

Regulatory Services Customer Feedback – Online Results

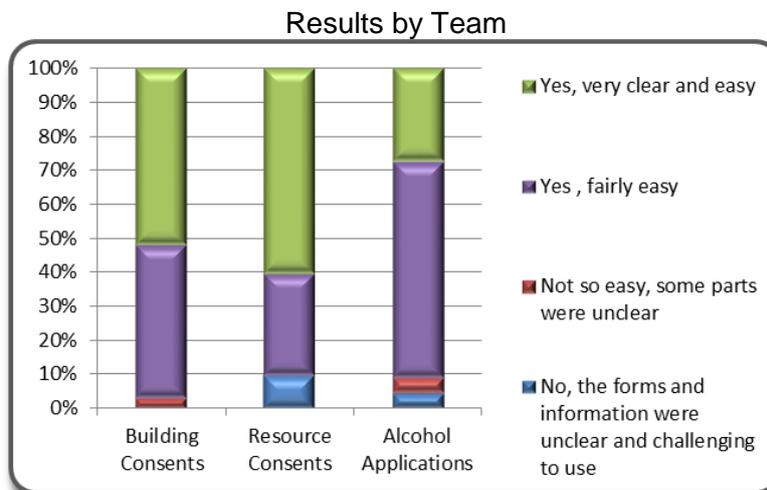
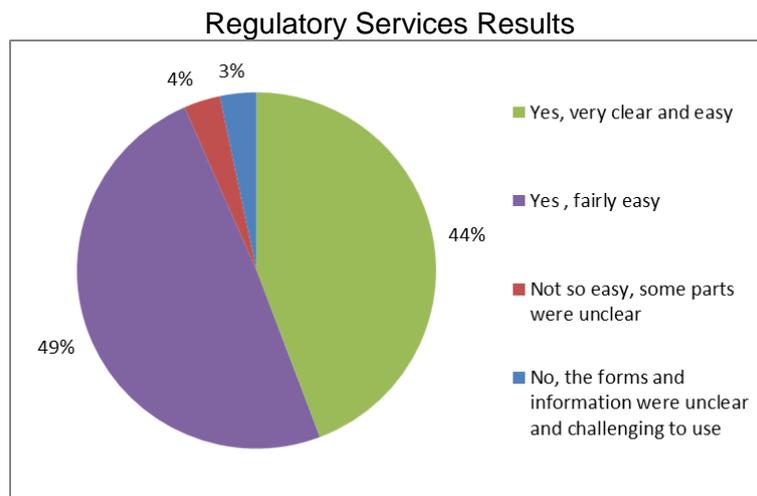
478 invitations were sent out to 174 building consent applicants, 243 resource consent applicants and 61 alcohol licensing applicants to partake in a customer satisfaction survey. The return rate was 12% (63 responses).

The questions asked covered the following:

- Application forms, checksheets and guides
- Application processing times
- Pre-application services
- Staff performance
- Role in application process

1 Application forms, checksheets and guides

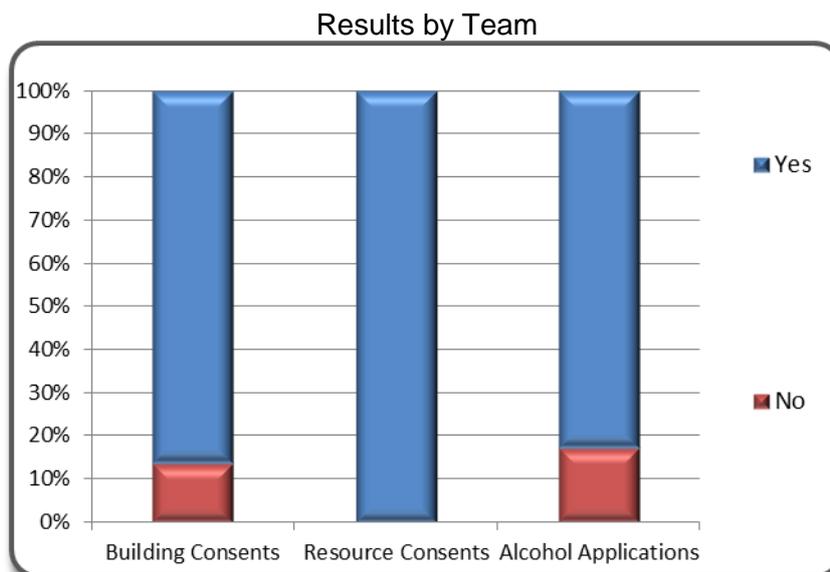
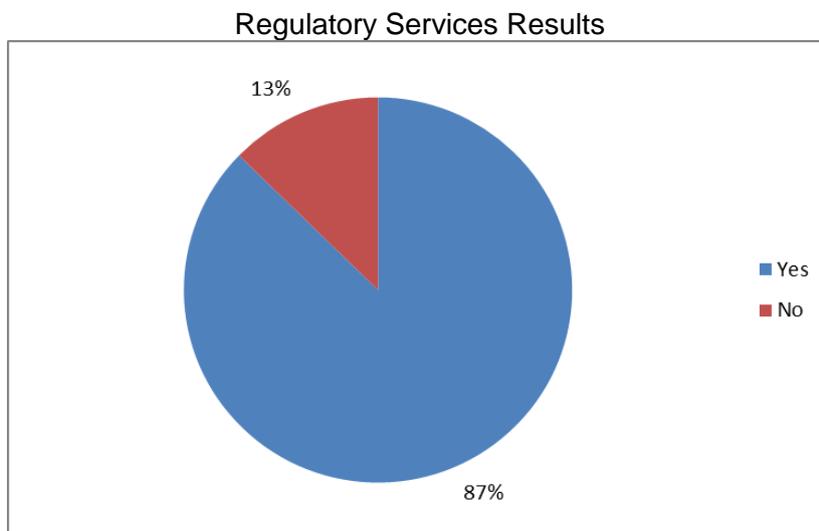
1.1 Were the application form and explanatory notes easy to understand?



Comment: 93% of customers considered the forms fairly easy or very easy to understand. Constructive comment from a resource consent customer that the application forms are hard to follow has been captured as a continuous improvement.

2 Application processing times

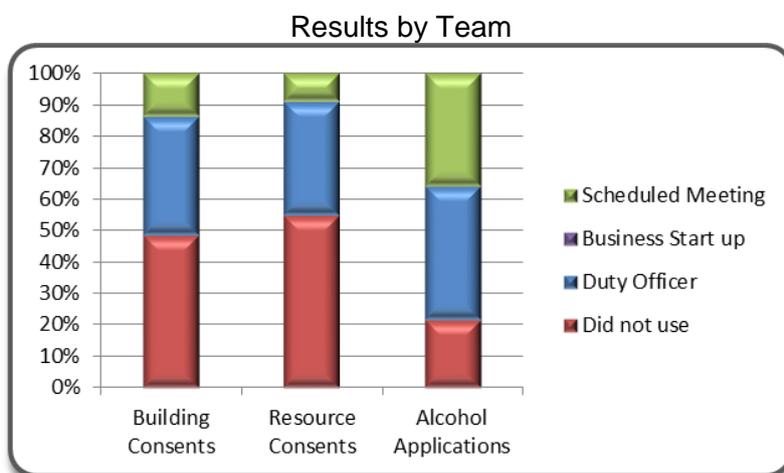
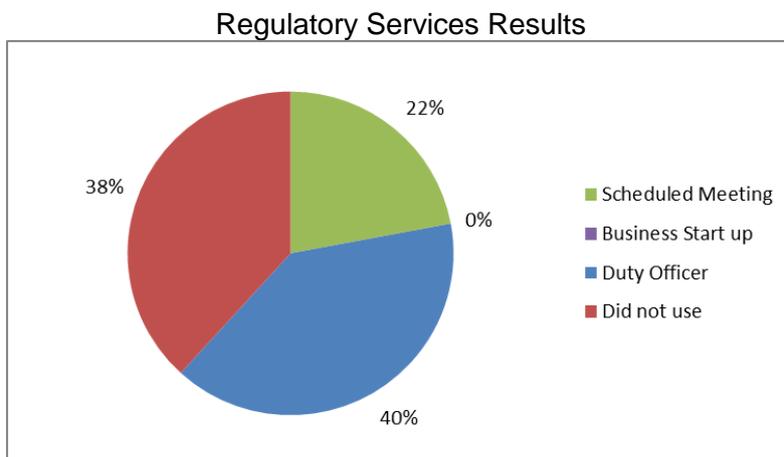
2.1 Are you satisfied with the time it took to process your application?



Comment: 87% of customers were happy with the processing times. There were eight customers who were not happy. Some customers are not happy with the statutory timeframes and would like them to be shorter; and others expressed concerns about delays caused by requests for further information to be provided.

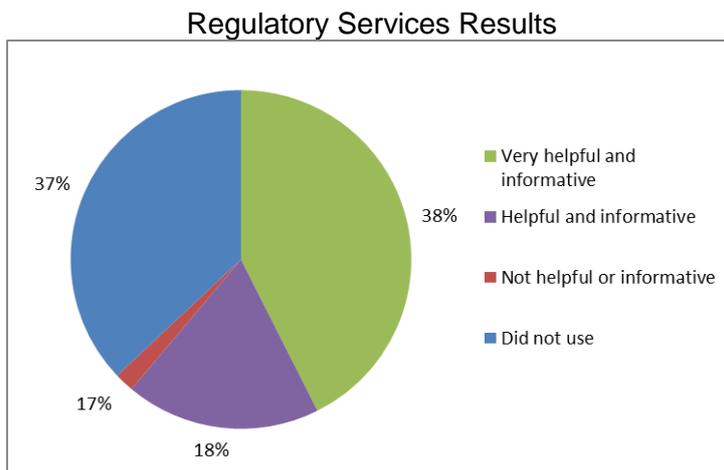
3 Pre-application services

3.1 Which pre-application services did you use?

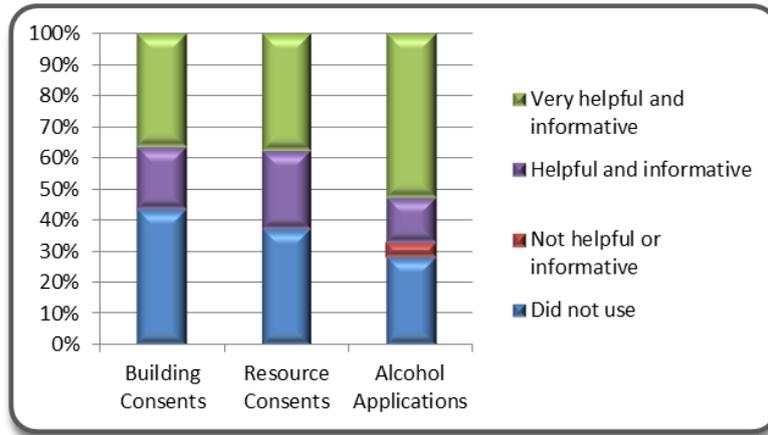


Comment: 40% of customers used the duty officer pre-application services and 22% had a scheduled meeting with officers. None of the respondents used the Business Start Up service. As part of the Regulatory Open for Business projects a review of this service is underway. The project includes a review of both the service offered and how this service is advertised to those who would find it useful.

3.2 How helpful and informative was the service?



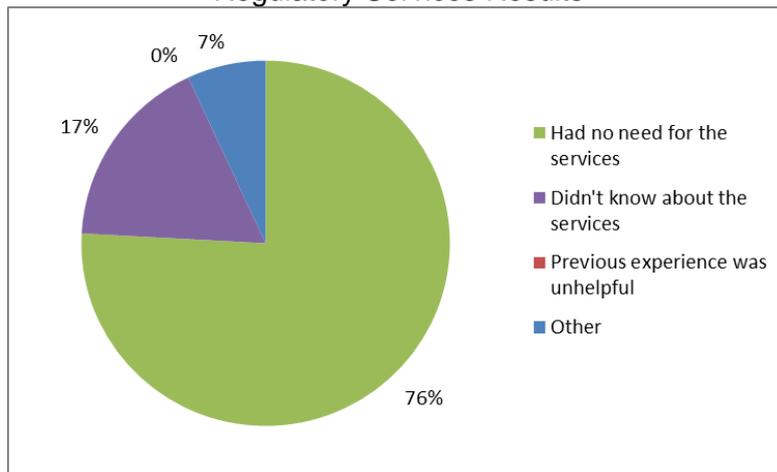
Results by Team



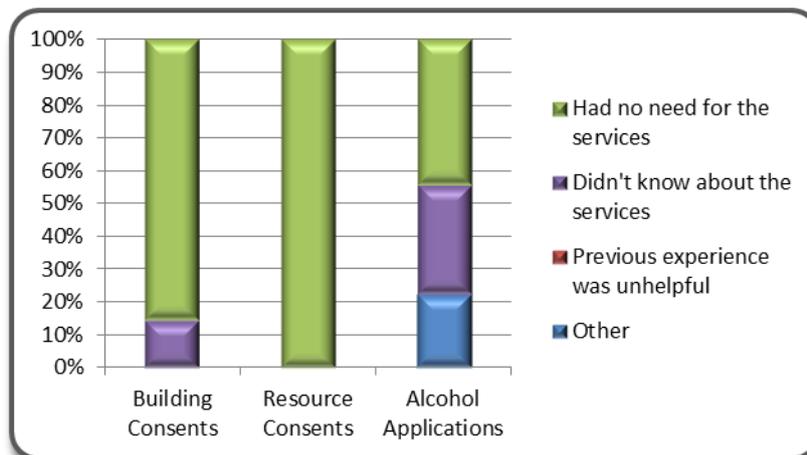
Comment: 60% of customers found our pre-application services helpful and informative or very helpful and informative. 38% did not use. One person considered the pre-application services not helpful or informative and their concerns have been entered into the complaints process for investigation.

3.3 If you didn't use the pre-application services why not?

Regulatory Services Results



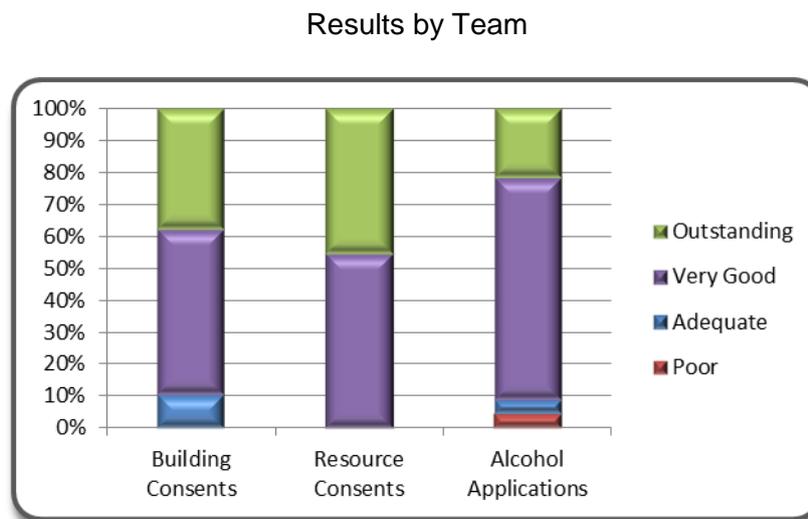
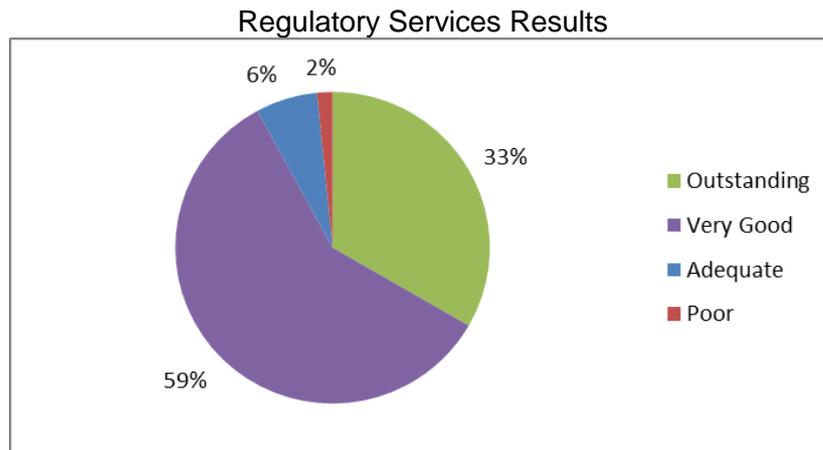
Results by Team



Comment: None of the customer responses indicated a previous bad experience. Of those customers who did not use the pre-application services 76% responded they had no need for the services and 17% didn't know about the services. This will be monitored and opportunities to promote services will be investigated.

4 Staff Performance

4.1 Overall how would you rate the performance of staff involved in processing your application?



Comment: 92% of customers rated staff as outstanding or very good. There was only one person who rated the performance of staff as poor and their concerns have been entered into the complaints process for investigation.

A number of positive comments were made around the fast and efficient service of building consent staff; the clear and easy to understand approach by resource consent staff; and how helpful and knowledgeable staff were in the alcohol licensing area. Verbatim comments can be found in Table 1 at the end of this appendix.

5. Suggestions or comments on improving service

All participants were asked for suggestions and comments about how we can improve our services. A number of useful suggestions were made in each of the areas. Suggestions for changes and improvements are being forwarded into the appropriate continuous improvement process for evaluation and action. Examples of suggestions are recorded below.

Suggested Improvements

Building Consents
<ul style="list-style-type: none"> • Pay consent fees by credit card. • Apply online. • Issue consents electronically, on disk or memory stick. • Scheduled meetings for consent lodgement, rather than just turning up at front counter.
Alcohol Licensing
<ul style="list-style-type: none"> • Email a copy of the licence to ensure timely receipt before an event. • Redesign form to allow space for more information to be provided. • Consider reducing the requests around form filling for repetitive customers.
Resource Consents
<ul style="list-style-type: none"> • More discussion with a planner for better context in relation to an individual proposal would be helpful. (Written guidance is too generic) • Simplify forms. Separate guidance notes from application forms.

6. Role in application process

The building survey includes an additional question to determine what role the respondent has in the application process. This question was asked so that staff understand the perspective of the respondent when considering suggestions for improvements. Applications were received from owners, designers, builders or project managers. Some of those surveyed had dual roles such as owner/builder.

Building Control Respondents by Role

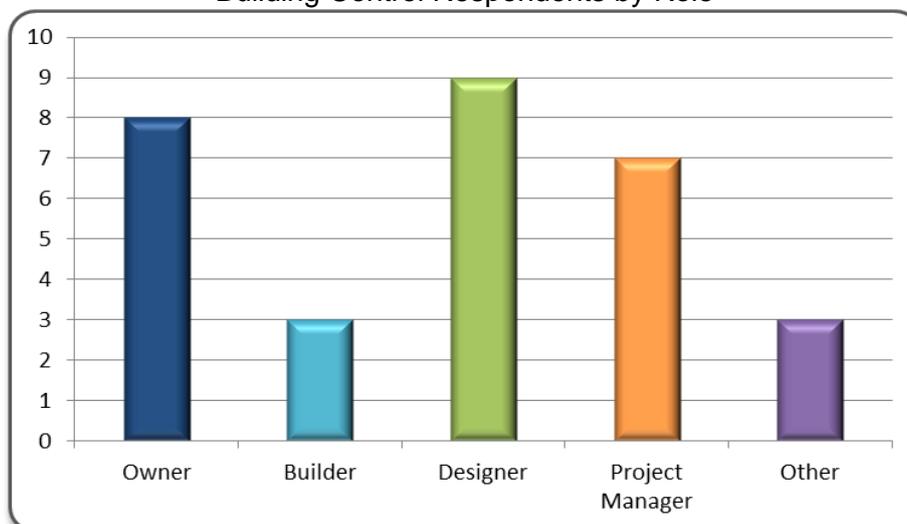


Table 1 – Verbatim Comments (names and identifiers have been removed)

Building Consents
<ul style="list-style-type: none">• Fast and efficient and no hassles.• Had one query which was something that was in the plans but not seen and one query that was a re-label of a detail.• Staff were obliging and flexible making appointments for inspections etc at short notice which was very helpful as my tradie was from out of area.• All went well and easy to deal with.• Everything explained clearly, great communication throughout.• The communication skills of the consent officer were rough and slow.• Documents were lost or misplaced (H1 notation for this job) and 21 days to wait for RFI is unacceptable.• A request for further information asked for one detail that was already on the drawings.• A request for a double top plate to the garage was wrong - NZ3604 clauses 8.71.1 (d) and 8.7.4.2 refers to the need of a ceiling lining density of 600 Kg/cu metre or more, where Gib bd complies with a density of 700 Kg/cu metre.• The request for the fireplace and existing kitchen layout appeared unnecessary as there were no alterations to those areas.• Great service as always.• Officer always provides us with excellent quick service.• Have a good relationship with Duty Building Officer.• Quick response.• Only one RFI.• Very helpful and knew what was required.
Alcohol Licensing
<ul style="list-style-type: none">• Experienced staff made asking question's easy because the answers where clear and precise.• They helped with the process all the way threw and officer in particular was brilliant.• Great help – mis-placed paper work (we thought) that really wasn't.• Always got back to me with questions I had if they weren't sure.• Officer communicated well, was available for questions, great to work with, and provided solutions if needed. Everything felt manageable and doable.• Officer could not have been more helpful or professional.• The staff were aware we had a short turnaround timeframe and worked to issue our Temporary Authority within that timeframe. They know us and our business and were able to act quickly based on that prior knowledge.• I received all the information I needed.• Meeting with officer was very helpful in clarifying queries.• Person on the counter was more knowledgeable about the process.• Officer has "got to grips" with position and also helped in the reapplication of Club Licence.• Very thorough with an in depth understanding of the law and the industry. The staff is eager to share information and educate.• Poor isn't strong enough. I've never experienced anything approaching such a debacle in my entire career.• Hand delivered one day prior to event.• The team were so helpful with our lack of knowledge as it's our first restaurant. Very patient with all our questions and step by step the team were amazing.

Resource Consents

- Great service.
- They took a problem solving approach, were clear about what was expected and processed the application within agreed time.
- Well informed planner made the process very easy to understand and complete.
- Very thorough and well explained discussions. Good support when needed.
- Thank you for the timely and hassle free processing of this application.
- Keep doing what you're doing!!!
- Officer did a good job and used a simple phone call if he had any questions we could easily answer.
- I found the team very helpful in terms of being proactive and assisting in the process of the getting the consent.
- Because it was within expectations.
- It did take a long time from sending the application to council to getting the acknowledgement letter/invoice, but the process from there was quite efficient.
- Once the application was submitted the process was very quick.