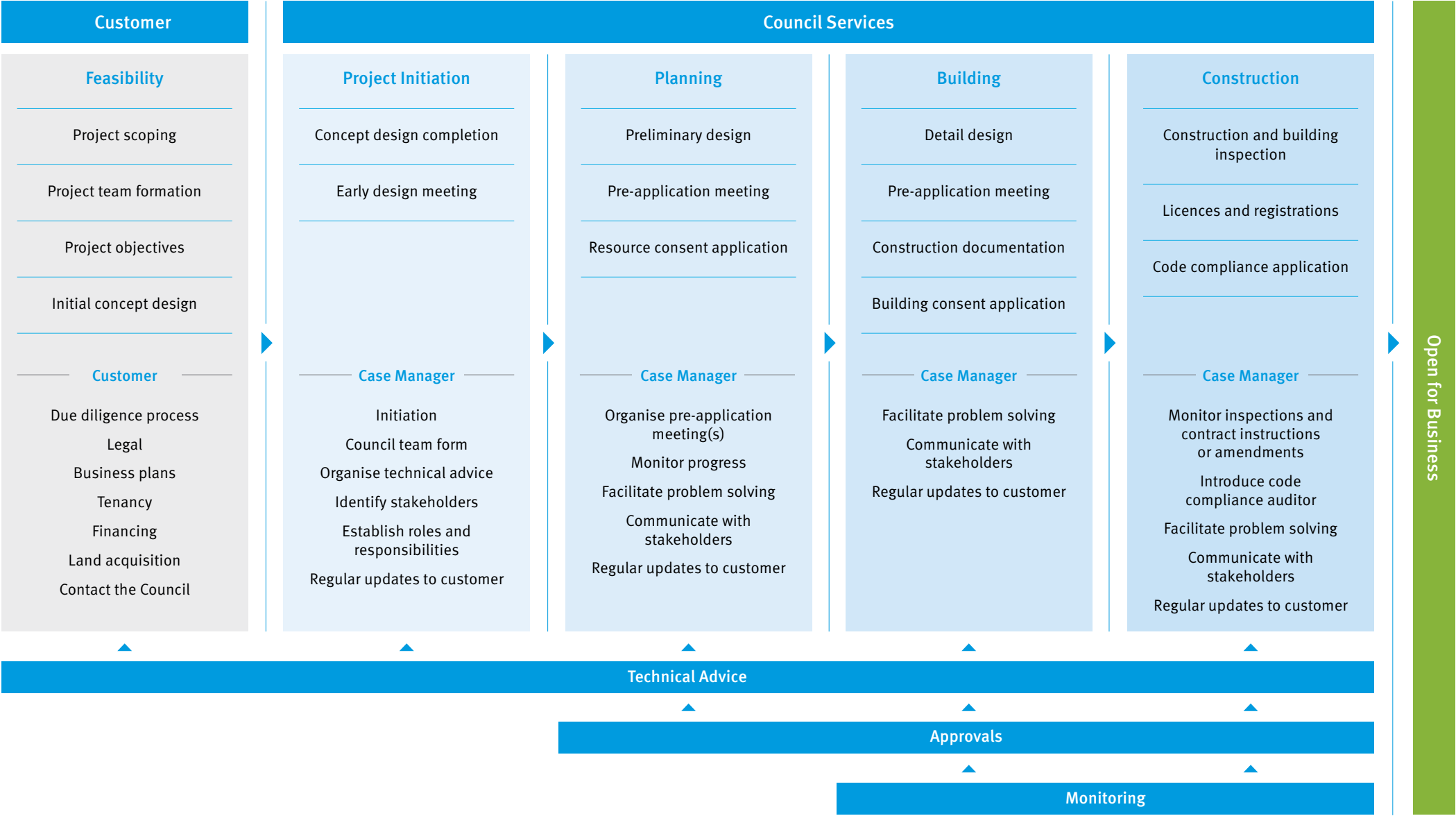


# Partnership Approvals



Open for Business

# Partnership Approvals: a case-managed approach

Partnership Approvals builds upon existing services and provides end to end support across the development process. Available from 1 July 2015, it will make it easier for customers to work their way through the variety of Council approvals they need for their developments. It is primarily focussed on the central city but significant projects outside that area can also be supported.

## Projects suitable for Partnership Approvals case management:

Once feasibility work has been undertaken by the customers they should contact Council with initial concept design to discuss whether Partnership Approvals is right for their project.

Generally it is for projects that:

- Are high profile, either in terms of the site or the proposed development
- Have a high dollar value
- Contribute significantly to the local economy
- Are highly complex
- Customers with multiple projects

## How Partnership Approvals works:

A case manager is appointed who becomes the key liaison with all areas of the Council involved in the development. They will provide guidance and assist in gaining advice and approvals in all aspects of the development. This includes the following areas:

- Land issues and whether the planned activity is allowed in that area
- Access to services such as water, waste water and so on
- The design, including accessibility, fire and other technical aspects
- Licensing and final approvals

## Benefits of using this service:

Our recent experience and customer feedback tells us that case-managing projects provides greater certainty for customers and reduces the chance of unnecessary delays. It has proven to be a cost-effective solution for developers with the benefits far outweighing the small fee for the service.

## Customer feedback:

Some of our customers have been involved in a case management pilot. Craig Newbury and Miles Yeoman from Canterbury Property Investments had this to say:

“We have several projects on the go at any point and our case manager knows who to pull together at different stages. Having a single point of contact means we have someone guiding us about what needs to be done ahead of time. We are able to focus on our core tasks, there is no time-wasting as projects work through compliance.”

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**“The case management process is smoother; there are fewer headaches. It creates more certainty around timeframes because you’re not dealing with as many issues.”**

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“One of the keys to this is accessibility. When you have a problem, you know who to go to and can generally get hold of them and they know the steps towards resolving the issue.”

