

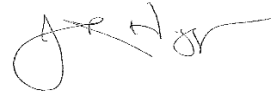


# **Long Term Plan 2018-28**

## **Service Plan for Land & Property Information Services**

Adopted by Council with the final Long Term Plan 2018-28 on 26 June 2018

Approvals		
Role	Name	Signature and date of sign-off
Activity Manager	Sam Hay	 01/03/2018
Finance Manager	Gill Robertson	
General Manager(s)	Leonie Rae / acting John Higgins	

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## What does the overall Group of Activities do and why do we do it?

(2-4 paragraphs)

**Example –**

### 1. What does this activity deliver?

**Land and Property Information Services** provides customers of Council with property specific information to ensure building or property development decisions are based on good information. This assists customers in making informed decisions in relation to a property or project. It is provided on a day to day basis through responses to requests for the provision of Land Information Memoranda (LIMs) and property file information.

**Project Information Memoranda** provide customers of Council with an assessment of a project to ensure that:

- they have the information that we hold for the property that may affect that project, and
- they are aware of any other authorisation that Council can approve or decline that may effect the project.

This assists customers in making informed decisions in relation with regulatory related projects.

### 2. Why do we deliver this activity?

The effective management of **Land and Property Information Services** for Christchurch means contributing to the community outcomes that:

- The Council is responsive to the needs of its citizens
- Statutory obligations under the Local Government Official Information and Meetings Act 1987 (LGOIMA) are met by the Council

The effective management of **project information memoranda** for Christchurch means contributing to the community outcomes that:

- Christchurch has good quality buildings
- The Council is responsive to the needs of its citizens
- Statutory obligations under the Building Act 2004 are met by the Council

### 3. Specify Levels of Service

The Levels of Service, Performance Measures and Performance Targets for Land and Property Information Services activity are provided below. Shaded rows are the levels of service and performance measures to be included in the Long Term Plan. Non-shaded rows are non-LTP management level measures.

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2027/28
						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
Land Information Memoranda and property file requests									
9.4.1						9.4.1	9.4.1	9.4.1	9.4.1
9.4.1	Process land information memoranda applications within statutory timeframes	Statutory obligations under Section 44A of LGOIMA are met by Council	Timeframes are monitored and measured using computerised reports.	2015/16 99.96% 2016/17 99.99%	Section 44A of LGOIMA relating to land information memoranda. All LIMs issued within 10 working days. Wellington City Council LTP measure 100% within 10 working days	Process 99% of land information memorandum applications within 10 working days	Process 99% of land information memorandum applications within 10 working days	Process 99% of land information memorandum applications within 10 working days	Process 99% of land information memorandum applications within 10 working days
Property File Requests									
9.4.2						9.4.2	9.4.2	9.4.2	9.4.2
Combined 9.4.2 & 9.4.3	Provide customers with access to property files	Statutory obligations are met by Council	Timeframes are monitored and measured using computerised reports			Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees)	Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees)	Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees)	Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees)

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and legislation)	Method of Measurement (We will know we are meeting the level of service if.....)	Current Performance	Benchmarks	Future Performance (targets)			Future Performance (targets) by Year 10 2027/28
						Year 1	Year 2	Year 3	
						2018/19	2019/20	2020/21	
<b>9.4.3</b>						<b>9.4.3</b>	<b>9.4.3</b>	<b>9.4.3</b>	<b>9.4.3</b>
9.4.3	Provide customers with access to property files that are already stored electronically	Statutory obligations are met by Council as it is reasonably practicable to provide electronically stored files in a shorter timeframe	Timeframes are monitored and measured using computerised reports			Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees)	Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees)	Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees)	Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees)
<b>Project Information Memoranda</b>									
<b>9.4.10</b>						<b>9.4.10</b>	<b>9.4.10</b>	<b>9.4.10</b>	<b>9.4.10</b>
9.4.10	Process project information memoranda applications within statutory timeframes	Statutory obligations are met by Council	Timeframes are monitored and measured using computerised reports.	2016/17 – 100% within 20 working days	Section 34 of the Building Act 2004 all PIMs issued within 20 working days  Waimakiriri District Council LTP measure 100% within 20 working days	Process 99% of project information memorandum applications within 20 working days	Process 99% of project information memorandum applications within 20 working days	Process 99% of project information memorandum applications within 20 working days	Process 99% of project information memorandum applications within 20 working days

#### 4. What levels of service do we propose to change from the current LTP and why?

To review changes to levels of service between those adopted for the Amended Long Term Plan 2016-25 (Annual Plan 2017/18) and the draft Long Term Plan 2018-28, refer to [section 4 of the draft Service Plan](#).

5. How will the assets be managed to deliver the services?

6. What financial resources are needed?

Refer to the **Activities and Services** section in the most recently adopted [Long Term Plan / Annual Plan](#).

7. How much capital expenditure will be spent, on what category of asset, and what are the key capital projects for this activity?

Refer to the **Capital Programme** section in the most recently adopted [Long Term Plan / Annual Plan](#).

8. Are there any significant negative effects that this activity will create?

Effect	Mitigation