

# STAFF REPORT

**TO:** Chairman and Members Engineering Services  
**FROM:** Development Engineer, Dugald Ley  
**DATE:** 17 November 2008  
**SUBJECT:** **DEVELOPMENT/CUSTOMER SERVICE – THREE-MONTHLY REPORT – JULY TO SEPTEMBER 2008**

---

## 1 PURPOSE

This report reviews and highlights developments and service requests received by Council during July to September 2008.

## 2 SUBDIVISION (Generally larger subdivisions)

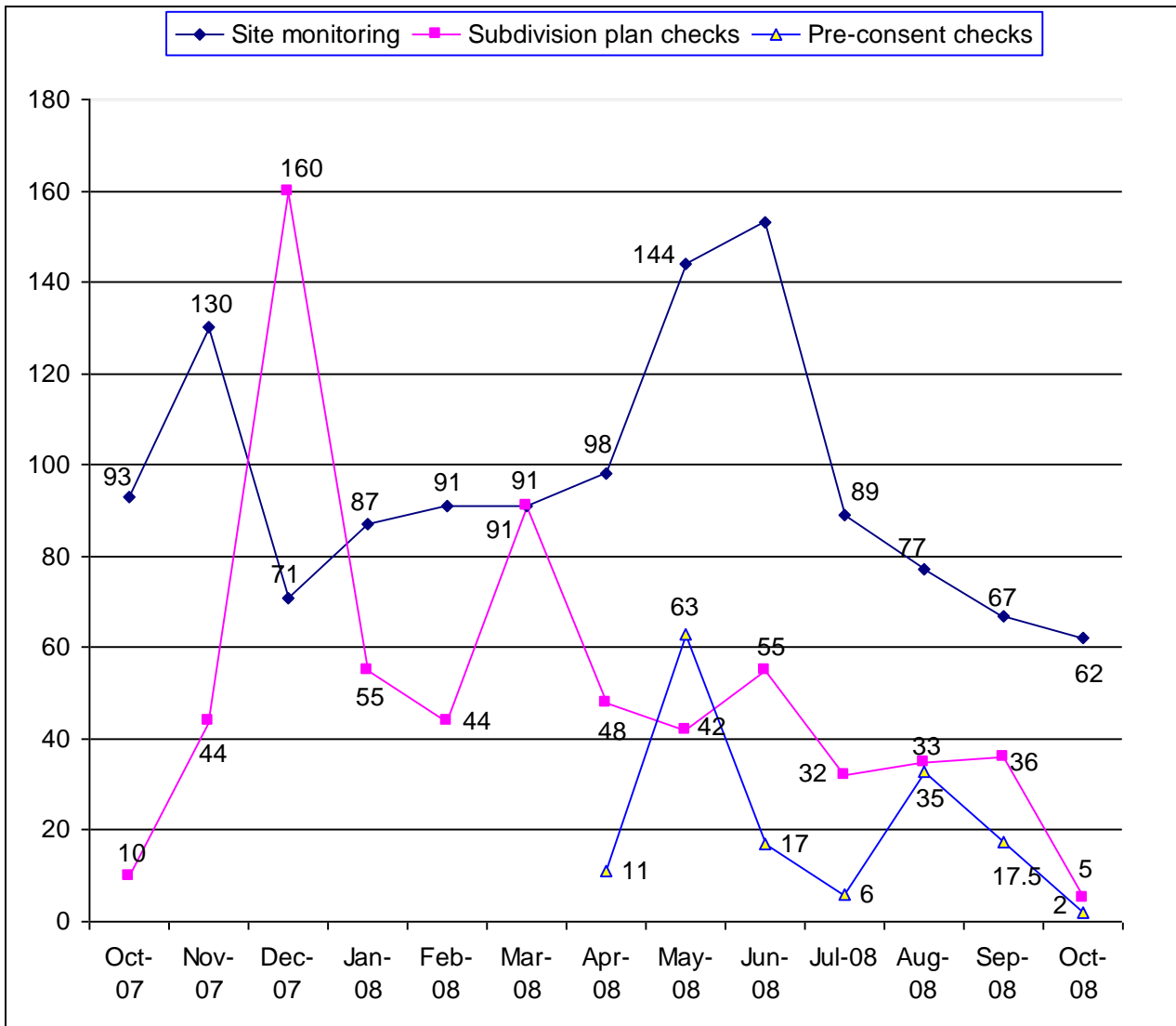
Current construction work includes:

- Beechnest, St Arnaud
- Washbourne, Richmond
- CBH Research Orchard Road – two stages
- Wensley Road/Hart Road
- Te Maatu, Parker Street, Motueka
- Sebastian Vineyard, Ruby Bay
- Totara View, Wakefield

The above subdivisions are continuing to be developed with slow progress due to wet weather conditions over the last few months. A number of subdivisions have gained consent but have chosen to hold off work due to the unsettling global financial situation.

### Graph 1 – Hours spent on resource consents by Council's consultants

The graph below highlights hours spent by MWH on various subdivision development tasks



## Trends

- Site monitoring over the next few months will tend to drop off as the Engineering Officer, Development will take over this role from MWH.
- Subdivision plan checks have dropped off over the last month – this is due to the global economic situation and a slowing of development.
- Pre-consent checks – Again these have dropped over the last month because of the global economic situation and a slowing of development.

## Growth Projections

Engineering staff have also been heavily involved in recent LTCCP and Richmond development growth projections. Of note there is a number of landowners “sitting” on land between Wensley Road, Hart Road, Hill Street and Chelsea Avenue which contains some 40 hectares of land that can be developed as of right. However, the Wensley partnership has continued to develop in this area with the first stage of approximately 60 lots and I understand a substantial number of these have been pre-sold. So too is a 2.1 hectare

Wensley Road property where a developer is about to submit plans to Council for approval.

### 3 SERVICE REQUESTS

The table below and graphs set out the previous 12 months service requests.

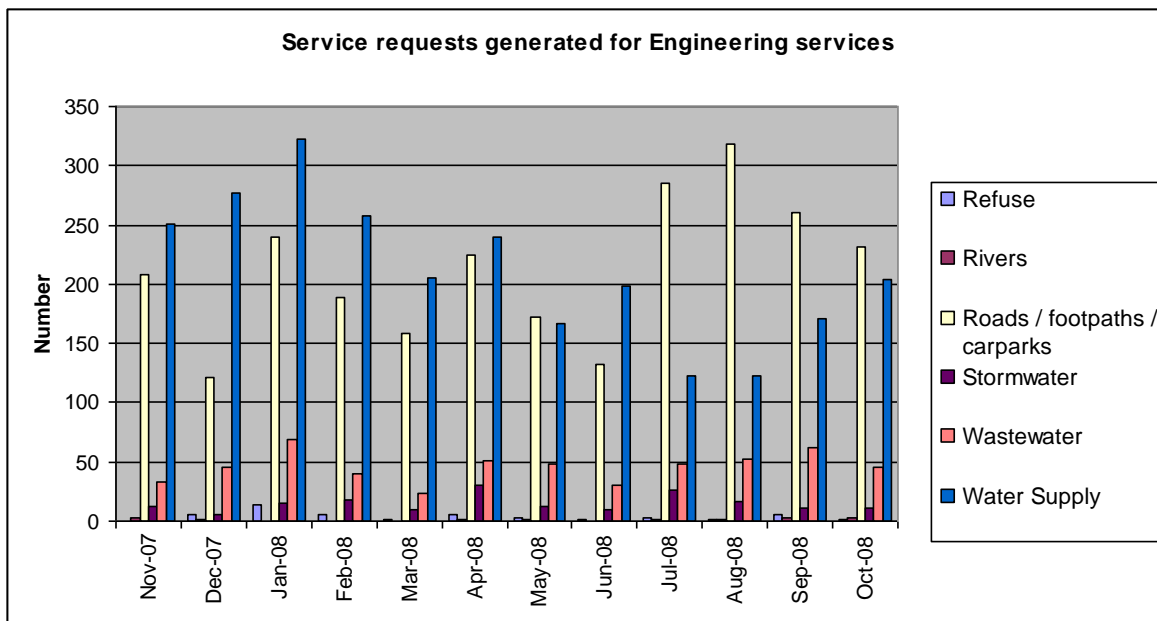
Service requests (CSRs) are entered into Council's database and taking into account instances where more than one request for the same event, jobs will be somewhat lower, ie in October 496 requests were generated and subsequently 384 jobs were entered into the system for action.

The table and bar chart itemise Council's asset areas with the main complaints/investigations in the areas of roading and water supply.

**Table 1 - Totals of Service Requests generated per month for engineering services**

Service	2007						2008					
	Nov	Dec	Jan	Feb	Mar	Apr	Ma y	Jun	Jul	Aug	Sep	Oct
Refuse	0	5	14	5	2	6	3	2	3	2	6	2
Rivers	3	2	0	0	0	2	2	0	2	2	3	3
Roads / footpaths / carparks	208	121	240	189	158	224	172	132	285	318	261	231
Stormwater	12	6	15	18	10	31	12	10	26	17	11	11
Wastewater	33	46	69	40	23	51	48	31	48	52	62	45
Water Supply	251	277	323	258	205	240	167	198	123	123	171	204
<b>CSRs 2007/8</b>	<b>507</b>	<b>457</b>	<b>661</b>	<b>510</b>	<b>398</b>	<b>554</b>	<b>404</b>	<b>373</b>	<b>487</b>	<b>514</b>	<b>514</b>	<b>496</b>
<b>Jobs 2007/8</b>	<b>365</b>	<b>388</b>	<b>479</b>	<b>410</b>	<b>329</b>	<b>480</b>	<b>343</b>	<b>292</b>	<b>407</b>	<b>387</b>	<b>398</b>	<b>384</b>
<b>CSRs 2006/7</b>	<b>253</b>	<b>275</b>	<b>360</b>	<b>438</b>	<b>487</b>	<b>363</b>	<b>434</b>	<b>290</b>	<b>402</b>	<b>387</b>	<b>342</b>	<b>464</b>
<b>Jobs 2006/7</b>	<b>236</b>	<b>250</b>	<b>308</b>	<b>365</b>	<b>386</b>	<b>288</b>	<b>327</b>	<b>238</b>	<b>350</b>	<b>318</b>	<b>244</b>	<b>360</b>
<b>CSRs 2005/6</b>	<b>388</b>	<b>315</b>	<b>395</b>	<b>286</b>	<b>379</b>	<b>260</b>	<b>389</b>	<b>312</b>	<b>300</b>	<b>297</b>	<b>310</b>	<b>281</b>
<b>Jobs 2005/6</b>	<b>358</b>	<b>290</b>	<b>362</b>	<b>263</b>	<b>353</b>	<b>251</b>	<b>354</b>	<b>293</b>	<b>274</b>	<b>269</b>	<b>266</b>	<b>276</b>

**Graph 2 – Service requests generated for Engineering Services**



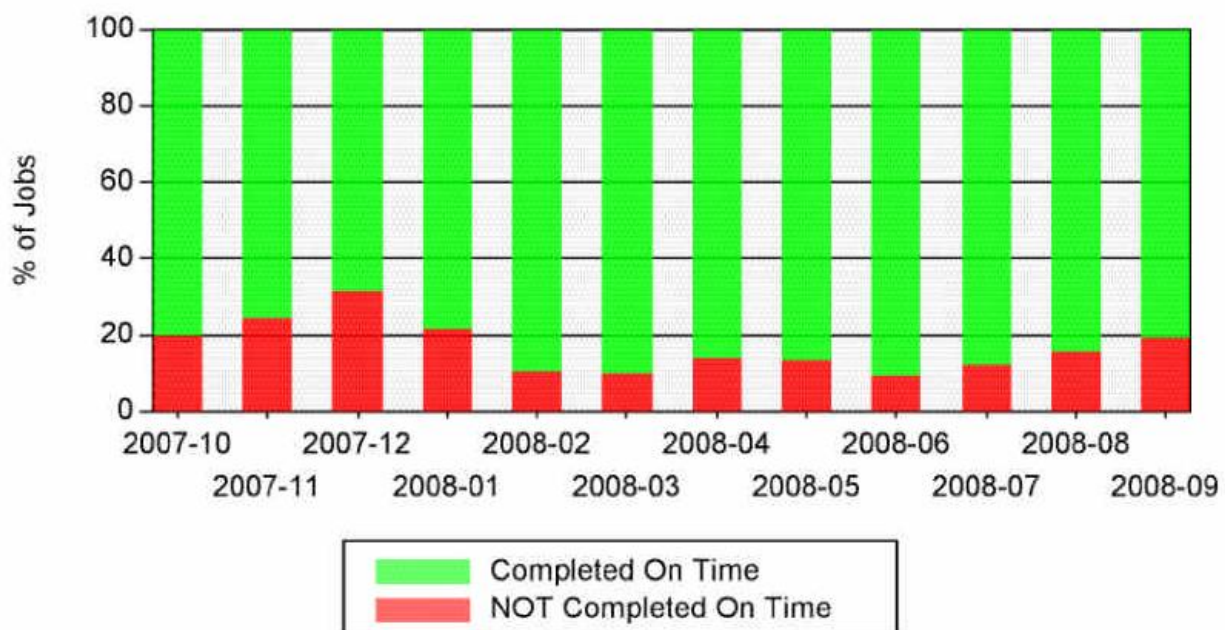
The two main areas that generate complaints are in roading and water supply. These tend to have seasonal trends with issues such as potholes in winter and water leaks being more visible during the summer months.

### Contractors Performance

Council monitors the timeframes our contractors take in performing their duties and resolving the above service requests as per set service levels.

The table below shows that the overall contractors for roading and utilities are meeting an expected 80% completion rate. However, MWH who monitor the contractors have been made aware of the trend as shown in the table of our expectation to do better than 80% completion of tasks within the required timeframe. Some of the issues relate to contractors not signing off service requests in the required time even though the job has been completed are evident.

**Graph 3 – Performance of jobs due to complete each month**



#### **4 STAFF**

With the departure of Dave Cresswell, I am pleased to report that we now have a new Engineering Officer – Development, Mark Jones. Mark comes to us with a wealth of experience in infrastructure development and has taken over a number of duties previously undertaken by MWH. I also acknowledge with appreciation the interim cover provided by John Karaitiana and Lindsay Skinner while the position was vacant.

#### **RECOMMENDATION**

**THAT the Development/Customer Services – Three Monthly Update April to June 2008 be received.**

Dugald Ley  
**Development Engineer**