

FIELD SERVICES



Overview

Field Services delivers a compliance and enforcement activity that forms part of the regulatory framework of the Council. The unit responds to and carries out approximately 18,100 site visits as a result of customer complaints each year. Complaints are about illegal building work, illegal resource management activity such as bush clearance and earthworks, environmental health concerns, noise issues, parking and roading concerns.

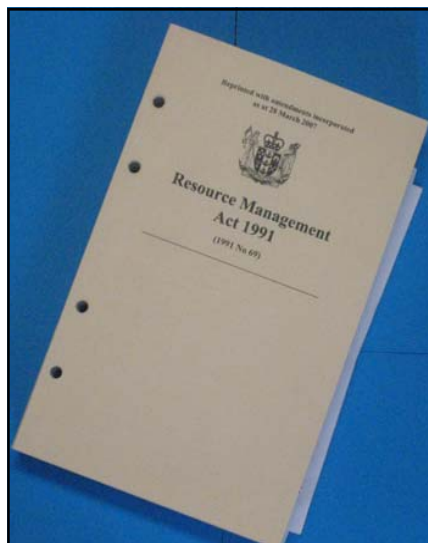
Parking Services issues approximately 40,000 infringement notices per annum as a result of its role in the compliance and enforcement of statutory traffic and transport regulations. They also manage charge parking in car parks and the operation of the Unitech car parking building.

Field Services also carries out approximately 5,100 other programmed inspections each year that are designed to minimise non-compliance with regulations to protect the environment and community. This includes inspections of food premises, liquor licences, hairdressers, swimming pool fencing, massage parlours and vehicle crossing/right of way construction.

Much of this work is regulated through statutes and powers of enforcement. Non compliance may require enforcement action to be taken through the courts and consequently enforcement action is an essential component of Field Services.

Governing regulations

- Resource Management Act 1991 (Amended 2003)
- Building Act 2004
- Local Government Act 2002
- Food Act 1981 and Food Hygiene Regulations 1974
- Health Act 1956
- Litter Act 1979
- Traffic Regulations 1976
- Transport Act 1976
- Sale of Liquor Act 1989
- Fencing of Swimming Pools Act 1987
- Hazardous Substances and New Organisms Act 1996



Sustainable objectives

To protect the health and safety of the City's inhabitants by ensuring that high levels of compliance with regulations are achieved

Environmental objectives

Protection of the natural and human environments

Cultural objectives

Cultural diversity is recognized and respected with an emphasis placed on the communication and understanding of regulations

Economic objectives

The delivery of a cost effective compliance and enforcement service

Social objectives

Residents have a safe city to live, work and play

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Funding of our activities

User pays for:

- Inspections involving licences e.g. food premises, hairdressers
- Building warrants of fitness, certificates of acceptance, road opening notices, traffic management plans and right of way inspections
- Parking enforcement, the Unitech car park building and pay and display car parks
- Pool fencing re inspections

Rates funding for:

- Noise control services
- Beach water quality testing
- Responding to general roading complaints
- Bylaws investigations

Partial cost recovery for:

- Illegal building work, bush clearance and earthworks investigations that result in prosecution and fines.



User pays

How we contribute to community outcomes

Community outcomes	Our contribution
Waiora – Environmental Protection	<ul style="list-style-type: none"> • Compliance and enforcement action in relation to illegal bush and tree clearance, earthworks and other District Plan breaches.
Urban and Rural Villages – Nga kainga taone tuawhenua	<ul style="list-style-type: none"> • Compliance and enforcement action in relation to illegal building work. • Provision of parking enforcement services, car parks building and charge parking facilities. • Compliance and enforcement of environmental health issues such as the preparation storage and sale of food. • Approval of subdivision right of way construction, road opening and traffic management plans.
Strong Communities – He iwi kaha	<ul style="list-style-type: none"> • Swimming pool fencing inspections. • Enforcement of the City's Bylaws.
Green Network – He tuitui-tanga kākāriki	<ul style="list-style-type: none"> • Compliance and enforcement action in relation to illegal bush and tree clearance.
Sustainable Environment – Kauneke Tauwhiro Taiai	<ul style="list-style-type: none"> • Compliance and enforcement action in relation to illegal bush and tree clearance, earthworks and other District Plan breaches.

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Key services

Environmental Compliance

- Inspect and licence all hairdressers, piggeries, massage parlours, amusement galleries and skin piercing businesses in the City.
- Have to regularly inspect beaches for water quality to ensure water quality on swimming beaches meets health guidelines and erect beach closure signs when it is not safe. Similarly we ensure that public pools have water treatment programmes in place.
- Follow the statutory requirements that control the level and type of work or occupation that is carried out on residential properties.
- Oversee the provision of after hours noise control as a major function.
- On an ongoing basis check on the illegal removal of trees and clearance of bush.
- Manage the statutory requirements that control the proliferation of signs on residential and commercial property, roads, reserves and parks.
- Have to regularly inspect all licensed food premises to ensure that food outlets maintain hygienic storage, handling, production and sale of food.
- Inspect liquor licences at locations licensed for the sale of food.
- Investigate rat harbourage and overgrown sections that present a fire hazard and are classed as statutory nuisances.



Environmental Officers inspected this property as a result of a complaint. If not cleaned up, enforcement action will be taken

How busy were we last year?

- 7,140 visits were made to properties where excessive noise was identified as an issue by the cities residents.
- 2,756 site visits were required during investigation and resolution of breaches of the District Plan.
- 1,892 inspections were made of food premises, licensed food premises and associated liquor licences.
- 1,660 site visits were made in dealing with all types of statutory nuisances.
- 739 beach visits were made to test the water quality.
- 374 site visits were made in dealing with unsanitary buildings.
- 342 inspections of signs and sandwich boards made as a result of complaints.



Regular inspections are made of premises selling foodstuffs—this one passed



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Operational Compliance

- Respond to complaints about illegal building work, usually additions to dwellings, and basement or garage developments for accommodation.
- Process certificates of acceptance applications where building owners are seeking to regularise non- consented building work.
- Process annual building warrants of fitness that are required for many commercial properties to ensure that systems in the buildings such as fire alarms, sprinkler systems and lifts are in a serviceable state.
- Routinely check swimming pool fencing as private swimming pools are the most likely cause of accidental drowning of children under the age of five.
- Are notified of all excavations in the road reserve by contractors and service authorities and who place conditions on standards of reinstatement, hours of work and traffic management.
- Conduct mandatory inspections of the construction of vehicle crossings and right of ways in subdivisions.
- Respond to general roading complaints.



*Non consented and non complying building works.
Work needs to be brought up to standard*

How busy were we last year?

- 1,659 properties were visited to inspect (and re inspect) the swimming pool fencing.
- 1,458 general roading complaints were investigated.
- 1,613 site visits were made to investigate and resolve illegal building work.
- 843 Road opening notices and traffic management plans were processed and site visits made to check reinstatement of the road reserve.
- 1,035 Building warrants of fitness required processing..
- 2,201 vehicle crossing and right of way construction inspections were made.



Fencing around this swimming pool is compliant

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Parking Services

- Provide foot patrols and mobile patrols that are active every day in the city identifying motor vehicle infringements and issuing infringement notices.
- Post out a courtesy reminder notice and then a statutory reminder notice relating to non paid fines before the infringement notice is lodged with the Department for Courts for follow up.
- Have an education programme and are heavily involved in educating school children on safety at school crossings.
- Target the enforcement of parking controls at school crossings at the beginning and the end of the school day.
- Operate the UNITECH car parking building which offers both casual and leased car parking spaces.
- Operate three pay and display car parking areas in Henderson.



How busy were we last year?

- 38,800 infringement notices were issued last year to offending vehicles.
- 276 Pay and display car parking spaces were monitored.
- 249 public and 80 leased/reserved car parking spaces in the UNITECH car parking building were monitored.

