

20 May 2022

Rob Thomas
[REDACTED]

Tēnā koe Rob

Request for Information – Local Government Official Information and Meetings Act (LGOIMA) 1987

We refer to your official information request dated 20 April 2022 for information regarding building consent numbers and processing times. Specifically, you have asked the following:

For the 2020-2021 financial year:

- 1. How many building consents applications did you receive?*
- 2. How many building consents did you issue?*
- 3. What was the average building consent timeframes (in days) from the day of application to when consents were issued?*
- 4. How many building consents were issued within the 20 working day timeframe?*
- 5. How many building consents where not issued within the 20 working day timeframe?*
- 6. What were your shortest and longest consent times?*

For the 2019-2020 financial year:

- 7. How many building consents applications did you receive?*
- 8. How many building consents did you issue?*
- 9. What was the average building consent timeframes (in days) from the day of application to when consent was issued?*
- 10. How many building consents were issued within the 20 working day timeframe?*
- 11. How many building consents where not issued within the 20 working day timeframe?*
- 12. What were your shortest and longest consent times?*

General Questions:

- 13. How many people do you have employed that process building consent applications?*
- 14. What is the 100% salary pay band for an officer that processes building consents at your council?*
- 15. Thinking about you building consent process, how many assessment checks are required?*
- 16. Thinking about you building consent process, how many assessment checks do not require a human to assess this because it is automated?*
- 17. Can you submit building consent drawings via your website?*
- 18. Does your Council gather formal feedback from building consent applicants through a survey? if so, please send a copy of the results.*
- 19. In the financial period 2020/21, what was the economic value of the construction industry in your territorial authority?*

Please note that there isn't a statutory timeframe for *issuing* building consents under the Building Act 2004, however there is a statutory timeframe for *granting* building consents under this legislation.

Our responses to your questions are provided below:

For the 2020-2021 financial year

How many building consents applications did you receive?

1565 consents and 237 amendments.

How many building consents did you issue?

1579 consents and 234 amendments.

What was the average building consent timeframes (in days) from the day of application to when consents were issued?

11.

How many building consents were issued within the 20 working day timeframe?

1560.

How many building consents where not issued within the 20 working day timeframe?

19.

What were your shortest and longest consent times?

0 days and 407 days, to grant consents.

For the 2019-2020 financial year

How many building consents applications did you receive?

1605 consents and 201 amendments.

How many building consents did you issue?

1508 consents and 197 amendments.

What was the average building consent timeframes (in days) from the day of application to when consent was issued?

10 days.

How many building consents were issued within the 20 working day timeframe?

1504.

How many building consents where not issued within the 20 working day timeframe?

4.

What were your shortest and longest consent times?

0 days and 23 days, to grant consents.

General Questions

How many people do you have employed to process building consent applications?

We currently have 16 officers processing building consent applications.

What is the 100% salary pay band for an officer that processes building consents at your council?

A Building Officer (Consents) grade currently has a midpoint of \$77,700.

Thinking about your building consent process, how many assessment checks are required?

Building consents are assessed against the NZ Building Code. Different jobs trigger different building code clauses, and the number of assessment checks varies accordingly.

Thinking about your building consent process, how many assessment checks do not require a human to assess this because it is automated?

All checks are done by our employees.

Can you submit building consent drawings via your website?

Yes.

Does your Council gather formal feedback from building consent applicants through a survey? If so, please send a copy of the results.

Our customers are asked for feedback through a SurveyMonkey survey. Results for the 2020-2021 surveys are enclosed.

In the financial period 2020/21, what was the economic value of the construction industry in your territorial authority?

Hutt City Council does not have this information because not all construction work requires a building consent and because data on the economic value of the construction industry is not collected.

Accordingly, your request for this information is refused under section 17(g) of the LGOIMA, as the information requested is not held by Hutt City Council and we have no grounds for believing that the information is either—

(i)

held by another local authority or a department or Minister of the Crown or organisation; or

(ii)

connected more closely with the functions of another local authority, or a department or Minister of the Crown or organisation:

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

Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this letter may be published on the Council's website.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'Sales', written in a cursive style.

Susan Sales
Senior Advisor, Official Information and Privacy

Encl Survey Monkey results 2020-21

#1

COMPLETE

Collector: Web Link (Web Link)
Started: Wednesday, August 05, 2020 5:14:29 PM
Last Modified: Wednesday, August 05, 2020 5:17:27 PM
Time Spent: 00:02:58
IP Address: 202.37.36.66

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

BC200749

Q2

not applicable

The service provided by the person I deal with at the reception desk was:

Q3

not applicable

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

Q4

not applicable

How did you find the service provided by Building Consent staff:

Q5

In dealing with Building Consents staff, could more have been done to improve the service you received?

It took a long time for the application to be acknowledge and initial invoice to be sent. The estimate of costs for the consent could have been more accurate, as this added an additional cost at the end of the process. The consent ended up costing more than \$1000, for a very simple project that is estimated to only cost \$5,000.

Q6

average

Your overall experience with the Building Consents staff was:

Q7

owner

Please indicate the customer group that you represent:

Q8

Respondent skipped this question

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

Released under the Local Government Official Information and Meetings Act

#2

COMPLETE

Collector: Web Link (Web Link)
Started: Tuesday, August 11, 2020 9:18:02 AM
Last Modified: Tuesday, August 11, 2020 9:19:39 AM
Time Spent: 00:01:36
IP Address: 123.255.63.193

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

BC200612

Q2

high

The service provided by the person I deal with at the reception desk was:

Q3

helpful

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

Q4

**helpful,
informative,
knowledgeable,
professional**

How did you find the service provided by Building Consent staff:

Q5

In dealing with Building Consents staff, could more have been done to improve the service you received?

Time taken to deal with processing could be speed up

Q6

high

Your overall experience with the Building Consents staff was:

Q7

designer

Please indicate the customer group that you represent:

Q8

Respondent skipped this question

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

Released under the Local Government Official Information and Meetings Act

#3

COMPLETE

Collector: Web Link (Web Link)
Started: Tuesday, August 18, 2020 5:38:09 PM
Last Modified: Tuesday, August 18, 2020 5:41:25 PM
Time Spent: 00:03:16
IP Address: 43.245.241.108

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

BCO200445

Q2

not applicable

The service provided by the person I deal with at the reception desk was:

Q3

not applicable

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

Q4

**helpful,
knowledgeable**

How did you find the service provided by Building Consent staff:

Q5

Respondent skipped this question

In dealing with Building Consents staff, could more have been done to improve the service you received?

Q6

high

Your overall experience with the Building Consents staff was:

Q7

designer

Please indicate the customer group that you represent:

Q8

Respondent skipped this question

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

Released under the Local Government Official Information and Meetings Act

#1

COMPLETE

Collector: Web Link (Web Link)
Started: Friday, September 18, 2020 1:49:43 PM
Last Modified: Friday, September 18, 2020 1:52:43 PM
Time Spent: 00:02:59
IP Address: 203.171.56.58

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

95 Eastern Hutt Road

Q2

very high

The service provided by the person I deal with at the reception desk was:

Q3

not applicable

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

Q4

not applicable

How did you find the service provided by Building Consent staff:

Q5

In dealing with Building Consents staff, could more have been done to improve the service you received?

As the accountant, paying this on the 14th September, I shouldn't have to be chasing 4 days later as to why consent is not granted because payments have not been allocated.

Q6

average

Your overall experience with the Building Consents staff was:

Q7

Other (please specify):
Accountant

Please indicate the customer group that you represent:

Q8

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

An online portal for building consents so clients can view progress and make payment direct on the day via the portal

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#2

COMPLETE

Collector: Web Link (Web Link)
Started: Monday, September 28, 2020 5:17:48 PM
Last Modified: Monday, September 28, 2020 5:19:16 PM
Time Spent: 00:01:28
IP Address: 47.72.88.153

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

201031

Q2

not applicable

The service provided by the person I deal with at the reception desk was:

Q3

not applicable

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

Q4

professional

How did you find the service provided by Building Consent staff:

Q5

In dealing with Building Consents staff, could more have been done to improve the service you received?

No. RFI questions were reasonable and fair

Q6

high

Your overall experience with the Building Consents staff was:

Q7

designer

Please indicate the customer group that you represent:

Q8

Respondent skipped this question

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

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#1

COMPLETE

Collector: Web Link (Web Link)
Started: Thursday, October 01, 2020 4:11:10 PM
Last Modified: Thursday, October 01, 2020 4:16:55 PM
Time Spent: 00:05:44
IP Address: 203.109.197.8

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

BC 201080

Q2

not applicable

The service provided by the person I deal with at the reception desk was:

Q3

not applicable

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

Q4

unhelpful

How did you find the service provided by Building Consent staff:

Q5

In dealing with Building Consents staff, could more have been done to improve the service you received?

Do Comply know what they are doing?

Do Comply & HCC talk to beach other?

If the Consents Lead says will be Issued on 28/9/20 why are we chasing up late on 30/9/20?

Can the approved consent be downloaded via the HCC emailed link with one button or do we have to download it one document at a time?

Q6

very poor

Your overall experience with the Building Consents staff was:

Building Team - Customer Service Questionnaire

Q7

Please indicate the customer group that you represent:

Other (please specify):

Agent

Q8

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

Given the issues with this and other consents recently it might be time to start using Simpli. It seems to work much better than what you have.

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#2

COMPLETE

Collector: Web Link (Web Link)
Started: Monday, October 12, 2020 7:35:23 PM
Last Modified: Monday, October 12, 2020 7:43:38 PM
Time Spent: 00:08:15
IP Address: 203.109.147.252

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

BC200739 - UNIT 1 - 44 Nelson Street PETONE 5012

Q2

not applicable

The service provided by the person I deal with at the reception desk was:

Q3

not applicable

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

Q4

professional

How did you find the service provided by Building Consent staff:

Q5

In dealing with Building Consents staff, could more have been done to improve the service you received?

In section 4 we are lacking the tick box of totally unsatisfactory. Due to the inefficiencies of the council & our LIM previous misdemeanours has created total headaches for us & our consent. We have so many things that could make this process much more efficient if you are interested in meeting to discuss further. Not prepared to spend an hour writing it all down. Due to all this process we have lost so much sleep & have estimated 1/4 million dollars loss of business due to this process for this property.

Q6

poor

Your overall experience with the Building Consents staff was:

Q7

owner

Please indicate the customer group that you represent:

Q8

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

Refer box 5 as happy to discuss this further in a friendly manner. This has created so much stress for us both. If someone told me all about this I would never have believed them but now we have been through it all just cannot believe a council can operate like this & just get away with it.

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#3

COMPLETE

Collector: Web Link (Web Link)
Started: Monday, October 26, 2020 12:59:06 PM
Last Modified: Monday, October 26, 2020 1:08:42 PM
Time Spent: 00:09:36
IP Address: 219.88.177.2

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

ABA980244.01
427 Marine Drive, Mahina bay

Q2

not applicable

The service provided by the person I deal with at the reception desk was:

Q3

not applicable

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

Q4

**helpful,
informative,
knowledgeable,
professional**

How did you find the service provided by Building Consent staff:

Q5

In dealing with Building Consents staff, could more have been done to improve the service you received?

No,

Q6

very high

Your overall experience with the Building Consents staff was:

Q7

owner

Please indicate the customer group that you represent:

Q8

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

I was very impressed with the standard of service from Jason Macnee and also with the short time for consent to be given. His phone and email contact was faultless Please pass my compliments for this service on to him.

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#1

COMPLETE

Collector: Web Link (Web Link)
Started: Wednesday, December 02, 2020 8:07:52 AM
Last Modified: Wednesday, December 02, 2020 8:10:53 AM
Time Spent: 00:03:01
IP Address: 203.86.202.31

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

BC201307 - Molesworth Street, Taita

Q2

high

The service provided by the person I deal with at the reception desk was:

Q3

professional

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

Q4

helpful,

How did you find the service provided by Building Consent staff:

professional

Q5

In dealing with Building Consents staff, could more have been done to improve the service you received?

It would be great if you could either provide a link, or allow for mass download of documents from your building portal. Currently have to save out each one which is time consuming and annoying. Especially when you have more than one building consent coming through.

Q6

high

Your overall experience with the Building Consents staff was:

Q7

designer

Please indicate the customer group that you represent:

Q8

Respondent skipped this question

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

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#1

COMPLETE

Collector: Web Link (Web Link)
Started: Friday, May 07, 2021 10:13:18 AM
Last Modified: Friday, May 07, 2021 10:38:28 AM
Time Spent: 00:25:10
IP Address: 222.152.48.232

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

27 Collingwood St

Q2

not applicable

The service provided by the person I deal with at the reception desk was:

Q3

not applicable

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

Q4

**informative,
knowledgeable,
professional**

How did you find the service provided by Building Consent staff:

Q5

Respondent skipped this question

In dealing with Building Consents staff, could more have been done to improve the service you received?

Q6

very high

Your overall experience with the Building Consents staff was:

Q7

owner

Please indicate the customer group that you represent:

Q8

Respondent skipped this question

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

Released under the Local Government Official Information and Meetings Act

#2

COMPLETE

Collector: Web Link (Web Link)
Started: Friday, May 14, 2021 1:25:19 PM
Last Modified: Friday, May 14, 2021 1:50:50 PM
Time Spent: 00:25:31
IP Address: 54.253.148.27

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

BC210058

Q2

average

The service provided by the person I deal with at the reception desk was:

Q3

lacking knowledge

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

Q4

not applicable

How did you find the service provided by Building Consent staff:

Q5

Respondent skipped this question

In dealing with Building Consents staff, could more have been done to improve the service you received?

Q6

average

Your overall experience with the Building Consents staff was:

Q7

**Other (please specify):
KiwiRail**

Please indicate the customer group that you represent:

Q8

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

The time taken to process the request has been disappointingly slow and to held ransom final release of consent has been a further kick in the guts.

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#3

COMPLETE

Collector: Web Link (Web Link)
Started: Wednesday, May 19, 2021 7:44:42 PM
Last Modified: Wednesday, May 19, 2021 7:48:58 PM
Time Spent: 00:04:16
IP Address: 122.56.206.84

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

Bc201552

Q2

not applicable

The service provided by the person I deal with at the reception desk was:

Q3

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

**helpful,
informative,
knowledgeable,
professional**

Q4

not applicable

How did you find the service provided by Building Consent staff:

Q5

In dealing with Building Consents staff, could more have been done to improve the service you received?

Didn't deal directly with this application but it took 6 months from lodging the consent. For minor plumbing works. Involving engineers reports etc. Costing not only time but huge costs.

Q6

average

Your overall experience with the Building Consents staff was:

Q7

owner

Please indicate the customer group that you represent:

Q8

Respondent skipped this question

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

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#4

COMPLETE

Collector: Web Link (Web Link)
Started: Thursday, May 20, 2021 11:54:41 AM
Last Modified: Thursday, May 20, 2021 12:08:47 PM
Time Spent: 00:14:06
IP Address: 203.171.54.66

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

BC210271

Q2

not applicable

The service provided by the person I deal with at the reception desk was:

Q3

not applicable

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

Q4

informative

How did you find the service provided by Building Consent staff:

Q5

In dealing with Building Consents staff, could more have been done to improve the service you received?

- the communication was not great, staff were difficult to get hold of at times and the communication about the progress of the application was not good. Also issues with emails being blocked...

Q6

average

Your overall experience with the Building Consents staff was:

Q7

Other (please specify):
owner/designer

Please indicate the customer group that you represent:

Q8

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

- just better communication and updates on where the application is at would be great. Otherwise staff were generally helpful and good to deal with.

Released under the Local Government Official Information and Meetings Act

#1

COMPLETE

Collector: Web Link (Web Link)
Started: Wednesday, June 02, 2021 8:34:52 PM
Last Modified: Wednesday, June 02, 2021 8:36:29 PM
Time Spent: 00:01:37
IP Address: 210.246.24.116

Page 1: Building Team, Environmental Consents Division

Q1

Building Consent number / address

BC210558

Q2

very high

The service provided by the person I deal with at the reception desk was:

Q3

How did you find the service provided by Building Consents front counter staff: (please feel free to tick more than one box)

**helpful,
informative,
knowledgeable,
professional**

Q4

How did you find the service provided by Building Consent staff:

**helpful,
informative,
knowledgeable,
professional**

Q5

In dealing with Building Consents staff, could more have been done to improve the service you received?

No, service was outstanding, thank you.

Q6

high

Your overall experience with the Building Consents staff was:

Q7

owner

Please indicate the customer group that you represent:

Q8

Respondent skipped this question

Do you have any further suggestions which could assist us to provide a better service and assist with our training?

Released under the Local Government Official Information and Meetings Act