

Urban Development - Tāone tupu ora

6.1 URBAN PLANNING AND POLICY

We develop policies and plans that encourage high-quality urban development, ensuring we focus growth in a way that makes the city more sustainable, while also preserving its character.

What we do:

- We manage the District Plan and other policies that guide urban development. The District Plan is required under the Resource Management Act 1991. It sets out rules for land use and development within the city.

This activity contributes towards us being:

More liveable: It's important that we guide growth to ensure that we hold on to the things residents like about the city – such as its compact nature and the character of the city centre and harbour.

More compact: Our planning encourages the development of a city with a contained urban form and more intensive development of the city centre.

More sustainable: We must manage development in ways that minimise harm to our local and wider environment.

Key projects

During the year:

- The Central City Framework was adopted in December 2011. This sets out a vision for the development of the central city. A number catalyst projects were funded as part of the long term plan. These include: enhanced laneways with the connection from Opera House Lane and waterfront getting under way in 2012; regeneration projects such as public space enhancements to Victoria Street; funding for Memorial Park and for works to enhance the parliamentary precinct.
- Environment Court appeal resolution formed a key focus for the work programme in the 2011/12 financial year – see 'how we performed' below.
- We made operative Plan Change 75 'Centres Heritage Areas' that defines six heritage areas and provides protection to the buildings in those areas)

What it cost

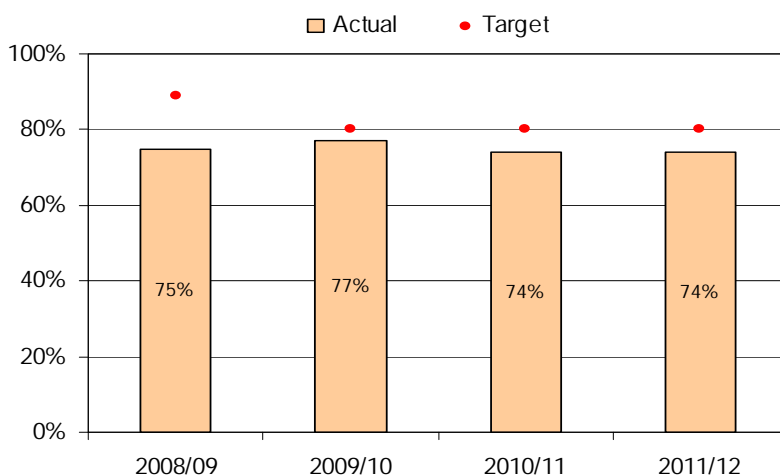
Operating Expenditure (\$000)	Actual 2012	Budget 2012	Variance 2012	Actual 2011
6.1.1 Urban Planning and Policy Development				
Expenditure	2,207	2,199	(8)	1,898
Revenue	(4)	(33)	(29)	(4)
Net Expenditure	2,203	2,166	(37)	1,894
Capital Expenditure (\$000)	Actual 2012	Budget 2012	Variance 2012	Actual 2011
6.1.1 Urban Planning and Policy Development¹				
Expenditure	197	940	743	813
Unspent portion of budget to be carried forward	N/A	1,494		N/A

¹ Under budget due to slower than anticipated progress on the Kilbirnie Town Centre and Adelaide Road projects (see section 6.5)

How we performed

We encourage high-quality urban development that focuses growth in a way that makes the city more sustainable, while preserving its character. We monitor our District Plan programme and measure progress towards this aim through residents' perceptions of development in relation to urban character.

Residents (%) who feel the city is developing in a way that takes into account its unique urban character and natural environment



Source: WCC Residents' Monitoring Survey 2012

Urban heritage and character protection – work schedule

Review of the Council's District Plan Heritage Schedules

Work advanced on researching and reviewing heritage items on the District Plan Heritage Buildings and Objects schedules. The work has been prioritised to make sure those buildings on strategic traffic and pedestrian routes and buildings which may be or are earthquake prone around the city will be reviewed as a priority and assessed against the Council's approved heritage criteria.

Built Heritage Incentive Fund

The \$329,000 grants pool was allocated. The focus has been on assisting with conservation reports and strengthening projects for earthquake prone buildings. (See section 6.5.)

Heritage interpretation

Two heritage pylons were installed on Oriental Bay. One celebrates the buildings and the history of the bay the other reflects on the importance of the tram network in Wellington's development.

Source: WCC Heritage

District Plan proposed changes – work schedule

No plan changes were notified in the 2011/12 financial year as focus was on appeal resolution (see below). A new District Plan change programme was approved in February 2012 setting out a programme of work focused appeal resolution with the first new major plan changes occurring from the 2013/14 financial year onwards.

Source: WCC City Planning

District Plan changes – appeals that are mediated (settled) before reaching the Environment Court

Result: 14. There is no target for this performance measure – we use this information for monitoring only (2010/11: 17).

15 appeals were resolved in the 2011/12 financial year. 14 of these were resolved through informal or Court assisted mediation. One proceeded to a Court hearing (Variation 11/Waterfront issue) and found in the appellants favour. Another appeal proceeded to the Court (PC74/amateur radio appeal) and the decision on that case is still pending.

A judicial review was also taken against Council by the Creswick Valley Residents Association regarding consultation on the rezoning of a site in Curtis St – the review was successful and the original zoning reinstated. We have considered our notification and consultation processes with respect to District Plan changes in light of the decision.

Source: WCC City Planning

Growth Spine Framework implementation – milestones

The Central City Framework was adopted in December 2011 and its implementation commenced. A concept plan for improving Miramar town centre was completed and preliminary work was undertaken on the proposed Johnsonville Medium Density Design Guide.

6.2 BUILDING CONTROL AND FACILITATION

Under the Building Act we have the statutory responsibility to control building developments.

What we do:

- We issue and monitor building consents, and provide guidance to make sure buildings meet the standards required. This includes ensuring buildings are safe and sanitary and do not threaten environmental quality or public health.
- We issue Land Information Memoranda to prospective property investors and sellers, providing current and historical information on land and property.

This activity contributes towards us being:

More sustainable: We offer grants for homes that use sustainable building features such as solar or heat pump water heating or wood pellet stoves with 'wetbacks'

Safer: Wellington's building stock will provide high quality, safe environments for living, working and recreating in.

Key projects and highlights

During the year:

- We retained our accreditation as a building consent authority. The accreditation scheme was introduced under the Building Act 2004 to help ensure that buildings are built right first time. It focuses on strengthening the building process at the consent processing, inspection and approval stages. This change was brought about primarily in response to the nation-wide issue around leaky homes.
- There was a 33% increase in the number of Land Information Memoranda (LIMs) issued from last year and the percentage of properties sold in Wellington that had LIMs issued was 39.25% – an increase from 30.2% last year. This is largely due the decrease in time taken to issue LIMs and their consequent usefulness to property buyers and sellers.
- 61.3% of LIMs were applied for on-line and approximately 50% of applicants are current owners preparing to sell properties.

- We are providing building consent assessment services to Rangitikei District Council.
- We assisted with the assessment of buildings in Nelson following the major flooding in December 2011.

What it cost

Operating Expenditure (\$000)	Actual 2012	Budget 2012	Variance 2012	Actual 2011
6.2.1 Building Control and Facilitation ¹				
Expenditure	11,286	12,049	763	10,727
Revenue	(6,755)	(7,661)	(906)	(5,995)
Net Expenditure	4,531	4,388	(143)	4,732

¹ Net expenditure is over budget as revenue is lower than budgeted. This is primarily due to lower than budget volumes of building consents.

How we performed

We measure our effectiveness by monitoring the timeframes for providing services (such as the issuing of building consents and LIMs).

Building consents (%) issued within 20 working days

Result: 96% of building consents were issued within 20 working days (target: 100%; 2010/11: 94%).

Timeliness of consent issuing improved during the year – the average time to issue consents improved from 14 days in the first half to 11 days in the second six months. We issued 89% of consents within 18 working days.

Source: WCC Building Consents and Licensing

Code Compliance Certificates (%) issued within 20 working days

Result: 98% of code compliance certificates were issued within 20 working days of receipt (target: 100%; 2010/11: 99%).

Timeliness of issuing Code of Compliance Certificates (CCC) improved throughout the year. The average time taken dropped from 18 days in the first six months to 13 days in the second.

Source: WCC Building Consents and Licensing

Land Information Memorandums (LIMs) (%) issued within 10 working days

Result: 100% of LIMs were issued within 10 working days (target: 100% within 10 Days; 2010/11: 100%).

This year, the average days taken to issue a LIM was 4.9.

Source: WCC Building Consents and Licensing

Complaints (%) – urgent (initial investigation within 24 hours) and non-urgent (initial investigation within 3 days)

Result: 100% of urgent issues or complaints were responded to within 24 hours (target: 95%; 2010/11: 100%); 90% of non-urgent issues or complaints were responded to within 3 working days (target: 80%; 2010/11: 90%).

Source: *WCC Building Consents and Licensing*

Building Consent Authority (BCA) accreditation retention

Result: retained (target: retain this status; 2010/11: retained).

Source: *WCC Building Consents and Licensing*

Customers (%) who rate building control services as good or very good

Result: 59% of building consent customers rated the service as good or very good (target: 75%; 2010/11: 43%).

Source: *Customer Experience Survey 2012*

6.3 DEVELOPMENT CONTROL AND FACILITATION

We have a statutory responsibility under the Resource Management Act 1991 to manage our environment.

What we do:

- We assess resource consent applications, grant consents, and monitor compliance. A resource consent is required for any activity that is not permitted under the District Plan. The consent process depends on the environmental impacts and who is affected. If the effects are not minor, the consent may be publicly notified, allowing other residents to have a say before a hearing is held to determine whether to grant the consent.

This activity contributes towards us:

Being more sustainable: Controls are necessary to ensure resources such as land are used sustainably.

Being Safer: Our work helps ensure public health and safety is protected.

Having a stronger sense of place: The Resource Management Act and District Plan provisions protect urban character and preserve the city's heritage.

Key projects

- During this year we issued 705 resource consents. This compared with 778 consents in 2010/11 and 925 in 2009/2010. Two were fully notified: Kate Sheppard Exchange (a large commercial building) and a supermarket. A further 10 were limited notified.
- While in the first instance we seek voluntary compliance to ensure District Plan rules and conditions of consent are met, the compliance team served 19 abatement notices this year. A further 14 infringement fines were served for breaches. Breaches related to earthworks, heritage, environmental and land use issues. Matters heard before the courts included breaches of streetscape rules, non-consented earthworks and non-compliance with resource consent conditions.

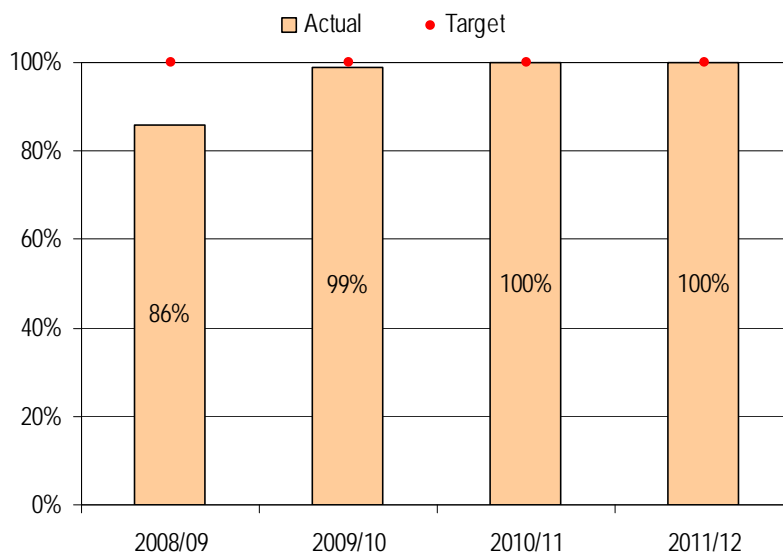
What it cost

Operating Expenditure (\$000)	Actual 2012	Budget 2012	Variance 2012	Actual 2011
6.3.1 Development Control and Facilitation				
Expenditure	5,373	6,446	1,073	5,810
Revenue	(2,487)	(3,470)	(983)	(2,629)
Net Expenditure	2,886	2,976	90	3,181

How we performed

We aim to ensure any development is of high quality, and complies with the District Plan and resource consent conditions. To gauge our performance, we monitor the rates of customer satisfaction with the service we provide and our timely issue of contents and certificates.

Resource consents (non notified) issued within statutory timeframes (20 working days)



Note: Under the Resource Management Act, non-notified resource consent applications must be processed within 20 working days of receipt.

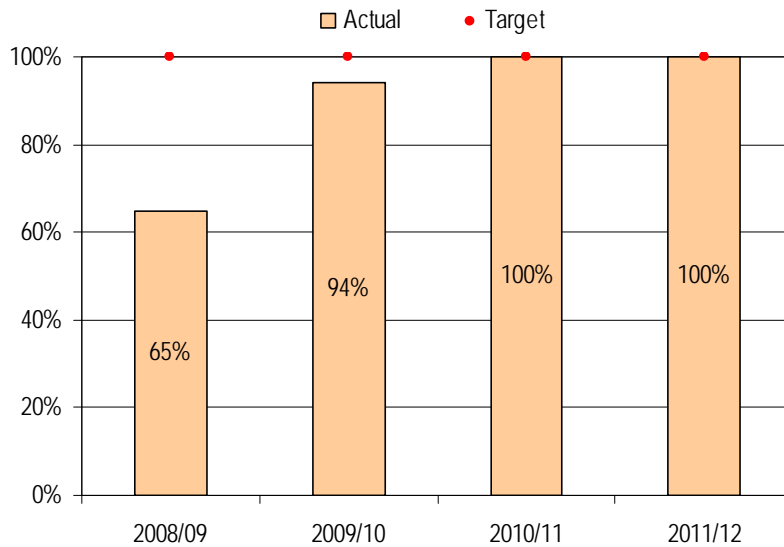
Source: WCC Development Planning and Compliance

Resource consents (%) that are monitored within 3 months of project commencement

Result: 91% of resource consents were monitored within 3 months of project commencement (target: 90%; 2010/11: 90%).

Source: WCC Development Planning and Compliance

Subdivision certificates (%) – Section 223 certificates issued within 10 working days



This measure relates to certificates for survey plans issued under section 223 of the Resource Management Act 1991.

Source: WCC Development Planning and Compliance

Subdivision certificates (%) – Section 224 certificates issued within 20 working days

Result: 100% of subdivision certificates issued under section 224 of the Resource Management Act 1991 were issued within 20 working days (target: 100%; 2010/11: 100%).

Source: WCC Development Planning and Compliance

Noise control (excessive noise) complaints (%) investigated within 1 hour

Result: 99% of noise control complaints were investigated within 1 hour (target: 90%; 2010/11: 98%).

Source: WCC Development Planning and Compliance

Environmental complaints (%) investigated within 48 hours

Result: 99% of environmental complaints were investigated within 48 hours (target: 95%; 2010/11: 98%).

Source: WCC Development Planning and Compliance

Customers (%) who rate development control services as good or very good

Result: 45% of customers rated development control services as good or very good (target: 80%; 2010/11: 64%).

This year, rather than asking everyone at a single point in time, feedback was obtained at intervals throughout the year. A large portion of respondents rated services neutrally (30%).

Source: WCC Development Control Services Customer Satisfaction Survey 2012

6.4 EARTHQUAKE RISK

MITIGATION

We aim to protect the safety of Wellingtonians by working to mitigate the potential impact of an earthquake.

What we do

- We work to mitigate the potential impact of earthquakes by assessing buildings for earthquake risk and working with owners to ensure that buildings are strengthened to required standards. We do this by implementing our Earthquake-prone Buildings Policy. This sets in place processes for identifying buildings that are below the required earthquake standards and the requirements and timeframes for building owners to bring them up to the necessary standard.
- We support a major research project in this area which will provide an unprecedented amount of information on Wellington's earthquake risk, which could then be used by engineers, planners, emergency managers and the insurance industry to better plan for and respond to a major earthquake.

This activity contributes towards us being:

Safer: Wellington's high earthquake risk means this work is critical. It protects public safety, as well as preserving the city's heritage and the economic investment made in buildings and infrastructure. In addition, implementation of the Earthquake-prone Buildings Policy is a statutory requirement.

Key projects

- Council's work programme of assessment of buildings of pre-1976 construction has seen a total of 3,393 buildings assessed since the beginning of the programme in mid-2009. 343 buildings have been declared earthquake prone, with 1,244 still to be assessed.
- Design work continues for the strengthening of Wellington Town Hall, due to commence in July 2013. Assessments of other Council owned buildings has continued and the Civic Administration Building, Rugby League Park Stand, Network Newtown, Tawa Library and the Museum Stand at Basin Reserve have all being found as earthquake prone. A programme of work over the next 3 years has been developed to address all of these structures.
- A dedicated Earthquake Resilience Business Unit has been established within Council to manage its responses to earthquake related issues. Its focus will be in four key areas, which are:
 - i) Managing the strengthening programme for Council-owned buildings.

- ii) Managing our policy responses from the outcomes of the Royal Commission into the Christchurch earthquakes.
 - iii) Engaging and interacting with building owners across the city to provide advice, solutions and a collaborative approach to the strengthening of buildings.
 - iv) Continue the delivery of initial buildings assessments as part of our ongoing programme of work, which we expect to have concluded mid-2015.
- We continued to contribute funding to *Wellington: It's Our Fault*, a seven-year, \$3.6 million project aimed at better understanding the region's vulnerability to large earthquakes. The project began in 2006 and is led by GNS Science. It is assessing the likelihood and potential impacts of a large earthquake in the city.

What it cost

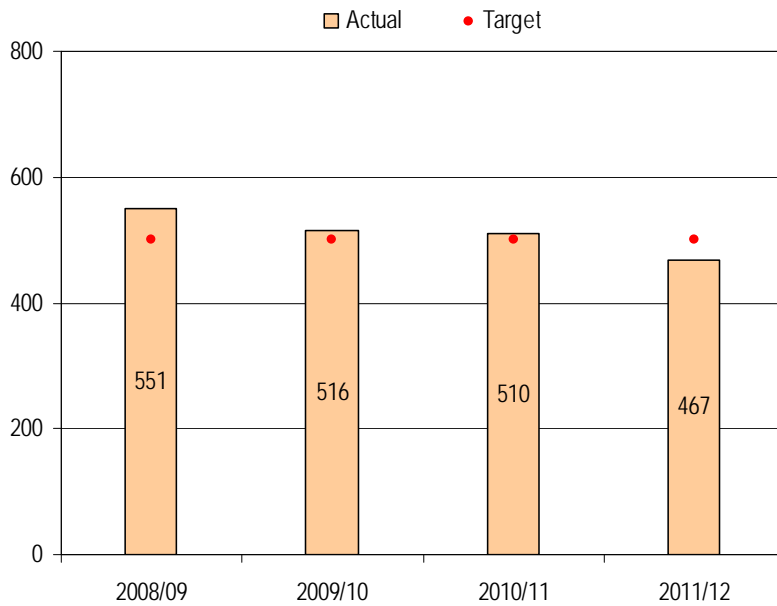
	Actual 2012	Budget 2012	Variance 2012	Actual 2011
Operating Expenditure (\$000)				
6.4.1 Earthquake Risk Mitigation¹				
Expenditure	422	522	100	506
Revenue	0	0	0	0
Net Expenditure	422	522	100	506
Capital Expenditure (\$000)	Actual 2012	Budget 2012	Variance 2012	Actual 2011
6.4.1 Earthquake Risk Mitigation				
Expenditure	948	947	(1)	709
Unspent portion of budget to be carried forward	N/A	42		N/A

¹ Under budget due to lower interest charges.

How we performed

We work to mitigate the potential impact of earthquakes to protect the safety of Wellingtonians. Progress is measured through the number of earthquake prone building assessments we have undertaken, and the proportion of notifications that are not challenged.

Potentially earthquake-prone buildings assessed (initial assessment)



This year, increased numbers of owners responded to assessments with additional information regarding their properties. This increased the workload on engineers and impacted on the available engineering resource, meaning fewer initial assessments have been completed. This issue is expected to resolve and the shortfall will be made up in the coming financial year.

Source: WCC Building Consents and Licensing Services

Earthquake-prone building notifications (%) that are issued without successful challenge

Result: 100% – 202 notifications were issued and none were challenged (target: 95%; 2010/11: 79 issued, no challenges).

Source: WCC Building Consents and Licensing Services

6.5 PUBLIC SPACES

DEVELOPMENT

We aim to ensure Wellington has attractive and functional open spaces and parks.

What we do:

- We fund and oversee work to develop and enhance the waterfront.
- We fund work to develop and upgrade street environments, urban parks, and other public areas in the city and suburbs.
- We work with owners and provide grants to support the preservation and upgrade of heritage buildings.

This activity contributes towards us:

Being more liveable: Public spaces provide places for people to get together, provide venues for recreation and entertainment events, support shops and cafes and make the city more attractive.

Having a stronger sense of place: High-quality developments make the city a more attractive place to live and attract visitors. Heritage buildings also contribute to the city's distinct identity.

Being more compact: Sensitive development of public squares and parks enhances people's enjoyment of the city and makes living in the central city desirable, lessening urban sprawl.

Key projects

Public spaces

- An upgrade of McMillan Court shopping area in Newlands has started and is due for completion in December 2012. This will help bring vitality and visual appeal to the centre and inline with the Newlands Town Centre plan.
- Planning and design for the upgrade to Bay Road in Kilbirnie has been completed. Construction is due to commence for completion in late 2012. The upgrade focuses on Kilbirnie's coastal setting and will support the street's 'village' character.
- The John Street intersection redesign has been completed and construction is underway. This is a key element of the wider Adelaide Road growth framework.

Waterfront

- A District Plan change that allowed for developments on North Kumutoto was modified by the Environment Court on appeal. Their decision sets in place the parameters for future development on two sites with a third being left as open space. A design guide is being prepared for the area.
- 2011/12 saw construction work begin in December on the redevelopment of the Overseas Passenger Terminal.
- The Kumutoto toilets ('Lobster loos') were completed on budget and are proving to be a popular and well-used amenity.

Heritage

- We worked on issues relating to seismic resilience of heritage buildings and provided funding to 28 building owners through the Built Heritage Incentive Fund, with a focus placed on buildings with seismic issues.

What it cost

	Actual 2012	Budget 2012	Variance 2012	Actual 2011
Operating Expenditure (\$000)				
6.5.1 Waterfront Development ¹				
Expenditure	7,720	1,371	(6,349)	11,029
Revenue	(7,743)	0	7,743	(3,647)
Net Expenditure	(23)	1,371	1,394	7,382
6.5.2 Public Space and Centre Development ²				
Expenditure	1,413	1,644	231	1,357
Revenue	(17)	0	17	(111)
Net Expenditure	1,396	1,644	248	1,246
6.5.3 Built Heritage Development				
Expenditure	802	804	2	518
Revenue	0	0	0	0
Net Expenditure	802	804	2	518
Capital Expenditure (\$000)				
6.5.1 Waterfront Development ³				
Expenditure	4,700	3,444	(1,256)	2,200
6.5.2 Public Space and Centre Development ⁴				
Expenditure	1,492	1,575	83	4,269
Unspent portion of budget to be carried forward	N/A	1,443		N/A

¹ Under budget due to the due to gain on sales of investment properties being greater than the downward movement in the fair value of investment properties and additional operating expenditure.

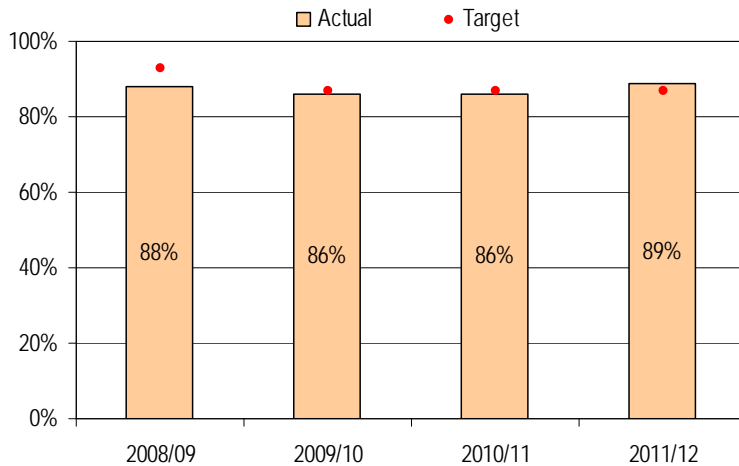
² Under budget due to lower than anticipated personnel and consulting costs.

³ Over budget due to Council approved extension to the funding provided to the Waterfront project in advance of commercial proceeds.

⁴ Under budget due to slower than anticipated progress on the McMillan Court and public space upgrade due to work being aligned with the supermarket development. The final stages of the Golden Mile upgrade (Willis Street) will now fall in the first quarter of 2012/13.

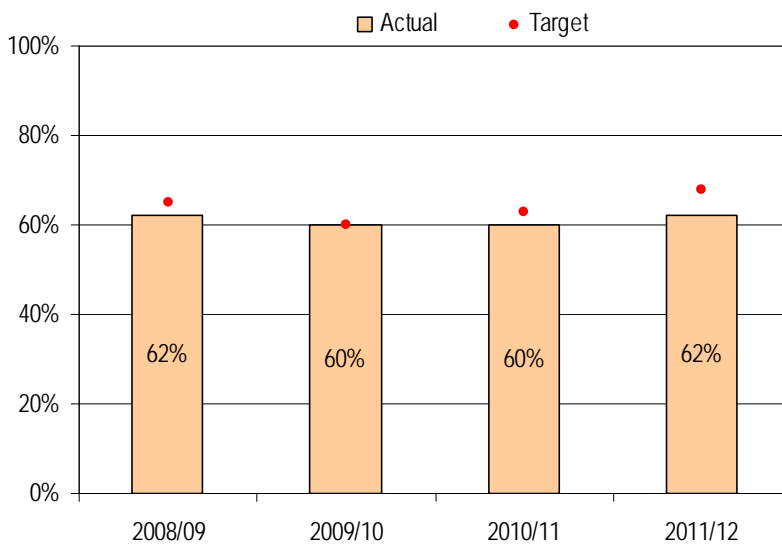
How we performed

Residents' (%) agreement that the city centre is lively and attractive



Source: WCC Residents' Monitoring Survey 2012

Residents' (%) agreement that their local suburban centre is lively and attractive



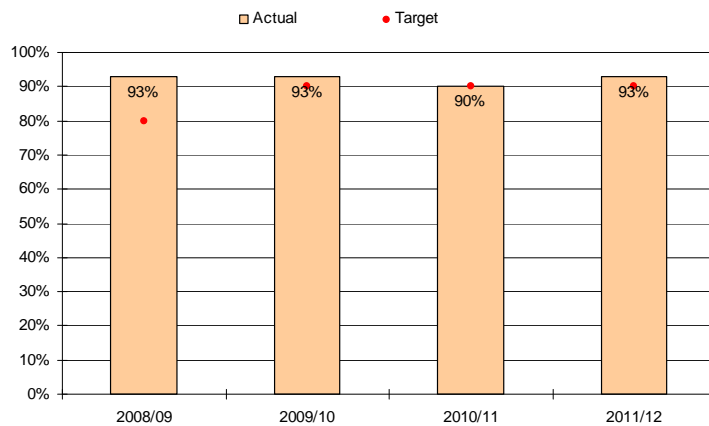
Source: WCC Residents' Monitoring Survey 2012

Public space and centres development projects – scheduled work programme

Result: Policy development completed (Central City Framework adopted); Public space concepts completed (Bay Road, Kilbirnie; McMillan Court, Newlands; Tinakori Village; Miramar Town Centre public space; Clyde Quay public space); Public upgrades advanced (McMillan Court is underway; Kilbirnie will commence first quarter).

Source: WCC Urban Design

Residents' (%) rating of their waterfront experience as good or very good



Source: WCC Residents' Monitoring Survey 2012

District Plan listed items that are removed or demolished

No items were removed or demolished (target: no items; 2010/11: no items).

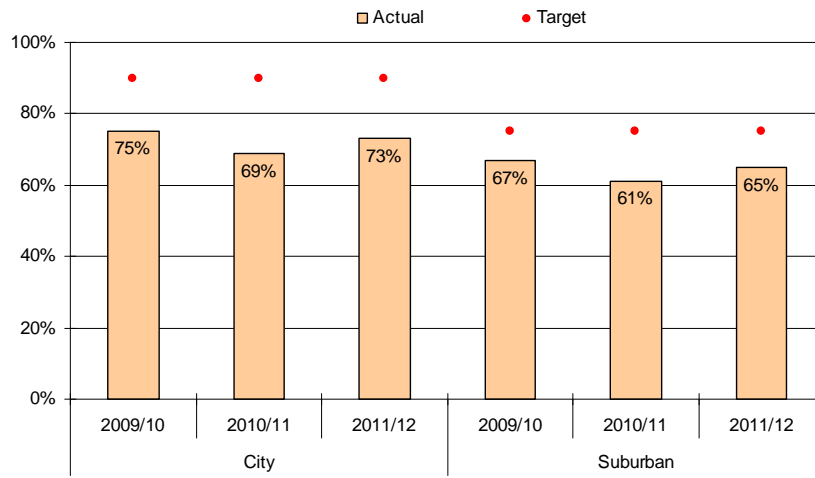
Source: WCC Urban Design and Heritage

Heritage buildings (adaptive re-use) – heritage buildings that are granted resource consents for additions or alterations

Resource consents were granted for additions or alterations to 28 listed heritage buildings. There is no target for this performance measure (2010/11: 28).

Source: WCC Urban Design and Heritage

Residents (%) who agree heritage items are appropriately valued and protected in central city and suburban areas



Source: WCC Residents' Monitoring Survey 2012