**Draft Long Term Plan 2021-31**

**Activity Plan**

# Land and Property Information Services

**Proposed for adoption**

**Christchurch City Council**

## Approvals

| Role | Position | Name | For Draft LTP | |
| --- | --- | --- | --- | --- |
| | | | Signature | Date of sign-off |
| General Manager | GM Consenting & Compliance | Leonie Rae | | 05/02/2021 |
| Finance Business Partner | Finance Business Partner | Nick Dean | | 03/02/2021 |
| Activity Manager | Head of Business Solutions | Mark Urlich | | 3/2/2021 |

## Authors and Advisors to this Activity Plan

| Group | Business Unit | Position | Name |
| --- | --- | --- | --- |
| | | | |

# Table of Contents

# 1. What does this activity deliver?

**Land and Property Information Services** provides the community with access to all property information. The service enables building or property investment decisions, large and small, to be based on good information. The provision of Land Information Memoranda (LIMs) and Property File information is provided on a daily basis through a centralised model ensuring accuracy and timeliness.

**Land Information Memoranda** (LIMs) include all specific information held by the council for individual residential and commercial properties. We process approximately 11,000 LIMs a year (due to COVID, 2019-2020 numbers are down 10% though this is believed to be an outlier and is consistent with the decline in the property market) with 30-50 LIM applications accepted every day. This is a largely manual process, with all collated information dependant on what the council holds both across its information management systems and in it's paper files stored with Iron Mountain. Due to the size of most commercial properties, these applications take longer to process.

**Project Information Memoranda (PIM)** 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. We provide approximately 1400 PIM applications a year.

**Property Files** consist of completed building permit & consent information, drainage plans, copies of all plans and specifications, code compliance certificates, PIMs, planning reports, resource consent decisions, associated documents, property inspection reports, historic LIMs, and any other relevant information which is associated with the commercial or residential property in question. As with LIMs and PIMs, this information is stored both within the Council's information management system and in the paper files stored at Iron Mountain, with some of the historical information also stored on microfiche. All information included is manually processed by staff and subject to the availability of information stored. We receive approximately 20-30+ residential property file applications a day and 3-5 commercial applications with the intention of processing those where all the information is already scanned in in 2 days, and those which isn't in 5 days. Once we process the information it is scanned into the council's information management system for future use with the intention of eventually having all property file information stored electronically. Due to the large amount of information not scanned in and the cost of scanning, it is not financially viable to scan the information in outside of the application process.

## 2. Community Outcomes – why do we deliver this activity?

| | Community Outcomes | Describe in 2-3 sentences how the activity effects the Community Outcome |
|---|---|---|
| **Primary Outcome** | Sufficient supply of, and access to, a range of housing | The provision of Land Information Memoranda (LIMs) and property file information enables investment, informed decisions, and support to the housing market. Ensuring that all individuals have sufficent understanding of their investment. |
| **Secondary Outcome** | A great place for people, business and investment | The provision of property file information helps businesses and individuals to make informed decisions which leads to investment, bringing businesses and individuals into the city. |

Note the performance measures and targets used to measure the difference the activity makes for the community outcomes is in the Level of Service table in Section 5.

## 3. Strategic Priorities – how does this activity support progress on our priorities ?

| Strategic Priorities | ACTIVITY RESPONSES |
|---|---|
| **Enabling active and connected communities to own their future** | The activity is mandated by legislation, making public consultation non-productive.<br><br>The activity connects communities though the sharing of locally held information to create better understanding about Land & Property Information so that the individuals within the community may make informed decisions when planning for their own futures and the future of the city. |
| **Meeting the challenge of climate change through every means available** | LIMs provide a formal way to inform on site-specific matters such as sea level rise, flooding or contaminated land. In this sense, LIMs support free information and a vibrant prosperous and sustainable 21st century city. |
| **Accelerating the momentum the city needs** | Council records and access to records is a core asset that allows landowners, builders and developers to plan and facilitate development. From this perspective information is the mechanism that enables investment and accessibility. |
| **Ensuring rates are affordable and sustainable** | The majority of LIM's are associated with property transaction and responds to demands from the market. In this context, demand influences revenue and the response is tailored accordingly.<br><br>The cost of collating Land & Property information is heavily influenced by whether the information has been previously scanned in and stored electronically or whether it needs to be scanned in from Hardcopy. As more of the information owned by the Council is scanned through "on demand" this will reduce the cost of providing the service. This is a large process and it is unlikely that significant difference will be seen between the LTP18 and 21, however it will attribute to minimizing costs in the future. |

# 4. Increasing Resilience

The provision of Land Information Memoranda (LIMs) and property file information are held in both paper and electronic format. Stressors to the city include large scale events such as natural disasters, access to the council information would be essential to responding post event.

As a legacy issue, some files have never been held in electronic format, this together with the merging of councils such as Banks Peninsula and Christchurch City means council has a large hard copy archive. Recognising access to this information can have a pivotal role in a recovery situation, all new files are in electronic format and the archive is being scanned on an "on demand" basis. It is not financially viable to scan all archived files outside of this model.

# 5. Specify Levels of Service

| LOS number | C/M[1] | Performance Measures Levels of Service (LOS) | Historic Performance Trends | Benchmarks | Future Performance Targets | | | | Method of Measurement | Community Outcome |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Year 1 2021/22 | Year 2 2022/23 | Year 3 2023/24 | Year 10 2030/31 | | |
| **Land Information Memoranda and property file requests** | | | | | | | | | | |
| 9.4.1 | C | Process land information memoranda applications within statutory timeframes | 2019/20: 100%<br>2018/19: 100%<br>2017/18: 100%<br>2016/17: 99.99%<br>2015/16: 99.96% | 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 | Timeframes are monitored and measured using computerised reports.<br><br>Statutory obligations under Section 44A of LGOIMA are met by Council | Sufficient supply of, and access to, a range of housing |
| **Property File Requests** | | | | | | | | | | |
| 9.4.2 | C | Provide customers with access to property files | 2019/20: 94.0%<br>2018/19: 89.1%<br>2017/18: 99%<br>2016/17: 98% | | Provide 90% of customers with access to property files within 5 working days of request (subject to payment of fees) | Provide 90% of customers with access to property files within 5 working days of request (subject to payment of fees) | Provide 90% of customers with access to property files within 5 working days of request (subject to payment of fees) | Provide 90% of customers with access to property files within 5 working days of request (subject to payment of fees) | Timeframes are monitored and measured using computerised reports | Sufficient supply of, and access to, a range of housing |

[1] C/M – Community or Management level of service (LOS)
Community LOS - Previously known as LTP LOS. These are LOS that are community facing and will be published in our Statement of Service Provision.
Management LOS - Previously known as Non-LTP LOS. These are LOS that are measured in the organisation to ensure service delivery.

| LOS number | C/M[1] | Performance Measures Levels of Service (LOS) | Historic Performance Trends | Benchmarks | Future Performance Targets | | | | Method of Measurement | Community Outcome |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Year 1 2021/22 | Year 2 2022/23 | Year 3 2023/24 | Year 10 2030/31 | | |
| 9.4.3 | C | Provide customers with access to property files that are already stored electronically | 2019/20: 96%<br>2018/19: 89.1% | | Provide 90% of customers with access to property files within 2 working days of request (subject to payment of fees) | Provide 90% of customers with access to property files within 2 working days of request (subject to payment of fees) | Provide 90% of customers with access to property files within 2 working days of request (subject to payment of fees) | Provide 90% of customers with access to property files within 2 working days of request (subject to payment of fees) | Timeframes are monitored and measured using computerised reports | Sufficient supply of, and access to, a range of housing |
| Project Information Memoranda | | | | | | | | | | |
| 9.4.10 | C | Process project information memoranda applications within statutory timeframes | 2019/20: 99%<br>2018/19: 99%<br>2017/18: 100%<br>2016/17: 100% | | 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 | Timeframes are monitored and measured using computerised reports.<br><br>Section 34 of the Building Act 2004 all PIMs issued within 20 working days<br><br>Waimakiriri District Council LTP measure 100% within 20 working days | Sufficient supply of, and access to, a range of housing |

# 6. Does this Activity Plan need to change as a result of a Service Delivery Review (S17A)?

Two high level options were selected as the preferred options for further consideration:

- Status Quo – Governance and funding by Christchurch City Council (CCC), delivery by Christchurch City Council with support from contractors (as and when required)
- Council Controlled Organisation (CCO) – Governance and funding of all or part of the Regulatory and compliance activity is moved to a CCO that enables Council to achieve improved effectiveness.  The CCO would also be accountable for delivery.

There are advantages and disadvantages of the Status Quo and Council Controlled Organisation models, on balance it is considered that it would be most appropriate to continue to provide the Regulatory and compliance activities of Council in-house within Council. Although the outcome of this review is not to recommend formal structural change at this stage, the 2021-31 Long Term Plan should explore the current funding of Building Services and Resource Consenting.  There is a case for changing the mix of funding between rates and fees and charges.

# 7. What levels of service are we proposing to change from the LTP 2018-28 and why?

| Amended LTP 2018-28 | | | LTP 2021-31 | | | Rationale | Options for consultation and engagement |
|---|---|---|---|---|---|---|---|
| LOS ID | LOS Description | Target | LOS ID | LOS Description | Target | | |
| 9.4.2 | 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) | 9.4.2 | Provide customers with access to property files | Provide 90% of customers with access to property files within 5 working days of request (subject to payment of fees) | On review of actual operational experience in the sourcing of property file information staff now recommend that this performance level be reduced to 90% as a target across both residential and commercial files.  While this is an achievable performance target it will require improvements in current systems to ensure that all relevant information is collated in a timely and responsive manner. | None Required |
| 9.4.3 | 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) | 9.4.3 | Provide customers with access to property files that are already stored electronically | Provide 90% of customers with access to property files within 2 working days of request (subject to payment of fees) | On review of actual operational experience in the sourcing of property file information staff now recommend that this performance level be reduced to 90% as a target across both residential and commercial files.  While this is an achievable performance target it will require improvements in current systems to ensure that all relevant information is collated in a timely and responsive manner. | None Required |

# 8. How will the assets be managed to deliver the services?

No Asset Management Plan for this activity.

# 9. What financial resources are needed?

**Land & Property Information Services**

| 000's | Annual Plan 2020/21 | LTP 2021/22 | LTP 2022/23 | LTP 2023/24 | LTP 2024/25 | LTP 2025/26 | LTP 2026/27 | LTP 2027/28 | LTP 2028/29 | LTP 2029/30 | LTP 2030/31 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| *Activity Costs before Overheads by Service* | | | | | | | | | | | |
| Land Information Memoranda | 831 | 1,133 | 1,154 | 1,180 | 1,211 | 1,244 | 1,284 | 1,315 | 1,350 | 1,386 | 1,421 |
| Project Information Memoranda | 541 | 692 | 761 | 833 | 856 | 878 | 905 | 927 | 951 | 976 | 1,001 |
| Property File Requests | 600 | 608 | 621 | 634 | 649 | 665 | 683 | 700 | 719 | 738 | 757 |
| | 1,972 | 2,433 | 2,536 | 2,646 | 2,716 | 2,787 | 2,872 | 2,942 | 3,020 | 3,100 | 3,179 |
| *Activity Costs by Cost type* | | | | | | | | | | | |
| Direct Operating Costs | - | - | - | - | - | - | - | - | - | - | - |
| Direct Maintenance Costs | - | - | - | - | - | - | - | - | - | - | - |
| Staff and Contract Personnel Costs | 1,574 | 2,026 | 2,121 | 2,222 | 2,282 | 2,343 | 2,417 | 2,475 | 2,541 | 2,608 | 2,674 |
| Other Activity Costs | 398 | 407 | 415 | 424 | 434 | 444 | 455 | 467 | 479 | 492 | 505 |
| | 1,972 | 2,433 | 2,536 | 2,646 | 2,716 | 2,787 | 2,872 | 2,942 | 3,020 | 3,100 | 3,179 |
| **Activity Costs before Overheads** | **1,972** | **2,433** | **2,536** | **2,646** | **2,716** | **2,787** | **2,872** | **2,942** | **3,020** | **3,100** | **3,179** |
| Overheads, Indirect and Other Costs | 122 | 319 | 324 | 320 | 319 | 325 | 320 | 322 | 328 | 323 | 324 |
| Depreciation | - | - | - | - | - | - | - | - | - | - | - |
| Debt Servicing and Interest | - | - | - | - | - | - | - | - | - | - | - |
| **Total Activity Cost** | **2,094** | **2,752** | **2,860** | **2,966** | **3,035** | **3,112** | **3,192** | **3,263** | **3,348** | **3,423** | **3,503** |
| **Funded By:** | | | | | | | | | | | |
| Fees and Charges | 3,708 | 4,060 | 4,236 | 4,381 | 4,482 | 4,589 | 4,699 | 4,817 | 4,947 | 5,080 | 5,213 |
| Grants and Subsidies | - | - | - | - | - | - | - | - | - | - | - |
| Cost Recoveries | - | - | - | - | - | - | - | - | - | - | - |
| Other Revenues | - | - | - | - | - | - | - | - | - | - | - |
| **Total Operational Revenue** | **3,708** | **4,060** | **4,236** | **4,381** | **4,482** | **4,589** | **4,699** | **4,817** | **4,947** | **5,080** | **5,213** |
| **Net Cost of Service** | **(1,614)** | **(1,308)** | **(1,376)** | **(1,415)** | **(1,447)** | **(1,477)** | **(1,507)** | **(1,553)** | **(1,599)** | **(1,658)** | **(1,710)** |
| **Funding Percentages:** | | | | | | | | | | | |
| Rates | -77.1% | -47.5% | -48.1% | -47.7% | -47.7% | -47.5% | -47.2% | -47.6% | -47.8% | -48.4% | -48.8% |
| Fees and Charges | 177.1% | 147.5% | 148.1% | 147.7% | 147.7% | 147.5% | 147.2% | 147.6% | 147.8% | 148.4% | 148.8% |
| Grants and Subsidies | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Cost Recoveries | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

**Funding Consideration**

Local Government Act 2002 Section 101 Funding Consideration. The following tables are based on the financials from the previous page:

**Funding Policy**

*Funding Principles*

| User-Pays | Exacerbator-Pays | Inter-Generational Equity | Separate Funding? |
|-----------|------------------|---------------------------|-------------------|
| **High** | **High** | **Low** | **High** |

The table above shows how Council has considered funding in relation to the Activity, using a simple high / medium / low scale:

- User-pays – the degree to which the Activity can be attributed to individuals or identifiable groups rather than the community as a whole;
- Exacerbator-pays – the degree to which the Activity is required as a result of the action (or inaction) of individuals or identifiable groups;
- Inter-generational equity – the degree to which benefits can be attributed to future periods; and
- Separate funding – the degree to which the costs and benefits justify separate funding for the Activity.

Where an Activity is paid for through a number of funding mechanisms, Council's practice is to meet its operating costs in the first instance from fees & charges and grants & subsidies (subject to the considerations outlined above). If the Activity requires further operational funding, this remainder is funded through rates.

*Operating Cost Funding Policy*

This table below shows Council's broad funding target for the Activity (i.e. how much is paid for by individuals / groups, and how much by the community as a whole), and the associated funding mechanism used (i.e. general rates, targeted rates, user charges, etc.). As the precise balance between individual / group and community funding may vary in practice (particularly for volumetric fees and charges), the funding target for each of the below tables is expressed in broad terms rather than specific percentages:

- Low = this source provides 0%-25% of the funding for this Activity;
- Medium = this source provides 25%-75% of the funding for this Activity; and
- High = this source provides 75%-100% of the funding for this Activity.

*Funding Decision*

| Funding Target | | Funding mechanism | |
|----------------|-----------|-------------------|-----------|
| Individual / Group | Community | Individual / Group | Community |
| **High** | **n/a** | • **Fees & Charges (High)** | • **n/a** |

---

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

No capital programme for this activity.

## 11. Does this activity have any significant negative effects on social, economic, environmental or cultural wellbeing, now or in the future?

| Negative Effect | Mitigation |
|---|---|
| Social | |
| Economic | |
| Environmental | |
| Cultural | |

## 12. What risks are identified and what controls and mitigations are planned?

| Risk | Planned Controls and Mitigation |
|---|---|
| We do not provide the information we are required to under section 44A of LGOIMA Act | |
| Incorrect Information Given | i) We review a number of Council data bases when processing to reduce this risk.<br>ii) 2 audits a month are done on all staff<br>iii) We have a competency matrix for residential and commercial and staff are only allocated what they are competent to do.<br>iv) Refunds are offered when information provided is wrong |
| Do not supply all information. This can be due to;<br>i. Misfiling of information.<br>ii. Lose of property file hard copy file<br>iii. Information only on Microfiche | i) We review a number of Council data bases when processing to reduce this risk.<br>ii) 2 audits a month are done on all staff<br>iii) We have a competency matrix for residential and commercial and staff are only allocated what they are competent to do.<br>iv) Refunds are offered when information provided is wrong<br>v) We include disclosures explaining that we can only provide information which is available to us |
| An event results in the inability to access information in the statutory timeframe. | i) All staff have permanent access and ability to work from home an access all information remotely<br>ii) Relationship with Converga (scanning company) and Iron Mountain (File storage) are maintained to ensure access throughout any event.<br>iii) In the eventuality when staff can not gain access to view hardcopy files, customers are contacted and application is put on hold until access can be gained. |
| Failure of GEMs (software system used to process LIMs and Property Files)<br>- Gems is an antiquated system which is no longer supported. This is a known risk which is being | i) Business Continuity plan has been created to ensure that workarounds can be utilised until GEMs is reinstated.<br>ii) A project has been launched to get all processes off of GEMs. |