



TAKING CARE OF BUSINESS

How Waimakariri District Council can
help you get started



Contents

5 Introduction

6 Setting up a business?

7 Case Management Service

8 Selecting a Site

8 Project Information Memorandum

9 Project Management

10 Building or Renovating?

11 Building Consent Application

12 Construction Phase

13 Servicing the Site

14 Getting Approved

18 Staying within the Rules

20 Business Support, Attraction and Investment

22 Environment Canterbury





“We look forward to helping you with your new business venture.”

Introduction

The Waimakariri District Council wants to make it as easy as possible for you to set up your new business right here in North Canterbury.

There are many different rules and regulations to comply with before you open your doors to customers and understanding what approvals you need, will help you with your planning and decision making. By talking to us before you get started, you will be more prepared for your new business journey. Our friendly staff can guide you through each step of the Council process and make sure you cover off everything required before you open your doors. Spend some time planning now and you will save yourself a lot of time, stress and expense in the long run.

This booklet provides an overview of what you need to think about when setting up a new business, from a home-based hairdresser to a licensed restaurant. This guide does not cover residential subdivision developments. For further information on subdivisions please contact Council's customer services team.

We look forward to helping you with your new business venture.

Waimakariri District Council



Setting up a business?

Getting a new business off the ground is tough. There are lots of things to think about and plenty of rules and regulations to navigate through.

The approvals required will depend on your line of work, but odds are you will need some sort of assistance from the Council to set up shop.

Once your business is up and running you'll also need to be aware of the rules, so you can keep hassles to a minimum and concentrate on keeping your customers happy.

Contacting the Council when you begin planning your venture will prevent delays and frustration down the track.

So Where Should You Start?

For our case management service, forms, guides, helpful information and all enquiries:

Rangiora Service Centre, 215 High Street

Phone 0800 965 468 **Email** office@wmk.govt.nz

waimakariri.govt.nz

Case Management Service

The Council provides a free case management service for both new businesses, and businesses that are expanding or changing in nature. This service provides a single contact point for all your dealings with the Council and helps streamline your project.


The Service:

- ▶ Tells you about all the consents and licences you need
- ▶ Advises you on how long it will all take
- ▶ Helps you make your applications in the correct order

For more information on this service, don't hesitate to get in touch.

Other Points of Contact

Enterprise North Canterbury (ENC) can help you in the early planning or expansion stages of your business with information, connections and resources. Visit northcanterbury.co.nz



“This service provides a single contact point for all your dealings with the Council and helps streamline your project.”

Selecting a Site

Finding the right site for your business is vital.

In addition to normal business considerations you may also need to think about conversion of the property and the various consents, licences or permissions that could be needed to bring your selected property up to scratch.

These may include upgrades to meet health and safety standards and/or change of use requirements. A building consent, resource consent and various licences may also be needed before you can convert a site into a functioning business.

Project Information Memorandum

The Council can issue a Project Information Memorandum (PIM) to:

- ▶ Let you know whether your planned development and building work meet District Plan rules
- ▶ Alert you to possible site issues around heritage, notable trees and wāhi tapu (sacred sites)
- ▶ Inform you of natural hazards and any other identified significant hazards
- ▶ Signal potential issues surrounding water supply, stormwater, wastewater and flooding, including finished floor levels
- ▶ Highlight vehicle access requirements and any other issues
- ▶ Give details of all applications and approvals needed for your development
- ▶ Inform you of any controls on signage that will relate to your project.

Project Management

Once you know what you want to do and where you want to do it, consider employing a project manager. They can help you liaise with your contractors, the Council and any other agencies, smoothing the path to your business launch date.

Doing it Yourself

If you want to manage your own project you will still need help from various professionals to meet Council requirements. These commonly include:

- ▶ **Architect/Designer:** Prepares and develops options for the business which also meet planning and building requirements.
- ▶ **Engineer:** Checks buildings are structurally sound and can accommodate your planned alterations or intended uses. This is especially important for older brick and masonry buildings. Fire engineers can provide advice on required fire rated surfaces and structures, and evacuation systems. Civil engineers can advise on other services required for your building and should be considered.
- ▶ **Other professionals:** Noise management, traffic and parking, subdivision or resource consent applications and surveying may also lead you to consult other subject specialists.
- ▶ **Legal/Property Advice:** Specialist advice should be sought where your project may need to consider titles, boundaries, easements and/or access ways.

The Council already has good working relationships with these professionals.

“Identifying these issues early will help you make good decisions and save time and money.”



Building or Renovating?

Your building may have ‘good bones’ but still require renovations, or it may just need a few upgrades to the drainage and plumbing.

Before you start any renovations you should get advice from design and building professionals and check you have all the necessary Council permissions.

Resource Consent Application

The District Plan has rules defining what is permitted in the Waimakariri District. When activities or building work falls outside these limits, you will need a resource consent.

A resource consent may be needed when you want to:

- ▶ Build closer to the boundary than normal
- ▶ Provide fewer parking spaces than would usually be required
- ▶ Build higher than the normal maximum building height
- ▶ Build near an archaeological (historic) site or wāhi tapu (sacred site)
- ▶ Alter the outside of a protected heritage building
- ▶ Carry out earthworks or build anything within the drip line of a notable tree
- ▶ Exceed the standard site coverage
- ▶ Carry out earthworks which exceed the maximum quantities that are normally allowed
- ▶ Carry out business activity in a residential or rural area.



Building Consent Application

A building consent confirms that the proposed building work, based on the plans and documentation provided, complies with the New Zealand Building Code. The consent helps make sure buildings are safe and hygienic, and cannot be issued for unauthorised work that has already been finished. A change of use to an existing building will also require an upgrade to the current code.

You should not start any building work until a building consent is issued and other permissions, such as resource consents, have been granted.

Health Act, Food Act and Sale and Supply of Alcohol Act Related Requirements

If your business needs to comply with the Health, Food or Sale and Supply of Alcohol Acts, it is advisable that you talk to our Environmental Services Team before you finalise plans for your building consent application. Legislation may require your premises to have specific building layout requirements.

It is also worth remembering that an alcohol licence can only be issued if the Code Compliance Certificate (CCC) for the work has been issued, or a Certificate of Public Use (CPU) or Certificate of Acceptance (COA) has been obtained.

Construction Phase

Keeping on good terms with your neighbours is important and you should be careful not to annoy them during your construction.

Things to be aware of include:

- ▶ Noise from construction or related machinery
- ▶ Chemical odours
- ▶ Dust
- ▶ Untidy outdoor storage
- ▶ Parking
- ▶ Traffic Management Plans
- ▶ Vibration from works.

During Your Construction You Will Need to Consider:

- ▶ **A Vehicle Crossing Application** – You will need a suitable vehicle crossing to provide legal access to your property. The type of crossing and its location are decided by the Council and it must be built to Council standards by approved contractors. A temporary crossing is normally needed during construction.
- ▶ **Traffic Management Plan** – If you need to use a crane, hiab, scissor lift or a cherry picker that will sit on a road or footpath during construction, you will need to get a traffic management plan first. You will also need this permit if you erect scaffolding. A traffic management plan is required as part of your application in order to minimise disruption and to ensure site safety.
- ▶ **Public Parking Spaces** – If you are building within certain key business areas or one of our Town Centres, you may need to reserve parking spaces for construction vehicles. You can apply for temporary parking permits through the Council's Environmental Services Unit.
- ▶ **Hoardings** – Appropriate hoardings will be needed to make footpaths near the construction site safe. Our Roding Unit can advise you on the appropriate steps to take.
- ▶ **Building Inspections** – At key intervals throughout the construction phase, you will require building inspections to ensure the building works have been undertaken to the correct standard. Even though you might have an engineer providing on site inspections, it is important to ensure Council Inspectors have checked work has been carried out in accordance with the Building Consent.

Servicing the Site

Most business activities will need an approved water supply, stormwater and wastewater system. Before construction starts, you should contact the Council to check if there are existing connections or to find out what's needed to connect to existing services. This information is also available on your PIM.

It is important to check the limits of existing infrastructure – for example, the pressure and flow of the water supply – and the connection costs. If you need to make a new connection to the network or disconnect an existing connection you will need to apply to Council. It is also important to check that the actual easements and right of ways in relation to your work site are consistent with your understanding.

Water Supply

Every new building within the District's urban area needs to have a separate water connection. If the reticulation network is not available to the property, an alternative water supply, such as a well, is needed. This supply will need to meet the requirements of the Building Act and will be specified in your building consent. A potable supply of water and portable on-site waste disposal will also be required during the construction phase.

All connections to the Council's water supply are required to be fitted with a backflow prevention device at the point of supply. The type of device required is set out in our Backflow Prevention Policy based on the level of risk related to the on-site activity. If the nature of the activity is changing, this may require the backflow prevention device to be upgraded. Our Utilities Team can advise you on the specific backflow requirements.

Wastewater Disposal

Buildings fitted with toilets or other plumbing will need to provide for hygienic waste disposal. If wastewater services are not available at the property, an on-site wastewater disposal system, such as a septic tank, will be needed. This must meet Building Act and Resource Management Act requirements and will be specified in your building consent. You may also require consent from Environment Canterbury for on-site waste water disposal.

Stormwater Management

The stormwater from your building and property must be managed to avoid problems with nuisance flooding. Connection to the Council's stormwater system or on-site management system, are the typical methods used. The solution must meet Building Act requirements and will be specified in your Building Consent.

Roading

New business development will need to provide safe access to and from the site for pedestrians and/or vehicles (as is appropriate). All access must meet the requirements of the Engineering Code of Practice. Access for vehicles must also comply with the current Vehicle Crossing Bylaw. New development may trigger the requirement for upgrading the existing road network to allow for additional demand.

Getting Approved

As your building work nears completion, utilities are connected and stormwater systems installed, you can arrange for Council sign-off and begin arranging the permits and approvals you need to allow your business to start trading.

The Council administers several licences and certificates that you may need before you can lawfully operate.

Licence to Occupy

A Licence to Occupy application is needed when a business wants to use a public space. Common examples include:

- ▶ A café which uses the footpath for outdoor dining
- ▶ Advertising signage on the footpath and display of items
- ▶ Fences or gardens which extend to a road reserve.

Air rights approval might need to be obtained where a balcony or veranda extends out over a public space such as a footpath. The application process ensures a safe and convenient solution in public areas. The licence is usually issued subject to conditions and can attract an annual lease fee.

Discharge of Trade Waste

To protect the public, environment and sewerage system, the Council monitors what is discharged into the sewers. As such, Council has the Wastewater Bylaw 2015 which guides arrangements to ensure discharge from businesses are managed appropriately.

The Council's Utilities Team can talk with you about your specific business and advise you of what arrangement may need to be considered.

Code Compliance Certificate

Prior to public use of your building, a Code Compliance Certificate will be required. The Certificate can be obtained when all building work and accompanying documentation has been completed, which illustrates the building is safe to be used for the general public.

Alcohol Licences

Under the Sale and Supply of Alcohol Act, any premises used for any of the following activities needs to first obtain an alcohol licence:

- ▶ Serving drinks and providing corkage or glasses. This typically includes hotels, taverns, nightclubs, restaurants or BYO operations
- ▶ Selling alcohol for consumption off the premises. This typically includes bottle stores, supermarkets, and those that sell alcohol using the Internet.

The different types of alcohol licence needed to sell or supply alcohol are:

- ▶ An on-licence which authorises the holder to sell or supply alcohol on their premises. No alcohol can be removed from the site
- ▶ An off-licence which authorises the holder to sell alcohol for people to take away. No alcohol can be consumed on the premises
- ▶ A club licence which is specifically for chartered clubs, sports clubs and other clubs
- ▶ A special licence for events and markets.

Food must always be available where alcohol is being consumed on-site. In most cases, those serving food will also need a food premises registration. Resource consent may also be needed where the premises either is located within or borders a residential area.

All building work needs to be completed and a Code Compliance Certificate, Certificate of Public Use, or Certificate of Acceptance issued, before an alcohol licence can be granted. An alcohol licence application must be accompanied by a certificate from the Council confirming that the proposed use of the premises meets the requirements of the Resource Management Act and the Building Code.



Food Premises Registration

All premises used to manufacture, prepare, package or store food for sale must obtain registration under the Health Act and associated regulations. Common examples of businesses which should register as a food premise include restaurants, bars, cafés, takeaways, bakeries, dairies, grocers, supermarkets and service stations.

Health Act Registration

The Health Act and associated regulations require occupiers of premises used for hairdressing, camping grounds, funeral parlours and 'offensive trades' to get registration from the Council before they start trading.

Hairdressing

All premises used for hairdressing must first obtain registration under the Health (Hairdressers) Regulations.

Camping Grounds

A current Certificate of Registration needs to be produced for any land you wish to run a camping ground on and camping ground regulations will also apply.

Funeral Parlours

Funeral parlours must obtain registration under the Health (Burial) Regulations before starting business.

Offensive Trades

Offensive trades need to be registered by the Council under the Health Act. Offensive trades include: cleaning of fish, refuse collection and disposal, septic tank cleaning activity, animal slaughter for any purpose other than human consumption, tanning, wood pulping and wool scouring. Other trades can also be classed as offensive.

Atmosphere

Environment Canterbury identifies activities that require a resource consent to discharge air contaminants because they create odours, dust, mist or smoke. Information on Environment Canterbury's Regional Plans and resource consent requirements can be found on their website at:

ecan.govt.nz/do-it-online/resource-consents

Street Activities

The legal street includes both the road and footpaths. Any activities in local streets and roads come under the control of the Council. The Council must ensure public safety and minimise any disruption.

Noise Controls

The Council defines noise as a sound which is loud, unpleasant or unwanted. Noise is controlled by the Resource Management Act and Health Act, the specific noise controls in the District Plan, and the Council's general powers designed to control excessive or unreasonable noise.

The District Plan has different noise standards for different areas. Lower noise limits apply in residential environments as opposed to industrial areas, and there are lower limits for noise at night in residential areas. Noise limits are measured where the sound is received. Construction activity is generally allowed to make more noise at specified times as it is considered a temporary inconvenience.

Excessive noise - this is noise that is under the control of any person which unreasonably interferes with the peace, comfort and convenience of anyone else. Generally the noise is very loud, goes on for long periods and can be clearly heard from inside a building with its doors and windows closed.

Unreasonable noise - this exceeds the District Plan noise standards but it is not loud enough to be classed as excessive.

For more information on specific noise limits see the District Plan noise controls which are available on the Council website. You can also call the duty planner at the Council to find information on the site you are interested in. For further technical assistance, you will need to contact an acoustics specialist.

Compliance Schedule

A compliance schedule is a Council document that lists a building's safety features and essential services, such as fire safety systems and lifts. These must be checked regularly to ensure the building is safe for people to use.



Staying within the Rules

Receiving the final approvals before opening your business may be just the first step.

Depending on the nature of your business and the conditions on your resource consent, you need to make sure that your business continues to comply with Council requirements.

The Council approvals that need to be renewed are:

- ▶ Alcohol licences
- ▶ Food premises registrations
- ▶ Trade waste consents
- ▶ Street encroachment agreements
- ▶ Building warrant of fitness
- ▶ Registrations issued under the Health Act, e.g. funeral parlour, offensive trade, etc.



Resource Consent Monitoring

Resource consents usually specify conditions that reduce potential adverse environmental effects. Some of the conditions which can be monitored include:

- ▶ Landscaping or screening requirements
- ▶ Marking of car parking
- ▶ Noise levels
- ▶ Signage
- ▶ Any consent requirements on other authorisations (for example discharge consents).

Rubbish Collection

When you move into your property, please call us and ask for a rubbish collection service. If your site is not on the collection route, we can advise you on other rubbish disposal options.



Business Support, Attraction and Investment

Enterprise North Canterbury (ENC) aims to retain, inspire and attract individual businesses and social enterprises to invest in our District.

ENC provide comprehensive support to businesses at every stage, from those who have a start-up business idea to those seeking to expand.

ENC offer free business capability assessments that look at every aspect of a business, identifying strengths and weaknesses and connecting the businesses with what they need to drive their business forward.

ENC have access to funding through New Zealand Trade and Enterprise to assist with the costs of one-on-one coaching with business experts or business training courses.

Through their relationship with BDO, ENC offer free Business Health Checks where experts from BDO take a financially focused look at the business.

ENC also organise the North Canterbury Business Awards every two years celebrating business success in North Canterbury while increasing their exposure to the public and other businesses.

On a final note, ENC can also assist with business mentoring, provision of regional intelligence, research and development grants, networking and referrals. For a full list of the services ENC provide and to access further information, visit northcanterbury.co.nz

Business Support

ENC provides local business with resources, personalised advice, guidance and training. Including:

- ▶ Free one-on-one business assessments
- ▶ Business training workshops and one-on-one coaching
- ▶ Up to date and relevant business and market research intelligence
- ▶ A monthly newsletter focused on local business news, updates and advice
- ▶ Free job listings on their website
- ▶ Regular networking functions open to all
- ▶ Connections to the right experts to assist your business growth
- ▶ Advice on available funding and government grants
- ▶ NZTE training and coaching vouchers for 50 percent discount on courses
- ▶ Online business support resources and information.

Business Attraction

Our region is home to a diverse and dynamic business community. ENC strives to promote the District as a business destination and highlight the opportunities here for business. They also:

- ▶ Provide up to date economic information about the District on their website
- ▶ Provide industry relevant background and information
- ▶ Put you in touch with relevant contacts to help with your premises search
- ▶ Work with the Council in order to help businesses get the right advice on consents and council requirements
- ▶ Work to promote the region as a business destination via print and online initiatives.

Enterprise North Canterbury
North Canterbury's Economic Development Agency
Phone 03 327-3135
Email office@enterprisenc.co.nz
northcanterbury.co.nz



Environment Canterbury

Our Regional Council, Environment Canterbury's (ECan) prime responsibility is to manage the use, development and protection of our natural and physical resources for the present and future benefit of Canterbury. They are also responsible for developing, monitoring and enforcing regional rules around the use of our core resources. It authorises and monitors the use of water, and discharges of wastes to air, land, fresh water and coastal waters.

If you are considering an activity which could affect the environment you may require a resource consent. ECan's consents staff can advise you and explain which activities require resource consents and which activities are permitted under regional plans. If a consent is required, ECan staff can also provide guidance on the information to be supplied and who should be consulted.

Resource consents allow the use of natural resources (water, air and land). Resource consents are required to:

- ▶ Take, use, dam or divert water
- ▶ Discharge contaminants onto or into land, air or water
- ▶ Erect, use or disturb structures in the coastal marine area
- ▶ Erect, use or disturb structures in, on, under or over river or lake beds
- ▶ Install groundwater bores or wells.

Environment Canterbury
Phone 0800 324 636
Email ecinfo@ecan.govt.nz
ecan.govt.nz





215 High Street
Private Bag 1005
Rangiora 7440, New Zealand
Phone 0800 965 468
waimakariri.govt.nz

190122006403