

How would you describe the EXISTING Planning approvals experience at Selwyn?

frustrating
somewhat complicated
expensive
great
terrible
fabulous

What type of Planning application approvals do you typically get in Selwyn?



Online Approvals

Strongly disagree

I want to be able to apply for Planning approvals and submit technical documents online

3.5

I want to be able to track the progress of my application online against timeframe targets

3.7

I want to be able to pay fees and receive securities refunds online

3.3

Strongly agree

Timeliness of Planning Applications

Strongly disagree

Minor Variances are dealt with in a timely way by staff and Committee of Adjustment

2.5

Site Plans are dealt with in a timely way by staff and Council

3

Re-zoning applications are dealt with in a timely way by staff and Council

2.6

Strongly agree



Timeliness of Planning Applications

Strongly disagree

Official Plan Amendments are dealt with in a timely way by staff and Council

2.7

Subdivision approvals are dealt with in a timely way by Selwyn and County staff and the 2 Councils

2.5

Conservation Authority approvals are dealt with in a timely way

1.8

Strongly agree



Pre-consultation

Strongly disagree

Pre-consultation is helpful and the right people are in attendance

3

After pre-consultation I had understood of the submission requirements for a complete application

2.5

There is nothing I would change to make pre-consultation more helpful

1.4

Strongly agree

Minor Variances

Strongly disagree

My overall experience securing a Minor Variance was efficient, productive and positive

3.5

There were no significant processing problems for my Minor Variance

4

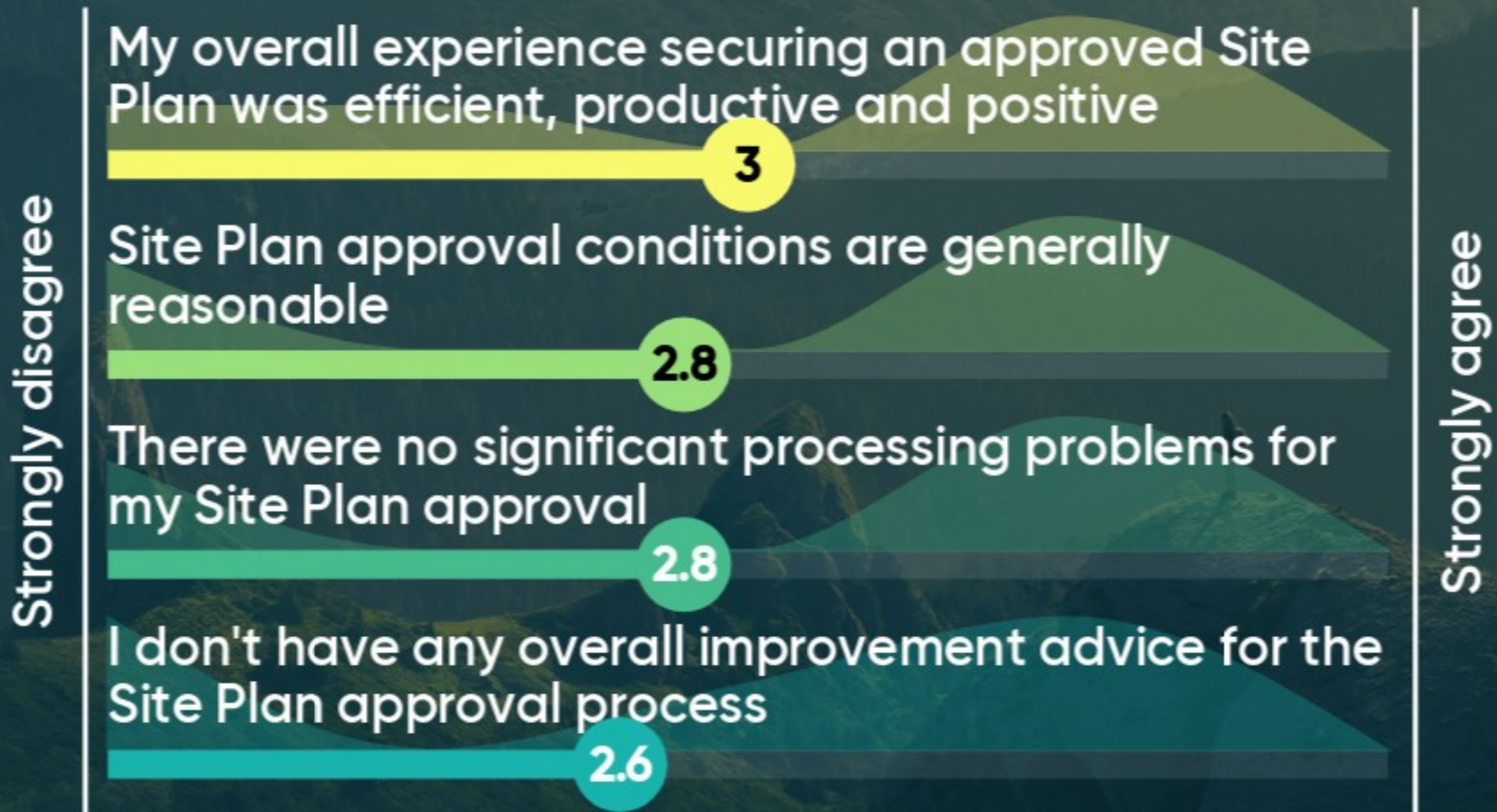
I don't have any overall improvement advice for the Minor Variance process

3.8

Strongly agree



Site Plan



Re-zonings

Strongly disagree

My overall experience securing a Rezoning was efficient, productive and positive

3.8

There were no significant processing problems for my Rezoning

3.8

I don't have any overall improvement advice for the Rezoning process

2.8

Strongly agree



Official Plan Amendment

Strongly disagree

My overall experience securing an OPA was efficient, productive and positive

3

There were no significant processing problems for my OPA

2.5

I don't have any overall improvement advice for the OPA process

2.7

Strongly agree



Subdivision Approval

Strongly disagree

My overall experience securing a Subdivision approval was efficient, productive and positive

3

Subdivision agreement conditions are fair and securities are returned promptly when conditions are met

3

Subdivision agreements are prepared in timely fashion

3.3

Strongly agree



Subdivision Approval

Strongly disagree

There were no significant processing problems for my Subdivision approval

2.7

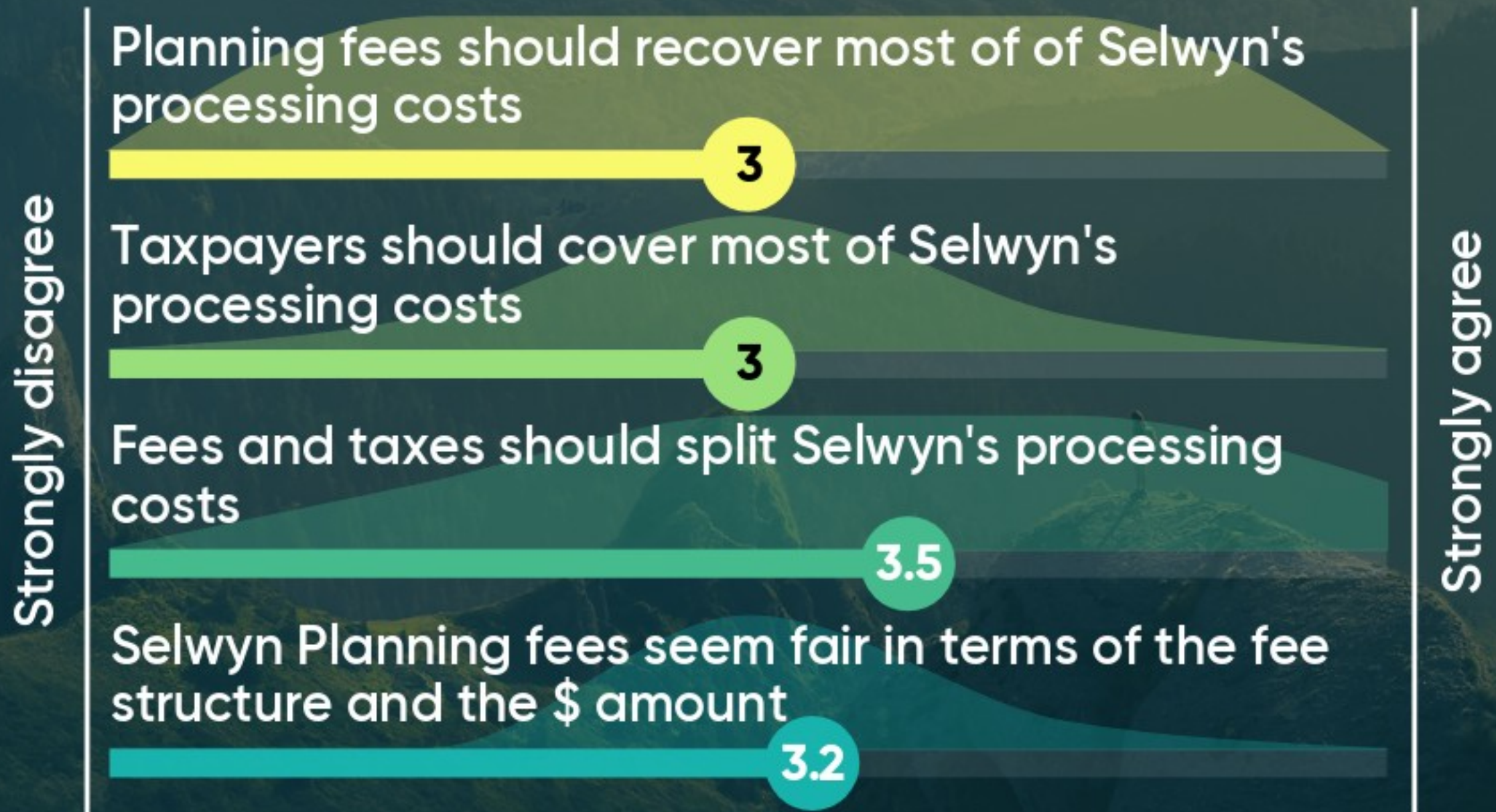
Strongly agree

I don't have any overall improvement advice for the Subdivision process

2.3



Planning Fees



How would you describe the Ideal/Future Planning approvals experience at Selwyn?

accommodating
offer solutions consistent
helpful
helpfull
seamless
less complicated
timely
difficult
informative



How would you describe the CURRENT Building approvals experience at Selwyn?

difficult

timely

inconsistent

ok

frustrating

Building Permit Timeframes

Strongly disagree

Selwyn meets Building Permit legislated timeframes for new houses or townhouses

3.3

Selwyn meets Building Permit legislated timeframes for additions/renos

3.3

Selwyn meets Building Permit legislated timeframes for commercial buildings

3

Strongly agree

Building Plan Reviews

Strongly disagree

Selwyn is clear in terms of the details my drawings should contain

2

Selwyn Inspectors really have a solid technical understanding of the Code

2.5

Selwyn Inspectors are consistent in their requirements across similar Building permit applications & plans

1.3

I don't have any overall improvement advice for the application and plans review process

3

Strongly agree



Building Permit Application

Strongly disagree

I should be able to apply for a Building permit during the late stages of Site Plan approval

4.5

I want to be able to apply for Building permits and submit my drawings online

4.6

I want to be able to pay permit fees online

4.4

Strongly agree



Building Inspections

Strongly disagree

Inspections are scheduled quickly and conveniently after I request them

2.3

My experience with on-site inspections is largely positive...Selwyn staff are practical and fair

1.3

There were no significant processing problems with my inspections

1

I don't have any overall improvement advice for the inspections process

2

Strongly agree

Enforcement

Strongly disagree

Selwyn Inspectors are tough but fair when it comes to building without a permit

2.7

Selwyn insists on Code compliance...NO exceptions

3.3

Selwyn Inspectors are not flexible when it comes to safe buildings...the rules are the rules

4

Strongly agree



Building Fees

Strongly disagree

Building fees in Selwyn are definitely higher than the rest of the County

3

Building permit fees should be based on a square foot charge

2.8

Building permit fees based on construction values can be "gamed" by a builder

4.2

If Selwyn's reserve fund gets too big, fees should be dropped

3.8

Strongly agree



How would you describe the Ideal/Future Building approvals experience at Selwyn?

easy
accommodating
adapting to changing time
transparent
accommodating
smooth
seamless
respectful

Final Thoughts.....Planning or Building Improvement Advice

Consistent and accommodating. Willing to work with the applicants and help them with their project.

consistent, helpful, team oriented, open,

A change in culture is required going forward. Attitude adjustment

Measure performance

consultations should include complete list process requirements including ORCA requirements, fees and security deposits. also staff should offer solutions around roadblocks ,

My hope is that Selwyn recognizes the need for changes in processes as well as Importance of helping our community as our community will need it now more then ever.