

**From:** [Official Information](#)  
**To:** S 7(2)(a)  
**Cc:** [Official Information](#)  
**Subject:** Final response - LGOIMA 344417 - S 7(2)(a) - Information around consents  
**Date:** Thursday, 14 September 2023 11:37:11 am  
**Attachments:** [image001.png](#)  
[image002.jpg](#)  
[image003.jpg](#)

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Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

**Your request:**

1. *the average time for a consent to be processed and approved at your council.*
2. *how many consents have been sitting with the council for more than 6 months since it was first submitted, with a decision yet to be made.*
3. *what is the main cause of delays to processing consents?*
4. *how many staff work to process consents at the council.*
5. *how much was spent in the last FY on processing consents (total cost including staffing)*
6. *what work, if any, is underway to streamline the consenting process at your council*

**Your Clarification:**

1. *over what period of time? last FY*
2. *Question 4: Is this as of right now? yes*
3. *Question 5: In the last Financial year or current year to date of request? last FY*
4. *Is this for Resource consents or Building consents? Both please*

**Our response:**

**Planning Guidance:**

1. *the average time for a consent to be processed and approved at your council. (Last full year)*  
Average 17 working days.

2. *how many consents have been sitting with the council for more than 6 months since it was first submitted, with a decision yet to be made.*

Of the 743 resource Consent applications during the 2023 financial year (1 July to 30 June). Seventy-two applications exceeded six months from the date of the application because of delays such as further questions or information needed in the process. These applications were still processed within the statutory requirement of

20 workings days.

3. *what is the main cause of delays to processing consents?*

Generally, delays in processing an application relates to Council being provided insufficient information or inadequate information, and how quickly the applicant responds to further information requests.

More complex applications—often require larger amounts of information to process and further requests for information.

4. *how many staff work to process consents at the council. (now)*

There are twenty-five people in the Planning and Guidance Unit, of which fourteen are involved in processing and reviewing Resource Consent applications. The balance are involved in Compliance, Administration and Management.

5. *how much was spent in the last FY on processing consents (total cost including staffing) (Last FY)*

The annual Budget for 22/23 for Planning Guidance is \$3,410,569 this is for the **entire unit**; our units do not break down time spent on consent processing.

You can find the fees and charges for the Planning Guidance [here](#), as a breakdown of what the revenue is for Planning Guidance.

6. *what work, if any, is underway to streamline the consenting process at your council (Resource consents and Building consents)*

Continuous improvement projects to streamline processes to enhance the Units' level of service. These include admin process improvements, increased consultant contract requirements, oversight of external consultant quality and timing, improved time capture within the unit, and increasing automation of the online application process, and more simple and clear information on our public website.

**Building Unit:**

1. *the average time for a consent to be processed and approved at your council*

For the financial year 2022/23 the average processing timeframes, not including stopped days, for Building Consents was 18 working days.

2. *how many consents have been sitting with the council for more than 6 months since it was first submitted, with a decision yet to be made*

A total of 1862 Building Consents were processed last year with 1400 Residential consents and 462 Non-Residential consents.

65 Building Consents are older than 6 months that are yet to have a decision made.

3. *what is the main cause of delays to processing consents*

The main cause of delays in processing Building Consent applications include Council not having all the required information and awaiting requests for further information.

4. how many staff work to process consents at the council – currently as of August 2023

As of August 2023 there are 11 staff members who process Building Consents.

5. how much was spent in the last FY on processing consents (total cost including staffing) - for the FY 2022/23

The annual Budget for 22/23 for Building Control is \$6,346,033 this is for the **entire unit**; our units do not break down time spent on consent processing.

You can find the fees and charges for the building control [here](#), as a breakdown of what the building control team charge for when processing consents.

6. what work, if any, is underway to streamline the consenting process at your council

Currently there are no projects underway to streamline the Building Consent process pending the Central Government Consenting Review.

You have the right to seek an investigation and review by the Ombudsman of this decision.

Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

**Ngaa mihi**

**Keeley Faulkner**

**Official Information Coordinator**

Governance & Assurance Team | Business Services

Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



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*I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.*

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**From:** **S 7(2)(a)**

**Sent:** Monday, 21 August 2023 10:58 am

**To:** Official Information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>

**Subject:** Re: LGOIMA 344417 - **S 7(2)(a)** - Information around consents

Kia ora Keeley

Thanks for coming back to me so quickly.

5. over what period of time? last FY
6. Question 4: Is this as of right now? yes
7. Question 5: In the last Financial year or current year to date of request? last FY
8. Is this for Resource consents or Building consents? Both please

**S 7(2)(a)**

On Mon, 21 Aug 2023 at 10:42, Official Information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)> wrote:

Kia Ora,

I refer to your official information request dated 20 August 2023 Hamilton City Council are requesting a clarification around your request.

**Your request:**

9. *the average time for a consent to be processed and approved at your council.*
10. *how many consents have been sitting with the council for more than 6 months since it was first submitted, with a decision yet to be made.*
11. *what is the main cause of delays to processing consents?*
12. *how many staff work to process consents at the council.*
13. *how much was spent in the last FY on processing consents (total cost including staffing)*
14. *what work, if any, is underway to streamline the consenting process at your council*

**Further clarification required:**

The Hamilton City Council are willing to provide a response to your request. However, to ensure we are providing you with the best response, are you able to please clarify:

1. Over what period of time?
2. Question 4: Is this as of right now?
3. Question 5: In the last Financial year or current year to date of request?
4. Is this for Resource consents or Building consents?

Can you please respond to the Official Information team via this email address regarding this clarification by 28 August 2023.

Please note, under [section 13 \(7\) and \(8\)](#) of the Local Government Official Information and Meetings Act 1987 (LGOIMA) – our deadline date will be extended from the date that you reply to this request for clarification.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

**Ngaa mihi**

**Keeley Faulkner**

**Official Information Coordinator**

Governance & Assurance Team | Business Services

Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



**Hamilton City Council | Private Bag 3010 | Hamilton 3240 | [Hamilton City Council](#)**

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-----Original Message-----

**From:** S 7(2)(a) [REDACTED]

**Sent:** Sunday, 20 August 2023 12:06:40 pm

**To:**

**Subject:** OIA/LGOIMA request

Kia ora

Under the OIA/LGOIMA I would like to know:

1. the average time for a consent to be processed and approved at your council
2. how many consents have been sitting with the council for more than 6 months since it was first submitted, with a decision yet to be made
3. what is the main cause of delays to processing consents
4. how many staff work to process consents at the council
5. how much was spent in the last FY on processing consents (total cost including staffing)
6. what work, if any, is underway to streamline the consenting process at your council

I look forward to receiving your responses on Monday 18 September, or before.

Many thanks

**S 7(2)(a)**