



Information requests

District Advice information requests are a service provided free of charge, and on average, Coordinator District Advice responds to around 600 requests for information/advice each year.

When lodging an information request, please either lodge this with our customer services team (toll free 0508 800 800) or email your request to: help@horizons.govt.nz. If you can provide specific property details including the valuation number, legal description and street address, this enables us to locate and confirm the property quickly. Some times the street addresses can differ on our data bases, and the valuation number or legal description can then be used to ensure we provide information on the correct property.

The target timeframe for responding to information requests on a property or development is up to 5 Working Days. This is because the property is checked against various data bases, mapping services and search engines, providing a site specific, detailed assessment. While we strive to respond within the timeframe, some requests may be referred within the organisation for technical advice and may take longer to respond to, current workloads at the time may also impact on the response time. You will be kept informed of progress if our response is likely to take more than five working days.

Responses include all the information that Horizons holds on the property that is available to

District Advice at that time and anything else that might be of relevance in the immediate vicinity. However, the type of information we hold varies across the Region. We have a mix of indicative and modelled flood information, and in some areas, little information is currently available. For example, not all catchments have been modelled for a 1 in 200 year flood event. We have observed flood extents from past flood events in some areas, but this does not cover the whole region or every flood event.

We provide any hazard information we hold to assist the District Council in setting an appropriate



floor level for any proposed development. Horizons role is to provide hazard information to the Territorial Authorities to assist them in their



decision making. The final decision on any floor levels, subdivision or building consent application lies with the Territorial Authority as the Building Consent Authority.

The service does not eliminate the need to consult with your local District Council or requesting a LIM report. Our responses often suggest that the people still check with District Council for any requirements or information they may hold. Our indicative flood information often corresponds with District Plan zoning of the property. Even if we assess the proposed building as not requiring an elevated floor level, a resource consent may still be required from the District Council to satisfy the rules in their District Plan.

Disclaimer: Exclusion of Liability Arising from Supply of Information

Horizons Regional Council endeavours to provide useful and accurate information. Horizons Regional Council shall not, however be liable whether in contract, tort, equity or otherwise, for any loss or damage of any type (including consequential losses) arising directly or indirectly

from the inadequacy, inaccuracy or any other deficiency in information supplied irrespective of the cause. Use of information supplied is entirely at the risk of the recipient and shall be deemed to be acceptance of this liability exclusion.