

# Resource Consents Premium Service

A high-support service for complex,  
large-scale and high-value projects.



# Collaboration Charter.

Welcome to the Premium Resource Consents Unit (Premium Unit) and the beginning of your project's regulatory journey with Auckland Council. We look forward to working collaboratively with you and your team.

The purpose of this charter is to ensure a common understanding on how we will work together during the processing of your resource consent application (and other RMA approvals as required), starting at the pre-application stage. This charter sets out key principles of operation and behaviours of engagement that both the council and you as the applicant will work by.

Whilst not legally binding, by coming through the Premium Unit you are agreeing that your company and its appointed consultant team will work in accordance with the principles set out in this charter and commit to a collaborative approach to this project, from initial scoping, to the decision on your resource consent application and/or other RMA applications as required and any subsequent amendments to granted consents.

## A collaborative approach:

The premium service is based on a two-way relationship model for the duration of your project. Regular, transparent communication is required between yourself, your consultant team and your project lead.

## Early engagement:

Engaging with the Premium Unit early in the design phases ensures that issues are identified and resolved, avoiding costly design rework later in the project. Ideally, this should include meaningful engagement with mana whenua.

## Shared understanding:

To assist you in meeting your regulatory requirements, a shared understanding at the outset of your project is key. This will ensure that your project lead understands your business, key project drivers, risks and constraints, while your project team builds a greater understanding of council's needs and processes as regulator and how to work with these most effectively.



# What premium offers you.

## One point of contact in council:

You will have a dedicated and experienced project lead appointed at the pre-application stage. They will be your one point of contact for all queries relating to your regulatory requirements and any future amendments, ensuring clear and timely communication and constant visibility on your project.

## Process management:

Your dedicated project lead will manage your resource consent and/or outline plan of works processes, including timeframes and key risks. Your project lead will ensure that you receive regular updates on the progress and performance throughout the process.

## Establishing a skilled project team:

Your project lead will establish a skilled project team and manage the regulatory process and all its inputs. Your project lead does not prepare the planning assessment but will engage an experienced planner to work as part of the council project team.

## Project co-ordination:

Your project lead will engage and co-ordinate specialist, regulatory engineering, building control and compliance and monitoring experts as appropriate through the regulatory process and may also arrange an Urban Design Panel review, to reduce the risk of issues arising later in your project.

## Issue resolution:

By engaging with the Premium Unit early, this enables us to work with you to identify and resolve issues through the pre-application phase, prior to lodgment.

## Communication management:

Your project may attract significant public and stakeholder interest. In collaboration with your company, we collectively will ensure that all communications, media enquiries, community queries or LGOIMA requests are managed appropriately.

## Risk management:

The collective early identification and management of risk is critical to the success of any premium project. Should any issues arise throughout the pre-application and consenting stages, these will be discussed with you in a timely manner to ensure appropriate management or resolution.

## Performance management:

Performance will be tracked through every step of your project to ensure that it is completed successfully. Our commitment to open and early communication will ensure a no surprises approach to working together.



# What we expect from you.

## Transparency of operation:

Early and transparent sharing of project drivers, outcomes sought, your key risks, critical dates and any pending proposed changes to your proposal. This enables your project lead to help you find the best way through the regulatory process, ensuring your project needs are met.

## Pre-application:

A genuine engagement with the Premium Project Team through an extended pre-application phase ensuring a 'no surprises' approach. Commitment to taking on board the advice your project lead is providing your project team with to ensure smooth lodgment and processing. The opportunity to advise you on the structure and content of your technical reports, with the opportunity to review as many of your draft specialist reports as possible prior to lodgment of your resource consent application, or outline plan of works. Engagement with the Urban Design Panel may also occur at this stage.

## Quality assurance:

A commitment to quality and continuous improvement, collectively identifying and implementing areas for improvement. This also includes ensuring that you are using suitably experienced professionals including planners, engineers and specialists.

## An appropriate level of information:

A commitment to providing a comprehensive assessment of effects commensurate with the scale and significance of your proposed activity and one which has taken into account feedback provided at the pre-application stage.

## Active involvement:

As the applicant, it is paramount that you are actively involved in the regulatory process and attend all key meetings with your consultants, as and when required. You will also be involved in discussions around proposed conditions and compliance methods.

## Commitment:

A commitment to the consenting strategy that will be developed at the pre-application stage to ensure a smooth process within agreed timeframes.

