

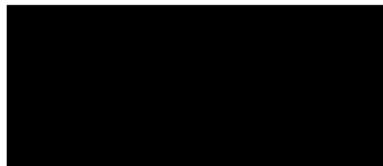


Ref: [REDACTED]

Civic House, 110 Trafalgar Street
PO Box 645, Nelson 7040, New Zealand

9 August 2022

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nelson.govt.nz



Kia ora, [REDACTED]

OFFICIAL INFORMATION REQUEST FOR INFORMATION ABOUT DOG REGISTRATIONS

I refer to your official information request dated 13 July 2022 for information about the following:

1. How many dogs were registered in the Nelson region in the 2021/2022 year?
2. How many dogs were registered in the Nelson region in the 2022/2023 year?
3. What are the dog registration fees are being used for?

The information you have requested is included below and in the enclosed newsletter.

1. In 2021/2022, 6176 dogs were registered in the Nelson region.
2. The number of dogs registered in the Nelson region for 2022/2023, as at 9 August 2022, is 5596.
Please note that the total number of dogs registered for 2022/2023 is not yet available as this will only be calculated at the end of the year (June 2023). While existing dog owners are required to renew dog registrations by 30 June 2022, Council continues to receive registrations throughout the year including, late registrations from existing dog owners and registrations from people who become dog owners later in the year.
3. Please find enclosed a copy of the Dog and Bone 2022 newsletter. Details about what the dog registration fees are used for can be found on page 2 of the newsletter

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Ngā mihi

Clare Barton

Group Manager – Environmental Management

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2022

BROUGHT TO YOU BY NELSON CITY COUNCIL

DOG & BONE



Welcome to the 2022 edition of Dog & Bone

Nelson City Council's newsletter for dog owners



2022 Dog Registrations

It's time to renew your dog registration.

All dogs three months of age or older on 1 July must have a current registration.

Registrations must be made by 30 June. Payment can be made in person at Nelson City Council or online at my.nelson.govt.nz. If you require assistance making a payment, don't hesitate to get in

touch with our Customer Service Centre on **03 546 0200** or email customer.service@ncc.govt.nz.

Registration fees have increased by the Consumer Price Index (CPI) this year. This is a small increase that keeps fees in line with costs.

Failure to register your dog before 31 July will incur a penalty fee.

Registration Fees

from 1 July 2022

Rural dogs (properties of 1 hectare or more)	57.00
Urban dogs	102.00
All dogs classified as dangerous (standard registration fee, plus 50% surcharge as required by statute)	153.00
Police, Seeing Eye and Hearing dogs	5.00
Replacement registration disc	5.00
Registration discounts (applied annually):	
Neutered dog (proof from a vet is required)	-5.00
Impounding fees (in any 12 month period)	
First Impounding	80.00
Second Impounding	160.00
Third Impounding	240.00
Daily charge (for each day following impounding)	16.00
After hours callout charge (outside normal working hours)	85.00
Microchip impounded dogs where required	40.00



Fees explained

2022 dog registration fees will increase by the Consumer Price Index (CPI) of 4.9% to keep pace with inflation and in line with an increase by CPI for other Council fees and charges. This means a \$5.00 increase for a standard urban dog registration fee.

Approximately 90% of the cost of dog control is met by dog owners under current Nelson City Council policy, to ensure the bulk of costs fall to dog owners, rather than wider ratepayers.

Costs for providing the service include: dog patrols, dealing with dog-related issues and complaints, and providing services like dog poo bags and education programmes. The wider ratepayer base meets approximately 10% of the costs to recognise the wider community benefit of a good dog control service.

Council has a legal responsibility to make sure we minimise any danger, distress, and nuisance caused by dogs to the community. This national legislation also requires councils to register dogs, keep records and report on dog control activities.

Councils across New Zealand have different fees for dog registrations, but simple price comparisons need more context. For example, Tasman has twice as many dogs registered as Nelson, but far fewer in urban areas, which means contact between different dogs and their owners is more likely in Nelson. This can increase the number of call-outs and complaints our dog control team has to respond to and therefore also increases the cost to Council.

In Nelson, registration fees come from 5697 dogs in the standard registration category and 409 dogs in the rural category. Nelson's standard registration fee for 2022 (\$102) is comparable to other councils of a similar size, for example in Napier, New Plymouth and Palmerston North standard registration fees range between \$115-\$160 per year.

Watch this space

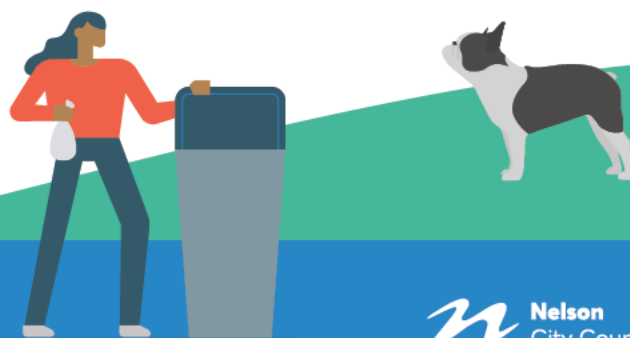
Council is investigating metal dog registration tags to replace the plastic tags.

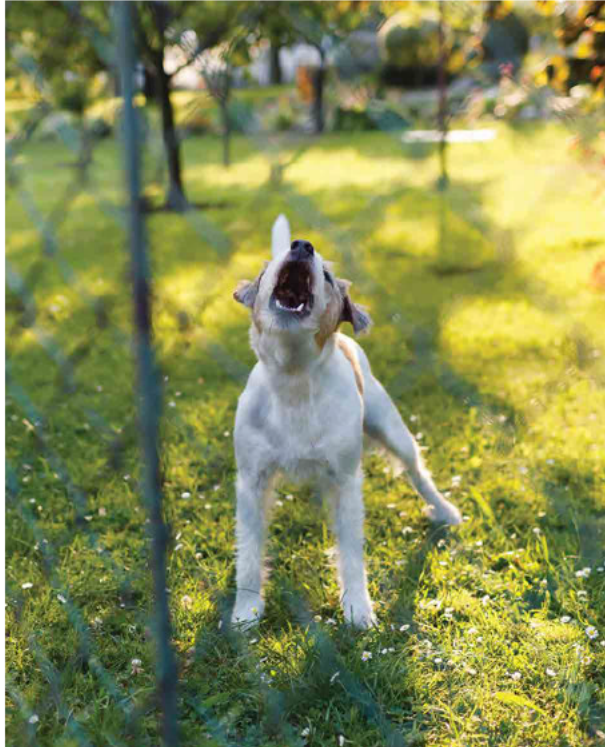


What do these fees pay for?

Services covered by dog registration fees include:

- Dog training and on-site behavioural advice
- Education programmes for adults and children
- Signage and advertising of dog-related issues
- Providing dog poo bags
- Dog control, including impounding wandering dogs, investigating dog attacks, minimising nuisances caused by dogs
- Responding to complaints
- Running the animal shelter
- Patrols
- Taking legal action when required
- Administration and maintenance of the Council database including the annual registration process





Do it online

Pay and manage your dog registration online at my.nelson.govt.nz.

If you've already registered, we will have all your details, so it will be a simple job to re-register your dog this year by logging in to the Dog Registrations portal at my.nelson.govt.nz. You can also check that all of your details are up-to-date and make any changes you need to.

If you haven't already registered, you'll need to follow the prompts to set up your account. You'll need your dog owner number, which you will find on the registration form you received, and your date of birth.

If you need any help with setting up an account, logging in or registering your dog, contact Council's Customer Service Centre and we can help. Just remember, however you do it, all dogs need to be registered by 1 July.

The online dog registration system only accepts payment by credit card, so if you want to pay by internet banking go to nelson.govt.nz/online-payments and use your owner number as a reference. Alternatively, you can bring your registration form into Civic House and pay over the counter.

Barking dogs – help is at hand

Barking dogs can be a headache for everyone – dogs, owners, neighbours and visitors to your property.

Many of us are adjusting to significant changes to our routines, whether that is due to isolation, working from home, or going back to the workplace. Dogs are also used to our routines, and have to adjust as things change.

Your dog may not be as prepared for this change as you think, and you may have even noticed them exhibit concerning behaviours, or perhaps you've come home to a 'your dog is barking' note from a neighbour.

Your dog may be displaying behaviours like barking, whining, pacing and howling as symptoms of separation anxiety – and most of it might happen while you're at work.

Check out our [brochure on dog barking](#) for some ideas on how to tackle the problem. Here are some tips to help your dog or puppy adjust to being home alone:

- Leave your pooch at home alone a couple of times a day for a few minutes, and gradually increase the time and duration that you are away
- When you're at home together, put your dog into another room with the door closed each day for some quiet time. Make the room comfortable and give it something to play with to make it a positive experience

- If your dog struggles with being in a separate room from you, try a baby gate or barrier across the doorway, so that it can still see and hear you. Use a crate if your puppy or dog is used to being crated
- If you intend to leave your dog alone outside in your garden, make sure it also has time alone outside each day while you're at home and give your dog something to do out there to help create a positive experience i.e. chewing on a toy filled with treats.

If you can, talk to your neighbours and let them know that you are being proactive with helping your dog to transition smoothly and keep in touch with them to see if they have heard any excessive barking.

Some dogs will bark excessively even if they aren't distressed, especially if they can see the outside world and people passing by. Seek help from a professional dog trainer if your dog's barking is a nuisance.

If you're having trouble with a dog barking in your area, we encourage you, if you feel comfortable doing so, to talk to the owner or drop a note in their letterbox. Often, they may not realise there is a problem.

If this proves unsuccessful contact Council's Customer Services Centre, 03 546 0200 and we will try to work with the owner to address the issue.