Are the assessment criteria and design guides clear and easy to understand? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know Please enter any comments in the space below <input type="text"/>• Do the assessment criteria and design guides appropriately relate to the reasons why resource consent is required? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know Please enter any examples in the space below <input type="text"/>• Other comments (please enter in the space below) <input type="text"/>

*Hamilton City Council
Regulatory Effectiveness and Efficiency Programme
Agent Questionnaire
August 2017*

Further Contact

Thank you for taking the time to complete this questionnaire. This is the first stage of this process and we would like to meet with you to discuss your responses and any other issues you may have with the District Plan rules and methods and the resource consent process. If you answer yes below we will contact you to arrange a time and place to meet with you.

- Yes, I would like to meet
 No thanks

Disclaimer: Please be aware when providing personal information that all feedback is part of the consultation process and as such may be reproduced and included in Council public documents such as Council agendas and minutes. These documents are available on Council's website

DRAFT

Attachment 6

Item

Questionnaires Respondent Report

Regulatory Effectiveness and Efficiency
Programme (Stage 1, Part A)

D-2536096

Executive Summary

This report forms part of Hamilton City Council's Regulatory Efficiency and Effectiveness Programme. Its purpose is to analyse responses received from developers and agents to questionnaires regarding their real-world experiences with the district plan and resource consent process.

Key Findings

The responses to the questionnaires from developers and agents indicate that:

- Most developers are aware at an early stage that their proposal requires resource consent.
- Architects/designers are the development professionals most used by developers.
- All respondents make frequent use of Council's pre-application meeting service; particularly when issues or non-compliances have been previously identified by themselves or by Council staff.
- The most frequent outcomes of duty planner and pre-application meeting interaction with Council are:
 - Respondents becoming aware of matters that they had not previously considered or identified as being issues
 - Changes being made to developments proposals.
- The major impacts of the District Plan provisions and resource consent process on development proposals are:
 - Having to engage professionals to prepare additional information
 - Having to amend or redesign proposals
 - Delays in being able to start physical works.
- By and large agents identified that:
 - Their clients were aware of resource consent requirements
 - They had received further information requests that they considered unnecessary or inappropriate
 - There were occasions when their interpretation of rules differed from those of Council planners
 - They considered some of the District Plan information requirements were unnecessary (small and large applicants)
 - They have had resource consent applications exceed statutory timeframes (large developers)
 - They had chosen to amend applications/proposals to avoid time delays and costs involved in challenging the views of Council staff.
- Most respondents consider the District Plan enables development opportunities in Hamilton.
- Most respondents access the District Plan on-line via the Council website.

- The District Plan zones most often identified by respondents as containing inefficient or ineffective provisions were:
 - Residential Zone
 - Business Zone
 - Industrial Zone
 - Special Character Zones.
- The City-wide sections of the District Plan most often identified by respondents as containing inefficient or ineffective provisions were:
 - Landscaping and Screening
 - Three Waters
 - Earthworks and Vegetation Removal.
- Other District Plan sections identified by a number of respondents as containing inefficient or ineffective provisions were:
 - Financial Contributions
 - Waikato River Corridor and Gully Systems.
- All agents considered there are some words and phrases used the District Plan that are currently not defined and should be.
- There is general consensus among respondents that District Plan Information Requirements should sit in their own independent section of the Plan for ease of access purposes.
- There is consensus among agents that the Assessment Criteria and Design Guides do not always relate to the reasons why resource consent is required.

Table of Contents

Introduction	4
Understanding Respondent Development Proposals	5
Understanding Respondent Decision-making Processes	5
Due Diligence	5
Resource Consent Awareness	5
Duty Planner / Pre-Application Meeting Services	6
Resource Consent Process	6
Understanding the District Plan	7
Purpose / Objectives and Policies	7
District Plan Access	8
District Plan Views	8
Resource Consent Application Views	8
Zone Provisions	8
Subdivision Provisions	9
City-wide Sections	9
Other Sections	9
Definitions	10
Information Requirements	10
Assessment Criteria and Design Guides	10
Appendix 1 - Questionnaire Interpretation - Large Scale Developers	
Appendix 2 - Questionnaire Interpretation - Small Scale Developers	
Appendix 3 - Questionnaire Interpretation - Small Scale Agents	
Appendix 4 - Questionnaire Interpretation - Large Scale Agents	

Introduction

REEP is a Hamilton City Council (HCC) mayoral taskforce programme. The purpose of REEP¹ is:

"To streamline Council's regulatory functions so they are effective, efficient, transparent and customer focused, resulting in increased confidence in the quality of Council's regulatory performance and providing certainty and clarity of process to business and community"

Stage 1 of REEP focuses on the District Plan and its administration.

Report Purpose

The purpose of this report is to analyse questionnaire responses received from developers and agents regarding their real-world experiences with the district plan and related resource consent processes.

Questionnaires

This report is based on responses received from resource consent applicants and agents who have been involved in resource consent applications between July 2014² and 30 June 2017.

In total 1218 questionnaires were prepared and sent out to:

- Applicants – large scale developers (71)
- Applicants – small scale developers (974)
- Agents – large scale (61)
- Agents – small scale (112)

133 completed questionnaires were received. These were from:

- Applicants – large scale developers (19) – Refer Appendix 1
- Applicants – small scale developers (88) – Refer Appendix 2
- Agents – large scale (16) – Refer Appendix 3
- Agents – small scale (10) – Refer Appendix 4

The completed questionnaires represent a small sample in the order of 11% of the total number of people who have been involved in the resource consent process during the research period. The responses represent a snapshot of potential viewpoints and cannot be taken to be representative of the development community as a whole.

Report Structure

The structure of this report is based on:

- Understanding the nature of respondent development proposals
- Understanding respondent decision-making processes
- Gauging respondents understanding of the District Plan.

¹ As contained in the REEP terms of reference

² 10 July 2014 is when a decisions version of the District Plan was released and, subject to appeals, was first treated as Operative

Understanding Respondent Development Proposals

1. Development types
 - Small scale developers – predominantly residential development
 - Large scale developers – mixture of development types
 - Small and large scale agents – mixture of development types
2. Development areas
 - Small scale developers – Residential Zone dominant
 - Large scale developers – mixture of development locations
 - Small and large scale agents – mixture of development locations
3. Involvement with other Councils
 - Small scale developers – largely confined to Hamilton
 - Large scale developers – most have done development in other Council areas
 - Small and large scale agents – most have prepared applications in other Council areas
4. Application numbers
 - Small scale developers – most are “one-off” developers
 - Large scale developers – most have done more than 10 developments
 - Small scale agents – most have prepared between 2–5 applications, with some doing 10 or more
 - Large scale agents – most have prepared 10+ applications
5. Most agents become involved in their client’s development projects either at the initial scoping of properties for development potential or the initial design phase.

Understanding Respondent Decision-making Processes

Due Diligence

6. Most developers undertake some form of due diligence before land purchase or development design.
 - Small scale developers – discussion with duty planner and consultation with development professionals most popular.
 - Large scale developers – consultation/engagement of development professionals most popular.
7. Architects/designers are the development professionals most used by developers.

Resource Consent Awareness

8. Most developers are aware at an early stage that their proposal requires resource consent.
9. Small scale developers generally become aware of the need for resource consent and the related application requirements when they talk to development professionals or

Council staff. Small developers are the most likely group to be unaware of the requirement for resource consent until they have lodged their building consent applications.

10. Large scale developers generally become aware of the need for resource consent and the related requirements when they purchase land and talk to development professionals.
11. Small scale developers are the most likely to prepare their own resource consent applications. Nevertheless, 72% of respondents engaged someone to do it for them. 100% of large scale developers engage professionals to prepare their resource consent applications.

Duty Planner / Pre-Application Meeting Services

12. Small scale developers are the most likely to use Council's duty planner service.
13. All developers and agents indicated frequent use of Council's pre-application meeting service, particularly when there were potential issues with the development proposed.
14. Most respondents view duty planner and pre-application meeting interactions as being useful.
15. The most frequent outcomes of duty planner and pre-application meeting interaction with Council are:
 - Respondents becoming aware of matters that they had not previously considered or had identified as being issues
 - Changes to development proposals

Resource Consent Process

16. The major impacts of the plan provisions/resource consent process on developments are identified as:
 - Having to engage professionals to prepare additional information
 - Having to amend/redesign developments
 - Delays in being able to start physical works
17. By and large, agents considered that:
 - Their clients were aware of resource consent requirements
 - They had received further information requests that they considered unnecessary or inappropriate (small and large agents)
 - There were occasions when their interpretation of rules differed from those of Council planners (small and large agents)
 - Some of the District Plan information requirements were unnecessary (small and large applicants)
 - They had resource consent applications exceed statutory timeframes (large developers)
 - They had chosen to amend applications/development proposals to avoid time delays and costs involved in challenging the views of Council staff.

Understanding the District Plan

Purpose / Objectives and Policies

18. Most small developers:
- Were aware of the District Plan, its purpose, and its objectives and policies
 - Generally knew the District Plan applies to all developments
 - Generally knew resource consent can be required because of the activity proposed being a listed activity, or because of non-compliance with permitted activity standards
 - Knew the District Plan sets out *design requirements*
 - Were aware of the relationships between building and resource consents
19. All large developers and agents stated that they are aware of the purpose of the District Plan and its associated objectives and policies.
- Large developers:
 - Responded “don’t know” or thought that:
 - ⇒ there are some objectives and policies that do not have a resource management purpose
 - ⇒ there are objectives and policies that are not efficiently achieving their intended purpose
 - ⇒ there are objectives and policies that are not implemented by any rules or methods

Note: No specific examples were provided.
 - Opinion on whether the District Plan rules enable development opportunities was mixed, with most answering “yes”.
 - Most think that the District Plan should contain more permitted activities
 - Most think that the District Plan is not clear about what they can/cannot do with their land.
 - Small Agents:
 - Respondents generally thought that:
 - ⇒ there are some objectives and policies that do not have a resource management purpose
 - ⇒ there are objectives and policies that are not efficiently achieving their intended purpose

Note: No specific examples were provided.
 - Opinion on whether rules enable development opportunities in Hamilton was split.
 - Large Agents:
 - Generally thought that there are objectives and policies that are not efficiently achieving their intended purpose.

Note: No specific examples were provided.
 - Most believe that the District Plan enables development opportunities in Hamilton.

District Plan Access

20. Most respondents access the District Plan on-line via the Council website.

District Plan Views

21. Most small developers identified that:
- They generally understand the objectives and policies of the District Plan
 - They generally agree that rules are necessary to achieve the plans objectives and policies
 - It is not easy to understand the rules
 - It is not easy to work out what rules apply to their developments
 - It is not easy to work out what information they were required to provide
22. Large developers identified that:
- They generally think it is easy to work out what rules apply to their developments
 - It was not easy to work out what information was required to be provided.
 - Technical information requirements are generally necessary to assess developments.

Resource Consent Application Views

23. Most developers were confident that their resource consent applications would be granted. These applications were for the most part:
- Accepted for processing
 - Processed without issue
 - Required to provide further information
 - Took longer than most people expected for a decision to be released
24. Most developers identified that:
- They were able to contact the planner processing their applications
 - They were required to do detailed design work that they wouldn't normally do until building consent stage
 - Sourcing technical information was expensive and delayed applications
 - Obtaining resource consent cost more than they expected.

Zone Provisions

25. District Plan zones most often identified as containing inefficient or ineffective provisions were:
- Residential Zone (small and large agents)
 - Business Zone (small and large agents)
 - Industrial Zone (small and large agents)
 - Special Character Zones (large agents)
26. Most agents considered that:
- The activity lists in each zone are clear and easy to understand (small and large agents)
 - More activities could be permitted activities subject to compliance with standards (small and large agents)
 - There are zone rules which conflict with or contradict other rules in the District Plan (small and large agents)

Subdivision Provisions

27. Most agents considered that:
- The subdivision activity list is clear and easy to understand (small and large agents)
 - There is little desire for permitted activity subdivision
28. Opinion was divided between agents on whether there are any unnecessary or particularly restrictive subdivision standards or if there are any conflicts or contradictions between the subdivision rules and other rules in the District Plan (the main conflict identified relates to access provisions).

City-wide Sections

29. There was no consensus among small agents as to whether the City Wide sections contain any inefficient or ineffective rules. The main areas identified relate to:
- Landscaping and Screening
 - Earthworks and Vegetation Removal
 - Urban Design
 - Development Suitability
30. Large agents identified the main sections containing inefficient or ineffective rules were:
- Landscaping and Screening
 - Three Waters
 - Earthworks and Vegetation Removal
31. All agents considered that the City Wide activity lists are clear and easy to understand.
32. Small agents identified that:
- More activities in the City Wide section could be permitted activities subject to compliance with standards
 - There are development standards in the City Wide section that are unnecessary or particularly restrictive
 - There are rules in the City Wide section which conflict with or contradict other rules in the District Plan (small and large agents)
33. With respect to the matters in 32 above, large agents were evenly split in their views.
34. Agents generally either didn't know (small agents) or were evenly split ("yes" and "no" for large agents) as to whether the thresholds for integrated catchment management plans, water impact assessments and integrated transport assessments are appropriate.

Other Sections

35. There is no clear consensus as to whether other sections of the District Plan contain inefficient or ineffective provisions. The main areas identified were:
- Financial Contributions
 - Waikato River Corridor and Gully Systems
36. All agents identified the activity lists in other sections to be clear and easy to understand.

37. All agents identified they didn't know if these sections should have more permitted activities, contain unnecessary or particularly restrictive development standards or if there are conflicts or contradictions with other rules in the District Plan.

Definitions

38. All agents considered that the definitions in the District Plan are clear and easy to understand.
39. All agents considered that there are some words and phrases in the District Plan which are not currently defined and should be.

Information Requirements

40. All agents considered that the Information Requirements in the District Plan are clear and easy to understand.
41. There is general consensus that Information Requirements should sit in their own independent section of the District Plan for ease of access purposes.
42. In relation to requirements for specialist reports:
- Small agents generally do not know if thresholds are set at the right levels
 - On the whole large agents are of the opinion that thresholds are not set at the right levels.

Assessment Criteria and Design Guides

43. All agents considered that the assessment criteria and design guides in the District Plan are clear and easy to understand.
44. There is consensus among agents that the assessment criteria and design guides do not always relate to reasons for why resource consents may be required.

Appendix 1
Questionnaire Interpretation - Large Scale Developers

Item

Attachment 6

D-2536096 – REEP External Stakeholder Questionnaire Report

Table of Contents

RESPONDENTS - 19	3
UNDERSTANDING YOUR DEVELOPMENTS	4
Question 5 – What types of development have you done in Hamilton in the last three years	4
Question 6 – In what areas of Hamilton have these developments been located?.....	4
Question 7 – Have you done developments in other council Districts?.....	4
Question 8 – What is the scale of your developments?	5
Question 9 – How many developments requiring resource consent have you done in Hamilton in the last three years?	5
UNDERSTANDING RESPONDENT DECISION PROCESS	6
Question 10 – Do you do any of the following ‘due diligence’ before you decide to purchase or develop land?.....	6
<i>Question 10 - Respondent Comments</i>	6
Question 11 – How do you design your developments?.....	6
Question 12 – Which of the following have applied to developments you have done or planned to do?	7
Question 13 – When did you become aware that your development needed resource consent? ...	7
Question 14 – How do you apply for resource consent?.....	8
Question 15 – What impact did the need for resource consent have on your development?.....	8
<i>Question 15 Respondent Comments</i>	8
Question 16 – Do you use Council’s duty planner service?	9
Question 17 – Do you use Council’s pre-application meeting service?.....	9
Question 18 – What were the outcomes of any duty planner or pre-application meetings?	9
<i>Question 18 – Respondent Comments</i>	10
Question 19 – Do you think the duty planner and pre-application meeting services are useful? ...	10
<i>Question 19 – Respondent Comments</i>	10
UNDERSTANDING THE DISTRICT PLAN	12
Question 18 – What do you know about the District Plan?	12
<i>Question 20 – Respondent Comments</i>	14
Question 21 – What’s been your experience in using the District Plan?.....	14
<i>Question 21 – Respondent Comments</i>	15
Question 22 – Did you find any of the following?	16
<i>Question 22 – Respondent Comments</i>	17

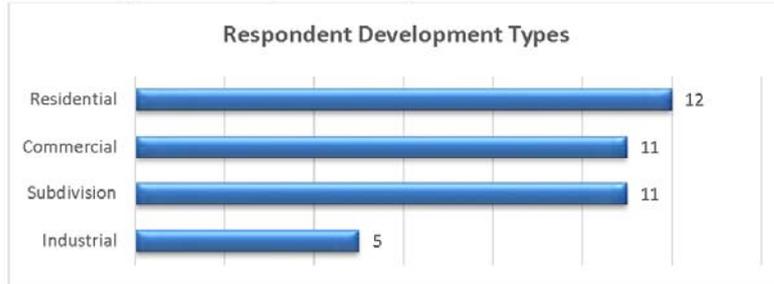
Question 23 – What’s been your experience during the resource consent process? 17
Question 23 – Respondent Comments 19

RESPONDENTS - 19

Assured Construction Ltd.
Clapson Construction Ltd / CKC Holdings Ltd
Colliers
Cornerstone Developments Waikato Ltd
Dairy Goat Co-operative
GJ Gardner Homes
Gull Holdings Limited
HATWELL PROPERTIES LTD
Housing New Zealand Corporation
Kiwi Property Group
Landsdale Development Ltd
Mainfreight
NAI Harcourts
Pragma Designer Homes Limited
Stark Property
Summerset Villages (Rotorua) Ltd
Terra Consultants
TGH
Transland group

UNDERSTANDING YOUR DEVELOPMENTS

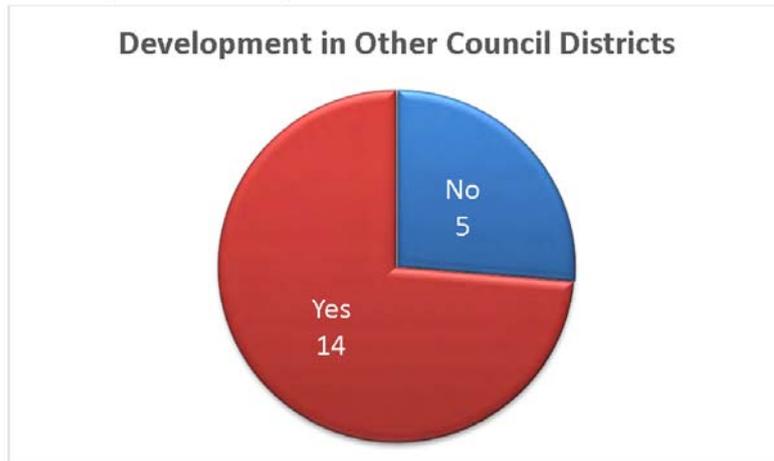
Question 5 – What types of development have you done in Hamilton in the last three years



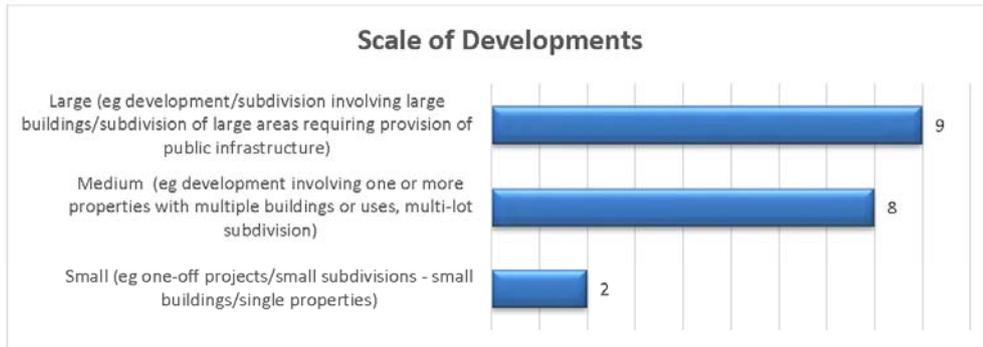
Question 6 – In what areas of Hamilton have these developments been located?



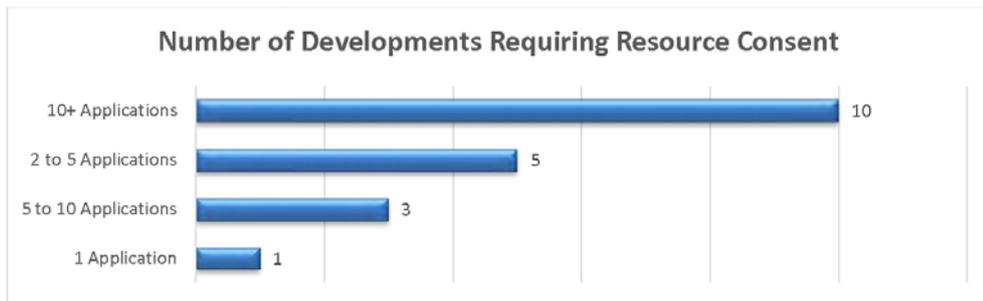
Question 7 – Have you done developments in other council Districts?



Question 8 – What is the scale of your developments?

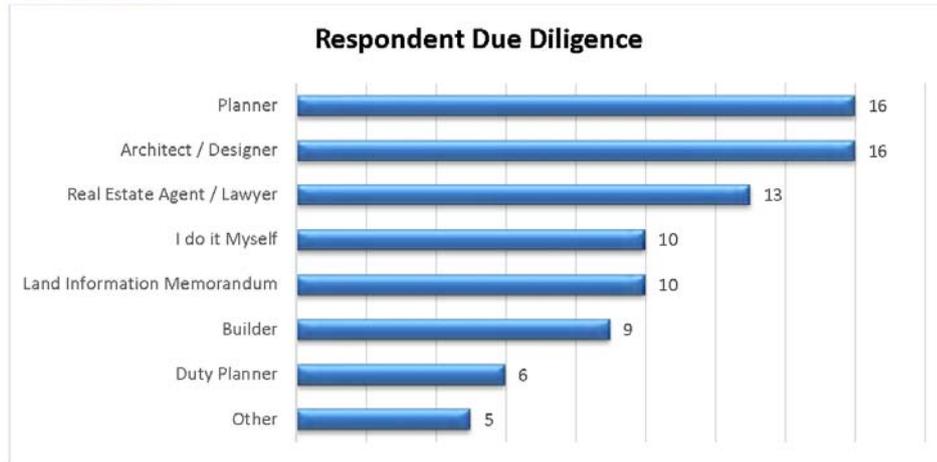


Question 9 – How many developments requiring resource consent have you done in Hamilton in the last three years?



UNDERSTANDING RESPONDENT DECISION PROCESS

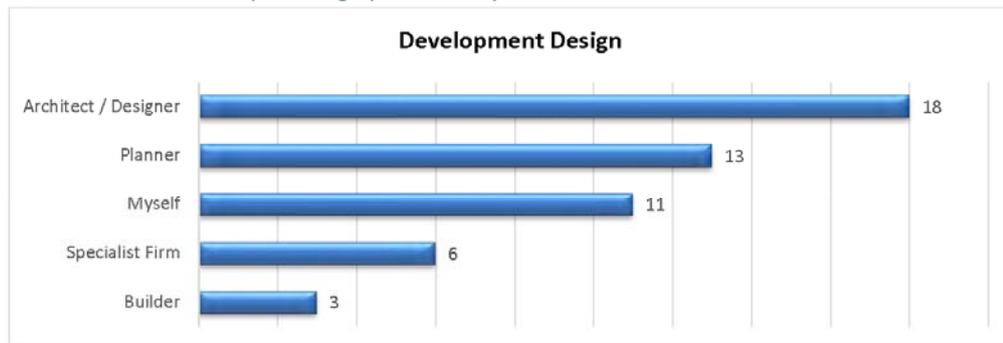
Question 10 – Do you do any of the following ‘due diligence’ before you decide to purchase or develop land?



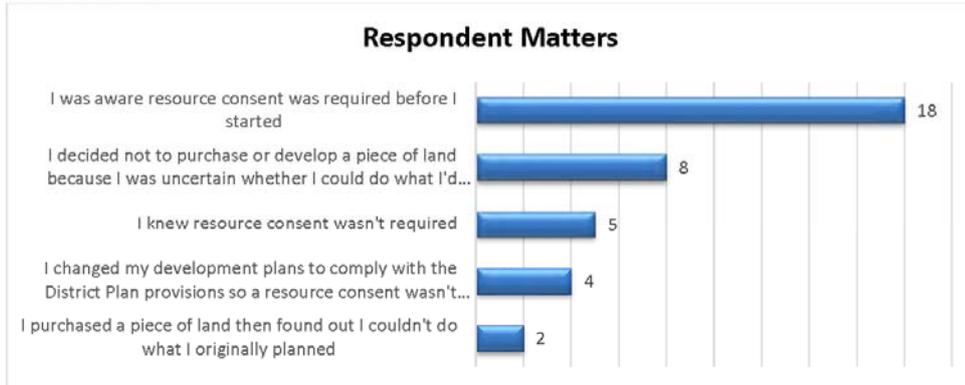
Question 10 - Respondent Comments

1. Due diligence process carried out appropriate to the development opportunity
2. Geotechnical & Civil Engineering expertise.
3. I am a consultants, our clients are well resourced and do all of the above
4. Planner, geotech, market advise, etc
5. The development consisted of 43 independent construction sites across Hamilton - we work as a team and engage with Council from Day 1 to plan put our approach.
6. We look at projects by doing an overall plan for an area and getting urban planners to see what should be applicable .As there are no master plans for our Waikato towns we find this the best method.

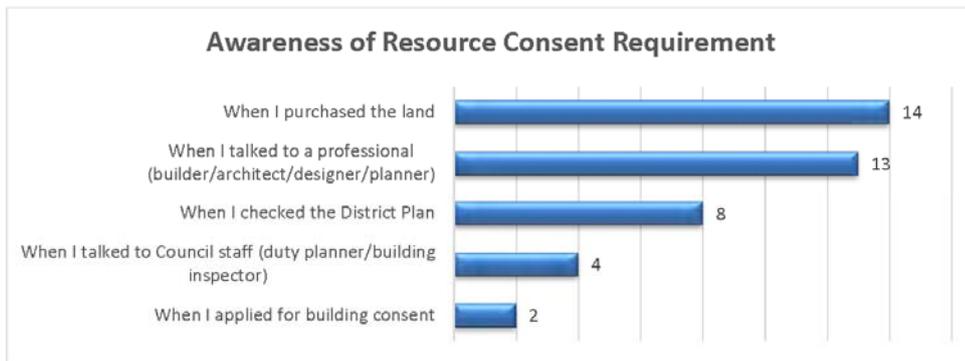
Question 11 – How do you design your developments?



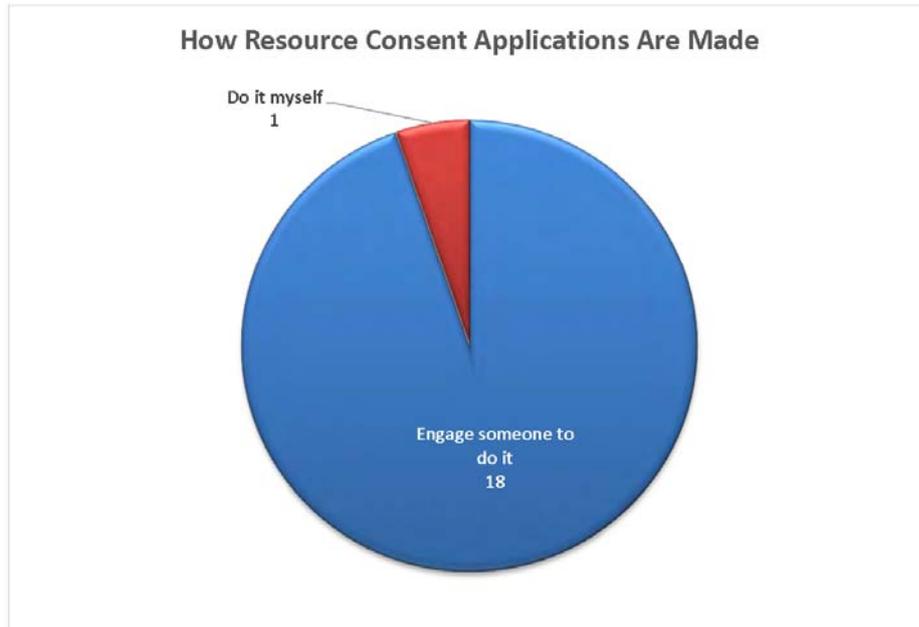
Question 12 – Which of the following have applied to developments you have done or planned to do?



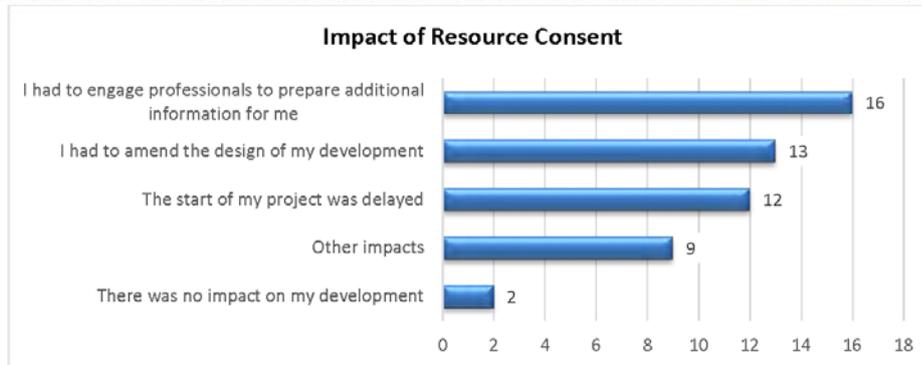
Question 13 – When did you become aware that your development needed resource consent?



Question 14 – How do you apply for resource consent?



Question 15 – What impact did the need for resource consent have on your development?

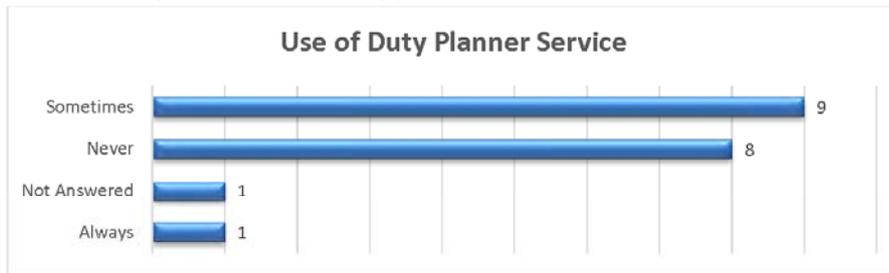


Question 15 Respondent Comments

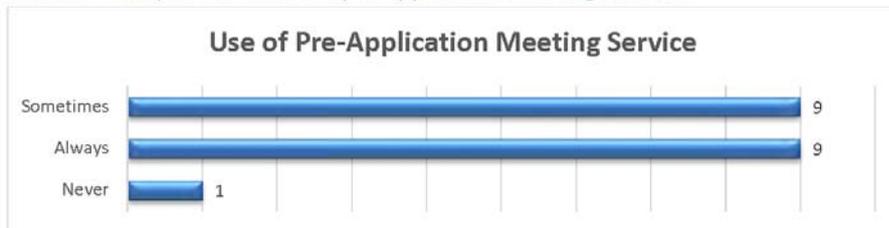
1. Considerable cost increases and time delays
2. delays and consultants
3. Generally a positive impact through resource consent process by applying to infringe development rules that reduced cost or improved value/yield.
4. Lack of clarity or consistency often means what is acceptable on one project may not be acceptable on another resulting in costly delays
5. Lack of adequate infrastructure particularly around stormwater meaning requirements for infrastructure on site to cope with normal operations (detention tanks) resulting in paying for DCs that are not being provided for at an acceptable level.
6. Missed the timeframe on which our tenant was due in

7. The cost of my development increased. With North Point Estate we had to deal with NZTA and Council as well as Neighbours to bring services across the WEX and up to Development at our cost.
8. The impact of needing a resource consent is dependent on the subsequent process and how this is managed. This includes the level of information required for S88 assessment, notification decision, reasonableness of additional information requests and commitment to time frames.
9. We had initially agreed with Council that RC would not be required based on the standard HNZN design approach, however, it became apparent that RC was required during BC when a section 37 was issue on our trial submission site, this was due to a minor rule not allowing impermeable surface within 3m of the front boundary, our on-site parking solution compromised this condition. HNZN attempted to challenge the requirement however we were time precious and we couldn't risk the delay - 35 of our 43 sites required RC in the end. That said the Council worked with us and subsequently RC had limited impact on our programme.
10. We had to convince council that there zone for our development was Wrong

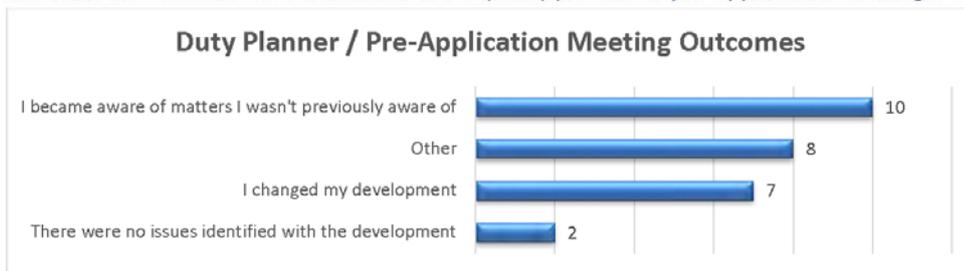
Question 16 – Do you use Council’s duty planner service?



Question 17 – Do you use Council’s pre-application meeting service?



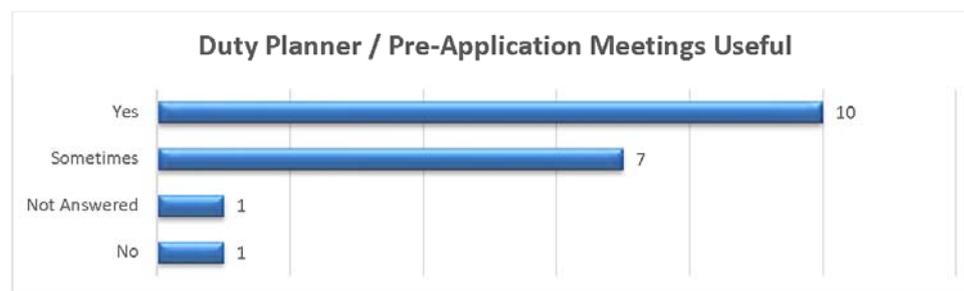
Question 18 – What were the outcomes of any duty planner or pre-application meetings?



Question 18 – Respondent Comments

1.	As we do relatively large projects or work in generally short time frames we always work with the local Authority to work through our objectives, our approach tends not to change with designs that are pretty robust and quite specific in their application.
2.	Generally client are using specialist advice
3.	Helped to clarify Council's position on certain activities or non-compliances to aid with developing a more robust planning strategy ahead of formal resource consent lodgement. The pre-app meeting process is a good initial litmus test.
4.	Often requirements for additional reports (water, traffic, parking etc) which are costly and time consuming
5.	If/How/When existing use rights apply or when previous consents are applicable, or not
6.	pre applicaiton meetings are used to scope the approvals needed, information required and HCC expectations
7.	Suggestions that could not be achieved due to commercial constraints
8.	The urban design inconsistencies and often lack of clarity around what is required tends to drive design outcomes that are higher in the risk matrix, don't fit into the existing area and generally little regard is given to cost resulting in this process exacerbating the lack of affordable homes
9.	understand precisely what information is required for resource consent

Question 19 – Do you think the duty planner and pre-application meeting services are useful?



Question 19 – Respondent Comments

1.	A pre-app is a critical part of any pre-purchase due diligence exercise so aids in property purchase decision making. The pre-app gives an opportunity to remove some of the potential uncertainty around tolerances for rule infringements and out of zone development. Commonly the usefulness is with respect to reaching agreement on the breadth and scope of additional information required to be submitted with an application to reduce cost of the process. The pre-app, for a planning consultant, helps to bridge the divide between planning and associated development engineering associated with a project.
2.	Absolutely necessary as indicated above - the assistance & cooperation provided by HCC across all departments significantly contributed to the programmes success.
3.	Limited our clients use specialist people but generally found council service slow and with time-frames that are not conducive to decision making during pre-purchase periods
4.	Nice to be able to have meaningful discussions but could be further improved by planning outcomes being linked to risk and affordability while still creating an interesting streetscape.

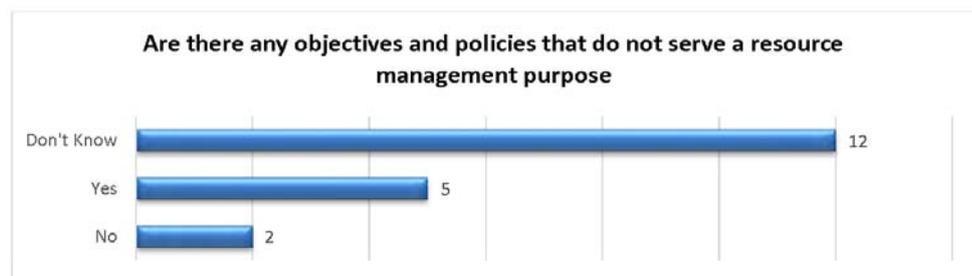
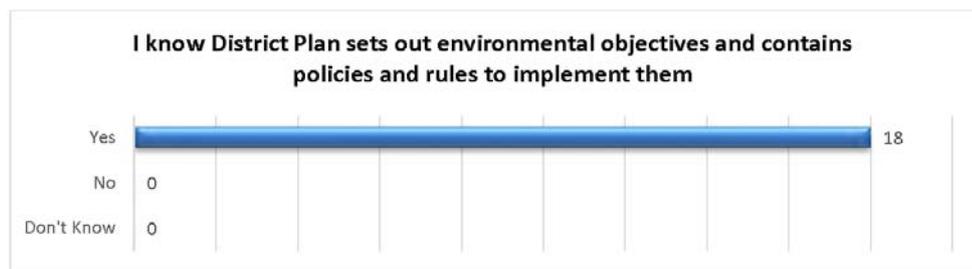
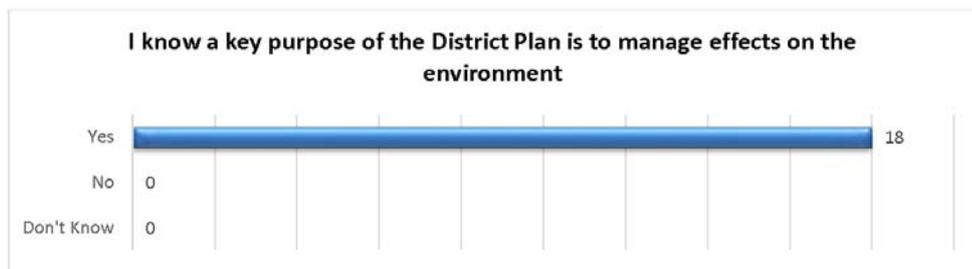
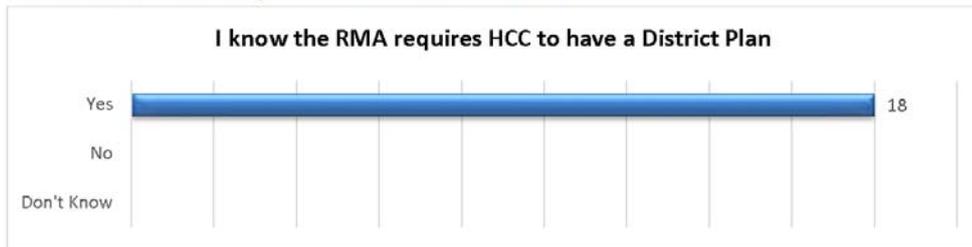
Attachment 6

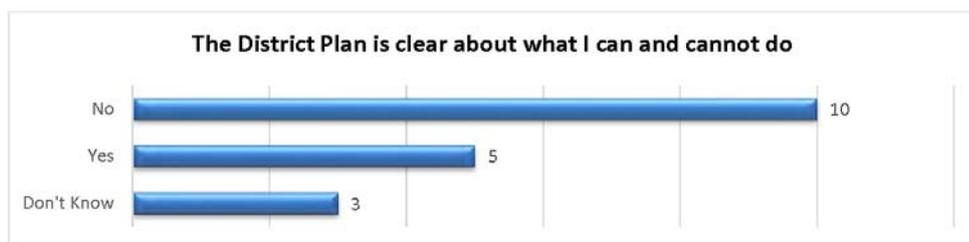
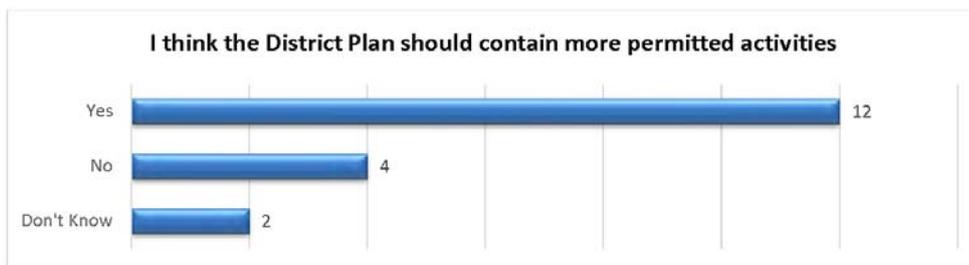
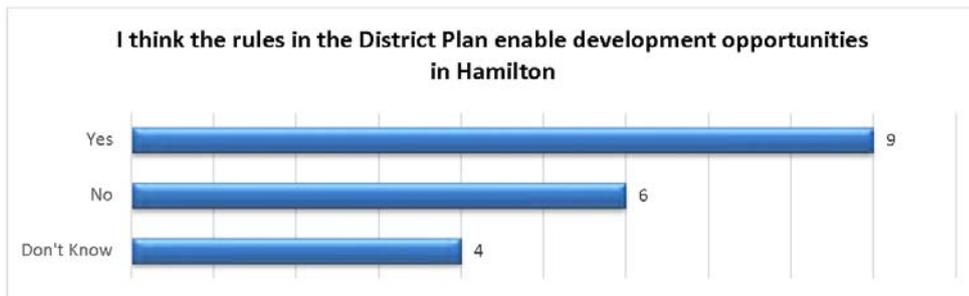
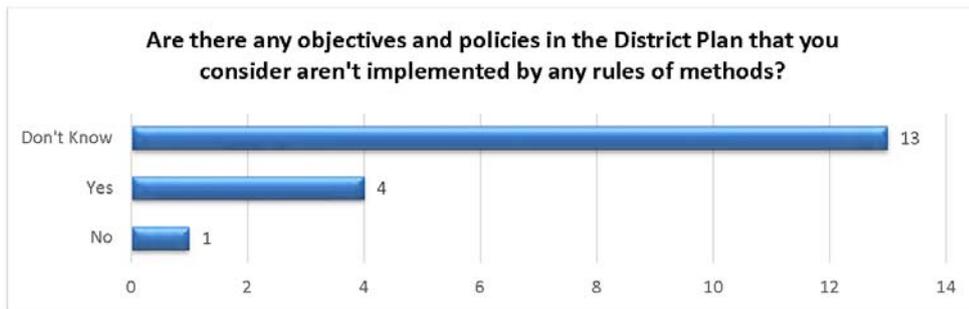
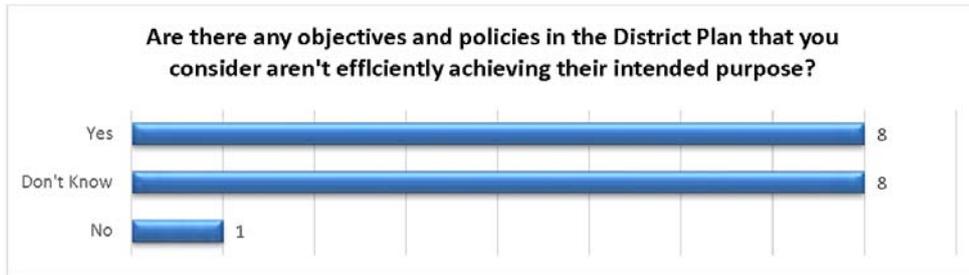
5. Our applications are usually complex and involve across council technical input. Pre application meetings are essential for both parties to understand the consenting path, issues and potential solutions.
6. Sometime (less than half) . We are never able to get definitive answers. Often we get inconsistent advice from different planners - and are rarely do we get offered solutions to the issues that are highlighted.
7. They are helpful with the Engineering aspect, the planning side is too grey for me, so we have no certainty after a pre-app meeting, it comes down to which planner and how they interparate the rules - the out-comes are not consistent and it is perceived in our small community that some developers tend to be-able to bully their way to better out-comes than other developers.
8. Un-like other council departments I do not think that enough credit is given to the better developers
9. We do not find them very helpful as we spend more money on consultants that work out what we need to over come any issues

Item

UNDERSTANDING THE DISTRICT PLAN

Question 18 – What do you know about the District Plan?

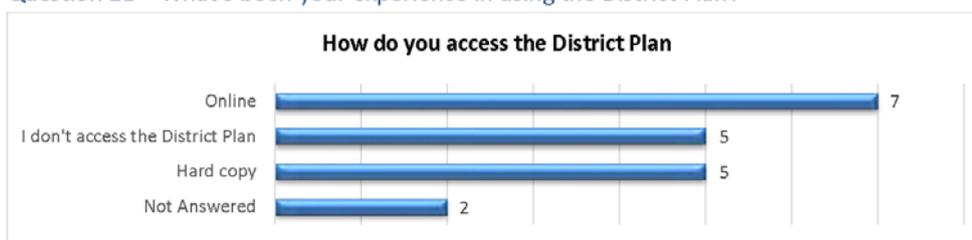


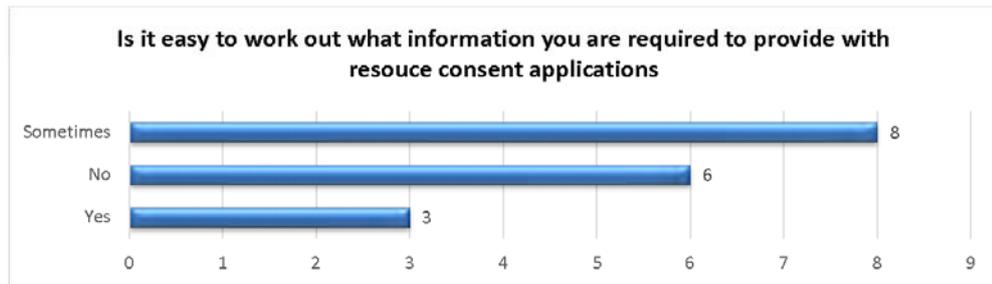
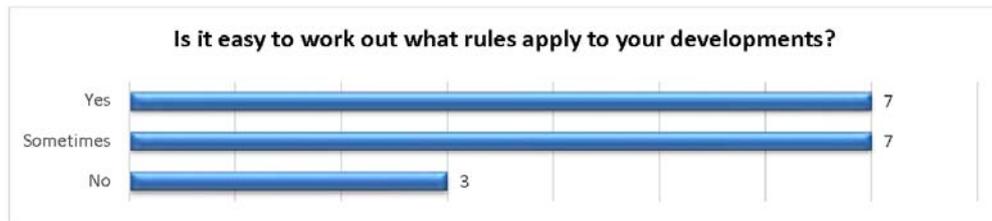


Question 20 – Respondent Comments

1. Found that land use at North Point was overly restrictive and sought and obtained changes.
2. Generally I consider that the District Plan contains too many rules. Most activities or rule infringements have a long list of assessment criteria and design guidance which I consider to be more useful than having a rule for everything (especially transportation provisions). Less rules might necessitate the need for less permitted activities to ensure that Council can still have some influence, or perhaps more controlled activities. There are a number of rules and definitions which are contrary or confusing, even to an experienced planner. There needs to be more flexibility in terms of activities within industrial zones given the relatively short supply of out of centre business zones. The blunt approach to drive more CBD development by taking a low tolerance approach to activities in the industrial zone isn't a particularly effective tool and it may be an obstacle for stimulating more fringe commercial development. On this note, there needs to be more discretion afforded to Council re the requirement for centres assessments.
3. My surveyor/architect is responsible for most of the contact and direct dealings with council now. Hence some answers are unclear
4. The district plan doesn't give clear direction on what can be done, most activities require consents this provides challenge as how do people buy things when they don't know what they can do with them
5. The process should be able to be streamlined (especially for smaller operators) - its too unwieldy and costly. And a resource consent is required even when one item (possibly minor) is the issue that is non conforming. Recent issue with Core MMA at 4 Thackeray Street at the last minute when 32 bike parks were required. Common sense would say that their offer to provide 10 and if there was demand that they would provide more, makes sense. Very rarely is discretion used in the application of the district plan and the application of a common sense outcome
6. There is a no built form /master plan guide .You cannot build a proper functioning city without one.
7. There are on-going discussions between HNZ and HCC regarding these matter and I do not wish to conflict with the key message provided by the HNZN Planning Team.
8. There is a bunch of crossovers between the DP and others including NZTA and WEA that make subdivision and/or development of land and buildings an onerous and complex process.
9. These questions are better answered in person by follow up meeting. We will involve our consulting teams in responding to particular examples being experienced.
10. We are still not getting great outcomes with residential with regards design and I reckon we are building the slums of the future.

Question 21 – What's been your experience in using the District Plan?



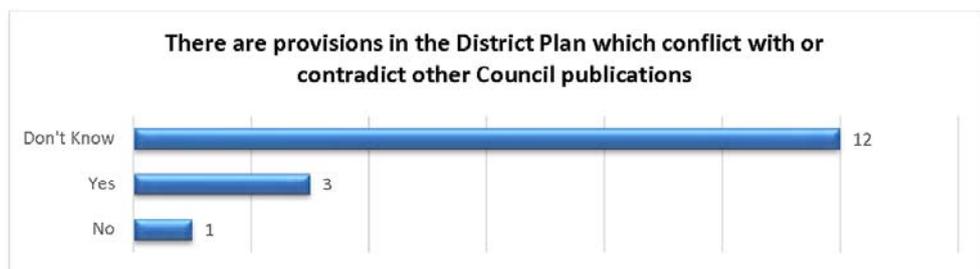
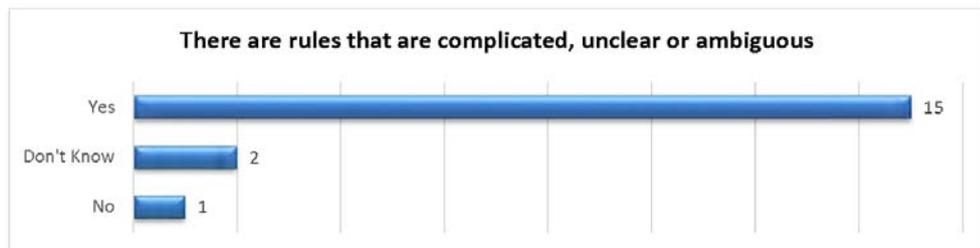
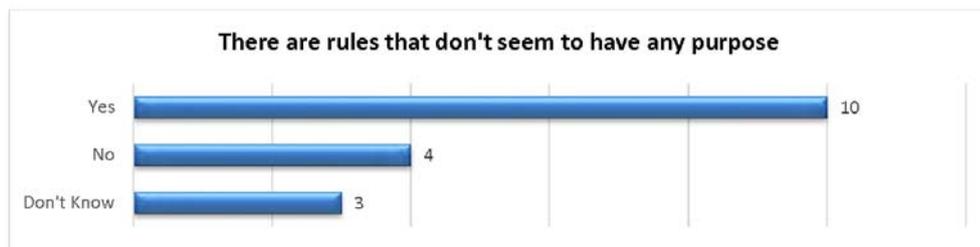
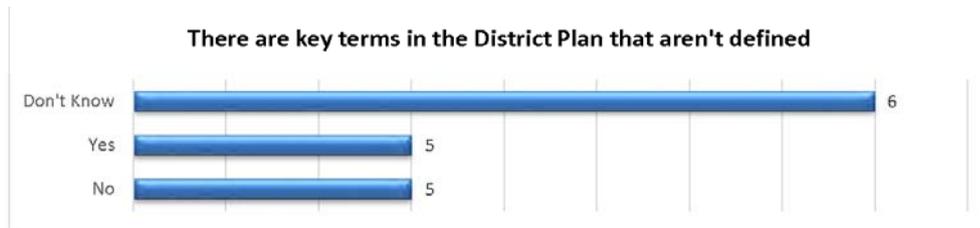


Question 21 – Respondent Comments

1. because of the roading corridor zoning on our land it was quite difficult to work out what specific rules apply
2. I always use planners to inform me of the rules as i cant see the point in half of them as the outcomes still are not good anyway. Urban planning should be deciding the consent form and not the rule book
3. I am experienced in these matter and have operated in the planning environment for many years
4. It is so complicated and often vague, that parties often have no choice but to engage a professional planner - there have been instances where the cost of engaging a planner and going through consent process, is either too costly in relation to the size of the project, or too complicated that parties either decide not to proceed, or go down the track of "forgiveness rather permission" if an issue arises. The larger players understand the process and have the resources to deal with them, but the smaller players are where the issues arise.
5. Particularly around the ITA where there is opposed to applications written based on what other land owners may do in the future. This is particularly frustrating as there is no basis to predict what other land owners may do and just delays what we are trying to do.
6. The DP format is something you have to get used to. It is not a bedtime read!
7. The information described in the DP is generally appropriate in order for council to assess the impacts of a proposal. Experience is mixed in relation to the extent, nature and detail of information required to enable council to assess an application

- | |
|--|
| 8. Water Impact Assessments are an engineering matter and, in my view, have little place in the resource consent process, especially considering resource consent engineering conditions typically end up being really generic. The ITA thresholds are helpful when scoping the information required for a resource consent. |
| 9. We use a planner as its not our strength |

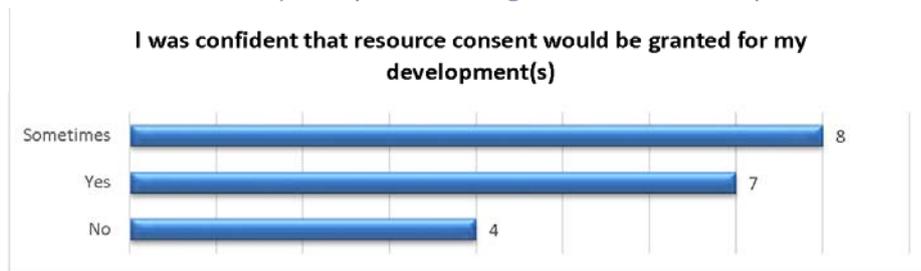
Question 22 – Did you find any of the following?

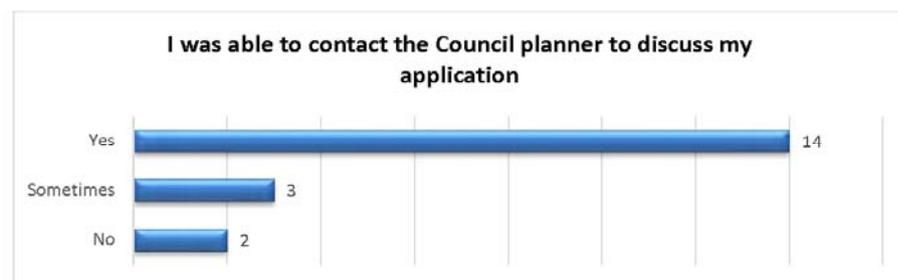
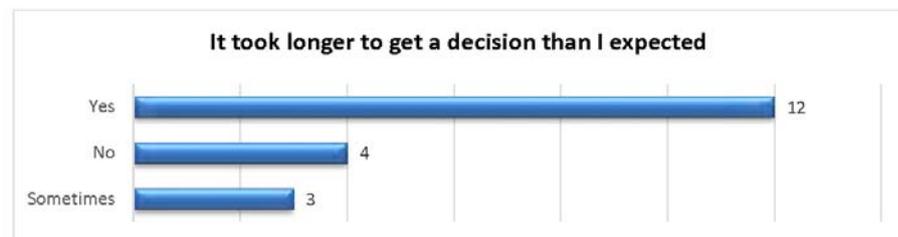
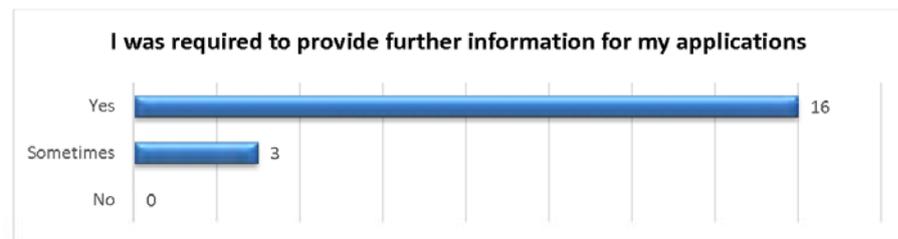
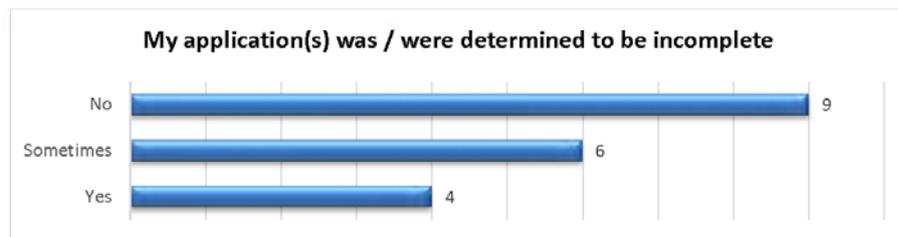
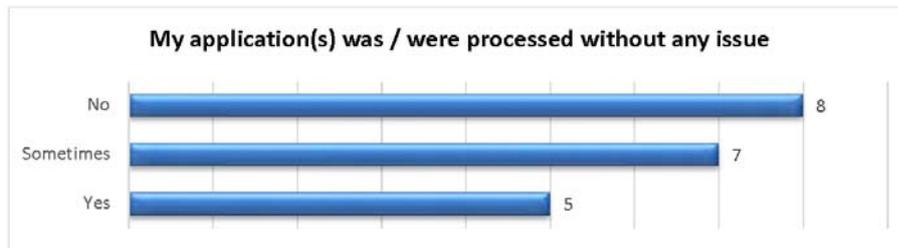


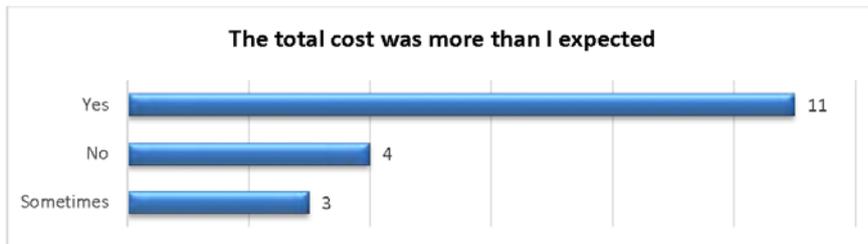
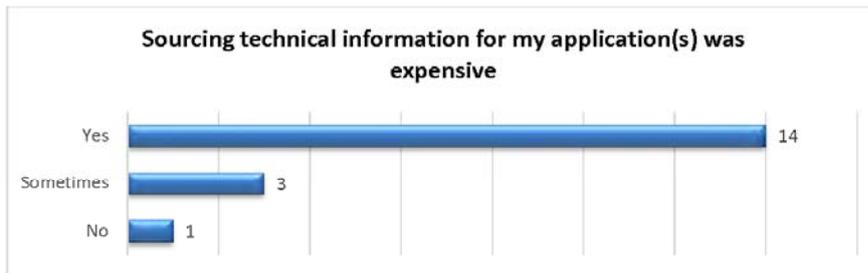
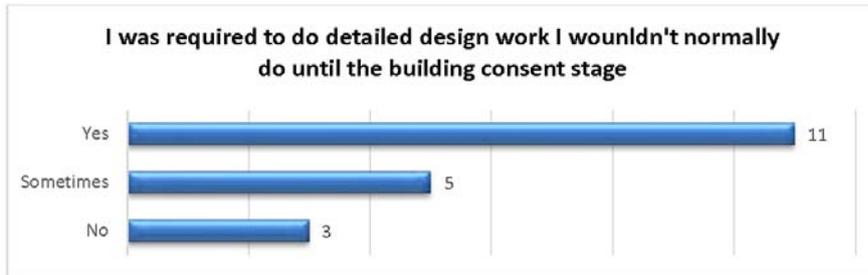
Question 22 – Respondent Comments

1.	5 metre setback rules for commercial buildings in the suburbs as if the road corridors arent big enough.It means 2 footpaths ""
2.	65 Victoria Street - where a single room at the rear of the site was required for over night accommodation if required by people working late. Two HCC planners, two different interpretations and the tenant pulled the plug as it got too complicated, too uncertain, pushed timelines out and costly if they did want to go down the resource consent track - beauty therapy with one room for accommodation which would have been an ideal use
3.	Broadly the DP provisions flow from intent to rules. There will always be a view by developers that permitted activity status is preferable. The DP as modified by appeal provides a reasonable balance between private and public interests at a macro level. The ability for HCC to change technical specs outside of the RMA process provides for flexibility however there seems limited appetite to accept alternative solutions.The way staff interpret the DP and associated control documents has far more impact on certainty, time and cost. Rule and/or policy ambiguity giving rise to inconsistent or unreasonable staff interpretations needs to be eliminated as a priority. Planning staff need to exercise overall judgement as to "reasonableness" when considering inputs from other council departments. This talks to a culture of "can do", "making things happen" and appropriate risk sharing in regulating for city growth.
4.	I think the rules around the traffic corridor are very confusing and not really relevant to the land location and best use for the land.
5.	Issues with retaining walls where the wall is built over several common boundaries.
6.	Many terms (including activities) have no definition, resulting in often inconsistent implementation by Council officers or uncertainty about whether an activity fits into one definition or another. A pre-app normally sorts this out. Rules can also fall into this same situation where there is limited guidance about how a rule should be interpreted, when it is not explicit.
7.	The discretionary rule of urban planning is probably an area which needs to have some thought. It is common for independent planning advisors to be bewildered with the outcomes to the point of having the builder/developer redesign in an effort to come up with a solution that neither party is clear on what is required.
8.	There always are and unfortunately I don't have the time to fully review the plan, again I defer to the HNZC planning team.

Question 23 – What’s been your experience during the resource consent process?







Question 23 – Respondent Comments

1. Again I worked closely with HCC, pricing was fair and reasonable, service was beyond expectation and without fear of contradiction it was the most functional and fluid process of any of the Council I have worked with to date. HCC set the bar!
2. Almost everyone we talk to would confirm the above - there are numerous examples
3. definitely more expensive, definitely more work required. In fact we were required to do design buildings that planners knew wouldn't be built just to show uses that wouldn't be used! An expensive waste of time and money!
4. For the scale of the development being undertaken we were very pleased with the resource consent processing. More information and technical expertise is always expected and was less than required by other local authorities.

<p>5. Happy to be interviewed if you would like more info. There are times when engineering information has been requested, when a condition of consent requiring such to be resolved at the appropriate building consent stage would have sufficed. Sometimes the planning team need to be a bit more discerning in terms of what information they request under s92 - especially engineering related information. Planners could have a little more empathy when it comes to requesting additional information - there tends to be a lack of appreciation of the cost implications relating to additional information, which is especially frustrating when such information is of marginal value.</p>
<p>6. This harks back to the lack of understanding planners have between deriving a efficient timely low risk attractive affordable housing development that fits with the surrounding area and makes commercial sense to a protracted high risk, expensive to build and at times out of place buildings within a given area.</p>
<p>7. This practice area has the potential to deliver development benefits. The level of further information required by council can sometimes be considered excessive when applications are prepared by competent professionals. The level of peer review undertaken by HCC should also be looked at given the expense and could be an indication of insufficient in house expertise to exercise a balanced judgement . It could also indicate a generally risk averse staff that seek comfort from an external second opinion. Peer reviews inherently produce a list of "extra things needed" to provide additional comfort. The DP provides a framework for decision making. If HCC want a more proactive development friendly service, staff have to be empowered to find solutions and take reasonable risks to achieve development outcomes</p>
<p>8. Trying to build liveable solutions is impossible as the car comes first"" Roading engineers are dictating our built form""</p>

Appendix 2
Questionnaire Interpretation - Small Scale Developers

D-2536096 – REEP External Stakeholder Questionnaire Report

Table of Contents

RESPONDENTS - 88	2
UNDERSTANDING DEVELOPMENTS	4
Question 5 – What types of development have you done in Hamilton in the last three years	4
Question 6 – In what areas of Hamilton have these developments been located?.....	4
Question 7 – How many developments requiring resource consent have you done in Hamilton in the last three years?	4
UNDERSTANDING RESPONDENT DECISION PROCESS	5
Question 8 – Do you do any of the following ‘due diligence’ before you decide to purchase or develop land?.....	5
<i>Question 8 - Respondent Comments</i>	5
Question 9 – How do you design your developments?.....	6
Question 10 – Which of the following have applied to developments you have done or planned to do?	6
Question 11 – When did you become aware that your development needed resource consent? ...	6
Question 12 – How do you apply for resource consent?.....	7
Question 13 – What impact did the need for resource consent have on your development?.....	7
<i>Question 13 Respondent Comments</i>	7
Question 14 – Do you use Council’s duty planner service?	9
Question 15 – Do you use Council’s pre-application meeting service?.....	9
Question 16 – What were the outcomes of any duty planner or pre-application meetings?	9
<i>Question 16 – Respondent Comments</i>	10
Question 17 – Do you think the duty planner and pre-application meeting services are useful? ...	12
<i>Question 17 – Respondent Comments</i>	12
UNDERSTANDING THE DISTRICT PLAN	14
Question 18 – What do you know about the District Plan?	14
<i>Question 18 – Respondent Comments – What do you know about the district plan?</i>	15
Question 19 – What’s been your experience in using the District Plan?.....	16
<i>Question 19 – Respondent Comments</i>	17
Question 20 – What’s been your experience during the resource consent process?	19
<i>Question 20 – Respondent Comments</i>	21

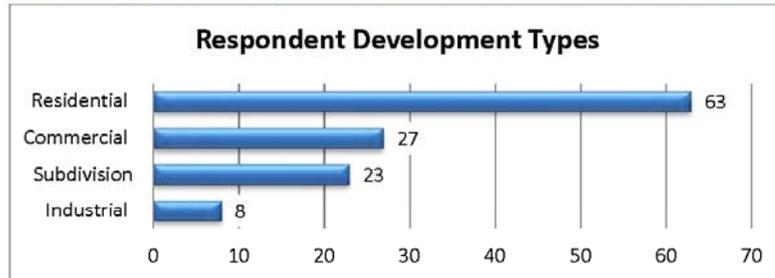
RESPONDENTS - 88

Adrian
Adrienne Hudson
Alex Burns
Allan Nieper
ANdrea Skipper
Andrew Jaques
Andrew McCabe
Angela Sanson
Beryl le Grove
Brenda E Plummer-Allinson
Brenda Innes
Brent
Brian Willis
Brooklyn Chesham
Bryce Ian Carmichael
Cai
caroline fraser
Choy
Chris Barker
Chris Cooper
Chris Hamilton
Chris Yates
Colin Clune - on behalf of Vodafone NZ
Dalbir Singh Mundi
Daniel Klinkenberg
Daryl Silcock
David Keiller
David Lamason
Debbie Ford
Dennis Lean
Doug Norton
Doug Robinson
Edward Nicholson
Elizabeth Kemp
George Peterson
GLEN ARCHER
Janice Robinson
Jasbir Kaur
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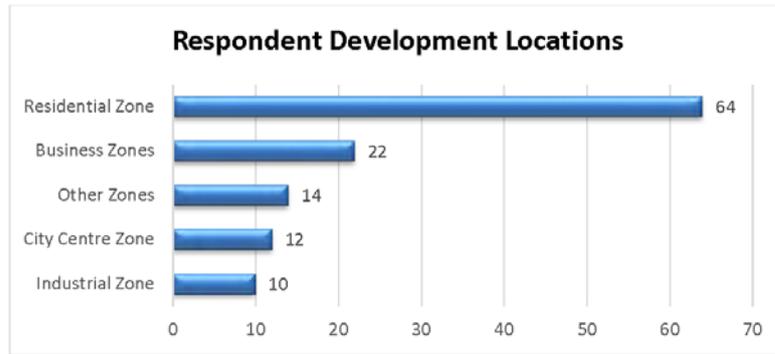
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Katherine Chi
Kathy Moody
Keith Andrews
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Leighton Fletcher
Leon Da-Silva
Lorraine Forlong
MARK HATWELL
Martin Cameron
Michael Bahjejian
Mike Ryan
Naseem Ali
Nick
Nigel Browning
Paul Bethel
PAUL KINGSBEER
Peter Bennett
Phil Holah
Philip Thomson
Rachel van't Wout
Ravi Singh
Raymond Bird
Renee Beere
Richard Bennett
Richard Silbery
Robert Dol
Ron Geck
Rosemary Allbrook
Ryan Mccarthy
Shelley
Shona Shaw
Simon Travaglia
Toby Stone
Tony Tracey
Trevor Hancock
W M Hodgson
W. Philip Hague
Warwick Hutchinson
Wendy
Zak Urlich

UNDERSTANDING DEVELOPMENTS

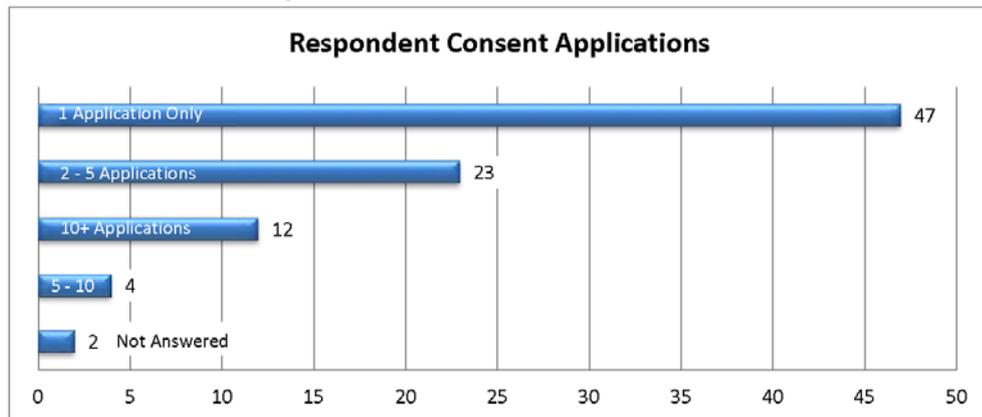
Question 5 – What types of development have you done in Hamilton in the last three years



Question 6 – In what areas of Hamilton have these developments been located?

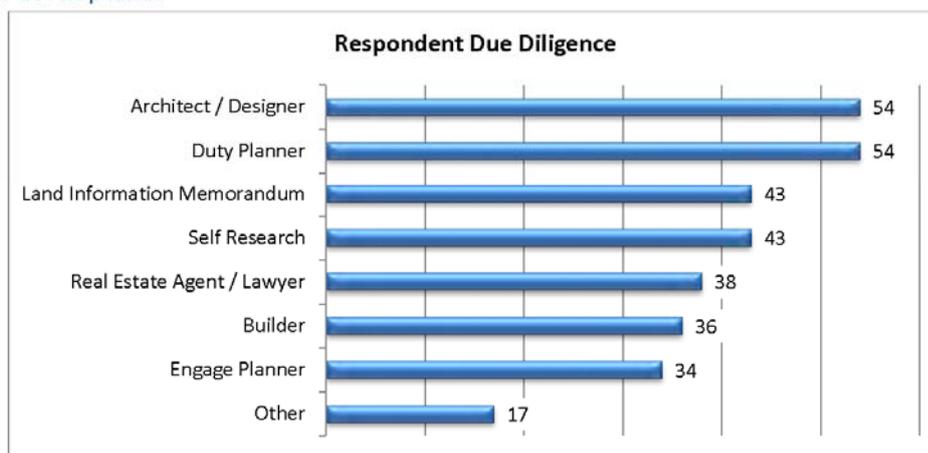


Question 7 – How many developments requiring resource consent have you done in Hamilton in the last three years?



UNDERSTANDING RESPONDENT DECISION PROCESS

Question 8 – Do you do any of the following ‘due diligence’ before you decide to purchase or develop land?

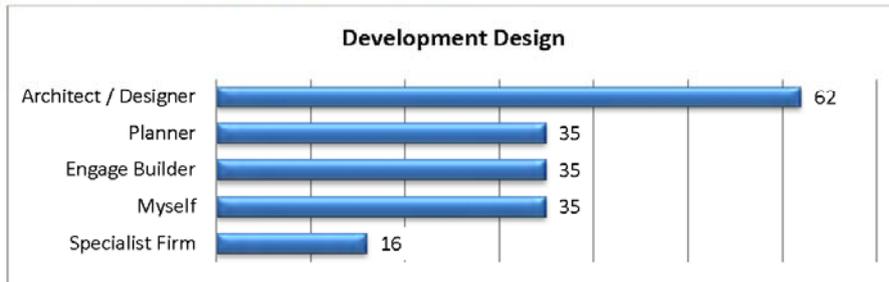


Question 8 - Respondent Comments

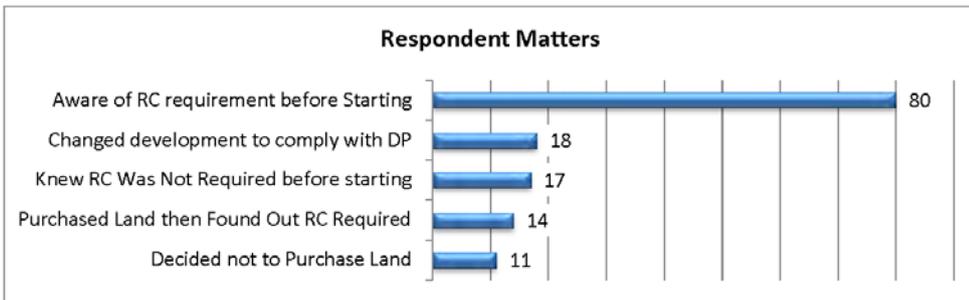
1. Accountant
2. Have used independent planners
3. I am the director of a building company so don't need building advice from anybody else.
4. I applied for consent for a garden shed. This involved consent from HCC, owner of neighbouring property.
5. I ask Dave McCracken (Surveyor) if I don't know any solutions. HCC planners tend to show me problems, whereas Dave discusses solutions.
6. I do my own research; I refuse to pay an overpriced planner for doing what I am more than capable of doing myself once I have the correct information.
7. I generally do the due diligence (District Plan Review) my self. If I have any interpretation issues I contact a duty planner for clarification.
8. personal acquaintance
9. Speak with a geotechnical and structural engineer.
10. Surveyor
11. The client typically come to us with land they have already purchased or if they are purchasing a house and land package.
12. Traffic engineer, surveyor, series of meetings with HCC planning group
13. Under the new District Plan it has got very difficult to review and understand the District Plan with professional advice.
14. Use resources within Fonterra
15. we are the builders
16. We wanted to build a new dry goods store that encroached on the road boundary. The planner was helpful on how to present the plans.
17. We were simply leasing a unoccupied building in the central city. HCC's planning department would not provide even the slightest guidance as to what within the district plan they would be most concerned about considering our proposed activity ("it's the whole thing"). Also our request for a pre-application meeting was declined by HCC.
18. When I went to Council to check if anything of importance was on LIM (the section was in an older housing area) I was told that in 2014 the area had a Resource Consent Apply as part of the

River Bank and Gully Hazard area. I then involved a Town Planner to facilitate successful application.
19. Being a small business we cannot afford the fees charged by planners so we wrote the Resource Consent ourselves.

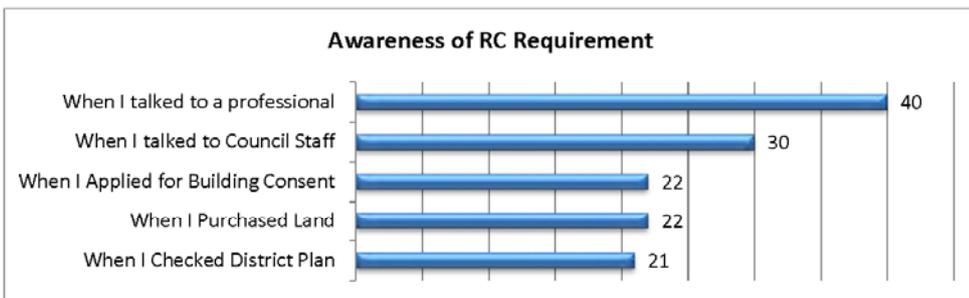
Question 9 – How do you design your developments?



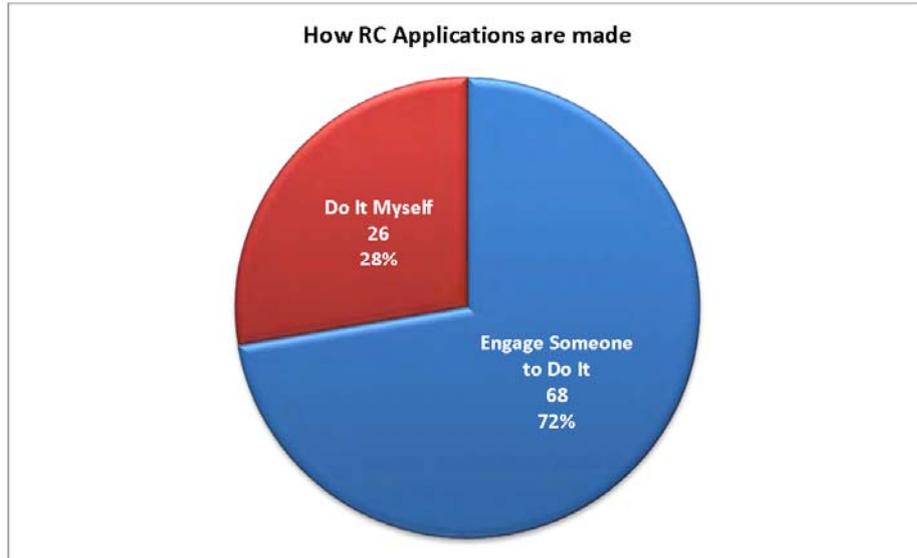
Question 10 – Which of the following have applied to developments you have done or planned to do?



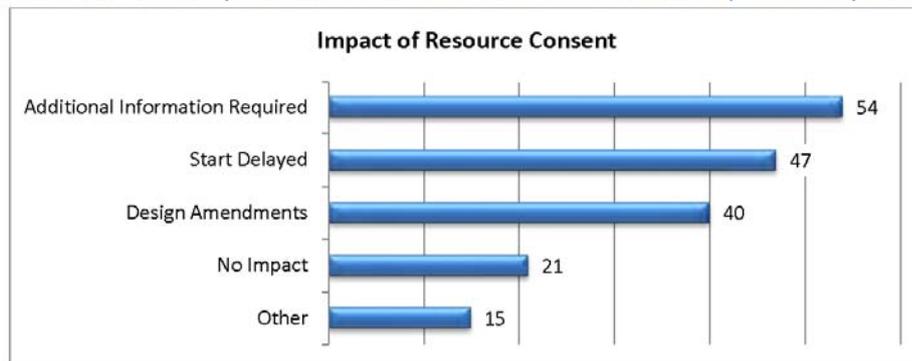
Question 11 – When did you become aware that your development needed resource consent?



Question 12 – How do you apply for resource consent?



Question 13 – What impact did the need for resource consent have on your development?



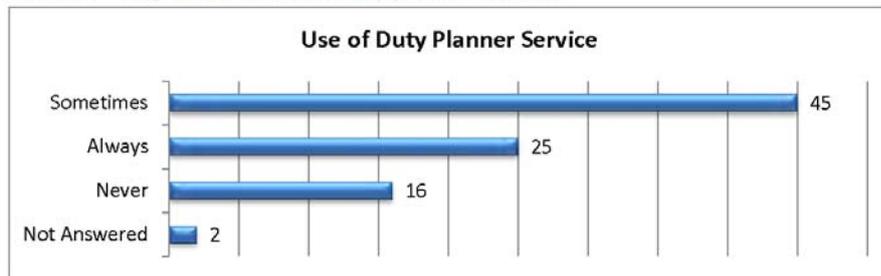
Question 13 Respondent Comments

1. \$\$\$
2. Additional Cost & Time. More conditions to comply with which also equates to more cost and time.
3. After months of discussion with Council with positive feed back our development was turned on its head on the last day of the Council's time line to provide consent. This teasing out against all previous feed back cost our family over \$100,000 and delayed the project at least 9 months as all consultants were not able to reschedule their work to suit me. From agreeing the finer details like the number of bicycle racks, the project suddenly became untenable. Tarmac won over aesthetics and the finer aspirations of the District Plan.
4. BBO LTD were consulted to assist with RC, part of this included an ITA which TDG Ltd prepared. 4Sight Consulting were also req. due to the land being noted as a HAIL site. Works involved extensive garden boxes and the reinstatement of two drive ways onto the site. These costs were in excess of \$40k once HCC's fees were added. I had no idea I would

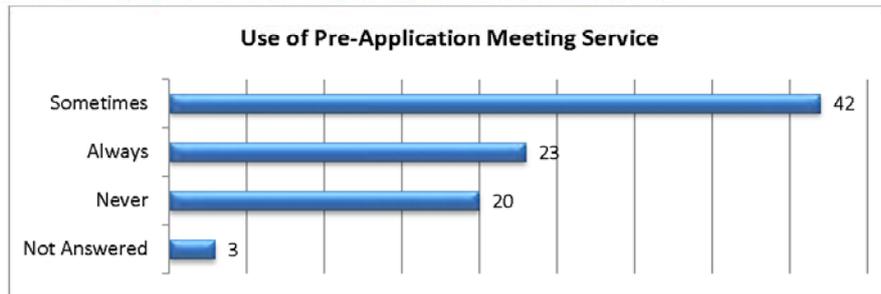
	be for these costs prior. I opened my first 24/7 gym 3+ yrs prior in the MPDC area with a tenth of these costs!!
5.	Cost due to consent fees and consultants and the cost of the additional items if any.
6.	Financial costs of Council fees.
7.	Financial costs.
8.	Financial. Consent cost almost twice as much as cost of commercially built shed!!!!
9.	Generally no impact, however if I check the District Plan and see that there is a conflict, I will re-site/re-design the facility to comply. Often Telco facilities are permitted under the NESTF (NZ Standard for Telco Facilities 2017)
10.	Go though a massive peer review process that cost a lot of money and time.
11.	Huge changes needed and the main reason for buying the place was the car parking and had sent numerous emails (even to the Mayor) and still no one helped, just made it all impossible.
12.	I don't mind the Resource Consent application - the issues I have are with increasing complexity, uncertainty and cost.
13.	I had to go through lot of difficulties as the person who was dealing my case was bit fussy and was not being friendly .
14.	I had to identify underground services and reroute the water supply. The Council was slow relocating the tobyy.
15.	I was required to obtain a resource consent which in the end after full survey was not required.
16.	Impacts usually come from inexperienced planners with little nous from within HCC.
17.	In our case we had a building permit for a small activity, however this triggered a land use consent - which wasn't raised until after the building process had started - but which I believed should have been raised by someone at the council who had seen the building consent? On another occasion the building consent was started however at a later point the Council wanted a consent for the removal of soil for the excavations which could have been suggested during
18.	the building consent process.
19.	Increase design cost and finance cost
20.	Increased costs.
21.	It added to the overall cost.
22.	quite stupidly there was a noise restriction imposed despite the noise from bars at all hours in the main centre coming across the river
23.	Same comments above. As a small business we could not afford the \$20-\$30k to hire professional planners. The resource consent process delayed our project by months. We asked for a pre-application meeting but our request was declined.
24.	The impact of outdoor living courts in the new DP, is very frustrating. Living courts need to be north, yet sites can be developed street crossings east and these do not go to enabling living courts to the north. The disconnect between subdivision and residential planning guidelines generally results in a compromised offering due to the prescriptive nature of the plan, a more lateral approach, enabling the developer some concessions could add benefit. it seems to prescriptive, and that is resulting in compromised developments.....built to meet a rule book, not built to meet the consumer.
25.	The inspectors do a great efficient job and then the report sits in a hole or on someone desk and does nothing.
26.	The new district plan process has added additional cost and further uncertainty about whether a consent will be approved
27.	It doesn't help that everything to practically restricted discretionary
28.	The rules for the distance from the front boundary had changed.
29.	The time taken to get it all aproved

30. We recently have been hugely affected by the district plan changes to the Ruakura development area. We have 14 sections in Greenhill Park and every single design needed to be changed. These homes were all architecturally designed and were great plans. Now with the new changes we have had to redesign and apply for multiple resource consents. The designs have been completely compromised in order to comply with the district plan. There seems to be no thought given to the end design and in actual fact what the end user is wanting. Affordable, well designed, well sun oriented single level homes.
31. Whilst doing a lot of the work myself told by Council staff I should employ a professional otherwise if not correct would cause delays, this information was told to me at pre application meeting

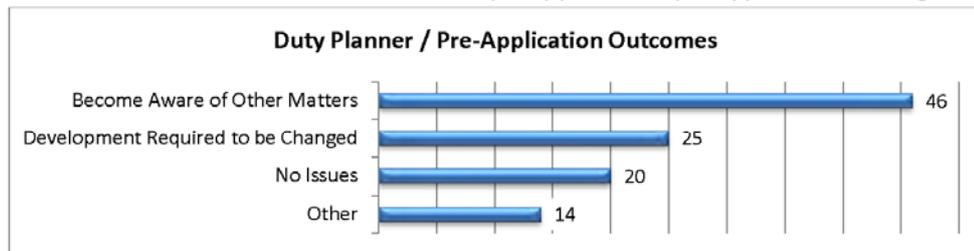
Question 14 – Do you use Council’s duty planner service?



Question 15 – Do you use Council’s pre-application meeting service?



Question 16 – What were the outcomes of any duty planner or pre-application meetings?



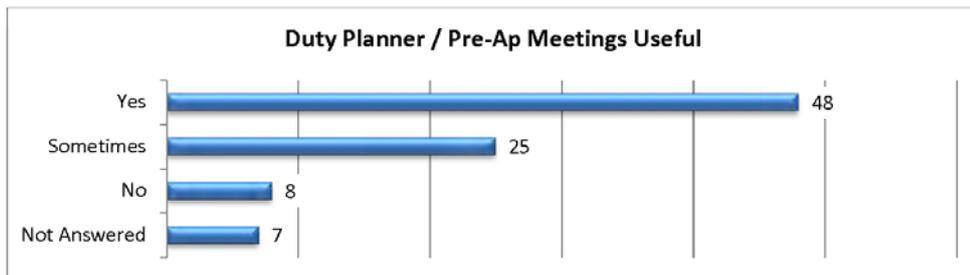
Question 16 – Respondent Comments

1. The position of the building required additional resource consent
2. 3 storey townhouses/duplexes caused major modifications shape of rooflines look of properties
3. 40 Borman rd was approved during pre-app meeting, only to have the application rejected later on.... want good. Although Fraser worked with us to get it across the line, and in the end was a better development, but cost us time and money doing the application twice.
4. As we live beside a gully the was never any question raised by any pre planning meeting of a height to boundary impediment in the proposed extension.
5. Aspects of the house design needed to be amended so that when plans submitted for Resource Consent they would go through as Purchase of Section depended on Resource Consent Application.
6. By engaging a planner who was experienced in my area they sorted out what was needed and kept me very well informed
7. Change the design to help be more in keeping with the style of homes around it.
8. Council measured our original boundaries incorrectly which caused delays and concerns, and extra expense
9. Design considerations
10. did not know this service was available
11. Duty Planner said we could only put 1 x house behind shops (as a caretaker house) on commercial land. Pre-application meeting - said : "No you can't put a house there - you can put 14 units" !!!
12. Duty planners usually lack vision and seem to be there to oppose applications and frustrate developers.
13. Developers usually know what to do and how.
14. Generally the pre app discussions focus on the shifting requirement of HCC regarding urban plan/building presentation/street interaction and vehicle manoeuvring. There is too stronger focus on prescriptive rules and compliance that encouraging and trusting the developer to deliver above the rule book. Everytime i have come from a pre app meeting it always seems that we have "complied" with the rule/request, not achieved better than it
15. Guidance received.
16. Had a specific issue where the council had made a mistake on issue of previous code of compliance; I proved without question this was the case, yet they still made me pay and go back to the start and reapply for the correct consent - most unfair and uncompromising. Further, I was advised I needed to employ a planner because they (incorrectly) assumed I would not be able to complete the resource consent myself. When I was called in for a meeting with the manager of planning because they again assumed I didnt know what I was doing, the manager looked over my application and actually said how impressed he was and that it was better than some he'd seen from planning companies. Council staff need to remember such costs are not cheap and not to assume people won't understand or are incapable of doing what is required! HELPFUL advice/assistance instead of assuming the worst never goes astray...
17. Had to ask the renters next door and owner, had to be so far from the fences, had to have outside living circle.
18. Had to have neighbours consent.
19. I had to delete a kitchenette which I thought was unfair. Council was presuming we would sublease part of our own apartment as a separate tenancy which we have no intention of doing. This is an example of red tape gone wrong.
20. I made several changes to designs due to "bulk and location" issues. These issues could not be defined or even proven to exist by HCC but they still would not accept my proposal in that

form - so I had to change. The changes collectively would now be in the \$10,000 - \$15,000 range and I still believe I complied originally.
21. I think Fosters check with the HCC before submitting application. Floor height detail meant a 6 week delay.
22. In our experience it has provided some clarity however the rules are so often open to interpretation and so complex that even the planners struggle to understand them.
23. Initially I was given incorrect information by HCC Duty Planner.
24. It was around the management of the three waters.
25. Made to remove 2 of my road entrances so now the 2 tenants have to share driveways and the gates now stay open because of the 24hr gym, and gives creeps and pedafiles easy access, made to put a box garden in the car parking area so lost car parking space and made it harder for drivers. All these things caused me a lot of grief and I couldn't get it sorted
26. My specialist engaged with council.
27. Need for a firewall - the change in water pipes.
28. Often some information around 3 water engineering servicing the sites is unknown from what you can see online / from public records so its not until the pre-app discussion with the engineers you become aware of certain issues.
29. Road connectivity
30. Site coverage requirements associated with unit titles.
31. Stormwater
32. The fist meeting although longer than 3 years ago gave me the go ahead in principal to design a one stop building hub at 5 Karewa Place, We are builders are were told it was a sound idea that would be approved, we were going to have a shared showhome, where all 8 of my tenants contributed and used it as a showpiece, we had designers, lighting shop, plumbing shop, landscapers, engineers, surveyors, planners, flooring experts etc , we spend thousands with a full design done by Sekta architects, only to be told it wouldn't get passed once it was presented to council, variation 21 was going through, aaaahhhh.
33. Last meeting approx. 3 threes ago went a lot better, although council is their wisdom had taken out gyms as a permitted activity, (why god knows, and even the planners were stunned) he finally had a gym as a proposed tenant, the council said they would look favourably at this as it was been reconsidered. we also got good advice with other older resource consents we held due to different options been tabled and changed we had taken out to cover bases as no one seemed to know what the future would be in our area.
34. The impact of the protected houses overlay for Ham east was explained in greater detail to me
35. This is a great service and a great assistance to avoid making a bad purchase. There is still never enough full information on offer, even if you do everything suggested there is still something else
36. Told best to engage professional to do work if I got it wrong would cause delays, cost Club a lot of money that was not budgeted for, to be honest for the development, all the information really appeared to be overkill.
37. Wasn't overly helpful to be honest. When we met with the duty planner there was very vague direction on what we should focus on with regards to our submission (e.g. parking)
38. We believed our plans broke a specific rule but it turned out we complied in that case but the Council's interpretation of another rule was different to what we'd expected so we broke that rule instead.
39. We chose not to purchase and develop a project
40. We have had a good experience with both duty planners and pre-application meetings in that they can often highlight areas that we can address prior to application. In one case we changed the location of a development slightly to further protect a listed tree, which was a lot easier before the building process started.

41. We have only applied for one subdivision so we weren't totally aware of all the processes required. Talking with professionals in and out of Council helped us understand the process.
42. While you normally become aware of matter that I wasn't aware was required (e.g. complexity of the district plan as noted earlier) the duty planner doesn't really make much of a difference as they are always non-committal.

Question 17 – Do you think the duty planner and pre-application meeting services are useful?



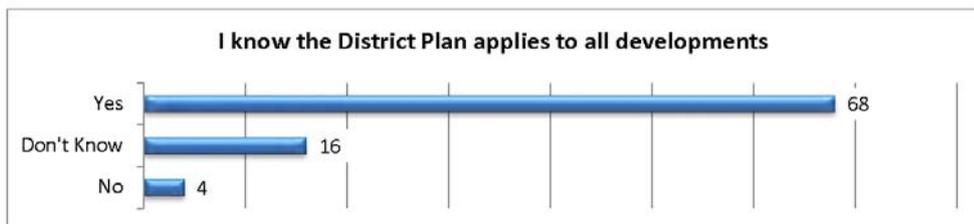
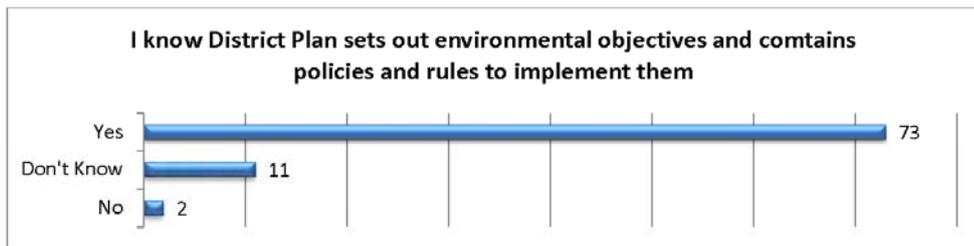
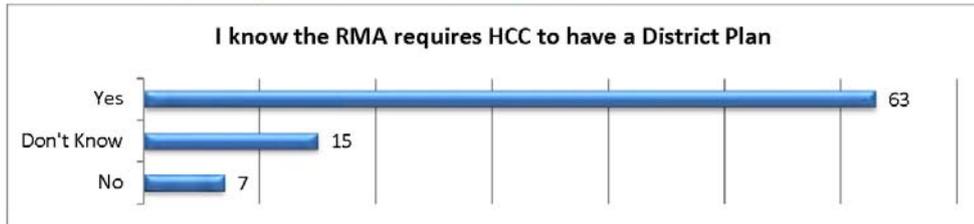
Question 17 – Respondent Comments

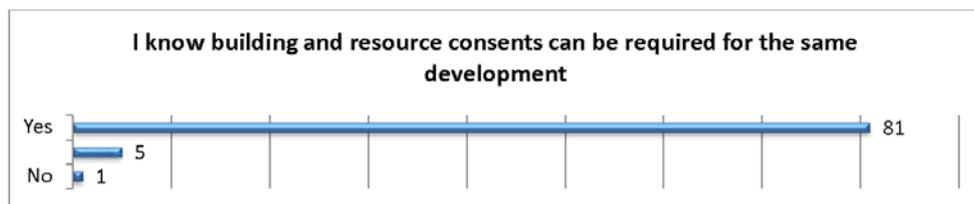
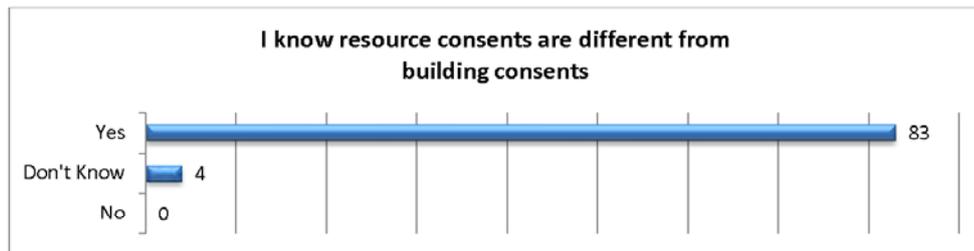
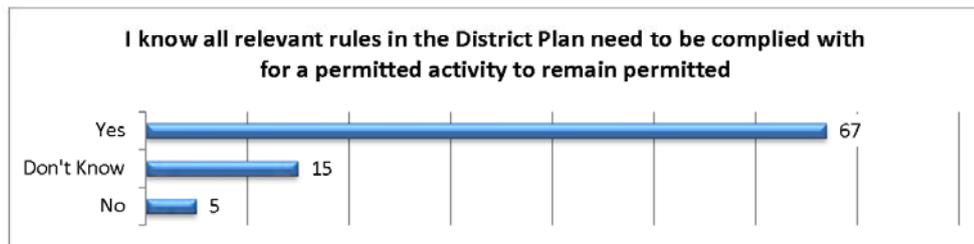
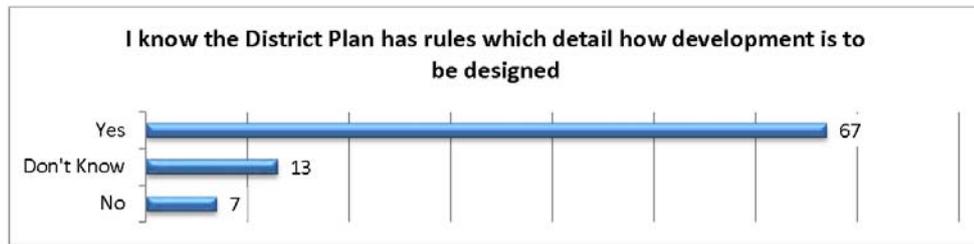
1. As above, although as mentioned the new young planner we originally had wasn't fully informed on what was happening and gave us bad advice as he simply didn't seem to know.
2. As above, great help to avoiding a bad purchase
3. As above. Not if feedback transpires to be gazumped.
4. As above; both were very helpful in answering my questions and giving guidance. They are an absolutely essential part of council!!
5. Brave person who tries to navigate this process without meeting, from these meetings main information I got was it was better to employ someone else to do the work for us, because it was too complicated for anyone other than a qualified planner.
6. doing this can save the developer a lot of time and money
7. For seasoned pros, there is no point in them for smaller developments. Although for larger developments they would most likely be useful, providing some clear guidance is noted in the meeting and remained throughout the consenting process.
8. Gave advice that we were on the right track.
9. Helpful in that we get certainty in what to do, rather than lateral approach and concessions helpful in that we get some certainty as to the application being successful it still is only compliance based approval, not betterment based approval council should challenge the developer/builder to betterment, to do this HCC would need to understand some of the solutions are not as per the plan
10. I had in mind two site positions for the building and a meeting cleared up what was possible before engaging a consultant engineer
11. It is helpful to confirm interpretations of the district plan.
12. Made it clear that cross leases were no longer allowed.
13. My comments on the duty planner process is as per question 16. In regards to the pre-application meeting that is a given to understand if there is any additional supplementary information that will be required.
14. Let me know what I could do and not do.
15. No - they highlight possible issues but cannot provide solutions. The points of view are not based on the Operative District Plan but an ideal view. The extra costs from the application process must be borne by the developer - they cannot just be passed on.

16. Not sure. Most likely, but why could they (HCC) have not contacted us early in the process to inform us of a MAJOR structural change. Slow process with no apparent 'help' to encourage growth in Hamilton. Resubmitted application also takes the full allotted time – when only 1 change was been considered.
17. Not this time but they could be if I couldn't find someone to do a satisfactory job.
18. Only if everyone is on the same page - in our plan, duty planner & pre-application planners on different pages.
19. Personally I would utilise a phone call to a duty planner above and before a per-application meeting. A pre-application meeting is really only required with complicated/ sensitive applications, where it looks like notification is a possibility.
20. However, I have had pre-application meetings, where when planners were asked questions regarding the possibility of notification I receive the answer "it is not my job to write your application for you" or "submit the application and see" this very poor planning and dissuades applicants from utilising pre-application meetings. The possibility of notification should be flagged from the start, as it avoids the waste of time and money on both sides of the fence. It also makes applicants aware that they need to seriously re-assess their proposal.
21. Planners seem stuck on rule compliance rather positive outcomes for developments. It is easier to just comply with the rules than prepare a "better" development that may fail some rules.
22. Promises made at these meetings are not kept
23. So long as they give the correct information and don't change their minds.
24. The availability of the duty planner is invaluable.
25. The duty planner was able to warn us of possible hurdles / road blocks that might make the proposed development problematical
26. The duty planners are excellent.
27. The rules are so complex you need an expert to understand them.
28. The supposed problem was never identified.
29. They give a quick snap shot of HCC views and allow early feasibility to progress projects or not
30. They highlight issues and enable informed decision making for either myself or my clients.
31. they should explain us nicely and not be getting hash on people.
32. To verify that what you are proposing is viable before going to the expense of employing professionals.
33. Very helpful, at the very least to confirm your thinking and assessment which provides surety around the advice we give our clients. Also provides a point of contact for as the proposal proceeds.
34. We asked for a pre-application meeting but our request was declined.
35. When we met with the duty planner there was very vague direction on what we should focus on with regards to our submission (e.g. parking). Additionally we were advised incorrectly that we need to complete an ITA, which would have taken weeks and thousands in costs. It wasn't until we queried through alternative channels that it was corrected.
36. Would be easier if you got some answers instead of clues, what clause to look up.

UNDERSTANDING THE DISTRICT PLAN

Question 18 – What do you know about the District Plan?



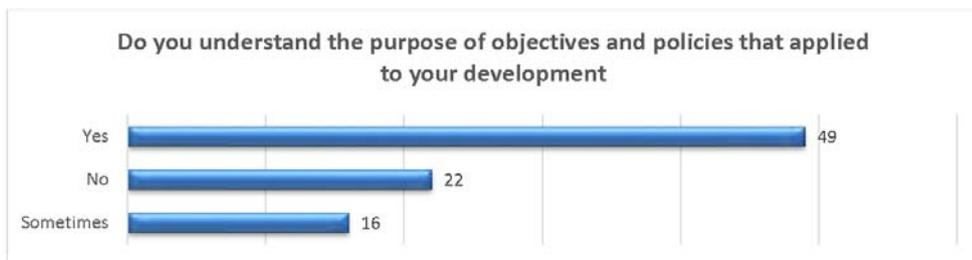
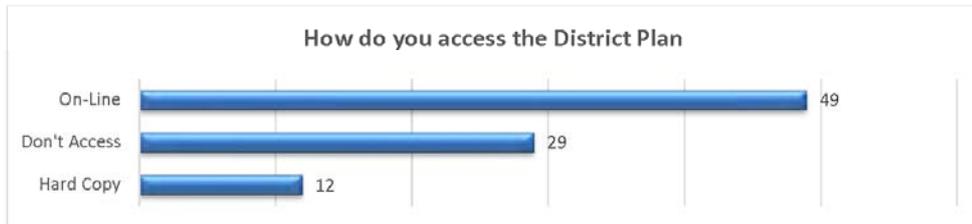


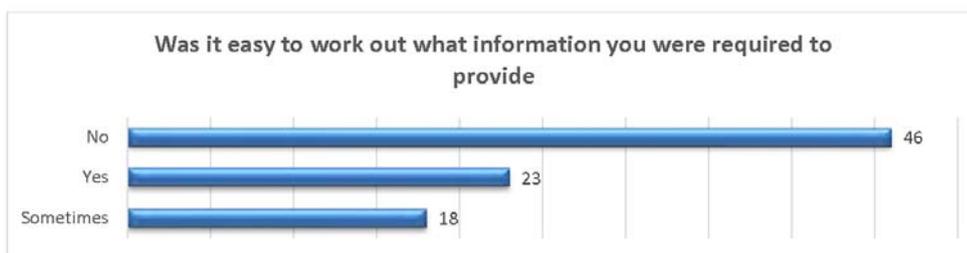
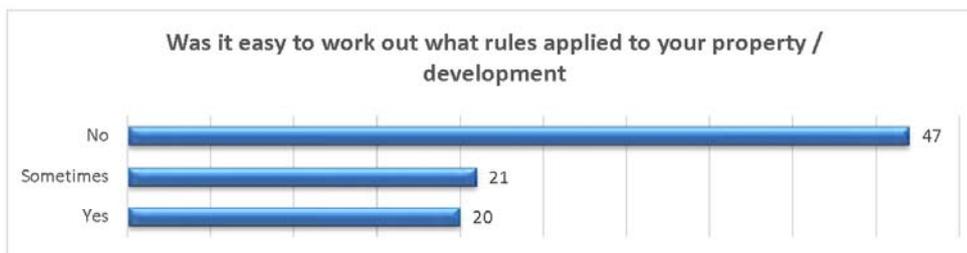
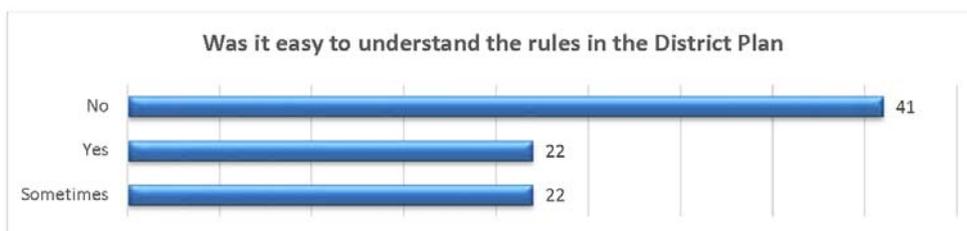
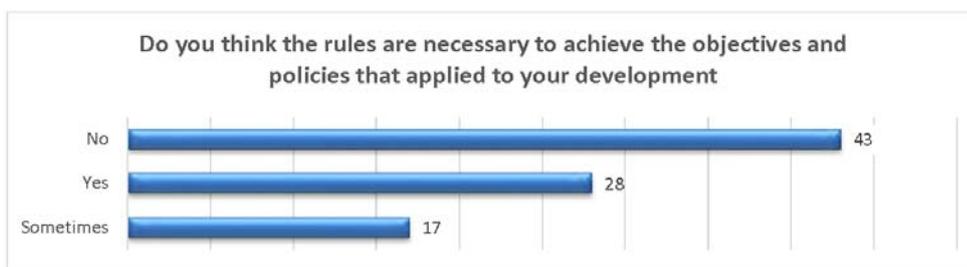
Question 18 – Respondent Comments – What do you know about the district plan?

1. Additional swelling on one lot.
2. building a house on smaller section.
3. From general reading but that doesn't mean I have a good understanding.
4. Home - height restriction SW side - Shadow over neighbours ppty.
5. I am well acquainted with friend of mine who has often told me about most of these things and the time and costs associated with them
6. I found the District Plan to be not user friendly and avoided it.
7. I know our building alterations required building consent and then also resource consent as our plans broke a rule and the effects on the surrounding area needed to be considered and mitigated. If we had continued with original plans to erect an ancillary building right next to our gully there are resource consent considerations there too as otherwise it's easy for people to not understand the impact of their work on the gully system and to damage it as a result. We've seen this occur.
8. Installation of a new building on site with it's own facilities

9. Consent to discharge to the air
10. It would appear that every new development we do requires a Resource and Building Consent EVEN if we try to work within on or the other to avoid a Resource Consent. It seems that there are so many 'rules' that it makes developing land (we already own) so difficult and fill on add on extras that appear almost overnight in the consent process. So much so that our Engineers, Architects and Consent consultants are surprised. Even when we engage consultants we are still hit with high extra costs that seem out of line with what we want to achieve and with the process of building, well planned and designed buildings. Council would be advised to engage with consultants to look at the cost involved with building and become realistic with that and the rental price. Building has become too expensive for tenants, and unrealistic to match smaller construction builds (such as sheds!) I understand that 1000m2 buildings require both resource and building consent. There is a lot more I would like to say, given the opportunity.
11. The Operative District Plan does not provide a set of rules on how developments are designed – it provides a set of criteria the design must comply with. The increasing set of criteria mean that resource consents are approximately 3 times more complex today than 10 years ago without three times the benefits.
12. This section is completely stupid and relevant. There is bugger all developments in Hamilton that have a permitted activity status and the questions are directed as if the people responding them have no idea. I would love to know the rational behind this section.
13. To build 6 x townhouses, we needed Resource Consent before Building Consent.

Question 19 – What’s been your experience in using the District Plan?





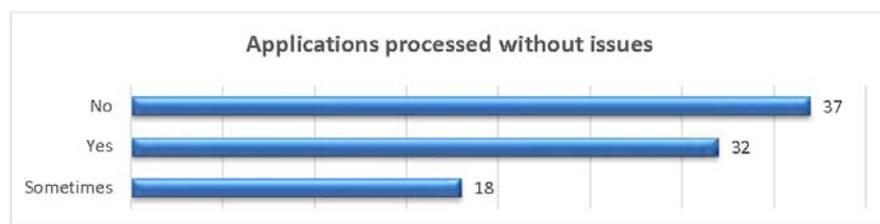
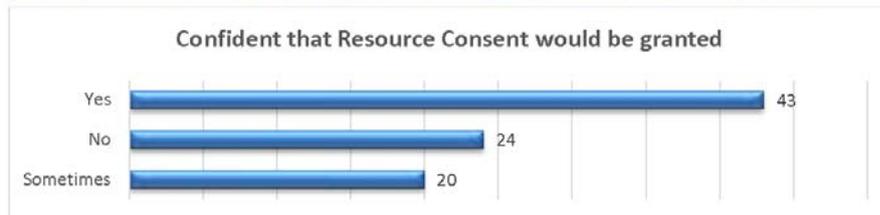
Question 19 – Respondent Comments

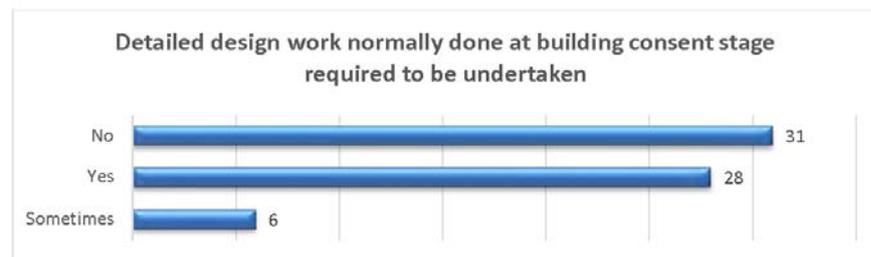
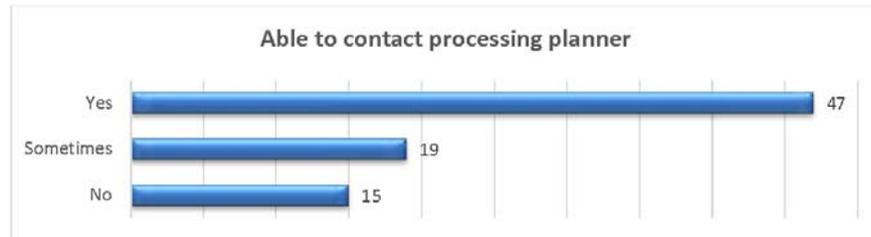
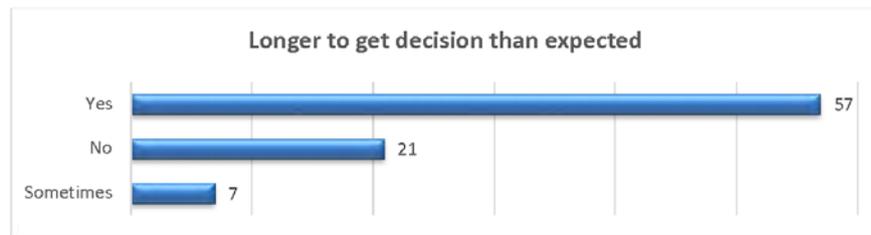
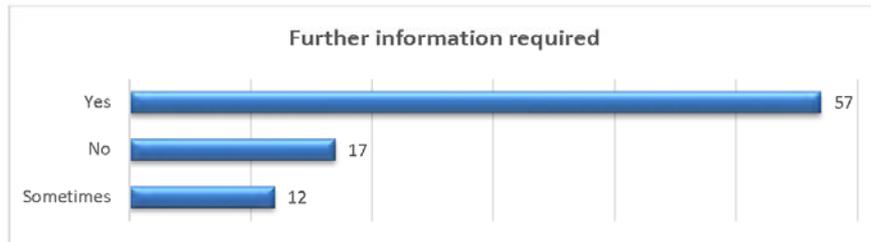
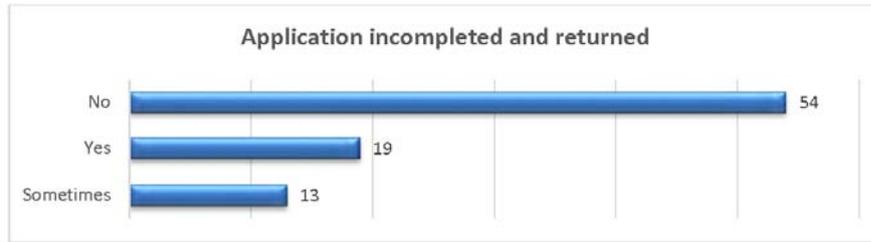
- | |
|--|
| 1. As the obtaining of Resource Consent for the property that I was purchasing with the intention of building a Residential Dwelling among long established houses was put in place only in 2014 (my purchase was 2015) it was a \$12,000 total cost including town Planner and Engineer – expensive additional cost. (Section was subdivided 2006.) |
| 2. Building out to the road boundary would have had no effect on the environment but would have given us extra internal storage that we still need. It took away several pallet spaces. |
| 3. District plans are written with best intentions but not by smart experienced people who actually understand the outcomes of such rules. "Those that do, know." |
| 4. Don't understand how some garages are on the foot path and others have to be away from the inside fence even if there is a grass area outside the fence. Do you have to pay lots more money for the resource consent to get your own way |

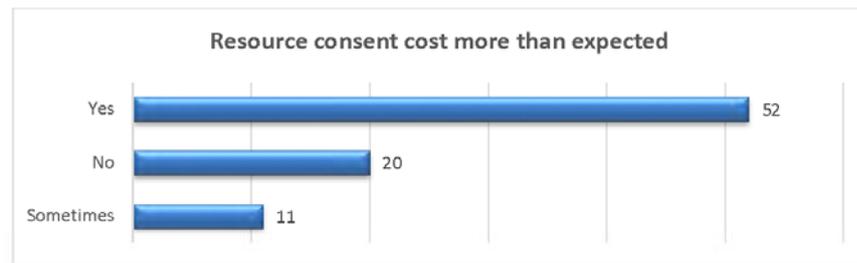
5. Even my architect person find difficult to get these rules and takes time to get confirmation back from. Council to confirm information
6. Height restriction in relation to shadow over neighbours.
7. I don't really look at the plan, as in the past it seemed to be changing faster than we could get the building designed and tenanted, it really frustrates us where the big boys like Tainui, can get zones changed then shut done others from having retail type shops.
8. Hunter furnishings, Stihl nz etc seem to able to persuade council their activities should be allowed, and are approved, then we look at a couple of tenants in the last few weeks for a new development also like Stihl and are also existing TeRapa shops with trade and retail (they need lots of parking for trucks and caravans etc and want to stay in the same area) and get told no cant be done.
9. Would be good to get better guidance, and maybe come up with ways of helping make this happen, ie how others like Stihl approached it and why council looked at them favourably.
10. I have just marked no as I had to employ a 'planner' to get me to RC stage so I relied on hie knowledge of the current District Plan, I would have never attempted to apply for RC without professional help.
11. I left that to CKL.
12. I sought professional advice to help understand the HCC District Plan from a HCC Planner and Architect.
13. It became so frustrating that i employed a consultant to deal just with council consents there after i found the building inspector great to work with and a big help
14. It is far too political and bordering on ridiculous. IN my case I needed a consent because the second dwelling was too close to the main dwelling - the hoops I had to jump through to get this through were absolutely laughable. No that existing buidlgin being 300mm to close to my house was not going to affect the treaty of Waitangi, the position of the street lights, my hedge or a hell of a lot of other rubbish I had to report on. Talk about OTT; I understand the council requirements are there for a reason but really?? Make your esource applications more applicable to the job and save literally TONNes of paper work and wasted staff hours adn ratepayer \$ ticking completely irrelevant boxes that have no place being there in the first place!!
15. It is not always easy to understand the rules and some we still need to check our interpretation is how the Council Planners view it.
16. mostly relied on advice from surveyor
17. Never once were we alerted to the fact that council would require a resource consent for the possible height to boundary infringement due to a gully. After spending close to \$5000 we found that no resource consent was required as the boundary was so far away.
18. None of these are easy for a lay person-----that is why we approached someone who should know the ropes and was familiar with them
19. One of the issues which is challenging is that the district plan has granularity which can be challenging to work through at times in knowing which part of which rule pertains to a development. So the District Plan may have an overarching rule about road signage, say, but they may also have different signage rules for a particular zone for instance - however those particular rules may have an area which is not addressed, so the rule falls back to the overarching rule. This can be pretty complex to negotiate.
20. Part of the plan that we responded on was wording something like "good design practise" (or words to that effect). The main issue is that anything that isn't measurable (i.e. the words "good" and "design practise" are intangible and are likely to change depending on which planner is reading them - especially as planners change over time. The reason I have put this as a comment is because sometimes terms like this can make a rule very difficult to negotiate.

21. Our planner we engaged and the engineering company had little knowledge of flood zones and floor heights – so they told me.
22. Our surveyor told us which rules applied to us.
23. Please tell me the required three waters application necessary on my next project – I can work it out but it involves numerous people and several weeks to get the info. Even then, it may not be enough. How we did it on the last project is not a guarantee that the same rules apply to the next project. That's why I engage professionals to help
24. The District Plan appears to be for major developments and makes it difficult for smaller projects.
25. The District Plan was at a stage where there were objections being worked through which related to may design so the requirements changed when we were working through it. This made the process take a lot longer and more confusing and more costly.
26. The duty planner did a great job in helping, albeit they had difficulties understanding some of the above and had to consult with their peers
27. the maps are good!
28. The specific rules do not always seem to the best way to achieve the objectives and policies. Generally it is easy to understand the rules, though there are a number of grey areas which can cause confusion.
29. The surveyor dealt with all the compliance issues for what I thought a simple subdivision of 2 dwellings on one title.
30. There are too many hidden meaning within the plan and they generally involve the glossary of terms which makes using the plan more difficult as you always need to check on terms and it means going back and forth which makes the process very frustrating.
31. There is always some instructions that are vague so it can be interrupted diferent ways
32. Used the experts for application

Question 20 – What's been your experience during the resource consent process?







Question 20 – Respondent Comments

1. A town Planner did a lot of the work to enable a successful Resource Consent.
2. Any direct consultation with a council in my past experience has been time consuming, the result nearly always incomplete and firstly handled by someone either too Junior or inexperienced. This then results in other meetings, maybe with a similar result and thus frustrating. There seems to be labyrinth of rules which also have the complication of different interpretations by different rules etc.
3. As earlier, this was the most frustrating build we have ever done, starting with wrong duty planners giving bad advice, costing us thousands in design fees. gulab quoting me \$250k for council contributions , where in front of Bevan I gave him my keys and told him council can keep the section. He went out the back and said he had made a mistake it will be approx. \$25k, there seemed to be no method to really come up with these which gave us no confidence at all. council records were incorrect on storm water pipes that weren't supposed to be on my site, and didn't have easements, where it should have, we were told bridge the slab over the 2.4m stormwater, then after designed by engineers at my expense council changed their mind and said just build over it. aaaahhhh. can I send these bills to council?
4. at the end of build, because the designer and put in a small hedge in the drawings, I have to plan that even though I don't want one.
5. Despite the fact that the Council have a large number of planners employed, they don't get through the queries and consent issuing very efficiently.
6. Don't get much help with getting answers down

7.	Every section of HCC have their own objectives. They often conflict with each other (in front of you) and applicants have to navigate these at considerable cost. This silo attitude even when dealing with permitted uses, creates unnecessary hurdles for those wishing to get on.
8.	There needs to be one person in HCC that can say "why not, this is good for Hamilton"
9.	One person who can take a common sense approach to projects, corral the various "silo" and avoid applicants employing expensive consultants to argue rules that have no real relevance to individual projects. For example. What is the point in commissioning an urban design report when really the number of car parks, rule over looks. In our case the objectives of the District Scheme were misleading, and bland but safe designs become the go to for Hamilton. We cut down the need for 3 car parks by making our exterior walls boring but thin. (GFA determines car parks and car parks in a suburban location adjoining bus stops and services for the adjoining neighbourhood was the most important criteria for us to meet)
10.	I hope this is helpful to your processes. I'm not complaining as this is all water under the bridge. Council staff were helpful and easy to deal with, but being in the middle of everyone's ideas and paying all the bills is not a pleasant place to be. Pragmatism rather than design ends up being the outcome when a developer's money is at stake.
11.	HCC employee was very reasonable as alterations were being done to a house in an existing area so they understood that we couldn't change certain aspects. Explained additional information needed well and application processed in a timely manner.
12.	Hope council can. Make information reasonable easy to access and fees and process time should be reduced
13.	I am disappointed that HCC require \$1000 for a resource consent for a crossing.
14.	I answered the survey as honestly as possible but as I have not or do not intend to apply for resource consent in the near future. This survey was not relevant to me.
15.	I believe because of all the information required, this process has become a very expensive process, as it would appear Council expect everyone to employ some to do the application for them. It could be debated whether a lot of information required is actually necessary in some cases where the project is relevantly small.
16.	I can think of multiple projects where the prescriptive nature of the plan, along with the views of the urban planner have meant that the very best outcome achieved has been compliance. The projects have resulted in lesser offerings to market. I define compliance with a rule as the minimum level of acceptability. We constantly run into challenges with outdoor living courts, the plan is to prescriptive and some sites require the builder to make concessions to achieve. We have multiple sites where we can not get street crossings into teh site due to visability rles with in the plan, we have to get resource consents to achieve. Yet the site is offered title. A resource consent for visability does not mandate its safety. I would be keen to know how a site can get title, yet can not comply with visability rule. My team find it frustrating when a resource consent is needed, and the feedback from a planner prior to application is that it will be approved it "just needs to be done". Less prescriptive plans, more say from the developer, will end compliance based/minimum level of acceptance developments
17.	I didnt source technical info - you have no box for that?
18.	I do find the duty planning staff very helpful and informative. I would hate to see the service reduced.
19.	I would appreciate a partial refund. I still think the cost was excessive for what was requested.
20.	Inspectors do a good job and should be able to give instant approval etc...rather than going back to the office and sitting in a massive hole going no-where
21.	It is not very clear there is little conversation between building consent and resource.

22. It was a permitted activity. Council should have helped me to get my own resource consent without me having to engage expensive consultants. Council told me I needed experts because the experts talk the same language as it. But Council should talk my language.
23. Neighbour's made a complaint to council it cost them nothing but for us to defend it cost us in excess of \$40,000.00.
24. No - I found the whole experience very frustrating, as it delay the work considerably (at least 2 months). Most of the time I could not get information from council on what was required and when the decision was expected. Even when we proved that no resource consent was required it further delayed our building consent. No one from council has ever apologized for there complete stuff up and continual use of the 20 rule to delay everything in the process. The only answer we have ever had from council staff is "because we can do that".
25. Our application has got to have been the most expensive application ever submitted. All we required was a simple extension to already permitted activity and we had to go through 3 peer reviews for an extra 100m2 of office space. Extremely expensive and stressful and shouldn't have had to been done
26. Overall as a small business who was looking to lease a large unoccupied building in the central city (i.e. contributing to a vibrant CBD) and the Resource Consent process was extremely frustrating, time consuming and costly. It just shouldn't be this hard.
27. We were given vague information and on one occasion incorrect information which would have added time and significant cost.
28. We were told several times to "just go hire a planner"...for many small businesses this is not possible due to the cost.
29. The district plan was not at all easy to understand and therefore establish what rules impacted our proposed activity. Additionally there was no help from HCC to determine this.
30. Overall it seems HCC see themselves as enforcers of the rules within the district plan, rather than facilitators.
31. Requiring an artists' impression on the wall abutting the road when there are large trees and you can't see the wall was a waste of money for me.
32. The firewall I needed took a long time to complete in the existing garage because of the delays in getting the various stages of the build signed off. So half (or less) days work then had to be left for 5 working days before the inspection so that the whole job took over a month.
33. The number of negative responses shows how difficult it is for a person who like myself is a practical person and an owner builder, to get through the consent process and represented a considerable cost
34. The whole experience and getting people to understand what actually is going on on is impossible. Every one just seems to says "That's the Rules" without even looking at a situation on its own merits or even visiting. I don't know how rules can be so severe to a process when each circumstance is different
35. too many professionals clipping the ticket
36. Too much involvement from urban design. Appreciate what they are trying to achieve and respect their opinions, but when i'm told to relocate cupboards, windows, room design after spending \$150,000 on design and many months meticulously working through the design only to be told to change it, its hard to swallow and seems totally unnecessary...
37. We had to employ a "flood zone" specialist to get the consent details changed. Expensive and a time delay. What was initially required in the consent was totally impractical and would have stopped any development.
38. What would help is a series of photos of overseas developments that HCC planning lies (please point out issues you like). Maybe 20 photos of different developments. It gives us something to work to. Date the photos in case you need to delete or change some. Don't use NZ examples of good or bad – it could offend some people. Make the three waters a

requirement at time of building consent (all consents go through planning first). It gives more time to complete the info required for the three waters.

Appendix 3
Questionnaire Interpretation - Small Scale Agents

Item

Attachment 6

D-2536096 – REEP External Stakeholder Questionnaire Report

Table of Contents

RESPONDENTS - 10	3
UNDERSTANDING THE DEVELOPMENTS YOU WORK ON	4
Question 5 – What types of development have you submitted resource consent applications for in the last three years.....	4
Question 6 – In what areas of Hamilton have these developments been located?.....	4
Question 7 – Have you prepared resource consent applications in other council Districts?.....	4
Question 8 – What scale of developments do your clients normally undertake?.....	5
Question 9 – How many developments requiring resource consent have you done in Hamilton in the last three years?.....	5
Question 10 – When do you become involved in developments?.....	5
Question 11 – Do you use Council’s Duty Planner service?.....	5
Question 12 – Do you use Council’s Pre-Application Meeting service?.....	6
Question 13 – What were the outcomes of any pre-application meeting(s)?.....	6
<i>Question 13 – Respondent Examples</i>	6
Question 14 – Do you think the pre-application meeting services are useful?.....	6
Question 15 – Which of the following apply to developments you have been involved in during the last three years?.....	7
Question 16 – Do any of the following scenarios apply to resource consent applications you have been involved in during the last three years?.....	7
<i>Question 16 - Respondent Examples</i>	8
UNDERSTANDING AND ACCESSING THE DISTRICT PLAN	9
Question 17 – What do you know about the District Plan (including its objectives, policies, rules and methods)?.....	9
<i>Question 17 - Respondent Examples</i>	10
Question 18 – How do you access the District Plan?.....	11
Question 19 – Please identify which sections (zone provisions, chapters 4 – 18) in the District Plan you consider contain any ineffective or inefficient rules or methods?.....	11
<i>Question 19 - Respondent Examples</i>	12
Question 20 – Zone Provisions?.....	12
<i>Question 20 - Respondent Examples</i>	13
Question 21 – Subdivision?.....	13
<i>Question 21 - Respondent Examples</i>	14

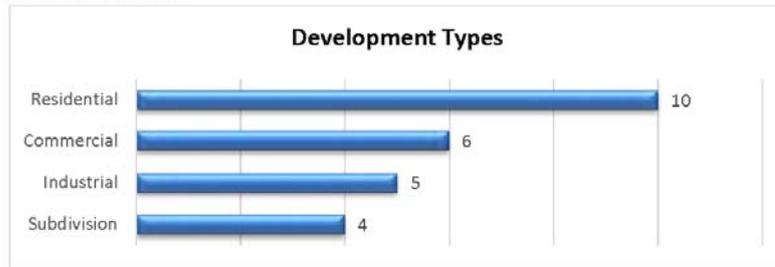
Question 22 – Please identify which sections of the City Wide section (Chapter 25) that you think contain any ineffective or inefficient rules or methods?.....	14
<i>Question 22 - Respondent Examples</i>	15
Question 23 – City Wide (Chapter 25)	15
<i>Question 23 - Respondent Examples</i>	16
Question 24 – Please identify sections of the District Plan (Chapters 19 – 22, 24) that you think contain any ineffective or inefficient Rules or Methods	17
<i>Question 24 - Respondent Examples</i>	17
Question 25 – Other Sections (Chapters 19 – 22, 24).....	17
Question 26 – Definitions	18
Question 27 – Information Requirements (Volume 2, 1.2)	19
<i>Question 27 - Respondent Examples</i>	19
Question 28 – Assessment Criteria and Design Guidelines (Volume 2, 1.3 and 1.4).....	20
<i>Question 28 - Respondent Examples</i>	20

RESPONDENTS - 10

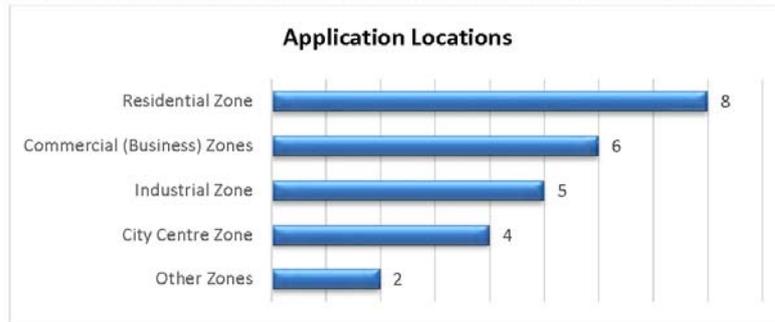
Darrell Bell
Evan Mayo
Fiona Low
Jess Samuels
Joel Surridge
John Ottaway
No Answer
Richard Graham
Tania Mackie
Warren Wheeler

UNDERSTANDING THE DEVELOPMENTS YOU WORK ON

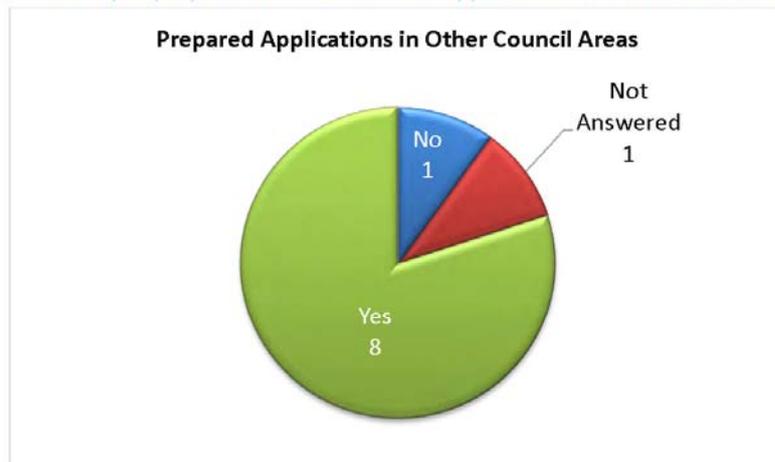
Question 5 – What types of development have you submitted resource consent applications for in the last three years



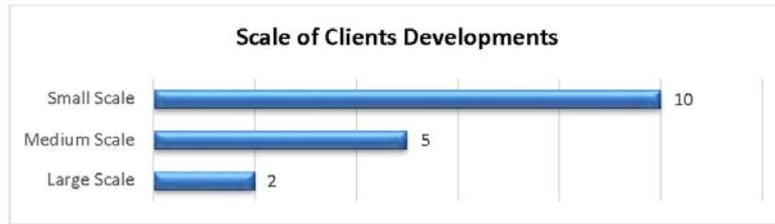
Question 6 – In what areas of Hamilton have these developments been located?



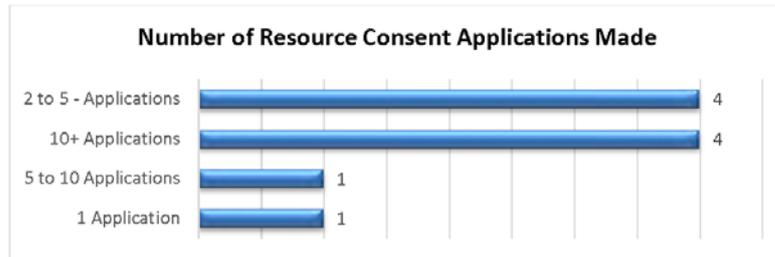
Question 7 – Have you prepared resource consent applications in other council Districts?



Question 8 – What scale of developments do your clients normally undertake?



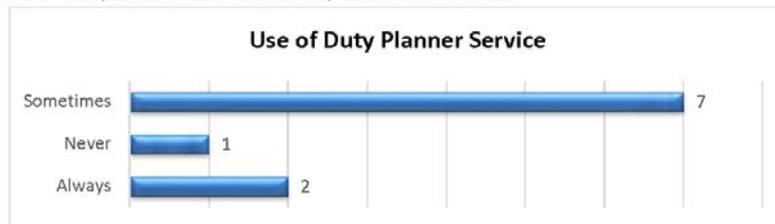
Question 9 – How many developments requiring resource consent have you done in Hamilton in the last three years?



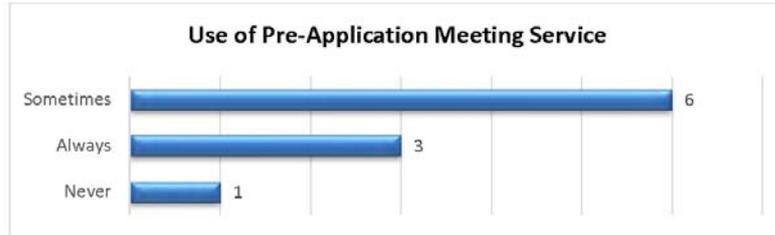
Question 10 – When do you become involved in developments?



Question 11 – Do you use Council’s Duty Planner service?



Question 12 – Do you use Council’s Pre-Application Meeting service?



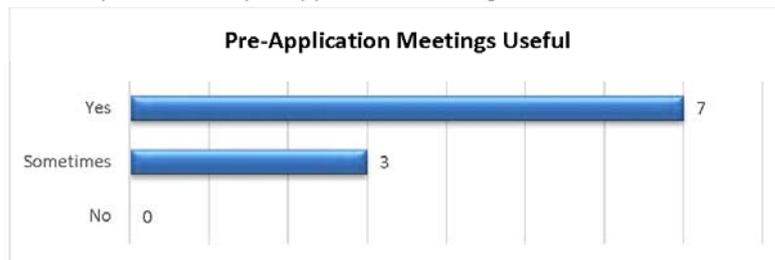
Question 13 – What were the outcomes of any pre-application meeting(s)?



Question 13 – Respondent Examples

- | |
|---|
| 1. Application was for HCC reserves - pre-application meeting critical to establish the context for the application and get background information. |
| 2. Confirmation of issues, already identified. Use of pre-app meeting to ensure we haven't missed any requirements of the DP, as the DP is a complicated document and it is easy to miss a single rule. |
| 3. The latest application did not fit any criteria or classifications of the DP. We met with the planners and recommendations from our initial meeting were adopted by the client and resubmitted, the playing field then changed and we were told that those changes were not acceptable. It seemed like there was a lack of desire to get a workable solution |

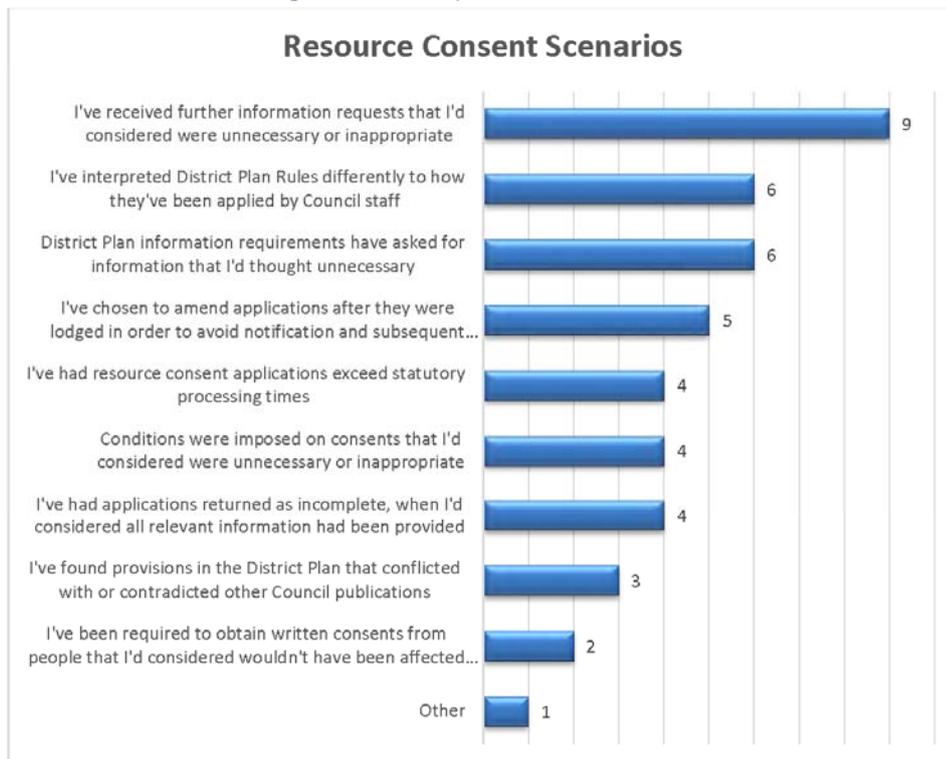
Question 14 – Do you think the pre-application meeting services are useful?



Question 15 – Which of the following apply to developments you have been involved in during the last three years?



Question 16 – Do any of the following scenarios apply to resource consent applications you have been involved in during the last three years?

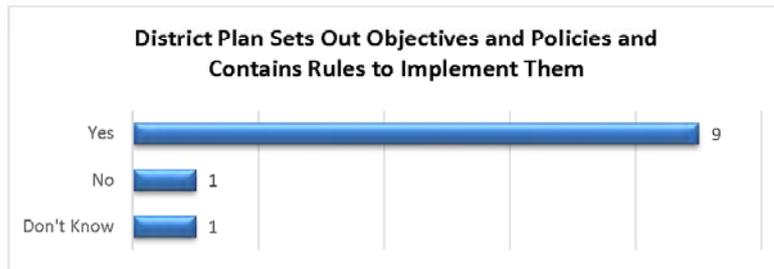
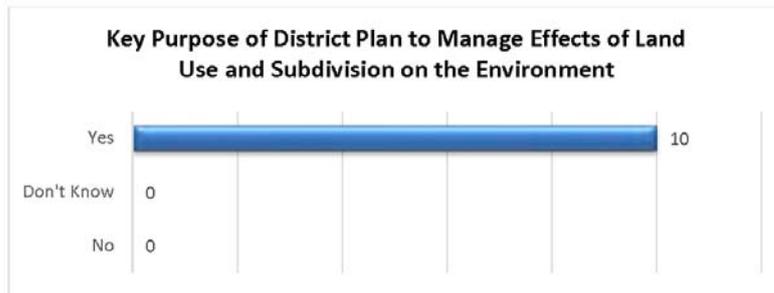
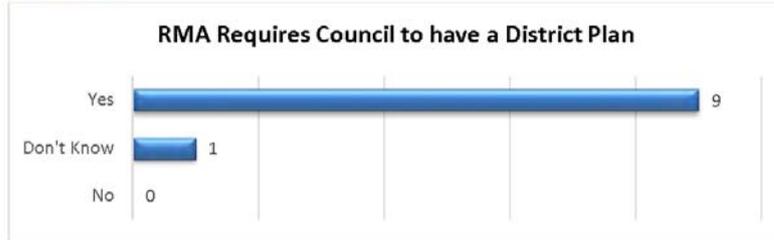


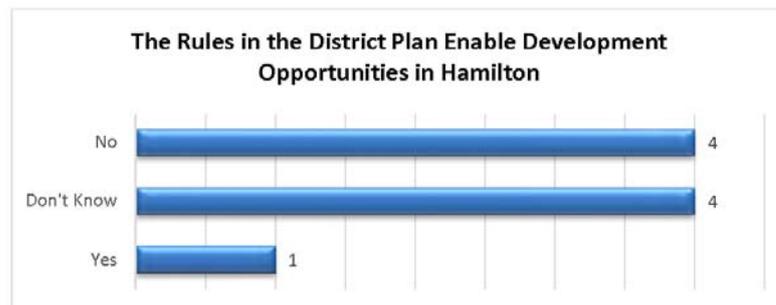
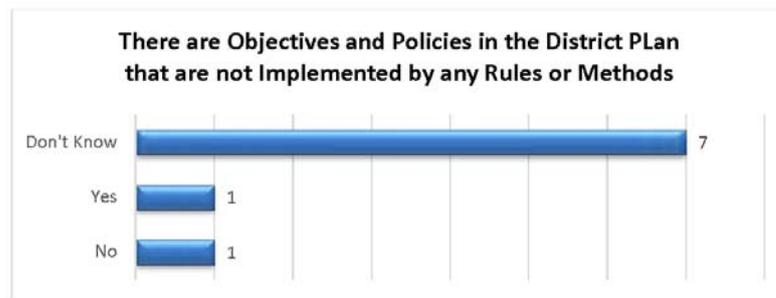
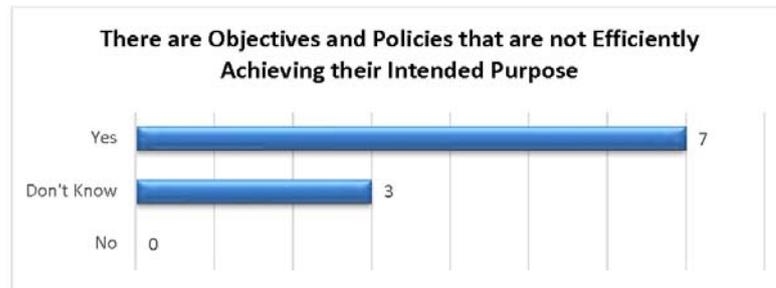
Question 16 - Respondent Examples

1. Application lodged, assessed and approved in a smooth process - pre application meeting was useful to identify issues and process.
2. Applying for a 15mm boundary encroachment when the same person owns both properties involved. Asked to submit a full Effects report for a Resource Consent for a retaining wall within the boundary encroachment. Asked for Daylight angles from boundaries where the building is no where near the boundary.
3. Despite adding 4 new windows to an existing building - Council wanted more and larger windows.
4. Existing garden in place - council wanted it extended unnecessarily which would have taken up 1 or 2 carparks.
5. Increased Permeability required on a site that had been fully tarsealed for years - would mean digging up perfectly good tarseal for no apparent reason
6. Operational times on retail / food outlets.
7. Allowing a mix of Industrial and retail outlets together. (industrial use was permitted with the addition of retail / office

UNDERSTANDING AND ACCESSING THE DISTRICT PLAN

Question 17 – What do you know about the District Plan (including its objectives, policies, rules and methods)?





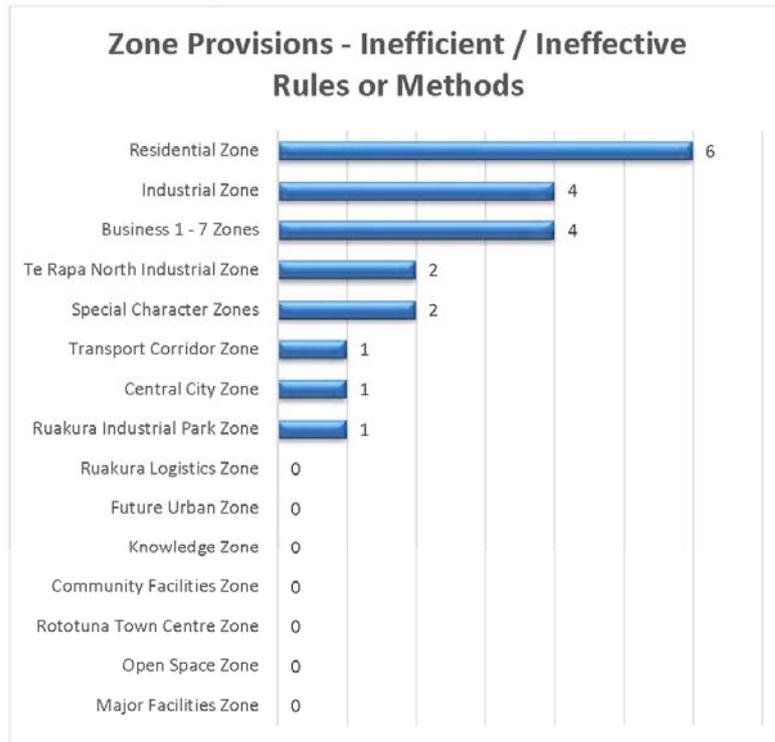
Question 17 - Respondent Examples

1. E.g. Restricting building within the front yard of the Character zone.
2. Allowing for certain buildings on a case by case basis inc close involvement with council's urban design team would better serve the resource management objectives of both council and the property owner.
3. Location of a garage that must be past the front of a house. The required area for permeable land in particular with industrial sites. Asking for full resource consent applications for site that council has considered in a flood zone when a site in an industrial area has never ever had a flood issue. Insisting on certain landscaping plants that hardly ever get maintained. Providing certain fencing designs when a site owner should decide what is good for the site they paid for and own.
4. Need to simplify the online portal to access information and make it quicker, easier and clearer to access the info
5. while the aim and intent of the proposed district is to work Zone uses within Zones but with the number of RC applications granted approval i question the strength of the district plan. it appears that with careful wording applications you can almost achieve any use within a zone so maybe controlled uses within Zones may be the best option.

Question 18 – How do you access the District Plan?



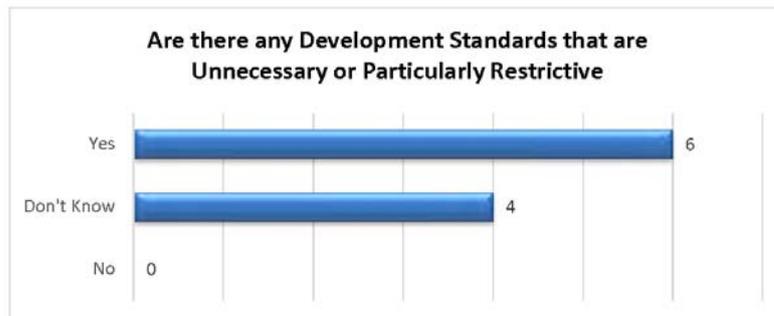
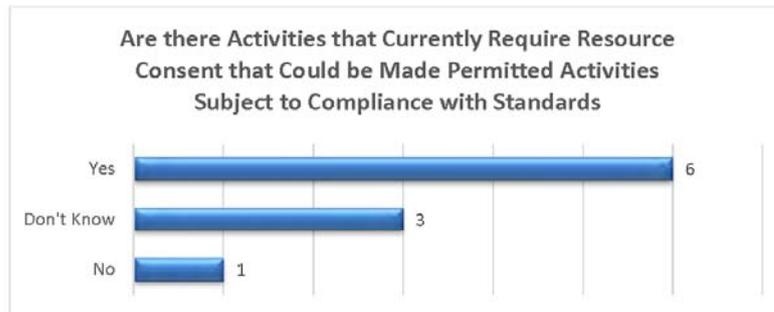
Question 19 – Please identify which sections (zone provisions, chapters 4 – 18) in the District Plan you consider contain any ineffective or inefficient rules or methods?



Question 19 - Respondent Examples

1. 20m2 services yards min width is impractical. Allow the 1.5m side yards to be utilised for this purpose.
2. Business Zones are destroying the small suburban retail areas.
3. Sorry - I don't have time to research this properly.

Question 20 – Zone Provisions?

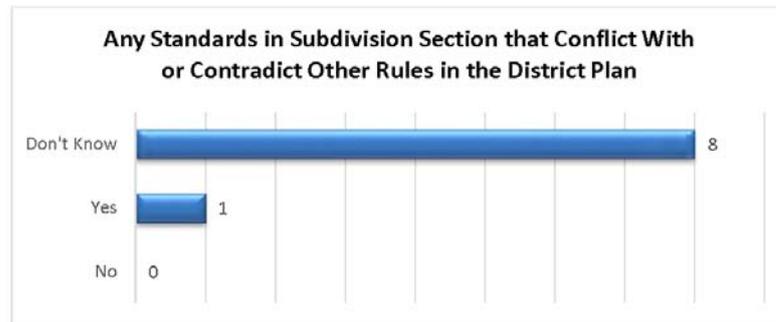


Question 20 - Respondent Examples

1. Building and operating residential showhomes for a fixed period of time
2. Example: It bothers me that any addition to a residential building needs to manage stormwater at pre-development greenfield level, therefore a lot of small or minor additions are then require engineering input and a engineered solution. However, companies such as archigola, and other conservatory companies can add roof area to a property, that is linked to the existing stormwater management system without any controls, on the basis of a building consent exemption.
3. In intensification zone, how come the daylighting 3m 45 degree restriction has been removed when as I understand it the window for an upper floor within 5m of a boundary restriction is still in place?
4. the control of retail areas and office and other build areas within zones restrict some applications that occupiers within zones would occupy if areas were not so restrictive.

Question 21 – Subdivision?

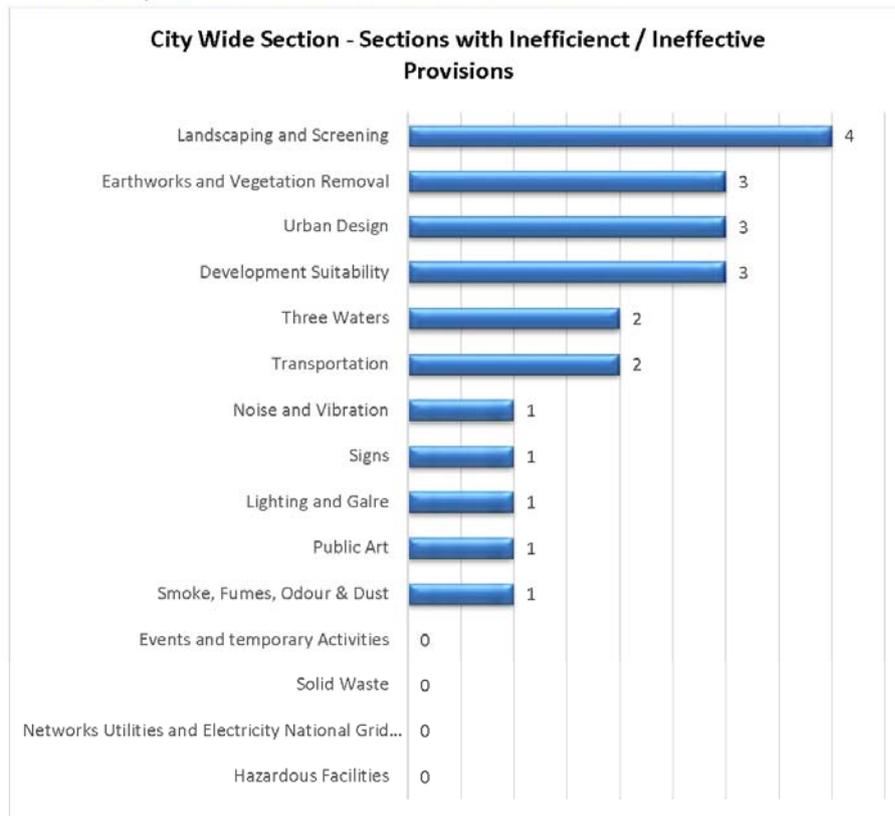




Question 21 - Respondent Examples

- 15m dia circle is too general and needs rethinking re building footprint options.

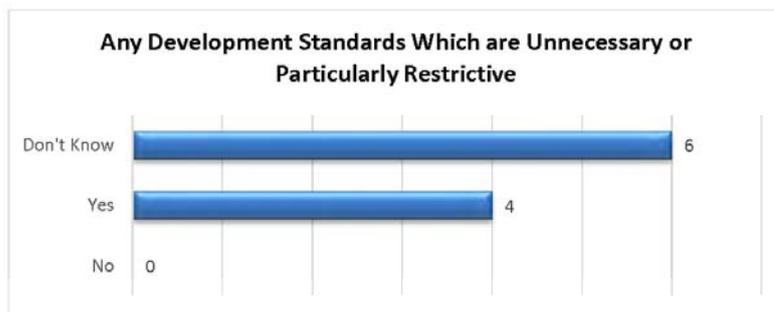
Question 22 – Please identify which sections of the City Wide section (Chapter 25) that you think contain any ineffective or inefficient rules or methods?

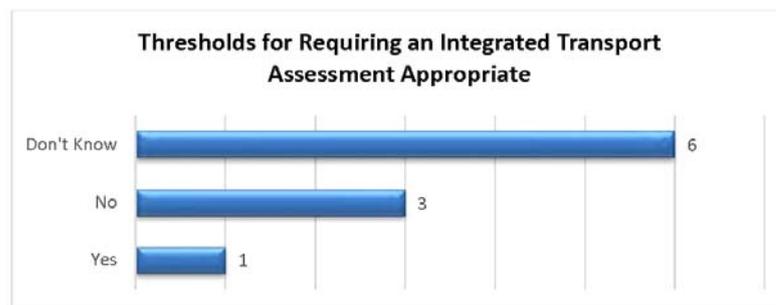
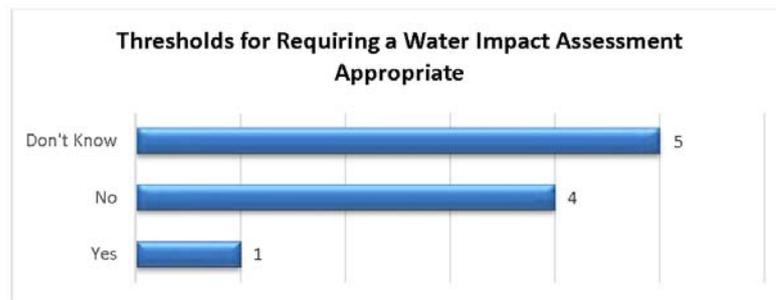
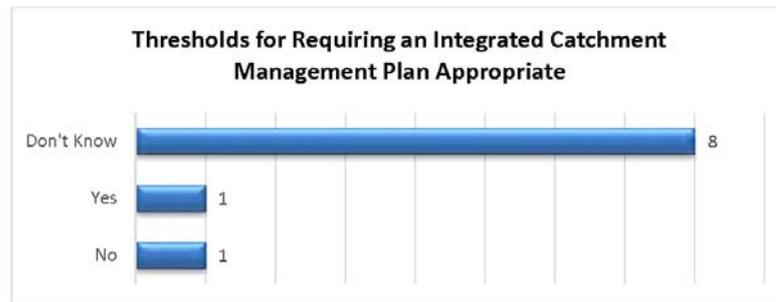


Question 22 - Respondent Examples

1. Meeting the three waters rules and providing the correct info is frustrating.
2. Sorry - I don't have time to research this properly.
3. the controls and panel involvement seem to have been lost or it happens without outside input. the three waters guidelines are not structured and interpretation by engineers / consultants and council are not clear and policies are not defined.

Question 23 – City Wide (Chapter 25)

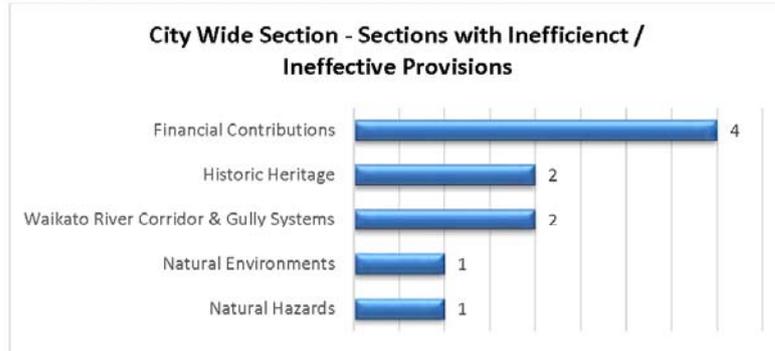




Question 23 - Respondent Examples

1. no real examples but the information on several issues above are not clear and the interpretation is often mis used and the development is changed or amended once final engineering is submitted to council. maybe it is because of staff shortages and initial information is not defined at the prelim stage.

Question 24 – Please identify sections of the District Plan (Chapters 19 – 22, 24) that you think contain any ineffective or inefficient Rules or Methods

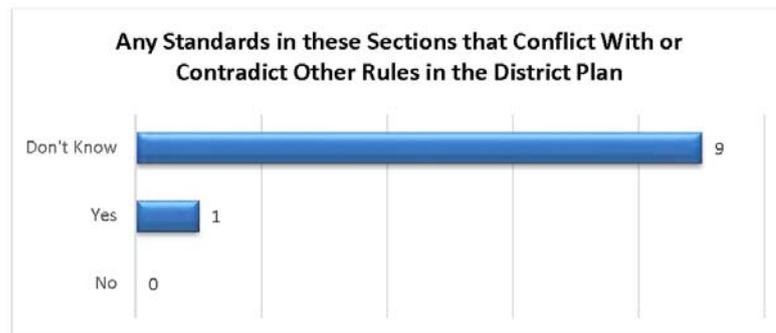
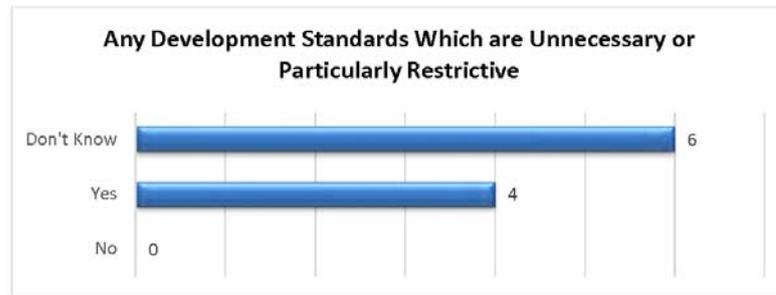


Question 24 - Respondent Examples

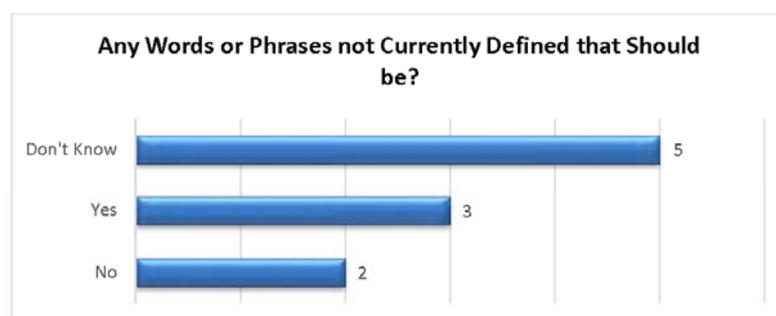
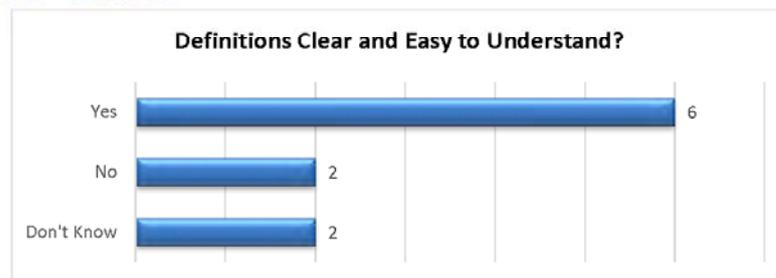
- | |
|---|
| 1. Sorry - I don't have time to research this properly. |
| 2. the balance where some areas are not paying any contribution and others are paying all does not compare as equal and this gives some developers the chance to argue their reduction. |

Question 25 – Other Sections (Chapters 19 – 22, 24)

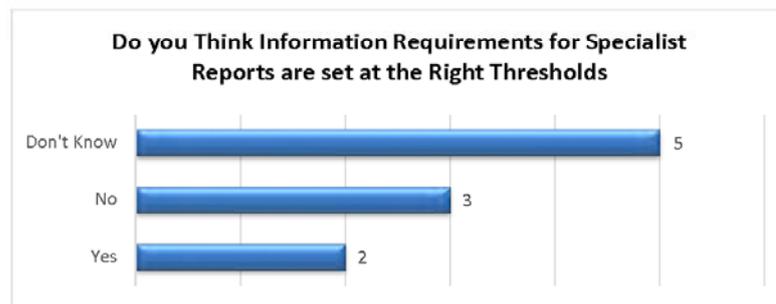
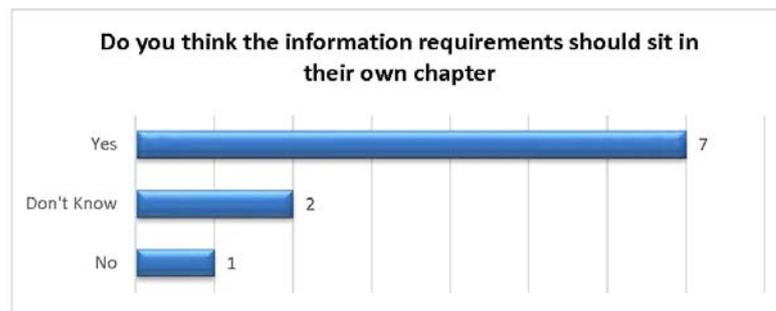




Question 26 – Definitions



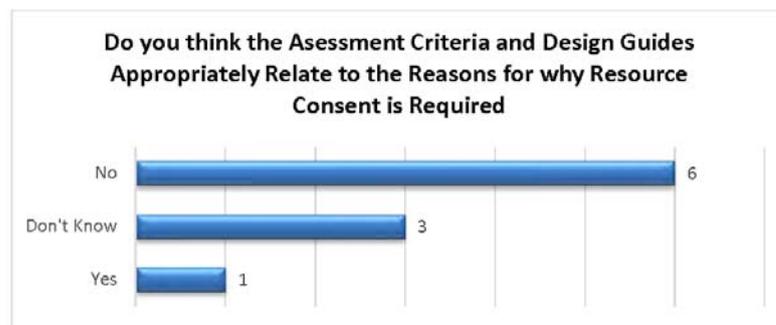
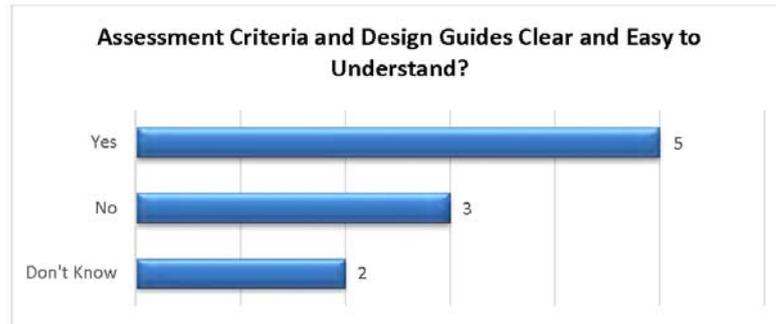
Question 27 – Information Requirements (Volume 2, 1.2)



Question 27 - Respondent Examples

1. For the question "Do you think the Information Requirements should sit in their own Chapter or be located within the relevant Chapters?" - I think they should sit in their own chapter.
2. Fairly onerous - make it simple.
3. in some areas as TIA assessments the conflict between chapters allows for a varied interpretation by traffic management consultants when reviewing the same project and in selecting the best consultant for each project becomes so important
4. There is sometimes a repeat of the same information required. Each Chapter should have its own requirements list, and then there needs to be an overview list

Question 28 – Assessment Criteria and Design Guidelines (Volume 2, 1.3 and 1.4)



Question 28 - Respondent Examples

1. Once again - very onerous. May be compliant in some areas but not others and its unclear which supersedes or takes precedent. Make it so a person inexperienced with the process can do it simply and quickly
2. while you can't answer a AEE section with a no answer where it is not appropriate to the project , the AEE should be more flexible not a direct reply to the RMA structure
3. There are sometimes grey areas where the information requested contradicts other rules and then you have to explain why you breach one rule to comply with another

Appendix 4
Questionnaire Interpretation - Large Scale Agents

D-2536096 – REEP External Stakeholder Questionnaire Report

Table of Contents

RESPONDENTS - 16	3
UNDERSTANDING THE DEVELOPMENTS YOU WORK ON	4
Question 5 – What types of development have you submitted resource consent applications for in the last three years.....	4
Question 6 – In what areas of Hamilton have these developments been located?.....	4
Question 7 – Have you prepared resource consent applications in other council Districts?.....	4
Question 8 – What scale of developments do your clients normally undertake?	5
Question 9 – How many developments requiring resource consent have you done in Hamilton in the last three years?	5
Question 10 – When do you become involved in developments?.....	5
Question 11 – Do you use Council’s pre-application meeting service?.....	5
Question 12 – What were the outcomes of any pre-application meeting(s)?	6
<i>Question 12 – Respondent Examples</i>	6
Question 13 – Do you think the pre-application meeting services are useful?.....	6
Question 14 – Which of the following apply to developments you have been involved in during the last three years?.....	7
Question 15 – Do any of the following scenarios apply to resource consent applications you have been involved in during the last three years?	7
<i>Question 15 - Respondent Examples</i>	8
UNDERSTANDING AND ACCESSING THE DISTRICT PLAN	11
Question 16 – What do you know about the District Plan (including its objectives, policies, rules and methods)?	11
<i>Question 16 - Respondent Examples</i>	12
Question 17 – How do you access the District Plan?.....	14
Question 18 – Please identify which sections (zone provisions, chapters 4 – 18) in the District Plan you consider contain any ineffective or inefficient rules or methods?.....	14
<i>Question 18 - Respondent Examples</i>	15
Question 19 – Zone Provisions?.....	16
<i>Question 19 - Respondent Examples</i>	17
Question 20 – Subdivision?.....	18
<i>Question 20 - Respondent Examples</i>	19
Question 21 – Please identify which sections of the City Wide section (Chapter 25) that you think contain any ineffective or inefficient rules or methods?.....	20

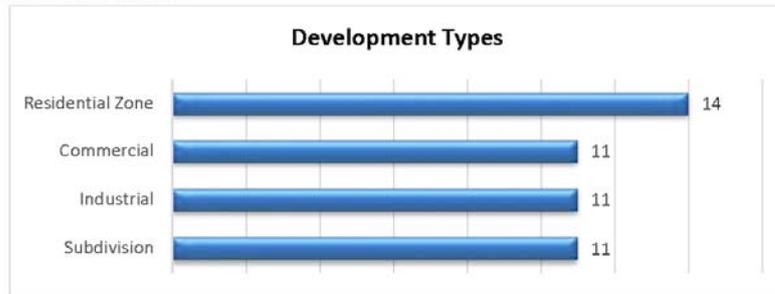
<i>Question 21 - Respondent Examples</i>	20
Question 22 – City Wide (Chapter 25)	21
<i>Question 22 - Respondent Examples</i>	23
Question 23 – Please identify sections of the District Plan (Chapters 19 – 22, 24) that you think contain any ineffective or inefficient Rules or Methods	24
<i>Question 23 - Respondent Examples</i>	24
Question 24 – Other Sections (Chapters 19 – 22, 24).....	24
<i>Question 24 - Respondent Examples</i>	25
Question 25 – Definitions	26
<i>Question 25 - Respondent Examples</i>	26
Question 26 – Information Requirements (Volume 2, 1.2)	27
<i>Question 26 - Respondent Examples</i>	27
Question 27 – Assessment Criteria and Design Guidelines (Volume 2, 1.3 and 1.4).....	28
<i>Question 27 - Respondent Examples</i>	28

RESPONDENTS - 16

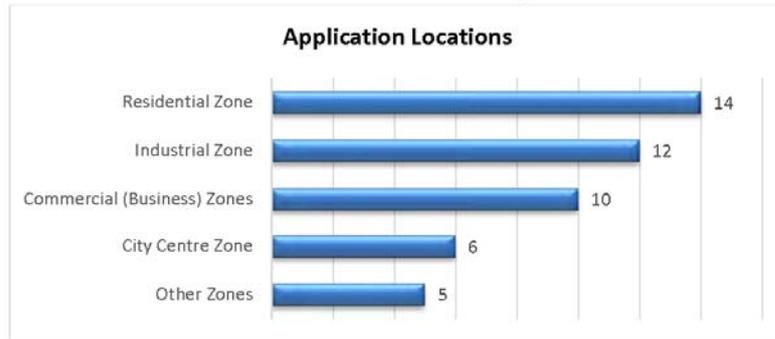
Aesthetics Architecture Ltd
Beca
Blue Wallace Surveyors
Blue Wallace Surveyors Ltd
Boffa Miskell
Boffa Miskell
Byrne & Enright Architecture Ltd
CKL Surveying and Planning
Consultus NZ Ltd
Edwards White Architects
Geotec Low Ltd
HBC Design Ltd
Landform Surveys Ltd
Louise Feathers Planning
Rad Surveying Ltd
Sharp Planning Solutions Ltd

UNDERSTANDING THE DEVELOPMENTS YOU WORK ON

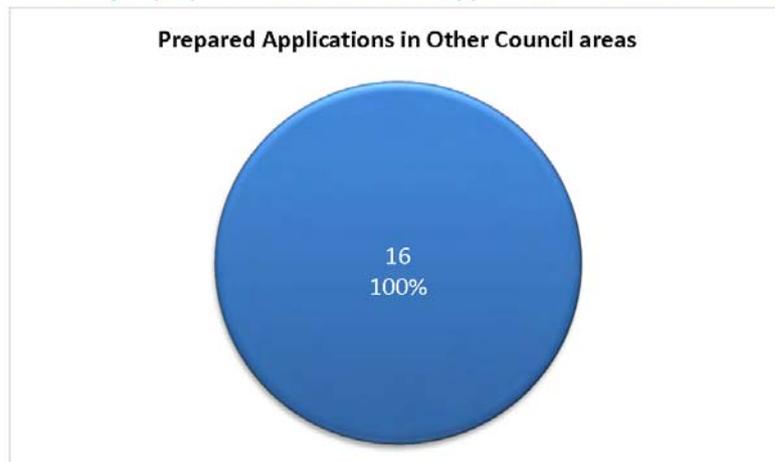
Question 5 – What types of development have you submitted resource consent applications for in the last three years



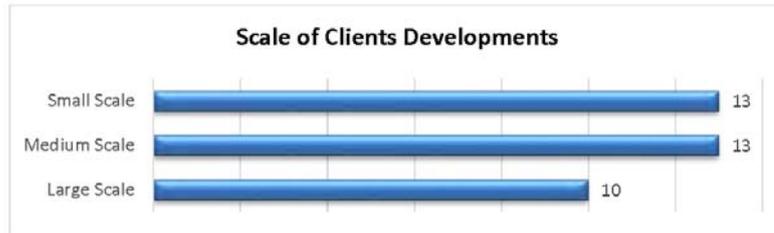
Question 6 – In what areas of Hamilton have these developments been located?



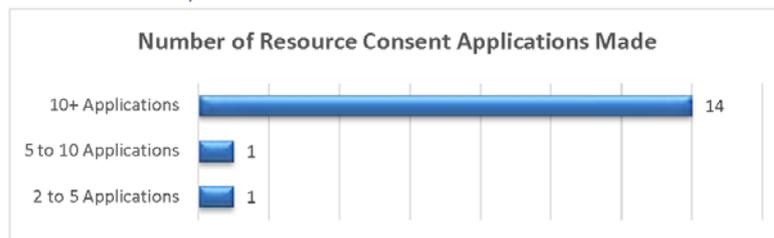
Question 7 – Have you prepared resource consent applications in other council Districts?



Question 8 – What scale of developments do your clients normally undertake?



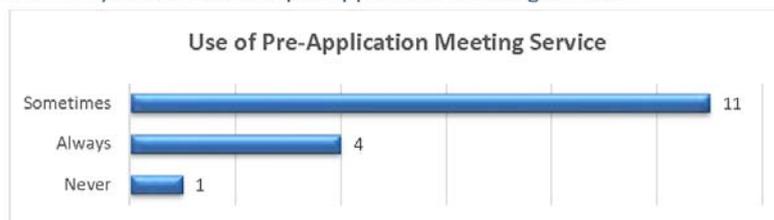
Question 9 – How many developments requiring resource consent have you done in Hamilton in the last three years?



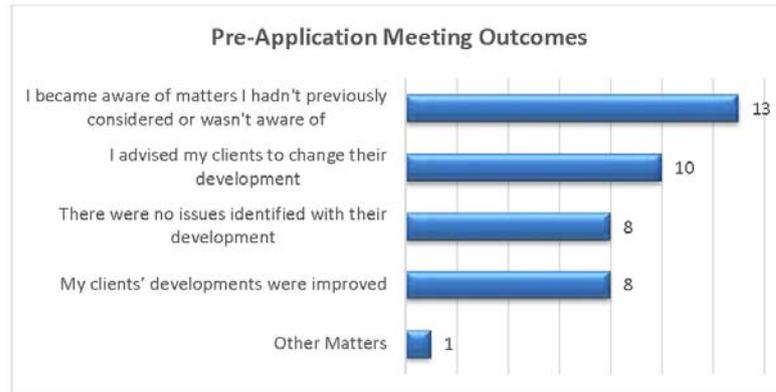
Question 10 – When do you become involved in developments?



Question 11 – Do you use Council's pre-application meeting service?



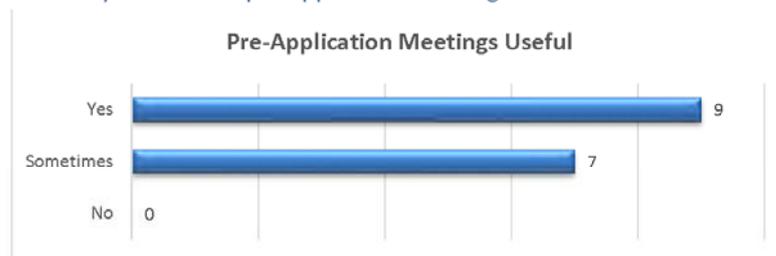
Question 12 – What were the outcomes of any pre-application meeting(s)?



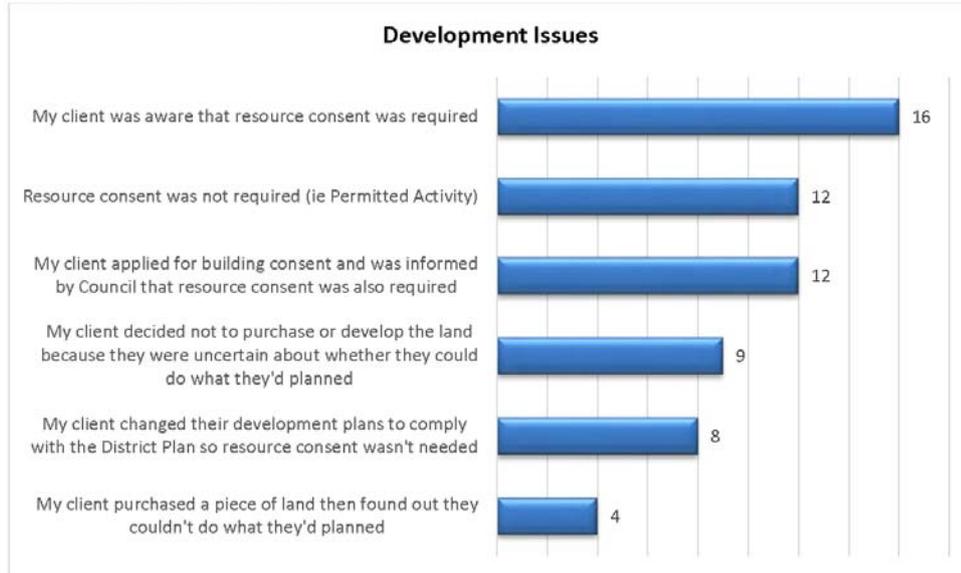
Question 12 – Respondent Examples

1. Constructive dialogue around potential RMA issues with the actual decision maker (delegated officer)
2. For professional planners working in consultancies, we are looking to avoid surprises for our clients. We likely use pre-app meetings very differently to members of the public with no planning expertise. For us they are important to clarify consenting requirements and rule interpretations for more complex applications (which is often where we find ourselves being involved), and for clarity of Council's position on rule interpretations and affected parties. For that reason we don't always want to go through pre-app meetings and so they should be optional really. We also would prefer to be dealing with more senior staff members as if the queries were simple we wouldn't need to be meeting in the first place. Generally we find staff excellent and find the advice we receive useful and accurate. If a staff member really isn't confident on a particular point they are best to say so rather than bluffing, so that we know to make further enquiries or to give something more thought. we do understand that interpreting DPs can be challenging and that DPs are not perfect and sometimes there are unclear meaning or overlapping provisions.
3. Usually aware of all the issues. Only occasionally do issues I am unaware of become apparent.

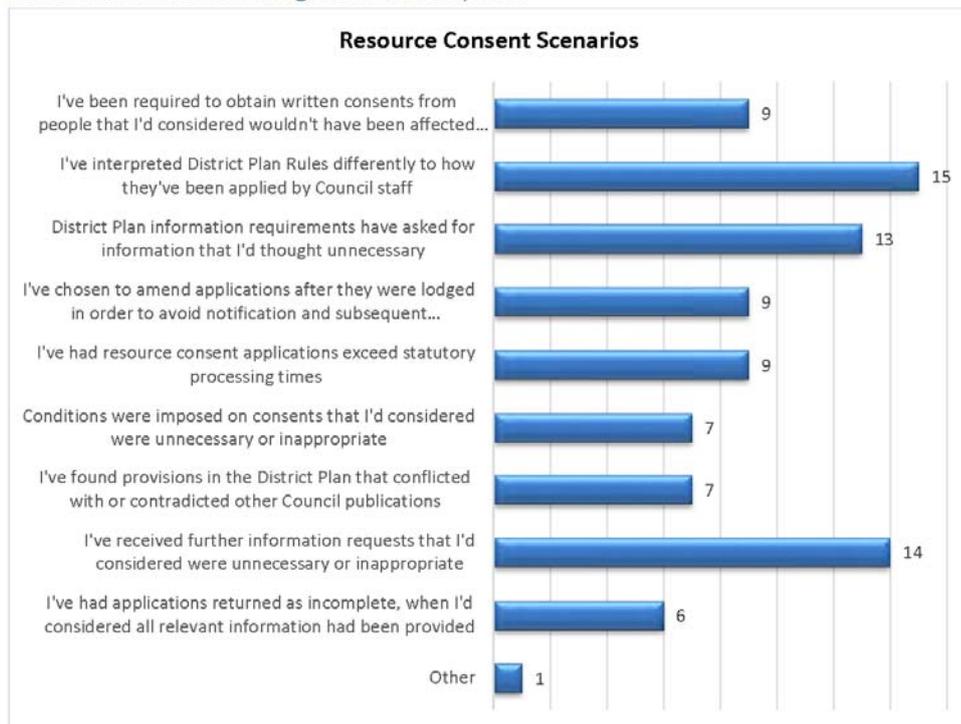
Question 13 – Do you think the pre-application meeting services are useful?



Question 14 – Which of the following apply to developments you have been involved in during the last three years?



Question 15 – Do any of the following scenarios apply to resource consent applications you have been involved in during the last three years?



Question 15 - Respondent Examples

1.	It appears Council did not apply adequate standards when signing off subdivisions by others (as-built), impacting very negatively on the utility of the allotments at significant cost and delay to the developer - which I consider to be a breach of the RMA.
2.	An over emphasis on policies and objectives of the new District Plan that appear divorced from effects of the activity when both need to be considered as an integrated whole, not separate from each other.
3.	Cross lease in relation to site coverage and permeability Showing permeable and impermeable areas, Some dimensions on plans, eg service courts
4.	Definitions not clear Changes to District Plan not followed right through plan Difficulty in deciding where activity allowed
5.	Example 1 - application for boundary adjustment returned as incomplete under s88 as the application had not addressed the Partly Operative Provisions at the time, even though the activity was deemed permitted.
6.	Example 2 - in general Council are very stringent on requesting further information where AEEs and applications cross reference or summarise planning provisions (i.e. provide an extensive list of objectives/policies or assessment criteria). In some cases this is probably justified, however where the risk profile is limited there is in my view opportunities for Council officers to simply undertake this assessment in their own reporting and/or summarise/cross reference provisions that are not overly relevant and don't have a significant bearing on the overall recommendation or outcome.
7.	Example 3 - In general the conditions imposed by Council are overly onerous and tend to duplicate requirements. I would suggest there is opportunity to look at / develop a standard conditions template with input from the development community / consultants.
8.	Example 4 - Generally Council is very risk adverse and conservative when it comes to identifying affected persons. My personal view is that there are many situations where Council could take on more risk in the RMA process and avoid delays and notification that does not achieve anything from an outcome perspective. The risk of judicial review is often in my experience blown out of proportion (i.e. I worked at Auckland City Council for 8 years and only saw one judicial review).
9.	Example 5 - Ties into Example 2, but generally Council are very strict and ensuring every single provision / information requirement is addressed regardless of nature and scale. There is opportunity in my view to be more pragmatic and less risk adverse in administering the plan provisions.
10.	<p>EXAMPLE ONE</p> <p>Poor rules: our view (and many other councils) is that only the part of the eaves in excess of 500mm that is counted as site coverage. We have worked on this basis for years. We are now in the situation where we can design bigger buildings (with 500 wide eaves) that have less site coverage than smaller buildings with 600mm eaves – which makes no sense. These planning rules shape our city and contribution to the proliferation of poorly designed buildings. They also do not align with other councils.</p> <p>Waikato District Building coverage - Means the proportion of the net site area that is covered by all buildings on a site, and includes any part of overhangs or eaves in excess of 0.75 metres in width, and required car parking spaces.</p> <p>Western Bays “Building Coverage” means that proportion of the net site area which may be covered by</p>

buildings. For this purpose 'buildings' includes accessory buildings, overhangs and those parts of eaves that are more than 1m from an outside wall, but excludes eaves less than 1m wide, pergolas or similar structure of a substantially open nature, uncovered decks, uncovered terraces, uncovered steps, and swimming pools.

Auckland City

Building coverage means that portion of a site which is covered by buildings or parts of buildings, including overhanging or cantilevered parts of buildings (including any part of the eaves and/or spouting projecting more than 1 metre measured horizontally from the exterior wall).

And..... (the most relaxed of all...)

Tauranga City Council

site coverage -

Means that portion of a site area which may be covered by buildings or parts of a building that are enclosed by the face of any exterior wall of the building, including exterior walls above ground floor level, but excludes:

- a) open decks and or balconies which may be covered for sun protection;
- b) open carports;
- c) any part of the eaves (including guttering);

Waipa District Council

'Coverage' means that portion of a SITE which is covered by BUILDINGS, and includes parts covered by overhangs or cantilevered structures including covered decks but excluding the eaves of a BUILDING. Fences, terraces, retaining walls or uncovered decks less than 1m above GROUND LEVEL, and swimming pools are not included in the definition of COVERAGE, however may be included within impervious surfaces, see IMPERMEABLE SURFACES.

11. EXAMPLE TWO

Unnecessary resource consent given the nature and scale of the development - Client wants to change an existing carport into garage. HCC planning requires iwi consultation. The site was on previously disturbed ground (ie cut and fill present) The bureaucratic process ends up costing as much as the build cost.

12. EXAMPLE THREE

Written consents from party's.

A Church want to build a youth hall to serve the local community. Two years on they are still trying to collect the ridiculous number of signatures that HCC require. (landlords and tenants!!)

I wonder how many local kids have missed out while they jump through the bureaucratic hoops. The locals want it but in a low socio economic area it's the out of town "investors" who own most properties. These "investors" (speculators) are very hard to get hold of..... Which causes delays. These "investors" also flick em on to make a buck. Which means more new signatures and more delays. Then HCC send a letter saying it's taking too long.

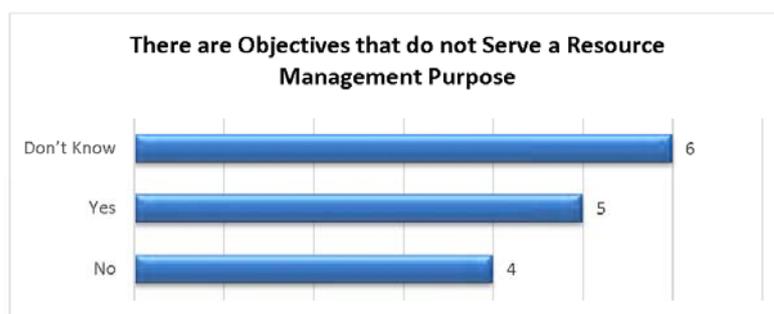
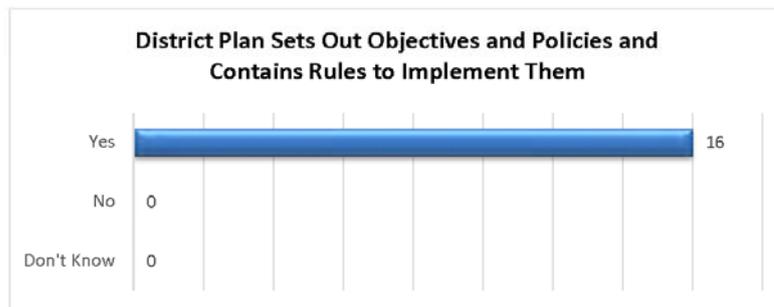
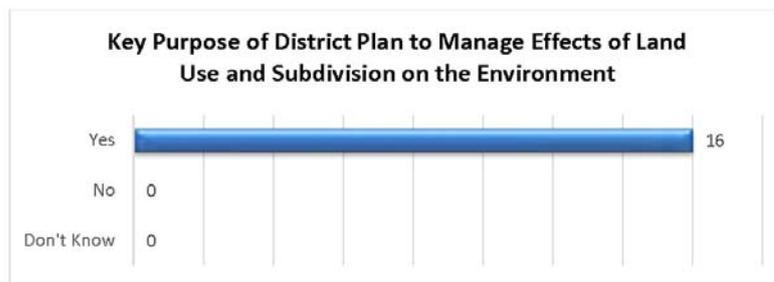
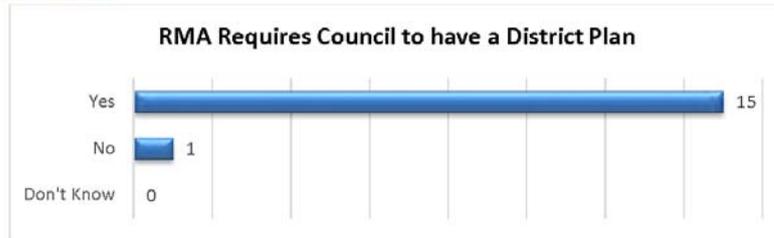
I've personally watched this one take a toll on the guy who is trying to collect the signatures. He's getting old and it's been wearing him down.

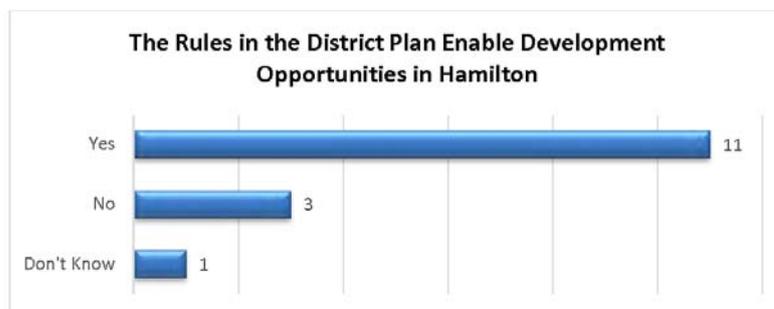
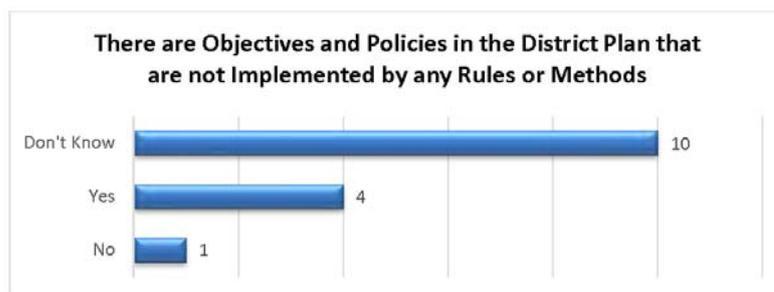
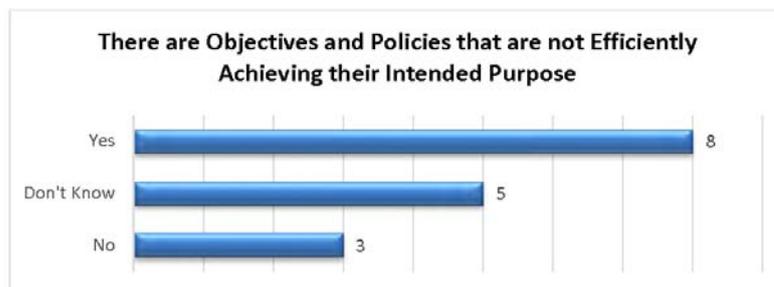
13. In some instances, the processing planner could've easily phoned and asked for clarification rather than issue a s92, e.g., "the deck appears to be over 1.5m. Please confirm" has come through in a s92 request.

<p>14. North Point subdivision: poorly finished level changes (unretained), with overburden encroaching into the lower site (Lots 7 & 8 DP 492756); Magellan Heights: acceptance of retaining walls located on the higher side of a boundary, impacting negatively on the HIRB envelope of the higher site (the bdy is at the lower level); consenting of subdivisions where compliance with transportation standards (separations at intersections; sightlines etc) knowingly cannot be achieved, yet providing no relief for the prospective owner by way of a blanket acceptance; the adverse effects of stormwater-to-soakage insistence in older localities where the ground water content was historically less, now affecting older basements by leakage and flooding, for which there is no remedy.</p>
<p>15. Parking rule interpretations</p>
<p>16. I also think the landscaping requirements are completely over the top now. Council trying to control too much rather than just the important factors. Hence too much emphasis is put onto the landscaping design and fencing designs and the thresholds are too restrictive.</p>
<p>17. There have been instances where we have agreed to disagree with either rule interpretations or whether information requirements should be applied (as they seemed unnecessary and a bit illogical at times). Usually applicants will choose the path of least resistance and so it may be quicker and ultimately cheaper to just provide information sought or apply rules that arguably should not be applied (rather than arguing a point). This isn't a big problem but does occur sometimes. Often this is due to some 'out of the box' developments such as temporary grandstands at Waikato Stadium or events that Beca has been involved in which are atypical development proposals where some info requirements are not very applicable. In terms of rule interpretations, applicants are looking for consistency of how the DP is applied, and logical application of the rules and other provisions in the DP. Inevitably there will be some disagreements from time to time or the DP will be unclear in a particular instance, and so applicants will look for common sense to apply.</p>
<p>18. There is also a trend to bypass the more formal s92 info requests and via phone or email for consent planners to check things and ask questions. In general this is supported as it leads to quicker responses and seems to benefit everyone.</p>

UNDERSTANDING AND ACCESSING THE DISTRICT PLAN

Question 16 – What do you know about the District Plan (including its objectives, policies, rules and methods)?





Question 16 - Respondent Examples

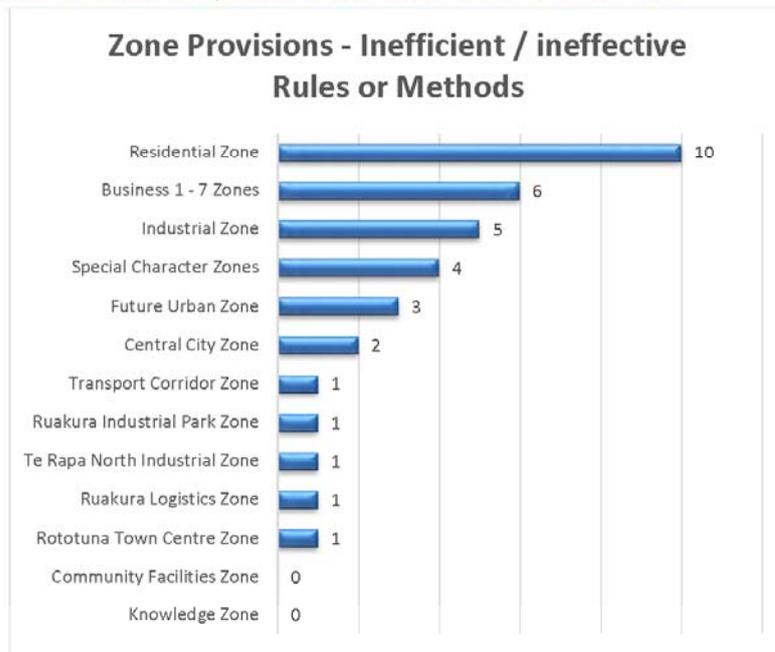
1. A lot of the rules in the district plan are 'blunt instruments' designed to achieve the desired objective of the DP, but some work to the detriment of 'good design'
2. AS before changes not followed through. Definitions. Industrial v Commercial/Business
3. Boundary matters with Waikato - especially in regard to traffic effects (site distances etc.).
4. Various Rototuna maps are inconsistent re indicative roads.
5. I think the objectives and policies reflect good intentions for larger scale developments. They can be a bit high level for small scale developments so we overcome that by the the explanation offered when addressing them in the application.
6. ICMP And Water efficiency provisions
7. CDP provisions
8. Trip generation caps at rotokauri
9. In respect of the final question, the DP is generally less permissive than the previous DP, particularly in industrial and commercial locations. In this sense it is outcome-focused but a little less enabling of development opportunities. That is a good thing provided that the extent of regulation matches the improvement of quality of outcomes being achieved. If it is to restrictive, either the site sizes need to be larger or there needs to be a relax on the site

<p>cover, permible serfaces, possible seperation of living courts, height recession planes, north facing crap, location of garages it is simply impossible to fit what is required on the sites within the DP, (when the rules were written there should have been some breif given to designers to see if a typical family home would comply - land has become so expensive, there needs to be decent houses built on it to make it finacially viable) there needs to be a facility where if the neighbours are effected and they are happy to sign off then there should be no need for a planning consent, this is typical in lot of other districts, just a money making scam here, as shit just does not fit!doesn't result in improved outcomes it merely will increase regulation with no associated benefit to the city or environment.</p>
<p>10. Landscaping - fencing and retaining walls rules especially are too restrictive. While I understand that they are trying to protect neighbours property I do not believe they protect or enhance the environment.</p>
<p>11. Many infringements of the DP should not be dealt with through the RC process - in other words they should not be in the DP as an environmental matter related to a natural or physical resource, which is what the original purpose of the RMA was. 'Nice-to-haves' should not be in a DP, or regulated through the RMA. The DP encourages a desperate lack of inventiveness and liberty, forcing dull conformity due to the excessive cost and time in explaining otherwise in a process designed to be obstructive rather than enabling, and favouring the placation of the poorly educated with an inclination for objecting on the mere basis of their right to do so.</p>
<p>12. objectives and policies could be integrated with rules. Areas and limits of discretion need to be clear. At present a lot of discretionary powers rest with council staff who exercise it in a fair manner, but at times it reflects their own prejudices.</p>
<p>13. Some methods of implementation include design guides, but the wording of those design guides don't reflect the same wording as the Objectives and Policies. For example, Residential Character. Character = residential activity in the Objectives, but in the Design Guides, it is more to do with specific or unique characteristics which add to ones amenity of the residential area.</p>
<p>14. Some of the zoning does not always accurately reflect the actual use occurring there, and with the wonderful tool of hindsight, the change over to the Partly-Operative District Plan could have considered this better.</p>
<p>15. The Objectives and Policies for Three Waters, in particular Policy 25.13.2.3d requiring the preparation of an ICMP for large scale subdivision is not efficiently achieving its purpose as the preparation of ICMPs particularly in Structure Plan areas has been significant delayed and has held up development.</p>
<p>16. I felt I had to answer yes for the last question about whether the DP is enabling, as of course it enables some development, but perhaps this should have been worded whether it is enabling enough. My view is that it could be more enabling, for example: providing greater incentives for investment in the CBD.</p>

Question 17 – How do you access the District Plan?



Question 18 – Please identify which sections (zone provisions, chapters 4 – 18) in the District Plan you consider contain any ineffective or inefficient rules or methods?

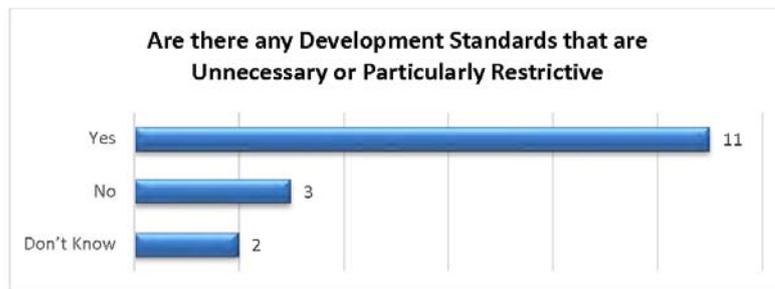
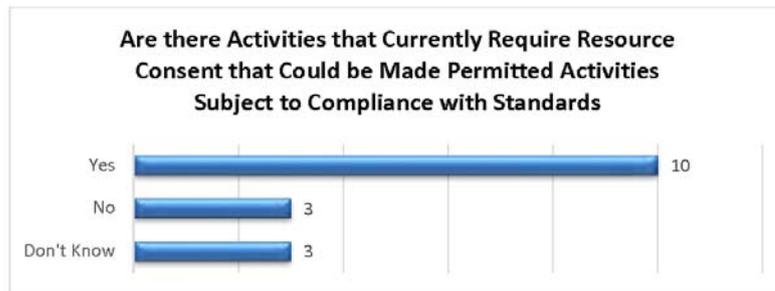
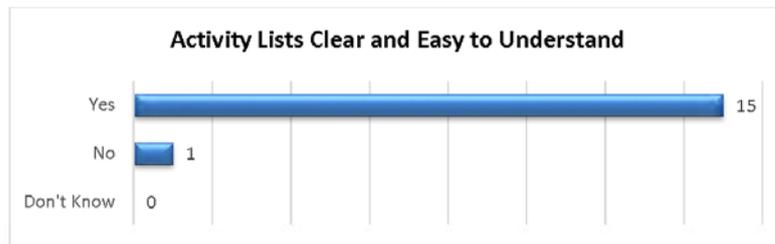


Question 18 - Respondent Examples

1.	need to apply for land use consents in Waikato River and gully hazard area when subdivision had already re-contoured site for building.
2.	having to reconsider entire effects of a proposal when there is only one minor planning infringement.
3.	some additional clarity on when specialist reports are required.
4.	4.4.3: North-facing sites cannot develop appropriate hard surfaces for outdoor living between the house and the road, due to insistence of 100% landscaping; definition of 'permeable' is not consistent with the facts as it does not allow bare ground under a free-draining deck; 4.4.7: '90 degree' definition of garage orientation does not consider site shape or the overall impression of 'front entry' vs. 'side entry' (correspondence with council already); 4.4.10: the logic of the orientation diagrams is flawed (correspondence with council already); 5.4.6c: the special landform character is already negated by the poor roading layout and 8m garage setbacks do not contribute to any enhancement thereof; subdivision generally: efficient and diverse land use is prohibited by allowing developers unilaterally to impose covenants that place investment ahead of homeownership and innovation/ individual preference (try finding a new allotment with no covenant... and the covenants are almost all exactly the same); 'safety from falling' barriers should be allowed on retaining walls exceeding 1m height without breaching the 'structure' definitions and fencing height limits. The list could be endless.
5.	4.4.6 d) setback from internal access not necessary
6.	4.4.7 b) ii) 90 degrees too prescriptive
7.	4.4.12 b) etc. district plan does not need to prescribe number of studio and 1BR units.
8.	7.3 should be more permissive, less focus on precincts.
9.	7.4.7 street wall rule unnecessary / too prescriptive. Should be a design decision.
10.	7.5.3 e) storage areas not always necessary/possible.
11.	Any land allocation provisions, including staging and traffic rules, that are premised on the corresponding RPS land allocation figures need to be reviewed in light of the NPS-UDC and Future Proof Stage 2. Alternatives to hard wiring land areas into the District Plan need serious consideration.
12.	Rules 4.5.1 and 4.5.2 - The Comprehensive Development Plan provisions are generally problematic, particularly when land is subdivided and on-sold to third parties. Industrial landscape/screening provisions
13.	Eg, OLA must be clear of eaves.
14.	FUZ - Too restrictive / inhibits urban development and requires assessment against old / underlying zone.
15.	Land never zoned early enough.
16.	Infrastructure does not align with zoning.
17.	It is not clear in the rules how to determine site coverage and permeability on a cross lease - Council has a legal interpretation on this but I haven't seen it published
18.	There is no definition for "adjoining" a transport corridor in relation to apply this to a segregation strip.
19.	In the Peacocke Character Zone rule 23.6.11(ii) says an average of 1ha but I have been advised it means a minimum average
20.	The interpretation that a stacked car park that extends onto the front setback counts as being impermeable is confusing as the car park would likely be impermeable anyway. the issue is about amenity and should be dealt with that way
21.	Applying the 15 degree angle to a building facade in relation to daylight and the outdoor living area is a bit confusing.

22. No specific examples for any of the zones, but Council should be operating a continuous improvement process where record is being kept of any provision where the wording isn't matching intended outcomes, or there are errors. There will always be improvements to be made and unintended consequences that will need correction.
23. Outdoor living areas that are located to the south of a single story building
24. setback distances in the industrial zone (transport corridor setbacks)
25. Ruakura Medium Density Zone - The problems with this zone need to be demonstrated with worked examples.
26. Industrial Zone - Vertically integrated manufacturing businesses that require large offices often struggle to meet the ancillary office rules. Eg Gallagher's, APL
27. The Appendices, 1.3.3 etc, seem to be quite drawn out and do duplicate some of the Residential requirements. We do balance this comment in that there is also a lot of good design guidance material here with clear specific direction on what is good and what is not. It is a lot better than the Auckland Council design guide in this respect (which by comparison is vague).

Question 19 – Zone Provisions?

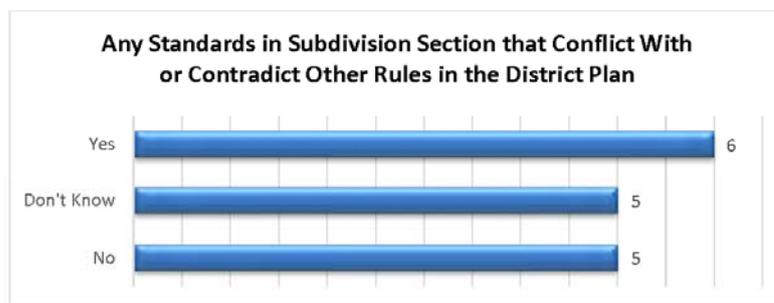
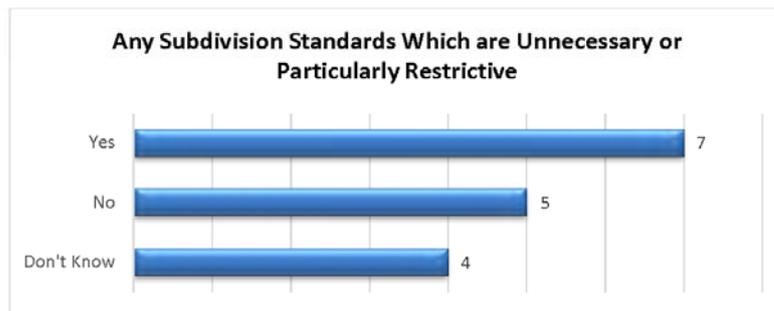




Question 19 - Respondent Examples

1. A standardised list of activities should be considered (National Planning Standards)
2. Activity too prescriptive.
3. ICMPs uncertain - stormwater direction is poor in DP especially in regard to impact assessments.
4. Boundary activities to be permitted under RMA amendments
5. Generally these chapters appear to be operating well. There are in general some activities in Industrial and Business Zones where they could be permitted activities, but rather are controlled or RDA. The balance doesn't quite appear right with consents being required that are presumably being granted with perhaps not a lot of environmental benefit able to be identified from the consent process. I'm not in a position to judge that but presumably staff are starting to see trends where some types of consent applications are not delivering identifiable environmental benefits.
6. Max height of fences = 1.8m in City centre, but you can build a structure over 2.5m high on the boundary because its a 'building' and not a 'fence'
7. Please check the access requirement for residential development with and without subdivision, I recall the widths of access may be different.
8. Some of the Special Character rules around lot sizes do not always relate to the reality on the ground in the vicinity of a given site. Some buildings notated as 'Special Character' are not as such, they have no historic listing or visual interest, are usually decrepid, uninsulated or lack opportunity for appropriate insulation, poorly constructed, sub-standard dwellings for human occupation that should be knocked down and replaced with a modern human-friendly dwelling design.
9. Rule 4.8.2 Building set backs in Ruakura medium density zone don't seem to apply equally to other medium density zones in the City. Notwithstanding this has just been through a plan change process, for consistency it would be ideal to have the same provisions in all medium density zones.
10. Rule 4.8.4 residential buildings - separation and privacy - it is understood that Council interpret this provision to mean buildings on the same site, yet that is not explicit in the provision.
11. Rule 11.3 activities in Ruakura Industrial Zone - Warehousing, distribution centres, or manufacturing/servicing workshops are not specifically listed as a permitted activities and they should be as the definition of industrial activities doesn't explicitly include these activities.
12. Three waters - coverage in Industrial
13. BUT not all activities covered -

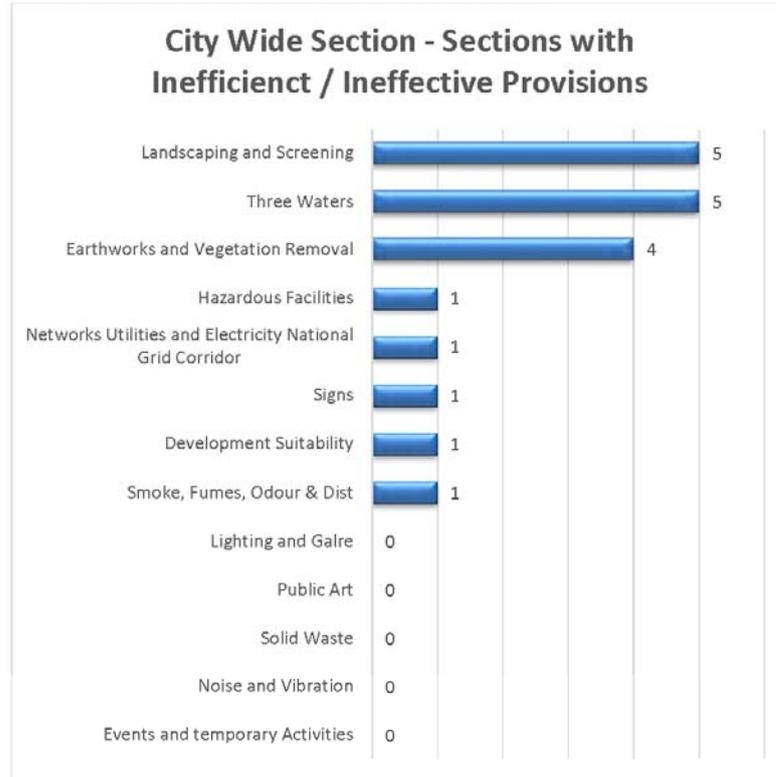
Question 20 – Subdivision?



Question 20 - Respondent Examples

1. Additional standards required: location of retaining walls should always be on the lower ground side of a boundary, for HIRB reasons (see previous comments; blanket consent for non-compliance with Transportation standards (where unavoidable) should be built into any subdivision consent (see previous comment); difference in height between roads and building platforms should be limited to a 1:8 gradient between the boundary and the front setback (to allow compliant driveways).
2. As per previous comment, I may be wrong but I think there may be some access width conflicts between land uses for up to four dwellings without subdivision and for subdivision.
3. Assessment criteria fir industrial are largely redundant
4. Conversion of cross lease to fee simple is often defaulting from permitted to RD because of rule 23.7.
5. Should be provision for fee simple subdivision of apartments (not just duplex). Will require amendment to 23.7 b).
6. Should be provision for creation of "super lots" in Medium Density Areas prior to approval of a CDP. Currently NC.
7. Cross lease in some circumstances is an appropriate tenure. Should not be NC.
8. Should be greater consistency between access standards in the subdivision chapter and Appendix 15.
9. Need more flexibility. Standards just create the same type of development. Bonus provisions can assist
10. Need to review subdivision provisions in light of RLAA.
11. The subdivision assessment criteria needs consideration
12. No provision for boundary relocation - just adjustments.
13. Boundary adjustments should be permitted.
14. When a property is mixed zone - a whole world of hurt exists unnecessarily (i.e., a small discreet section of land contains Open Space - the whole policy set applies - considered too onerous.
15. Too many rules.
16. All box ticking against too may rules so there is always non compliance.
17. All land is different / sloping / has features etc so generic rules for flat land do not work

Question 21 – Please identify which sections of the City Wide section (Chapter 25) that you think contain any ineffective or inefficient rules or methods?



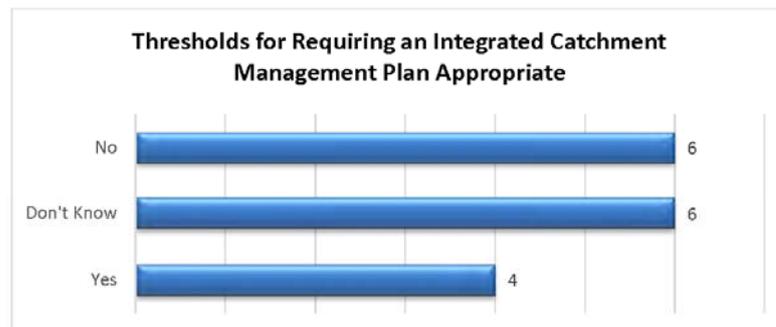
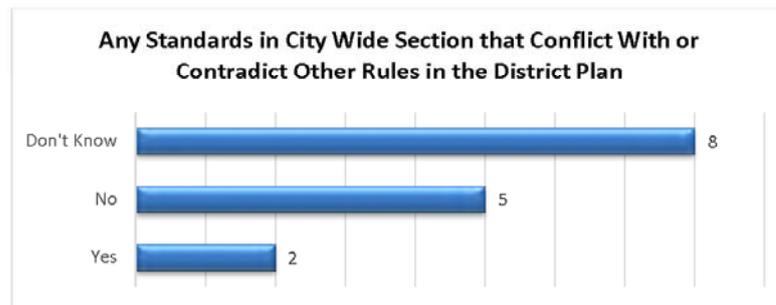
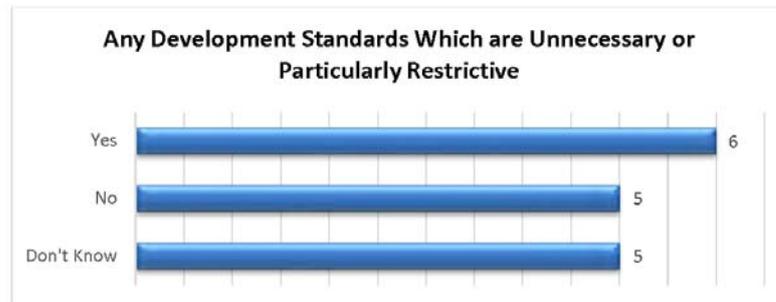
Question 21 - Respondent Examples

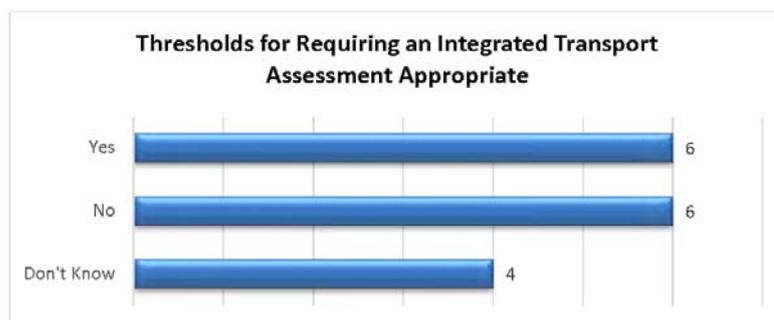
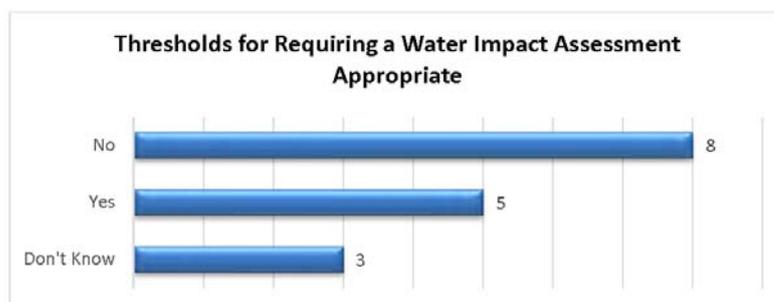
1.	25.14.3 - Land use consent required for new transport corridors. Should be part of subdivision application.
2.	25.14.4.3 - triggers for ITA often overlooked/confused.
3.	25.13.4.1 ICMP perceived as significant barrier to progressing large development.
4.	3W: swampy residential allotments are undesirable in a conurbation and environmentally disadvantageous compared with the ease and appropriateness of achieving groundwater objectives in less built-up areas: SW to soakage is inappropriate in its effects on both the outdoor amenity and the site usage, and tanks occupy too much real estate. All development within a conurbation should adopt SW systems that direct SW away from the development in the traditional manner and apply mitigation downstream rather than on site. There are world heritage sites in existence throughout the world that work in this manner.
5.	A big building over 100 m long limited in signage although 5 different activities in building
6.	Three waters requires resource consent to build even when a subdivision at same time and activity permitted
7.	All are effective from a Planner's perspective in conveying the information they should. The HCC District Plan is one of the easier documents to use. compared to other Councils. It represents a well considered piece of work which those in HCC who put it together should be rightfully proud of. It is a leading example of good practice. We have Australian experience too with District Plans and Policy, and it compares favourably with those also.

8. The only thing I'd suggest is to have a section for common objectives, policies and rules for all applications (if that is feasible) and remove duplication from other parts of the plan (ie common requirements in each of the zones)- result: A District Plan that looks a lot smaller but still achieves the same results.
9. Earthworks always requires applications to both HCC and WRC with both councils having different objectives and requirements. A big inefficient double up !
10. Urban design is very opinion based. Always requires urban design report or peer review which is just one opinion or idea. Not all NZers like high density urban design being pushed on us by overseas / immigrant consultants or Council staff.
11. Gully stabilization should not require assessment as it's usually for protection purposes
12. The NESETA NPSET should be referred to not replicated in the District Plan
13. Urban design needs to be removed and incorporated into the standards, objectives and policies - not a stand-alone guide (superfluous)
14. Landscape and screening controls in Industrial zones
15. ICMP provisions are redundant
16. Haz provisions now redundant under RM amendments
17. Landscaping rules for industrial inappropriate
18. TIA Thresholds too low
19. Urban design - this seems to be too subjective to the person looking at the plans. What some people think is good design other people disagree with.
20. None specifically, but as above if Council adopts an attitude of continuous improvement then there will be niggles and unintended consequences that will emerge over time that can be corrected or made better.
21. The Plan sets standards for parking spaces and manoeuvring, which are fine, but once the sites are developed people park cars just about anywhere.
22. There are likely to be ineffective rules in most chapters to be frank.
23. These city wide rules are bulky and cumbersome its application. The amount of cross referencing need is cumbersome as sometimes you don't know whether you have covered all the criteria required.

Question 22 – City Wide (Chapter 25)



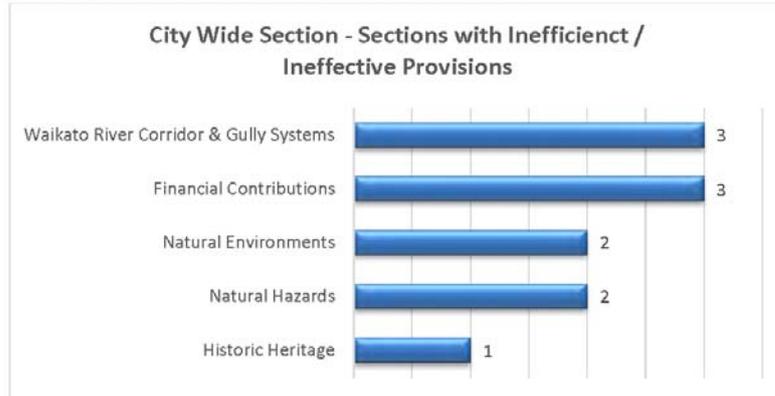




Question 22 - Respondent Examples

1. Fencing and landscaping requirements are over the top.
2. 3WIA should be set at 10. 4 is too low.
3. ICMP and WIA work should have been undertaken by HCC as part of re-zoning land.
4. To be required to undertake work on Council Infrastructure as a developer / consultant is near impossible and always requires peer review again at developer cost. Surely HCC know the capacities etc of their own systems.
5. ICMP matters are difficult to ascertain - Council need to prepare (or take better leadership) over the preparation of these documents - intersperse from clients are that these are a cash cow for consultants (even for smaller jobs).
6. ITA should be required on a common sense approach - not just a quantitative level (i.e. 40 allotments).
7. If existing transportation corridors are constructed having an ITA is redundant in many instances.
8. Preparing water impact assessments can be problematic as infrastructural modelling information and information on pipeline capacity is generally held by Council and not readily available.
9. Some smaller scale projects should not require simple ITA's.
10. Its more important for Council to understand its road and transport network capacity related to land use development potential.

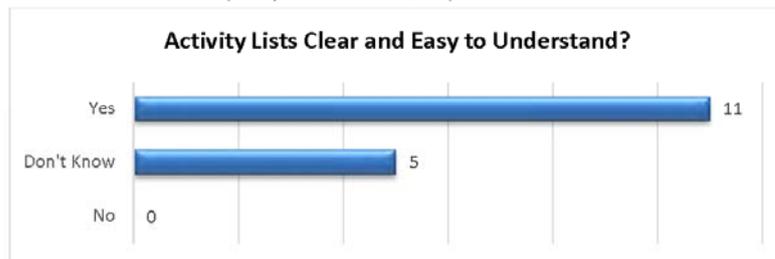
Question 23 – Please identify sections of the District Plan (Chapters 19 – 22, 24) that you think contain any ineffective or inefficient Rules or Methods

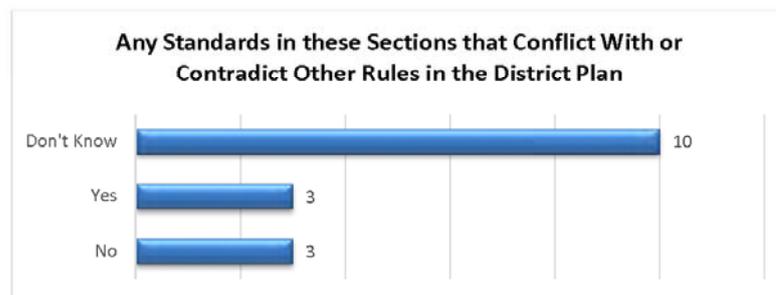
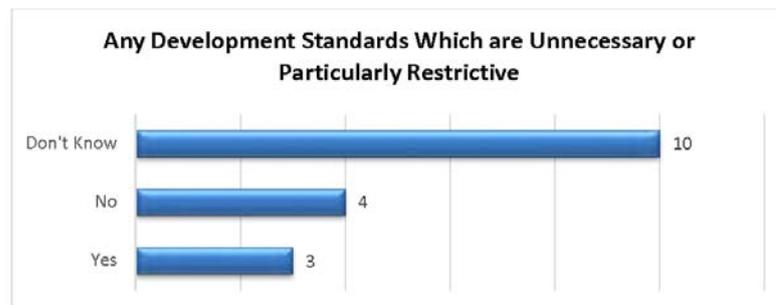


Question 23 - Respondent Examples

1.	22.3 k) very minor alterations being caught by rule 22.5.6 (6m setback from WRGHA).
2.	All of these rules are rather repetitive and send you on circular assessment.
3.	FC provisions redundant
4.	Financial Contributions policy never aligns with HCC provision of infrastructure. A greenfields developer always has to fund infrastructure in growth areas, and also pay DC's I also have clients who are being asked to construct levy funded roads ie: do Council (DC) funded and planned work, and take on unnecessary risk and costs.
5.	Then land and road value is assessed by a Council paid Valuer who is working for Council interests creating unnecessary delay / cost and arbitration. The concept of Betterment is a whole can of worms !!
6.	Hazard areas are mapped and seldom reflect reality - in the instance of a boundary adjustment were a discreet section of mapped gully hazard area affects the site - trips a RD activity.
7.	Needs flexibility
8.	There should be more of a hierarchy. Relocation of heritage items should not be given the same activity status as demolition.

Question 24 – Other Sections (Chapters 19 – 22, 24)

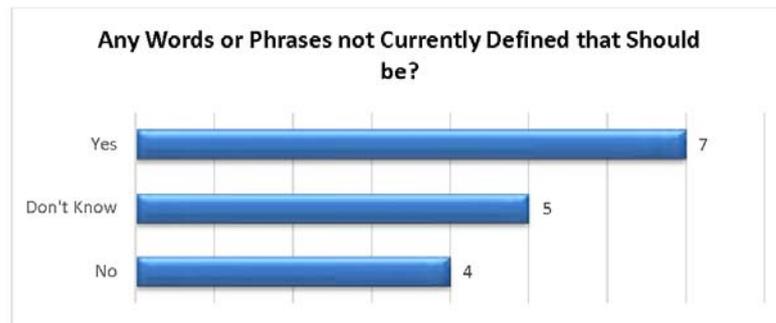




Question 24 - Respondent Examples

- | |
|---|
| 1. A site containing a heritage item in the DP is also earmarked as a suitable car parking building site. |
| 2. Clearing vegetation (weeds) for gully rehabilitation should be permitted |

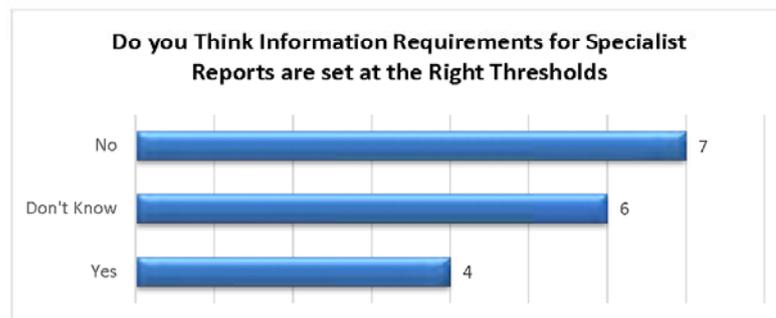
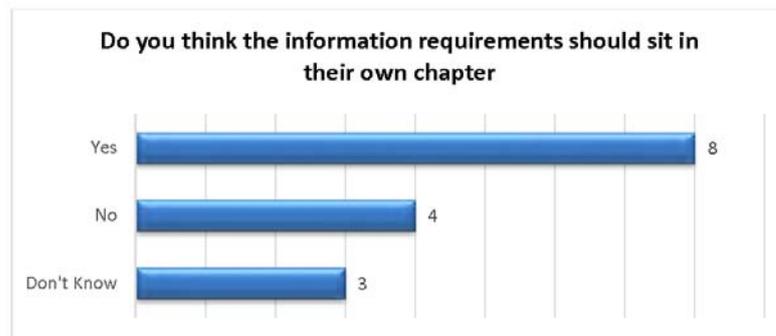
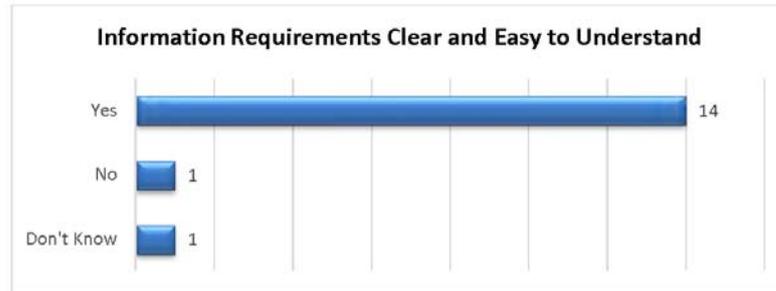
Question 25 – Definitions



Question 25 - Respondent Examples

1. As an example; the definition of eaves - Our view (and many other councils) is that it should only be the part of the eaves in excess of 500mm that is counted as site coverage. The current definition is ambiguous. When seeking clarification this issue apparently required an in-house meeting of the planners to confirm their own definition. This would indicate that it is definitely not clear.
2. Brothel
3. Liquifaction
4. Have had a case with Council insisting a home bar was a second kitchen and resulted in a second "household" which was clearly not the case.
5. Nothing specific here, the definitions appear to be operating well, but presumably staff are becoming aware over time of instances where clarity of meaning of particular terms could be improved.
6. The Definitions list is not comprehensive and in several instances fails to utilise logic and fact (as per previous comments). There should be one national set of definitions for all district plans, for a level playing field (unfortunately, as desirable as it may be for other reasons, we do not operate on an independent city-state system).
7. the meaning of words and phrases in the District is very helpful to dispel any ambiguities.
8. Too many.....!!

Question 26 – Information Requirements (Volume 2, 1.2)

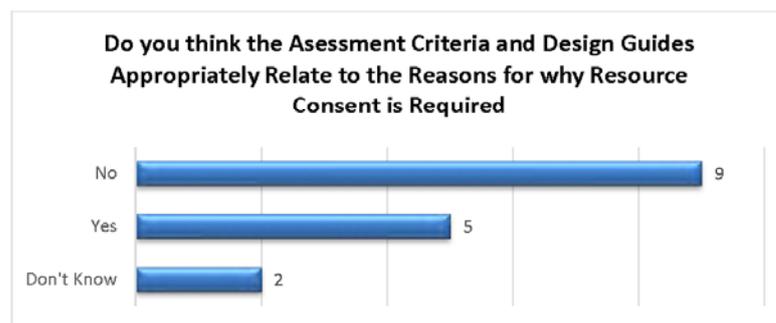
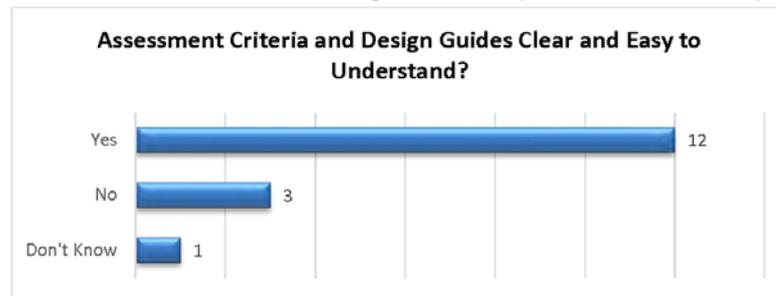


Question 26 - Respondent Examples

1. "Do you think the Information Requirements should sit in their own Chapter <OR> be located within the relevant Chapters?" HAHA: YES! (or is it "NO"?) Precisely my point...
2. Consultant reports could be dispensed with if the rules contained 'deemed to satisfy' simple solutions that are generally applicable to an expected range of situations.
3. Best to keep information requirements dealt with in one place of the DP, to avoid duplication otherwise.
4. Have had an issue with the application of 1.2.2.22.1 - Centres Assessment Report. Proposal ended up having 2 peer reviews. Costly and time consuming.
5. Information requirements are good in their own chapter.
6. Item 2 above, we think that elimination of duplicated comments in the District Plan is essential,information requirements in their own Chapter.
7. Requirement for specialist reports need some clarification. we do see that there is a dilemma when resource consents fall into a grey area where specialist reports are not considered

necessary but required upon further reviewing and assessment during processing of the consent.
8. The information requirements and assessment criteria should all be included in the relevant Chapters. The current format creates inefficiencies when using the plan.
9. There are now so many or too many specialist reports that are required each with their own pet issue or problem area that create so many issues and time/cost in achieving consent. Iwi / NES / Geotech / CMP / Traffic / WIA / Archaeology / Stormwater / ...
10. Three waters and traffic

Question 27 – Assessment Criteria and Design Guidelines (Volume 2, 1.3 and 1.4)



Question 27 - Respondent Examples

1. As noted earlier some aspects are more than required or at a higher level than necessary for small scale developments.
2. Design Guides are to be used as guidelines and should not have the same force and effect as District Plan Rules.
3. Design Guides are too prescriptive. It is not HCC place to provide guidelines but to assess effect. Generic guidelines do not work on all land and they are sometimes used to steer an outcome when it suits HCC to try to convince a developer to change something.
4. Despite revisions criteria are OTT in many cases.
5. There is no contents page in line making them hard to navigate
6. I think that the common assessment criteria be in one heading, with extra requirements referenced to and only listed under higher activity status application requirements.
7. No bonus allowances which would be useful
8. There are occasions where I find the assessment criteria and design guides to be of marginal relevance. This reflects how hard it is to write criteria that relates to all of the situations that will inevitably arise and is not a criticism really.

9. These should be identified as Council assessment criteria as opposed to the applicant addressing - considered a flip-flop of Council requirements.
10. Too many, many overlaps, wording/language used is different from objectives and policies.

Report on Councillor Interviews

Regulatory Effectiveness and Efficiency
Programme (Stage 1, Part A)

D-2535977

Executive Summary

This report forms part of Hamilton City Council's Regulatory Efficiency and Effectiveness Programme Stage 1. Stage 1 seeks to identify any efficiency or effectiveness issues stemming from the provisions of the Hamilton City Partly Operative District Plan (District Plan) and related customer processes.

As part of the Stakeholder Engagement Plan for Stage 1, the project team held one-on-one meetings with Councillors to seek feedback on what the community is telling councillors about the District Plan and related processes as well as their own views on these matters. A standardised meeting record sheet was used for recording the discussion and the completed sheet was sent to each councillor for confirmation of the discussion before finalization (see attachments).

Key findings

The interviews indicate that:

- On the whole, constituents are not making substantial numbers of complaints directly to Councillors about the district plan provisions or resource consent processes.
- Many constituent issues raised with Councillors relate to other Council functions or property law matters.
- It is difficult for some constituents to separate the legislative regulatory functions and responsibilities of different Council groups and units. Any issue is seen as a reflection on Council regulatory services as a whole.
- In particular there seems to be some confusion between Resource Management Act (ie District Plan) requirements and processes, and Building Act requirements and processes.
- One-off applicants have expressed concern regarding the costs associated with obtaining resource consent for small-scale activities as well as difficulty in understanding and applying the plan provisions.
- The purpose of particular plan provisions is not always well understood by resource consent applicants.
- Small-scale/one-off applicants would like more assistance from Council staff in preparing their applications and more direction as to what the probable success of their application will be before taking the decision to prepare and lodge.
- A common frustration from resource consent applicants is receiving a request for further information towards the end of the 20-day statutory timeframe.
- There are differing philosophical views amongst Councillors as to what level of control the District Plan should exercise over development and what level of public participation in resource consent decision making should occur.

Next steps

The information obtained from these interviews will be used as input in forming recommendations to the REEP Taskforce for plan and/or process changes.



Regulatory Efficiency and Effectiveness Programme

COUNCILLOR MEETING ISSUES SHEET	
COUNCILLOR: Gary Mallett	DATE: 11/09/17
OTHERS PRESENT: Debra Stan-Barton, Peter Skilton	
Constituent Topics	
Constituent Issues Identified by Councillor	<p>Partly Operative District Plan</p> <p>View that the District Plan is too restrictive in its application to development within the city. Particular concerns relate to prescription of locations by zoning and listing of the type of development that can / may not be able to take place.</p> <p>View that the District Plan should only be concerned with effects on the environment that are able to be objectively measured (e.g. noise generation, traffic generation) as opposed to subjective matters (building looks). People should be able to develop what they want, where they want.</p> <ul style="list-style-type: none"> • Zone controls should be directed towards the control of effects of activities as opposed to resource consent requirements arising just because of the type of activity that is proposed. <p>Difficult to understand or explain why activities with similar effects (e.g. accountants office and medical centres) are not treated the same within zones. Why are some activities allowed to occur within a zone and others not, when the effects on the environment are similar:</p> <ul style="list-style-type: none"> • Consideration should be of the effects <p>Difficult to understand why the District Plan seeks to protect existing development types and restrict development opportunities in certain areas of the city when there is little reason to do so, or where there are other parts of the city with similar characteristics which are not protected (e.g. Hayes Paddock v Bader)</p> <p>If a development has no effects on any person or the environment then it should not be controlled.</p> <ul style="list-style-type: none"> • Aspirations of certain sections of the community should not override development or private property rights. • Difficult to address amenity effects when this means different things to different people (subjective matters should not be controlled by the District Plan). • Distributional effects should not be relevant to consideration (e.g. should not prescribe where offices should be located just because it is assumed that this will revitalise city centre). Should rely on market forces. <p>The size and complexity of the District Plan means lay people cannot readily understand or interpret it or find their way around it.</p> <p>Difficult to understand why some specific standards have been put in place when they do not seem to achieve anything (e.g. specification of permeable surface percentage when this is covered by requirement for stormwater system to be put in place)</p>



Regulatory Efficiency and Effectiveness Programme

	<p>Resource Consent Processing Consistent application of rules by Council Staff is important and needs to be a key component of Planning Guidance Unit so that the same message is being sent to everyone.</p> <p>Common frustration is the issuing of further information requests on later days of statutory processing timeframes (e.g. Day 18 of 20).</p> <p>Situations where duty planner has not been able to easily identify what a proposed activity is taken to be because the nature of definitions in the District Plan creates confusion because some definitions cover similar ground (e.g. Health Care Service v Hospital)</p>
	<p>Other Identified Regulatory Issues Example where Building Consent staff were refusing to accept information via email and issues of paper work submitted being lost. Need consistency of process for each department where procedures are set out so everyone does the same thing. Not acceptable for individuals to determine process on the fly.</p>
Discussion Topics	
Development Issues	<p>Anyone not being able to do what they originally planned because of district plan? Aware of situations where people have not been able to do what they originally planned (supermarkets, offices, dance studio, gyms). No specific examples provided.</p> <p>Anyone who decided not to purchase land or do a development because of district plan? Aware of situations where people have not pursued developments. No specific examples provided.</p> <p>Anyone who did not do due diligence before purchasing and found out they needed resource consent? Aware of people who did not do due diligence and ran into problems in process further down the track. No specific examples provided.</p> <p>Anyone who received conflicting advice from professionals and Council staff? No concerns identified.</p> <p>Who are the people who have made comments (small, medium, large developers)? People who have expressed concerns = large, medium and small developers.</p>
District Plan Issues	<p>Anyone one who thinks District Plan is not clear about what can / cannot be done? District Plan is complex and large document that most people are unable to read and understand. No specific examples provided.</p> <p>Anyone who could not understand resource consent or information requirements? District Plan is complex and large document that most people are unable to read and understand. No specific examples provided.</p> <p>Anyone who thought information requirements were excessive / unnecessary? No specific concerns identified.</p> <p>Anyone with positive feedback regarding District Plan? No positive feedback provided, although recognition that rules and consents are necessary to ensure that there is adequate checks on development to control actual objective effects.</p>
Processing Issues	<p>Anyone used duty planner service? Yes – some issues with being able to provide effective advice because of district plan definitions. Would be beneficial for information sheets to be prepared which could be</p>



Regulatory Efficiency and Effectiveness Programme

	provided to people. Need to ensure that any information provided is correct and comprehensive.
	Anyone used pre-application meeting service? Yes aware of service. No specific concerns identified.
	Anyone had applications rejected or declined? No specific concerns identified
	Anyone had further information requests? Yes – concern regarding when requests for further information are made (specific to building consents)
	Anyone had unreasonable conditions imposed? No specific concerns identified.
	Anyone had unreasonable time delays? No specific concerns identified.
	Anyone had unreasonable costs incurred? (Information collation, consent preparation, processing)? No specific concerns identified. Some discussion in relation to the costs of conducting a hearing. Some discussion in relation to applicants needing to justify departures from district plan standards.
	Anyone had good experience with Council staff? No discussion on Council Staff other than issue with Building Inspector refusing to accept email documents.
	Anyone confuse Planning & Building functions of Council? People do not see separate departments. Any issue with any department is reflected on Council regulatory services as a whole
Other Issues	No other issues identified.



Regulatory Efficiency and Effectiveness Programme

Item

Attachment 7

COUNCILLOR MEETING ISSUES SHEET	
COUNCILLOR: Geoff Taylor	DATE: 11/09/17
OTHERS PRESENT: Debra Stan-Barton, Peter Skilton	
Constituent Topics	
Constituent Issues Identified by Councillor	<p>Partly Operative District Plan</p> <p>Limited discussion on District Plan provisions. Some issues of perception from constituents questioning if:</p> <ul style="list-style-type: none"> • Rules in District Plan are worthwhile • Rules in District Plan are achieving outcomes
	<p>Resource Consent Processing</p> <p>Discussions regarding specific circumstances that he has been made aware of:</p> <ul style="list-style-type: none"> • Business (Gym) – resentful of consenting costs (consultants). • Questioning requirement to provide planter boxes (landscaping screening requirements) • Proposal (playground equipment) included something different to what Council required which achieved same or better outcome but was not allowed • Resource and Building Consent costs for construction of shed – making uneconomic to complete project
	<p>Other Identified Regulatory Issues</p> <p>Some of issues identified above may be associated with other Council functions / processes and not total responsibility of district plan or resource consent requirements (e.g. Building consent, Site Contamination report, Development agreements etc...)</p>
Discussion Topics	
Development Issues	<i>Anyone not being able to do what they originally planned because of district plan?</i>
	<i>Anyone who decided not to purchase land or do a development because of district plan?</i>
	<i>Anyone who had to change their development plans because of district plan?</i>
	<i>Anyone who did not do due diligence before purchasing and found out they needed resource consent</i>
	<i>Anyone who received conflicting advice from professionals and Council staff?</i>
	<i>Who are the people who have made comments (small, medium, large developers)?</i>
District Plan Issues	<i>Anyone one who thinks District Plan is not clear about what can / cannot be done?</i>
	<i>Anyone who could not understand resource consent or information requirements?</i>



Regulatory Efficiency and Effectiveness Programme

	<i>Anyone who thought information requirements were excessive / unnecessary?</i>
	<i>Anyone with positive feedback regarding District Plan?</i>
Processing Issues	<i>Anyone used duty planner service?</i>
	<i>Anyone used pre-application meeting service?</i>
	<i>Anyone had applications rejected or declined?</i>
	<i>Anyone had further information requests?</i>
	<i>Anyone had unreasonable conditions imposed?</i>
	<i>Anyone had unreasonable time delays?</i>
	<i>Anyone had unreasonable costs incurred? (Information collation, consent preparation, processing)?</i>
	<i>Anyone had good experience with Council staff?</i>
	<i>Anyone confuse Planning & Building functions of Council?</i>
Other Issues	



Regulatory Efficiency and Effectiveness Programme

Item

Attachment 7

COUNCILLOR MEETING ISSUES SHEET	
COUNCILLOR: James Casson	DATE: 13/09/17
OTHERS PRESENT: Debra Stan-Barton, Peter Skilton	
Constituent Topics	
Constituent Issues Identified by Councillor	<p><u>Partly Operative District Plan</u></p> <p>Has had no specific common issues identified by constituents regarding the District Plan.</p> <p>Recognition that the city is a complex environment that needs rules to enable its sustainable development.</p> <p>Aware of some frustration in relation to addition to existing industrial building which triggered consent because of permeability requirements. Rules too rigid for existing activities.</p>
	<p><u>Resource Consent Processing</u></p> <p>Common issue of "it takes too long to get things through". No specific examples</p>
	<p><u>Other Identified Regulatory Issues</u></p> <p>Most constituent interaction relates to non-planning related matters – traffic, parks, gardens, playgrounds or neighbour disputes.</p>
Discussion Topics	
Development Issues	<i>Anyone not being able to do what they originally planned because of district plan?</i> No
	<i>Anyone who decided not to purchase land or do a development because of district plan?</i> No
	<i>Anyone who had to change their development plans because of district plan?</i> No
	<i>Anyone who did not do due diligence before purchasing and found out they needed resource consent?</i> Not aware
	<i>Anyone who received conflicting advice from professionals and Council staff?</i> Not aware
	<i>Who are the people who have made comments (small, medium, large developers)?</i> Most interaction with people who have general beef with things Council related.
District Plan Issues	<i>Anyone one who thinks District Plan is not clear about what can / cannot be done?</i> No
	<i>Anyone who could not understand resource consent or information requirements?</i> No
	<i>Anyone who thought information requirements were excessive / unnecessary?</i> No



Regulatory Efficiency and Effectiveness Programme

	<p>Anyone with positive feedback regarding District Plan? No. Generally only hear gripes about Council as opposed to good news.</p>
Processing Issues	<p>Anyone used duty planner service? No</p>
	<p>Anyone used pre-application meeting service? No. Once larger applications / major clients are in the system would be a good idea to align them with specific staff who can oversee the process (e.g. Jason Cargo)</p>
	<p>Anyone had applications rejected or declined? No</p>
	<p>Anyone had further information requests? Yes – Common gripe = receipt of further information at later stages of processing</p>
	<p>Anyone had unreasonable conditions imposed? No</p>
	<p>Anyone had unreasonable time delays? None identified</p>
	<p>Anyone had unreasonable costs incurred? (Information collation, consent preparation, processing)? None identified</p>
	<p>Anyone had good experience with Council staff? None identified</p>
	<p>Anyone confuse Planning & Building functions of Council? Generally people do not distinguish between Council departments. If there are issues Council as a whole is implicated.</p>
Other Issues	Nil



Regulatory Efficiency and Effectiveness Programme

Item

Attachment 7

COUNCILLOR MEETING ISSUES SHEET	
COUNCILLOR: Rob Pascoe	DATE: 18/09/17
OTHERS PRESENT: Debra Stan-Barton, Peter Skilton	
Constituent Topics	
Constituent Issues Identified by Councillor	<p><u>Partly Operative District Plan</u></p> <p>Has had no specific issues identified by constituents regarding the District Plan.</p> <p>View that District Plan takes away “wild west” / “free for all” of previous plans.</p> <p>General level of comfort with directive nature of District Plan with respect to office / retail and central city predominance, however recognition that there needs to be flexibility of approach to recognise integrated nature of business whereby larger companies desire to have all activities under one roof (e.g. Gallaghers Industrial Complex).</p> <p>Has not had much interaction with individuals but is involved with larger interest groups / developers. General view that there is need for resource consent process, however that plan provisions may be too complex for general lay people to understand.</p>
	<p><u>Resource Consent Processing</u></p> <p>Common frustration seems to be situations where requests for further information are made toward the end of the statutory processing timeframe (e.g. day 18 of 20). This is a common cause for frustration</p>
	<p><u>Other Identified Regulatory Issues</u></p> <p>Fields enquiry for Council core business issues e.g. roading, trees ... which are not specifically planning or District Plan related.</p> <p>No specific issues in relation to other regulatory processes readily apparent.</p>
Discussion Topics	
Development Issues	<i>Anyone not being able to do what they originally planned because of district plan?</i> No – general feeling is that people are wanting to come to Hamilton
	<i>Anyone who decided not to purchase land or do a development because of district plan?</i> No – general feeling is that people are wanting to come to Hamilton
	<i>Anyone who had to change their development plans because of district plan?</i> No
	<i>Anyone who did not do due diligence before purchasing and found out they needed resource consent?</i> Not aware
	<i>Anyone who received conflicting advice from professionals and Council staff?</i> Not aware



Regulatory Efficiency and Effectiveness Programme

	<i>Who are the people who have made comments (small, medium, large developers)?</i> Generally large interest groups (e.g. Colin Jones). Some smaller developers who are known on a personal level.
District Plan Issues	<i>Anyone one who thinks District Plan is not clear about what can / cannot be done?</i> No
	<i>Anyone who could not understand resource consent or information requirements?</i> No
	<i>Anyone who thought information requirements were excessive / unnecessary?</i> No
	<i>Anyone with positive feedback regarding District Plan?</i> No. Generally only hear gripes about Council as opposed to good news.
Processing Issues	<i>Anyone used duty planner service?</i> No
	<i>Anyone used pre-application meeting service?</i> No. Once larger applications / major clients are in the system would be a good idea to align them with specific staff who can oversee the process (e.g. Jason Cargo)
	<i>Anyone had applications rejected or declined?</i> No
	<i>Anyone had further information requests?</i> Yes – Common gripe = receipt of further information request at later stages of processing
	<i>Anyone had unreasonable conditions imposed?</i> No
	<i>Anyone had unreasonable time delays?</i> None identified
	<i>Anyone had unreasonable costs incurred? (Information collation, consent preparation, processing)?</i> None identified
	<i>Anyone had good experience with Council staff?</i> None identified
	<i>Anyone confuse Planning & Building functions of Council?</i> Generally people do not distinguish between Council departments. If there are issues Council as a whole is implicated.
Other Issues	Expression of concern of scope of REEP and that it could morph into a District Plan review without the existing provisions having sufficient time to “bed in”. Discussion held that the terms of REEP are clear that it is in relation to efficiency / effectiveness of the plan provisions. The project is not a vehicle by which the core philosophy of the plan can be altered because this is outside of the project terms of reference.



Regulatory Efficiency and Effectiveness Programme

Item

Attachment 7

COUNCILLOR MEETING ISSUES SHEET	
COUNCILLOR: Mark Bunting	DATE: 22/09/17
OTHERS PRESENT: Debra Stan-Barton, Peter Skilton	
Constituent Topics	
Constituent Issues Identified by Councillor	<p>Partly Operative District Plan Has had no specific common issues identified by constituents regarding the District Plan.</p> <p>Main constituent interaction relates to neighbour / property issues.</p>
	<p>Resource Consent Processing No specific concerns known regarding resource consent processing matters.</p>
	<p>Other Identified Regulatory Issues Some generic concerns raised but not department specific:</p> <ul style="list-style-type: none"> Isolated incidents of over-zealous staff <p>Own experience is that front counter staff go above and beyond to provide customer experience (e.g. parking ticket example).</p>
Discussion Topics	
Development Issues	<p><i>Anyone not being able to do what they originally planned because of district plan?</i> No</p>
	<p><i>Anyone who decided not to purchase land or do a development because of district plan?</i> No</p>
	<p><i>Anyone who had to change their development plans because of district plan?</i> No</p>
	<p><i>Anyone who did not do due diligence before purchasing and found out they needed resource consent?</i> Not aware</p>
	<p><i>Anyone who received conflicting advice from professionals and Council staff?</i> No</p>
	<p><i>Who are the people who have made comments (small, medium, large developers)?</i> No discussion</p>
District Plan Issues	<p><i>Anyone one who thinks District Plan is not clear about what can / cannot be done?</i> No</p>
	<p><i>Anyone who could not understand resource consent or information requirements?</i> No</p>
	<p><i>Anyone who thought information requirements were excessive / unnecessary?</i> No</p>
	<p><i>Anyone with positive feedback regarding District Plan?</i> No.</p>
Processing Issues	<p><i>Anyone used duty planner service?</i> Not discussed</p>
	<p><i>Anyone used pre-application meeting service?</i></p>



Regulatory Efficiency and Effectiveness Programme

	Not discussed
	<i>Anyone had applications rejected or declined?</i>
	Not discussed
	<i>Anyone had further information requests?</i>
	Not discussed
	<i>Anyone had unreasonable conditions imposed?</i>
	Not discussed
	<i>Anyone had unreasonable time delays?</i>
	None identified
	<i>Anyone had unreasonable costs incurred? (Information collation, consent preparation, processing)?</i>
	None identified
	<i>Anyone had good experience with Council staff?</i>
	None identified
	<i>Anyone confuse Planning & Building functions of Council?</i>
	Non identified
Other Issues	Nil



Regulatory Efficiency and Effectiveness Programme

Item

Attachment 7

COUNCILLOR MEETING ISSUES SHEET	
COUNCILLOR: Siggie Henry	DATE: 25/09/17
OTHERS PRESENT: Debra Stan-Barton, Peter Skilton	
Constituent Topics	
Constituent Issues Identified by Councillor	<p><u>Partly Operative District Plan</u> Has had no specific common issues identified by constituents regarding the District Plan.</p> <p>Development needs to be considered in terms of function and design.</p>
	<p><u>Resource Consent Processing</u> Specific builder issues (no specific examples identified and could be related to building consent):</p> <ul style="list-style-type: none"> • Too many hoops to jump through
	<p><u>Other Identified Regulatory Issues</u> Recognition that planning may get blamed for process issues which are not their making (e.g. Could arise from other departments or statutes (e.g. Building Act).</p> <p>Standard constituent interaction through other core issues trees, planting etc...</p> <p>Historic issue with building department accepting alternative design solutions to proposals outside of building code. Issue where Waipa District Council processed and issued a consent, but when same was submitted to Hamilton City Council (following boundary change) it was not accepted.</p>
Discussion Topics	
Development Issues	<i>Anyone not being able to do what they originally planned because of district plan?</i> No
	<i>Anyone who decided not to purchase land or do a development because of district plan?</i> No
	<i>Anyone who had to change their development plans because of district plan?</i> No
	<i>Anyone who did not do due diligence before purchasing and found out they needed resource consent?</i> Not aware
	<i>Anyone who received conflicting advice from professionals and Council staff?</i> No,
	<i>Who are the people who have made comments (small, medium, large developers)?</i> No discussion
District Plan Issues	<i>Anyone one who thinks District Plan is not clear about what can / cannot be done?</i> No
	<i>Anyone who could not understand resource consent or information requirements?</i> No
	<i>Anyone who thought information requirements were excessive / unnecessary?</i>



Regulatory Efficiency and Effectiveness Programme

	No
	Anyone with positive feedback regarding District Plan?
	No.
Processing Issues	Anyone used duty planner service?
	Not discussed
	Anyone used pre-application meeting service?
	Not discussed
	Anyone had applications rejected or declined?
	Not discussed
	Anyone had further information requests?
	Not discussed
	Anyone had unreasonable conditions imposed?
	Not discussed
Anyone had unreasonable time delays?	
None identified	
Anyone had unreasonable costs incurred? (Information collation, consent preparation, processing)?	
None identified	
Anyone had good experience with Council staff?	
None identified	
Anyone confuse Planning & Building functions of Council?	
Generally people do not distinguish between Council departments. If there are issues Council as a whole is implicated and blamed.	
Other Issues	<p>Dismay expressed in terms of development outcomes in Hamilton:</p> <ul style="list-style-type: none"> • Queens Avenue – bad design / poor use of cheap materials • Farnborough – consideration of design (garages facing street) • Disappointed at profit driven developments. Considers HCC does not have strong guidance on how developments should be designed. Some discussion regarding the Building Act and that specific design standards / codes are prescribed through this at a national level. Recognise that Council has limited ability to prescribe more stringent building codes through the district plan.



Regulatory Efficiency and Effectiveness Programme

Item

Attachment 7

COUNCILLOR MEETING ISSUES SHEET	
COUNCILLOR: Paula Southgate	DATE: 25/09/17
OTHERS PRESENT: Debra Stan-Barton, Peter Skilton	
Constituent Topics	
Constituent Issues Identified by Councillor	<p>Partly Operative District Plan Has had no specific common issues identified by constituents regarding the District Plan.</p> <p>Acceptance that some rules may be hard to apply.</p> <p>Seems to be little consideration in the plan of cumulative effects of development (death by a thousand cuts). For example intensification of development having an impact on infrastructure capacity but this is not generally taken into account when considering each development on a consent by consent basis.</p> <p>Concern that while project may be seeking easier application of the District Plan it could morph into an outcome that is politically driven and motivated to be something else.</p>
	<p>Resource Consent Processing Specific developer issues (no specific examples identified):</p> <ul style="list-style-type: none"> • Resource consent process too hard / restrictive • Hold-ups in processing of consent
	<p>Other Identified Regulatory Issues Recognition that planning may get blamed for process issues which are not their making (e.g. Could arise from other departments or statutes (e.g. Building Act).</p>
Discussion Topics	
Development Issues	<p><i>Anyone not being able to do what they originally planned because of district plan?</i> No</p>
	<p><i>Anyone who decided not to purchase land or do a development because of district plan?</i> No</p>
	<p><i>Anyone who had to change their development plans because of district plan?</i> No</p>
	<p><i>Anyone who did not do due diligence before purchasing and found out they needed resource consent?</i> Not aware</p>
	<p><i>Anyone who received conflicting advice from professionals and Council staff?</i> Harrowfield example regarding ability of public to be involved in development when consent application was limited notified to a select few,</p>
	<p><i>Who are the people who have made comments (small, medium, large developers)?</i> No discussion</p>
District Plan Issues	<p><i>Anyone one who thinks District Plan is not clear about what can / cannot be done?</i> No</p>



Regulatory Efficiency and Effectiveness Programme

	<i>Anyone who could not understand resource consent or information requirements?</i> No
	<i>Anyone who thought information requirements were excessive / unnecessary?</i> No
	<i>Anyone with positive feedback regarding District Plan?</i> No.
Processing Issues	<i>Anyone used duty planner service?</i> Not discussed
	<i>Anyone used pre-application meeting service?</i> Not discussed
	<i>Anyone had applications rejected or declined?</i> Not discussed
	<i>Anyone had further information requests?</i> Not discussed
	<i>Anyone had unreasonable conditions imposed?</i> Not discussed
	<i>Anyone had unreasonable time delays?</i> None identified
	<i>Anyone had unreasonable costs incurred? (Information collation, consent preparation, processing)?</i> None identified
	<i>Anyone had good experience with Council staff?</i> None identified
	<i>Anyone confuse Planning & Building functions of Council?</i> Generally people do not distinguish between Council departments. If there are issues Council as a whole is implicated and blamed.
Other Issues	<p>Harrowfield example:</p> <ul style="list-style-type: none"> • Residents feel disempowered by process • Residents disappointed that viewpoints discounted because they did not have specialist experts presenting evidence • People feel poorly served because of how they were treated in the process. <p>Staff:</p> <ul style="list-style-type: none"> • Acknowledge that building and planning departments are seen as being one in the same (in terms of being what Council is). • Need to have equity in process. Same rules / processes for all despite size / wealth / status <p>Development community:</p> <ul style="list-style-type: none"> • Vision and intent of development may be ok but there is reluctance to engage Council at early stages to identify and mitigate issues. • Responsibility



Regulatory Efficiency and Effectiveness Programme

Item

Attachment 7

COUNCILLOR MEETING ISSUES SHEET	
COUNCILLOR: Dave McPherson	DATE: 25/09/17
OTHERS PRESENT: Debra Stan-Barton, Peter Skilton	
Constituent Topics	
Constituent Issues Identified by Councillor	<p><u>Partly Operative District Plan</u> Has had no specific common issues identified by constituents regarding the District Plan. Some niggles regarding:</p> <ul style="list-style-type: none"> • Expense of small applications • Obstacles that plan rules throw up for development • Difficulty in understanding provisions. • Standards not having teeth <p>Some concern expressed with prospective developers being told to engage a planner, when they just wanted to know the chances of being able to develop. Need a way for people to come into Council for advice to help them out</p> <p>Main constituent interaction relates to neighbour / property (fences, drainage, driveways) issues.</p>
	<p><u>Resource Consent Processing</u> No specific concerns known regarding resource consent processing matters.</p> <p>Some discomfort expressed in terms of non-notification. Notification provides opportunity for input of neighbours and enables all issues to be known. Particular issues with infill development where more issues with new development are likely to arise.</p> <p>Need to enable more flexible interpretation and allow for consideration of off-set mitigation. This is something that the RMA currently does.</p>
	<p><u>Other Identified Regulatory Issues</u> Nil</p>
Discussion Topics	
Development Issues	<i>Anyone not being able to do what they originally planned because of district plan?</i> Aware of Property Council claims but not aware of real life examples
	<i>Anyone who decided not to purchase land or do a development because of district plan?</i> Aware of Property Council claims but not aware of real life examples
	<i>Anyone who had to change their development plans because of district plan?</i> Yes
	<i>Anyone who did not do due diligence before purchasing and found out they needed resource consent?</i> No discussion
	<i>Anyone who received conflicting advice from professionals and Council staff?</i> No



Regulatory Efficiency and Effectiveness Programme

	Who are the people who have made comments (small, medium, large developers)? No discussion
District Plan Issues	Anyone one who thinks District Plan is not clear about what can / cannot be done? No
	Anyone who could not understand resource consent or information requirements? No
	Anyone who thought information requirements were excessive / unnecessary? No discussion
	Anyone with positive feedback regarding District Plan? No.
Processing Issues	Anyone used duty planner service? Not discussed
	Anyone used pre-application meeting service? Not discussed
	Anyone had applications rejected or declined? Not discussed
	Anyone had further information requests? Not discussed
	Anyone had unreasonable conditions imposed? Not discussed
	Anyone had unreasonable time delays? None identified
	Anyone had unreasonable costs incurred? (Information collation, consent preparation, processing)? None identified. Some discussion on expense of small applications
	Anyone had good experience with Council staff? None identified
	Anyone confuse Planning & Building functions of Council? Non identified
Other Issues	Plan outcomes – infill development places pressure on infrastructure (stormwater, transport). Cumulative effect of development on infrastructure capacity is needed. Would be beneficial to have someone who could provide design guidance and act as a broker (similar to Jason Cargo role). Consider staff training – “we can’t be your planner but we can give advice”.



Regulatory Efficiency and Effectiveness Programme

Item

Attachment 7

COUNCILLOR MEETING ISSUES SHEET	
COUNCILLOR: Martin Gallagher	DATE: 25/09/17
OTHERS PRESENT: Debra Stan-Barton, Peter Skilton	
Constituent Topics	
Constituent Issues Identified by Councillor	<p><u>Partly Operative District Plan</u> Referenced Christchurch situation where consent granted for multi-level high density building located close to established single level dwelling on neighbouring land. Clear effect in terms of privacy / shading but not considered to be affected party. Main issue is unintended consequences of plan provisions.</p> <p>Developments diminishing amenity values – pushing standards to the limit.</p> <p>Issues associated with intensification need to be addressed. Cars on verges, waste etc... requires management.</p> <p>Examples of good and bad design occurring:</p> <ul style="list-style-type: none"> • Multi-unit development issue • Duplexes – surprised at what can be done under the rules • Price range delivers outcomes. Cheaper = worse development (generalising)
	<p><u>Resource Consent Processing</u> Rights v Expectation</p> <ul style="list-style-type: none"> • People have the right not to be affected by development • Need to balance development and effects <p>Need guidance on occupation / density (self containment). Cynical developers no good for city</p>
	<p><u>Other Identified Regulatory Issues</u> Nil</p>
Discussion Topics	
Development Issues	<i>Anyone not being able to do what they originally planned because of district plan?</i> No
	<i>Anyone who decided not to purchase land or do a development because of district plan?</i> No
	<i>Anyone who had to change their development plans because of district plan?</i> No
	<i>Anyone who did not do due diligence before purchasing and found out they needed resource consent?</i> No discussion
	<i>Anyone who received conflicting advice from professionals and Council staff?</i> No
	<i>Who are the people who have made comments (small, medium, large developers)?</i> No discussion



Regulatory Efficiency and Effectiveness Programme

District Plan Issues	<i>Anyone one who thinks District Plan is not clear about what can / cannot be done?</i> No
	<i>Anyone who could not understand resource consent or information requirements?</i> No
	<i>Anyone who thought information requirements were excessive / unnecessary?</i> No discussion
	<i>Anyone with positive feedback regarding District Plan?</i> No.
Processing Issues	<i>Anyone used duty planner service?</i> Not discussed
	<i>Anyone used pre-application meeting service?</i> Not discussed
	<i>Anyone had applications rejected or declined?</i> Not discussed
	<i>Anyone had further information requests?</i> Not discussed
	<i>Anyone had unreasonable conditions imposed?</i> Not discussed
	<i>Anyone had unreasonable time delays?</i> None identified
	<i>Anyone had unreasonable costs incurred? (Information collation, consent preparation, processing)?</i> None identified. Some discussion on expense of small applications
	<i>Anyone had good experience with Council staff?</i> None identified
Other Issues	<i>Anyone confuse Planning & Building functions of Council?</i> Non identified
	Remain to be convinced that HCC is hard to do business with.
	Developers have responsibility to design their developments in line with the district plan. Accepts that absurd rules are not helpful. Rule purpose should be to achieve good community outcomes and safety.



Regulatory Efficiency and Effectiveness Programme

COUNCILLOR MEETING ISSUES SHEET	
COUNCILLOR: Leo Tooman	DATE: 27/09/17
OTHERS PRESENT: Debra Stan-Barton, Peter Skilton	
Constituent Topics	
Constituent Issues Identified by Councillor	<p>Partly Operative District Plan No particular issues raised by constituents in relation to District Plan. Recognition that:</p> <ul style="list-style-type: none"> Developer interest is in making money and want to develop to make as much as they can. Intensification has some issues in terms of congestion
	<p>Resource Consent Processing No specific complaints received regarding consent processing.</p>
	<p>Other Identified Regulatory Issues Main complaints come regarding Council core functions (trees, traffic) and neighbour issues.</p>
Discussion Topics	
Development Issues	<p><i>Anyone not being able to do what they originally planned because of district plan?</i> No</p>
	<p><i>Anyone who decided not to purchase land or do a development because of district plan?</i> No</p>
	<p><i>Anyone who had to change their development plans because of district plan?</i> No</p>
	<p><i>Anyone who did not do due diligence before purchasing and found out they needed resource consent?</i> No discussion</p>
	<p><i>Anyone who received conflicting advice from professionals and Council staff?</i> No</p>
	<p><i>Who are the people who have made comments (small, medium, large developers)?</i> No discussion</p>
	<p><i>Anyone one who thinks District Plan is not clear about what can / cannot be done?</i> No</p>
District Plan Issues	<p><i>Anyone who could not understand resource consent or information requirements?</i> No</p>
	<p><i>Anyone who thought information requirements were excessive / unnecessary?</i> No discussion</p>
	<p><i>Anyone with positive feedback regarding District Plan?</i> No.</p>
	<p><i>Anyone used duty planner service?</i> Not discussed</p>
Processing Issues	<p><i>Anyone used pre-application meeting service?</i> Not discussed</p>
	<p><i>Anyone had applications rejected or declined?</i></p>



Regulatory Efficiency and Effectiveness Programme

	Not discussed
	Anyone had further information requests?
	Not discussed
	Anyone had unreasonable conditions imposed?
	Not discussed
	Anyone had unreasonable time delays?
	None identified
	Anyone had unreasonable costs incurred? (Information collation, consent preparation, processing)?
	None identified. Some discussion on expense of small applications
	Anyone had good experience with Council staff?
	None identified
	Anyone confuse Planning & Building functions of Council?
	Non identified
Other Issues	Do not want to create a free for all for development. : <i>"give an inch take a mile"</i> . Developers should know what to expect – cheap developments can become slums over time.



Regulatory Efficiency and Effectiveness Programme

COUNCILLOR MEETING ISSUES SHEET	
COUNCILLOR: Angela O'Leary	DATE: 27/09/17
OTHERS PRESENT: Debra Stan-Barton	
Constituent Topics	
Constituent Issues Identified by Councillor	Partly Operative District Plan No particular issues raised by constituents in relation to District Plan, with the exception of the Integrated Catchment Management Plan for Rotokauri getting in the way of development.
	Resource Consent Processing No specific complaints received regarding consent processing.
	Other Identified Regulatory Issues Main constituent complaints regarding fencing.
Discussion Topics	
Development Issues	<i>Anyone not being able to do what they originally planned because of district plan?</i> No
	<i>Anyone who decided not to purchase land or do a development because of district plan?</i> No
	<i>Anyone who had to change their development plans because of district plan?</i> No
	<i>Anyone who did not do due diligence before purchasing and found out they needed resource consent?</i> No discussion
	<i>Anyone who received conflicting advice from professionals and Council staff?</i> No
	<i>Who are the people who have made comments (small, medium, large developers)?</i> No discussion
	<i>Anyone one who thinks District Plan is not clear about what can / cannot be done?</i> No
District Plan Issues	<i>Anyone who could not understand resource consent or information requirements?</i> No
	<i>Anyone who thought information requirements were excessive / unnecessary?</i> No discussion
	<i>Anyone with positive feedback regarding District Plan?</i> No.
	<i>Anyone used duty planner service?</i> Not discussed
Processing Issues	<i>Anyone used pre-application meeting service?</i> Not discussed
	<i>Anyone had applications rejected or declined?</i> Not discussed
	<i>Anyone had further information requests?</i> Not discussed
	<i>Anyone had further information requests?</i> Not discussed



Regulatory Efficiency and Effectiveness Programme

	Anyone had unreasonable conditions imposed? Not discussed
	Anyone had unreasonable time delays? None identified
	Anyone had unreasonable costs incurred? (Information collation, consent preparation, processing)? None identified. Some discussion on expense of small applications
	Anyone had good experience with Council staff? None identified
	Anyone confuse Planning & Building functions of Council? Non identified
Other Issues	Nil



Regulatory Efficiency and Effectiveness Programme

Item

COUNCILLOR MEETING ISSUES SHEET	
COUNCILLOR: Mayor Andrew King	DATE: 04/10/17
OTHERS PRESENT: Debra Stan-Barton, Peter Skilton	
Constituent Topics	
Constituent Issues Identified by Mayor	<p>Partly Operative District Plan</p> <ul style="list-style-type: none"> • Retaining Walls why are heights for fences / walls prescribed by the District Plan. Discussed that this is a function of Amenity values reflecting existing predominant fence heights and also the Building Act were walls (>1.5m) / fences (>2.5m) become buildings and require building consent and assessment against building rules. • Sinks Discussion regarding density rules and when accessory buildings become household units (self-contained) and relationship to development contributions and fire-rating requirements under building act. Acknowledged that there is some confusion in existing district plan provisions (definitions) which may need looking at to make more permissive in terms of allowing sinks without units being self contained. Example provided of large residential unit where two kitchens proposed and was taken not to be a household unit. • Permitted Activities Discussion around being able to make more activities permitted activities without automatic default to resource consent requirement. Particular concern in relation to resource consents for infringement of standards where consent is routinely granted. May indicate rules which are triggering consent requirement where the effects are no more than minor. • Density Does not understand why detached dwellings are 400m² when under duplex can be reduced to 200m². Is residential activity and household unit with same effects with only difference being whether buildings are attached or not. Why can detached dwellings be as intense as duplexes. • Earthworks Discussion around plan provisions particularly in new growth areas (Peacockes) where the expressed intent is not to alter landform. Does this mean that earthworks to create flat building platforms cannot be done. Relationship between plan objectives and policies and structure plans. • Affordability Some concern that consent requirements may make some development unaffordable (consent costs more than works cost – no specific examples provided). • Cul-de-sacs Does not understand why the plan contains subdivision provisions and rules which restrict creation of cul-de-sacs. Cul-de-sacs provide for neighbourly interaction which does not exist on through roads which the District Plan rules (including subdivision design guides) are promote. • Multiple Activities

Attachment 7



Regulatory Efficiency and Effectiveness Programme

	<p>Some concern expressed that the District Plan does not allow for multiple activities on a site under one consent. Example provided in terms of developments in separate titles having requirement for shared access etc... Discussed that this is a function of easements etc... which are put in place and is also a function of underlying landownership and control. District Plan does not restrict multiple activities from taking place.</p> <ul style="list-style-type: none"> Urban Design Not convinced that the urban design objectives of the District Plan are achieving good outcomes. Example provided of commercial development Gordonton Road / Wairere Drive – Hidden carparks not safe / inviting. Buildings along road frontage difficulty for dual active frontages. Buildings up to road frustrates future road widening if necessary. Height Restrictions (Central City Zone) Does not understand why there is a control on height in Central City Zone which can be dispensed with bonus provisions (on provision of public amenity statutes / plazas / toilets etc...) Doubling of height permitted. Discussed that rules for new buildings / additions to existing buildings automatically require resource consent. Height is a standard referred to but would not be main trigger for resource consent in itself. Heritage Areas Does not understand why some areas in town (e.g. Hayes Paddock) are assigned heritage / character status when other similar areas (e.g. Bader) are not. Some discussion on lobbying and socio-economic status by community influencing planning policy. Forms part of policy framework of plan (including strategic Hamilton identity, character and heritage objectives).
	<p>Resource Consent Processing</p> <ul style="list-style-type: none"> Breach of Rules Some frustration at consent requirements for same infringement where there are no obvious planning outcomes that are being compromised. Processing timeframes Concern at time taken to process and issue consents. Discussion on building v resource consents, information requirements and further information requests. Small Developers Need to manage resource consent process for smaller mum and dad developers so that excessive costs and time delays in process are avoided. Maybe assignment of lead contact Uncertainty Some concern about different rule interpretations and consent requirement causing uncertainty for developers. Costs Some concerns regards costs although no specific examples
	<p>Other Identified Regulatory Issues</p> <ul style="list-style-type: none"> Agrees that need for district plan. Concern should be enabling a good plan which protects people without unreasonably creating development hurdles.
Discussion Topics	
Development Issues	<p><i>Anyone not being able to do what they originally planned because of district plan?</i> Yes – Greenwood Street (Jenson). Make application without knowledge of extent of</p>



Regulatory Efficiency and Effectiveness Programme

	NZTA designation. NZTA impose requirements which made development unfeasible.
	Anyone who decided not to purchase land or do a development because of district plan? No
	Anyone who had to change their development plans because of district plan? Yes – Ian Patton / Choy – connectivity issues. Matter between landowners.
	Anyone who did not do due diligence before purchasing and found out they needed resource consent? No discussion
	Anyone who received conflicting advice from professionals and Council staff? No discussion
	Who are the people who have made comments (small, medium, large developers)? No discussion
District Plan Issues	Anyone one who thinks District Plan is not clear about what can / cannot be done? Refer previous section
	Anyone who could not understand resource consent or information requirements? No discussion
	Anyone who thought information requirements were excessive / unnecessary? No discussion
	Anyone with positive feedback regarding District Plan? No.
Processing Issues	Anyone used duty planner service? Not discussed
	Anyone used pre-application meeting service? Not discussed
	Anyone had applications rejected or declined? Not discussed
	Anyone had further information requests? Not discussed
	Anyone had unreasonable conditions imposed? Not discussed
	Anyone had unreasonable time delays? None identified
	Anyone had unreasonable costs incurred? (Information collation, consent preparation, processing)? None identified. Some discussion on expense of small applications
	Anyone had good experience with Council staff? None identified
	Anyone confuse Planning & Building functions of Council? Non identified
Other Issues	Some discussion on planning system in Brisbane (Queensland Model) – which seems to impose lesser rules and where compliance is responsibility of independent contractors. A quick look at the Queensland Planning System has been undertaken. This appears to be two tiered with there being overall standard planning requirements set by the Queensland Government with each Council having its own scheme with development codes. There is a consenting regime based on a local government planning scheme for each council within Queensland. cursory examination suggests a similar means of control over land use and development to that which exists under the RMA.