

Long Term Plan 2018-28
Service Plan for Land & Property Information Services

As at February 2018




Approvals		
Role	Name	Signature and date of sign-off
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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

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and	Method of Measurement (We will know we are meeting the level of	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	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%	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

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and	Method of Measurement (We will know we are meeting the level of	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	
					within 10 working days				
Property File Requests									
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)
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	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	Provide 99% of customers with access to property files within 2 working days of request (subject to	Provide 99% of customers with access to property files within 2 working days of request (subject to	Provide 99% of customers with access to property files within 2 working days of request (subject to

Performance Standards Levels of Service (we provide)		Results (Activities will contribute to these results, strategies and	Method of Measurement (We will know we are meeting the level of	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	
		stored files in a shorter timeframe				payment of fees)	payment of fees)	payment of fees)	payment of fees)
Project Information Memoranda									
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?

The following is a summary of level of service changes.

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
9.4.4 LTP	Provide viewing services to customers requesting to view Commercial property files	Access to documents available between the hours of 8.00am – 5.00pm, Monday to Friday (excluding public holidays)	N/A	N/A	N/A	This is managed by contract with an external provider, for which service level agreements are in place.
9.4.10 LTP	Process Project Information Memorandum within statutory timeframes	Process 100% of Project Information Memorandum applications within 20 working days (excl Christmas period of closure)	9.4.10 LTP	Process project information memoranda applications within statutory timeframes	Process 99% of project information memorandum applications within 20 working days	<p>Less than 1% failure to perform does not indicate a systemic failure so should not result in significant review. Working days are defined and it is superfluous to include the Christmas period of closure.</p> <p>The target is for the processing time (i.e. until the time that it is ready for issue), and does not include any delay in a customer paying for the service.</p>
9.4.1 LTP	Process Land Information Memorandum applications within statutory timeframes	Process 99% of Land Information Memorandum applications within 10 working days (excl Christmas period of closure)	9.4.1 LTP	Process land information memoranda applications within statutory timeframes	Process 99% of land information memorandum applications within 10 working days	<p>Less than 1% failure to perform does not indicate a systemic failure so should not result in significant review. Working days are defined and it is superfluous to include the Christmas period of closure.</p> <p>The target is for the processing time (i.e. until the time that it is ready for issue), and does not include any delay in a customer paying for the service.</p>
N/A	N/A	N/A	Combined 9.4.2 & 9.4.3 (LTP	Provide customers with access to property files	Provide 99% of customers with access to property files within 5 working days of request (subject to payment of fees)	These are primarily a sub-service to other activities (such as LIMs), with the major performance requirements captured elsewhere.
9.4.2 LTP	Provide residential property files to customers in electronic format	Provide 98% of customers with access to digitised residential property files via online portal within 48 hours of request.	N/A	N/A	N/A	These are primarily a sub-service to other activities (such as LIMs), with the major performance requirements captured elsewhere.
9.4.3 non-LTP	Retrieve and provide commercial property	Retrieve and provide 95% of commercial property files	N/A	N/A	N/A	These are primarily a sub-service to other activities (such as LIMs), with the major performance requirements captured elsewhere.

Amended LTP 2016-25			LTP 2018-28			Rationale
LOS ID	LOS Description	Target (FY17/18)	LOS ID	LOS Description	Target (FY18/19)	
	files in hard copy for customers	within three working days of request				
9.4.3 LTP	Retrieve and provide commercial property files in hard copy for customers	Retrieve and provide 95% of optional requests for scanning of records within 5 working days (charges apply)	N/A	N/A	N/A	These are primarily a sub-service to other activities (such as LIMs), with the major performance requirements captured elsewhere.
N/A	N/A	N/A	9.4.3 LTP	Provide customers with access to property files that are already stored electronically	Provide 99% of customers with access to property files within 2 working days of request (subject to payment of fees)	

Land information memoranda

Target for land information memoranda reduced to 99% within 10 working days, and elimination of the "excl. Christmas period of closure"

Less than 1% failure to perform does not indicate a systemic failure so should not result in significant review. Working days are defined and it is superfluous to include the Christmas period of closure.

The target is for the processing time (i.e. until the time that it is ready for issue), and does not include any delay in a customer paying for the service.

Property file requests

Property file requests have been removed as an LTP measure. These are primarily a sub-service to other activities (such as LIMs), with the major performance requirements captured elsewhere.

Working days are as used for Building Act applications. If the request is received prior to 12:00am that day is considered to be a working day. If it is received after 12:00am it is not counted as a working day.

The measure for provision of viewing services for commercial property files has been removed. This is managed by contract with an external provider, for which service level agreements are in place.

Note:

To be considered is for all property files to be available electronically. More than 50% of residential property files are currently available electronically. In order to improve the service of LIMs and the provision of property files, it is necessary for all files to be electronic. This would be prioritised in order gain maximum benefits in the minimum time. Order of priority would be:

- Residential files where the buildings pre-earthquake remain.
- Commercial files where the buildings pre-earthquake remain.
- All other files where the record is required to be kept but is of historic interest only (e.g. Red Zone housing, commercial buildings that have been demolished).

We currently not in a position to prepare a business case for full electronic scanning due to complexities in assessing the quantum of work and costs, however a rough assessment has been initiated.

Project information memoranda

Target for project information memoranda reduced to 99% within 20 working days, and elimination of the "excl. Christmas period of closure"

Less than 1% failure to perform does not indicate a systemic failure so should not result in significant review. Working days are defined and it is superfluous to include the Christmas period of closure.

The target is for the processing time (i.e. until the time that it is ready for issue), and does not include any delay in a customer paying for the service.

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

6. What financial resources are needed?

REGULATORY & COMPLIANCE- LAND & PROPERTY INFORMATION SERVICES	2017/18 Annual Plan	2018/19	2019/20	2020/21
Land Information Memoranda	1,122	1,566	1,628	1,660
Project Information Memoranda	1,185	980	1,019	1,040
Issuing Property Files	1,124	801	825	842
Activity Costs before Overheads	3,430	3,347	3,471	3,542
Corporate Overhead	155	152	160	147
Depreciation	-	-	-	-
Interest	-	-	-	-
Total Activity Cost	3,585	3,499	3,633	3,689
Funded By:				
Fees and Charges	4,974	4,775	4,486	4,493
Grants and Subsidies	-	-	-	-
Total Operational Revenue	4,974	4,775	4,486	4,493
Net Cost of Service	(1,389)	(1,276)	(853)	(805)
Funding Percentages:				
Rates	-38.7%	-36.5%	-23.5%	-21.8%
Fees and Charges	138.7%	136.5%	123.5%	121.8%
Grants and Subsidies	0.0%	0.0%	0.0%	0.0%

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

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

Effect	Mitigation
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