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# WAIKATO IS OPEN FOR BUSINESS

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Your guide to doing business in the Waikato district



Making business easy with  
Waikato District Council





Welcome to the open business district. By setting up your business in the Waikato, we believe you've chosen the best place to do business in New Zealand.

We've developed this small business guide to help make doing business with Waikato District Council easy to navigate. We hope you find it useful as you embark on your business journey.



Mayor Allan Sanson

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# WELCOME

## to the open business district

We want to make setting up your small business easy, so we've developed this handy guide to help you get everything together before you start.

Before you welcome your first customer, there are different rules and regulations to comply with. This guide will provide you with an understanding of what approvals you require to help you make the best business decision possible.

So if you are starting a small business, taking the time to understand what you need before you apply can save you time, hassle and money in the long run.

Our Economic Development team, Open Waikato is always available to assist you with your enterprise. To arrange a meeting, please call **0800 252 626** or email **info@openwaikato.co.nz**.

For more information on anything in this guide, please call our friendly helpdesk on **0800 492 452**. We're always happy to help.





# GETTING STARTED

## Setting up a business

Depending on the type of business you would like to set up, odds are you will need some sort of assistance from the Council to get started. Once your business is up and running, you'll also need to be aware of compliance rules so you can keep hassles to a minimum and concentrate on the job at hand - keeping your customers happy!

### **SO WHERE DO YOU START?**

#### **Duty planner**

Your first port of call should be our duty planners service. They can provide you up to half an hour of free advice in dealing with Council, the rules that may apply to your venture and advise you about:

- General district plan rulings and any resource consents you may require.
- Timeframes - how long everything should take.
- The best order to apply for everything.

To call a duty planner, call our freephone line **0800 492 452** and ask to speak with a duty planner.

#### **OTHER CONTACTS:**

Open Waikato facilitate business support services for businesses across the district. Helpful contacts can be found on page 10.

# WHAT RULES APPLY TO MY SITE?

## District Plan

Selecting the right location for your business operation is not only a commercial decision. If you are trying to decide between a number of sites, it would be beneficial to look at the **District Plan** to see what rules apply for the selected sites under consideration. In the Waikato district, different zones have varying permitted activities. If you select a site within a zone where your operation is a permitted activity, it can save you time, money and effort in the long run.

### **Some common ways the District Plan can affect property owners are:**

- How close to the boundary you can build or extend your buildings.
- How many dwellings you can have on your property.
- Whether you can subdivide your property.
- Whether there are any 'special values' relating to your property.
- Whether you can operate a business from home.
- The organisation of festivals and events.

### **Signage**

There are different rules for signs depending on zoning and these can sometimes be quite complex. If you are unsure as to what signage you can have on your site, please contact the Council on **0800 492 452**.

### **Converting a property**

Various consents, permissions and licences may be needed to bring your 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 licences may also be needed before you can convert a site into a functioning business.

## **DISTRICT PLAN**

Visit [www.waikatodistrict.govt.nz](http://www.waikatodistrict.govt.nz) to find out what rules apply to your selected property or zone via the **District Plan** link. You can also search a property on our **Maps** link located on the Waikato District Council website.

# PRE-APPLICATION PROCESS

## Resource consent advice

Our pre-application service is an hour of advice to assist you with your proposal.

### How you will benefit

Identifying up front what you need to gather in relation to this will help avoid possible delays in obtaining missing information further down the track. Using this service assists you with:

- Enabling you to address any issues before you finalise your design/proposal.
- Reducing the likelihood of being asked for more information under either Section 88 or Section 92 of the Resource Management Act 1991.
- Providing an opportunity for you to work with Council to produce good quality outcomes and build relationships.

You can expect to receive a variety of advice and feedback such as:

- Feedback on draft designs early in the process to allow alterations and flagging potential issues.
- Information on infrastructure, services, notification matters and development contributions.
- Advice on types of consents that may be required, and recent changes to the RMA that require Council to ensure that applications are of an acceptable standard.

### Cost of pre-application service

The deposit fee for our pre-application service is \$200. This includes a one hour meeting with a processing planner and up to two technical experts that will not be charged for. Any additional time spent on your request is charged at an officer's hourly rate.

For details, see the Fees and Charges schedule on [www.waikatodistrict.govt.nz](http://www.waikatodistrict.govt.nz).

### PRE-APPLICATION MEETING REQUEST

You can request a pre-application service by filling out a **Request for Pre-application Advice** form and emailing it to [applications@waidc.govt.nz](mailto:applications@waidc.govt.nz). Forms can be found on [www.waikatodistrict.govt.nz](http://www.waikatodistrict.govt.nz). Providing all related documents with you will help you get the most benefit from the meeting.



# PROPERTY INFORMATION

## Utilities, heritage and more

### LAND INFORMATION MEMORANDUM (LIM)

A LIM report provides information about a property and is prepared by the Council upon request. You are required to provide a hard copy of the property's Certificate of Title as an attachment with any LIM report application.

A LIM could include some or all of the items listed below:

- Special land features and potential hazards (such as erosion or subsidence).
- District Plan information (such as zoning or heritage listings).
- Consents, certificates, notices, orders or requisitions affecting the land or buildings and rates information (such as current rating valuation and arrears).
- Water and waste services (such as plans).

You can request a LIM or Property Information Memorandum (PIM) through

**Request it** on [www.waikatodistrict.govt.nz](http://www.waikatodistrict.govt.nz).

### BUILD WAIKATO CONSENT GROUP

The Waikato District Council, along with seven other councils, belongs to the Waikato Building Consent Group, a partnership of building control units. A helpful website has been developed by the group to assist you with everything you may need to know about building in the Waikato.

# BUILDING CONSENTS

[www.buildwaikato.co.nz](http://www.buildwaikato.co.nz)

If you are constructing or altering a building you may require a building consent. Before your building consent can be granted, the Building Review Officer must be satisfied on reasonable grounds that the provisions of the Building Code would be met if the building work were properly completed in accordance with the plans and specifications that accompanied the application.

Your application is assessed for compliance with the Building Code and the Building Act. Your designer may find it helpful to see what aspects of their designs will be assessed, see **Processing Checklists** on the Build Waikato website. The Council has 20 statutory working days to complete this assessment. The clock only pauses if some aspect of the plans and specifications fails to prove compliance and further information is sought from the applicant (or designer). The clock starts again when the officer is satisfied that they have been provided with all the correct information requested.

While the documents are being assessed, the Council also checks for any issues with respect to:

- District Plan.
- Water, wastewater and stormwater connections.
- Roading and traffic.
- Health.

Once the Building Review Officer is satisfied the project will meet the Building Code requirements, the building consent is ready to be granted. You will be contacted in writing to advise you of any outstanding consent fees. Once these are paid the building consent can be issued. The processing clock will be stopped on granting the building consent. All building-related forms can be found on the Build Waikato website: [www.buildwaikato.co.nz](http://www.buildwaikato.co.nz).

## BUILDING INSPECTOR DUTY HOURS:

**Ngaruawahia:** Mon -Thurs: 8.00am -10.00am, Fri: 9.00am - 10.00am

**Tuakau** Mon, Wed, Fri: 8.30am - 10.00am

To make a building consent/technical enquiry, or to book a building inspection, call **0800 492 452** or email [info@waidc.govt.nz](mailto:info@waidc.govt.nz).



## GETTING APPROVED

### Health, Food, Sale and Supply of Alcohol Acts

If you are planning to sell food and/or alcohol to the public there are guidelines you need to follow and licences you will need to obtain.

It is your responsibility to ensure you have the correct licences and consents for your operation. As there are a number of requirements to meet, please take the time to read through the **Alcohol licensing** and **Food safety** sections on the website.

Find out more information by speaking with an Environmental Health Officer on **0800 492 452** or by visiting the Waikato District Council website: **[www.waikatodistrict.govt.nz/services-facilities/food-and-alcohol](http://www.waikatodistrict.govt.nz/services-facilities/food-and-alcohol)**.

There may be a requirement to alter your building design plans in order to abide by these Acts so getting in touch early is a good idea.

## HEALTH ACT, FOOD ACT AND SALE AND SUPPLY OF ALCOHOL ACT REQUIREMENTS

If your business needs to comply with the Health, Food and/or Sale and Supply of Alcohol Acts, please contact our Environmental Health Team on **0800 492 452**.

# STAYING WITHIN THE RULES

## Monitoring

### Consent conditions and monitoring

Some activities will require resource consent, most resource consents will contain conditions.

As the consent holder, it is your responsibility to ensure the conditions of the consent are followed. Some conditions may be a one-off, such as submitting engineering plans or reports for approval. Other conditions may require ongoing compliance, such as a restriction on noise or requirement to maintain planting.

Our Regulatory Monitoring team actively monitors consents, including old consents, to ensure that any conditions imposed are followed. In case of non-compliance, Council staff will try to work through the issues with the consent holder. In extreme cases abatement and enforcement orders may be used to ensure conditions are met.

The conditions of your approved consent will tell you what you need to do and who you need to contact before starting works. Call us on **0800 492 452** or email **monitoring@waic.govt.nz** for any questions.

## HELPFUL CONTACTS

### BUSINESS SUPPORT:

Waikato Chamber of Commerce  
[www.waikatochamber.co.nz](http://www.waikatochamber.co.nz)  
+64 7 839 8595

Raglan Chamber of Commerce  
[www.raglanchamber.co.nz](http://www.raglanchamber.co.nz)  
+64 27 344 4575

Waikato Enterprise Agency - Huntly  
[www.waikatodistrict.co.nz](http://www.waikatodistrict.co.nz)  
+64 7 828 8623

Tuakau & Districts Development Association  
[www.tuakau.net.nz](http://www.tuakau.net.nz)  
+64 9 236 8084

Waikato Innovation Park - Business Growth Advisors  
[www.wipltd.co.nz](http://www.wipltd.co.nz)  
+64 7 857 0538

Open Waikato  
[www.openwaikato.co.nz](http://www.openwaikato.co.nz)  
[info@openwaikato.co.nz](mailto:info@openwaikato.co.nz)  
+64 800 252 626





## **WAIKATO DISTRICT COUNCIL**

15 Galileo Street  
Ngaruawahia 3742  
New Zealand

**Call free 0800 492 452**  
**General enquiries [info@waidc.govt.nz](mailto:info@waidc.govt.nz)**  
**[www.waikatodistrict.govt.nz](http://www.waikatodistrict.govt.nz)**