

10 May 2018

Dear [REDACTED]

Local Government Official Information and Meeting Act (LGOIMA) request for information about building consent fees

I am writing in response to your LGOIMA request dated 11 April 2018, concerning matters around the building consent process. Responses to your questions are provided below.

- 1. How many times in the last 2 years have you discounted building consent fees which you would usually have charged for?*
- 2. How much has been either not charged at all or discounted in the last 2 years?*

I advise that we receive approximately 2,800 building consent applications per annum. These requests require substantial collation and research as each individual consent would need to be reviewed to determine where discounts have been applied. Accordingly, your request for this information is refused in accordance with section 17 (f) of the LGOIMA, that the information cannot be made without substantial collation or research.

- 3. How many building consents have you consented which are not charged for at all and what were they?*

From 1 March 2016 to 31 March 2018 there have been 13 consents that have had no building consent fees charged. Eleven of these related to seismic strengthening, and two were for solar power installation.

- 4. How many times has the clock routine been questioned by applicants and with what results?*

Since 1 January 2016, we have seven recorded complaints regarding stopping the clock. Investigations into these complaints found that three were justified, two were unjustified, further information requested from the customer was not responded to, and one is still under investigation.

5. *How many complaints have you had about the consent process and what types of compliant are they, i.e., about what issues?*

Since 1 January 2016, we have seven recorded complaints about consent processes within Building Services (excluding the above stop the clock complaints) as follows:

- 1 complaint – justified, regarding processing costs/delays.
- 1 complaint – unjustified, regarding fee increases (annual plan)
- 1 complaint – justified, invoice, and information on the web site confusing
- 1 complaint – unjustified, processing costs due to insufficient application
- 1 complaint – unjustified, wanting to submit an application via email and not through the portal
- 1 complaint – unjustified, re availability of hard copy application packs
- 1 complaint – justified, incorrect advice given, website updated.

As we have declined to provide some information you are advised that you have the right to complain to the Office of the Ombudsman (0800 802 602) or e-mail: info@ombudsman.parliament.nz.

Yours sincerely



Sharon Bodeker
Team Leader Civic