

# ENFORCEMENT ACTION PLAN

## Goal

To increase the level of voluntary compliance with the law through effective and appropriate enforcement activity

## Regulatory Community Outcomes

Encourage Compliance

User friendly

Protect the interests of the  
District

Cost effective and achieve  
regulatory objectives

## Strategic Outcomes

To ensure the  
community know the  
rules

To provide a regulatory system  
that is easy to comply with

Increase the level of compliance of  
the community

Increase in community  
confidence of QLDC to  
undertake enforcement  
action

## Operational Activities

### Parking

- The number of infringements issued has remained consistent over recent years.
- Freedom Camping offending initially increased, but has reduced by

### Animal Control

- Dog attack levels have remained consistent with previous years.
- Roaming Dog Complaints have increased significantly over the last few years (128%) (158 to 345)
- Barking dog

### Alcohol

- Number of suspensions for managers and licenced premises has increased.
- Levels of opposition has increased significantly
- The number of hearings has increased

### Waterways

- There has been an increased level of media regarding waterway safety this year;
- The number of infringements issued has reduced by 70% from last year.
- The first hearing for not wearing a life

### Noise

- The level of noise complaints is consistent with previous years.
- The number of Excessive Noise Directions issued is constant i.e. 10% of complaints received.
- The level of seizures remains at a low level.

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<div>16% this year.</div> <ul style="list-style-type: none"><li>• The number of illegally parked vehicles towed has increased by 32%</li></ul>	<div>complaints have increased (136%) (52 to 123)</div> <ul style="list-style-type: none"><li>• Dog fouling complaints have increased (21%)</li><li>• The number of infringements issued has increased (29%)</li></ul>	<div>significantly following the introduction of the Sale and Supply of Alcohol Act 2012.</div>	<div>jacket was successfully upheld</div> <ul style="list-style-type: none"><li>• Targeted increased seasonal patrolling was undertaken on Lakes Wakatipu and Lake Wanaka.</li></ul>	
<div>Building</div> <ul style="list-style-type: none"><li>• There has been a 140% increase in the number of retrospective Certificates of Acceptance issued reflecting the issue of unconsented building work being undertaken</li><li>• The number Building Consent applications received have increase by approximately 30%.</li></ul>	<div>Resource Consents</div> <ul style="list-style-type: none"><li>• There is anecdotal evidence of non-compliance with conditions of consent</li><li>• There has been an increase (20%) in the number of consent applications received and a 9% increase in the number of consents issued.</li></ul>	<div>District Plan</div> <ul style="list-style-type: none"><li>• Accommodation providers are dissatisfied with the inconsistent application of the rules regarding Visitor Accommodation</li><li>• Complaint levels are consistent with previous years.</li></ul>	<div>Environmental Health</div> <ul style="list-style-type: none"><li>• Every registered business is inspected annually</li><li>• There has been a steady increase in the number of food businesses signing up to Food Control Plans, which has improved standards</li><li>• Corrective Action Requests numbers have reduced as standards have improved</li><li>• The level of Food Grading’s (A or B) continues to improve.</li></ul>	<div>Bylaws/Legislation</div> <ul style="list-style-type: none"><li>• There is a scheduled review of all Bylaws</li><li>• There is an increasing number of permit applications for buskers</li><li>• The number of fire permit applications continues to increase</li><li>• There is increasing concerns over the levels of littering in the CBD.</li></ul>

## What we will do

Queenstown Lakes District Council's Areas of focus and Priorities for enforcement over the next 3 years

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## Primary Areas of Focus

### Alcohol

Minimise alcohol related harm as a consequence of excessive or inappropriate consumption of alcohol

### Dogs

Ensure a safe environment from roaming and aggressive dogs for our community

### Littering

To provide a litter free district that our community is proud of for all to enjoy

### Planning & Development

Provide a high quality natural and built environment

## Priorities

### In the next three years we will focus on the following:

Ensure standards are observed for the Sale and Supply of Alcohol

To have all dogs that live in the district registered

Instil pride in our community not to litter

Ensure consent conditions are proactively monitored

Avoid and reduce the risk of alcohol related harm to our community

Ensure all dogs are kept under control at all times

Improved identification of littering offenders and responses

Collaborative departmental responses to breaches identified

Protect the image of Queenstown Lakes District

Reducing ignorance and apathy of dog owners to their responsibilities

Increase community awareness of littering issues

Improve the effectiveness of enforcement for unconsented building works.

## Secondary Areas of Focus

Environmental  
Health

Waterways

Parking

Noise

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Improve and maintain hygiene standards of business to protect public health

Patrolling the lakes and rivers across the Queenstown Lakes District to promote safe boating and self-compliance with national and local rules.

Ensure that parking across the district, and particularly the Central Business Districts, is within designated areas and for no longer than permitted to enable the safe and smooth flow of traffic.

Reducing the incidence of excessive noise nuisance across the district to enable our community to enjoy a noise nuisance free environment.

## Priorities

**In the next three years we will focus on the following:**

Annual inspection of all registered businesses

Promotion of voluntary documented Food Control Plans in food businesses

Targeted patrolling, increasing in the summer season to promote voluntary compliance.

Increased media regarding wearing of lifejackets

Increase signage at all boat ramps to educate visitors and residents of the boating rules.

Daily patrols with sufficient regularity that voluntary compliance is the default behaviour of local residents.

To ensure that signage is sufficiently clear and prominent that visitors to the District are aware of the parking rules.

Increased media regarding noise and enforcement consequences

Enforcing the Resource Management Act

Fast responses to noise complaints

## How will we do it:

**Actions to implement the Areas of focus**

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### **Education and Advertising Programmes**

**Increased cross skilling of departments and teams to provide more effective staff and contractor resources**

**Targeting key issues and enforcement areas**

**Increased media publicity for focus area issues and results**