

# ORDER PAPER

# FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Thursday, 30 September 2021

Time: 9.30 am

Venue: Council Chamber

Rangitīkei District Council

**46 High Street** 

Marton

**Chair:** Cr Nigel Belsham

**Membership:** Cr Fi Dalgety

Cr Cath Ash
Cr Brian Carter
Cr Angus Gordon
Cr Tracey Hiroa
Cr Waru Panapa
Cr Dave Wilson

Cr Gill Duncan

**HWTM Andy Watson** 

For any enquiries regarding this agenda, please contact:

Ash Garstang, Governance Advisor, 0800 422 522 (ext. 848), or via email <a href="mailto:ash.garstang@rangitikei.govt.nz">ash.garstang@rangitikei.govt.nz</a>

Contact:	0800 422 522	info@rangitikei.govt.nz	www.rangitikei.govt.nz
	(06) 327 0099		
Locations:	Marton Head Office 46 High Street, Marton	Taihape Taihape Information Centre - Taihape Town hall 90 Hautapu Street (SH1), Taihape	Bulls Information Centre- Te Matapihi 4 Criterion Street, Bulls
Postal Address:	Private Bag 1102, Marto	n 4741	
Fax:	(06) 327 6970		

Notice is hereby given that a Finance/Performance Committee Meeting of the Rangitīkei District Council will be held in the Council Chamber, Rangitīkei District Council, 46 High Street, Marton on Thursday, 30 September 2021 at 9.30 am.

#### **Order Of Business**

1	Welco	ome / Prayer	4
2	Apolo	gies	4
3	Public	Forum	4
4	Confli	ct of Interest Declarations	4
5	Confi	mation of Order of Business	4
6	Confi	mation of Minutes	5
	6.1	Confirmation of Minutes	5
7	Follov	v-up Action Items from Previous Meetings	14
	7.1	Follow-up Action Items from Finance/Performance Meetings	14
8	Repoi	ts for Decision	16
	8.1	Events Sponsorship Scheme - Consideration of Applications for Round One of 2021/22	16
9	Repoi	ts for Information	19
	9.1	Events Sponsorship Scheme - Project Report Forms	19
	9.2	Financial Snapshot - August 2021	50
	9.3	Summary of Bad Debts	62
	9.4	QV Monthly Report- July/ August	64
	9.5	12 Month Statement of Service Performance	75
	9.6	Annual Residents Survey 2021	98
10	Meet	ing Closed	146

#### **AGENDA**

- 1 Welcome / Prayer
- 2 Apologies
- 3 Public Forum

No Public Forum.

#### 4 Conflict of Interest Declarations

Members are reminded of their obligation to declare any conflicts of interest they might have in respect of items on this agenda.

#### 5 Confirmation of Order of Business

That, taking into account the explanation provided why the item is not on the meeting agenda and why the discussion of the item cannot be delayed until a subsequent meeting, enter item number be dealt with as a late item at this meeting.

#### **6** Confirmation of Minutes

#### 6.1 Confirmation of Minutes

Author: Ash Garstang, Governance Advisor

#### 1. Reason for Report

1.1 The minutes from the Finance/Performance Committee meeting held on 26 August 2021 are attached.

#### **Attachments**

1. Finance/Performance Committee Meeting - 26 August 2021

#### Recommendation

That the minutes of the Finance/Performance Committee meeting held on 26 August 2021, [as amended/without amendment], be taken as read and verified as an accurate and correct record of the meeting, and that the electronic signature of the Chair of this committee be added to the official minutes document as a formal record.

# **MINUTES**



# UNCONFIRMED: FINANCE/PERFORMANCE COMMITTEE MEETING (VIA ZOOM)

Date: Thursday, 26 August 2021

Time: 10.30 am

Venue: Council Chamber

Rangitīkei District Council

**46 High Street** 

Marton

Present Cr Nigel Belsham

Cr Fi Dalgety
Cr Cath Ash
Cr Brian Carter
Cr Angus Gordon
Cr Tracey Hiroa
Cr Dave Wilson
Cr Gill Duncan

**HWTM Andy Watson (Mayor)** 

In attendance Mr Peter Beggs, Chief Executive

Mr Arno Benadie, Chief Operating Officer

Mr Dave Tombs, Group Manager - Corporate Services

Mrs Carol Gordon, Group Manager – Democracy and Planning

Mr Danny Le Mar, Manager Financial Services

Ms Kat McDonald, Management and Systems Accountant

Mr Ash Garstang, Governance Administrator

### **Order of Business**

1	Welco	me / Prayer	3
2		gies	
3		Forum	
4		ct of Interest Declarations	
5	Confir	mation of Order of Business	3
6	Confir	mation of Minutes	3
7	Follow	v-up Action Items from Previous Meetings	3
	7.1	Follow-up Action Items from Finance/Performance Meetings	3
8	Chair's	s Report	4
	8.1	Chair's Report - August 2021	. 4
9	Repor	ts for Decision	4
	9.1	Insurance	. 4
	9.2	Budget Reduction - Rate Remission	.6
10	Repor	ts for Information	7
	10.1	Financial Snapshot - June 2021 Draft Figures	. 7
	10.2	QV Monthly Report- June 2021	. 7
	10.3	Quarterly Property Sales	7
	10.4	LGFA - General Information	-

#### 1 Welcome / Prayer

Cr Belsham opened the meeting at 10.31 am. The Mayor read the Council prayer.

#### 2 Apologies

#### **Resolved minute number**

21/FPE/030

Cr Hiroa needs to leave at 11.30 am. Cr Panapa was not in attendance.

Cr C Ash/Cr D Wilson. Carried

#### 3 Public Forum

Nil.

#### 4 Conflict of Interest Declarations

Nil.

#### 5 Confirmation of Order of Business

Nil changes.

#### 6 Confirmation of Minutes

#### Resolved minute number

21/FPE/031

That the minutes of the Finance/Performance Committee meeting held on 24 June 2021, without amendment, be taken as read and verified as an accurate and correct record of the meeting.

Cr G Duncan/Cr D Wilson. Carried

### 7 Follow-up Action Items from Previous Meetings

#### 7.1 Follow-up Action Items from Finance/Performance Meetings

In response to a request for more information, Mr Beggs clarified that Ngāti Apa have been advised of Council's intention to resume charging rates for the Ngā Wairiki training facility.

#### **Resolved minute number**

#### 21/FPE/032

That the report 'Follow-up Action Items from Finance/Performance Meetings' be received.

Cr C Ash/Cr A Gordon. Carried

#### 8 Chair's Report

#### 8.1 Chair's Report - August 2021

Cr Belsham thanked staff for their continued work during the present COVID-19 lockdown restrictions.

#### Resolved minute number

#### 21/FPE/033

That the Chair's Report – August 2021 be received.

Cr N Belsham/Cr F Dalgety. Carried

#### 9 Reports for Decision

#### 9.1 Insurance

#### Infrastructure Programme

The Committee requested that staff undertake to investigate what processes are followed in assessing whether infrastructure damage, or other events, can be covered by Council's insurance policies.

In response to a query, Mr Le Mar confirmed that Council's insurance policy covers seismic events. He also confirmed that in the event of earthquake damage, 60% of the costs would be covered by central government, with the remaining 40% of costs falling to Council.

There was an array of opinions on this issue. Some elected members felt that it would be best to retain this until the introduction of the Three Waters reform, as future changes to Councils water assets may affect the issue. Other elected members felt that it was an unnecessary expense.

#### Motor Insurance

In response to a query, Mr Tombs advised that the estimated savings that could be gained from the Motor Vehicle insurance premiums is thought to be closer to \$30,000, not \$14,500 and he will confirm this.

In response to a query about legal obligations on Council to cover motor vehicle damage to third parties, Mr Beggs advised that while this obligation does exist, there is no requirement for Council

to pay for it through motor vehicle insurance – these types of costs could be covered directly by Council.

There was an array of opinions on the option of retaining or removing motor insurance cover. Some elected members felt that the savings that could be gained by not having motor vehicle insurance were relatively small and would be an unworthy risk. The Committee also noted that third party cover could be treated as an independent issue of full motor insurance cover.

Mr Beggs noted to the Committee that the savings identified in this report had been incorporated into Councils Long-Term Plan 2021-31, and that if these proposed savings were subsequently declined by Council this would cause unbudgeted expenses. Ms McDonald confirmed that the full amount of \$587,000 in projected savings had been incorporated into the Long-Term Plan budgets.

Cr Hiroa left the meeting at 11.27 am.

#### Recommendation

The report 'Insurance' be received, and that the Finance/Performance Committee recommends that Council makes the below changes:

- Change its insurance programme by increasing "deductible on Material Damage" from \$10k to \$250k.
- Change its insurance programme and remove "Material Damage additional cover".
- Change its insurance programme by increasing "Infrastructure Programme deductible" from \$250,000 to \$2 Million (in 100% Terms).

HWTM A Watson/Cr T Hiroa. Lost

#### Resolved minute number

21/FPE/034

That the report 'Insurance' be received.

Cr C Ash/Cr A Gordon. Carried

#### Resolved minute number

21/FPE/035

That the Finance/Performance Committee recommends Council change its insurance programme by increasing "deductible on Material Damage" from \$10k to \$250k.

HWTM A Watson/Cr T Hiroa. Carried

Cr Ash voted against the recommendation.

#### **Resolved minute number**

21/FPE/036

That the Finance/Performance Committee recommends Council change its insurance programme and remove "Material Damage additional cover".

Cr T Hiroa/Cr D Wilson. Carried

Cr Ash voted against the recommendation.

#### Recommendation

That the Finance/Performance Committee does not recommend that Council change its insurance programme by increasing "Infrastructure Programme deductible" from \$250,000 to \$2 Million (in 100% Terms).

Cr G Duncan/Cr C Ash. Lost

#### **Resolved minute number**

#### 21/FPE/037

That the Finance/Performance Committee recommends to Council to further consider changes to its insurance programme, and requests staff to provide supporting information, by increasing "Infrastructure Programme deductible" from \$250,000 to \$2 Million (in 100% Terms).

HWTM A Watson/Cr D Wilson. Carried

#### Recommendation

That the Finance/Performance Committee does not recommend Council change its insurance programme by removing "Motor Insurance cover", noting this includes related third party cover.

Cr N Belsham/Cr G Duncan. Lost

#### Resolved minute number

#### 21/FPE/038

That the Finance/Performance Committee recommends that Council consider changes to its insurance programme by removing "Motor Insurance cover", and to consider whether there could be a separation regarding third party cover.

HWTM A Watson/Cr A Gordon. Carried

#### 9.2 Budget Reduction - Rate Remission

In response to a query, Mr Beggs advised that rates from new houses are not factored into the Long-Term Plan. Revenue from these rates would be unbudgeted, although Mr Beggs noted that most owners of new builds would likely apply for the \$5,000 remission.

#### **Resolved minute number**

#### 21/FPE/039

That the report Budget Reduction – Rate Remission be received

Cr C Ash/Cr B Carter. Carried

#### **Resolved minute number**

#### 21/FPE/040

That the Finance/Performance Committee recommends that Council approves the reduction to the rates remission budget of \$100,000.

Cr D Wilson/HWTM A Watson. Carried

#### 10 Reports for Information

#### 10.1 Financial Snapshot - June 2021 Draft Figures

Mr Tombs noted that these figures are subject to year-end adjustments.

In response to a query, Mr Tombs advised that that 2021/22 roading budgets do not take Waka Kotahi's reduced funding into account. Mr Beggs expanded on this and advised that Waka Kotahi are currently hoping for additional funding from central government. Therefore staff are unsure if the roading funding from Waka Kotahi will change.

Cr Ash advised that she had several detailed questions and would like to raise these via email with staff. Mr Beggs confirmed that staff were happy to receive the councillor's questions.

#### Resolved minute number

#### 21/FPE/041

That the report 'Financial Snapshot – June 2021' be received.

Cr C Ash/Cr B Carter. Carried

#### 10.2 QV Monthly Report-June 2021

Mr Le Mar presented the report and requested feedback from elected members about the new graph (covering two years of prior data from QV). The Committee were appreciative of this information and confirmed that they would like to continue receiving this in future reports.

#### **Resolved minute number**

#### 21/FPE/042

That the 'QV Monthly Report- June 2021' be received

Cr F Dalgety/Cr G Duncan. Carried

#### 10.3 Quarterly Property Sales

The Mayor queried if these figures took June's new valuation into account, or whether they were sourced from a prior valuation. Staff were uncertain and undertook to investigate this further and provide an answer at a later date.

#### **Resolved minute number**

#### 21/FPE/043

That the report 'Quarterly Property Sales' be received.

Cr F Dalgety/Cr A Gordon. Carried

#### 10.4 LGFA - General Information

Mr Tombs advised that Council is not currently a guaranteeing member of LGFA (Local Government Funding Agency), however we will need to become a guaranteeing member in the future and this is

a requirement to borrow more than \$20 m. This change in status will not be brought back to Council for a decision/confirmation, as it was a decision made within the Long-Term Plan 2021-31.

The Committee advised that they would like to receive this report every six months.

#### **Resolved minute number**

21/FPE/044

That the report 'LGFA – General Information' be received.

Cr C Ash/Cr G Duncan. Carried

Mr Beggs advised the Committee that this would be Ms McDonald's last meeting with our Council.

Cr Belsham thanked Ms McDonald for all of her support and wished her the best, on behalf of the Finance/Performance Committee.

The meeting closed at 12.18 pm.

The minutes of this meeting were confirmed at the Finance/Performance Committee held on 30 September 2021.

	Ch	airnarson

#### 7 Follow-up Action Items from Previous Meetings

#### 7.1 Follow-up Action Items from Finance/Performance Meetings

Author: Ash Garstang, Governance Administrator

#### 1. Reason for Report

1.1 On the list attached items raised at previous Finance/Performance meetings. Items indicate who is responsible for follow up, and a brief status comment

#### 2. Decision Making Process

2.1 Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decisionmaking provisions do not apply.

#### **Attachments**

1. Follow-up Actions Register

#### Recommendation

That the report 'Follow-up Action Items from Finance/Performance Meetings' be received.

Item 7.1 Page 14

### **Current Follow-up Actions**

rom Meeting				
ate	Details	Person Assigned	Status Comments	Status
	Staff to investigate what processes are used in determining whether infrastructure			
26-Aug-21	damage, or other events, can be covered by Council insurance policies.	Arno Benadie	This is under discussion with Council's insurers.	In progress
	Staff to gain more information from Council's insurance broker regarding the			
26-Aug-21	Infrastructure Programme deductible.	Danny Le Mar	This is under discussion with Council's insurers.	In progress
	Regarding 10.3 Quarterly Property Sales - staff to investigate whether the figures of			
	sales, as a percentage against the capital valuation, is against the new valuation or		Waiting for staff member directly involved in this to	
26-Aug-21	the earlier valuation by QV.	Dave Tombs	return from leave.	Open
	Regarding 10.1 Rubbish & Recycling Activity Performance Report, page 34 - User			
	fees & charges over budget by \$135k. Question - do we know what the split is of		This information needs to be provided by the	
	commercial users vs private users? Is this increase from commercial activities /		operator, once the response has been received it	
26-Aug-21	commercial dumping?	Jess Mcilroy	will be emailed out to Committee Members.	In progress
	Regarding the Statement of Service Reporting: The Committee noted that the		More detailed analysis has been completed. An	
	measurement of 600 litres per person, per day, seemed very high. Mr Benadie to		update will be presented to the October Asset &	
24-Jun-21	look into this and provide clarity/more information.	Arno Benadie	Infrastructure Committee	In progress
25-Mar-21	List of each bridge that Assets are working on and its associated budgets.	Arno Benadie	To be included in Assets / Infrastructure agenda.	In progress
			Report will be included on Agenda once work	1
			related to the LTP, financial year end, Councilmark	
25-Feb-21	Staff to review Councils Forestry Holdings.	Dave Tombs	etc allows.	In progress
			Report will be included on Agenda once work	
			related to the LTP, financial year end, Councilmark	
25-Feb-21	Revaluation impact across the sector.	Dave Tombs	etc allows.	In progress

#### 8 Reports for Decision

8.1 Events Sponsorship Scheme - Consideration of Applications for Round One of 2021/22

Author: Ash Garstang, Governance Advisor

Authoriser: Carol Gordon, Group Manager - Democracy & Planning

#### 1. Reason for Report

1.1 At its meeting on 25 February 2021, Council agreed to move the decisions of the below funding schemes to the Finance/Performance Committee, to take effect from July 2021:

- a. Events Sponsorship Scheme
- b. Community Initiatives Fund
- 1.2 The 2021/22 budget for the Events Sponsorship Scheme (ESS) is \$50,000. There are two funding rounds, held in September 2021 and March 2022. It is suggested that the Committee allocate no more than 75% of the annual funding in Round One, in order that funds remain available for Round Two.
- 1.3 A total of \$59,583 has been requested in Round One.
- 1.4 The criteria for the Events Sponsorship Scheme states that grants can only be made up to a maximum of 50% of eligible costs. It is suggested that the Committee give consideration to a projects likelihood of success if funded for less than the amount requested.
- 1.5 At its meeting on 09 April 2021, the Community Grants Sub-Committee agreed to amend the eligibility criteria to be 'guidelines', in order to allow the assessment committee to consider applications that, while they may not meet all eligibility criteria, may still have sufficient merit to warrant the approval of funding. This scheme is funded by rates, and the assessment committee has discretion in applying the guidelines.

#### 2. Applications

- 2.1 Eight applications have been received for Round One, and have been individually assessed by the Finance/Performance Committee in SmartyGrants:
  - Taihape Horse Society
  - Taihape Area Dressage Group
  - Taihape Riders Fundraising Committee (bank account pending)
  - Huntley School Jubilee Committee
  - Lions Club of Hunterville Charitable Trust
  - Hunterville Huntaway Festival
  - Turakina Caledonian Society Inc.
  - Taihape Community Development Trust

Item 8.1 Page 16

2.2 A summary of eligible costs and amounts requested is below:

	Eligible costs	Amount requested
Taihape Horse Society	\$8,952	\$5,154
Taihape Area Dressage Group	\$6,445	\$2000
Taihape Riders Fundraising Committee	\$2,122.75	\$6,000
Huntley School Jubilee Committee	\$20,721.50	\$20,000
Lions Club of Hunterville Charitable Trust	\$1,988	\$2,000
Hunterville Huntaway Festival	\$43,256.50	\$8,000
Turakina Caledonian Society Inc.	\$15,775	\$5,092
Taihape Community Development Trust	\$14,342.60	\$14,337.25
	\$113,603.35	\$59,583.25

2.3 It is a condition of the Events Sponsorship Scheme that Project Report Forms are returned before further funding can be sought. All applications applying for Round One, 2021/22 are eligible to apply for funding.

#### 3. Guideline Considerations

- 3.1 Taihape Riders Fundraising Committee:
  - They do not currently have a group bank account. They are in the process of arranging this and are aware that funding cannot be paid without a group bank account being in place.

#### **Recommendation 1**

That the report 'Events Sponsorship Scheme – Consideration of Applications for Round One of 2021/22' be received.

Item 8.1 Page 17

#### **Recommendation 2**

That the Finance/Performance Committee approve the sponsorship of events listed below, and disperse the Events Sponsorship Scheme as outlined to successful applicants:

- •
- •
- •
- •
- •
- •
- •
- •

Item 8.1 Page 18

#### 9 Reports for Information

#### 9.1 Events Sponsorship Scheme - Project Report Forms

Author: Ash Garstang, Governance Advisor

#### 1. Reason for Report

1.1 Attached are three completed Project Report Forms, from previous rounds of funding for the Events Sponsorship Scheme.

#### **Attachments**

- 1. 2020/21 (Round 1) Marton Country Music Festival
- 2. 2020/21 (Round 1) Rangitikei Shearing Spots Inc (Marton Show)
- 3. 2020/21 (Round 1) Turakina Caledonian Society Inc.

#### Recommendation

That that following Project Report Forms for the Events Sponsorship Scheme be received:

- 2020/21 (Round 1) Marton Country Music Festival
- 2020/21 (Round 1) Rangitikei Shearing Spots Inc (Marton Show)
- 2020/21 (Round 1) Turakina Caledonian Society Inc.

Item 9.1 Page 19

**Application ESS00027 From Marton Country Music Festival** 

Form Submitted 8 Mar 2021, 4:57pm NZDT

#### Instructions for Grantees

This form is designed to help us understand the challenges, triumphs and insights you experienced and gained while running your funded project/program. Please be frank – while we absolutely want to know about and celebrate your successes, it's just important to us that we understand what did not work so well. This will help us to learn what we and others could do differently next time.

You must complete and submit this form no later than the date stipulated in your funding agreement. If you fail to do so you may not be eligible to apply for further grants from Rangitīkei District Council.

The completion of this form should be overseen by someone with an intimate knowledge of the funded project/program.

#### **Project Report**

*	ind	icat	es a	re	auii	red	fiel	d
	шч	ıcut			ччн	-u		ш

Organisation name: \*

Marton Country Music Festival

Event name: \*

Marton Country Music Festival This question is read only.

**Date of event \*** 15/01/2021

Must be a date.

#### Type of event: \*

- High profile
- One-off
- Community

- New recurring
- Established recurring
- High profile, community

#### Amount of sponsorship received \*

\$2,450.00

Must be a dollar amount.

## Please provide a short summary of the work that was completed as part of this project / program / initiative \*

We held an extremely successful, professional event with approx 2500 people attending. We received tremendous support from the local community. A free bus, run by Lions, was available to take patrons from the venue into the retail district to shop and observe the Busking competition.

This was very much appreciated by all and well utilized. Fantastic feedback has been received from many areas including the Motor Home Association and the Council.

Describe the "who, what, where, when and why" of your initiative

**Application ESS00027 From Marton Country Music Festival** 

Form Submitted 8 Mar 2021, 4:57pm NZDT

#### **Attendees**

Please provide estimated numbers of those who attended the event:

#### Rangitīkei District residents: \*

500

Must be a number.

#### Visitors form neighbouring districts: \*

500

Must be a number.

#### Visitors form the rest of New Zealand: \*

1500

Must be a number.

#### Overseas visitors \*

O

Must be a number.

#### Was this attendance

- more than you expected?
- o what you expected?
- O less than you expected?

#### **Outcomes**

#### Did the event go as you had planned? \*

The event went exactly as we had planned. Due to the Covid-19 pandemic we were not entirely sure on how people to expect however this exceeded our expectations.

An extremely successful, professional event with a lot of support from the local community and the Council. We have received a lot of fantastic feedback. The venue is superb for the type of event we run.

#### What worked really well: \*

What worked really well: \*

The transitions between the walk up concerts where anyone who wanted to sing with the band could, to the organised showcase concerts were superbly run. The free bus, taking patrons from the venue into town was a hit and utilised well. Security and maori wardens ensured there was no trouble. Our First Aid tent staffed by approved First Aiders provided peace of mind. We had a couple of plumbing issues which the Council were very quick to attend and rectify.

#### What didn't work so well/could be improved? \*

We will look at re-hashing the layout of the food vans next year as it was getting a little congested behind the stage. This is already being looked at. We have also engaged a local town liaison person to meet with the local retailers and get them more involved in the next festival by way of window displays etc.

#### Do you intend to hold this event again?

**Application ESS00027 From Marton Country Music Festival** 

Form Submitted 8 Mar 2021, 4:57pm NZDT

•	Yes
0	No
0	Unsure

#### Did you record any aspect of your project/program through photographs, audio or video?

Yes

 $\bigcirc$  No

#### We'd love to see some visual and audio representations of your work. Please share below.

#### **Upload files:**

Filename: IMG 8563.JPG

File size: 2.7 MB

Filename: Photo 1.jpg File size: 74.1 kB

Filename: Photo 2.jpg File size: 166.8 kB

Filename: Photo 3.jpg File size: 96.7 kB

Filename: Photo 4.jpg File size: 33.9 kB

Filename: Photo 5.jpg File size: 79.9 kB

and/or

#### Provide web link:

https://www.facebook.com/groups/martonfestival

Must be a URL

and/or

### **Provide additional**

details:

Please include captions, if relevant

Can we use your media content in our own communications?

e.g. in our annual report

#### Did you provide any acknowledgement of the Rangitikei District Council as a funder of your project/program?

Yes ○ No

e.g. in a media release, in a speech, on your website, in a project/annual report

**Application ESS00027 From Marton Country Music Festival** 

Form Submitted 8 Mar 2021, 4:57pm NZDT

Please provide details below.

Upload files: Filename: Marton 2021 Programme.pdf

File size: 2.3 MB

and/or

Provide web link:

Must be a URL

and/or

**Additional details:** We acknowledged the great support we receive from the

RDC throughout the weekend from the stage.

#### **Financial Report**

\* indicates a required field

#### **Event Income & Expenditure**

Please provide details of any event income (funds received) and expenditure (funds spent) to date.

Use the 'Notes' column to provide any additional information you think we should be aware of.

Income Description	Income Type	Confirmed Funding?	Income Amount (\$)	Notes
Registrations	Other Income	Not Applicable	\$42,250.54	Ticket Sales
Raffles	Other Income	Not Applicable	\$3,319.40	
Stall Fees	Other Income	Not Applicable	\$1,060.00	
Kitchen	Other Income	Not Applicable	\$1,682.80	
Sponsorship	Donations	Confirmed	\$3,150.00	
Interest	Earned Income	Confirmed	\$15.20	
Community Organisation Grant	Philanthropic Grants	Confirmed	\$3,500.00	
Pub Charities	Philanthropic Grants	Confirmed	\$9,000.00	
JBS Dudding Trust 2019	Philanthropic Grants	Confirmed	\$5,000.00	

#### **Application ESS00027 From Marton Country Music Festival**

Form Submitted 8 Mar 2021, 4:57pm NZDT

RDC Events Sponsorship Scheme	Government Grants	Confirmed	\$2,450.00	
Lotteries Com- munity	Philanthropic Grants	Confirmed	\$2,000.00	
Merchandise Sales	Other Income	Not Applicable	\$380.00	

Expenditure Description	<b>Expenditure Type</b>	Expenditure Amount (\$)	Notes
Hireage	Project and Production *	\$28,027.65	
Artist Fees	Project and Production	\$11,184.46	
Accommodation	Project and Production	\$4,456.36	
Kitchen	Other Expenditure	\$1,847.61	
Advertising	Advertising and Promotion	\$4,356.31	
Permits/Fees	Other Expenditure	\$1,531.23	
Insurance	Other Expenditure	\$511.75	
Electrician	Project and Production	\$626.75	
Sponsorship	Advertising and Promotion	\$250.00	
Printing & Stationery	Administrative and Infrastructure	\$748.95	
Miscellaneous	Other Expenditure	\$1,000.34	
Refreshments	Other Expenditure	\$387.86	
Band Payments	Project and Production	\$6,000.00	
Sound/Lighting	Project and Production	\$4,000.00	

### **Income and Expenditure Totals**

**Total Income Amount** 

**Total Expenditure Amount Income - Expenditure** 

\$73,807.94

\$64,929.27 \$8,878.67

This number/amount is calculat- This number/amount is calculat- This number/amount is calculat-

#### **Application ESS00027 From Marton Country Music Festival**

Form Submitted 8 Mar 2021, 4:57pm NZDT

ed. ed. ed.

Have you experienced any issues with your intended project budget to date? If so, please explain reasons for any major variances or for providing incomplete information:

No major variations. Was as expected.

#### **Certification and Feedback**

\* indicates a required field

#### Certification

This section must be completed by an appropriately authorised person on behalf of the applicant organisation (may be different to the contact person listed earlier in this application form).

I certify that to the best of my knowledge the statements made within this application are true and correct, and I understand that if the applicant organisation is approved for this grant, we will be required to accept the terms and conditions of the grant as outlined in the letter of approval.

l agree	Yes ○ No
Name of authorised person *	Must be a senior staff member, board member or appropriately authorised volunteer
Position *	Secretary Position held in applicant organisation (e.g. CEO, Treasurer)
Contact Phone Number *	We may contact you to verify that this application is authorised by the applicant organisation
Contact Email *	Must be an email address.
Date *	08/03/2021 Must be a date













Application ESS00029 From Rangitikei Shearing Sports Inc - Marton Show

Form Submitted 8 Jun 2021, 11:08am NZST

#### **Instructions for Grantees**

This form is designed to help us understand the challenges, triumphs and insights you experienced and gained while running your funded project/program. Please be frank – while we absolutely want to know about and celebrate your successes, it's just important to us that we understand what did not work so well. This will help us to learn what we and others could do differently next time.

You must complete and submit this form no later than the date stipulated in your funding agreement. If you fail to do so you may not be eligible to apply for further grants from Rangitīkei District Council.

The completion of this form should be overseen by someone with an intimate knowledge of the funded project/program.

#### **Project Report**

*	ind	icates	a re	auire	d fie	h
	шч	ica cc 3	uıc	uunc	<b>u</b> 11 <b>u</b>	ш

## Organisation name: \* Rangitikei Shearing Sports

Event name: \*

Rangitikei Shearing Sports - Marton Show This question is read only.

Date of event \* 07/02/2021
Must be a date.

#### Type of event: \*

- High profile
- One-off
- Community

- New recurring
- Established recurring
- High profile, community

#### Amount of sponsorship received \*

\$1,500.00

Must be a dollar amount.

## Please provide a short summary of the work that was completed as part of this project / program / initiative \*

We put on another great show on the first Sunday (rather than Saturday) in February. That was to accommodate a new event, the MKM Circuit designed to attract new entrants in the junior grades of wool handling and sheep shearing. Manawatu Knitting Mills provided the prizes and the best heats points were pulled together over three days (Fri, Sat and Sun) and three events ie Dannevirke, Aria and Marton. Overall we had 101 entries into our Shearing events and 54 entries into our Woolhandling events and of those 28 novice, junior and intermediate shearers and 17 novice and junior wool handlers also took part in the MKM circuit. It was put on in the Marton Memorial Hall, showcasing local sheep and internationally recognised shearers. Town and country came to the free event to enjoy the sounds and

Application ESS00029 From Rangitikei Shearing Sports Inc - Marton Show

Form Submitted 8 Jun 2021, 11:08am NZST

smells of the shearing shed. Our current committee includes young and actively competing shearers and wool handlers and we continue our efforts to build the profile and number of competitors at our event. While this year was a fraction down on 2020, when compared to 2018 when we increased prizemoney to \$10,000, our shearing competitors are up 15% (from 88 to 101) and wool handling competitors are up 29% (from 42 to 54). The number of sheep in NZ has been declining for many years, and so the number of shearing competitions have also been declining. We are very pleased to report that our local competition is in good shape and able to showcase the wool industry in the Rangitikei District.

Describe the "who, what, where, when and why" of your initiative

#### **Attendees**

Please provide estimated numbers of those who attended the event:

#### Rangitīkei District residents: \*

250

Must be a number.

#### Visitors form neighbouring districts: \*

50

Must be a number.

#### Visitors form the rest of New Zealand: \*

170

Must be a number.

#### Overseas visitors \*

30

Must be a number.

#### Was this attendance

- o more than you expected?
- what you expected?
- less than you expected?

#### **Outcomes**

#### Did the event go as you had planned? \*

Yes, by and large. Our prizemoney was increased to over \$10,000 three years ago now, to actively increase the number of competitors. 2021 was slightly down on 2020, but still up on before the extra prizemoney. All events, except Novice grade go to 12th place, rather than 6th, as they do at Golden Shears. As we increase numbers, we have to improve our ability to run an efficient on-time event, which we did in 2021.

#### What worked really well: \*

Our committee is our greatest strength going forward. Leadership from shearers, Jacob Moore, Jimmy Samuels, Kopere Down and Paul Simpson, from wool handlers, Logan Kamura, Adrianne Samuels and Gail Haitana, ably assisted by myself, Lynne Sheridan and Jenayre Lissington put on a great show. There are always lots of additional helpers who also help out on the day, as well as set up and break down of the stage and sheep pens in the Memorial Hall. We are moving to live streaming the event on Facebook and using our Facebook page to build attendance and pass on information to those attending and those elsewhere.

Application ESS00029 From Rangitikei Shearing Sports Inc - Marton Show

Form Submitted 8 Jun 2021, 11:08am NZST

#### What didn't work so well/could be improved? \*

Our wool handling judges failed to bring a printer or somebody who could use their computer to collate results and advise who was going from heats to finals in good time, so that put a great deal of pressure on the entire event. We pulled it off despite those difficulties and are looking at making changes for 2022.

<ul><li>Do you intend to hold this event again?</li><li>● Yes</li><li>○ No</li><li>○ Unsure</li></ul>					
Did you record any aspect video?  ● Yes ○ No	of your project/program through photographs, audio or				
	We'd love to see some visual and audio representations of your work. Please share below.				
Upload files:	Filename: Collage 2021 RSS Event.pdf File size: 921.4 kB				
	and/or				
Provide web link:	Must be a URL				
	and/or				
Provide additional details:	Collage supplied above which we send out by email/mail to all sponsors, but we can supply more individual pictures if they are wanted, just let me know what you want the focus to be.				
	Please include captions, if relevant				
Can we use your media content in our own communications?					
Did you provide any ackno	wledgement of the Rangitīkei District Council as a				

## Did you provide any acknowledgement of the Rangitīkei District Council as a funder of your project/program?

Yes ○ No

e.g. in a media release, in a speech, on your website, in a project/annual report

Please provide details below.

Application ESS00029 From Rangitikei Shearing Sports Inc - Marton Show

Form Submitted 8 Jun 2021, 11:08am NZST

Upload files: Filename: RSS 2021 Sponsors Poster.pdf

File size: 273.3 kB

Filename: RSS Programme 2021.pdf

File size: 265.5 kB

and/or

Provide web link:

Must be a URL

and/or

**Additional details:** We fly your flags, you are a Gold Sponsor on our sponsors

poster which is displayed in the hall and mentioned by announcers during the event, as well as the named sponsor of our senior heats and semi-finals ie on the programme and mentioned by the announcers as well as

during prizegivings.

#### **Financial Report**

\* indicates a required field

#### **Event Income & Expenditure**

Please provide details of any event income (funds received) and expenditure (funds spent) to date.

Use the 'Notes' column to provide any additional information you think we should be aware of.

Income Description	Income Type	Confirmed Funding?	Income Amount (\$)	Notes
Interest	Earned Income	Not Applicable	\$159.35	
Pledgecard Sponsors	Donations	Not Applicable	\$7,250.00	
Livestock Fundraiser	Donations	Not Applicable	\$9,732.08	
Shearing Comp Sheep	Earned Income	Not Applicable	\$2,243.50	
RDC Events Sponsorship	Philanthropic Grants	Confirmed	\$1,500.00	Your money
Pub Charity	Philanthropic Grants	Confirmed	\$5,000.00	

Application ESS00029 From Rangitikei Shearing Sports Inc - Marton Show Form Submitted 8 Jun 2021, 11:08am NZST

Show Entries	Earned Income	Not Applicable	\$3,265.00	
Raffle	Earned Income	Not Applicable	\$830.00	
Float and unused prizemoney	Other Income	Not Applicable	\$650.00	

Expenditure Description	Expenditure Type	Expenditure Amount (\$)	Notes
Admin/Advertising	Advertising and Promotion *	\$952.23	
Prizemoney	Advertising and Promotion	\$9,885.00	
Accountant	Administrative and Infrastructure	\$747.50	
Float out	Other Expenditure	\$600.00	
Judges Travel	Administrative and Infrastructure	\$630.00	
Engraving of tro- phies	Administrative and Infrastructure	\$180.40	
Singlets, Shirts and Printing	Advertising and Promotion	\$1,195.43	
Accommodation and catering	Administrative and Infrastructure	\$455.65	
Affiliation and Levy Fees	Administrative and Infrastructure	\$713.00	
Pen Staff & Helpers	Administrative and Infrastructure	\$500.00	
Electrician	Administrative and Infrastructure	\$494.50	
Cartage of stage and sheep	Administrative and Infrastructure	\$5,200.18	Your contribution used here
Timing Systems	Administrative and Infrastructure	\$621.00	
Stage Storage	Administrative and Infrastructure	\$3,450.00	
Insurance	Administrative and Infrastructure	\$1,739.95	
Sundry Competition Expenses	Administrative and Infrastructure	\$1,099.13	

Application ESS00029 From Rangitikei Shearing Sports Inc - Marton Show

Form Submitted 8 Jun 2021, 11:08am NZST

#### **Income and Expenditure Totals**

Total Income Amount	<b>Total Expenditure Amount</b>	Income - Expenditure		
\$30,629.93	\$28,463.97	\$2,165.96		
This number/amount is calculat-	This number/amount is calculat-	This number/amount is calculat-		
ed.	ed.	ed.		

Have you experienced any issues with your intended project budget to date? If so, please explain reasons for any major variances or for providing incomplete information:

#### **Certification and Feedback**

\* indicates a required field

#### Certification

This section must be completed by an appropriately authorised person on behalf of the applicant organisation (may be different to the contact person listed earlier in this application form).

I certify that to the best of my knowledge the statements made within this application are true and correct, and I understand that if the applicant organisation is approved for this grant, we will be required to accept the terms and conditions of the grant as outlined in the letter of approval.

l agree	Yes ○ No
Name of authorised person *	Must be a senior staff member, board member or appropriately authorised volunteer
Position *	Treasurer Position held in applicant organisation (e.g. CEO, Treasurer)
Contact Phone Number *	We may contact you to verify that this application is authorised by the applicant organisation
Contact Email *	Must be an email address.
Date *	<b>08/06/2021</b> Must be a date

# Thank you to all our Sponsors

# **Gold Sponsors**

Pub Charity
John Turkington Ltd
Rangitikei District Council - Event Sponsorship
ANZCO Foods Ltd
Bob & Fiona Crawford - Motu Kowhai Farm Partnership
Dean Williamson – Global HQ
JD Wilkie - Waione Coopworths

## **Silver Sponsors**

Nigel Belsham & Glenn Jongen - BJW Motors Ltd
Craig & Janine Pilet - Pilet Contracting
Jim Howard - Westoe
Brendan Shoebridge - New World, Marton
GE Morrison - Morrison Farming
South Rangitikei Vet Services (SRVS)
The Downs Group
Mark Chapman - Ferriby Land
Lynne Sheridan
Lyn Watson - Waione Wool Saddleblankets
Kelso - Tutu Totara
Te Hou Farms - Ngati Apa
Central ITM

# **Bronze Sponsors**

Farm Chemical Services Ltd Phil Simpson - Heaton Park Glasgows - Minimoor Fat Rabbit

C R Grace McIlwaine Mitre 10, Marton **Broadway Colourplus** Denis Hocking - Rangitoto Farm Co Ltd The Rathole, Bulls Platts Pharmacy, Bulls Four Square, Bulls Manawatu Knitting Mills Ward Furniture Marton Pharmacy Spiers Foods Farmlands Foods Pilkys Auto Clinic K G Jensen Electrical Ltd Hourigan Shearing Services Ltd G K Skou Transport Ltd Heiniger New Zealand Peter Scott - McGruers Farmlands, Marton One Stop Stationery, Marton Go Ahead Hair, Marton **Hugh Stewart** Hogan Plumbing 2013 Ltd Leaf and Petals, Marton Mollv's Marton Printery ITM Marton - Rural Timber Hardware Cooks and Club Hotel Sugar Plum Café Countdown, Marton

# **Stock Drive – Sheep Donations**

P&E Sheriff - Pine Park Partnership David & Maureen Smith, Holly Farm Dave Pike Ric Collins Chris Oneil Pete Nevill
Aaron Wigglesworth
Blair Rhodes, Otiwhiti Station
James Hurley, Tutu Totara
Lynne Sheridan

Scullys, Bulls

# **Competition Sheep Suppliers**

Mark Godfrey, Tapuwai Hayden Wigglesworth, Mangara Andrew & Kylie Stewart

# Without the support of all our sponsors this event would not be possible

# Please support them

Thank you to all our Officials and Volunteers for their time and Competitors and Supporters for making this a successful day

# 58th RANGITIKEI SHEARING SPORTS 2021

### **SUN 7 FEB - MORNING SESSION (Subject to change)**

## Shearing and Woolhandling in conjunction

Start: 8.30am	Sheep
Novice Shearing (NO FINAL) Sponsored by Jim Howard - Westoe	1
Junior Shearing Heats Spousored by Kelso – Tutu Totara Novice Woolhandling Heats (NO FINAL) Spousored by New World - Marton	2 2
Intermediate Shearing Heats Spousoned by The Downs Group Junior Woolhandling Heats Spousoned by Morrison Farming	3 3
Junior Shearing Semi-Final* Sponsored by Ferriby Land Co Ltd	3
Intermediate Shearing Semi Final* Spousored by Motu Kowhai Farm	5
Senior Shearing Heats Spousored by Rangitikei District Council Senior Woolhandling Heats Spousored by Waione Wool Saddleblankets	4 4
Junior Shearing Final - Sponsored by Dean Williamson - Global HQ Junior Woolhandling Final Sponsored by John Wilkie – Waione Coopworths	5 5

# **Prizegiving**

Including results from MKM Circuit in conjunction with Dannevirke & Aria

#### Lunch

Sheep supplied by:
Mark Godfrey-Tapuwai, Hayden Wigglesworth - Mangara,
Andrew & Kylie Stewart - Rangitikei Farmstay

Event Commentators:
Jimmy Samuels & Morgan Lissington

**Important Notice:** 

All Competitors enter at their own risk & need to supply their own pen person

# 58th RANGITIKEI SHEARING SPORTS 2021

# **SUN 7 FEB - AFTERNOON SESSION (Subject to Change)**

## Shearing and Woolhandling in conjunction

Start: 1.00pm	Sheep
National Shearing Circuit - Open Shearing Heats Open Woolhandling Heats Sponsored by Southern Rangitikei Vet Services	5 5
Senior Shearing Semi Final* Sponsored by Rangitikei District Council Senior Woolhandling Semi-Final* - Sponsored by BJW Motors	6 6
Open Woolhandling* Spousored by Pilet Contracting Open Shearing Semi Final* Spousored by Hourigan Shearing Services	8 8
Intermediate Shearing Final Sponsored by Bob Crawford - Motu Kowhai Far	m 4
Senior Woolhandling Final - Sponsored by Pub Charity	6
Open Woolhandling Final - Spousored by Pilet Contracting	8
Senior Shearing Final Sponsored by ANZCO Foods	12
Open Shearing Final Sponsored by John Turkington Ltd	20

## **Prize Giving**

Including results from MKM Circuit in conjunction with Dannevirke & Aria

The RSS Committee would like to thank all our sponsors without which this show would not have been possible.

Thank you to all our Officials and Volunteer workers for their time and Competitors and Supporters for making this a successful day.

<sup>\*</sup>Semi-Finals are only run if 24 shearers – see rule 2(m) 'heat entries exceeds 4 times the stands available' OR the RSS committee deems a semifinal possible. Woolhandling FINALS using resident shearers

**Application ESS00024 From Turakina Caledonian Society Inc.** 

Form Submitted 23 Mar 2021, 6:34pm NZDT

#### Instructions for Grantees

This form is designed to help us understand the challenges, triumphs and insights you experienced and gained while running your funded project/program. Please be frank – while we absolutely want to know about and celebrate your successes, it's just important to us that we understand what did not work so well. This will help us to learn what we and others could do differently next time.

You must complete and submit this form no later than the date stipulated in your funding agreement. If you fail to do so you may not be eligible to apply for further grants from Rangitīkei District Council.

The completion of this form should be overseen by someone with an intimate knowledge of the funded project/program.

# **Project Report**

*	ind	icates	а	reau	ired	fiel	Ы
	шч	icates	ч	I C G G	псч		·

#### Organisation name: \*

Turakina Caledonian Society Inc

#### Event name: \*

**157th Turakina Highland Games** This question is read only.

**Date of event \*** 30/01/2021

Must be a date.

#### Type of event: \*

- High profile
- One-off
- Community

- New recurring
- Established recurring
- High profile, community

#### Amount of sponsorship received \*

\$2,500.00

Must be a dollar amount.

# Please provide a short summary of the work that was completed as part of this project / program / initiative \*

The community and supporters worked together to stage the 157th Turakina Highland Games at the Turakina Domain on Saturday the 30th January 2021.

Describe the "who, what, where, when and why" of your initiative

#### **Attendees**

Please provide estimated numbers of those who attended the event:

**Application ESS00024 From Turakina Caledonian Society Inc.** 

Form Submitted 23 Mar 2021, 6:34pm NZDT

#### Rangitīkei District residents: \*

930

Must be a number.

#### Visitors form neighbouring districts: \*

300

Must be a number.

#### Visitors form the rest of New Zealand: \*

249

Must be a number.

#### Overseas visitors \*

2

Must be a number.

#### Was this attendance

- more than you expected?
- o what you expected?
- O less than you expected?

#### **Outcomes**

#### Did the event go as you had planned? \*

Everything went as planned. We had been keeping a close eye on Covid restrictions and worked with the local Heath Department to ensure we had all the requirements in place. One judge had to withdraw a few days before as he was a close contact to a Covid case in the upper North Island. We were able to replace him with a suitably qualified judge at short notice.

The "Have a Go" activities were reduced as it was felt that due to the pandemic it would be prudent to forgo the bagpipe/chanter lessons this year.

Aside from this all the events were well patronised with a huge increase in the number of young Highland Dancers.

#### What worked really well: \*

Greater use of social media for advertising seems to have attracted more spectators, many for the first time. Maybe also the fact that people were keen to get out and do things locally.

The huge increase of young Highland Dancers meant a rethink and addition of an extra dancing stage and judge. All the events for the younger Highland Dancers were moved into the large marquee which proved very popular and successful.

#### What didn't work so well/could be improved? \*

We added a third dancing board to accommodate all the young Highland Dancers. This was placed in the large marquee and while it's a great place for it we need to hire a larger marquee as it was a little cramped.

#### Do you intend to hold this event again?

- Yes
- $\bigcirc$  No
- Unsure

**Application ESS00024 From Turakina Caledonian Society Inc.** 

Form Submitted 23 Mar 2021, 6:34pm NZDT

Did you record	l any aspect of	f your project	:/program tl	hrough pho	tographs, a	เนdio or
video?						

Yes

O No

We'd love to see some visual and audio representations of your work. Please share below.

**Upload files:** 

Filename: IMG 2946.JPG

File size: 6.6 MB

Filename: IMG 2955.JPG

File size: 6.6 MB

Filename: IMG 2985.JPG

File size: 9.7 MB

Filename: IMG\_3008.JPG

File size: 7.8 MB

and/or

Provide web link:

http://www.turakinahighlandgames.co.nz

Must be a URL

and/or

Provide additional

details:

Please include captions, if relevant

Can we use your media content in our own communications?

e.g. in our annual report

# Did you provide any acknowledgement of the Rangitikei District Council as a funder of your project/program?

Yes ○ No

e.g. in a media release, in a speech, on your website, in a project/annual report

#### Please provide details below.

**Upload files:** 

Filename: 2021 Turakina Poster\_FE.jpg

File size: 7.4 MB

Filename: 2021Programme.pdf

File size: 4.8 MB

and/or

**Application ESS00024 From Turakina Caledonian Society Inc.** 

Form Submitted 23 Mar 2021, 6:34pm NZDT

FIGNICE WED HILL	rovide web	lin	k:
------------------	------------	-----	----

Must be a URL

and/or

#### **Additional details:**

## **Financial Report**

\* indicates a required field

## **Event Income & Expenditure**

Please provide details of any event income (funds received) and expenditure (funds spent) to date.

Use the 'Notes' column to provide any additional information you think we should be aware of.

Income Description	Income Type	Confirmed Funding?	Income Amount (\$)	Notes
Bands	Earned Income	Confirmed	\$1,395.00	
Dancing	Earned Income	Confirmed	\$1,449.00	
Donations & sponsorship	Philanthropic Grants	Confirmed	\$2,812.00	
Field Events	Earned Income	Confirmed	\$202.00	
Funding	Philanthropic Grants	Confirmed	\$18,444.00	
Gate takings	Earned Income	Confirmed	\$10,465.00	
Piping	Earned Income	Confirmed	\$1,657.00	
Drumming	Earned Income	Confirmed	\$212.00	
Stall Sites	Earned Income	Confirmed	\$465.00	
Subscriptions	Earned Income	Confirmed	\$95.00	
Interest	Earned Income	Confirmed	\$3.00	
Camping sites	Earned Income	Confirmed	\$240.00	
Catering	Earned Income	Confirmed	\$1,151.00	
Fundraising	Earned Income	Confirmed	\$30.00	
Administration Fee	Earned Income	Confirmed	\$805.00	Previously this was included as part of the entry fee

Application ESS00024 From Turakina Caledonian Society Inc.

Form Submitted 23 Mar 2021, 6:34pm NZDT

Expenditure Description	Expenditure Type	Expenditure Amount (\$)	Notes
Advertising/Promotion	Advertising and Promotion *	\$2,287.00	
Power	Project and Production	\$321.00	
Catering Costs	Project and Production	\$2,050.00	
Utilities (Bins, PA)	Project and Production	\$975.00	
Insurance	Administrative and Infrastructure	\$1,542.00	
Judges Expenses	Project and Production	\$5,960.00	
Memberships	Administrative and Infrastructure	\$281.00	
Prizes	Project and Production	\$5,094.00	
Administration	Administrative and Infrastructure	\$744.00	
Website	Administrative and Infrastructure	\$2,667.00	
Repairs & Mainte- nance	Administrative and Infrastructure	\$423.00	
First Aid	Project and Production	\$256.00	
Gate Keepers	Project and Production	\$400.00	
Marquee, Equip, Hire & Cartage	Project and Production	\$10,398.00	
Ceilidh Band	Project and Production	\$1,500.00	
L	1		

# **Income and Expenditure Totals**

**Total Income Amount Total Expenditure Amount Income - Expenditure** 

\$39,425.00

This number/amount is calculated.

\$34,898.00 ed.

\$4,527.00 This number/amount is calculat- This number/amount is calculated.

**Application ESS00024 From Turakina Caledonian Society Inc.** 

Form Submitted 23 Mar 2021, 6:34pm NZDT

Have you experienced any issues with your intended project budget to date? If so, please explain reasons for any major variances or for providing incomplete information:

We made more use of digital technology this year. The website was rebuilt and meant that we were able to accept entries on-line and entry fees were paid using on-line banking. We also sent gate passes via email. The introduction of these processes reduced some administration costs.

The larger than expected number of spectators has lead to a pleasing profit this year.

#### **Certification and Feedback**

\* indicates a required field

#### Certification

This section must be completed by an appropriately authorised person on behalf of the applicant organisation (may be different to the contact person listed earlier in this application form).

I certify that to the best of my knowledge the statements made within this application are true and correct, and I understand that if the applicant organisation is approved for this grant, we will be required to accept the terms and conditions of the grant as outlined in the letter of approval.

I agree Name of authorised Must be a senior staff member, board member or appropriately person \* authorised volunteer Position \* Funding Co-ordinator Position held in applicant organisation (e.g. CEO, Treasurer) Contact Phone Number \* We may contact you to verify that this application is authorised by the applicant organisation Contact Email \* Must be an email address. Date \* 22/03/2021 Must be a date









#### 9.2 Financial Snapshot - August 2021

Author: Dave Tombs, Group Manager - Corporate Services

Authoriser: Peter Beggs, Chief Executive

#### 1. Reason for Report

1.1 To provide Committee Members with Council's latest management financial accounts and related commentary.

#### 2. Activity Performance Reports

- 2.1 This section of the report provides commentary on Group operational budget variances in excess of \$100k:
  - 2.1.1 It is common for budget variances to arise after two months that are caused by timing differences i.e. amounts are paid or received in a different month to when they have been budgeted.
  - 2.1.2 Depreciation and Internal Charges for 2021/22 are currently zero: these will be processed when the 2020/21 financial year end work is sufficiently advanced.
- 2.2 Subsidies and Grant Revenue is \$1.75m below Budget as the activity associated with Council receiving these Roading Subsidies has been delayed. This variance is a timing difference that should catch up during coming months (although a minor 'actual difference' is expected to arise as a result of Waka Kotahi finalising their Programmes of Works for 2020/21. Current estimates are that we should receive an additional unbudgeted \$173k in 2020/21 but incur extra, unbudgeted operating costs of \$165k. Our nett increase in Capital Expenditure is expected to be around \$105k).
- 2.3 Other Expenses for Community Wellbeing are \$106k over budget, caused by unbudgeted costs associated with a landfill. Officers are looking to provide for these costs in 2020/21 which would effectively treat them as 2020/21 expenses and reverse them out of the 2021/22 ledger.
- 2.4 Other Expenses for Roading and Footpaths is \$730k behind budget and is related to \$2.2 above. Officers expect to be able to make up this backlog during the rest of the financial year (in the absence of any unforeseen prolonged interruption).

#### 3. Capital Expenditure

3.1 The Capital Program has been impacted by the recent lockdown. Officers propose to conduct a review of the Capital Expenditure program during October.

#### **Attachments**

1. Operating Performance Reports: YTD August 2021

2. Capital Summary: August 2021

Item 9.2 Page 50

#### Recommendation

That the Finance and Performance Committee receive the report 'Financial Snapshot – August 2021'.

Item 9.2 Page 51

# Rangitikei District Council Activity Performance Report For Period 31st August 2021

	2021/22 YTD Actuals August	2021/22 YTD Budgets August	2021/22 YTD Variance August	2021/22 YTD Percentage Variance August	2021/22 Full Year Budget
	\$000	\$000	\$000		\$000
Revenue					
Subsidies and Grants	(1,031)	(2,788)	(1,757)	-27.16%	(18,780)
Other Revenue	(697)	(810)	(113)	-13.99%	(3,544)
Finance Revenue	(1)	(2)	(1)	-36.77%	(13)
Other Comprehensive	(0)	0	0	100.00%	0
Rates	(5,932)	(5,915)	17	0.19%	(24,503)
Total	(7,661)	(9,515)	1,854	-19.49%	(46,840)
Expense					
Other Expenses	2,580	3,444	864	25.09%	19,550
Personnel Costs	1,079	1,017	(62)	-6.07%	6,632
Finance Costs	1	1	(0)	-18.00%	496
Depreciation and Amortisation	0	2,340	2,340	100.00%	14,042
Internal Charges and Recoveries	0	0	0	0.00%	(0)
Total	3,660	6,803	3,142	46.20%	40,720
Grand Total	(4,001)	(2,712)	1,288	47.50%	(6,120)

# Rangitikei District Council Business Units Activity Performance Report For Period 31st August 2021

	2021/22 YTD Actuals August	2021/22 YTD Budgets August	2021/22 YTD Variance August	2021/22 YTD Percentage Variance August	2021/22 Full Year Budget
	\$000	\$000	\$000		\$000
Revenue					
Subsidies and Grants	(17)	(31)	(13)	-44.08%	(184)
Other Revenue	(1)	(6)	(4)	-75.56%	(35)
Finance Revenue	(1)	(2)	(1)	-36.77%	(13)
Other Comprehensive	(0)	0	0	100.00%	0
Rates	177	98	(79)	-81.02%	987
Total	157	59	(98)	-164.95%	755
Expense					
Other Expenses	410	471	61	12.90%	3,312
Personnel Costs	887	880	(7)	-0.75%	5,739
Finance Costs	1	1	(1)	-18.00%	(284)
Depreciation and Amortisation	0	96	96	100.00%	574
Internal Charges and Recoveries	0	(1,562)	(1,562)	-100.00%	(9,369)
Total	1,298	(114)	1,412	-1238.44%	(29)
Grand Total	1,455	(55)	(1,510)	-2758.33%	726

# Rangitikei District Council Community & Leisure Assets Activity Performance Report For Period 31st August 2021

Activity Parent 2	2021/22 YTD Actuals August	2021/22 YTD Budgets August	2021/22 YTD Variance August	YTD Percentage	2021/22 Full Year Budget
	\$000	\$000	\$000		\$000
Revenue					
Subsidies and Grants	(150)	(58)	93	160.87%	(119)
Other Revenue	(151)	(127)	24	19.13%	(787)
Other Comprehensive	0	0	0	0.00%	0
Rates	(1,115)	(1,102)	13	1.17%	(4,409)
Total	(1,417)	(1,287)	130	10.08%	(5,316)
Expense					
Other Expenses	436	522	86	16.44%	2,415
Personnel Costs	0	0	0	0.00%	0
Finance Costs	0	0	0	0.00%	217
Depreciation and Amortisation	0	313	313	100.00%	1,876
Internal Charges and Recoveries	0	135	135	100.00%	809
Total	436	970	533	55.01%	5,317
Grand Total	(981)	(317)	663	208.92%	2

# Rangitikei District Council Community Leadership Activity Performance Report For Period 31st August 2021

Activity Parent 2	2021/22 YTD Actuals August	YTD Budgets	2021/22 YTD Variance August	Percentage Variance	2021/22 Full Year Budget
	\$000	\$000	\$000		\$000
Revenue					
Other Revenue	0	0	0	0.00%	0
Rates	(307)	(305)	1	0.48%	(1,221)
Total	(307)	(305)	1	0.48%	(1,221)
Expense					
Personnel Costs	112	114	2	1.44%	688
Finance Costs	0	0	0	0.00%	0
Depreciation and Amortisation	0	0	0	100.00%	2
Internal Charges and Recoveries	0	89	89	100.00%	532
Total	112	203	91	44.64%	1,221
Grand Total	(194)	(102)	92	89.76%	0

# Rangitikei District Council Community Wellbeing Activity Performance Report For Period 31st August 2021

	2021/22	2021/22	2021/22	2021/22	2021/22
	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage	Full Year
	August	_			Budget
	\$000	\$000	\$000		\$000
Revenue					
Subsidies and Grants	(22)	(42)	(21)	-48.80%	(125)
Other Revenue	(4)	(2)	2	131.81%	(24)
Other Comprehensive	0	0	0	0.00%	0
Rates	(342)	(340)	(4)	-1.06%	(1,360)
Total	(368)	(384)	(22)	-5.61%	(1,509)
Expense					
Other Expenses	267	161	(106)	-65.71%	939
Personnel Costs	57	27	(30)	-112.36%	176
Finance Costs	0	0	0	0.00%	0
Depreciation and Amortisation	0	2	2	100.00%	10
Internal Charges and Recoveries	0	63	63	100.00%	376
Total	324	253	(72)	1.39%	1,502
Grand Total	(43)	(132)	(88)	-68.38%	(7)

## Rangitikei District Council Environmental & Regulatory Activity Performance Report For Period 31st August 2021

	2021/22 YTD Actuals August	2021/22 YTD Budgets August	YTD Variance	2021/22 YTD Percentage Variance August	2021/22 Full Year Budget
	\$000	\$000	\$000		\$000
Revenue					
Subsidies and Grants	0	0	0	0.00%	0
Other Revenue	(419)	(509)	(91)	-17.81%	(1,729)
Rates	(305)	(302)	3	0.90%	(1,207)
Total	(723)	(811)	(88)	-10.85%	(2,936)
Expense					
Other Expenses	67	103	36	34.53%	674
Personnel Costs	135	110	(25)	-22.51%	717
Finance Costs	0	0	0	0.00%	0
Internal Charges and Recoveries	0	259	259	100.00%	1,554
Total	202	472	270	57.16%	2,945
Grand Total	(521)	(339)	182	53.61%	9

# Rangitikei District Council Roading & Footpaths Activity Performance Report For Period 31st August 2021

	2021/22 YTD Actuals August	2021/22 YTD Budgets August		2021/22 YTD Percentage Variance August	2021/22 Full Year Budget
	\$000	\$000	\$000		\$000
Revenue					
Subsidies and Grants	(842)	(2,657)	(1,815)	-30.68%	(15,942)
Other Revenue	(17)	(25)	(8)	-32.00%	(147)
Other Comprehensive	0	0	0	0.00%	0
Rates	(1,873)	(1,862)	12	0.63%	(7,447)
Total	(2,732)	(4,543)	(1,811)	-17.88%	(23,536)
Expense					
Other Expenses	434	1,164	730	62.72%	6,697
Finance Costs	0	0	0	0.00%	93
Depreciation and Amortisation	0	1,363	1,363	100.00%	8,176
Internal Charges and Recoveries	0	688	688	100.00%	4,130
Total	434	3,215	2,781	86.50%	19,096
Grand Total	(2,298)	(1,328)	970	147.07%	(4,440)

# Rangitikei District Council Rubbish & Recycling Activity Performance Report For Period 31st August 2021

	2021/22 YTD Actuals August	YTD Budgets	2021/22 YTD Variance August	2021/22 YTD Percentage Variance August	2021/22 Full Year Budget
	\$000	\$000	\$000		\$000
Revenue					
Other Revenue	(83)	(113)	(30)	-26.40%	(649)
Other Comprehensive	0	0	0	0.00%	0
Rates	(273)	(268)	4	1.57%	(1,074)
Total	(356)	(381)	(26)	-6.70%	(1,723)
Expense					
Other Expenses	167	259	91	35.23%	1,463
Finance Costs	0	0	0	0.00%	1
Depreciation and Amortisation	0	11	11	100.00%	64
Internal Charges and Recoveries	0	32	32	100.00%	195
Total	167	302	134	-4.27%	1,723
Grand Total	(188)	(79)	109	100.00%	0

## Rangitikei District Council Water, Sewerage & Stormwater Activity Performance Report For Period 31st August 2021

	2021/22 YTD Actuals August \$000	2021/22 YTD Budgets August \$000	2021/22 YTD Variance August \$000	2021/22 YTD Percentage Variance	2021/22 Full Year Budget \$000
Revenue					
Subsidies and Grants	0	0	0	0.00%	(2,410)
Other Revenue	(21)	(29)	(7)	-25.52%	(173)
Other Comprehensive	0	0	0	0.00%	0
Rates	(1,894)	(1,833)	61	3.34%	(8,772)
Total	(1,916)	(1,862)	54	2.89%	(11,355)
Expense					
Other Expenses	686	650	(35)	-5.41%	3,361
Finance Costs	0	0	0	0.00%	469
Depreciation and Amortisation	0	557	557	100.00%	3,340
Internal Charges and Recoveries	0	296	296	100.00%	1,774
Total	686	1,503	817	54.37%	8,945
Grand Total	(1,230)	(359)	871	242.58%	(2,410)

# Rangitikei District Council\* Account Details For Period 31st August 2021

Account  Grand Total	2021/22 YTD Budgets August 3,831,417	2021/22 YTD Actuals August 1,030,904	2021/22 Full Year Budget 43,488,297
	3,001,111	1,000,001	10,100,201
Business Units	167,151	148,127	889,498
3600. Information Services	77,151	57,746	811,498
4100. Property	0	9,387	0
Community & Leisure Assets	685,504	189,581	8,465,922
1300. Cemeteries	0	0	0
1900. Community Housing	0	10,751	174,920
4040170601. Building Alterations - Contract	0	7,404	174,920
2600. Domains	268,060	73,533	4,315,330
441017061160.1 Taihape Memorial Park	266,666	71,775	1,599,996
4410170630. Taihape Grandstand	0	0	1,000,000
4410174501. Taihape Amenities Detailed Design & Construction	0	0	1,700,000
3100. Forestry	0	0	0
3200. Halls	88,332	62,872	1,313,000
409017060784 Marton Memorial Hall	0	2,751	750,000
4090174505. Marton Building Design & Construction	83,332	0	500,000
3700. Libraries	329,112	27,756	2,287,672
4080170605. 68: New Marton Admin & Library - Construction	329,112	0	1,974,672
Roading & Footpaths	1,699,428	558,627	19,456,873
Roading & Footpaths 3800. Non-Subsidised Roading	<b>1,699,428</b> 0	<b>558,627</b> 127,484	<b>19,456,873</b> 915,000
3800. Non-Subsidised Roading	0	127,484	915,000
3800. Non-Subsidised Roading 5000. Subsidised Roading	0 1,699,428	127,484 431,143	915,000 18,541,873
3800. Non-Subsidised Roading 5000. Subsidised Roading 70100745. Marton Rail Hub	0 1,699,428 100,000	127,484 431,143 41,097	915,000 18,541,873 7,800,000
3800. Non-Subsidised Roading 5000. Subsidised Roading 70100745. Marton Rail Hub 70100782. Drainage Renewals	0 1,699,428 100,000	127,484 431,143 41,097 20,926	915,000 18,541,873 7,800,000 600,000
3800. Non-Subsidised Roading 5000. Subsidised Roading 70100745. Marton Rail Hub 70100782. Drainage Renewals 70100787. Sealed Road Surfacing	0 1,699,428 100,000 100,000	127,484 431,143 41,097 20,926	915,000 18,541,873 7,800,000 600,000 928,606
3800. Non-Subsidised Roading 5000. Subsidised Roading 70100745. Marton Rail Hub 70100782. Drainage Renewals 70100787. Sealed Road Surfacing 70100795. Improvements- Low Cost Low Risk	0 1,699,428 100,000 100,000 0 922,144	127,484 431,143 41,097 20,926 0 6,353	915,000 18,541,873 7,800,000 600,000 928,606 5,532,864 2,000,004
3800. Non-Subsidised Roading 5000. Subsidised Roading 70100745. Marton Rail Hub 70100782. Drainage Renewals 70100787. Sealed Road Surfacing 70100795. Improvements- Low Cost Low Risk 7010079601. Mangaweka Bridge Contruction	0 1,699,428 100,000 100,000 0 922,144 333,334	127,484 431,143 41,097 20,926 0 6,353 201,847	915,000 18,541,873 7,800,000 600,000 928,606 5,532,864
3800. Non-Subsidised Roading 5000. Subsidised Roading 70100745. Marton Rail Hub 70100782. Drainage Renewals 70100787. Sealed Road Surfacing 70100795. Improvements- Low Cost Low Risk 7010079601. Mangaweka Bridge Contruction Water, Sewerage & Stormwater	0 1,699,428 100,000 100,000 0 922,144 333,334 1,279,334	127,484 431,143 41,097 20,926 0 6,353 201,847 134,569	915,000 18,541,873 7,800,000 600,000 928,606 5,532,864 2,000,004 14,676,004 799,992
3800. Non-Subsidised Roading 5000. Subsidised Roading 70100745. Marton Rail Hub 70100782. Drainage Renewals 70100787. Sealed Road Surfacing 70100795. Improvements- Low Cost Low Risk 7010079601. Mangaweka Bridge Contruction  Water, Sewerage & Stormwater 4900. Stormwater	0 1,699,428 100,000 100,000 0 922,144 333,334 1,279,334 83,332	127,484 431,143 41,097 20,926 0 6,353 201,847 134,569 22,180	915,000 18,541,873 7,800,000 600,000 928,606 5,532,864 2,000,004 14,676,004
3800. Non-Subsidised Roading 5000. Subsidised Roading 70100745. Marton Rail Hub 70100782. Drainage Renewals 70100787. Sealed Road Surfacing 70100795. Improvements- Low Cost Low Risk 7010079601. Mangaweka Bridge Contruction  Water, Sewerage & Stormwater 4900. Stormwater 5600. Waste Water - Sewerage	0 1,699,428 100,000 100,000 0 922,144 333,334 1,279,334 83,332 665,002	127,484 431,143 41,097 20,926 0 6,353 201,847 134,569 22,180 51,287	915,000 18,541,873 7,800,000 600,000 928,606 5,532,864 2,000,004 14,676,004 799,992
3800. Non-Subsidised Roading 5000. Subsidised Roading 70100745. Marton Rail Hub 70100782. Drainage Renewals 70100787. Sealed Road Surfacing 70100795. Improvements- Low Cost Low Risk 7010079601. Mangaweka Bridge Contruction  Water, Sewerage & Stormwater 4900. Stormwater 5600. Waste Water - Sewerage 6070176204. 52: Wastewater Reticulation - Renewals	0 1,699,428 100,000 100,000 0 922,144 333,334 1,279,334 83,332 665,002 83,334	127,484 431,143 41,097 20,926 0 6,353 201,847 134,569 22,180 51,287 1,500	915,000 18,541,873 7,800,000 600,000 928,606 5,532,864 2,000,004 14,676,004 799,992 10,690,012 500,004
3800. Non-Subsidised Roading  5000. Subsidised Roading  70100745. Marton Rail Hub  70100782. Drainage Renewals  70100795. Improvements- Low Cost Low Risk  7010079601. Mangaweka Bridge Contruction  Water, Sewerage & Stormwater  4900. Stormwater  5600. Waste Water - Sewerage  6070176204. 52: Wastewater Reticulation - Renewals  6070176205. 89: Wastewater Treatment - Renewals  6070176206. 54.1: Pipeline Marton to Bulls  6070176207. 54.2: Land Purchase	0 1,699,428 100,000 0 922,144 333,334 1,279,334 83,332 665,002 83,334 83,334	127,484 431,143 41,097 20,926 0 6,353 201,847 134,569 22,180 51,287 1,500 5,902	915,000 18,541,873 7,800,000 600,000 928,606 5,532,864 2,000,004 14,676,004 799,992 10,690,012 500,004 1,200,000 1,200,000
3800. Non-Subsidised Roading  5000. Subsidised Roading  70100745. Marton Rail Hub  70100782. Drainage Renewals  70100795. Improvements- Low Cost Low Risk  7010079601. Mangaweka Bridge Contruction  Water, Sewerage & Stormwater  4900. Stormwater  5600. Waste Water - Sewerage  6070176204. 52: Wastewater Reticulation - Renewals  6070176205. 89: Wastewater Treatment - Renewals	0 1,699,428 100,000 100,000 0 922,144 333,334 1,279,334 83,332 665,002 83,334 83,334	127,484 431,143 41,097 20,926 0 6,353 201,847 134,569 22,180 51,287 1,500 5,902 7,340	915,000 18,541,873 7,800,000 600,000 928,606 5,532,864 2,000,004 14,676,004 799,992 10,690,012 500,004 500,004 1,200,000
3800. Non-Subsidised Roading  5000. Subsidised Roading  70100745. Marton Rail Hub  70100782. Drainage Renewals  70100795. Improvements- Low Cost Low Risk  7010079601. Mangaweka Bridge Contruction  Water, Sewerage & Stormwater  4900. Stormwater  5600. Waste Water - Sewerage  6070176204. 52: Wastewater Reticulation - Renewals  6070176205. 89: Wastewater Treatment - Renewals  6070176206. 54.1: Pipeline Marton to Bulls  6070176207. 54.2: Land Purchase	0 1,699,428 100,000 0 922,144 333,334 1,279,334 83,332 665,002 83,334 83,334 0 200,000	127,484 431,143 41,097 20,926 0 6,353 201,847 134,569 22,180 51,287 1,500 5,902 7,340 0	915,000 18,541,873 7,800,000 600,000 928,606 5,532,864 2,000,004 14,676,004 799,992 10,690,012 500,004 1,200,000 1,200,000
3800. Non-Subsidised Roading  5000. Subsidised Roading  70100745. Marton Rail Hub  70100782. Drainage Renewals  70100787. Sealed Road Surfacing  70100795. Improvements- Low Cost Low Risk  7010079601. Mangaweka Bridge Contruction  Water, Sewerage & Stormwater  4900. Stormwater  5600. Waste Water - Sewerage  6070176204. 52: Wastewater Reticulation - Renewals  6070176205. 89: Wastewater Treatment - Renewals  6070176206. 54.1: Pipeline Marton to Bulls  6070176207. 54.2: Land Purchase  6070177109. Papakai Pump Station Replacement	0 1,699,428 100,000 0 922,144 333,334 1,279,334 83,332 665,002 83,334 0 200,000 200,000 40,000 10,000	127,484 431,143 41,097 20,926 0 6,353 201,847 134,569 22,180 51,287 1,500 5,902 7,340 0 4,224 0 0	915,000 18,541,873 7,800,000 600,000 928,606 5,532,864 2,000,004 14,676,004 799,992 10,690,012 500,004 500,004 1,200,000 1,200,000 1,200,000
3800. Non-Subsidised Roading 5000. Subsidised Roading 70100745. Marton Rail Hub 70100782. Drainage Renewals 70100787. Sealed Road Surfacing 70100795. Improvements- Low Cost Low Risk 7010079601. Mangaweka Bridge Contruction  Water, Sewerage & Stormwater 4900. Stormwater 4900. Stormwater 5600. Waste Water - Sewerage 6070176204. 52: Wastewater Reticulation - Renewals 6070176205. 89: Wastewater Treatment - Renewals 6070176207. 54.1: Pipeline Marton to Bulls 6070176207. 54.2: Land Purchase 6070177109. Papakai Pump Station Replacement 6070177110. Marton to Bulls Centralisation Project	0 1,699,428 100,000 100,000 0 922,144 333,334 1,279,334 83,332 665,002 83,334 0 200,000 200,000 40,000	127,484 431,143 41,097 20,926 0 6,353 201,847 134,569 22,180 51,287 1,500 5,902 7,340 0 4,224 0	915,000 18,541,873 7,800,000 600,000 928,606 5,532,864 2,000,004 14,676,004 799,992 10,690,012 500,004 1,200,000 1,200,000 1,200,000 5,300,000
3800. Non-Subsidised Roading  5000. Subsidised Roading  70100745. Marton Rail Hub  70100782. Drainage Renewals  70100787. Sealed Road Surfacing  70100795. Improvements- Low Cost Low Risk  7010079601. Mangaweka Bridge Contruction  Water, Sewerage & Stormwater  4900. Stormwater  5600. Waste Water - Sewerage  6070176204. 52: Wastewater Reticulation - Renewals  6070176205. 89: Wastewater Treatment - Renewals  6070176206. 54.1: Pipeline Marton to Bulls  6070176207. 54.2: Land Purchase  6070177109. Papakai Pump Station Replacement  6070177110. Marton to Bulls Centralisation Project  6070177111. Ratana Complete Upgrade	0 1,699,428 100,000 0 922,144 333,334 1,279,334 83,332 665,002 83,334 0 200,000 200,000 40,000 10,000	127,484 431,143 41,097 20,926 0 6,353 201,847 134,569 22,180 51,287 1,500 5,902 7,340 0 4,224 0 0	915,000 18,541,873 7,800,000 600,000 928,606 5,532,864 2,000,004 799,992 10,690,012 500,004 1,200,000 1,200,000 1,200,000 5,300,000

<sup>\*</sup>Report Contains Filters

#### 9.3 Summary of Bad Debts

Author: Dave Tombs, Group Manager - Corporate Services

**Authoriser:** Dave Tombs, Group Manager - Corporate Services

#### 1. Reason for Report

1.1 To provide Finance and Performance Committee with a summary of Council's bad debt position.

#### 2. Context

2.1 Finance and Performance Committee has requested this Bad Debts Summary be presented every six months (at March and September Committee meetings).

#### **Attachments**

1. Debts Dashboard - August 2021

#### Recommendation

That the report 'Summary of Bad Debts' be received.

Item 9.3 Page 62

# **Dashboard**

**Debt Type** 

31-Aug-21

(Multiple Items)

# **Rangitikei District Council**

**Total collected YTD \$** 

9.9k

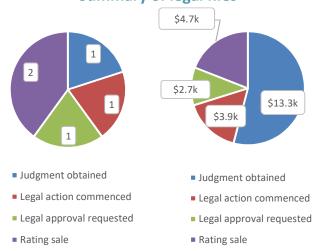


Summary of active files

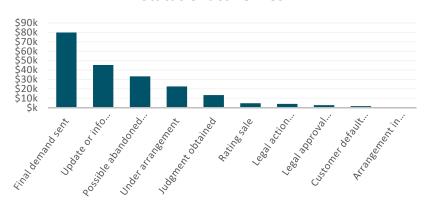
\$ 207.1k

**Summary of legal files** 

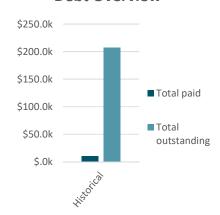




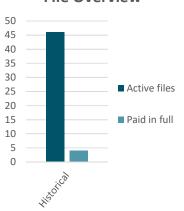
#### Status of active files



#### **Debt Overview**



#### File Overview



#### 9.4 QV Monthly Report- July/ August

Author: Danny Le Mar, Manager Financial Services

**Authoriser:** Dave Tombs, Group Manager - Corporate Services

#### 1. Reason for Report

1.1 To provide the Finance and Performance Committee with the July and August 2021 Monthly report provided by QV.

#### 2. Discussion and Options Considered

- 2.1 The July and August reports are provided for reference along with graphs that show tracking against the prior financial year.
- 2.2 Highlights of the report compared to prior year are as follows:
  - 2.2.1 Sales compared to Prior year are down by 12 (89 vs 101)
  - 2.2.2 Completed building consents are down by 20 (25 vs 45)
  - 2.2.3 Subdivisions are up by 24 (196 vs 174)

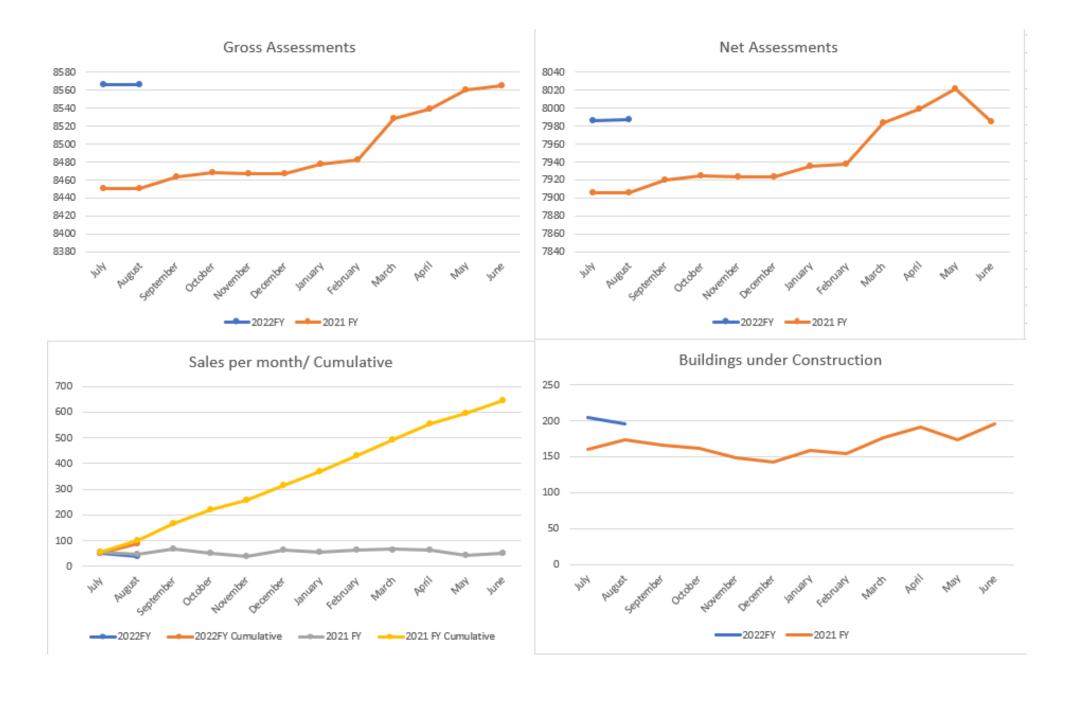
#### **Attachments**

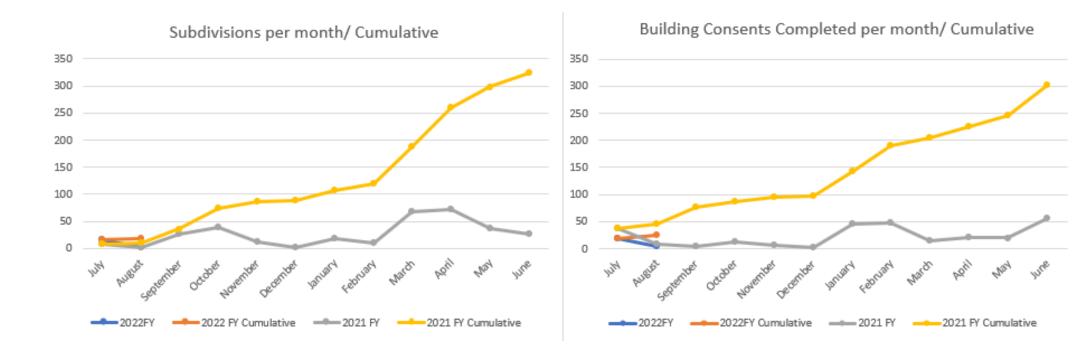
- 1. QV Graphs August 2021
- 2. QV Report July 2021
- 3. QV Report August 2021

#### Recommendation

That the 'QV Monthly Report- July/ August' be received.

Item 9.4 Page 64





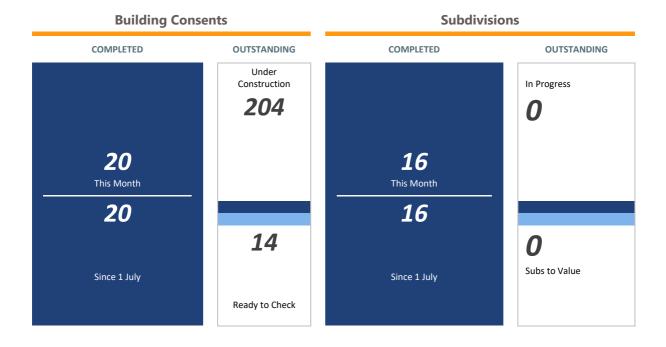


# July *2021*Rangitikei District

#### QV Quotable Quote

Never let the odds keep you from doing what you know in your heart you were meant to do. - H. Jackson Brown

**Assessment Sales Numbers** OUTSTANDING COMPLETED Net Sale Notices Sale Notices Assessments < 3 Days > 3 Days 7,986 0 0 *50* This Month Rateable: 3 *50* 0 0 8,566 Since 1 July Partial Changes to Gross Sales Address Assessments





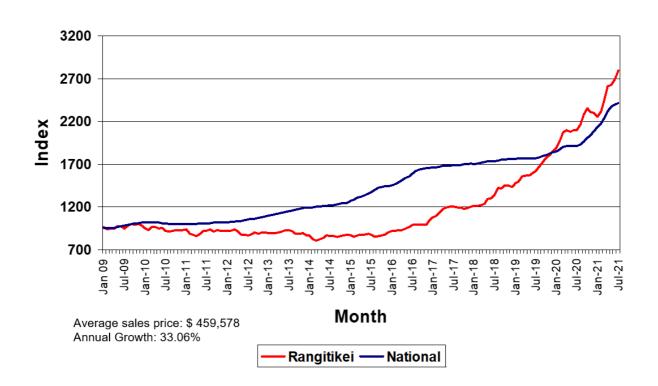
# QV Trivia Movie Popcorn costs more per ounce than Filet Mignon.

#### **Revision Objections Maintenance Objections DECISIONS ISSUED** OUTSTANDING **DECISIONS ISSUED** OUTSTANDING Being Processed Being Processed 0 0 0 0 This Month This Month 0 0 0 Since 1 July Since 1 July Lodged with LVT Lodged with LVT





# Rangitikei Residential Property Values





Please contact your account manager if you require any further assistance or information around these new requirements.

Do you have questions or feedback about what data or news you would like included in future monthly reports? Then please send an email with your feedback to me.

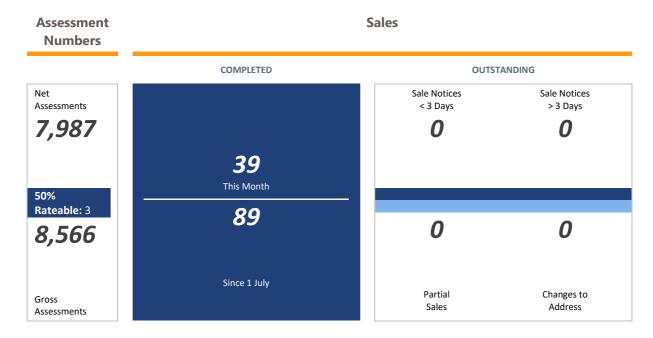
Simon Willocks



# August 2021 Rangitikei District

#### QV Quotable Quote

Don't trust children, They're here to replace us - Stephen Colbert







#### **QV** Trivia

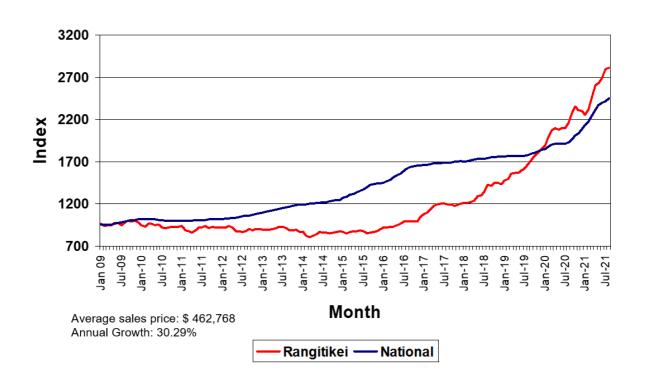
It would take 76 workdays (if you work an eight-hour day) to read every online privacy policy you agree to in an average year.

#### **Revision Objections Maintenance Objections DECISIONS ISSUED** OUTSTANDING **DECISIONS ISSUED** OUTSTANDING Being Processed Being Processed 0 0 0 0 This Month This Month 0 0 0 0 Since 1 July Since 1 July Lodged with LVT Lodged with LVT





# Rangitikei Residential Property Values





Please contact your account manager if you require any further assistance or information around these new requirements.

Do you have questions or feedback about what data or news you would like included in future monthly reports? Then please send an email with your feedback to me.

Simon Willocks

#### 9.5 12 Month Statement of Service Performance

Author: George Forster, Policy Advisor

Authoriser: Carol Gordon, Group Manager - Democracy & Planning

#### 1. Reason for Report

Council adopted targets and measures as part of the 2018-28 Long Term Plan and is required to regularly report on the progress in meeting those targets and measures. The purpose of this report is to present the Finance/Performance Committee with the end of year 12 month Statement of Service Performance results for 2020/21.

#### 2. Context

The full report is attached (Attachment 1). In the report there are some targets that show as not met and require further explanation. This is provided below.

The report shows that Council **fully achieved** 22 out of 56 performance measures, with a further three being **partly achieved** and 26 **not achieved**, with the rest of the measures falling into either **in progress**; **not commenced**; or **not yet available** category.

In some instances being able to achieve a performance measure falls out of Council's control or is influenced by external factors, an example of this is that Council did not achieve its capital expenditure performance measure and some of the reasons for that are:

- Purchase of land for an infrastructure project at Ratana no suitable land became available, therefore a capital purchase was not able to be made;
- three infrastructure projects were integrated as a part of the three waters reform;
- there was further consultation for the Taihape amenities block project, resulting in a delay to commencing the construction and build;
- the Marton Rail Hub also has a significant impact on Capital Expenditure as no land was purchased, therefore no construction could begin.

Council has a mandatory measure under roading for "safety on the roading network". This measure relates to the number of fatal crashes and serious injury accidents. Council did not achieve the road safety measure, however, it is noted in the Statement of Service Performance that not all incidents were due to issues with the roading network and could be considered that the driver was the reason for the accident. Further, when the reasons for the five crashes and accidents were investigated it found that three were alcohol related, one was a suspected suicide and one was driver fatigue.

Some performance measures were achieved against specified standards set out by the Department of Internal Affairs (DIA), but not against the target set within the Statement of Service Performance. An example of this was "fault response times for callouts on unplanned interruptions to the network reticulation system". The target was "to be better than the previous year" which it was not, however it fell well within the specified standard set by DIA.

When a performance measure is not achieved and it is within Council's control, it becomes a focus area for improvement. An example of this is response time and closing off 'callouts'. The issue is not that staff are not attending callouts or are slow to attend them, it is that a number

Item 9.5 Page 75

of callouts are not being signed off as soon as they have been completed. Staff have been reminded that it is their responsibility to sign these off in a timely manner, so there should be an improvement in this area in future. But despite the best efforts by staff there are other factors that mean a callout cannot be signed off, this can be phone/mobile reception issues at some locations, so these are done when the staff member is back in the office or within phone/mobile reception.

It is also important to note that during the three year period (2018-21) some levels of service were no longer appropriate as there was a change in the way business was undertaken e.g "the number of visits and unique visits to Rangitikei.com" returned a result of "not commenced" as the website was discontinued. Staff have learned from this issue and in future if a service or function is discontinued and it influences a performance measure, it should be amended through the next annual plan.

Attachment one provides the full results for the period of 1 July 2020 to 30 June 2021. However two of the measures only have results for a nine month reporting period (to 30 March 2021). They are from Community Well-being. The data is not available until the end of September; if the results are received in time they will be provided verbally at the meeting.

- Rangitikei Districts GDP growth compared to the average of similar district economies.
   (Not Achieved at nine months).
- Rangitikei District's earnings data growth compared to the average of similar districts. (Achieved at nine months).

No data has been released by the Ministry of Education for the 2020/21 financial year on school enrolments within the District.

#### 3. Performance Measures from the 2021-31 Long Term Plan

When reviewing and developing the Statement of Service Performance section for the 2021-31 Long Term Plan elected members and staff took the opportunity to ensure performance measures were more realistic, achievable and meaningful. A number of irrelevant or not-achievable measures were removed during this process.

Staff have also reviewed the way the performance measures are reported and are currently working on a dashboard approach to present results to the Committee in the future.

#### **Attachments**

#### 1. 12 Month Statement of Service Performance

#### Recommendation

That the report '12 Month Statement of Service Performance' be received.

Item 9.5 Page 76



# **Statement of Service Performance**

# 1 July 2020 - 30 June 2021

The measures and targets are those presented in the 2018-28 Long Term Plan. Mandatory performance measures – in roading and footpaths, water supply, sewerage and the treatment and disposal of sewage, and stormwater drainage – are denoted by an asterisk \*.

The full-year Statement of Service Performance will form part of the 2020/21 Annual Report and is subject to scrutiny by the Council's auditors.

## **Performance Reporting**

In the Activities that follow, performance reporting against the **Target (or Intended Level of Service)** will be detailed as follows:

Achieved Required actions have been completed and the intended level of service has

been achieved

Or where a long-term level of service is targeted, the results for the year are in

keeping with the required trend to achieve the intended level of service

Partly achieved Some outputs contributing to the intended level of service have been achieved

(e.g. 3 workshops held of the 4 initially proposed)

Or the result for the year is between 60% and 75% of the intended level of

service

Achieved/ongoing A particular level of service has been achieved. Except it is multi-faceted and

not totally time related in that there are constant actions continuously adding

to it

In progress No actual output has been achieved but pre-requisite processes have

commenced

Not commenced No actions to achieve the stated level of service have begun

**Not achieved** None of the required actions have been undertaken

Or the result for the year is less than half of the intended level of service

Or where a long-term level of service is targeted, the results for the year are

contrary to the required trend to achieve the intended level of service

Not yet available Timing of the relevant data set occurs later in the year.

## **Community Leadership**

## **Level of Service**

Make decisions that are robust, fair, timely, legally compliant and address critical issues, and that are communicated to the community and followed through.

Measure	Target for 2020/21	Actual July 2020 – June 2021		
On-time completion of, or substantially undertaken annual plan actions	94% of Annual Plan actions substantially undertaken or completed. All groups of activities to achieve at least 88% of identified actions.	Not Achieved  59% of Annual Plan Actions were completed by 30 June 2021. This includes projects that span over more than one year.  Whilst the measure was not achieved there was a 12% increase on the 2019/20 result (47%).  A further 26% of Annual Plan Actions were either underway or nearing completion. Some actions were deferred to future years or require other work before they can begin.  Community Leadership 82% Roading and Footpaths 75%		
		Water Supply 75% Sewerage and 75% Treatment and Disposal of Sewerage Stormwater 100% Community and 46% Leisure Assets Rubbish and Recycling 50% Environmental and 20% Regulatory Services Community Well-being 56% Overall 59%		
Completion of capital programme	85% of planned capital programme expended; all network utilities groups of activities to achieve at least 70% of planned capital expenditure.  Note: This analysis excludes approved expenditure on emergency repairs to the roading network.	Not achieved  The total capital programme spend at the end of June 2021 was 47.43%.  The capital budget included \$2.3M for land purchase that was not spent as suitable land did not become available. Three further projects were integrated into the 3 Waters reform funding with the planned completion date being March 2022. These three projects accounted for a further \$4M that now has a delayed completion date of March 2022.  Other large capital projects such as the Marton Civic Centre and the Taihape amenities block were delayed due to		

Measure	Target for 2020/2	21		Actual July 2020 –	June 2021	1	
				further requests community and Co		ges from	ı the
				The Mangaweka B Lane and Town delayed due to co before construction	Square ponsenting	orojects requiren	were
Satisfaction	Increase in percentage of Very satisfied' and decrease in percentage of 'neutral' compared with the benchmark.  2016/17 results:    Very   Neutral satisfied   Roading   6%   30%		The methodology for the 2020/21 sumeans it is not feasible to make a comparison with the 2016/17 suresults. The 2020/21 survey proventions for 'don't know' and 'other' was a continuous for 'don't know' and 'don't know and		direct urvey vided which e two ad in		
	Water	11%	19%	percentage from		nmark of	very
	Wastewater	15%	18%	satisfied in each ar	ea.	T	1
	Parks/sports fields	12%	29%		Very satisfied	Neutral	
	Community buildings	5%	41%	Roading	2%	35%	
	Halls	6%	37%	Water	5%	6%	
	Pools	15%	29%.	Wastewater	2%	19%	
	Libraries	23%	20%	Parks/sports fields	7%	30%	
	Mean	12%	28%	Community buildings	4%	33%	
				Halls	Halls are considere communi buildings		
				Pools	7%	21%.	
				Libraries	21%	19%	
				Mean	7%	23%	
#Value for money – residents'	Higher rating tha	n previou	s year.	Not Achieved			
perceptions in annual survey (new)			a) 8% better the about the sam worse than of know and 5% of the sam of the sam worse than of the same and 5% of the same as at satisfactory or neutral 32% and 25% state.  Council did not ach comparison agains for money.	e as other cound other.  Indents could deserve considered definite others.	r councils cils, 20% insidered deliver ered it w were under wered 'not rely not'.	that value as 'at nsure really'	

Measure	Target for 2020/21			Actual July 2020 – June 2021				
#Effectiveness of communication (new)	satisfied' and decrease in percentage of 'neutral' compared with benchmark.			Not Achieved  Council had an increase in the benchmark of very satisfied for the communication in the Rangitikei Line. Further results are contrasting to feedback from Councils Long				
	2016/17 results (b	venchmai Very	Neutral	Term Plan with many submitters				
		satisfied	Neutrar	commenting on the great communi when consulting. Council also re-				
	Phone	17%	36%	positive feedback for its communic				
	Council website	13%	35%	COVID-19 alert level changes throu the year.	ghout			
	Social media	11%	57%	tile year.	_			
	Library/ info centre	14%	45%	Very Neutra satisfied	1			
	Rangitīkei Line	5%	71%	Phone 9% 44%				
	Local newspapers	14%	30%	Council website 7% 44%				
	In person	17%	42%	Social media 5% 49%				
				Library/ info centre 14% 43%				
				Rangitīkei Line 7% 53%				
				Local newspapers 8% 42%	_			
				In person 13% 41%				
#Māori responsiveness framework (new)	Improved satisfaction from the previous year. Satisfaction ratings from each member of Te Roopuu Ahi Kaa (TRAK) about the effectiveness of the framework.  2020/21 will be the first year of measuring satisfaction.			The survey was completed by each member. The survey has not previous been undertaken therefore impostisfaction cannot be measured. Cand Identity, Culture and Identity Resources and Infrastructure did receive 100% of respondents satisfied or very satisfied, however respondents were neither satisfied dissatisfied. Only one respondents were dissatisfied once, which were neither satisfied dissatisfied once, which were neither satisfied dissatisfied. Only one respondents were neither satisfied dissatisfied once, which were neither satisfied dissatisfied once, which were neither satisfied on the satisfied of the satisfied or the	riously proved ulture y and d not being those d nor ndent was to			
#Engagement with sector excellence programmes (new)	Improved survey Percentage improvements caction.	of s	uggested d under	In progress  Council is again taking part in CouncilMARK assessment programm  Council agreed to postpone assessment until August 2021 in or allow staff to focus on the Long Term  Due to Covid-19 restrictions assessment scheduled for August	e. the der to n Plan. the			

Measure	Target for 2020/21	Actual July 2020 – June 2021
		could not be undertaken, this has been rescheduled to 30 November / 1 December.
		This measure will not be met in 2021/22 reporting year.
		This was previously done in 2017.

## **Roading and footpaths**

## Level of Service

Provide a sustainable network which is maintained in accordance with each road's significance for local communications and the local economy, taking into account the One Roading Network Classification and funding subsidies.

Measure	Target for 2020/21	Actual July 2020 – June 2021
*Road condition	97%	Achieved
The average quality of ride on a sealed local road network, measured by smooth travel exposure		95% - Categorising roads to the One Network Road Classification in 2020/21 has meant that there was a shift in the roads between the categories. This means that the target of 97% is now the equivalent of 95%. Trends have been compared with all rural districts in New Zealand and the median range is 90-95%. Waka Kotahi (NZTA) has no target for Smooth Travel Exposure.
		Smooth Travel exposure (STE) All Rural District Networks  12 10 8 6 4 2 0 8510:90 9010:95 9510:100
*Road maintenance  The percentage of the sealed road network that is resurfaced	8% (i.e. 55km of resealing and 8.8 km of road rehabilitation). The network was assessed in the Long Term Plan as being 796 km of sealed road.  Note: a review of the RAMM database during 2018/19 has shown that the total extent of the local road network is 1,243.0 km, of which 809.7 km is sealed and 433.3 km is unsealed.	Not achieved 5.3% made up of: 38.3km length achieved in reseals. 3.9km length achieved in road rehabilitation. The 8% target was set at the start of the current road maintenance contract (2015), and was calculated according to the level of funding Council received from Waka Kotahi (NZTA) at the time and the cost per unit measure for completing the work.
		Council did not receive sufficient funding at present-day unit measure costs to be able to achieve the same quantum of annual

		reseals. This measure has changed from the next financial year to more accurately reflect achievable targets.
The percentage of the unsealed road network which is remetalled during the year	At least 75% of [the unsealed] network re-metalled each year – 12,000m³.  Note: The percentage figure is incorrect. It should have been stated as between 25% and 30%. In addition, a review of the results has shown that the figure reported previously over-stated the amount of metal placed on unsealed roads.	Achieved  95.6% of the unsealed network was remetalled this year.  This measure is now expressed in m³ to avoid confusion with the measure of % (explanation in Target column). A total of 11,466m3 was placed on the unsealed network for the year against the target of 12,000m³.
*Footpaths  The percentage of footpaths within the District that fall within the level of service or service standard for the condition of footpaths that is set out in the Council's relevant document (such as its annual plan, activity management plan, asset management plan, annual works programme or long term plan)	At least 80% of footpath lengths in CBD areas in Bulls, Marton, Hunterville and Taihape are at grade 3 or higher  At least 75% of sampled footpaths lengths outside CBD areas are at grade 3 or higher  At least 90% of sampled footpaths assessed at grade 5 are included in upgrade programme during the following two years.  Note: A five point grading system to rate footpath condition based on visual inspections  1 Excellent 2 Good 3 Fair 4 Poor 5 Very Poor  Footpaths will be assessed in approximately 100-metre lengths. The sample of non-CBD footpaths will include ten lengths in each of Bulls, Marton and Taihape, and four lengths in Mangaweka, Hunterville and Rātana.	<ul> <li>Achieved</li> <li>a) 95.3% of CBD footpaths are grade 3 or higher.</li> <li>b) 93% of non-CBD footpaths are grade 3 or higher.</li> <li>c) The sections identified as a grade 5 are programmed to be addressed in 2021/22 and 2022/23.</li> </ul>
*Road safety  The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network expressed as a number	No change or a reduction from the previous year.  In 2019/20 there were –  • 0 fatal crashes  • 4 serious injury accidents	Not achieved  There was one fatal and four serious accidents during this period.  According to the police reports;  three were alcohol suspected  one was a suspected suicide  one was caused by driver fatigue.

## **Level of Service**

### Be responsive to community expectations over the roading network and requests for service

Measure	Target for 2020/21	Actual July 2020 – June 2021
Adequacy of provision and maintenance of footpaths, street-lighting and local roads (annual survey).  Report card" qualitative statements.  Groups targeted for consultation:  Residents where programmed renewal has taken place,  Community Boards/ Committees,  Community group database,  Business sector database.	A greater proportion (than in the benchmark) or more than 10% of the sample believe that Council's service is getting better  Benchmark: Annual Resident survey 2016/17 results: Better than last year – 22%, About the same as last year – 65%, Worse than last year – 13.5%	Not Achieved  4% believed Council's service was better than last year, 55% about the same, 32% worse than last year (5% didn't know, 5% other).  Feedback on this made reference to some roads/footpaths being great and others not. There were also a number of respondents commenting on poor work from contractors.
*Responses to service requests  The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the time frame specified in the long term plan  Note: Council measures resolution as well as initial attendance in response to such requests.	<ul> <li>(a) 95% callouts during working hours responded to within 6 hours and</li> <li>(b) 95% callouts during after-hours responded to within 12 hours.</li> <li>(c) 85% of all callouts resolved (i.e. completed) within one month of the request.<sup>1</sup></li> <li>(d) Specific reference to callouts relating to potholes</li> <li>In 2019/20 <ul> <li>(a) There were 352 footpath and road requests during working hours of which 214 (or 61%) were responded to within time</li> <li>(b) There were 102 footpath and road requests outside working hours, of which 86 (or 84%) were responded to within time.</li> <li>(c) Of the total 454 footpath and road requests, 300 were completed on time (66%)</li> <li>(d) 26 requests concerned potholes 22 responded to in time (or 85%)</li> </ul> </li> </ul>	(a) There were 446 footpath and road requests during working hours of which 202 (or 45%) were responded to within time (b) There were 141 footpath and road requests outside working hours, of which 82 (or 58%) were responded to within time (c) Of the total 576 footpath and road requests, 267 were completed on time (46%) (d) 24 requests concerned potholes 7 responded on time (25%)  The low performance recorded above was caused by the way the data was captured for the majority of the year on the Request For Service (RFS) system rather than the works being completed late. Where the system captured the date of data entry as the completion date rather than correctly reflecting the actual completion date of the work. Staff have now corrected the way they capture the data and this measure should improve in the next financial year (2021/22)

 $<sup>^1</sup>$  There is a wide range of requests meaning resolution times will range from hours to several weeks or months, depending on urgency and work programming.

## Water supply

## **Level of Service**

## Provide a safe and compliant supply of drinking water

Measure	Target for 2020/21	Actual July 2020 – June 2021
*Safety of drinking water  The extent to which the Council's drinking water supply complies with  (a) part 4 of the drinking water standards (bacteria compliance criteria) <sup>2</sup> (b) part 5 of the drinking water standards (protozoa compliance criteria) <sup>3</sup>	a) No incidents of non-compliance  b) No incidents of non-compliance	a)Achieved No E.coli has been detected in any of the supplies.  b) Not Achieved Protozoa compliance was not achieved at the following treatment plants:  Bulls Mangaweka Hunterville Urban Taihape  Reasons for non-compliance were UV disinfection interruptions and increased turbidity levels in the Rangitikei River making it unable to achieve required turbidity levels through the filters.  Marton and Ratana are fully compliant
Compliance with resource consents	No incidents of non-compliance with resource consents	Not Achieved The Taihape Water abstraction exceeds daily limits regardless of flows. We are working with Horizons Regional Council to investigate solutions and have engaged an independent assessment of the abstraction infrastructure.

The daily limit for the Ratana groundwater abstraction has been exceeded on occasions during the year. All other plants were compliant.

	ervice
	- 6/11/4-

#### Provide reliable and efficient urban water supplies

Provide reliable and efficient urban water supplies			
Measure	Target for 2020/21	Actual July 2020 – June 2021	
Number of unplanned water supply disruptions affecting multiple properties	No unplanned water supply disruptions affecting multiple properties.	Not achieved  There were 13 unplanned water supply disruptions, with the median response time of 15 minutes.	

 $<sup>{}^2\,\</sup>text{Currently measured by weekly sampling and testing through Environmental Laboratory Services in Gracefield}.$ 

<sup>&</sup>lt;sup>3</sup> Measured through Water Outlook.

*Maintenance of the reticulation network The percentage of real water loss from the Council's networked reticulation system <sup>4</sup>	Less than 40%.	Not achieve Average is 429	-		
*Demand management  The average consumption of drinking water per day per resident within the District	600 litres per person per day	Achieved			
Note: This includes all water released from the urban		Supply	Population	Consumption Litres/person/ per day	
treatment plants, irrespective of whether it is used for residential,		Bulls	1,935	547	
agricultural, commercial or		Hunterville Urban	420	501	
industrial purposes.		Mangaweka	180	483	
		Marton	5,270	454	
		Rātana	345	585	
		Taihape	1,720	572	
		All urban	9,870	524	

Level of Service				
Be responsive to reported faults and complaints				
Measure	Target for 2020/21	Actual July 2020 – June 2021		
*Fault response time Where the Council attends a callout in response to a fault or unplanned interruption to its networked reticulation system, the following median times are measured (a) attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and (b) resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption (c) attendance for non-urgent call-outs: from the time that service personnel reach the site, and (d) resolution of non-urgent call-outsite of no	Improved timeliness compared with the previous year.  2019/20: (a) 26 minutes (b) 1 hour 25 minutes (c) 50 minutes (d) 1 hour 52 minutes (when recalculated as median times)  Request for service system specified standard: (a) 0.5 hour (attendance – urgent) (b) 24 hours (resolution – urgent) (c) 24 hours (attendance –nonurgent) (d) 96 hours (resolution – nonurgent)	Not Achieved  The median times for the reporting period are:  (a) 15 minutes (b) 2 hours 5 minutes (c) 2 hours 3 minutes (d) 2 hours 46 minutes  Whilst the measure was not achieved it did meet the specified standard.		

<sup>&</sup>lt;sup>4</sup> A description of the methodology used to calculate this must be included as part of the annual report document.

Council receives notification		
to the time that service		
personnel confirm resolution		
of the fault of interruption		
*Customer satisfaction	Total number of complaints is less	Achieved
The total number of complaints	than the previous year or no more	
(expressed per 1000 connections	than 13 complaints per 1,000	17.80/1000
to the reticulated networks)	connections.	
received by the Council about		a) 6.56
	In 2019/20 total complaints were 10.9 per	b) 13.58
(a) drinking water clarity	1,000 connections.	c) 5.15
(b) drinking water taste		d) 5.15
(c) drinking water pressure or		e) nil
flow		,
(d) continuity of supply, and		The majority of customer complaints were
(e) The Council's response to		for bad tasting, and dirty drinking water.
any of these issues		g, 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
, , , , , , , , , , , , , , , , , , , ,		
There are 4,268 connections		
,		

Level of Service					
Maintain compliant, reliable and efficient rural water supplies					
Measure	Target for 2020/21	Actual July 2020 – June 2021			
Compliance with resource consents	No incidents of non-compliance with resource consents.	Achieved			
Fault response time Where the Council attends a callout in response to a fault or unplanned interruption to its networked reticulation system, the following median times are measured (a) attendance for urgent callouts: from the time that the Council receives notification to the time that service personnel reach the site, and (b) resolution of urgent callouts from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	Fewer requests (per 1000 connections) than previous year  (when recalculated as median times)  Specified standard: (a) 24 hours (b) 96 hours  2019/20 results: (a) 1 hours 24 minutes (b) 4 hours 10 minutes	Information from only the Hunterville scheme is provided, as this is the only scheme where servicing is directly managed by council  (a) 15 minutes  (b) 2 hours 5 minutes  Whilst the measure was not achieved it did meet the specified standard.			

Level of Service			
Ensure fire-fighting capacity in urban areas			
Measure	Target for 2020/21	Actual July 2020 – June 2021	
Random flow checks at the different supplies	99% of checked fire hydrant installations are in compliance	Achieved  Staff completed sufficient hydrant testing which resulted in compliance with the target.	

## Sewerage and the treatment and disposal of sewerage

AV	el	$\sim$	: 0	or	vi	-
	œι	(O)	- 3	er	VI	œ

Provide a reliable reticulated disposal system that does not cause harm or create pollution within existing urban areas.

	T	
Measure	Target for 2020/21	Actual July 2020 – June 2021
*Discharge compliance Compliance with the Council's resource consents for discharge	No abatement or infringement notices, no enforcement orders and no convictions.	Not Achieved
from its sewerage system measured by the number of (a) abatement notices (b) infringement notices (c) enforcement orders, and (d) convictions received by the Council in relation to those resource consents		Abatement notices Marton wastewater treatment plant (WWTP) -AN1151 Bulls WWTP – AN1150 Marton WWTP – IN820 Bulls WWTP – IN822 Hunterville WWTP – IN843  No Enforcement Orders  Papakai Pump Station Conviction
Routine compliance monitoring of discharge consents	6 out of 7 systems comply	Not Achieved  6 out of 7 wastewater treatment plants non-compliant. This is a measure of all Council owned wastewater treatment plants' performances over the year. The treatment plants have a variety of consent limits for a large number of measurement parameters, and 6 of the 7 plants have exceeded one or more of the site specific limits on 1 or more occasions during the year. 1 recorded non-compliance will render any of the plants as non-compliant for the year.

*System and adequacy The number of dry weather	Fewer overflows	than	0.4/1000	Not Achieved
sewerage overflows from the Council's sewerage system, expressed per 1000 sewerage connections to that sewerage	connections.			1.41/1000
system.				

## **Level of Service**

Be responsive to reported faults and complaints.

Be responsive to reported faults and complaints.				
Measure	Target for 2020/21	Actual July 2020 – June 2021		
*Fault response time Where the Council attends to sewerage overflows resulting from a blockage or other fault in the Council's sewerage system, the following median times are measured (a) attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and (b) resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	Improved timeliness compared with the previous year.  2019/20 (a) 23 minutes (b) 3 hours 30 minutes  Specified standard: Attendance: (a) 0.5 hour urgent (b) 24 hours non-urgent Resolution: (a) 24 hours urgent (b) 96 hours non-urgent  Urgent callouts are where sewage is evident Note: this mandatory measure does not distinguish between urgent and non-urgent callouts.	Achieved  Attendance:  (a) 23 minutes urgent (b) 1 hour 22 minutes  Resolution:  (a) 3 hours 39 minutes urgent (b) 3 hour 12 minutes		
*Customer satisfaction The total number of complaints received by the Council about any of the following: (a) sewage odour (b) sewerage system faults (c) sewerage system blockages, and (d) the Council's response to issues with its sewerage systems <sup>5</sup> Expressed per 1,000 connections to the Council's sewerage system. There are 4,226 sewerage connections in the District.	Fewer requests (per 1000) connections) than previous year or no more than 5 requests per 1,000 connections.  2019/20 results: 3.75/1000	Achieved  4.25/1000  Consisting of:		

<sup>5</sup> These are matters relating to the Council's wastewater systems recorded in the request for service system *other than* in (a), (b) or (c) such as complaints about wastewater overflows.

### Stormwater drainage

to those resource consents.

#### **Level of Service** Provide a reliable collection and disposal system to each property during normal rainfall Measure **Target for 2020/21** Actual July 2020 - June 2021 \*System adequacy 1000 Fewer requests (per **Achieved** (a) The number of flooding properties) than previous year. events<sup>6</sup> that occurred in the 0/1000 District 2019/20 results: 0/1000 (a) 0 (b) For each flooding event, the (b) 0 number of habitable floors affected (expressed per 1,000 There were no flooding events in the properties connected to the District. Council's stormwater system) \*Discharge compliance Not yet applicable **Achieved** Compliance with the Council's Rangitikei District Council do not currently resource consents for discharge from its stormwater system have stormwater consents. measured by the number of (a) abatement notices (b) infringement notices (c) enforcement orders, and (d) convictions received by the Council in relation

Level of Service				
Be responsive to reported faults and complaints				
Measure	Target for 2020/21	Actual July 2020 – June 2021		
*Response time  The median response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site.	Timeliness noting the severity of the incident(s)	Achieved  0.0 hours  There were no flooding events in the District.		
*Customer satisfaction The number of complaints received by the Council about the performance of its stormwater system, expressed per 1,000 properties connected to the Council's stormwater system. 4,122 connections	Fewer requests (per 1000 connections) than previous year or no more than in 2016/17.  2019/20 results: 0.24/1000 2016/17 results: 4.12/1000	Not Achieved  4.36/1000  There were less requests in both 2016/17 and 2019/20.		

<sup>6</sup> The rules for the mandatory measures define a 'flooding event' as an overflow from a territorial authority's stormwater system that enters a habitable floor

#### **Community and leisure assets**

#### **Level of Service** Provide a fit for purpose range of community and leisure assets Measure **Target for 2020/21 Actual July 2020 - June 2021** Progressive improvement based (a)Libraries - more than 10% of the **Partly Achieved** on the Annual Resident Survey.7 sample believes that Council's (a) Libraries 15% better than last year service is 'better than last year'. (15% in 2019/20) (b)Public swimming pools - a (b) Pools 8% Pools better than last year greater proportion (than the (17% in 2019/20) benchmark - 16%) or more than 10% of the sample believe that (c) Sports fields and parks 21% better Councils service is getting better. than last year (5% in 2019/20) (c)Sports fields and parks - a greater proportion (than the benchmark -(d) Public toilets 34% better than last year 18%) or more than 10% of the (19% in 2019/20) sample believe that Councils service is getting better. (e) Community buildings 10% better than last year (4% in 2019/20) (d)Public toilets - a greater proportion (than the benchmark -(f) Campgrounds 2% better than last year 7%) or more than 10% of the sample (2% in 2019/20) believe that Councils service is getting better. Council achieved in 4 of the 6 areas. Noteworthy is the high increase in public (e)Community buildings - a greater toilets and sports fields and parks. proportion (than the benchmark -4%) or more than 10% of the sample believe that Councils service is getting better. (f)#Camping grounds - a greater proportion (than the benchmark -10%) or more than 10% of the sample believe that Councils service

Level of Service				
#Compliance with relevant standards				
Measure	Target for 2020/21	Actual July 2020 – June 2021		
Swim Centres	All swim centres to have Poolsafe accreditation.	Achieved  PoolSafe accreditation received May 2021.		
Community housing  Council records compliance with the 29 criteria in the rental	Maintaining or improving compliance with Healthy Homes Standards	Achieved  68 of the 72 community housing units achieved 95% or more compliance. Factors		

is getting better.

<sup>&</sup>lt;sup>7</sup> It is intended to take the sample from the electoral roll for residents. During the previous three years the sample was taken from Council's ratepayer database.

warrant of fitness programme	2019/20: 62 of the 72 units achieved 95% or more compliance.	contributing to a lower percentage were due to tenants not adhering to suggested ventilation measures resulting in surface mould.
Occupancy of community housing	95-100% occupancy (of whom 72% are super annuitants)	Partly achieved  94% occupancy due to four units having interior works undertaken before tenants moved in. (All units were assigned and there is a waiting list).  73% tenants 65 years and over
Toilet buildings are well designed, safe and visible – Compliance with SNZ4241:1999 and CPTED <sup>8</sup> (safer design guidelines) for new or refurbished toilets	Meeting the benchmark.  Compliance – 95%	Achieved  There was one new toilet (at Te Āhuru Mōwai Playground) which meets requirements.
Levels of service for parks throughout the District consistent with the New Zealand Recreation Association parks Categories and Levels of Service guideline	Increased % compliance with Levels of Service Guideline for all parks (benchmark).	Achieved  Parks and cemeteries throughout the District have been consistently maintained to the agreed levels of service with the exception of the spring growth period.

Level of Service					
Secure high use of staffed facilities	Secure high use of staffed facilities				
Measure	Target for 2020/21	Actual July 2020 – June 2021			
Number of users of libraries and nature of use	An increase in the use compared with previous year	Not Achieved			
	In 2019/20: Bulls: 12,458 (84 days unrecorded) Marton: 35,398 36 days unrecorded) Taihape: 35,680 (54 days unrecorded)	Marton: 33,359 (8 days unrecorded) Taihape: 33,536 (2 day unrecorded)  *Bulls: 1618 (144 days unrecorded – this building did not operate under Covid levels 2,3 &4). It also did not open in Level 1 as it closed permanently in September 2020. A new learning centre (including library) has opened in Te Matapihi. Due to the multiple entry points on the first floor, foot-traffic is no longer identified.			
Number of users of pools	An increase in use compared with the previous year:  2019/20 season totals  Marton: 19997  Taihape: 9649	Partly achieved  Marton: 21358 (achieved)  Taihape: 9086 (less than previous year)			

 $<sup>^{\</sup>rm 8}$  Crime prevention through environmental design

## **Rubbish and recycling**

#### **Level of Service**

Make recycling facilities available at waste transfer stations for glass, paper, metal, plastics, textiles and green waste. Special occasions for electronics (e-waste). Council intends to continue the operation (under contract) of existing urban waste transfer stations – Ratana, Bulls, Marton, Hunterville, Mangaweka and Taihape.

Measure	Target for 2020/21	Actual July 2020 – June 2021
Waste to landfill (tonnage) <sup>9</sup>	Less tonnage to landfill than previous year  In 2019/20, 4,878 tonnes went to the landfill.	Not Achieved  5,430 tonnes  Tonnage volume has increased from last year, factors such as population growth will be contributing to the greater volumes in waste to landfill.
Waste diverted from landfill (tonnage and (percentage of total waste) <sup>10</sup>	Percentage of waste diverted from landfill 25%.  In 2017/18 21% of waste was diverted.	Not Achieved  18.8% The percentage of waste diverted was less than last year, as recycling needs to be physically taken to the transfer station by the consumer, this would contribute to less waste diverted from landfill.

## **Environmental and regulatory services**

## **Level of Service** Provide a legally compliant service Target for 2020/21 **Actual July 2020 - June 2021** Measure Timeliness of processing building Building consents – 98% **Not Achieved** consents and resource consents Resource consents - 98% Building consents - 81.38% **Not Achieved** Resource consents – subdivision - 56.82% and Land use - 75.61% Due to an increase in workload resulting from an increase in the number of building consents, resource consents and general enquiries the need for more resource in this area has been identified. This has been addressed as a part of the Long Term Plan process for more staff to be employed in this area of Council.

 $<sup>^{\</sup>rm 9}$  Calibrated records maintained at Bonny Glen landfill.

<sup>&</sup>lt;sup>10</sup> Records maintained at waste transfer stations

Possession of relevant authorisations from central government<sup>11</sup>

Accreditation as a building consent authority maintained

#### **Achieved**

IANZ Accreditation Audit took place in late February 2021.

#### **Level of Service**

#### Provide regulatory compliance officers

Timeliness of response to requests for service for enforcement call-outs - animal control and environmental health

% timeliness of response – this will be the benchmark for subsequent years.

Responded in time: 92% Completed in time: 83%

In 2019/20, 83.8% were responded to in time and 74.4% were completed in time.

For animal control, priority 1 (urgent) callouts (dog attack, threatening dog or stock on road) require response within 30 minutes and resolution within 24 hours; priority 2 (i.e. non-urgent) callouts require response within 24 hours and resolution within 96 hours. For environmental health, there are varying times — for noise complaints, a response is required within one hour, for food issues, it is within 24 hours.

#### **Not Achieved**

78% of callouts responded to in time; 68% were resolved in time.

There are two activities which contribute to this measure. Animal control (which has exceeded both targets) is managed directly by Council; environmental health (primarily noise control) is contracted out. There is a lag in reporting times for the latter for weekend work, which is the major explanation for the different results.

There were 330 urgent callouts for animal control of which 317 were responded to in time (96%)

There were 681 non-urgent call-outs for animal control of which 621 were responded to in time (91%)

There were 253 urgent call-outs for environmental health of which 59 were responded to in time (23%)

There were 314 non-urgent call-outs for environmental health of which 237 were responded to in time (75%)

Of the 1011 callouts for animal control, 789 were resolved in time (78%)

Of the 561 callouts for environmental health, 284 were resolved in time (50%)

 $<sup>^{11}</sup>$  Excluding general authorisation through legislation where no further formal accreditation is specified

## **Community well-being**

### **Level of Service**

Provide opportunities to be actively involved in partnerships that provide community and ratepayer wins

Measure	Target for 2020/21	Actual July 2020 – June 2021
Partners' view of how useful Council's initiatives and support has been (annual survey) <sup>12</sup>	Increased % satisfaction compared with previous year  Not measured in 2019/20	Not commenced  A survey conducted this year could not be compared to the previous year, due to the survey not being undertaken in 2019-2020 reasoning that it would have been influenced by the COVID-19 alert settings and Council's provision of information and liaison about that. As part of Councils community engagement to develop a Wellbeing Plan in the coming year a comprehensive survey will be circulated to our partners to collate their views on Councils initiatives, partnerships, and collaborations as well as seek feedback on opportunities for improvement.

## Level of Service

Identify and promote opportunities for economic growth in the District

Measure	Target for 2020/21	Actual July 2020 – June 2021
Rangitikei Districts GDP growth compared to the average of similar district economies.  (Ruapehu, Tararua, Manawatu and Otorohanga)	Greater than 1.5% against last financial year compared to the mean of similar district economies.  2019/20 results Rangitikei: 3.3% Similar districts: 2.55%	Not Achieved  2020/21 results:* Rangitikei 0.7% Similar districts: 0.6% (Lower GDP figures reflect the dampening effect of Covid-19 lockdowns and reduced exports vs. 2019/20).  *Until 31st March 2021. At the time of printing the 12 month data is unavailable. This will be provided verbally at the meeting if is available by this point.
#Rangitikei District's earnings data growth compared to the average of similar districts (Ruapehu, Tararua, Manawatu and Otorohanga)	Greater than or equal to 1% range from the last financial year compared to the mean of similar district economies.  2019/20 results Rangitikei 4.7% Similar district economies 2.55%	Achieved 2020/21 results:* Rangitikei 4.5% Similar districts: 3.8% Although Rangitikei's earnings data growth is marginally lower than 2019/20, its robust result, despite the dampening effect of Covid-19, is due to high primary

 $<sup>^{\</sup>rm 12}$  Groups which are targeted for consultation:

- Participants in Path to Well-being Theme Groups
- Public sector agency database
- Participants in other partnership programmes that involve Council

		product commodity prices (milk, milk solids, beef, mutton, logs).  *Until 31st March 2021. At the time of printing the 12 month data is unavailable. This will be provided verbally at the meeting if is available by this point.
The number of visits and unique visits to rangitikei.com	An increase in the number of visits and unique visits to rangitikei.com compared to the benchmark.  2019/20 results Visits 82,631 Unique visits 46,873	Not commenced  Council no longer monitors this, as the district promotions page has been changed to <a href="https://www.visitrangitikei.nz">www.visitrangitikei.nz</a> and the business and community organisation directory to www.supportlocalrangitikei.nz
A greater proportion of young people living in the district are attending local schools.	An increase in the number of enrolments compared with the previous year  Benchmark 2016/17 results: • School Enrolments – Years 9 – 13 = 653 • Total number of High School Youth = 1054  2018/19 results: year 9-13 = 606 2019/2020 results: year 9-13 – 581  Information obtained from www.educaiton counts.govt,nz 2019/20 results: year 9-13 = 581	Not yet available  Information to measure this performance is obtained from http://www.educaiton/.govt.nz which did not have the 2021 data available at the time of this report.  This will be monitored and if available will be reported to Council meeting.

## **Level of Service**

Provide a safe and relevant community space, acting as a gateway for skills and social development, improving educational, training or employment access, and improving access for youth related social services

Measure	Target for 2020/21	Actual July 2020 – June 2021
Partners view of how useful Councils activity in youth space facilitation and advocacy has been	Very satisfied – 70%	Four anonymous responses were received from a total of 16 individual partners invited to give feedback (two from Marton, two from Taihape).  Q1: How would you rank Councils levels of service in providing safe and relevant Community Spaces for Youth, this could include Youth Spaces, Parks, Library's, Skateparks. 75% Satisfied 25% Very unsatisfied  Q2: How would you rank Councils levels of service in improving access for youth related social services 50% Satisfied, 50% Unsatisfied

Level of Service		
Ensure competency in discharging	Civil Defence responsibilities	
Measure	Target for 2020/21	Actual July 2020 – June 2021
Timing of self-assessment when the emergency Operations Centre is activated and of continued civil defense training exercises.	(a) Self-assessment of responsiveness and recovery following activation of the Emergency Operations Centre.	(a) Achieved: Completed debrief and implemented improvement action plan following the Covid-19 Incident Management Team response.
	(b) Number of civil defence exercises undertaken	(b) Achieved: Delivered two Integrated Training Framework programmes (intermediate level) and three scenario-

based exercises.

#### 9.6 Annual Residents Survey 2021

Author: George Forster, Policy Advisor

Authoriser: Carol Gordon, Group Manager - Democracy & Planning

## 1. Reason for Report

1.1 The purpose of this report is to present the findings of Council's Annual Residents Survey 2020/2021 (Attachment 1) to this Committee. The Survey aims to capture resident's perception of Council services.

#### 2. Background

- 2.1 Since 2012 Council has undertaken Annual Residents Surveys each year with the results from previous surveys providing the benchmark for the next year. This year will be the last time the Annual Residents Survey will be done and reported in this way, from 2021/22 customer feedback and comments will be captured through Councils 'HappyOrNot' feedback system and targeting users of our services and systems to provide more meaningful feedback.
- 2.2 The 2020/21 Survey was conducted online using SurveyMonkey with hard copies also made available to the public as an alternative. This year there were 267 responses, a reduction from last year, where 371 responses were received.
- 2.3 The Survey was undertaken shortly after consultation on the 2021-31 Long Term Plan which is likely to have played a role in having less respondents as people had just been through an extensive consultation process.

### 3. Survey

- 3.1 The Survey opened on 18 June 2021 and ran for six weeks closing on 31 July 2021. The Survey ran longer than the usual consultation period of four weeks to allow more time for respondents to have their say. Allowing for more responses reduces the Margin of Error (MOE) (i.e. smaller sample sizes increases the MOE). The 2020/21 Survey had a MOE of 6. These terms simply mean that if the Survey were conducted 100 times, the data would be within +/- 6% of the reported percentage most of the time (95 times out of 100).
- 3.2 As expected Marton, Taihape and Bulls made up the majority of respondents (88%).
- 3.3 This Survey saw a 2% increase in Māori respondents (16%).
- 3.4 Submitters were provided the opportunity to provide any further comments they wished to make and these are included at the end of Attachment 1. Comments have been censored and redactions made where required, for privacy and inappropriate language reasons.

#### 4. Communication

- 4.1 The following methods were used to reach the community and gather their feedback:
  - Advertising in the District Monitor (x2)
  - Feilding-Rangitikei Herald

Item 9.6 Page 98

- A flyer was distributed to every household, distributed with the District Monitor
- Advertised in Talk it up Taihape Newsletter
- Advertised in Bulls Bulletin
- Council's Website
- Council's Facebook page (multiple posts)
- Advised and sent to Community Committees/Boards
- Emailed to Council's business mailing list
- Advertised via posters and on screens, in Council's buildings.

#### 5. Results

- 5.1 The Survey returned a number of results that were an improvement on last year but also some that had declined, below provides a snapshot of results:
  - Increase in respondents who have discussed an emergency plan (5%), but a decrease in those with an emergency supply/survival kit (7%).
  - Increase of 10% in parks, sports fields and reserves being better than last year, however it came with a 5% increase of respondents thinking it was worse. Small decreases in combined satisfaction (4%) and small increases in combined dissatisfaction (4%).
  - Increase of 9% in the roading network being worse than last year. Combined satisfaction fell from 41% in 2020 to 32% in 2021 (decrease of 9%). Combined dissatisfied with the roading network rose by 12% (2020 18%, 2021 30%).
  - Increase of 8% in community buildings being better than last year, with a small decline for worse than last year of 3%. Satisfaction levels remained largely the same.
  - Increase of 27% for public toilets being better than last year.
  - Cemeteries had a small decrease in better than last year and worse than last year.
     About the same as last year rose by 9%.
  - Campgrounds largely remained the same.
  - 50% of respondents stated they used a swimming pool, up on 2020 (49%) and 2019 (38%). The frequency of use of pools largely remained the same. Combined satisfaction was down 5% and combined dissatisfaction up 3%.
  - There was a 3% increase in people frequenting a library. Taihape had 13% of the share down from 24% in 2020. Bulls was up 6% (2020 13%, 2021 19%). There was a 3% increase in libraries being better than last year with worse than last year remaining at 4%. Combined satisfaction for libraries fell 11%, however combined dissatisfaction only rose 1%.
  - Combined satisfaction for water supply fell from 31% in 2020 to 20% in 2021 (11% decrease). Combined dissatisfaction rose to 50% in 2021 up from 35% in 2020 (15% increase).
  - Combined satisfaction for wastewater fell from 38% in 2020 to 33% in 2021 (decrease of 5%). Combined dissatisfaction rose from 17% in 2020 to 26% in 2021 (9% increase).
  - Below is a summary of measures which relate to customer services across Council's services:
    - Decrease in all areas for 'understanding' except for rates payments and enquiries.
    - Decrease in all areas for 'helpful'
    - There was an increase in 'accessible' for dog registration, building consents, rates payments and enquiries and reporting something that needs fixing. There

Item 9.6 Page 99

was a decrease in 'accessible' for animal control (only a 1% decrease) and meeting with Councillors.

- Combined satisfaction for "fix-it" forms fell from 19% in 2020 to 13% in 2021 (6% decrease). Combined dissatisfaction rose from 9% in 2020 to 22% in 2021 (increase of 13%).
- Combined satisfaction when "contacting Council" fell from 52% in 2020 to 39% in 2021 (decrease of 13%). Combined dissatisfaction rose from 10% in 2020 to 17% in 2021 (increase of 7%).
- Results from the Survey show combined satisfaction outweighed combined dissatisfaction in all areas of communication (note this question was not asked as a part of the 2019/20 Survey, so no benchmark is available).
- 8% of respondents considered Council better than other Councils down from 13% in 2020 (decrease of 5%). 34% of respondents Council worse than other councils up from 27% in 2020 (increase of 7%).
- There was a large increase of respondents who thought Council did definitely not deliver value for money (25%) this is up 13% from 2020 (12%). Those who thought Council definitely delivered value for money slipped from 4% in 2020 to 3% in 2021.

#### 6. Next steps

The next step is for staff to develop improvement plans to identify opportunities raised through the results and present these back to the appropriate Council committees.

Any comments or feedback that were classed as "requests for service" have been passed onto the relevant staff member to be actioned.

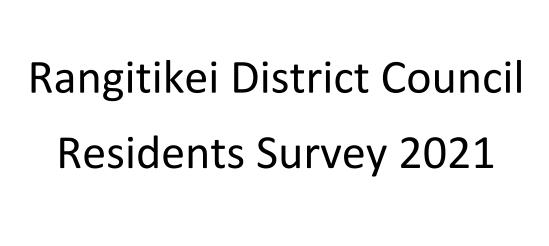
### **Attachments**

#### 1. Annual Residents Survey Report

#### Recommendation

That the report 'Annual Residents Survey 2021' be received.

Item 9.6 Page 100



September 2021

## Table of Contents

roject Overview	3
Background and objectives	3
Sample	3
Margin of Error	3
Questionnaire	3
Display of data	3
Emergency Management Demographic differences	4
Sports fields and parks Demographic differences	5
Roading network (excluding state highways)  Demographic differences	7
Community buildings	9
Public Toilets	11
Cemeteries	12
Campgrounds	13
Pools	14
Libraries	17
Water supply	20
Wastewater	21
Customer service	22
Experience contacting Council	24
Effectiveness of Councils communication	25
Comparison against other councils	26
Service delivery	27
Value for money	27
Sample	28
erhatim comments	30

## **Project Overview**

### Background and objectives

In 2012 Rangitikei District Council established a benchmark for performance monitoring in key service areas through an Annual Residents Survey. The aim of this Survey is to capture residents perceptions of Council services. Results from this 2021 resident survey are compared with 2020, 2019<sup>1</sup>, 2018, 2017, 2016, and 2015 results, for the purposes of monitoring and tracking progress over time.

#### Sample

This year saw a sample with a total of 267 responses. The Survey was advertised in the District Monitor (14,000 plus distributions) twice, Feilding-Rangitikei Herald, a flyer was developed and distributed through the District Monitor, advertised in the Talk Up Taihape Newsletter, Bulls Bulletin, Council Website and Facebook page. The Survey was distributed to Council Community Committees and Boards concurrently with Councils business contact list and newsletter distribution list. The Survey was also advertised in Council buildings. The Survey opened on 18 June 2021 and ran for 6 weeks closing on 31 July 2021.

### Margin of Error

Margin of Error (MOE) is a statistic used to express the amount of random sampling error there is in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller samples sizes incur a greater MOE. The final sample size, n = 267, gives an overall MOE of 6% at the 95% confidence interval. These terms simply mean that if the survey were conducted 100 times, the data would be within +/- 6% of the reported percentage most of the time (95 times out of 100).

#### Questionnaire

The questionnaire focused on engaging resident perceptions of Council core services, such as roading, parks and community buildings, and remained the same as the previous year with the aim of keeping respondents engaged with the survey. Questions involving being asked if something was "better than last year", "about the same as last year", "worse than last year", or "don't know" was not asked in 2019. Comparisons for parts of the survey involving these questions have been drawn against 2020, 2019, 2018, 2017, 2016 and 2015. A new question was added this year to gauge residents' perceptions with the effectiveness of Councils communication.

#### Display of data

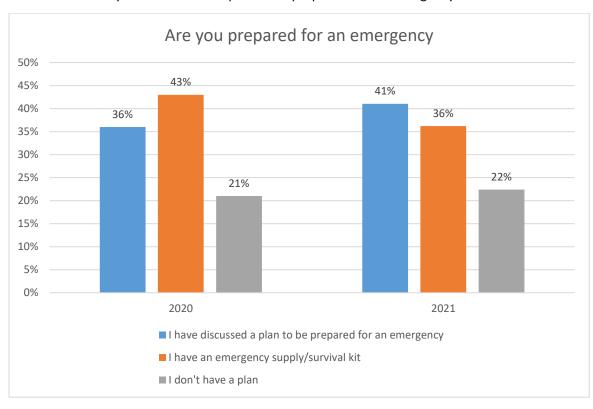
The findings of the survey have been analysed and commented at the total level. Differences between answers between demographics (area and age) are displayed and commented on, though the reader should note the samples sizes of some areas are not representative. Charts are used to display the results data with tracking made available to compare previous year's results. For each chart, the question has been footnoted along with along with the total number of people who responded to the question. Please note that not all percentages shown add up to 100% due to rounding.

<sup>&</sup>lt;sup>1</sup> Where possible as some questions were not asked in 2019

## **Emergency Management**

## Readiness for an emergency<sup>2</sup>

For the second time in a row, residents were gauged on their preparedness for an emergency. 41% of residents answered that they have an emergency supply/survival kit. 36% of respondants indicated that they have discussed a plan to be prepared for an emergency.



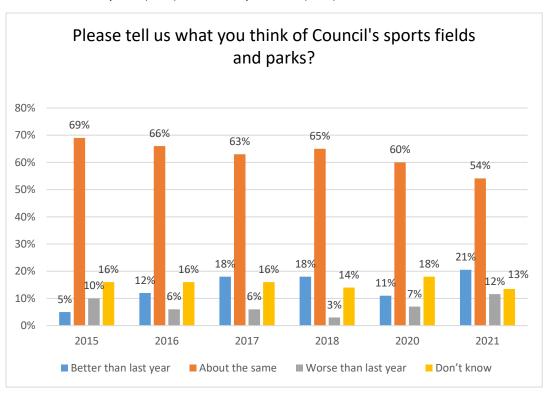
	I have discussed a plan to be prepared for an emergency	I have an emergency supply/survival kit	I don't have a plan
Location			
Bulls	33%	54%	13%
Hunterville	43%	43%	14%
Mangaweka	20%	60%	20%
Marton	43%	29%	28%
Other (please specify)	36%	64%	0%
Outside the District	100%	0%	0%
Ratana	100%	0%	0%
Taihape	42%	38%	21%
Turakina	38%	63%	0%
Age			
14-18	50%	50%	0%
19-29	42%	26%	32%
30-45	41%	30%	30%
46-54	50%	37%	13%
55-64	29%	47%	24%
65+	44%	39%	17%
Prefer not to answer	67%	0%	33%

<sup>&</sup>lt;sup>2</sup> Q5: Are you prepared for an emergency? (N=267)

## Sports fields and parks

### Overall measure<sup>3</sup>

Residents were asked if they felt Council's sports fields and parks were, better, worse or about the same as last year. The majority of responses were "about the same as last year" (54%), followed by "Better than last year" (21%), a 10% share increase on 2020 results. "Worse than last year" (12%) saw a 5% increase on 2020 results. Hunterville had the high share of "Better than last year" (29%) followed by Marton (27%).

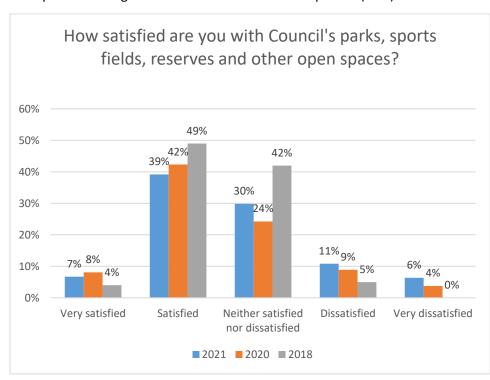


	Better than last year	About the same	Worse than last year	Don't know
Location				
Bulls	5%	62%	26%	8%
Hunterville	29%	57%	0%	14%
Mangaweka	0%	100%	0%	0%
Marton	27%	51%	9%	12%
Other (please specify)	9%	55%	0%	36%
Outside the District	100%	0%	0%	0%
Ratana	0%	0%	0%	100%
Taihape	4%	58%	25%	13%
Turakina	13%	50%	0%	38%
Age				
14-18	50%	50%	0%	0%
19-29	26%	63%	11%	0%
30-45	27%	50%	19%	4%
46-54	15%	67%	8%	10%
55-64	16%	55%	7%	22%
65+	20%	46%	8%	25%
Prefer not to answer	0%	33%	67%	0%

<sup>&</sup>lt;sup>3</sup>Q6: Please tell us what you think of Councils sports fields and parks? (N=267)

#### Satisfaction measure⁴

Residents were asked how satisfied they were with Council's parks, sports fields, reserves and other open spaces. 46% of residents answered that they were satisfied/very satisfied with Council's parks, sports fields, reserves and other open spaces, compared to 50% in 2020. 17% recorded they were dissatisfied/very dissatisfied with Council's parks, sports fields, reserves and other open spaces. Mangaweka were more likely to respond "Neither satisfied nor dissatisfied" (60%). Taihape had the highest share of dissatisfaction responses (38%)



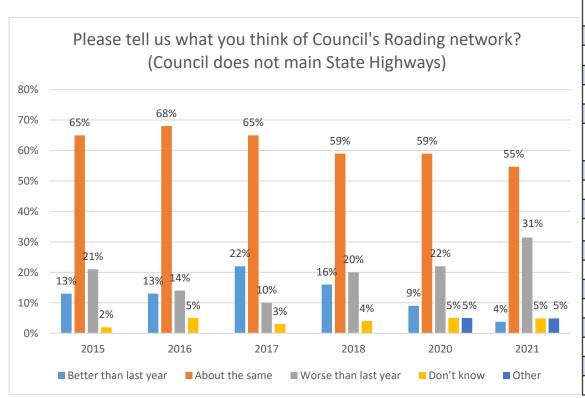
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Don't use any
Location							
Bulls	0%	38%	28%	21%	13%	0%	0%
Hunterville	14%	29%	43%	0%	0%	14%	0%
Mangaweka	0%	40%	60%	0%	0%	0%	0%
Marton	9%	44%	26%	9%	5%	1%	6%
Other (please specify)	0%	27%	55%	0%	0%	0%	18%
Outside the District	0%	100%	0%	0%	0%	0%	0%
Ratana	0%	0%	0%	0%	0%	0%	100%
Taihape	0%	17%	42%	25%	13%	0%	4%
Turakina	25%	38%	25%	0%	0%	0%	13%
Age							
14-18	50%	0%	50%	0%	0%	0%	0%
19-29	0%	42%	37%	11%	11%	0%	0%
30-45	3%	28%	43%	20%	5%	0%	0%
46-54	10%	35%	35%	4%	10%	0%	8%
55-64	3%	53%	19%	9%	3%	0%	12%
65+	14%	46%	17%	7%	5%	3%	8%
Prefer not to answer	0%	0%	33%	33%	33%	0%	0%

<sup>&</sup>lt;sup>4</sup> Q7: How satisfied are you with Council's parks, sports fields, reserves and other open spaces? (N=267)\*Don't know and Don't use any weren't asked in 2019.

## Roading network (excluding state highways)

#### Overall measure<sup>5</sup>

Residents were asked if they felt Council's roading network was better, worse or about the same as last year. The majority of responses were "about the same as last year" (55%), followed by "worse than last year" (31%).

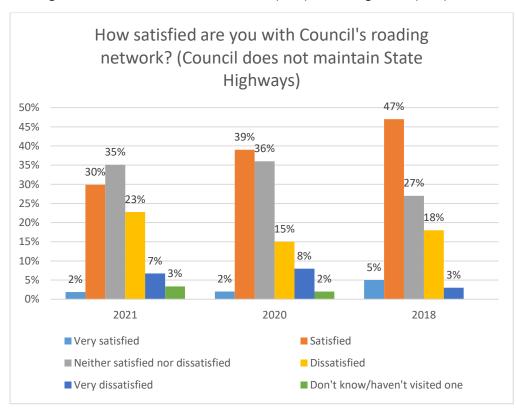


	Better than last year	About the same	Worse than last year	Don't know	Other
Location					
Bulls	0%	62%	33%	0%	5%
Hunterville	0%	57%	43%	0%	0%
Mangaweka	0%	40%	60%	0%	0%
Marton	4%	55%	32%	5%	4%
Other (please specify)	0%	64%	9%	0%	27%
Outside the District	0%	100%	0%	0%	0%
Ratana	100%	0%	0%	0%	0%
Taihape	8%	42%	33%	13%	4%
Turakina	13%	50%	25%	13%	0%
Age					
14-18	50%	0%	50%	0%	0%
19-29	0%	68%	21%	11%	0%
30-45	4%	49%	32%	9%	5%
46-54	2%	54%	35%	4%	6%
55-64	0%	56%	37%	2%	5%
65+	8%	61%	24%	2%	5%
Prefer not to answer	0%	33%	67%	0%	0%

<sup>&</sup>lt;sup>5</sup> Q8: Please tell us what you think of Councils roading network? (Council does not maintain state highways) (N=266)

#### Satisfaction Measure<sup>6</sup>

Residents were asked how satisfied they were with Council's roading network. 32% of residents answered that they were satisfied/very satisfied with the roading network, compared to 41% in 2020. 30% recorded they were dissatisfied/very dissatisfied with the roading network a 7% increase on 2020. Those most satisfied with Council's roading network were residents from Other (45%) and Mangaweka (40%).



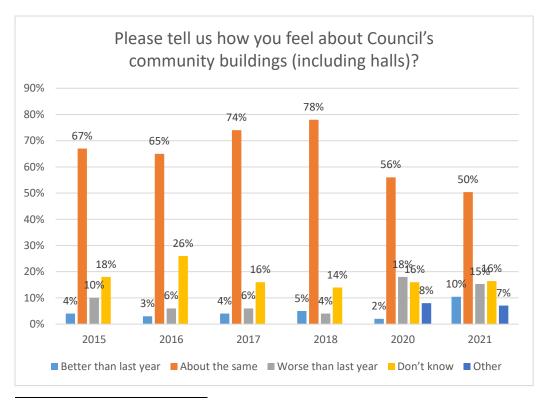
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Location						
Bulls	0%	28%	46%	15%	10%	0%
Hunterville	0%	29%	29%	43%	0%	0%
Mangaweka	0%	40%	20%	40%	0%	0%
Marton	2%	30%	33%	24%	6%	5%
Other (please specify)	0%	45%	36%	18%	0%	0%
Outside the District	0%	0%	100%	0%	0%	0%
Ratana	100%	0%	0%	0%	0%	0%
Taihape	0%	25%	38%	25%	8%	4%
Turakina	13%	38%	25%	13%	13%	0%
Age						
14-18	50%	0%	50%	0%	0%	0%
19-29	5%	21%	63%	0%	5%	5%
30-45	0%	20%	39%	30%	4%	7%
46-54	4%	19%	38%	25%	12%	2%
55-64	0%	38%	28%	28%	7%	0%
65+	2%	47%	27%	15%	5%	3%
Prefer not to answer	0%	33%	0%	33%	33%	0%

<sup>&</sup>lt;sup>6</sup> Q9: How SATISFIED are you with Councils roading network? (Council does not maintain State Highways) (N=267).

## Community buildings

#### Overall measure<sup>7</sup>

Residents were asked if they felt Council's community buildings were better, worse or about the same as last year (including town halls). The majority of responses were "about the same as last year" (50%), followed by "Don't know" (16%). Mangaweka (40%) and Bulls (36%) thought that Council's community buildings were worse compared with last year.

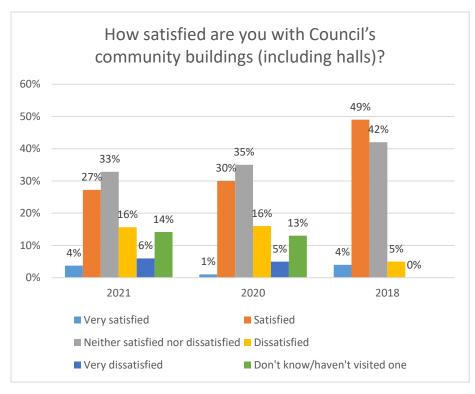


 $<sup>^{7}</sup>$  Q10: Please tell us how you feel about Council's community buildings (including halls)?. (N=267)

	Better than last year	About the same	Worse than last year	Don't know	Other
Location					
Bulls	15%	23%	36%	5%	21%
Hunterville	14%	43%	0%	29%	14%
Mangaweka	0%	40%	40%	20%	0%
Marton	6%	57%	10%	20%	6%
Other (please specify)	18%	45%	18%	18%	0%
Outside the District	100%	0%	0%	0%	0%
Ratana	100%	0%	0%	0%	0%
Taihape	13%	58%	25%	4%	0%
Turakina	38%	50%	0%	13%	0%
Age					
14-18	50%	0%	50%	0%	0%
19-29	5%	63%	16%	5%	11%
30-45	8%	55%	18%	11%	8%
46-54	15%	42%	15%	15%	12%
55-64	10%	47%	16%	22%	5%
65+	10%	56%	10%	20%	3%
Prefer not to answer	0%	0%	33%	67%	0%

#### Satisfaction measure8

Residents were asked how satisfied they were with Council's community buildings (including halls). 31% of residents indicated that they were satisfied/very satisfied with Council's community buildings (including halls). Most residents were Neither satisfied nor dissatisfied (33%).



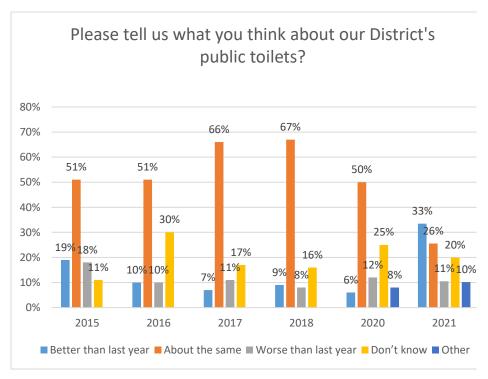
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Location						
Bulls	3%	23%	18%	31%	21%	5%
Hunterville	0%	43%	29%	14%	0%	14%
Mangaweka	0%	20%	40%	40%	0%	0%
Marton	2%	27%	36%	11%	4%	19%
Other (please specify)	18%	27%	36%	9%	0%	9%
Outside the District	0%	100%	0%	0%	0%	0%
Ratana	100%	0%	0%	0%	0%	0%
Taihape	0%	17%	46%	29%	4%	4%
Turakina	25%	63%	13%	0%	0%	0%
Age						
14-18	50%	0%	50%	0%	0%	0%
19-29	0%	21%	32%	16%	16%	16%
30-45	1%	20%	42%	20%	7%	9%
46-54	8%	31%	35%	10%	12%	6%
55-64	3%	24%	28%	22%	2%	21%
65+	3%	41%	25%	7%	2%	22%
Prefer not to answer	0%	0%	33%	67%	0%	0%

 $<sup>^{8}</sup>$  Q11: How satisfied are you with Council's community buildings (including halls)?. (N=267)

#### **Public Toilets**

#### Overall measure9

Residents were asked if they felt Council's public toilets were better, worse or about the same as last year. Most respondents said "Better than last year" (33%), followed by "About the same as last year" (26%). Turakina and 19-29 aged residents had the highest percentage that thought Council's public toilets were "Better compared with last year".



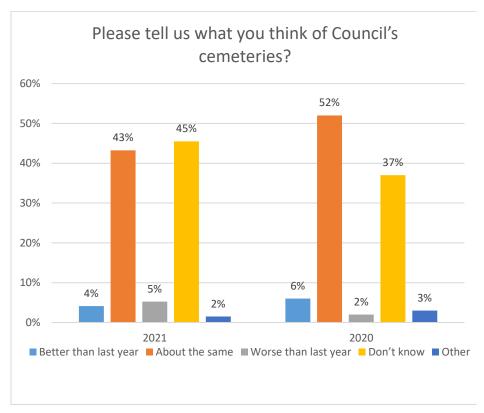
	Better than last year	About the same	Worse than last year	Don't know	Other
Location					
Bulls	5%	37%	18%	32%	8%
Hunterville	14%	57%	14%	14%	0%
Mangaweka	0%	20%	40%	20%	20%
Marton	45%	21%	4%	19%	11%
Other (please specify)	36%	18%	18%	9%	18%
Outside the District	0%	0%	0%	100%	0%
Ratana	0%	0%	0%	100%	0%
Taihape	0%	46%	38%	8%	8%
Turakina	63%	13%	0%	25%	0%
Age					
14-18	50%	50%	0%	0%	0%
19-29	53%	26%	5%	16%	0%
30-45	23%	31%	16%	19%	11%
46-54	31%	25%	12%	21%	12%
55-64	34%	21%	10%	24%	10%
65+	44%	21%	5%	19%	11%
Prefer not to answer	0%	67%	0%	0%	33%

<sup>&</sup>lt;sup>9</sup> Q12: Please tell us how you feel about Council's public toilets? (n=265)

#### Cemeteries

#### Overall measure<sup>10</sup>

For the second year in a row, the surveyed asked what people think of Council's cemeteries. 43% of residents who responded thought that Council's cemeteries were about the same as last year. Only 5% of respondents thought Council's cemeteries were worse than last year.



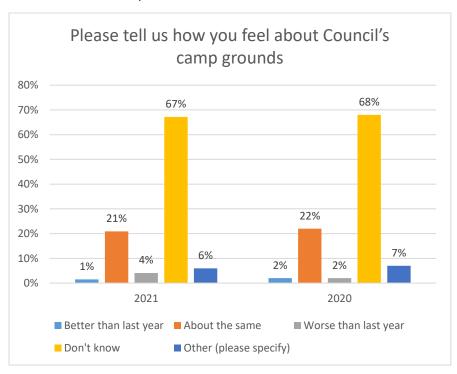
	Better than last year	About the same	Worse than last year	Don't know	Other
Location					
Bulls	0%	32%	5%	61%	3%
Hunterville	14%	57%	0%	29%	0%
Mangaweka	20%	20%	0%	60%	0%
Marton	4%	42%	5%	49%	1%
Other (please specify)	0%	55%	0%	36%	9%
Outside the District	0%	0%	0%	100%	0%
Ratana	0%	100%	0%	0%	0%
Taihape	4%	71%	13%	8%	4%
Turakina	13%	38%	13%	38%	0%
Age					
14-18	50%	0%	0%	50%	0%
19-29	5%	37%	5%	53%	0%
30-45	1%	43%	8%	43%	4%
46-54	0%	55%	4%	41%	0%
55-64	5%	36%	3%	55%	0%
65+	7%	45%	5%	41%	2%
Prefer not to answer	33%	33%	0%	33%	0%

<sup>&</sup>lt;sup>10</sup> Q13: Please tell us what you think of Councils cemeteries? (n=265)

## Campgrounds

#### Overall measure<sup>11</sup>

For a second year in a row, the survey asked what people think of Council's campgrounds. 67% of respondents didn't know what they thought of Council's campgrounds followed by 21% thinking they were about the same as last year. Only 6% of respondents thought Council's campgrounds were worse than last year.



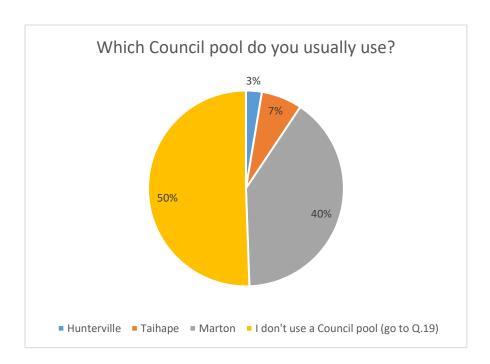
	About the same	Better than last year	Worse than last year	Don't know	Other
Location					
Bulls	0%	3%	1%	10%	0%
Hunterville	0%	1%	0%	1%	0%
Mangaweka	0%	1%	0%	1%	0%
Marton	0%	11%	2%	46%	4%
Ratana	0%	0%	0%	0%	0%
Response	0%	0%	0%	0%	0%
Taihape	0%	3%	1%	4%	1%
Turakina	1%	1%	0%	1%	0%
Outside the District	0%	0%	0%	0%	0%
Other	0%	1%	0%	3%	0%
Age					
14-18	0%	0%	0%	0%	0%
19-29	0%	2%	0%	4%	0%
30-45	0%	6%	1%	18%	2%
46-54	0%	5%	1%	12%	1%
55-64	0%	2%	0%	18%	1%
65+	1%	4%	1%	15%	1%
Prefer not to answer	0%	1%	0%	0%	0%

<sup>&</sup>lt;sup>11</sup> Q14: Please tell us what you think of Councils campgrounds? (n=267)

#### **Pools**

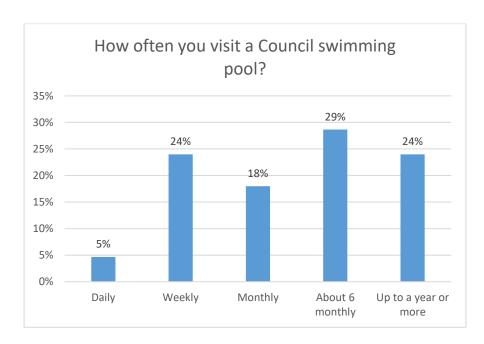
#### Pool visited12

Drawing on this data, 50% of respondents used at least one of Council's pools, this is up on 2020 (49%) and 2019 (38%) results. Of those who did use a Council pool 40% frequented the Marton pool and 7% to the Taihape pool.



## Frequency of visits to pools<sup>13</sup>

When it came to the frequency of visits to pools 5% of respondents visited daily and 24% visited a Council pool weekly. 29% of respondents are visiting a Council pool about 6 monthly.

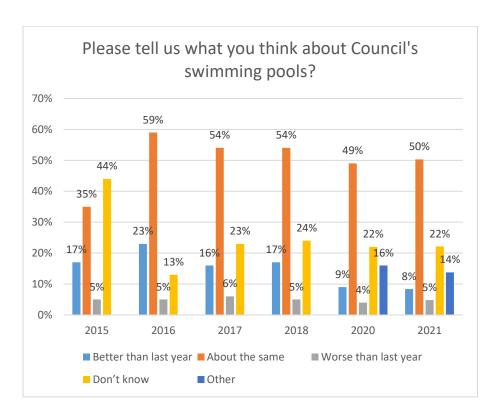


<sup>&</sup>lt;sup>12</sup> Q15: Which Council pool do you usually visit? (n=267)

 $<sup>^{13}</sup>$  Q16: Can you tell us how often you visit a Council swimming pool?? (N=150)

#### Overall measure<sup>14</sup>

Residents were asked if they felt Council's pools were better, worse or about the same as last year. The majority of responses were "about the same as last year" (50%), followed by "don't know" (22%). Respondents from Taihape, 33%, thought Council's pools were better compared with last year.

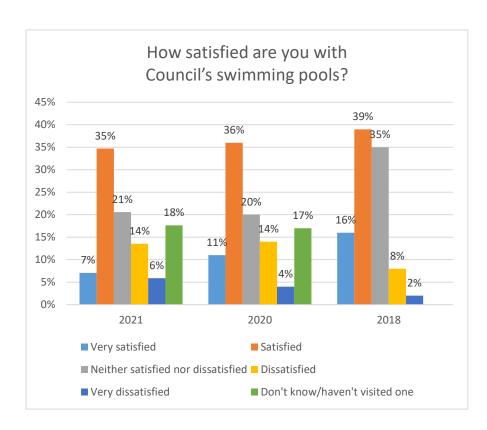


	Better than last year	About the same	Worse than last year	Don't know	Other
Location					
Bulls	0%	50%	5%	25%	20%
Hunterville	0%	100%	0%	0%	0%
Mangaweka	25%	25%	0%	25%	25%
Marton	5%	55%	5%	22%	13%
Other (please specify)	0%	100%	0%	0%	0%
Outside the District	0%	0%	0%	100%	0%
Ratana	0%	0%	0%	100%	0%
Taihape	32%	27%	5%	18%	18%
Turakina	25%	25%	25%	25%	0%
Age					
14-18	50%	50%	0%	0%	0%
19-29	8%	50%	8%	33%	0%
30-45	7%	59%	7%	9%	18%
46-54	19%	41%	6%	19%	16%
55-64	3%	44%	3%	38%	13%
65+	3%	57%	0%	33%	7%
Prefer not to answer	0%	0%	0%	0%	100%

<sup>&</sup>lt;sup>14</sup> Q17: Please tell us what you think about Council's swimming pools? (N=166)

#### Satisfaction measure<sup>15</sup>

Residents were asked how satisfied they were with Council pools. 42% were satisfied/very satisfied down on 2020 (47%).



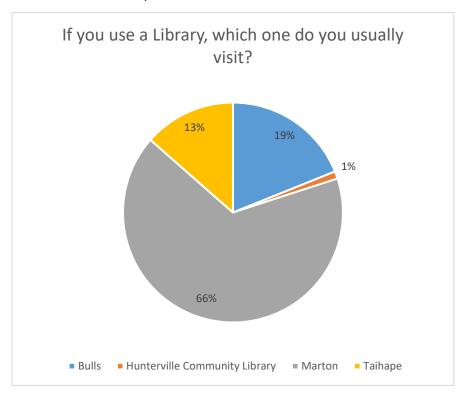
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Location						
Bulls	5%	33%	19%	10%	10%	24%
Hunterville	0%	50%	50%	0%	0%	0%
Mangaweka	0%	50%	0%	0%	0%	50%
Marton	6%	38%	19%	16%	5%	17%
Other (please specify)	25%	25%	25%	25%	0%	0%
Outside the District	0%	0%	0%	0%	0%	100%
Ratana	0%	0%	0%	0%	0%	100%
Taihape	14%	23%	32%	14%	9%	9%
Turakina	25%	25%	0%	0%	25%	25%
Age						
14-18	50%	0%	50%	0%	0%	0%
19-29	0%	70%	0%	20%	0%	10%
30-45	7%	25%	30%	23%	11%	4%
46-54	9%	45%	15%	12%	3%	15%
55-64	6%	31%	14%	9%	6%	34%
65+	6%	39%	19%	3%	3%	29%
Prefer not to answer	0%	0%	50%	0%	0%	50%

<sup>&</sup>lt;sup>15</sup> Q18: How satisfied are you with Council's swimming pools? (N=169)

#### Libraries

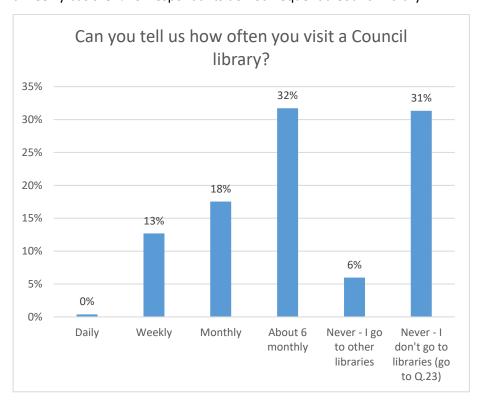
## Library visited<sup>16</sup>

66% of respondents said that they frequented the Marton library and 19% to the Bulls library.



#### Frequency of visits to libraries<sup>17</sup>

Of those who visited a library less than 1% visited daily and 13% visited on a weekly basis. 31% of respondants do not frequent a Council library.

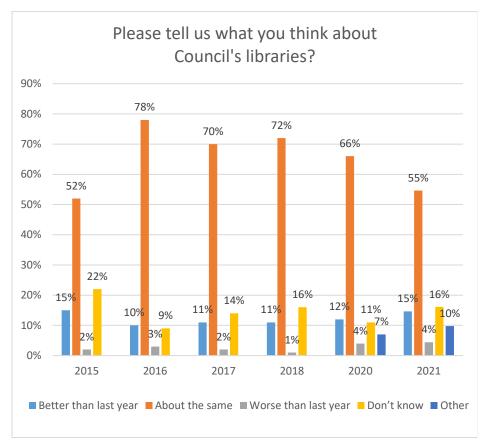


<sup>&</sup>lt;sup>16</sup> Q20: If you use a Library, which one do you usually visit? (N=185)

<sup>&</sup>lt;sup>17</sup> Q19: Can you tell us how often you visit a Council library? (N=267)

#### Overall measure<sup>18</sup>

Residents were asked if they felt Council's libraries were better, worse or about the same as last year. The majority of responses were "about the same as last year" (55%), followed by "don't know" (16%).

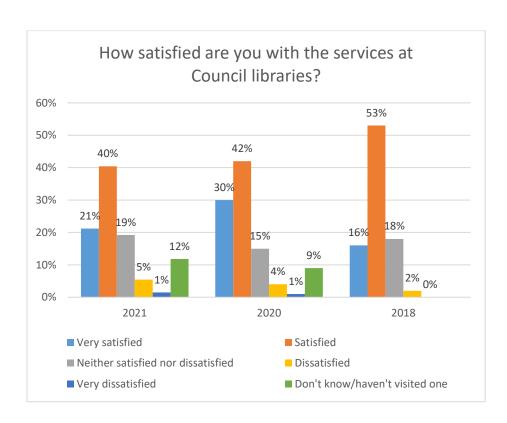


	Better than last year	About the same	Worse than last year	Don't know	Other
Location					
Bulls	12%	42%	6%	18%	21%
Hunterville	0%	67%	0%	17%	17%
Mangaweka	0%	75%	0%	25%	0%
Marton	16%	53%	6%	17%	8%
Other (please specify)	11%	89%	0%	0%	0%
Outside the District	0%	0%	0%	0%	0%
Ratana	0%	100%	0%	0%	0%
Taihape	14%	64%	0%	14%	9%
Turakina	43%	43%	0%	14%	0%
Age					
14-18	50%	50%	0%	0%	0%
19-29	0%	67%	0%	17%	17%
30-45	16%	51%	3%	18%	11%
46-54	11%	66%	3%	17%	3%
55-64	15%	46%	4%	22%	13%
65+	18%	62%	4%	7%	9%
Prefer not to answer	0%	0%	67%	33%	0%

<sup>&</sup>lt;sup>18</sup> Q21: Please tell us what you think about Councils libraries? (N=204)

#### Satisfaction measure<sup>19</sup>

Residents were asked how satisfied they were with Council libraries. 61% of respondents surveyed were very satisfied (21%) or satisfied (40%). 6% of respondents were dissatisfied/very dissatisfied with the services at Council libraries.



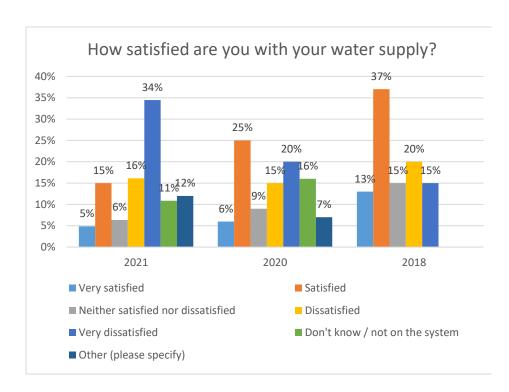
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Location						
Bulls	13%	38%	28%	6%	3%	13%
Hunterville	17%	17%	50%	0%	0%	17%
Mangaweka	0%	75%	0%	0%	0%	25%
Marton	22%	41%	15%	7%	2%	14%
Other (please specify)	33%	44%	22%	0%	0%	0%
Outside the District	0%	0%	0%	0%	0%	0%
Ratana	0%	100%	0%	0%	0%	0%
Taihape	20%	40%	35%	5%	0%	0%
Turakina	57%	29%	0%	0%	0%	14%
Age						
14-18	50%	0%	50%	0%	0%	0%
19-29	17%	50%	17%	0%	8%	8%
30-45	15%	41%	25%	8%	2%	8%
46-54	14%	43%	23%	9%	0%	11%
55-64	24%	37%	17%	2%	2%	17%
65+	33%	44%	9%	2%	0%	11%
Prefer not to answer	0%	0%	33%	33%	0%	33%

<sup>&</sup>lt;sup>19</sup>Q22: How satisfied are you with the services at Council libraries? (N=202)

## Water supply

#### Satisfaction measure<sup>20</sup>

Residents were asked how satisfied they were with Council's water supply. 20% of respondents were very satisfied (5%) or satisfied (15%). Respondents who were most likely to be very dissatisfied with their water supply were from Marton (49%).



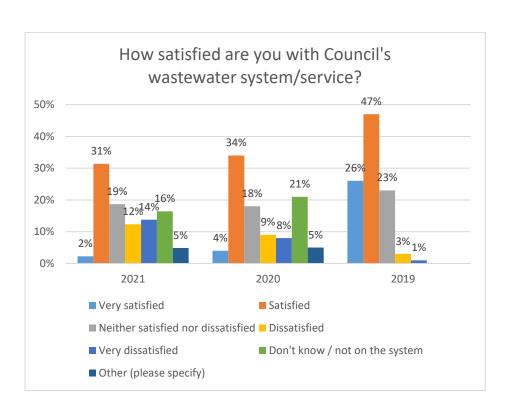
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Other
Location							
Bulls	8%	31%	10%	13%	8%	15%	15%
Hunterville	0%	43%	14%	0%	29%	0%	14%
Mangaweka	0%	50%	0%	0%	0%	50%	0%
Marton	1%	11%	2%	19%	49%	7%	11%
Other (please	0%	9%	0%	18%	18%	18%	36%
specify)							
Outside the District	0%	0%	0%	100%	0%	0%	0%
Ratana	100%	0%	0%	0%	0%	0%	0%
Taihape	25%	17%	33%	4%	4%	8%	8%
Turakina	13%	0%	0%	13%	13%	63%	0%
Age							
14-18	50%	0%	0%	0%	0%	0%	50%
19-29	0%	5%	16%	5%	68%	5%	0%
30-45	4%	7%	11%	11%	38%	16%	14%
46-54	4%	13%	4%	19%	37%	10%	13%
55-64	10%	14%	2%	19%	33%	10%	12%
65+	2%	32%	5%	22%	20%	8%	10%
Prefer not to answer	0%	0%	0%	0%	50%	0%	50%

<sup>&</sup>lt;sup>20</sup> Q23: How satisfied are you with your water supply? (N=266)

#### Wastewater

#### Satisfaction Measure<sup>21</sup>

Residents were asked how satisfied they were with Council's wastewater system/service. 33% of residents were very satisfied (2%) and satisfied (31%) with Council's wastewater system/service.



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Other
Location							
Bulls	5%	36%	10%	15%	10%	23%	0%
Hunterville	0%	57%	43%	0%	0%	0%	0%
Mangaweka	0%	40%	0%	0%	0%	60%	0%
Marton	1%	33%	20%	12%	18%	11%	5%
Other (please	0%	9%	9%	18%	0%	45%	18%
specify)							
Outside the District	0%	100%	0%	0%	0%	0%	0%
Ratana	0%	0%	0%	100%	0%	0%	0%
Taihape	4%	21%	33%	17%	0%	13%	13%
Turakina	13%	0%	0%	0%	25%	63%	0%
Age							
14-18	50%	0%	0%	50%	0%	0%	0%
19-29	0%	21%	32%	5%	37%	5%	0%
30-45	1%	19%	20%	12%	18%	26%	4%
46-54	0%	29%	19%	17%	15%	13%	6%
55-64	5%	40%	16%	12%	5%	16%	7%
65+	2%	47%	17%	8%	10%	12%	3%
Prefer not to answer	0%	0%	0%	33%	0%	33%	33%

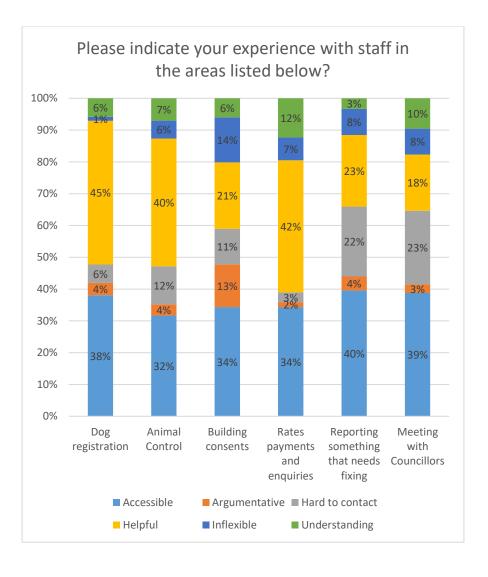
<sup>&</sup>lt;sup>21</sup> Q24: How satisfied are you with Council's wastewater system/service? (N=267)

#### **Customer service**

## Service comparison 22

The graph represents resident responses to customer service across various Council services taken from this year's Survey results. Residents surveyed were presented with six service areas and asked to indicate their overall experience with areas they had dealings with in the last 12 months.

- Results indicated that generally residents felt Council staff to be helpful and accessible.
- Dog registration (45%) and rates payments and enquires (42%) had the highest share of "helpful".
- Reporting something that needs fixing (40%) had the highest share of "accessible" followed by meeting with Councillors (39%).

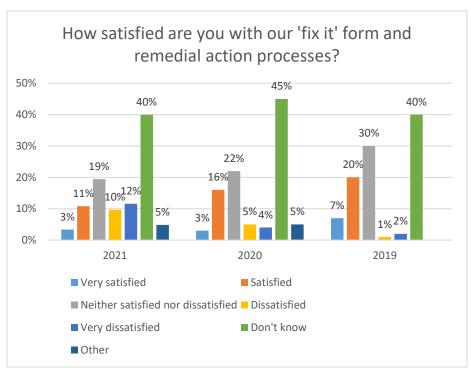


 $<sup>^{22}</sup>$  Q25: Please indicate your experience with staff in the areas listed below? (N=184)

#### Fix it form

#### Satisfaction measure<sup>23</sup>

Residents were asked how satisfied they were with Councils fix it form and remedial action process. 3% of respondents were very satisfied with Councils fix it form and 11% satisfied. Those most likely to be very dissatisfied/dissatisfied were from either Hunterville (28%) and Taihape (29%).



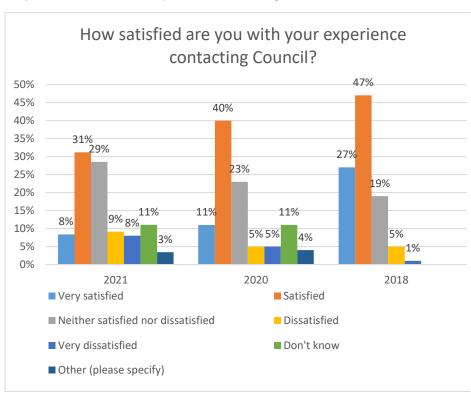
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Other
Location							
Bulls	0%	18%	13%	3%	18%	44%	5%
Hunterville	14%	14%	43%	14%	14%	0%	0%
Mangaweka	0%	0%	40%	0%	20%	40%	0%
Marton	4%	10%	20%	8%	12%	42%	5%
Other (please specify)	0%	0%	27%	18%	9%	27%	18%
Outside the District	0%	0%	0%	0%	0%	100%	0%
Ratana	100%	0%	0%	0%	0%	0%	0%
Taihape	0%	13%	13%	25%	4%	42%	4%
Turakina	13%	13%	25%	25%	0%	25%	0%
Age							
14-18	50%	0%	0%	0%	0%	50%	0%
19-29	0%	11%	26%	5%	16%	42%	0%
30-45	0%	12%	19%	9%	11%	42%	7%
46-54	2%	8%	25%	10%	12%	38%	6%
55-64	3%	12%	17%	14%	14%	33%	7%
65+	8%	12%	17%	8%	7%	46%	2%
Prefer not to answer	0%	0%	0%	0%	67%	33%	0%

<sup>&</sup>lt;sup>23</sup> Q30: How satisfied are you with our 'fix it' form and remedial process? (N=267)

## **Experience contacting Council**

## Contacting Council<sup>24</sup>

Residents were asked how satisfied they were with their experience contacting Council. 39% of respondents were either very satisfied (8%) or satisfied (31%). Respondents from Ratana and 14-18 were most likely to be very satisfied with their experience contacting Council.



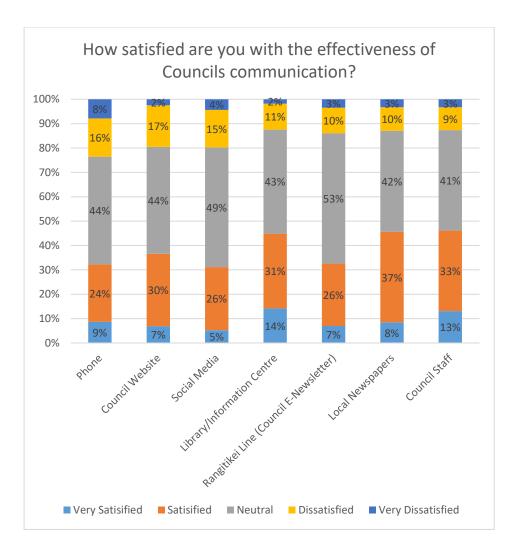
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Other
Location							
Bulls	10%	36%	23%	5%	10%	10%	5%
Hunterville	17%	33%	50%	0%	0%	0%	0%
Mangaweka	20%	20%	40%	20%	0%	0%	0%
Marton	7%	27%	31%	9%	10%	13%	4%
Other (please specify)	9%	36%	36%	9%	0%	0%	9%
Outside the District	0%	100%	0%	0%	0%	0%	0%
Ratana	100%	0%	0%	0%	0%	0%	0%
Taihape	4%	54%	21%	8%	0%	13%	0%
Turakina	25%	25%	0%	38%	13%	0%	0%
Age							
14-18	50%	0%	50%	0%	0%	0%	0%
19-29	5%	42%	32%	0%	5%	5%	11%
30-45	3%	25%	30%	11%	11%	16%	4%
46-54	6%	29%	27%	14%	10%	8%	6%
55-64	9%	39%	26%	11%	4%	11%	2%
65+	18%	33%	28%	4%	7%	11%	0%
Prefer not to answer	0%	0%	33%	33%	33%	0%	0%

<sup>&</sup>lt;sup>24</sup> Q26:How Satisfied are you with your experience contacting Council? (N=262)

## Effectiveness of Councils communication<sup>25</sup>

Residents were asked how satisfied they were with the effectiveness of a range Council communication mediums.

- 45% of respondents were satisfied/very satisfied equally with the effectiveness of Library/Information Centre and local newspaper communication.
- Phone communication gathered the highest share of dissatisfied/very dissatisfied (24%) feedback from respondents.



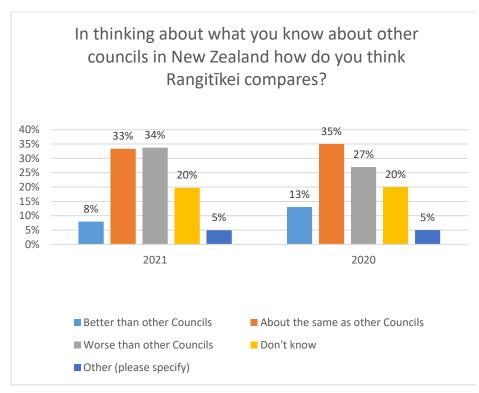
25

<sup>&</sup>lt;sup>25</sup> Q28: How satisfied are you with the effectiveness of Councils communication?? (N=250)

## Comparison against other councils

#### Overall measure<sup>26</sup>

When comparing Council against others in New Zealand 8% of residents surveyed thought Council was better than other Councils. Worse than other Councils, 34%, was an increase of 7% on 2020 results.



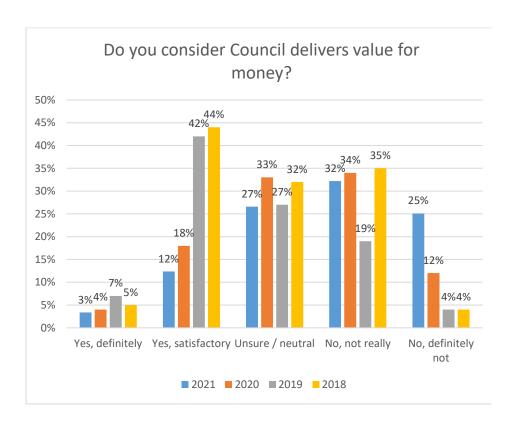
	Better than other Councils	About the same as other Councils	Worse than other Councils	Don't know	Other
Location					
Bulls	5%	41%	33%	15%	5%
Hunterville	33%	33%	33%	0%	0%
Mangaweka	0%	60%	20%	20%	0%
Marton	6%	30%	37%	23%	5%
Other (please specify)	0%	45%	27%	9%	18%
Outside the District	100%	0%	0%	0%	0%
Ratana	100%	0%	0%	0%	0%
Taihape	13%	35%	26%	22%	4%
Turakina	25%	50%	25%	0%	0%
Age					
14-18	50%	0%	50%	0%	0%
19-29	5%	21%	47%	11%	16%
30-45	8%	26%	39%	21%	6%
46-54	8%	40%	36%	12%	4%
55-64	9%	34%	33%	19%	5%
65+	7%	41%	20%	31%	2%
Prefer not to answer	0%	33%	67%	0%	0%

<sup>&</sup>lt;sup>26</sup> Q27: In thinking about what you know about other councils in New Zealand how do you think Rangitikei compares? (N=263)

## Service delivery

## Value for money<sub>27</sub>

15% of residents felt that Council either, yes definitely or yes satisfactory, delivered value for money. In comparison, 57% felt to some extent "no, not really, and no, definitely not" Council did not deliver value for money.



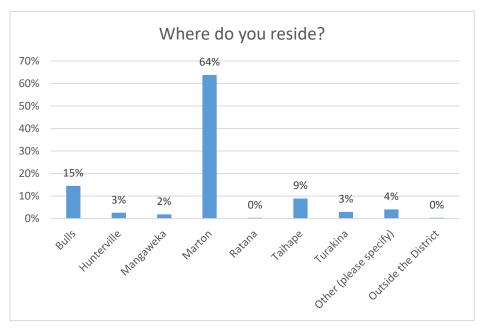
	Yes, definitely	Yes, satisfactory	Unsure / neutral	No, not really	No, <u>definitely.</u> not
Location					
Bulls	0%	18%	18%	32%	32%
Hunterville	0%	14%	29%	43%	14%
Mangaweka	0%	60%	20%	20%	0%
Marton	2%	11%	26%	34%	28%
Other (please specify)	0%	0%	55%	18%	27%
Outside the District	0%	0%	100%	0%	0%
Ratana	100%	0%	0%	0%	0%
Taihape	8%	13%	42%	29%	8%
Turakina	38%	13%	0%	38%	13%
Age					
14-18	50%	0%	0%	0%	50%
19-29	0%	0%	32%	47%	21%
30-45	3%	7%	24%	32%	34%
46-54	4%	16%	16%	33%	31%
55-64	2%	16%	24%	40%	19%
65+	5%	19%	41%	22%	14%
Prefer not to answer	0%	0%	33%	0%	67%

<sup>&</sup>lt;sup>27</sup> Q29: Do consider Council delivers value for money? (N=266)

## Sample

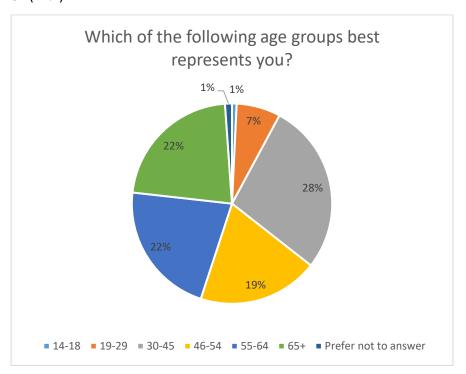
#### Location<sup>28</sup>

There were 267 responses to this question. Most respondents identified as residing in Marton (64% n=171).



#### Age<sup>29</sup>

The majority of respondents where either 30-45 (28%), 65+ (22%) or 55-64 (22%).

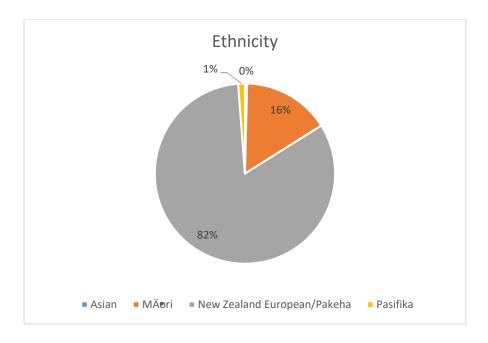


<sup>&</sup>lt;sup>28</sup>Q1: Where do you reside? (N=267)

 $<sup>^{\</sup>rm 29}$  Q2: Which of the following age group best represents you? (N=267)

**Ethnicity**30

New Zealand European made up the vast majority of respondents (82%).



<sup>&</sup>lt;sup>30</sup> Q3: What ethnic background do you primarily associate yourself with? (N=250)

#### Verbatim comments

#### How satisfied are you with Council's roading network? (Council does not maintain State Highways)

- Why is bridge between wellington road and sh1 not widened, or made one-way? Lots of accidents there
- Worse than last year as the maintenance company are doing a job.
- They're good other than the grading of gravel roads is not regular enough (Happens every 6 months rather than 3 months like Higgins report)
- Too many cones all over the place and mistakes made ie main st station rd corner. Also why does it take 8 people to do a job with most of them standing around and arriving in 3 vehicles
- I have had 3 broken windscreens on Parewanui Road in the last 9 years !!!! You don't clear up road works effectively.
- Is this footpaths too. They're cracked, slippery and dirty.
- Footpaths are in a poor state
- I feel The Junction area does not receive the same level of upkeep and care that the more desirable areas of Marton do. I don't know who is responsible for the area leading down to the Malt Plant frpm Racecourse Road end but it's a mess. we walk our dog around there and the fly tipping is disgusting. People dump all manner of rubbish around there including bin bags of dog husband saw some people come down in a ute filled with rubbish. They saw my husband and drove off but returned once he had left and dumped their rubbish. I'd like to see a rubbish dumping prohibiting sign or something put there. We take pride in our own property and would like to see council do the same in our part of town. If that happened perhaps other residents might start to care a little more as well.
- Its not you- It's the awful contractors you employ- they are useless and roads and repairs are carried out to poor standards
- Some verges have been dangerously taken away on some of the more narrow country roads. This makes it dangerous for two trucks to be driving past each other and also even in a car and a truck it feels dodgy. The verges need to stay.
- Poor planning
- Some roading areas are better than last year and others are just awful. And in the same or similar state as last year
- Pave Cobber Kain asap

#### Please tell us how you feel about Council's community buildings (including halls)?

- Very little needed, from what I see, except for insulation in marton hall halls no real upgrade is needed.
- So many wasted buildings around the town. Let the community use them
- Why a new building in Bulls Fix the damn awnings/shop overhangs in Marton!
- Get the return slot sorted in the bulls library
- the new Bulls hall was a huge mistake
- The memorial hall seems to be taking a very very long time?
- Starting to improve
- Bulls community centre massive unnecessary expense. Council doing little to support local community halls
- I don't use any of the buildings?
- bulls new centre is a complete to put it lightly
- they are too expensive to hire
- Hunterville town hall needs a accessibility ramp

- I am extremely disappointed with the community centre in Bulls. It was a ridiculous waste of Money. The old town hall and library could have been brought up to code for a fraction of the cost and they would be historically correct for the town. I cannot believe the council was so irresponsible as to spend so much money unnecessarily. I also cannot believe that the council is planning on doing the same thing in marton and taihape also.
- Start listening to the community!!!! Te Matapihi is underused because of issues the community warned you about. Listen to them about to how to fix this. Listen to the answers you get from this survey or it was a waste of time
- Te Matapihi is splendid
- The pool needs to be insulated so it can stay open in the winter. It is a huge loss in potential having the only 50m indoor pool in the wider region closed for winter. A lot of potential here!
- Te matapihi cost over run a shambles. Design a shambles.
- It would be nice to see Te Matapihi have all functions operating properly. It would be good to have displays in the foyer and souvenirs displayed for sale. More acitivities.
- Marton Library needs a make over. Even to stop the leaks in the ceiling. It needs a face lift

#### Please tell us what you think about our District's public toilets?

- Would be better if there are toilets by the bus stop.
- I have been frustrated at the lack of signage to assist users to report problems. Specifically having reported concerns prior to and when the facilities were installed at Follett Street and at Centennial Park I was amazed at the lack of information on the new Bulls Town Centre. I understand from staff in the building, that they have also raised their concern at the lack of signage to no avail!
- Closed at bus stop. Very sad
- Tge ones across from Mad Tom's need to be kept open.
- Needs improvement
- Why would you close the toilets closest to the main bus stop
- Given the new toilets Great! but also given that there is no open public toilets near the Green areas
- Better due to the two new / modern toilets in Marton.
- Still not enough
- Never used the until a month ago
- It seems very stupid to be removing toilets which are near the bus stop and pubs in Marton!
- But the one in lower high st should have remained open
- They are always dirty apart from the new ones at Bulls Library, very, very clean.
- I like the nice new toilets in Marton parks, well done.
- they shoud've built one by the bus stop as well as the other 2 locations
- I don't understand why the public toilets across from the bus depot would be closed, Seems like a silly decision to me.
- New toilets are great. Please add hooks to the backs of the doors. It's very unpleasant having to put my bag on the floor.
- The ones at Taihape Rec are disgusting council should be ashamed
- Floor is very slippery in the toilets by the rec.
- I'm dissatisfied that the toilets on Lower High St., Marton were closed to the public and given to Speirs.
- Bulls Public toilets are very good.
- Are there even any?
- Better than last year although bad decision to close the ones near the bus stop
- Always impressed with the way the Taihape railway toilets are kept so well maintained despite massive use

- More toilets are great but need signage on High St Bulls directing people to Te Matapihi or Rangitikei Junction. More rubbish bins are needed at Rangitikei Junction especially by the toilets....they're often overflowing
- It is great that the lower high st toilets are no longer in use and new toilets have been relocated and opened.

#### Please tell us what you think of Council's cemeteries?

- They need regular tidying up. Especially for long weekends/public holidays.
- Embarrasing
- Cousin recently buried at the Clifford Cemetry beautifully landscaped and maintained
- Some of our districts cemeteries are better than last year and it is great to see new works happening in that area. New signage, cleaning up old gardens, replacing flora and fauna. It is ashame that the grounds are looking messy or left to become overgrown in some areas.

#### Please tell us how you feel about Council's camp grounds?

- Does marton have a camp ground?
- I'm assuming you mean Wilson park? Could use a revamp on toilet s
- What Camp Grounds?
- Not enough
- Didn't know they had any?
- Not applicable
- What camp grounds lived here 14 yrs didn't know you had any maybe you should advertise them
- what camp grounds
- what camp grounds?
- What camp grounds
- What campground?
- Lots of rubbish around behind the rec, not sure if its the campers though. A bin or 2 would benefit behind there. The gateway to the "motorhome" park behind the bowling club at the moment is very muddy and slippery.
- There r none nearby to use.
- Where are the camp grounds?
- Are there even any?
- A shame the Bulls domain isn't open for overnight camping

#### Please tell us what you think about Council's swimming pools?

- It would be great if they were open all year round
- the pool is used mainly as lane pools hardly a community pool
- I didn't think the council owned the Marton pools. But they are well kept
- Q16 had no option to say I never use a Pool! I think the RDC contribution to Memorial Park would have been better allocated to keeping pools open all year.
- Marton should be open all year round
- Don't use them
- The marton pool is a fantastic asset that could and should be open all year. With the right management and marketing it would be better supported, and draw out of towners in as well as benefitting locals.
- It is far too hot in The Marton Pool. Needs events things added to keep kids and teenagers to use it!
- Marton pool a wasted resource. Be great if open year round. Issues between pool management and schools using need sorting
- Need longer evening hours
- I go to Whanganui as the Taihape and Martin ones are shut, and not very good when they're open
- Ashame they are only open for 6 months of the year

- Stupid to close in the winter!!
- It should be funded year round, maybe add a sauna or spa. The community is growing and in need of a year round pool.
- Its Run like a prison and should be open in winter for health purposes
- Pools are cold, rules are pretty stupid, kids getting told off for splashing!
- should better be open in winter
- Love the pool, but we need to know how we can keep it open for the winter.
- I don't use, too far away
- Are there even any?
- Would like Marton open for 52 weeks.
- Rude staff
- Marton outdoor area a disgrace.roof needs waterblasting

#### Please tell us what you think about Council's libraries?

- The staff look so lifeless, no friendly smile or welcome. No enthusiasm engaging with kids, the library services offered during school holidays are absolutely BORING! When I think of a library, to me it's a community hub a place where you can relax/engage/learn and feel welcomed within our community but unfortunately, this is not the vibe at Marton Library. It needs new life, helpful and friendly engagement between staff and customers whether you're a borrower or wanting to access any programmes offered. Take a leaf out of the hard mahi and amazing overhaul achieved at ManawatÅ« District libraries (Feilding). Marton library should be inspiring our community to come along and utilize this space! And lastly, LOWER the cost of basic, small-job printing!
- I love it. I just don't have time and I will take my son when he gets bigger
- It's better because works there now.
- It would be nice if libraries had quiet places often the noise puts me off going there
- The kids puzzles in Marton need sorting and cleaning.
- Please advertise what's on in school holidays more widely than just Facebook. Too hard trolling through faceboom
- Only use for computer or photocopying
- dont use them
- Really helpful staff
- need a new building
- The Marton library is dirty, it smells and looks worn-out, old and past its use=by date. I would use it if it received a dramatic upgrade, a deep cleaning and paint job, and the whole ambiance was improved and made more modern.
- Start listening to the community!!!! Te Matapihi is underused because of issues the community warned you about. Listen to them about to how to fix this. Listen to the answers you get from this survey or it was a waste of time
- staff work at encouraging participation of all ages
- Have not been to Marton yet
- Great facility, could have a bigger selection of books of the size of the library. Needs more books for 10-14 year old boys.
- Unsafe, dangerous
- We will make it work!
- Inconsistent between staff
- is super helpful
- Lots less books.i wanr a say in what books are purchased

#### How satisfied are you with your water supply?

- Very much better than it was. I drink it from the tap
- The water issue in Marton has been neglected for far too long
- Satisfied and thankful that I have running water
- The wrost in the country you should be doing more
- It is horrible and comes out bright yellow, and undrinkable
- Not on the system but very disturbing
- People with water leaks on farm water supplys need to be held accountable and shouldnt be aloud to take restrictors out. As it put cost up for everyone else!!!!
- Very Dissatisified due to it being foul tasting plus it is hard / difficult to lather soap.
- very heavy use of chlorine in Bulls
- Major ongoing problem!
- On tank water
- Very dissatisfied. Water stinks.leaves washing smelly .cant drink it. Smells like swamp water at certain time of year. And at midnight it smells like a truckload of chlorine has been dumped into it. And for \$811 a year it bloody disgraceful
- Horrified taste smell quality aweful often causes stomach upsets have to pay for bottled water.
   Disgusted
- You charge us for water that you don't supply, little better than theft !!!!
- The river has sewerage in it
- Tank water LOVE IT
- feel let down that councils, have not kept up with infrastructure improvements demand dislike the, concept of 3 waters
- off! Pay for water we can not drink
- It's always been rubbish!!!
- the water leaves black residue on sinks, drains etc
- It's a joke, everyone that has visited from out of town has commented on the smell coming from the tap. I buy my drinking water.
- We have installed a 3-phase filter due to the poor water quality in Marton.
- But it's mine supplied by a water tank on my property that you guys still have the audacity to charge me for
- we have our own water supply, town water smells and tastes awful
- We are on tank water
- I am happy at home in Bulls, quite dissatisfied with the water at work in Marton
- It is always horrible, either muddy or chlorine or sometimes both!
- I provide for my own water from my roof
- Have my own excellent supply. Bulls water tastes gross
- Quality!!! Plus new builds should have to have a grey water tank and possibly water tank.
- Tank water- Water supplying into town as I work locally isn't very great at all. The smell, the swampy/ground taste and visually unappealing.
- Let water into stream now

#### How satisfied are you with Council's wastewater system/service?

- Water quality is not good!! Washing smells; tastes,awful, some days worse than others.
- I live nearby to the waste water, I've seen what I believe is the overflow going into the stream, it looks clean and is very rarely smelly.
- On septic tank
- Apart from the stink at crofton in the summer i have no problems
- Not connected

- Alway see flooding storm drains often covered in leaves ect
- Not much, you charge for it but don't supply it?
- Pumping into the river. Papakai stinks. Can't even breath there some days
- horrified that black water enters, tutaenui stream and then rangitikei river
- My husband and I don't have any issue with the water. I've seen numerous comments about dirty or bad tasting tap water but have never experienced at either of the two town properties we have have owned here.
- Nothing has been done, yet will spend millions on an unnecessary new council building
- wish we were since we still have to pay for it as well as our tank to be emptied, unfair
- Linnet St dump station gets a good hammering during the summer and needs to be monitored better.

#### How satisfied are you with your experience contacting Council?

- I have not contacted council although there is closing in my paddocks from the road, since I've lived here, but only floods in very heavy rain.
- Council Member was very rude and intimidating at public consultation meeting not impressed!
- It would be better if they opened for the morning on Saturdays. I need to buy my dog rego but need time off work to get it.
- fix it form needs to be followed up with result. manawatu council very good with this. unhappy to hear that prompt payment discount has been scraped
- Animal control is a disgrace and I am very disappointed in how my issues were "dealt" with. I'm sick of these mongrel and dangerous dogs wandering around freely and attacking dogs on their own fenced property. Nothing is done and the animal control people don't seem to care or are too afraid to do anything. Why should I follow the rules with my animals when others get away with completely ignoring them?
- They don't ring you back and your fobbed off with promises that never come to fruition
- The staff at the matapihi go above and beyond but are often hog tied by higher ups and limited in what they can do.
- Haven't contacted them in the past year.
- mostly ok, however there is a lot of confusion amongst staff re the 3 dog rule. the person at the counter tried to tell me it was 2 or more dogs that needed to have a permit.. not more than 2 dogs. so they need to be more knowledgeable on their own policies.
- Website: I have struggled to find various items on the website. When I ask to be provided with a link (or the file(s)), staff provide the information quickly, which is very much appreciated.
   Social Media: I feel issues raised on local facebook pages should be responded to, not simply require everyone to only use the RDC fb page.
- Fix-it forms do not get replied to, even when requested. People do not reply to phone messages, nor do they act on concerns/hazards!
- We dont qualify for local papers as not RD and just out of 50km boundry so dont recieve news in local papers
- what about more questions about the things that matter like refuse, recycling, water
- No option to say I've never seen an E-Newsletter!
- The counter staff at Marton do not appear to have much local knowledge, and don't seem very interested, enthusiastic or helpful.
- Council staff always very professional
- no
- social,media,could be used way more,effectively. te matapiki Facebook page is useless, everyday events and services,should be updated

- Most are great. Your resource and building consent team may be the worst group of people I have ever dealt with
- My main issue is with the sometimes off-hand and less than friendly attitude from the staff behind
  the counter. It seems to depend on who you deal with and/or what mood they happen to be in at
  the time.
- Some staff are great most aren't with a unhelpful culture throughout the entire service lazy
- Newspaper we only have the District Monitor not enough of Marton in it, more in Feilding Herald.
- no notification on the extension of the road closure at Mill Street, no discussion on why rates go up so much
- Information that comes with rates communications is useful
- Not transparent

#### How satisfied are you with our 'fix it' form and remedial action processes?

- When a reply is requested, REPLY! Wonderful that time that you went around the community and gave away those free water jugs BUT when a form is filled out in regards to the light pollution created from the new LED lights in the skate park in January 2021 and a reply is requested, REPLY! Its July and still nothing... Nothing!
- Does it work?
- It's simple to follow but nothing gets done
- Things can be left for years!
- Is actioned but no feedback given as to when something will be actioned
- never heard of it
- dissatisfied, no follow up,on results or,progress
- The result can vary, abandonment of cars is swift, the control of magpies in Marton was slow
- dissatisfied. So many people have put through about the water and nothing.
- Haven't used yet
- Never used them.
- Where is this form
- Very slow to get a reply

# In thinking about what you know about other councils in New Zealand how do you think Rangitikei compares?

- Rate expensive comparing services offered like curb side recycling and water quality
- Mostly as good but not treating the water issue makes you worse
- The worst I have ever dealt with and most expensive for what you get
- Far more expensive
- Investment in Taihape playground
- Worse than others in the building consents department
- Need to focus on what's important and keep rates low, focus on lowering rates
- need to maximize income from livrary much like, Levin and feilding
- Worst in NZ This is the general widespread consensus within the Rangitikei Community as a
  whole, and neighbouring communities with both ratepayers and building industry representatives.
  You are kidding yourselves if you believe otherwise. Get out in your community and listen to the
  dissatisfaction. Change needs to happen and heads need to roll.
- Poor attitude of staff lazy
- You only pretend to listen to the people, give them what the large majority want
- Over-priced rates for minimal return

#### Do you have any other comments, questions, or concerns?

- Speed along Wellington, Wanganui and pakepupa Roads. Need sleeping policemen to slow down traffic / Children are very much at risk
- I would like the Marton library to do a survey to gather feedback from our community about what it is our town really wants from it. I would love to take part and also see how others feel.
- More communication and feedback of decisions made to residents and affected entities would, in my opinion, counter the perception that Council do not listen to input / feedback provided.
- Stay in Wing's Line. Rates are too high. No shops or services here. Paying same rates as in town
- Has the LED light from the skate park ever been tested at night for how bright it is? All it takes is a shield visor to direct the light where it needs to be, On the Park! The LED light from the Skatepark is intrusive and offensive lighting. It is obtrusive and does not need to glare all the way down Totara Street! It needs to have a hood/visor installed as to direct the light down into the park and surrounding area itself and not create antisocial lighting for the residents attempting to sleep with copious amounts of unnecessary, invasive blue light polluting our bedrooms when we already have sufficient street lighting in our street. Please install a hood/visor to direct the light completely where it needs to be concentrated, for the health and benefit of the community. Thank you. your support in this matter will be greatly appreciated.
- Was told my rates would be around \$2000 year they are \$2700. When I questioned it the staff member said they would look into it and be in touch, that has not happened. â•,
- Water quality needs improvement.. urgently
- I think it is more important to fix water quality than spend millions on building uograde.
- Water seriously needs to be looked at. We put \$1400 house water filter in and every 6 weeks I need to wash them out. I have replaced them already only being 5 months at \$120 a set not good enough
- Very disappointed that all that money was spent on the convention centre in bulls. It's a shame that the marton toilets down by spares got closed. Also the water sucks so much. Definitely disappointed that they haven't upgraded it and also encouraging birds to be on it by planting heaps of flax around it is a terrible idea. Maybe invest in some bird scarers before we all die of e-coli or some other bacteria present in bird. Also it sucks that the rates have increased so much and the water still tastes like and smells it too. Definitely sort the water. And no it is not the farmers at all that are making it dirty. And the new dog law thing put through also sucks. Council should definitely have put something in for cats before dogs. Cats just roam around giving their diseases to everything and in your garden and everyone cries when one gets put down... cats need culling off because there are so many feral ones they kill pet rabbits, chickens and guniepigs yet we cannot kill them. If it where a dog it get put down strait away cos law allows it. I'd like to say well done on something but it's a bit hard to think of anything but I can say well done on the youth space that is great for the kids as well as the New skate park.
- Ratepayers would be happier, if the water was acceptable. Especially for the high rates we pay, compared to other councils. We appear to get alot less for our money than other regions. .. and we pay more.
- WATER FIX THE WATER THIS IS A JOKE
- How can we have more homes being built with the water being corrected and increased. We all know there is not enough water for the current number of residents in summer. Also the water here in marton is un drinkable. Yes the filters at the hall are helpful but where is the drinkable water from the tap like other towns have. Please oh please fix the water
- The water causes my daughters skin to break out in bad eczema. When bathing her out of town her skin clears up. For a baby/toddler this has been heartbreaking as she is in discomfort and pain due to her skin. I know there are other contributors to this but the water has a serious impact on it as well. I don't feel as though drinking the water is healthy either as it comes out either dirty or smelly. This is a basic human necessity that is not being met.

- Fix the water its dreadful and we needed to spend money on household filters when we moved here 4months ago.
- The water supply to our Marton properties is getting progressively worse. I don't feel clean when I shower. I can't drink the tap water. I used to be able to stand it.. but its getting more and more disgusting. Why is this not the highest focus for our town even though it is our biggest complaint?? Our rates are the highest.. yet we have to drink water that tastes like dirt and feces..
- I would like the council to promote more trades into the area to setup good competition..
- I think council doesn't help business's enough in other towns in their wards.
- The water issue is a concern. I'm rural and I'm not using any council services accept roading, and home requirements. (power poles, fencing etc). Seriously considering attending meetings and involving myself more within my council community. Being a small community I think a lot of things are being overlooked for less important issues. We need a safe supportive environment for our families, including local drinking water, safe roading and buildings.
- Please please do something about our drinking water. It's disgusting
- Clean up and get the shops filled in the main street. Help businesses stay a float. Help the owners get them earthquake proofed If that's what needs to happen. Fix the water. Be involved in the dam program or dont be dont make them feel like for what they have done. And come along and re do it. Where was your communication.
- I am very concerned at the amount of dogs roaming around the streets of hunterville. I pay a hell of a lot in dog regos myself and NEVER see the dog ranger up here. As a farmer on the town boundry it is concerning as we start lambing. Would like to see a clean up in the town from Wandering dogs!!!!
- Something really needs to be done about our water. It is truly disgusting
- Spending too much on fancy amenities & not enough on basics like water supplies. Not listening to locals concerns. Not using local contractors going yo those outside the district.
- How many more complaints do you have to receive before you fix the discusting water
- The water is disgusting. If we had known it was this bad we would not have lived here
- Water is disgusting undrinkable without filtering or boiling and smells terrible most of the time.
   Parks are not mowed properly the grass is left way to long and edges are often ignored completely.
   Also kerbside recycling is available in many surrounding districts so why not here?
- Fix the water it taste like dirt and undrinkable i have to buy drinking water and collect recycling from the kerb side.
- Fix the water!!
- The taste of the water is very disappointing. I am having to buy my water to drink.
- The Council should be commended on its work overall. A minor matter I like the gardening done around the pedestrian crossings in Marton but the bushes hampers the view of a pedestrian waiting to cross, particularly any child who may be smaller than the bushes
- Keep the rate increases to a minimum; Resist unqualified lobbying and unqualified complaints e.g. local newspaper two furious women complaining about the new community centre in Bulls; Ignore them.
- Try a shorter, more succinct, newsletter in the Mail, with larger font.
- I am FURIOUS with the recycling centre often all the bins are completely full. The man tells you to put it in the tip hole RECYCLING you are just paying lip service to the word. There is no sorting of plastic the place is a complete mess this is just a front for tipping the rubbish and there is no real recycling. Rubbish bags are costing us a fortune but we pay for refuse collection in our rates????? the water stinks WE FILTER OURS TWICE before it is drinkable sometimes it is still brown. I can't imagine what it is doing to our appliances.
- No

- Council has no focus on the environment, eco standards or being a leader on reducing poverty. The long term plan focused on a few basic questions that it was quite clear had already been decided on. There was no real plan for the future of our regions economy, housing, infrastructure or community.
- Need to install a wastewater system at Koitiata without bankrupting the residents
- Council makes promises, but doesn't keep them. Been waiting 45 years for drain and kerbing. Ripping up footpaths and kerbing and replacing when other residences don't have any.
- The drinking water / reticulation needs to be cleaned up as the water is making clothing stink.
- Thanks for your contribution to the development of the Taihape rec area.
- A clearly publicised action plan/timeline for dealing with the water supply.
- The building on the corner of Broadway and Wanganui Rd is an eyesore. The toilets by Spiers should be reopened. The new playground by memorial hall needs to be fenced for the safety of both users and passing traffic. Council needs to be proactively recruiting medical professionals to Marton to support the increasing population.
- While trying to do something for the community, on the development of a council owned reserve, you can never get to talk to the people you need to. The calls are monitored by reception and passed on but the staff rarely return your calls or emails or follow through on what they say they will do. Not applicable to dog control or reception. Staff change and you have to go over things again and yet again the same issues. We are all busy people not just the council staff! It is disrespectful. Probably now make a time to meet with Andy.
- No
- I am really disgusted that my rates have gone up when you do not even supply good, tasting drinking water, the fact that it stinks, I do not care if you say its safe to drink. Its yuck, when we have visitors from out of town, they always comment on the smell of water, and yuck taste in this town. Its actually embarrassing.
- 1. Well done with the new playground next to the Marton War Memorial, and installation of various new public toilets. 2. Rates are very high for the services we receive. I understand we have a huge district with a not so huge population but does RDC continually proactively look for ways of getting the best bang for buck?I'm not sure 3. Are infrastructure staff giving best service to RDC? On several occasions I've noticed only a handful of cars outside King Street depot after about 4pm.
- Fix our water!!!!
- Marton could benefit from an indoor sports facility (for cricket / netball / soccer etc)
- Rang three times with a query which I was advised a planner need to advise me on. Wouldn't put me through the first time, they are too busy to speak with anyone so just return calls when they can. Second time they were going to ring me the next day. Third time a message was sent through to ring. No phone call ever received back. in customer service was lovely to deal with but my calls were never dealth with beyond her.
- Our community of kids spend hours at the rec when we have tennis swimming tennis touch and all other sports. The kids play on the old cattle loading race or the pretty awful playground. Please invest in our tamariki. They are the future of our region
- yes, what about doing something about the Bulls River Plantation! wouldn't hurt for the Person responsible to go and have a look how people with 4x4 cars are destroying the Plantation! the whole plantation looks like a of road entertainment place for hooligans! walkers, joggers and cyclists can not used it anymore, because of the deep track holes filled with water. I m not impressed, because this is my only place a can take my Dogs for a descent walk and now it becomes more and more a danger trap for me. I can supply Photos or I m even willing to accompany the person in charge to have a look @ it!

- Water rates have increased.....why? The water still smells and tastes disgusting. The council should provide free water until it is of acceptable quality. Acceptable is consistently no horrible taste, smell or colour. I called council to report a dog. Animal control came to seize the dog. 2 people arrived, one went to get appropriate gear while the other raced off after the dog with a baton. When the dog approached banged the ground yelling and caused the terrified animal to evade capture for an unnecessarily extended amount if time. The sounds terrified other animals in the area. All totally obnoxious and ridiculous. Had approached the dog with a capture leash instead of a power tripping baton the dog would have been caught with a minimum of distress to the dog and other animals in the area. The whole ridiculous scene calmed considerably when the supervisor arrived and provided common sense and much needed calm. I called council to relay what I and other neighbours had witnessed and was told by the who answered my call didnt know what to do about it, that I was ranting about fellow colleagues. I asked repeatedly if was offended by me relaying what I'd seen and the obvious unnecessary distress of the dog as sounded genuinely offended and dismissive I would say such things about colleagues. I was not interested in the egos of council staff, I was genuinely concerned about the disgusting treatment of the dog. It really is not hard to see why this council is considered the worst in the country. It is.
- Why some staff using council vehicles for personal use and taking vehicles home to other towns cities. Most people have to use own vehicles to get to work
- you contact home owners, telling them to cut back trees and bushes overlapping footpaths etc, but when asked to fix berms that have been ripped up and not put back the way they were is bloody annoying, as we are 'expected' to maintain these berms at our expense. And your exorbitant rate increases for no extra service's are just a rip off. Like most councils, you are overpaid and underworked..
- Terrible water. It's disgusting. Please fix it.
- Fix the water.
- Not happy about rates increase or the fact that as a rural property on our own tank water that we pay for water.
- The library needs an upgrade and more books. The water is undeniable. It would be nice if the pool was open through winter.
- Only one question about water yet it has been a big problem for decades. Do something about & residents might me more satisfied. 1 question shows you have no intention of fixing it. Maybe central govt would be a better option for a quality life giving resource that you are mismanaging. Adding chlorine to algae & mud doesn't improve things.
- Yes, why is Scotts Ferry charged for services that are not supplied? By your own admission your administration costs are 83% of Rates.
- Our rates go up but service keeps going down. Where has the pride in our town gone.
- ii am dissatisfied re footpaths on Holland Cres, alot of elderly and young children live here and use the road as a walkway. I've been asking for nigh on 7 years for something to be done but falls on deaf ears. Also Holland Cres is used as a bypass road by Cattle trucks and trailers full of stock, fertilizer trucks and trailers, breakdown tricks with smashed up vehicles on them, large trucks with bulldozer and cranes on them. On the 19th July 2021 at 12pm Cattle truck and trailer full of stockH CARROLL TRANSPORT, eight army trucks, two fertilizer trucks. breakdown truck with wrecked vehicle on trailer, all in a space of half hour. This road is narrow and mark my words someone is going to get killed. I am tired of just getting lip service and no action. Rates are high so do something about it before the 400 Air Force families arrive.
- Put in request for service a month or so ago on two issues and received zero response.
- I would like to see recycling of some kind available in the outer areas of the Taihape district. Or for the transfer station to be open a variety of hours instead of only 7:30-11:30am during the week.

Imagine if one day of the week it was open say 4-6pm for people who work during the week and live rurally - that would be amazing.

- footpath/driveway
- We have a couple of recommendations. There should be a subsididized water filtration system for every home (including rentals) Getting your dog rego should be easier online. Using the rego code supplied on the tag should be used instead of a owner number (don't even know what that is)
- Allow rate payers a rates subsidy if they want to install rainwater tanks. Charge them the going rate for water if they ever need to top up from the town supply
- I am delighted that the Marton water supply is to be improved. I am also very pleased that Marton Market Day is to continue.
- Is this just a box ticking exercise to say you have surveyed the community or are you actually interested in how we feel as rate payers. Our rates have gone up, but what do you have to show for these increases?
- I struggle to accept that the rates rise needs to be a compulsory occurrence. it appears to be such.
- The service levels are horrendous. Instead of spending money on a new community centre, maybe spend funds on contracting in a service specialist who can teach the staff what good looks like.
- I find the council dog registration fees somewhat high for people who have Good Dog Owner status and neuter/spay dogs. We pay the same fee as Good Owners who don't desex. Also be nice to have a lower fee for Gold Card folk, like Manawatu has.
- Whether perceived or factual it does look like other towns governed by this council are better looked after than ours. Very little expenditure appears to take place in Taihape.
- The bare section next to Cools bar needs to have some activity. Encourage car boot sales Coffee/food carts Free secure wifi and advertised on SH1 Do something with it!
- When are we to have roadside recycling. Those of us who are very elderly and live alone and don't
  drive are unable to go to the dump. New rubbish bags are smaller than previously and cannot use
  them for cans, plastic etc. so these items we cannot recycle.
- Why do we have to pay for a rubbish bag to be dumped at the local refuse when we already pay big dollars to purchase them to begin with
- Shocking how the rates go up by so much. Especially since we (rural) pay for so many things we don't use!
- We don't need a white elephant like the bulls hall it not fit for purpose at all managers must be made accountable
- the park standards have definitely dropped this last year
- The rates increases hidden away in the Long Term Plan reflect badly on the Mayor and Council. The increases in rates have been communicated badly to citizens so it is hard not to assume they have been introduced by stealth. In these times where household incomes have been badly affected by Covid 19 circumstances to go ahead and increase rates as has been approved by the Council is irresponsible and shows no appreciation of how people are feeling. In the groups I participate in there is wide spread condemnation of the Council's actions on rates and when the bills start going out I think you will see a lot more protest. I have the feeling the current council and Mayor will bear the brunt of their actions at the next local body elections
- When can we expect to see improvement in the service delivered to rate payers with regard to consents?
- The staff at the Taihape Library are engaging, helpful and friendly.
- Yes I have a major concern over the roaming dogs in Marton particularly in the Junction area. They
  seem to be predominately Pit Bull type dogs which are inherently potentially high risk around other
  animals and children. My husband and I are rate payers yet we can no longer enjoy walking our
  own registered, micro-chipped and controlled dog for fear will be mauled by a roaming Pit Bull

belonging to irresponsible owners who do not pay rates. I find it ironic that an Animal Control officer in response to my notification of a roaming Pit Bull actually argued that a dog could not be considered dangerous until it attacks. That's too late once you or your dog has been mauled as the woman in Onehunga experienced this week. The law states Pit Bulls must be leashed and muzzled in public yet this is never enforced. I would like to see more resources put into having more Animal Control officers out and about rounding up these wandering dogs and enforcing the laws related to owning menacing dogs.

- The state of the parks has deteriorated exceptionally over over past year. Very disappointing to see. Standards have dropped across the board. Level of service is poor, weeds everywhere, attention to detail is almost non-existant. It feels as if we're going back to the days when we had contractors doing the job.
- The water is undrinkable
- Rubish collections
- Water is a joke Could not fund a playground, yet can fund new council building which is entirely unnecessary. Rates are increasing for what?! This council needs a serious clean out of staff.
- Water is and needs fixing instead of putting off
- Fix the water
- the water is a disgrace, never experienced anything like it anywhere else in the world, we are like a 3rd world country having to go to the tap at the memorial hall and fill up containers, shocking!!
- Sort the water out, and if you can't, stop increasing rates, or more people will use alternatives and you'll end up loosing more than you gain
- Bulls does not have enough public toilets available with the main highway people are still stopping at the old toilets and struggling to find the ones in BP complex often needing redirection from locals
- Rates are too high, horizons is a joke and is unaffordable. Include it with rates. 2 separate payments
  are way too much. We get very limited services in Hunterville. RDC is not proactive or forward
  thinking. You take our money, increase rates and do nothing. Too much red tape and too much
  beurocracy. Too many chiefs
- The drinking water quality is a major concern, I cannot drink it unless it has been boiled due to the unpleasant taste. I feel the rates increase is frustrating given the above issue.
- Improve local water quality!!!
- The water is shocking. We pay a huge amount in rates for undrinkable water. We have lived in many places in New Zealand and the water here is third world. I don't care if it's apparently 'safe' to drink. It stinks and most of the time comes out of the tap brown. I don't even like showering or washing my clothes with it but we have no alternative. It really annoys me that we pay so much for water yet we have to buy drinking/cooking water on top of that.
- I have lived in Marton for 6 months and I am very unsatisfied with the water quality. I have a filter on my kitchen tap which is clogged within a few weeks of having it replaced. This is costing me over \$100 each time the plumber comes to replace it. Please do something to fix the water in our town.
- My biggest concern is probably a lack of listening to residents by the council, and a lack of community consultation. Our local kindergarten has enjoyed frequent excursions to Clifton Grove on Daniel Street, Recently the fence at Clifton Grove has been removed and replaced with bollards. This completely changes the way the kindergarten can utilise this space and risk management, but there was no community consultation through which concerns could have been expressed. As for Te Matapihi, I have never felt less inclined to visit a library as it is less accessible and inviting. Using the public toilets is now indeed a public affair as the use of them can be witnessed through the windows from the car park. How embarrassing!!
- needs a bloody shake up, they should be concentrating on our area, not Feilding. The guy needs an attitude adjustment. Roaming dogs are a serious problem and when my own dog was attacked on my own fence property nothing was done and no one was sent out even when the dog

returned and was in my eyesight, I was told to follow it to see where it lived... a bloody aggressive dog. It me off and I know it off many others who register their dogs and take measures to contain them.

- Town water supply a problem, not much going on for teens in this area
- Not really. Arrogant and antagonistic people who use their power to inflict hardship on ratepayers rarely have the balls to change.
- No Thank you
- No
- The roads are treated like a race track, rubbish fires never stop burning, dogs wander freely and the water is undrinkable. The Rangatikei might be the worst place to live in New Zealand. I feel like my rates are simply lining the pockets of stuffy old white men who arent prepared to do any work. Get off your and implement the policies we pay you to.
- Most issues are because a lot of your staff though not all have a poor attitude towards people in general. I've been having hassles with a barking dog for 5 months so far all without ANY joy and silly ideas being our forward by your staff, that sent to be designed to cause hassle with my neighbours. With very little regard for keeping harmony between residents. Therefore I'd like a refund of the animal control portion of my rates as staff aren't doing their job to an acceptable standard and are unhelpful and resistant to deal with. The service is not fit for purpose Council still doesn't have a complaints procedure! Despite telling us it's happening The whole council is full of endless promises with lots of red tape but very little action. It has got better in some departments over the last few months and council was excellent during Covid but there is still a long way to go. There are a lot of staff who have been lazy and ineffective who have a poor attitude to ratepayers and people in general – it's these staff who need to realise they work for us (ratepayers) and should be working for the community instead of against it. As for council charging rural residents for water they don't have access to is daylight robbery and very unfair and unethical. And I would suspect is also illegal. This needs to stop. Whilst I don't object to paying forwards public water such as toilets etc I don't think it's fair to charge us as high as council does as we have our own services which we have to pay for to access water and septic services etc. Rates have stayed low which I am thankful for. Spending all that money on the Bulls info building was a very bad call. We didn't need it and the quality is absolutely awful and looks like it's been build by amateurs. The roading plans are awful and urgently needs fixing- Slanted Parking bays on Hereford street make driving down there when busy dangerous as they force you again into the wrong side of the road And Wellington road outside Mcverry Crawfords turning right into Hereford Street is a bad layout that is downright dangerous as is Wellington road going into Henderson's line. Which puts drivers in the path of oncoming drivers when waiting to turn right and on the wrong side of the road. I'd like the CEO to take a drive with me to show this in real terms to get staff to acknowledge these issues and come up with a different system. I've already taken my concerns about this up with council previously but was ignored as per usual. The Swimming pool only opening in summer is a joke and it needs upgrading as it's awful pool and the facilities are always dirty. With poor standards in the changing rooms with showers that don't work and condensation, plus the pool is way too cold and there is not enough happening for the community such as aquafit etc. it could be so much more. The new park is nice but did we really need it with so many parks already being in Marton-surely we would be better off with 1 good park instead of so many. Council website is very dated with very little info available in there. If it were more forthcoming with info it would save everyone's time. Also no accounting for rates is not ok- j should be able to see all payments and print off the receipts for them instead of now not getting any receipt or record of my rates. Which is not ok- plus the who deals with this is not helpful and has a very argumentative attitude. Again the quality of council comes back to the quality for the attitudes of its people and right now that leaves a lot to be desired

- Slow to get pot holes fixed. 4-6 months from reporting. Poor road repairs in places. Repairs slumping. Very rough uneven fixes is there a standard these should be repaired to?
- 1) Who maintains and services the Skate Park. Please put reply in comments in District Monitor as many like to know. 2) What has happened to Marton Community Committee and the funding rounds that have not been answered by anyone. A courtesy letter to all applicants from Council would have been helpful for those going forward.
- Start listening to the community!!!! Te Matapihi is underused because of issues the community warned you about. Listen to them about to how to fix this. Listen to the answers you get from this survey or it was a waste of time
- for a small council there are individual staff and Councillors with good relationships. with stronger relationships and inclusion, more would be achieved.
- The up keep of Taihape on a whole (back streets n kurb side) is absolutely atrocious to say the least! I drove through Martin and noticed a marked difference in comparison. Is this because the Mayor resides there or not. Either way a lot more money, time and resources needs to be put back into Taihape for the rates I pay, I want to start seeing some results for my money.
- Have twice contacted Council for advice/complaint, two seperate issues, once by phone and once by email (after being told by phone that I could not lodge a complaint over the phone, it had to be in writing). After a lengthy period with no reply to my email I contacted Council by phone and finally got a return phone call. As I had put my concern in writing I would have thought that I would have received an answer in writing. The second time my partner rang and left a message on a Council employee's phone, I believe this was in April, now July and we still have not heard from Not happy at all with the service we have received on these two occassions.
- Water need to URGENTLY be addressed. More residents in Marton so updated services is needed
- not satisified with no discount for full rates payment'also you send out invoices when nothing is owing
- That the council has Money to spend on other towns but in Marton the building on the cnr High and Broadway is all held up with timber ,This is not a good look for new peoples coming to live in Marton,It is about time to remove these buildings
- There is nothing positive to say about council and councillors.
- Please start recycling and bottle bins for roadside collection. Some form of safer crossing by the FourSquare in Bulls.
- Can you let us know what we need to do to keep the 50m indoor pool open for the winter. I know a
  heck of a lot of people that want this and this could be a huge drawcard for Marton bringing
  training groups to town throughout the winter- especially school holidays.
- Parks and reserves don't have enough staff. Money seems wasted on management instead of workers. Marton water is still awful in summer. Potholes and roadworks are always to be done. The footpath that was replaced in Ward str, bulls was done badly. We have concrete handprints done by your contractor on our freshly painted fence and the idiots sowed grass seed in a space that doesn't get mown, so we are forever weeding. The man that sprays does it in wind. You just get sick of complaining. We pay a lot of money for rates... and we get
- Built a hall, not fit for purpose, struggle to even get wheelchairs in lift or disabled toilets etc and not big enough for functions. No changing rooms for performers when using stage. The halls been a great over spend and waste of tax payers money. Also our parks need a lot of work. More rubbish and or dog poo bins would be great. How about supplying dog poo bags like other councils do, there's a lot of poo not getting picked up. Supplying bags may help with this. The Bulls Domain (which is pretty much the only dog exercise area we have in Bulls) is surrounded in wandering dew. This is dangerous for animals, specially dogs. This needs to be controlled.
- Rates are too high for very little. No kerbside recycling and tip not open enough hours. Water taste so vile wasn't installed a filter to make it drinkable.

- Worst area of the country I've ever lived in can't wait to move. 5 years in this dump of a town. Only a few more weeks in this miserable hole.
- The increase in rates is far too substantial for such a low income town. As a solo parent owing a home, the rates increase is going to make it difficult staying. Also we need more crossings across the main roads in Bulls, the traffic speeds through making it difficult to cross the road safely and speed cameras are needed
- Rate rises for little extra services. A community centre no body wanted, a water tower is disrepair that the majority wanted pulled down, no recycling... And lack of accountability for a poorly designed and executed community centre. this council is a law amongst themselves, with little regard for the community they represent
- I believe council has lost their way. Wastes ratepayers money and don't listen to ratepayers complaints. Parks,reserves and cemeteries are disgraceful. Service for these areas have fallen well below acceptable levels and nothing seems to be getting done about it. No one being held accountable for poor service.
- I remain implaceably opposed to the way the public good levy is assessed. Very unfair impost on people living alone in a rural area.
- I have raised many times that my property does not have potable water even after putting in a carbon filter. I have provided PH tests to prove this and nothing has been done to remedy even after 1 month and 4 follow ups. I have requested my pipes be flushed and the city planner be advised as as a rate payer the council is not able to provide me with a basic human right.
- Councillors should be held accountable for their decisions. They should properly listen to submissions not just pay them lip service and carry on with their pre-made decisions. They should respect ratepayers.
- Better communication.
- Rangitikei council is wasting our taxpayer money on absolute bull\*hit. Sort it the hell out.
- Disappointed the discount has been removed for early complete payment of rates. The proposed increase along with the increase in rateable values is looking ridiculous. Asking for plans for my house is impossible. They don't even have my address right. When searching for my property it isn't on line. The town water is disgusting. I know you're working on it but it is smelly and often brown. The road works seem to take forever and usually needs to be redone a could of times before it is right. Rural properties get nothing for their rates.
- It would be better if you structured your questions better and allowed for varied answers rather than the a b c d e answers. As for roading …. Higgins contracting takes the with the performance and end result, ending in work having to be redone at extra cost. The doubling up with horizons also brings up extra costs and poor performance. Land drainage down Parewanui and surrounding area is a joke with drains not being kept clean and flowing causing flooding.
- Drinking Water quality is unsatisfactory, even your filtered supply tastes awful, stop talking & fix it. Forget about the quality of parks, librariess deliver the basics to a higher standard.
- The water is the worst I've ever experienced, even in 20 years living in the third world. Truly awful.
- No
- There is a pothole around a manhole cover at the Wilson St / SH3 intersection (as you turn left towards High St.) It has been like that for at least 18months.
- Everyone has a value for money concept. It is hard to deliver these expectations especially if we as
  residents do not call, complete a survey or just advise or talk about the issues to have things fixed or
  altered appropriately.
- Fix the water, my whites are no longer white, it stinks an I have to buy it because filter do nothing.
- Pave Cobber kain ave. Let water into stream.
- This town feels like we are the poor cousin of the area.

## 10 Meeting Closed