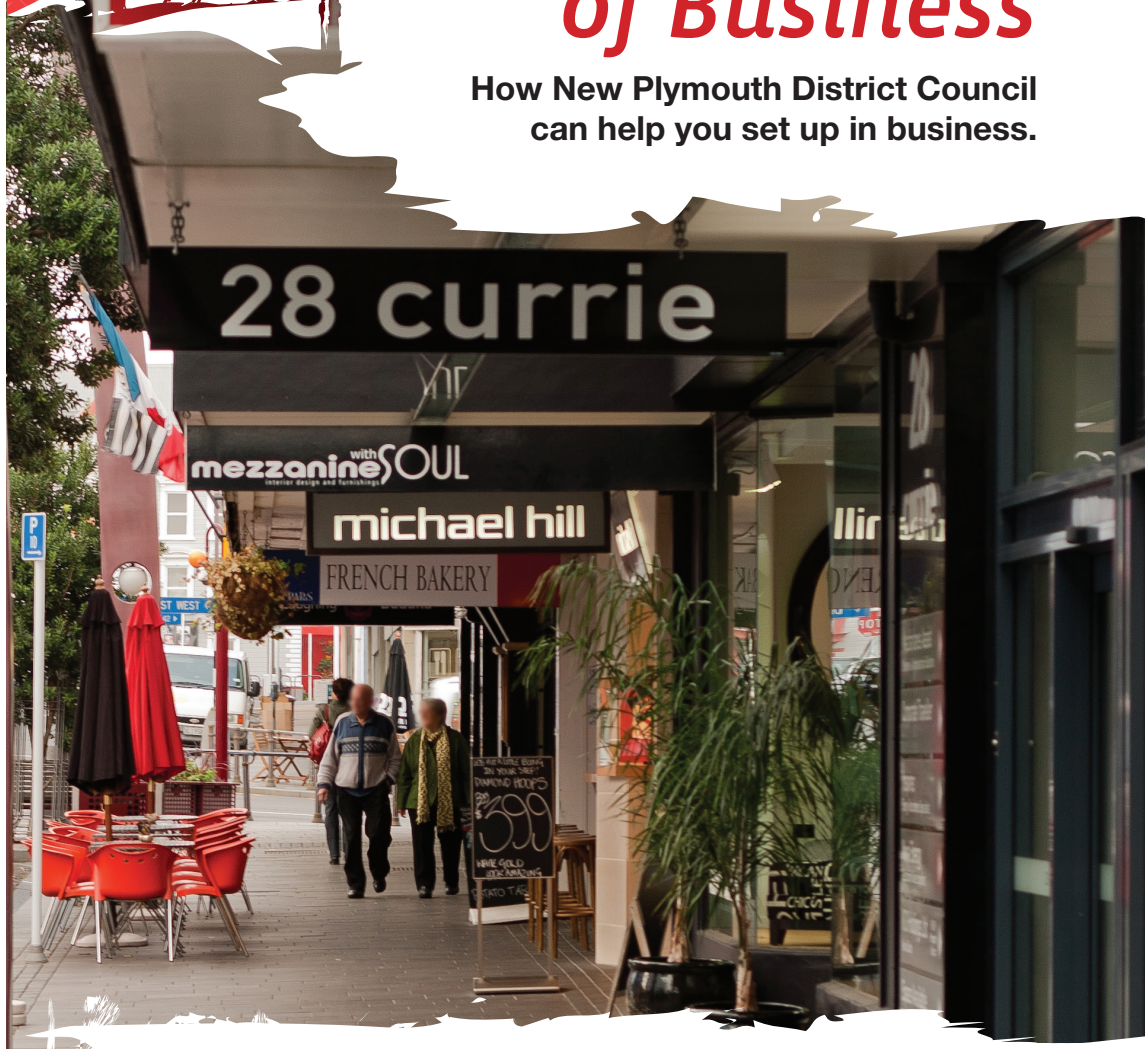


NEW PLYMOUTH. TARANAKI.

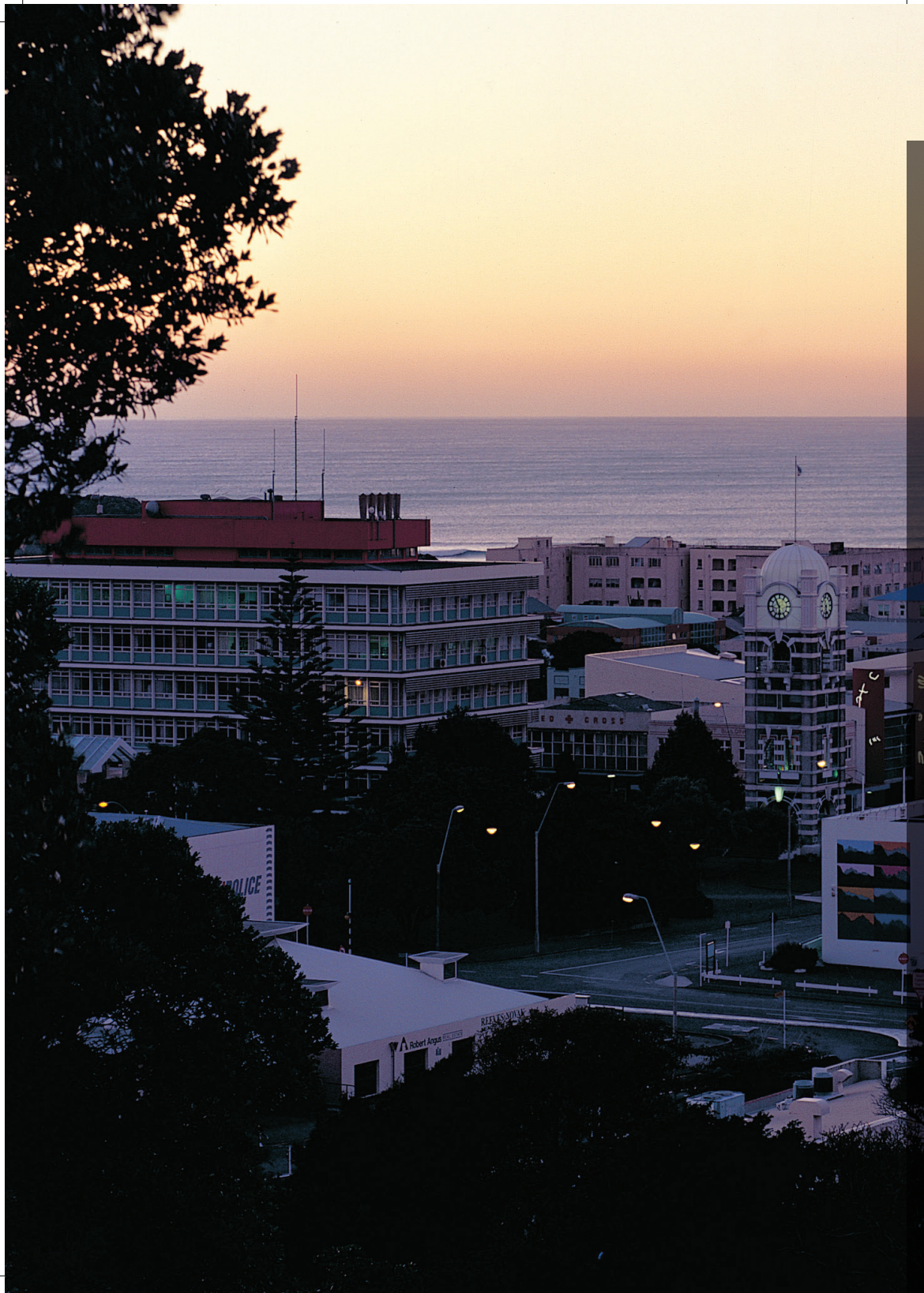
# Taking Care of Business

How New Plymouth District Council  
can help you set in business.



Te Kaunihera-ā-Rohe o Ngāmotu  
NEW PLYMOUTH  
DISTRICT COUNCIL  
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# Introduction

***New Plymouth District Council wants to make it as easy as possible for you to set up your new business.***

There are many different rules and regulations to comply with before you welcome your first customer, and understanding what approvals you need will help you make the best business decisions. Help us to help you by talking to us first. Our case managers can guide you through every step of the Council's processes and make sure you cover off everything you need to, ensuring you are all set to go when your business opens its doors.

This booklet gives an overview of what you should think about when setting up a new business, from a home-based hairdresser to a licensed restaurant. Spend some time planning now and you will save yourself a lot of time, stress and expense in the long run.

For more information on anything in this booklet, please contact us on 06-759 6060 or [enquiries@npdc.govt.nz](mailto:enquiries@npdc.govt.nz), or find us on Facebook at [facebook.com/NewPlymouthDistrictCouncil](https://facebook.com/NewPlymouthDistrictCouncil).

All the best with your new venture!

**New Plymouth 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. So where should you start?

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

## Case Management Service

The Council provides a free case management service for people setting up a business. It 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.
- > Tells you how long it will all take.
- > Tells you the best order to apply for everything.

For more information on this service:

Phone. 06-759 6060

Email. [enquires@npdc.govt.nz](mailto:enquires@npdc.govt.nz)

Or ask about it at the Council's Civic Centre on Liardet Street, New Plymouth.

## Other Points of Contact

Venture Taranaki and the Taranaki Chamber of Commerce may also be able to help you in the early planning stages of your business. Both agencies are available to provide directions and advice to new businesses.

*For a complete set of forms, guides and helpful information, you can visit our website [www.newplymouthnz.com](http://www.newplymouthnz.com), give us a call on 06-759 6060, drop us a line at [enquiries@npdc.govt.nz](mailto:enquiries@npdc.govt.nz) or visit us at Civic Centre, Liardet Street, New Plymouth.*

# Selecting a Site

Finding the right site for your business is vital. Together with normal business considerations you also need to think about:

**Conversion of the property** – Various consents, licences and permissions may 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 licences may also be needed before you can convert a site into a functioning business.

**Controls on signage** – New Plymouth District Council administers the District Plan and Council bylaws which both cover the display of advertising signs. The rules are meant to avoid problems with neighbours and prevent obstructions or dangerous traffic distractions. There are different rules for signs depending on zoning and these can sometimes be quite complex. Please phone the Council for further information. Identifying these issues early will help you make good decisions and save time and money in the long run.

## *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 waahi tapu (sacred sites).
- > Inform you of natural hazards and any other identified significant hazards.
- > Provide details of all water, stormwater or wastewater requirements.
- > Highlight all vehicle access requirements and any other issues with the utilities.
- > Give details of all applications and approvals needed for your development.

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# 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, building and infrastructure 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.

**Other professionals:** Noise management, traffic and parking, subdivision or resource consent applications may also lead you to consult other subject specialists.

The Council already has good working relationships with these professionals.

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# Building or Renovating

Your building may have 'good bones' but still require renovations, or it may just need some 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 New Plymouth District. When activities or building work fall 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. This is known as daylighting.
- > Provide fewer parking spaces than usually would be required.
- > Build higher than the normal maximum building height.
- > Build near an archaeological site or waahi 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.
- > Build within a defined coastal hazard.
- > Exceed the standard site coverage.
- > Carry out earthworks which exceed the maximum quantities that are normally allowed.



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### **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. 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 Health Team before you finalise plans for your building consent application as the legislation may require your premises to have specific building layout requirements. By talking to us first, you will avoid any delay and extra costs due to changes in consented plans.

It is also worth remembering that an alcohol licence can be issued only if the code compliance certificate (CCC) for the building work is issued.

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# 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.



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 its standards by Council approved contractors. A temporary crossing is normally needed during construction.

**A crange permit** – If you need to use a crane, a hiab, a scissor lift or a cherry picker that will sit on a road or footpath during construction, you will need to get a crange permit first. You will also need this permit if you erect scaffolding. A traffic management plan is required as part of your application, to minimise disruption and to ensure site safety.

**Parking hood hire** – If you are building within the central business district you may reserve parking spaces for construction vehicles. You can pay to hire a parking space at the front counter of the Council's Civic Centre.

**Hoardings** – Appropriate hoardings will be needed to make footpaths near the construction site safe.



# Servicing the Site

Most business activities will need an approved water supply, stormwater disposal and sewerage system. Before construction starts you should contact the Council to check if there are existing connections or what you need 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 networks or disconnect an existing connection you will need to apply to Council.

## 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 water tank, is needed. This supply will need to meet the requirements of the Building Act and will be specified in your building consent. A drinkable supply of water and on-site waste disposal will also be required during the construction phase.

## Sewage disposal

Most 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 management system, such as a septic tank, will be needed. This must meet Building Act requirements and will be specified in your building consent.



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## Stormwater management

The stormwater from your building and property must be managed to avoid problems with flooding. On-site management, usually with soak holes, is the typical method used. Where on-site management is not possible you can apply for a stormwater connection from the Council. The solution must meet Building Act requirements and will be specified in your building consent.



# Getting Approved

When all your building work is completed, your utilities are connected and your stormwater systems are in place, 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. These include:

## **Encroachment licence**

An encroachment licence application is needed when a business wants to use a public space. Common examples include:

- > A café which uses the footpath for outdoor dining.
- > A balcony that extends over the footpath.
- > Fences or gardens which extend to a road reserve.

The application process ensures a safe and convenient solution in public areas. The licence is usually issued subject to conditions and attracts an annual lease fee.

## **Discharge of trade waste consent**

To protect the public, the environment and the sewerage system, the Council controls what is discharged into the sewers. Businesses that usually require a trade waste consent are:

- > Bakeries or takeaways.
- > Mechanical workshops and service stations.
- > Meat and fish processing businesses.

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## 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.

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. A resource consent may also be needed where the premises is in a residential area, or if it borders one. All building work needs to be completed, and a code compliance certificate 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.



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### **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 associate 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.

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### **Beauty therapy, tattooing and skin piercing**

The owner or operator of a premise (including a mobile or temporary premise) must apply to the Council for a licence if they intend to use it for beauty therapy, tattooing or skin piercing.

### **Camping grounds**

A current certificate of registration needs to be produced for any land you wish to run a camping ground. The Camping Ground Regulations 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.

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## Noise controls

The Council defines noise as a sound which is loud, unpleasant or unwanted. Noise is controlled by the Resource Management 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; this is usually at a neighbouring boundary. 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. Noise meters are usually needed to check whether a noise can be defined as unreasonable. 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 more technical assistance you will need to contact an acoustics specialist.

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### **Dust or odour**

Taranaki Regional Council's Regional Air Quality Plan identifies activities that require a resource consent because they create odours, dust, mist or smoke. The regional plan guide for small industrial and manufacturing businesses gives a useful introduction to the plan if you think your business may be affected. It can be downloaded from TRC's website or is available from TRC on request.

### **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.

### **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.





# Staying within the Rules

Getting all the final approvals before you start your business may be just the first step. Depending on the business you are in or the conditions that you have on your resource consent, you will 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.
- > Skin piercing, tattoo and beauty therapy permits.
- > Trade waste consents.
- > Street encroachment licences.
- > 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.

The consent holder pays for the cost of monitoring.

## 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.

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# Business Support

## Venture Taranaki – Taranaki's Regional Development Agency

**Business Start-Up Contact.** Venture Taranaki

**Phone.** 06 759 5150

**Email.** [info@venture.org.nz](mailto:info@venture.org.nz)

**Web.** [www.taranaki.info/business](http://www.taranaki.info/business)



Venture Taranaki is Taranaki's Regional Development Agency and provides a comprehensive business start-up support service, alongside of many other business services for Taranaki's businesses, industries, sectors and the wider community ([www.taranaki.info/business](http://www.taranaki.info/business)).

Before you start a new business, there's a lot to think about and that's where Venture Taranaki can help you. We can discuss the business planning process, help you clarify your business proposition, sign-post you to other services and provide you with a range of useful information to help you make your start-up decision.

Regular business start-up clinics are held in New Plymouth, Hawera and Stratford. Appointments can be booked using the details above to discuss your business idea and go over any questions you may have. Or, we are happy to meet with you outside of normal clinic times. Sessions are free, confidential and one-on-one with an experienced business advisor who has a range of information available to help you plan for your future business success.

On a final note, it's not only business start-up where Venture Taranaki can help – we can also assist you once you're in business, be it through business mentoring, up-skilling and capability building, provision of regional intelligence, research and development support, networks and referrals, skills attraction and general business support. For a full list of the services we can provide and to access some of the great information already available, have a look at our website.

## Taranaki Chamber of Commerce

**Phone.** 06-759 9080

**Email.** [admin@taranakichamber.co.nz](mailto:admin@taranakichamber.co.nz)

**Web.** [www.taranakichamber.co.nz](http://www.taranakichamber.co.nz)



The Taranaki Chamber of Commerce is a membership based organisation with a vision of creating a strong and vibrant business community in Taranaki.

The Taranaki Chamber of Commerce does this by:

- > Providing leadership for the business community in Taranaki.
- > Providing advocacy for business on local and national issues of relevance to business.
- > Promoting a positive environment for business development
- > Promoting a positive public image of business to encourage support and participation.
- > Providing business information, awareness and advice, and act as a signpost to agencies and portals.
- > Working with partner organisations to provide access to resources for business planning, development and growth.
- > Promoting best business practice by, for example, recognising and encouraging excellence in business and providing seminars and events to develop business capability.
- > Acting as a conduit between business in Taranaki and local, regional and central government to provide two way communication on issues and matters of business relevance.
- > Providing, coordinating and/or delivering a variety of networking forums and events that support organisations to promote products and services and create business opportunities.

### Chamber members receive many benefits

Access to a wide network of people in business and the opportunity to attend Business After 5's; become part of a collective voice for business; receive generous discounts to assist in running their business; have resources, programmes and training options available; share in promoting and celebrating business success; opportunity to join Business Forums.

Taranaki Chamber of Commerce – for better business in Taranaki.

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## Taranaki Regional Council (TRC)

**Phone.** 06-765 7127

**Email.** [info@trc.govt.nz](mailto:info@trc.govt.nz)

**Web.** [www.trc.govt.nz](http://www.trc.govt.nz)



Taranaki Regional Council's prime responsibility is to manage the use, development and protection of our natural and physical resources for the present and future benefit of Taranaki.

The Council is 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. Taranaki Regional Council'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, TRC 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.







***For more information:***

**New Plymouth District Council**  
**Private Bag 2025**  
**New Plymouth**

**Phone.** 06-759 6060  
**Fax.** 06-759 6072  
**Email.** [enquiries@npdc.govt.nz](mailto:enquiries@npdc.govt.nz)  
**Web.** [www.newplymouthnz.com](http://www.newplymouthnz.com)

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