

15 October 2019

Official Information Request No. 8140005512
(Please quote this in any correspondence)

Kevin Johnson
fyi-request-11108-94766b37@requests.fyi.org.nz

Dear Kevin

Local Government Official Information and Meetings Act 1987

Re: special priority for customers regarding consenting

I refer to your email, which we received on 02 September 2019, requesting information about special priority for customers regarding consenting.

Please find attached information pertaining to your request:

1. Any manuals or guidelines for how different customers are prioritized when they apply for a resource consent or a building consent?

There are 4 types of workstreams set up for applications for Building and Resource Consents:

<https://www.aucklandcouncil.govt.nz/building-and-consents/understanding-building-consents-process/processing-consent-application/Pages/processing-tracking-consent-application.aspx>

which is all noted our website as attached link.

- Qualified Partner (BC approval within 10days, RC approval within statutory timeframes) full details of the eligibility is located in the link above.
- Premium- please read full eligibility in the link above.
- Standard (working to statutory timeframes for both BC and RC)
- Streamlined (BC or RC decision within 10 working days) full details of eligibility is in the link above.

2. Does Auckland Council have a policy to prioritize consents from special customers e.g. senior managers at other organisations, or government ministers?

The Auckland Council Regulatory service supports four consenting streams, three which are based on the complexity of a consent no matter who the customer/ applicant is (i.e. Premium, Streamline and Custom) and one (Qualified Partner programme) based on the customer:

- Streamline – A dedicated processing team that will process simple resource or building consent applications within 10 working days. Refer Auckland Council website page:

<https://www.aucklandcouncil.govt.nz/building-and-consents/understanding-building-consents-process/processing-consent-application/Pages/consent-processing-streamline-service.aspx>

- Premium - a tailored project management service for complex developments that need a higher level of council support and management through the resource and building consent, engineering approval, and compliance process. Consents being managed and processed through this team are based on complexity, not who the applicant is. Refer Auckland Council website page:
<https://www.aucklandcouncil.govt.nz/building-and-consents/understanding-building-consents-process/processing-consent-application/Pages/consent-processing-premium-service.aspx>
- Qualified Partner - a relationship-based service between the council and developers involved in large programs of building work. It involves working together to improve the quality of consent applications and construction. The service generally applies to standard, repeat, often residential new build projects, or to selected customers with approved quality assurance plans. Refer Auckland Council website page:
<https://www.aucklandcouncil.govt.nz/building-and-consents/understanding-building-consents-process/processing-consent-application/Pages/consent-processing-premium-service.aspx>

All other consents are processed through the 'custom' service which is provided by local area-based teams.

All consents need to be processed in accordance with timeframes as set out in the RMA and other relevant RMA provisions. This applies to all consents no matter if they are processed through Premium, Custom, Streamline or Qualified Partner.

3. *The transcript or video files for the "Regulatory Director Chat" for the weeks of 5-9 August and 12-16 August*

Please find attached transcripts for the Regulatory Director Chat with Craig Hobbs, Director Regulatory Services. Please note certain information has been withheld under Section 7(2)(a) of the Local Government Official Information and Meetings Act – *to protect the privacy of individuals*.

"Director's Chats" are a weekly group Skype session in which Craig Hobbs, Director Regulatory Services, speaks to his staff in the Regulatory Services directorate. The Chats are informal and unscripted and are intended to provide a relaxed space for Craig to communicate with staff around hot topics, important issues, and to express his views. While staff are not able to participate directly in the conversation, they can submit questions or feedback to an email inbox called 'Contact Craig' or comment on the video itself, which Craig addresses during the Chat.

In terms of Craig's comments around prioritisation of building consents, it is important to clarify that:

- o A building consent application may be prioritised on the bases set out on our website.
- o Additionally, we will also on rare occasions prioritise applications on compassionate grounds based on personal circumstances, for example, where someone is unable to return home from hospital until building work is done to their home and the consent is needed for that work.

o A building consent application is not prioritised because of an applicant's personal status or position in the wider community.

Craig has now also addressed this issue in his Director's Chat on 19 September 2019, and we have therefore also included a transcript of this Director's Chat in the response to this request.

Should you believe Auckland Council has not responded appropriately to your request, you have the right by way of complaint, under section 27(3) of the LGOIMA, to apply to the Ombudsman to seek an investigation and review of the decision.

If you have any further queries please contact me on 09 301 0101 quoting Official Information Request No. 8140005512.

Yours sincerely

A handwritten signature in blue ink, consisting of several overlapping loops and a trailing line that ends in a small peak.

Grace Ray
Privacy & LGOIMA Business Partner
Democracy Services