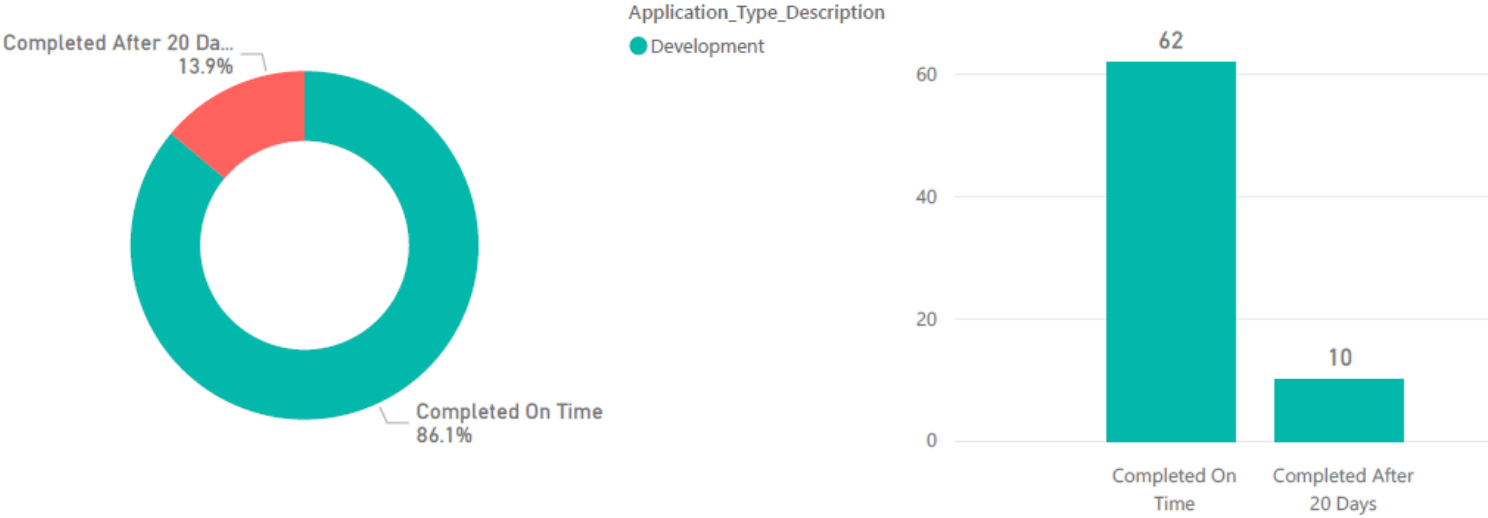


Development Services Statistics - Regulatory Services Update: July - December 2019

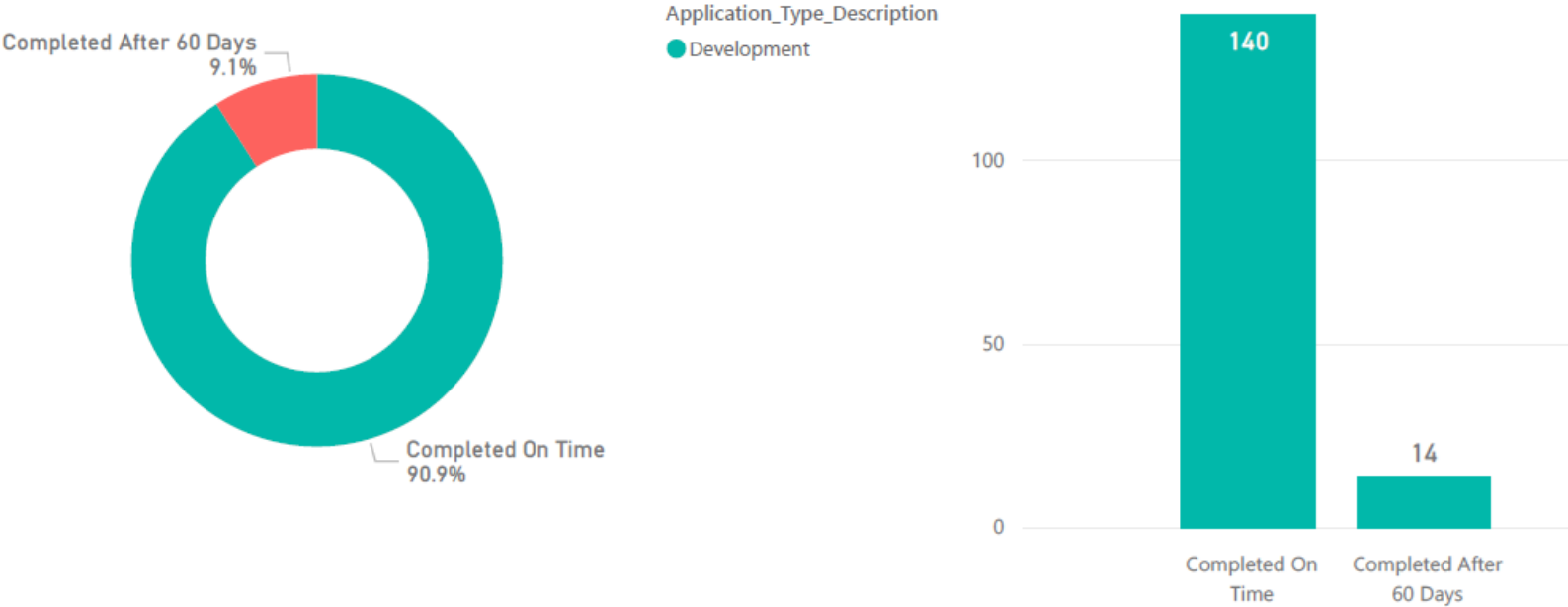
**Approval Services – Statutory Planning**

**Basic Development Applications – 20 days**



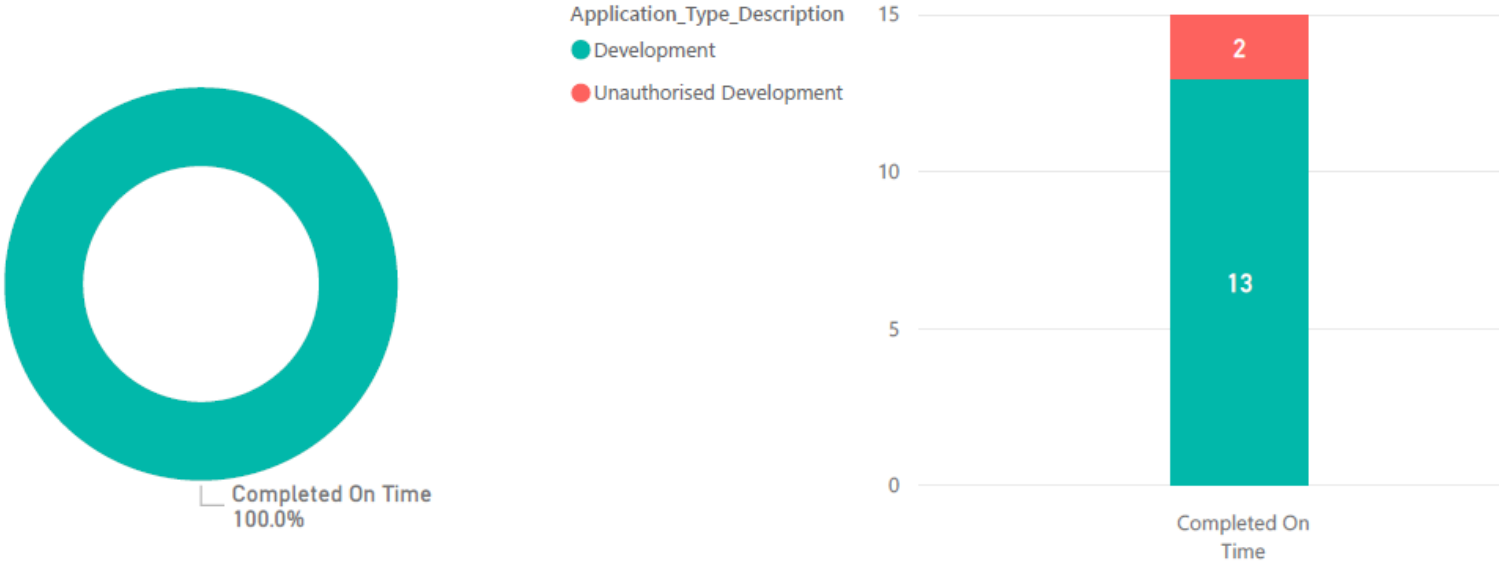
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**Standard Development Applications – 60 days**



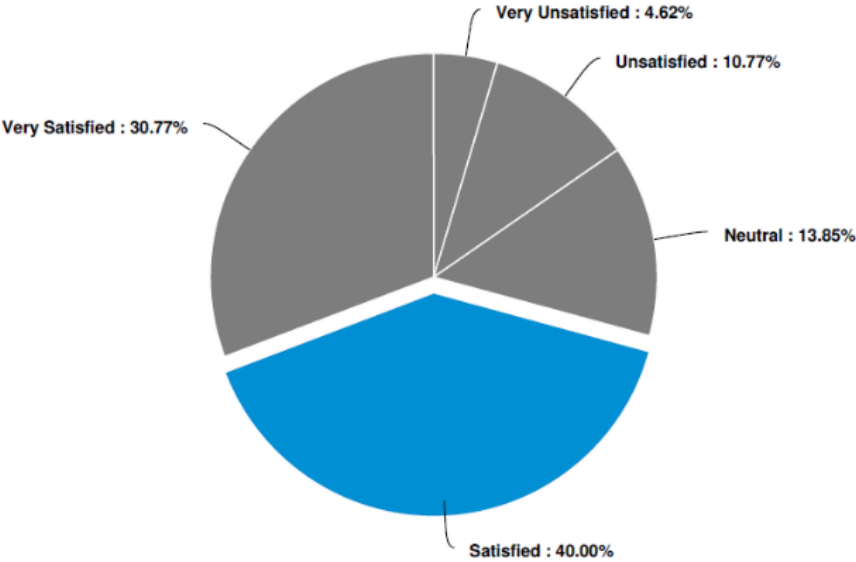
Development Services Statistics - Regulatory Services Update: July - December 2019

**Complex Development Applications – 90 days**



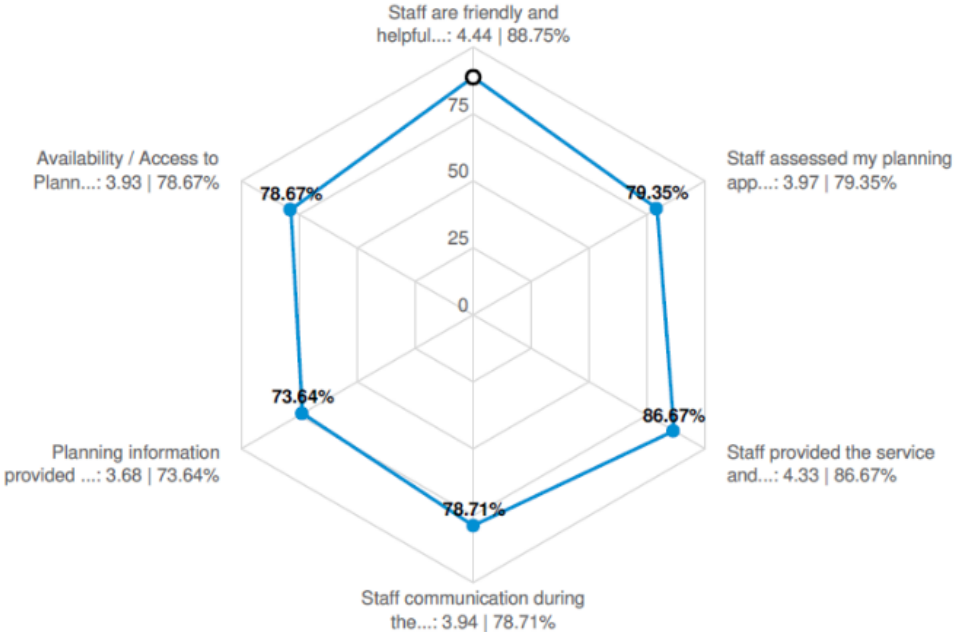
Development Services Statistics - Regulatory Services Update: July - December 2019

**How satisfied were you with the level of service provided?**









Development Services Statistics - Regulatory Services Update: July - December 2019

Please indicate the level of service received for the following services during your application process.

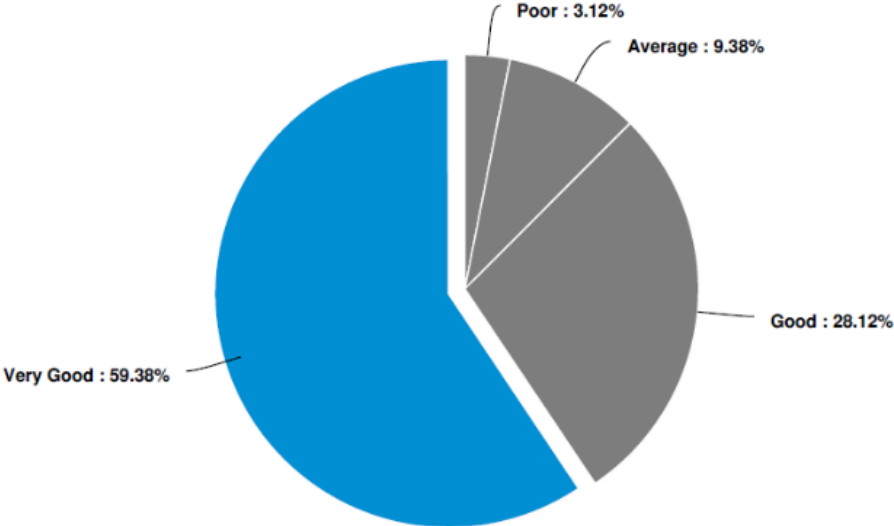


Development Services Statistics - Regulatory Services Update: July - December 2019

Question	Count	Score	Very Poor	Poor	Average	Good	Very Good
Staff are friendly and helpful	32	4.44					
Staff assessed my planning application within a reasonable Timeframe	31	3.97					
Staff provided the service and information required for my application/query.	30	4.33					
Staff communication during the process.	31	3.94					
Planning information provided via the City communication channels including Social Media (e.g. Facebook)	22	3.68					
Availability / Access to Planning Officer – either through a meeting, email or telephone.	30	3.93					
	<b>Average</b>	<b>4.07</b>					

Development Services Statistics - Regulatory Services Update: July - December 2019

**Staff are friendly and helpful**



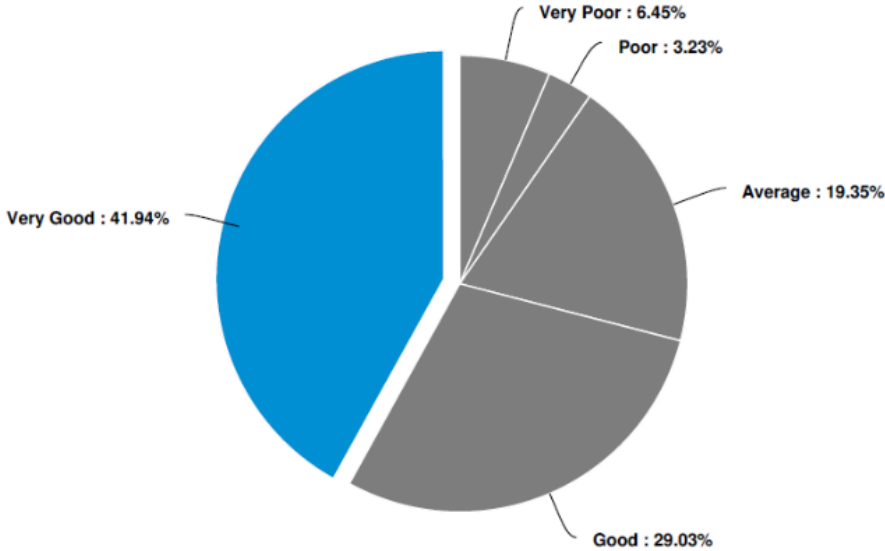
Development Services Statistics - Regulatory Services Update: July - December 2019

Answer	Count	Percent	20%	40%	60%	80%	100%
Very Poor	0	0%					
Poor	1	3.12%					
Average	3	9.38%					
Good	9	28.12%					
Very Good	19	59.38%					
<b>Total</b>	<b>32</b>	<b>100 %</b>					



Development Services Statistics - Regulatory Services Update: July - December 2019

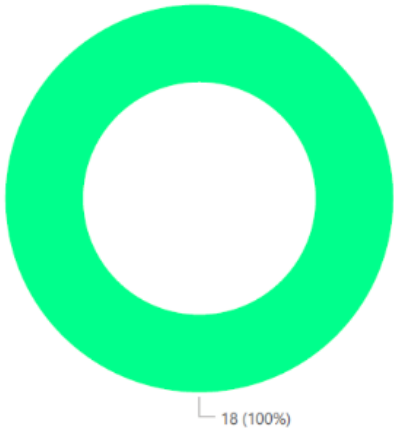
**Staff assessed my planning application within a reasonable timeframe**



Development Services Statistics - Regulatory Services Update: July - December 2019

**Approval Services – Building**

Building Approval Certificates



Completed BAC  
● Completed on Time

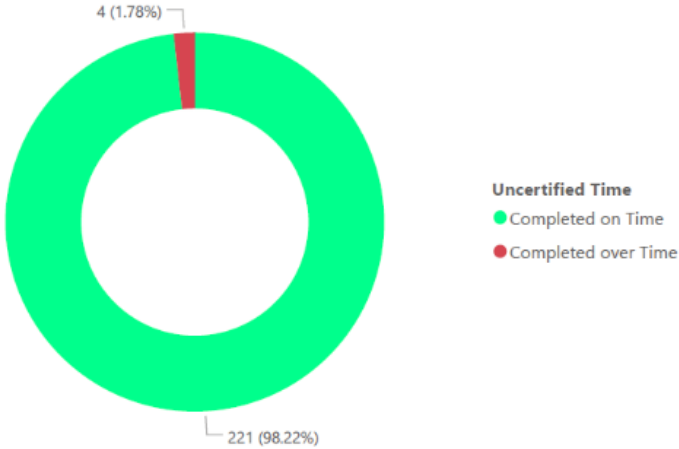
Certified Building Applications



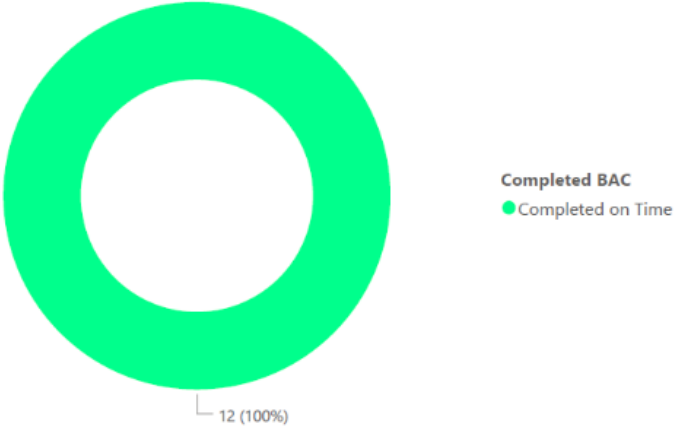
Completed BAC  
● Completed on Time  
● Completed over Time

Development Services Statistics - Regulatory Services Update: July - December 2019

Uncertified Applications



Occupancy Permits

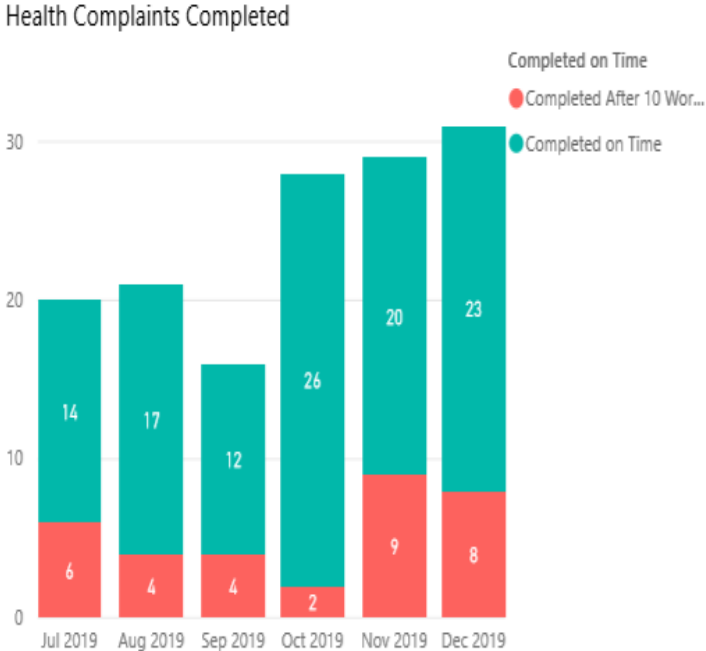
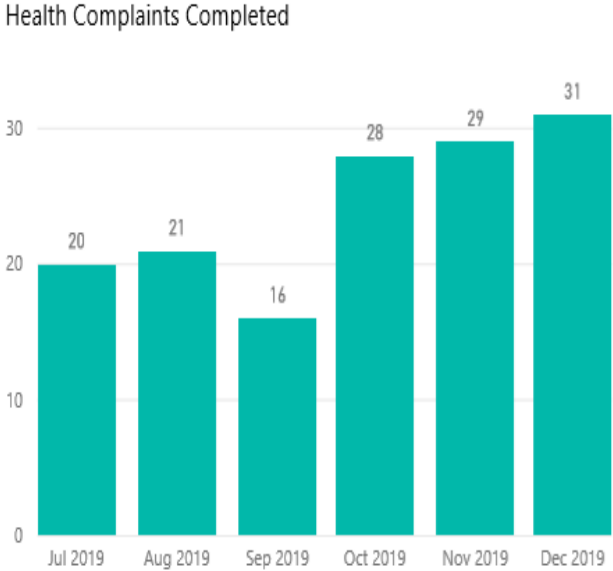


Development Services Statistics - Regulatory Services Update: July - December 2019

**Environmental Health and Community Safety**

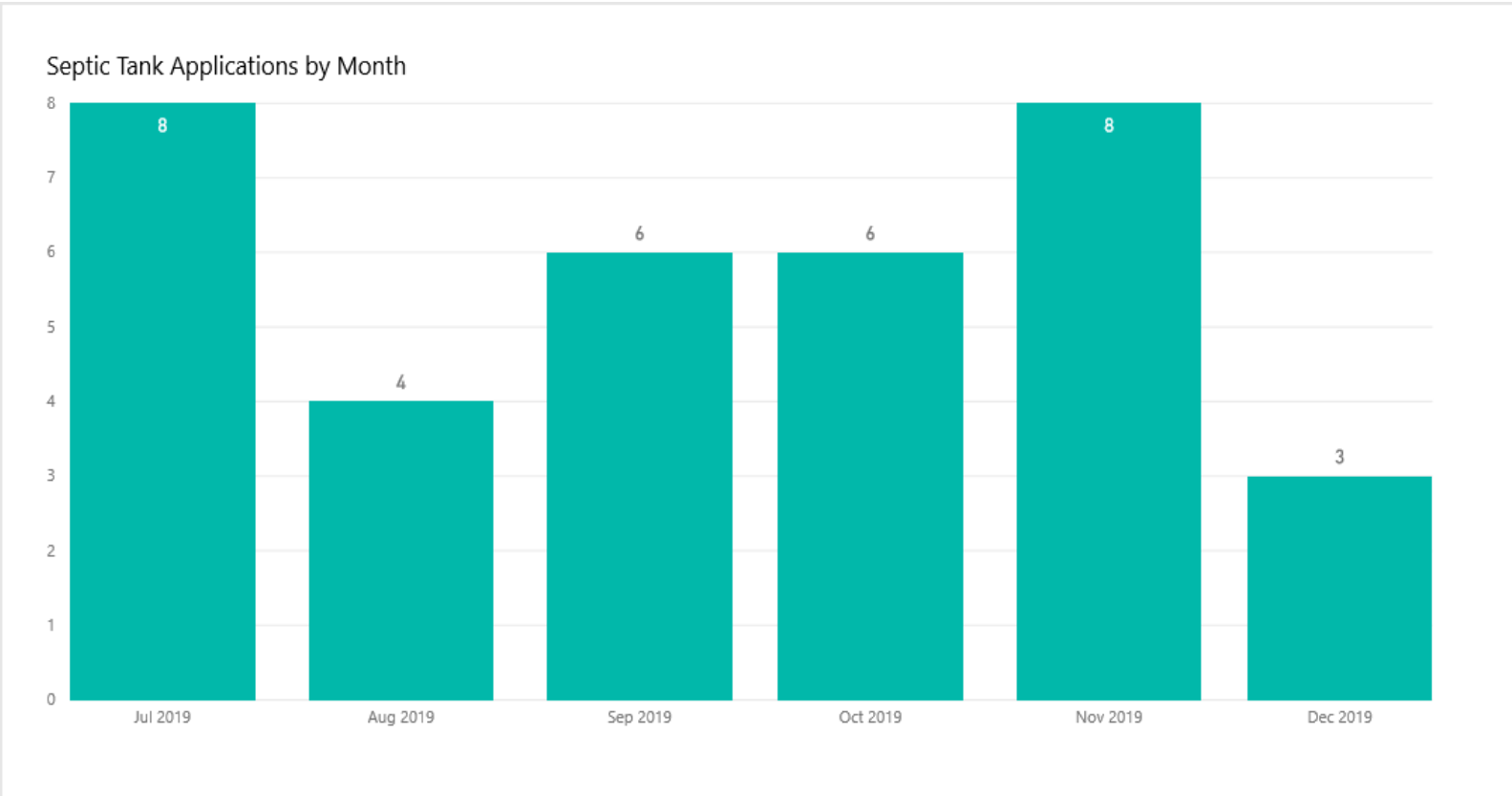
**Environmental Health**

**No. of Health Service Requests (Complaints) received:**



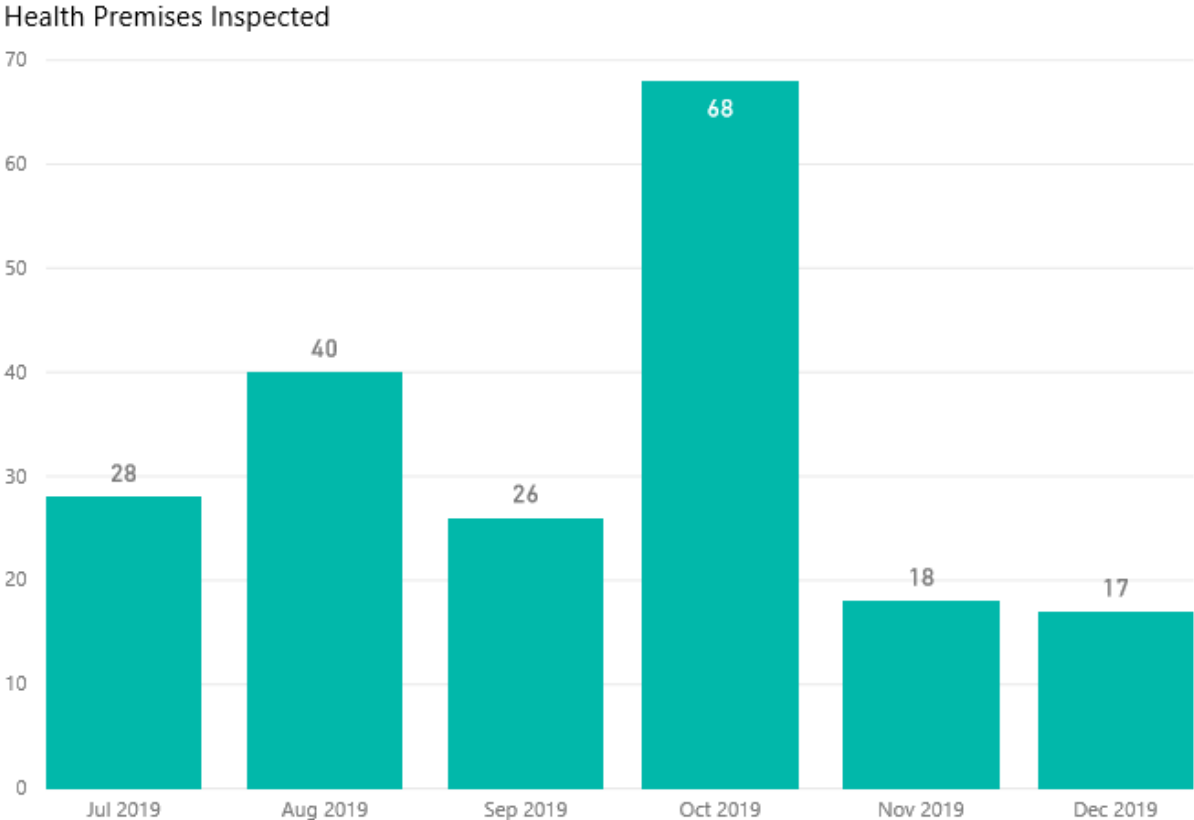
Development Services Statistics - Regulatory Services Update: July - December 2019

**No. of On-site wastewater treatment systems approved:**



Development Services Statistics - Regulatory Services Update: July - December 2019

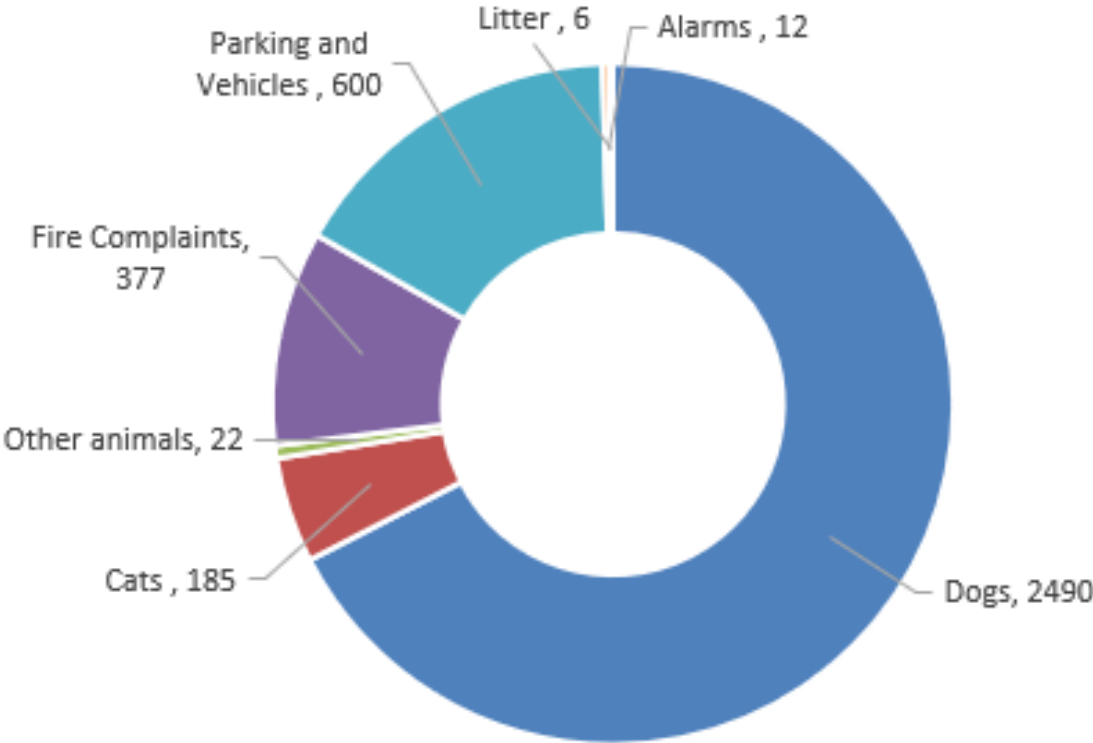
**No. of Food Businesses assessed:**



Development Services Statistics - Regulatory Services Update: July - December 2019

**Community Safety**

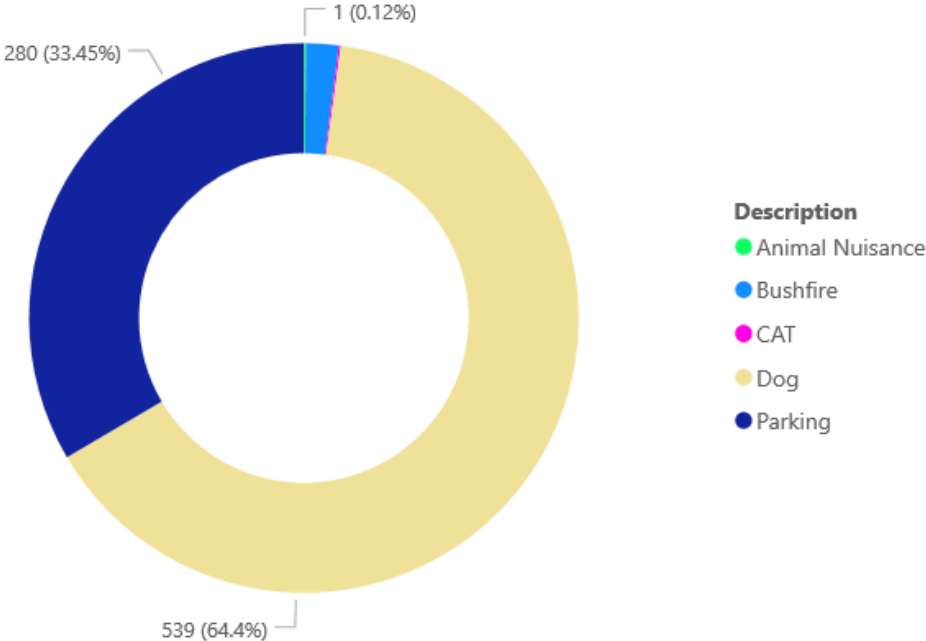
**Below is a summary of the number and nature of matters dealt with by the City's Rangers:**



Development Services Statistics - Regulatory Services Update: July - December 2019

**Below is a summary of the number of infringements issued so far this year with approximately 65% attributed to dog related matters and 33% for parking offences:**

Number of Infringements by Type





Development Services Statistics - Regulatory Services Update: July - December 2019

**The City’s approach to Fire Hazard Reduction has become more sophisticated over recent years with the introduction of a Fire Hazard Assessment Plan which outlines the City’s fire hazard reduction processes. With the implementation of the Plan, the City has seen a significant increase in the number of properties assessed.**

Fire Hazard Reduction Assessments  
No of properties assessed (3329)

