

ORDER PAPER

FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Thursday, 29 August 2024

Time: 9.30am

Venue: Council Chamber
Rangitikei District Council
46 High Street
Marton

Chair: Cr Fi Dalgety

Deputy Chair: Cr Jeff Wong

Membership: Cr Brian Carter
Cr Dave Wilson
Cr Simon Loudon
Cr Greg Maughan
Cr Paul Sharland
Ms Leanne Hiroti (TRAK Representative)
HWTM Andy Watson

Kezia Spence, Governance Advisor, 0800 422 522 (ext. 917), or via email

Contact:	0800 422 522 (06) 327 0099	info@rangitikei.govt.nz	www.rangitikei.govt.nz
Locations:	<u>Marton</u> Head Office 46 High Street Marton	<u>Bulls</u> Bulls Information Centre Te Matapihi 4 Criterion Street Bulls	<u>Taihape</u> Taihape Information Centre 102 Hautapu Street (SH1) Taihape
Postal Address:	Private Bag 1102, Marton 4741		
Fax:	(06) 327 6970		

Notice is hereby given that a Finance/Performance Committee Meeting of the Rangitikei District Council will be held in the Council Chamber, Rangitikei District Council, 46 High Street, Marton on Thursday, 29 August 2024 at 9.30am.

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AGENDA

1 Welcome / Prayer

2 Apologies

3 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 as a late item at this meeting.

6 Confirmation of Minutes

6.1 Confirmation of Minutes

Author: Kezia Spence, Governance Advisor

1. Reason for Report

- 1.1 The minutes from **Finance/Performance Committee Meeting held on 27 June 2024** are attached.

Attachments

1. **Finance/Performance Committee Meeting - 27 June 2024**

Recommendation

That the minutes of Finance/Performance Committee Meeting held on 27 June 2024 [**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



RANGITIKEI
DISTRICT COUNCIL
Making this place home.

UNCONFIRMED: FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Thursday, 27 June 2024
Time: 9.30am
Venue: Council Chamber
Rangitikei District Council
46 High Street
Marton

Present

Cr Jeff Wong
Cr Fi Dalgety
Cr Brian Carter
Cr Dave Wilson
Cr Simon Loudon
Cr Greg Maughan
Cr Paul Sharland
HWTM Andy Watson

In attendance

Cr Gill Duncan
Mr Kevin Ross, Chief Executive
Mr Arno Benadie, Chief Operating Officer
Mrs Carol Gordon, Group Manager- Democracy and Planning
Ms Kezia Spence, Governance Advisor
Mr Warren Pedley, Management and Systems Accountant
Ms Lorraine Bergen, Manager- Financial Systems

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1 Welcome / Prayer

Cr Dalgety opened the meeting at 9.30am and read the council prayer.

2 Apologies

Resolved minute number 24/FPE/044

That the apology be received from Ms Hiroti

Cr D Wilson/Cr B Carter. Carried

3 Public Forum

There was no public forum

4 Conflict of Interest Declarations

There were no conflicts of interest declared.

5 Confirmation of Order of Business

There were no changes to the order of business.

6 Confirmation of Minutes

Resolved minute number 24/FPE/045

That the minutes of Finance/Performance Committee Meeting held on 30 May 2024 **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.

Cr D Wilson/Cr J F Wong. Carried

7 Follow-up Actions

7.1 Follow-up Action Items from Finance/Performance Meetings

Item 2 and 3

To include the dates of when this will come to a future meeting.

Item 7 Rates

Mr Ross responded to questions that those with CCC completed will be paying rates as of the 01 July.

Resolved minute number 24/FPE/046

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

Cr F Dalgety/Cr S Loudon. Carried

8 Chair's Report

8.1 Chair's Report - June 2024

Cr Dalgety provided a verbal report to the committee. After the meeting this report was tabled for the committee.

Resolved minute number 24/FPE/047

That the Chair's Report –June 2024 be received.

Cr F Dalgety/HWTM A Watson. Carried

9 Reports for Decision

9.1 Finance Snapshot - May 2024

Mr Pedley joined the table and went through the questions from Cr Loudon that were sent prior to the meeting.

The Marton Rail Hub Grant

The Marton Rail Hub Grant was received ahead of its budget. As such it is a timing difference and does not represent an extra grant or any change to the project's funding. Mr Tombs responded to questions regarding the treatment of these costs between CAPEX and OPEX.

Roading costs exceed Budget

Staff are investigating this and will report back to the committee.

Borrowings

The June borrowings are necessary to maintain funds to enable Council's capital programme. Council is year to date \$9 million favourable to the Annual Plan, with the capital programme being under spent roughly by the same amount.

The committee discussed vested assets and that developers have improved land that at the end of construction become an asset of the council. Mr Tombs noted that although they are regarded as an infrastructure asset they also represent a financial liability to council.

Resolved minute number 24/FPE/048

That the report 'Finance Snapshot – May 2024' be received.

Cr F Dalgety/Cr B Carter. Carried

10 Reports for Information

10.1 Treasury and Debt - 2023/24

Mr Tombs advised that he is planning a workshop with an external Treasury Management firm in August. Council's debt is now at a level where the procuring of specialist treasury management services provided by such a firm will be beneficial. Councillors were supportive about these plans.

Resolved minute number 24/FPE/049

That the report 'Treasury and Debt – 2023/24' be received.

Cr D Wilson/Cr B Carter. Carried

10.2 QV Report

The report was taken as read.

Resolved minute number 24/FPE/050

That the QV Report be received.

Cr F Dalgety/Cr J F Wong. Carried

10.3 Quarterly Property Sales

Mr Tombs responded to questions that this item is for the committees information and there are a range of reasons for these outcomes

Resolved minute number 24/FPE/051

That the report 'Quarterly Property Sales' be received.

Cr D Wilson/Cr B Carter. Carried

10.4 Public Feedback / Performance Report - May 2024

Mrs Gordon responded to questions that the HappyorNot works much better than the resident survey and that the RFS system does not link into this but it does in the statement of service of performance.

It was requested that the community committee order papers include an item to share their community committee newsletter.

Councillors acknowledge the growth in social media and noted the significance of Mr Caldwell.

His Worship the Mayor asked about the toilets on Gentle Annie Road and this is up and running according to councillors. Mrs Gordon will confirm in regards to an opening of this.

Resolved minute number 24/FPE/052

That the Public Feedback / Performance Report – May 2024 be received.

Cr B Carter/Cr Sharland. Carried

The meeting closed at 10.10am

The minutes of this meeting were confirmed at the Finance/Performance Committee held on 25 July 2024.

.....

Chairperson

ITEM 7.1
7 Follow-up Action Items from Previous Meetings**7.1 Follow-up Action Items from Finance/Performance Meetings****Author:** Kezia Spence, Governance Advisor**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 decision-making provisions do not apply.

Attachments:

1. Follow-up Action Items from Finance/Performance Meetings [↓](#)

Recommendation

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

Current Follow-up Actions

Item	From Meeting Date	Details	Person Assigned	Status Comments	Status
1	27-Jun-24	Ask the Community Committtees to send each other their community newsletters	Kezia / Mel Bovey	An email was sent to all Chairs to see if they'd like to receive each others newsletters	Completed
2	30-May-24	Shared Services - budgets from 1 July 2024 (add date)	Arno	Will be included in the September Finance and Performance meeting	In progress
3	30-May-24	Capital Carryforwards - to a future meeting (add date)	Dave/Warren	Will come to Sept/Oct 2024 meeting (once the June 2024 audit is complete)	In progress
4	30-May-24	Report on the alternative options for Smarty Grants to the Finance and Performance Committee	Kym S	Staff are setting up a new in-house system for grant applications that they are planning to be available for funding rounds at the start of the new year. When this is progressed further staff will provide a report on this.	In progress
5	30-Nov-23	Doggie doos at Tutaenui dams walkway - as there are no bins we could put up signage that advises "it's a take in - take out" process.	Arno	Signage has been installed	Completed
6	31-Aug-23	Rates - check whether rates are being charged to all new properties (once a CCC is granted) - a suggested process put in place by staff.	CE	Would like further investigation on this matter as another property was identified. [Note: at the QV Valuation presentation in December Council were advised that QV are confident that their audit and processes capture all new properties]	In progress

ITEM 8.1

8 Chair's Report

8.1 Chair's Report - August 2024

Author: Fiona (Fi) Dalgety, Councillor

1. Reason for Report

- 1.1 A verbal or tabled report will be provided during the meeting.

Recommendation

That the Chair's Report –August 2024 be received.

9 Reports for Information

9.1 Finance Snapshot - June 2024

Author: Warren Pedley, Management and Systems Accountant

Authoriser: Dave Tombs, Group Manager - Corporate Services

1. Reason for Report

- 1.1 To provide Committee Members with Council's management accounts and related commentary as at the end of June 2024 (noting results for the year are preliminary pending audit sign-off).

2. Whole of Council Summary

- 2.1 The attached Whole of Council Performance Report highlights a number of budget variances that are best considered 'at Group level' in the individual accompanying Group Financial Summary Reports.

3. Group Financial Summary Reports

- 3.1 The attached Group Financial Summary Reports provide commentary on operational budget variances in excess of \$100k, excluding the following items:

3.2 (Internal) Finance Costs

The Whole of Council summary shows Council's budget position regarding external Finance Costs.

Internal finance costs, included in Finance Costs, are charged between the Business Unit Group and the other Groups. In some cases, the budgets for these costs differ to current internal borrowing amounts and this has resulted in some Groups reporting internal finance cost budget variances. Note: these variances are purely internal journals (with offsetting amounts recorded in the Business Unit Group) and have no impact on Council's overall budget position.

3.3 Depreciation

Depreciation variances, which have been discussed in the preparation of, and addressed in, the Long Term Plan 2024

3.4 Overhead Allocations

The internal allocation of Business Unit costs typically results in Group budget variances as the mix and volume of Business Unit-related costs differ to budgets.

4. Capital Expenditure

- 4.1 The attached summary shows these budget variances split by cost centre with the larger budgets (>\$500k) being shown separately.

ITEM 9.1

- 4.2 Commentary regarding the majority of these capital budgets is provided in the *PMO Report* that is reviewed at Council Meetings and the *Assets and Infrastructure Report* that is reviewed at Assets/Infrastructure Committee Meetings.
- 4.3 As noted in previous months' reports, the year's expenditure includes \$3.4m for which there is no associated budget in 2023/24 (this resulted in the budgets in the Long Term Plan 2024 being \$3.4m lower than would otherwise have been the case).

Attachments:

1. **Financial Summary - June 2024** [↓](#)

Recommendation 1

That the report 'Finance Snapshot – June 2024' be received.

**Whole of Council
Activity Performance Report
For the period ending June 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(51,184)	(50,447)	737	1%	(50,447)
Subsidies and Grants	(15,486)	(15,789)	(303)	-2%	(15,789)
Other Revenue	(3,937)	(4,758)	(822)	-17%	(4,758)
Finance Revenue	(605)	(265)	340	128%	(265)
Gains	(122)	(150)	(28)	-18%	(150)
Rates	(29,470)	(29,484)	(14)	-0%	(29,484)
Vested Assets	(1,564)	0	1,564	100%	0
Total Expense	55,865	54,608	(1,257)	-2%	54,608
Other Expenses	27,993	27,251	(743)	-3%	27,251
Personnel Costs	8,845	8,191	(654)	-8%	8,191
Finance Costs	1,479	1,926	447	23%	1,926
Depreciation	17,534	17,274	(260)	-2%	17,274
Overhead Allocation	0	(34)	(34)	-100%	(34)
Losses	13	0	(13)	-100%	0
Grand Total	4,681	4,161	(520)	-13%	4,161

Variances > \$100k: Comment

Commentary provided in the following Group Summaries

Business Units
Activity Performance Report
For the period ending June 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(678)	(467)	212	45%	(467)
Subsidies and Grants	(3)	0	3	100%	0
Other Revenue	(7)	(20)	(13)	-63%	(20)
Finance Revenue	(605)	(265)	340	128%	(265)
Gains	(122)	(150)	(28)	-18%	(150)
Rates	(9,050)	(9,061)	(12)	-0%	(9,061)
Rate Apportionment	9,109	9,030	(79)	-1%	9,030
Total Expense	(1,312)	267	1,579	592%	267
Other Expenses	3,574	3,943	369	9%	3,943
Personnel Costs	7,522	6,758	(764)	-11%	6,758
Finance Costs	(1,594)	(150)	1,444	963%	(150)
Depreciation	498	616	119	19%	616
Overhead Allocation	(11,315)	(10,901)	414	4%	(10,901)
Losses	4	0	(4)	-100%	0
Grand Total	(1,990)	(200)	1,790	895%	(200)

Variances > \$100k: Comment

Finance Revenue

- As outlined in prior months, budgets were exceeded as interest rates remained higher than budget.

Other Expenses/Personal Costs

- These variances largely offset each other and reflect staff being employed instead of using contractors (where budget was held in "Business Units" as well as other areas). The year end position was also impacted in June by year end accruals.

Finance Costs

- Refer cover report.

**Community and Leisure Assets
Activity Performance Report
For the period ending June 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(6,276)	(8,267)	(1,992)	-24%	(8,267)
Subsidies and Grants	(624)	(2,815)	(2,192)	-78%	(2,815)
Other Revenue	(985)	(834)	152	18%	(834)
Rate Apportionment	(4,666)	(4,618)	48	1%	(4,618)
Total Expense	7,917	7,471	(446)	-6%	7,471
Other Expenses	3,003	2,887	(116)	-4%	2,887
Personnel Costs	116	107	(9)	-8%	107
Finance Costs	818	860	42	5%	860
Depreciation	2,501	2,184	(317)	-15%	2,184
Overhead Allocation	1,469	1,432	(36)	-3%	1,432
Losses	10	0	(10)	-100%	0
Grand Total	1,641	(796)	(2,438)	-306%	(796)

Variances > \$100k: Comment

Subsidies and Grants

- Under budget due to Better Off Funding for projects now carrying forward into 2024/25, key ones being;
 - Taihape Town Hall - \$1.80m
 - Town Centre Regeneration – \$165k
 - Hautapu River Parks Project - \$147k

Other Revenue

- Being the unbudgeted reimbursement of swimming pool costs

Other Expenses

- Largely driven by unbudgeted June 2024 expenditures on Parks Upgrade partnership funding and playground audit costs.

ITEM 9.1 ATTACHMENT 1

**Community Leadership
Activity Performance Report
For the period ending June 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(1,365)	(1,356)	10	1%	(1,356)
Other Revenue	(1)	0	1	100%	0
Rates	(93)	(93)	0	0%	(93)
Rate Apportionment	(1,272)	(1,263)	9	1%	(1,263)
Total Expense	1,575	1,625	51	3%	1,625
Other Expenses	814	879	65	7%	879
Depreciation	0	2	2	100%	2
Overhead Allocation	761	745	(16)	-2%	745
Grand Total	209	270	60	22%	270

Variances > \$100k: Comment

Nil

**Community Wellbeing
Activity Performance Report
For the period ending June 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(1,845)	(1,721)	124	7%	(1,721)
Subsidies and Grants	(633)	(508)	125	25%	(508)
Other Revenue	(5)	(14)	(9)	-63%	(14)
Rate Apportionment	(1,207)	(1,200)	7	1%	(1,200)
Total Expense	1,527	1,423	(104)	-7%	1,423
Other Expenses	926	879	(47)	-5%	879
Personnel Costs	0	0	(0)	-100%	0
Depreciation	29	10	(19)	-197%	10
Overhead Allocation	571	534	(37)	-7%	534
Grand Total	(318)	(298)	20	7%	(298)

Variances > \$100k: Comment

Subsidies and Grants

- Favourable to budget due to unbudgeted grants from Pub Charity for Mountain Bike initiative (\$45k), Lotteries Commission for Harvest Festival (\$48k) and additional unbudgeted funding for the Mayors Taskforce for Jobs (\$50k)

**Environmental and Regulatory
Activity Performance Report
For the period ending June 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(3,338)	(4,117)	(778)	-19%	(4,117)
Subsidies and Grants	(73)	(502)	(429)	-85%	(502)
Other Revenue	(1,559)	(1,921)	(362)	-19%	(1,921)
Rate Apportionment	(1,706)	(1,694)	13	1%	(1,694)
Total Expense	3,521	4,640	1,119	24%	4,640
Other Expenses	439	1,417	978	69%	1,417
Personnel Costs	1,207	1,326	119	9%	1,326
Overhead Allocation	1,876	1,897	22	1%	1,897
Grand Total	183	523	340	65%	523

Variances > \$100k: Comment

Subsidies and Grants

- Under budget due to Better Off Funding for project for District Planning now carrying forward into 2024/25.

Other Revenue/Other Expenses/Personnel Costs

- All regulatory activity continues at below expected levels. Accordingly, associated revenue and expenditure accounts are below budget. The favourable result for other expenses increased significantly in June as the budget allowed for Town Centre Regeneration (\$200K) and funding coverage for a Climate Change Officer (\$177K).

**Roading and Footpaths
Activity Performance Report
For the period ending June 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(23,511)	(20,799)	2,712	13%	(20,799)
Subsidies and Grants	(13,841)	(11,789)	2,052	17%	(11,789)
Other Revenue	(140)	(156)	(16)	-10%	(156)
Rates	(8,798)	(8,729)	68	1%	(8,729)
Rate Apportionment	(126)	(125)	1	1%	(125)
Vested Assets	(606)	0	606	100%	0
Total Expense	26,886	24,824	(2,062)	-8%	24,824
Other Expenses	12,005	10,816	(1,189)	-11%	10,816
Finance Costs	648	231	(417)	-181%	231
Depreciation	10,340	10,094	(246)	-2%	10,094
Overhead Allocation	3,892	3,683	(209)	-6%	3,683
Grand Total	3,374	4,025	650	16%	4,025

Variances > \$100k: Comment

Subsidies and Grants

- \$750k grant received in relation to the Marton Rail Hub. This was not budgeted in 2023/24
- The overall roading programme delivered in 2024 was larger than budgeted and reflects in a higher than budgeted NZTA grants being received for the year.

Other Expenses

- As commented in the previous month, June expenditure included a significant catch up in Emergency Works roading maintenance. As noted above, this is offset by an associated favourable variance in subsidies revenue.
- A report is provided each month to the Assets/Infrastructure Committee that provides details of the Roothing Program and its related expenditure.

Finance Costs

- Refer cover report.

**Rubbish and Recycling
Activity Performance Report
For the period ending June 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(2,432)	(2,866)	(434)	-15%	(2,866)
Other Revenue	(1,182)	(1,630)	(448)	-27%	(1,630)
Rates	(1,118)	(1,105)	13	1%	(1,105)
Rate Apportionment	(131)	(131)	1	1%	(131)
Total Expense	2,868	2,921	53	2%	2,921
Other Expenses	2,325	2,407	82	3%	2,407
Finance Costs	3	1	(2)	-180%	1
Depreciation	66	66	1	1%	66
Overhead Allocation	475	446	(28)	-6%	446
Grand Total	437	56	(381)	-685%	56

Variances > \$100k: Comment

Total Revenue/Total Expenses

- The net result for the year is under investigation by officers. It is anticipated that the installation of weighbridges in Bulls and Taihape transfer stations will improve this situation.

**Water, Sewerage & Stormwater
Activity Performance Report
For the period ending June 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(11,738)	(10,855)	883	8%	(10,855)
Subsidies and Grants	(313)	(176)	137	78%	(176)
Other Revenue	(56)	(183)	(128)	-70%	(183)
Rates	(10,412)	(10,496)	(84)	-1%	(10,496)
Vested Assets	(957)	0	957	100%	0
Total Expense	12,883	11,437	(1,447)	-13%	11,437
Other Expenses	4,906	4,022	(884)	-22%	4,022
Finance Costs	1,604	984	(620)	-63%	984
Depreciation	4,101	4,302	201	5%	4,302
Overhead Allocation	2,272	2,128	(144)	-7%	2,128
Grand Total	1,145	581	(563)	-97%	581

Variances > \$100k: Comment

Subsidies and Grants

- Grants to cover 3 Waters transitional expenditure exceed budget.

Other Revenue

- User fees are under budget.

Vested Assets

- Reflecting the unbudgeted Campbell Place, Hereford Street and Oldfield Lane infrastructure vested to RDC.

Other Expenses

- Contractor and MDC shared services cost exceeds budget (\$698k). It is anticipated that the new operating model will address this.
- Insurance costs exceed budget (\$83k)
- 3-Water transition costs (\$205k) – offset partially by unbudgeted grants revenue.
- Nga Marae O Rangitikei (a Better Off Funding Project) under budget (\$113k)

Finance Costs

- Refer cover report.

**Capital Programme
For the Period Ended 30 June 2024**

Account	2023/24 YTD Actuals June	2023/24 YTD Budgets June	2023/24 YTD Variance June	2023/24 YTD Percentage Variance June	2023/24 Full Year Budget
Business Units	1,609,673	2,374,371	764,698	32.21%	2,374,371
Fleet Management	329,265	500,000	170,735	34.15%	500,000
95500701. Motor Vehicle Purchases (dr)	461,603	500,000	38,397	7.68%	500,000
Information Services	1,280,408	1,874,371	593,963	31.69%	1,874,371
9260076104. ISSP: Digitalisation of Building Conse	467,053	644,956	177,903	27.58%	644,956
Community and Leisure Assets	1,311,241	4,235,673	2,924,432	69.04%	4,235,673
Domains	677,734	1,348,227	670,493	49.73%	1,348,227
Halls	259,895	2,102,971	1,843,076	87.64%	2,102,971
4090174505. Marton Building Design & Constructi	80,191	847,047	766,856	90.53%	847,047
Roading and Footpaths	9,482,778	10,787,051	1,304,273	12.09%	10,787,051
Non-Subsidised Roding	696,545	1,592,191	895,646	56.25%	1,592,191
Subsidised Roding	8,786,233	9,194,860	408,627	4.44%	9,194,860
70100781. Sealed Road Pavement Rehabilitation (2	933,761	1,204,105	270,345	22.45%	1,204,105
70100782. Drainage Renew als (213)	918,221	764,694	(153,527)	-20.08%	764,694
70100783. Structures Components Replacements	541,161	522,083	(19,078)	-3.65%	522,083
70100787. Sealed Road Surfacing (212)	1,175,061	1,370,700	195,639	14.27%	1,370,700
70100795. Improvements- Low Cost Low Risk (34	3,629,305	3,619,324	(9,981)	-0.28%	3,619,324
Water, Sewerage & Stormwater	10,904,731	17,752,816	6,848,085	38.57%	17,752,816
Stormwater	537,077	1,964,907	1,427,830	72.67%	1,964,907
6050177204. Bulls Stormwater Upgrades	111,704	784,832	673,128	85.77%	784,832
Waste Water - Sewerage	8,162,968	12,089,111	3,926,143	32.48%	12,089,111
6070176204. Wastewater Reticulation	209,014	989,796	780,782	78.88%	989,796
6070176206. Marton to Bulls Centralisation Project	948,211	2,028,366	1,080,155	53.25%	2,028,366
6070176207. Land Purchase - Marton to Bulls Cer	3,418,924	0	(3,418,924)	-100.00%	0
6070177108. Taihape Wastewater Treatment Plan	902,977	2,180,747	1,277,770	58.59%	2,180,747
6070177109. Taihape / Papakai Wastewater Pump	2,297,764	4,011,634	1,713,870	42.72%	4,011,634
6070177111. Ratana Complete Upgrade	269,507	2,435,130	2,165,623	88.93%	2,435,130
Water - District	1,993,481	3,399,120	1,405,639	41.35%	3,399,120
6060174503. Marton Water Strategy	1,061,031	941,929	(119,102)	-12.64%	941,929
6060176316. Bulls Water Pump Station / Rising Ma	550,134	700,000	149,866	21.41%	700,000
Grand Total	23,325,215	35,149,912	11,824,697	33.64%	35,149,912

9.2 Fee Waivers - Update**Author:** Dave Tombs, Group Manager - Corporate Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

- 1.1 In accordance with S15 of Council's Delegations Policy, to report to Finance/Performance Committee any fee waivers relating to building consents, liquor licensing fees, hire of Council facilities or similar minor requests.

2. Context

- 2.1 S15 of Council's Delegation states that, the CEO has delegation to:

In conjunction with the Group Manager – Corporate Services, to waive up to \$2,000 for requests for fee waivers relating to building consents; liquor licensing fees; hireage of Councils facilities (parks, halls); or similar minor requests. Any waiver and amount are recorded and available for audit purposes and reported to the Finance / Performance Committee on a quarterly basis

3. Discussion

- 3.1 The CEO waived the following fees in the six months ended 30 June 2024:
- 3.1.1 Hunterville Huntaway Festival Committee – waiver of building consent (\$338) and special liquor licence fees (\$575) for the November 2024 Shemozzle.
 - 3.1.2 Bulls & District Community Trust – waiver of Te Matapihi hall hire fees for Tradie's Breakfast June 2024 (\$69)
 - 3.1.3 Bulls Community Committee – waiver of Te Matapihi hall hire fees for Meet the Candidates Community Meeting as part of the Southern Ward By-Election March 2024 (\$46)
 - 3.1.4 Bulls & District Community Trust – waiver of 5 days Te Matapihi hall hire fees for the setup and February 2024 Fest-a-Bull (\$1510)
 - 3.1.5 Bulls & District Community Trust – waiver of room hire at Te Matapihi for Community Law Clinic – one afternoon per month (\$68 p/m)
 - 3.1.6 Mangaweka Volunteer Fire Brigade – waiver of Mangaweka Town Hall hire fees for the Mangaweka Fire Brigade Gold Star Honours Evening February 2024 (\$206)
 - 3.1.7 Turakina Caledonian Games – waiver of building consent (\$338) for marquees at January 2024 games.

Recommendation

That the report 'Fee Waivers – Update' be received.

9.3 Treasury and Debt**Author:** Dave Tombs, Group Manager - Corporate Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

- 1.1 To provide the Finance and Performance Committee with an overview of Council's 2023/24 year end Treasury and Debt position, noting that a separate Debt report is provided to Risk/Assurance Committee which summarises Council's future debt position in more detail.

2. Summary

- 2.1 Council's 2023/24 Annual Plan (as amended as per Council meetings in September 2023) includes a 30 June 2024 budgeted debt figure of \$54m.
- 2.2 As indicated in prior months' reporting, the 30 June 2024 budget figure (\$44m) was lower than the budget figure.
- 2.3 Council's June 2024 Bank Balance was \$10.8m (the Annual Plan figure was \$10.7m).
- 2.4 As can be seen from this Report, and as previously reported and discussed in LTP forums, Council remained (comfortably) within its key Liquidity ratios and LTP-stated debt levels at 30 June 2024.

Note: the balances included in this report are only those that are relevant when considering Council's current treasury and debt position: other (non-financial) assets and liabilities also exist.

3. Investments

- 3.1 As stated in previous months' reports, Council currently earns a higher interest rate on its Current Account than it would earn on term deposits.
- 3.2 Council has no other significant financial investments.
- 3.3 Council's Finance Revenue for the year ended 30 June 2024 was \$605k.

4. Liquidity

- 4.1 Council's current (draft) year end liquidity position was as follows:

4.1.1 Current Assets

• Bank/Deposits	\$10.8 million
• Receivables	\$2.6 million
• Prepayments	\$0.8 million
• Total	\$14.2 million

4.1.2 Current Liabilities

• Payables	\$3.3 million
------------	---------------

Net Current Treasury Position

\$10.9 million

5. Debt

Current Debt

5.1 Council Debt at 30 June 2024 was \$44m, as summarised below:

Amount Borrowed	Settled Date	Maturity Date	Fixed Rate of Interest	Annual Interest Cost
\$3m	10/05/19	15/4/2029	3.12%	\$94k
\$5m	08/02/22	14/4/2033	3.68%	\$184k
\$11m	14/04/22	15/4/2027	4.17%	\$459k
\$5m	27/04/23	15/5/2028	5.10%	\$255k
\$7m	12/06/23	15/5/2028	5.30%	\$371k
\$9m	15/04/24	15/6/2026	5.62%	\$506k
\$4m	04/06/24	20/04/29	5.55%	\$222k
\$44m				\$2.09m

5.2 This \$44m currently attracts annual interest expense of \$2.09m, providing a current weighted average cost of funds of 4.75%. However these costs are partially offset by the borrowed money earning interest income before it is used. In 2023/24 this interest income amounted to \$600k (2023/24 interest expense was \$1.5m).

5.3 Council is in the process of engaging Treasury specialists who will seek to reduce the weighted average cost of funds.

6. Borrowing Ratios

6.1 At the April 2022 Finance/Performance Committee Meeting, Officers were asked to include Local Government Funding Agency-based (LGFA) Liquidity Ratios in future Treasury and Debt reports.

6.2 Council's Long Term Plan 2024-34 (pages 152 and 153) includes two Liquidity Ratio Benchmarks set by the LGFA. Incorporating the figures above, Council's 2023/24 performance in relation to these benchmarks is as follows (note these ratios are currently included in a more detailed report that is provided to each Risk and Assurance Committee).

6.3 Net Debt/Total Revenue must not exceed **175%**:

- YE Debt \$44.0m
- YE Bank \$10.8m

ITEM 9.3

- YE Corporate Bonds \$1.1m
- YE Notional Net Debt \$32.1m
- Full Year Revenue \$49.6m

2023/24 Full Year: Net Debt/Total Revenue 65%

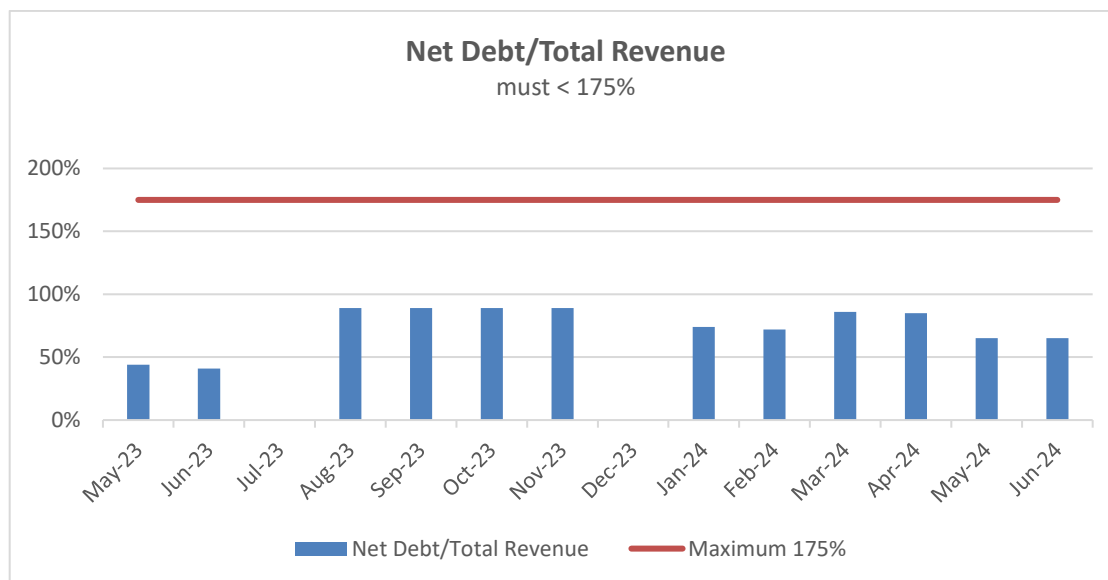
6.4 External Debt plus Committed Facilities plus Liquid Assets (Available Finance) divided by External Debt must be greater than **110%**:

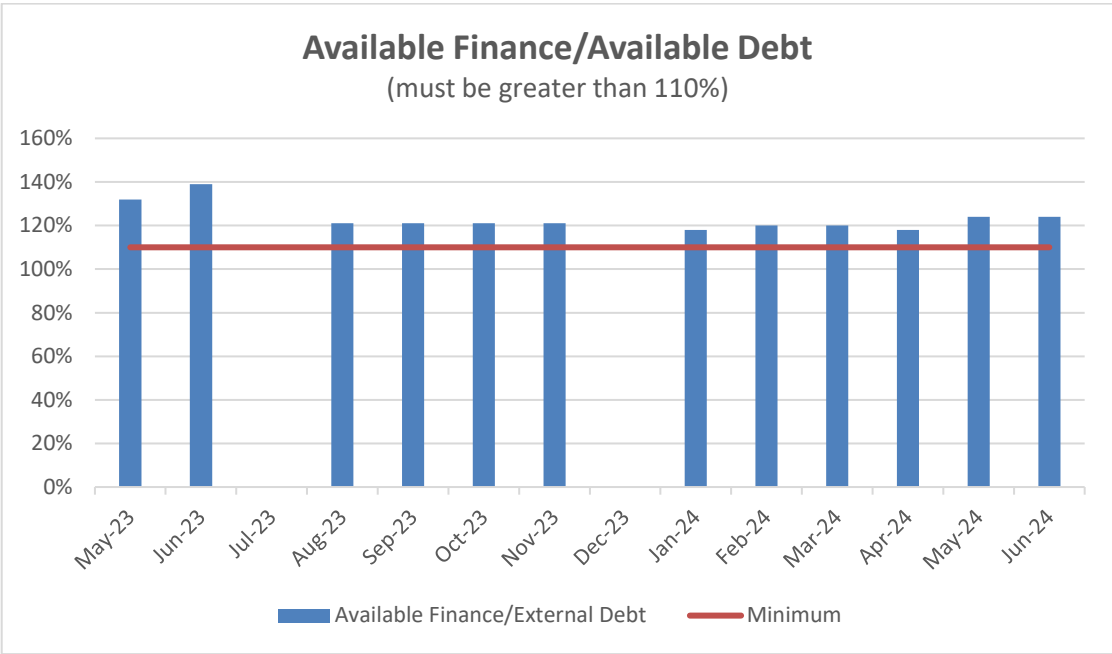
- YE External Debt \$44.0m
- YE Bank/Deposits \$10.8m
- Available Finance \$54.8m

Available Finance divided by External Debt 124%

7. Trends

7.1 At the March 2023 Finance/Performance Committee Meeting, Officers were asked to include historic trends with respect to these two Liquidity Ratios:





Note: Council’s 2022/23 Annual Report includes similar trend analyses for the past 5 year-ends (Page 101)

8. Further Commentary, as noted in prior Reports

- 8.1 Officers note that the Financial Strategy and Benchmarks contained in the LTP2024 show the impact of future Budgets on these Debt levels.
- 8.2 The Financial Strategy shows that Council’s future debt ceilings, based on the LTP Budgets, can cater for Council’s LTP Budgets (noting that in some years the ‘surplus debt capacity’ is relatively low, compared to the 2023/24 position).
- 8.3 Further, Officers note that potential reforms to the Three Waters activities would potentially have a significant impact on future debt levels and debt capacity.

Recommendation

That the report ‘Treasury and Debt – 2023/24’ be received.

9.4 QV Report**Author:** Lorraine Bergen, Manager Financial Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report/Commentary**


- 1.1 To provide the Finance and Performance Committee with data provided by QV.
- 1.2 Officers provide this data in response to a prior request from members of the Committee. Officers have previously noted that certain market transactions cause apparent anomalies in some of the data included in the attached and emphasise that this raw information should not be used for any decision making.
- 1.3 Any queries arising from the following data will need to be passed to QV for a response.
- 1.4 Note that the data included in the following mini-report is 'live' data so is current as at 14th August 2024. The attached Summary includes results of QV's most recent property revaluations.

Attachments:

1. QV Report - 14 August 2024 [↓](#)

Recommendation

That the QV Report be received.



TOTAL CAPITAL VALUE

\$8,039,616,710

TOTAL LAND VALUE

\$5,343,304,100

TOTAL RATING UNITS

8,845

RATING VALUATION

01 August 2023

NEXT RATING VALUATION

01 August 2026

SINCE 1 JULY 2024

+0.08%

+0.08%

+5

Report Centre

Building Consents Listing

Objections Listing

Outstanding Objections

Subdivisions Listing

Sales Listing

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We offer a wide variety of reports and commentary to help you analyse your local property market.

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Your QV Contacts

Simon Willocks

Manager - Manawatu/Taranaki

06 351 6117

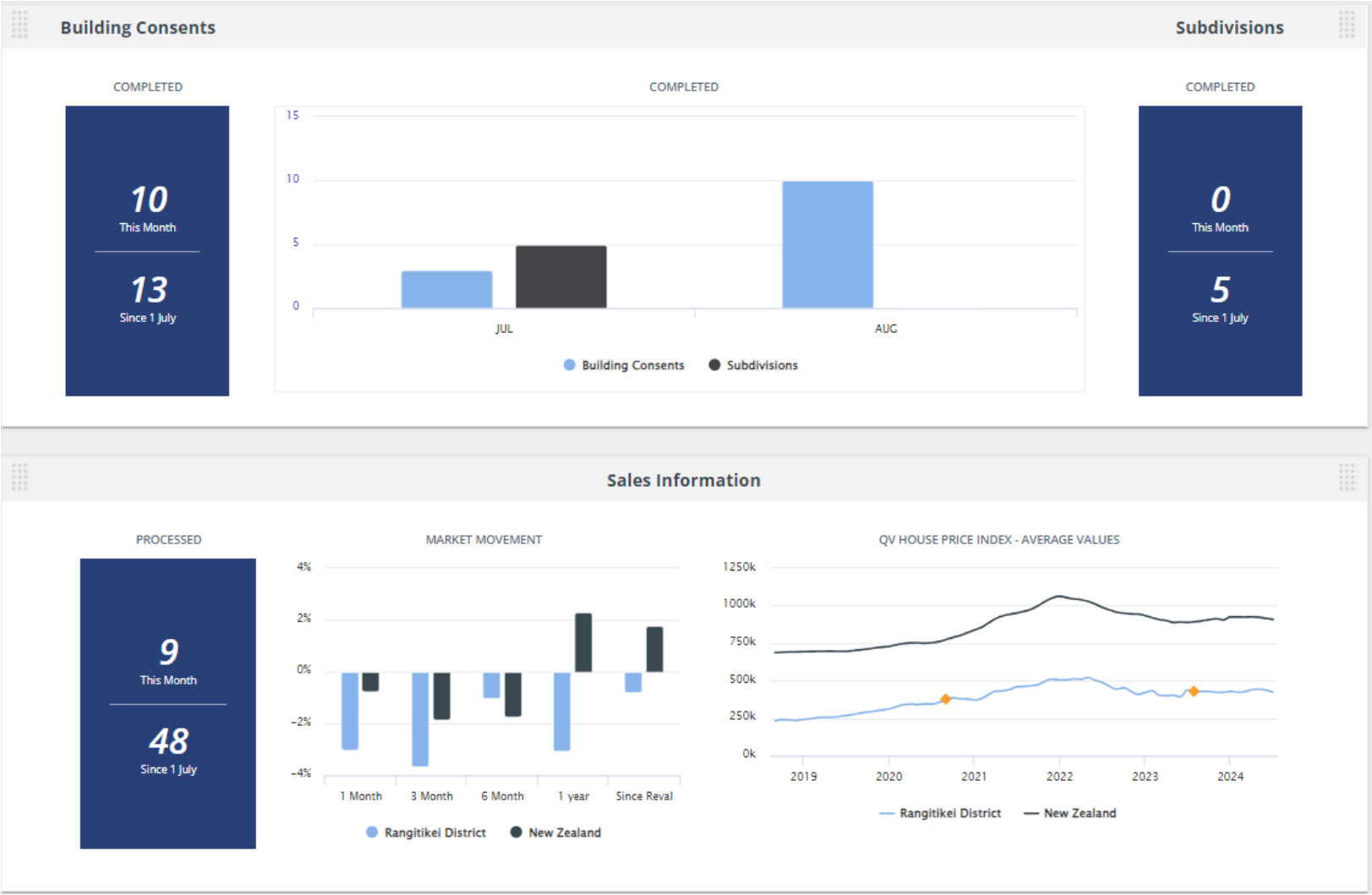
Simon.Willocks@qv.co.nz

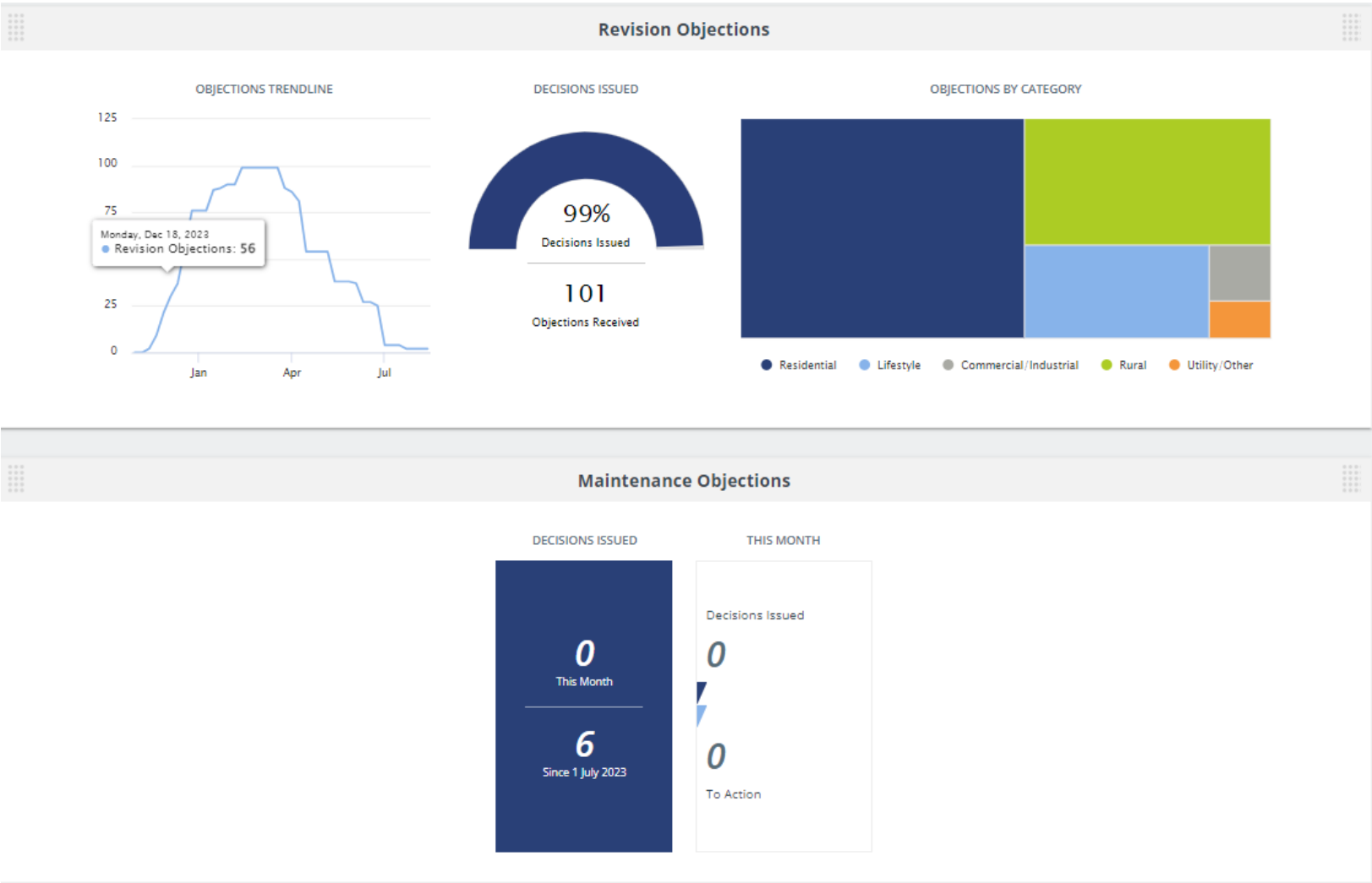
James Wilson

Operations Manager

021 830 861

James.Wilson@qv.co.nz





9.5 LGFA - General Information**Author:** Lorraine Bergen, Manager Financial Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

- 1.1 To provide the Finance and Performance Committee with LGFA's quarterly report to shareholders.

2. Context

- 2.1 LGFA sends these reports to their members every three months. The Finance and Performance Committee has previously asked to receive these reports on a six-monthly basis.
- 2.2 This report is for general information purposes. Officers note for Committee Members' general interest, the continued sector-trend of increased borrowings in recent quarters (page 9 of the attached report, Section D2)

Attachments

1. LGFA June Quarter 2024 Report [↓](#)

Recommendation

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



LGFA Quarterly Report to Shareholders

June Quarter 2024

Contents

A. June Quarter highlights	02
B. LGFA bond issuance over quarter	03
C. Summary financial information	07
D. Strategic priorities. Performance against objectives and performance targets	07
E. Investor relations	16

A. June Quarter highlights

June Quarter	Total	Bespoke Maturity	April 2025	April 2026	April 2027	May 2028	April 2029	May 2030	May 2031	April 2033	May 2035	April 2037
Bonds Issued NZ\$m	1,770.0			600.0		60.0		110.0	800.0	50.0	100.0	50.0
Term Loans to Councils NZ\$m	2,187.1	662.7	50.0	121.7	117.5	396.1	319.1	339.0	51.0	70.0	60.0	

2023-24 Financial Year	Total	Bespoke Maturity	April 2025	April 2026	April 2027	May 2028	April 2029	May 2030	May 2031	April 2033	May 2035	April 2037
Bonds Issued NZ\$m	\$3,730.0		310.0	600.0	250.0	230.0	210.0	660.0	975.0	255.0	100.0	140.0
Term Loans to Councils NZ\$m	6,105.5	2,230.1	101.1	368.7	462.5	930.2	634.8	787.1	171.0	360.0	60.0	

AUD Bond Issuance	Total	Sep 2027	Aug 2028	Nov 2030	Mar 2034
June Quarter A\$m	nil				
2023-24 Financial Year	2,650.0	500.0	1,000.0	650.0	500.0

Key points and highlights for the June quarter:

- LGFA bond yields were volatile over the quarter, trading a 60 bps range before closing the period between 2 bps lower (longer dated bonds) and 14 bs higher (shorter dated bonds). Yields rose over April but then fell in May-June as improved inflation outcomes has led to some central banks (Swiss National Bank, European Central Bank and Bank of Canada) cutting rates and expectations growing for rate cuts by other central banks (including the RBNZ) over the next six months.
- LGFA borrowing margins to swap narrowed between 7 bps (2025s) and 16 bps (2035s) over the quarter with the average spread to swap of all ten LGFA bond maturities contracting 12.7 bps to 43.3 bps at 30 June 2024. LGFA spreads to NZGB narrowed between 5 bps (2025s) and 20 bps (2027s) over the quarter with the average spread to NZGB narrowing 15 bps to a 3 year low of 38 bps.
- LGFA issued NZ\$1.77 billion of NZD bonds during the quarter through one syndication and two NZD bond tenders. We were able to take advantage of strong issuance conditions during the quarter with the syndication and bond tenders well supported. We did not undertake any A\$ issuance but issued US\$506 million of short-dated Euro Commercial Paper (ECP) under our newly established ECP programme. The average term of the NZ\$ issuance during the quarter was 5.64 years and was 5.93 years for the 12 month period to June 2024.
- Long dated lending to councils and CCOs during the quarter was a record \$2.1871 billion and a record \$6.1 billion for the 12 month period to June 2024. The higher lending was a mix of refinancing of the April 2024 loans and new borrowing. The average term of lending during the quarter was a short 4.66 years and the average term of loans outstanding to councils (excluding short term lending) of 3.91 years as at 30 June 2024 remains very short.
- We lent \$596 million of Climate Action Loans (CALs) to councils and CCOs during the quarter. Tauranga City and Greater Wellington Regional Councils qualified as CAL borrowers during the quarter. Total GSS loans and CALs outstanding as at 30 June 2024 was \$3.12 billion or 15.8% of our total long term loan book.
- LGFA has an estimated market share of 90.4% of total council borrowing for the rolling twelve-month period to June 2024 compared to a historical average of 77% since 2012.
- Short-term lending reduced over the quarter by \$31 million to \$604 million of short-term loans outstanding on 30 June 2024 to thirty-seven councils and CCOs.
- We are currently finalising the year-end financial statements so have provided financial reporting for the 10 month period to April 2024. LGFA Net Operating Profit (unaudited management estimate) for the 10 month period to 30 April 2024 of \$6.68 million was \$1.75 million below budget, comprising total operating income at \$16.157 million (\$580k below budget) and expenses at \$9.475 million (\$1.17 million above budget). The sale of investments from the Liquid Asset Portfolio has realised approximately \$2.1 million of losses into the current financial year that would have been spread over future years. The higher than budget expenses were due solely to legal and NZX costs incurred through the larger amount of bond issuance by LGFA and the payment of Approved Issuer Levy (AIL) on our AUD bond issuance.

- We published our SOI in late June and assumed average annual long term borrowing by councils and CCOs of \$5.73 billion over each of the next three years and LGFA bond issuance of \$5.63 billion per annum. We notified borrowers that from 1 July 2024 the base lending margin would increase by 5 bps and the Borrower Notes Percentage would increase to 5%. Both changes were to strengthen the capital position of LGFA and meet the additional cost of financing the growing borrowing requirement of the sector.
- We received the INFINZ award for Excellence in Treasury in May 2024.

B. LGFA bond issuance over quarter

We issued \$1.77 billion of NZD bonds across seven bond maturities via one syndication (April) and two bond tenders (both in May). We did not issue in AUD during the quarter.

The April syndication was the eleventh NZD syndication that we have undertaken since March 2019 (not including the three A\$ syndications since mid 2023). We raised \$1.4 billion from a \$600 million issue of the April 2026 LGFA bonds and \$800 million of the May 2031 LGFA bonds. This was a record volume achieved in a syndication and we issued at mid rates (2026s) and 1 bps above mid rates (2031s), resulting in very good price tension.

The syndication set several records:

- Largest syndication of \$1.4 billion (previous record was \$1.105 billion in April 2022).
- Largest borrowing in a single month (the prior record was \$1.26 billion in August 2023 comprising an A\$ syndication and a NZ\$ bond tender).
- Our rolling 12-month issuance of NZ\$6.58 billion (NZD equivalent).

The syndication was undertaken to coincide with the April 2024 LGFA bond maturity, to facilitate the lending of \$1 billion to councils in April and to maintain the level of liquid assets above \$1 billion.

The syndication result was pleasing in terms of exceeding our initial volume requirements and we issued two tranches. Going into the syndication our objective was to issue \$800 million of bonds across the 2026s (\$300 million) and 2031s (\$500 million). The April 2026 bond with 2 years to maturity at the time, was shortening up quickly so this was the last opportunity to tap this bond in reasonable volume. The average maturity of the LGFA bonds issued was 4.9 years so above our average term of debt outstanding of 4.5 years.

We on-lent a record \$1.06 billion to thirty-one councils (second highest number after April 2023). Auckland Council (\$200 million) was the largest borrower followed by Hamilton City Council (\$95 million), CCHL (\$89 million) and Waipa District Council (\$52 million). The average term of lending to councils was 4.5 years (54 months). This was the second equal shortest on record (the shortest being 53 months in November 2013)

Syndication – 09 April 2024	15 Apr 26	15 May 31
Total Amount Offered (\$million)	600	800
Total Amount Allocated (\$million)	600	800
Total Number of Bids Received	957.45	1528.41
Weighted Average Accepted Yield (%)	5.222	5.231
NZGB Spread at Issue (bps)	45	59
Swap Spread at Issue (bps)	25	73
Swap Spread: AA council (bps)	45	93
Swap Spread: AA- council (bps)	50	98
Swap Spread: A+ council (bps)	55	103
Swap Spread: Unrated council (bps)	65	113

1 May bond tender

Issuance conditions were positive going onto the tender, and we expected a strong outcome as we set the tender up again to be well received by the market. The market was short the LGFA bond maturities that we tendered on the back of strong offshore buying over the previous six week period. The positive market response to our successful NZ\$1.4 billion syndication in early April also helped sentiment towards this tender alongside the 35 bps rise in bond yields over the April month that meant bonds looked cheap and near 6-month highs.

Of significance was the tendering of our three longest bonds on issue as well as the popular May 2030 Sustainable Finance Bond.

The tender size of \$190 million was in line with the historical average but larger than the market was expecting given we have completed our funding requirement for the FY23-24 period. We offered four bond maturities that were attractive to investors on an outright yield. It was the first time for a year that we had tendered the 2035s and only the second time tendered since they were first issued in October 2021.

Price support was very strong for all four bonds with all going 4 bps to 5 bps below mid-market. This was unique given the size of the tender and the long duration of bonds offered. Bidding volume was strong with an average overall bid coverage ratio of 3.5x and support for all four bond maturities ranging between 2.6x to 4.3x.

The average maturity of the LGFA bonds issued in the tender was a super long 9.68 years compared to the 2022-23 financial year average of 5.5 years. The last time we issued in a bond tender with an average term close to 10 years was in mid-2018.

While we issued \$190 million of LGFA bonds, we on-lent \$365 million to seventeen councils and CCOs. Christchurch City (\$149.5 million) was the largest borrower followed by Wellington City (\$60 million) and Tasman District Council (\$30.1 million). The total lending included \$88 million of Climate Action Loans and \$20 million advanced to Gisborne District Council as part of the Crown Concessionary Loan Agreement for the 2023 weather events. The average term of lending to councils was 5.6 years (67 months).

Tender 107 – 01 May 2024	15 May 30	14 Apr 33	15 May 35	15 Apr 37
Total Amount Offered (\$million)	50	50	40	50
Total Amount Allocated (\$million)	50	50	40	50
Total Number of Bids Received	15	20	14	15
Total Amount of Bids Received (\$million)	215.2	202	118.1	130.1
Total Number of Successful Bids	3	4	3	5
Highest Yield Accepted (%)	5.170	5.395	5.540	5.680
Lowest Yield Accepted (%)	5.155	5.375	5.530	5.655
Highest Yield Rejected (%)	5.255	5.480	5.670	5.800
Lowest Yield Rejected (%)	5.175	5.395	5.540	5.685
Weighted Average Accepted Yield (%)	5.160	5.381	5.536	5.668
Weighted Average Rejected Yield (%)	5.208	5.437	5.584	5.725
Amount Allotted at Highest Accepted Yield as Percentage of Amount Bid at that Yield	100	50	75	100
Coverage Ratio	4.30	4.04	2.95	2.60
NZGB Spread at Issue (bps)	43	52	59	63
Swap Spread at Issue (bps)	50	66	75	83
Swap Spread: AA council (bps)	70	86	95	103
Swap Spread: AA- council (bps)	75	91	100	108
Swap Spread: A+ council (bps)	80	96	105	113
Swap Spread: Unrated council (bps)	90	106	115	123

29 May bond tender

Issuance conditions were volatile with yields backing up following the RBNZ Monetary Policy Statement the week before the tender and the bond tender was held a day before the Central Government Budget. Despite this volatility and uncertainty, the last tender for the financial year was again very well received by the market. The weighted average yield on all bonds issued went through pre-tender levels, with strong bid to coverage ratios in all three bond maturities offered in the tender. The May 2030 Sustainable Finance Bond was the standout performer with a coverage ratio of 3.85x and being taken out 2.75bps below pre-tender levels.

The tender size of \$180 million was in line with the historical average and split equally across tranches of 2028s, 2030s and 2035s. It was pleasing that market absorbed the volume, allowing us to continue to build duration into LGFA bond curve. The average term of issuance for the tender was 6.97 years, extending our average term of issuance to 6.10 years for the financial year.

Bidding volume was strong with an average overall bid coverage ratio of 3.3x and support for all three bond maturities ranging between 2.9x to 3.8x.

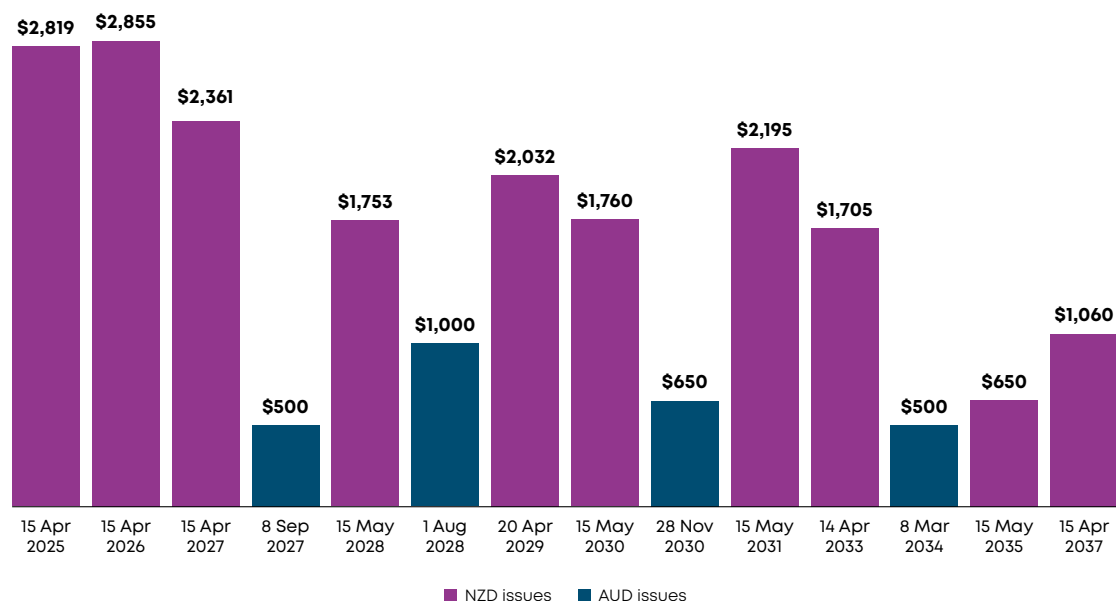
While we issued \$180 million of LGFA bonds, we on-lent \$397 million to twenty-four councils and CCOs. Tauranga City (\$50 million) was the largest borrower followed by Greater Wellington Regional, Hastings District and Hawkes Bay Regional Councils all borrowing \$40 million each. The total lending of \$397 million comprised of 53% fixed rate lending and 47% floating rate lending.

Tender 108 – 29 May 2024	15 May 28	15 May 30	15 May 35
Total Amount Offered (\$million)	60	60	60
Total Amount Allocated (\$million)	60	60	60
Total Number of Bids Received	14	17	19
Total Amount of Bids Received (\$million)	200	231	171
Total Number of Successful Bids	6	3	6
Highest Yield Accepted (%)	5.155	5.155	5.465
Lowest Yield Accepted (%)	5.130	5.145	5.460
Highest Yield Rejected (%)	5.190	5.230	5.540
Lowest Yield Rejected (%)	5.160	5.155	5.465
Weighted Average Accepted Yield (%)	5.146	5.153	5.463
Weighted Average Rejected Yield (%)	5.172	5.185	5.493
Amount Allotted at Highest Accepted Yield as Percentage of Amount Bid at that Yield	100	75	97.5
Coverage Ratio	3.33	3.85	2.85
NZGB Spread at Issue (bps)	40	46	55
Swap Spread at Issue (bps)	36	49	73.5
Swap Spread: AA council (bps)	56	70	93.5
Swap Spread: AA- council (bps)	61	75	98.5
Swap Spread: A+ council (bps)	66	80	103.5
Swap Spread: Unrated council (bps)	76	90	113.5

LGFA bonds on issue (NZ\$ million, face value)

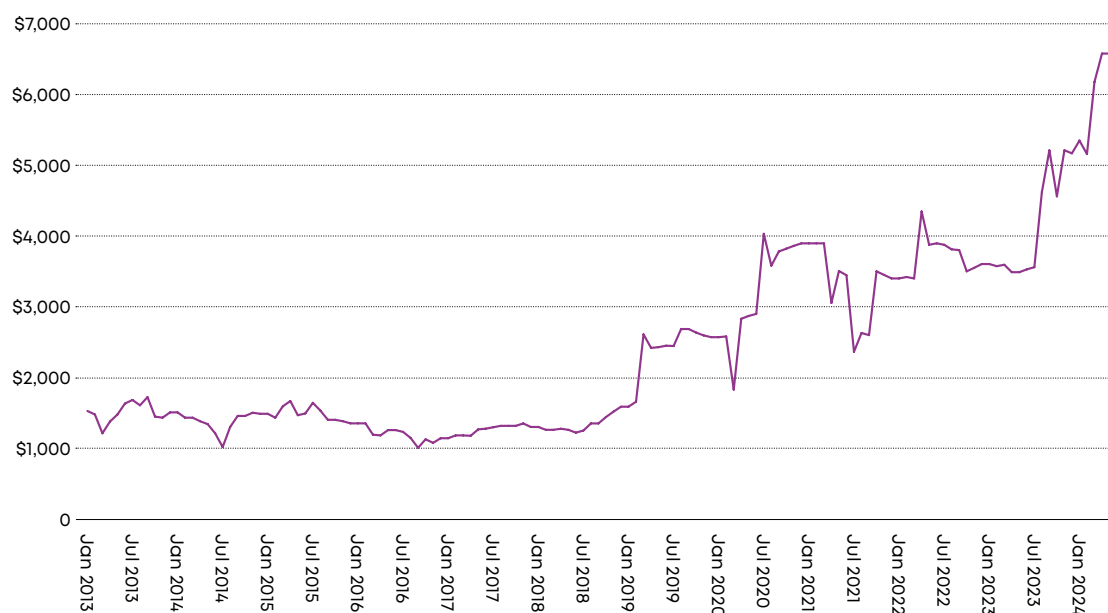
As at 30 June 2024 NZ\$19,190 million and A\$2,650 million

Includes NZ\$1,000 million treasury stock



We have ten LGFA bond maturities listed on the NZX Debt market. We had NZ\$19.19 billion of NZD bonds (including treasury stock) on issue as at 30 June 2024. The number of bond tranches has decreased by one with the repayment of the April 2024 bond during the quarter. We also had A\$2.65 billion of bonds issued under our Australian Medium Term Notes programme.

Our issuance volume on a rolling 12-month basis to June 2024 was a record NZ\$6.57 billion equivalent amount (comprising NZ\$3.73 billion of NZD issuance and A\$2.65 billion of AUD issuance).

Rolling 12 month Issuance including A\$ and NZ\$ bonds (NZ\$ millions)

Quarterly Report to Shareholders // Quarter 4: 2023 – 2024 // Period ended: 30 June 2024

06

C. Summary financial information (management estimates)

The following results are management estimates only.

Financial position (\$m)	
Comprehensive income	For ten-month period ending 30 April 24
Interest income	997.618
Interest expense	982.709
Net interest revenue	14.909
Other operating Income	1.248
Total operating income	16.157
Issuance and On-lending costs	3.637
Approved issuer levy	1.416
Operating expenses	4.422
Issuance and operating expenses	9.475
Net Profit	6.683
Financial position (\$m)	
	As at 30 April 2024
Retained earnings + comprehensive income	86.311
Total assets	22,464.908
Total LG loans	19,779.442
Total LGFA bills (nominal)	925
Total LGFA bonds (nominal in NZD)	20,658
Total borrower notes	437.028
Total equity	110.634

D. Strategic priorities. Performance against objectives and performance targets**D1. Governance, capability and business practice**

Performance target	2023-24 Target	Performance against target as at 30 June 2024
Comply with the Shareholder Foundation Policies and the Board-approved Treasury Policy at all times.	No breaches	Met – No breaches
Maintain LGFA's credit rating equal to the New Zealand Government's sovereign rating where both entities are rated by the same Rating Agency.	LGFA credit ratings equivalent to NZ Sovereign.	Met
LGFA's total operating income for the period to 30 June 2024.	> \$20.6 million	Not Met – \$16.157 million as at 30 April 2024
LGFA's total operating expenses for the period to 30 June 2024.	< \$10.0 million	Not Met – \$8.089 million as at 30 April 2024

There have been no policy breaches during the quarter.

Fitch Ratings affirmed our long-term domestic and foreign currency credit rating as AA+ on 20 October 2023. S&P Global Ratings (S&P) affirmed our domestic currency credit rating at AAA and foreign currency rating at AA+ on 28 February 2024. Our credit ratings remain equivalent to the New Zealand Government from both S&P and Fitch Ratings.

Total operating income at \$16.157 million was 97% of target for the ten month period to April 2024. It is \$580k below budget due to the sale of liquid assets in the Liquid Asset Portfolio earlier in the financial year that realised a loss of

\$2.1 million. We hold our liquid assets on a hold to maturity basis so if we sell them prior to maturity then there can be a realised gain or loss. While we have taken a loss in the current fiscal year it will improve profitability in future years. Expenses were above budget by \$1.17 million due to the accrual of Approved Issuer Levy (AIL) on our AUD bond issuance (\$1.09 million over budget). Additional legal and NZX costs associated with higher issuance combined with the legal costs associated with establishing the Euro Commercial Paper (ECP) Programme were offset by lower consultancy and IT expenses relative to budget. Net Operating Profit of \$6.68 million was \$1.75 million under budget.

D2. Optimising financing services for local government

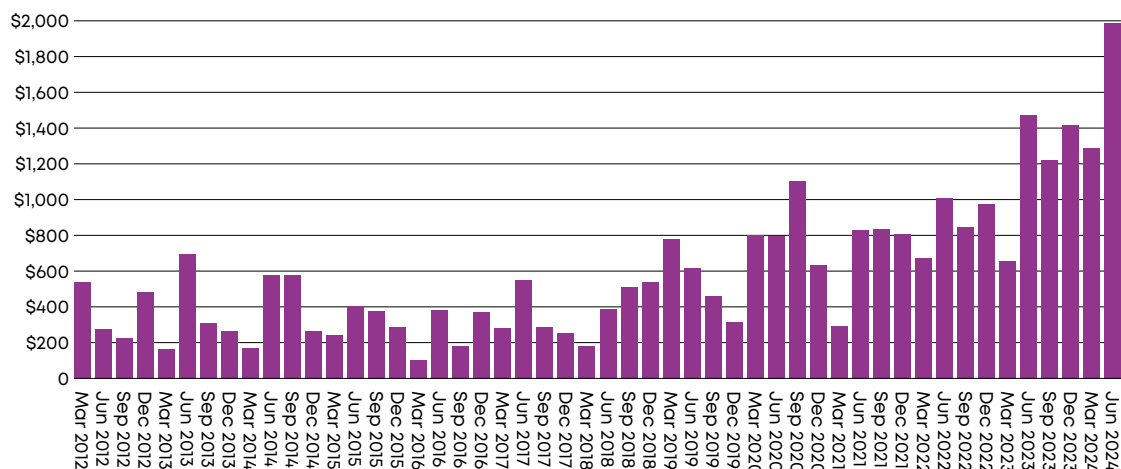
Performance target	2023-24 Target	Performance against target as at 30 June 2024
Share of aggregate long-term debt funding to the Local Government sector.	> 80%	Met – 90.4% as at 30 June 2024
Total lending to Participating Borrowers.	> \$17,870 million	Met – \$20,389 million as at 30 June 2024
Conduct an annual survey of Participating Borrowers who borrow from LGFA as to the value added by LGFA to the borrowing activities.	> 85% satisfaction score	Met – 99% satisfaction score in August 2023 Stakeholder Survey
Successfully refinance existing loans to councils and LGFA bond maturities as they fall due.	100%	Met
Meet all lending requests from Participating Borrowers, where those requests meet LGFA operational and covenant requirements.	100%	Met

Objectives:

- Provide interest cost savings relative to alternative sources of financing.
- Offer flexible short and long-term lending products that meet the borrowing requirements for borrowers.
- Deliver operational best practice and efficiency for lending services.
- Ensure certainty of access to debt markets, subject always to operating in accordance with sound business practice.

LGFA provides short term loans (less than one year maturity), long term loans (between one year and April 2037), Green Social and Sustainable (GSS) Loans, Climate Action Loans (CALs) and standby facilities to councils and CCOs. Long term loans, GSS loans and CALs can be on a floating or fixed rate basis.

We lent \$2.187 billion to sixty-four councils and CCOs during the June quarter with Christchurch City, Auckland, Wellington City, Tauranga City and Tasman District Councils being the five largest council borrowers. There was no long term lending to CCOs during the quarter. Long term lending to seventy-four councils and CCOs for the twelve -month period of \$6.105 billion exceeded our SOI forecast of \$3.9 billion. Auckland, Christchurch City, Wellington City, Greater Wellington Regional and Tauranga City Councils were the five largest council borrowers during the 12 month period to 30 June 2024.

Council Borrowing from LGFA – quarterly (NZ\$ million)

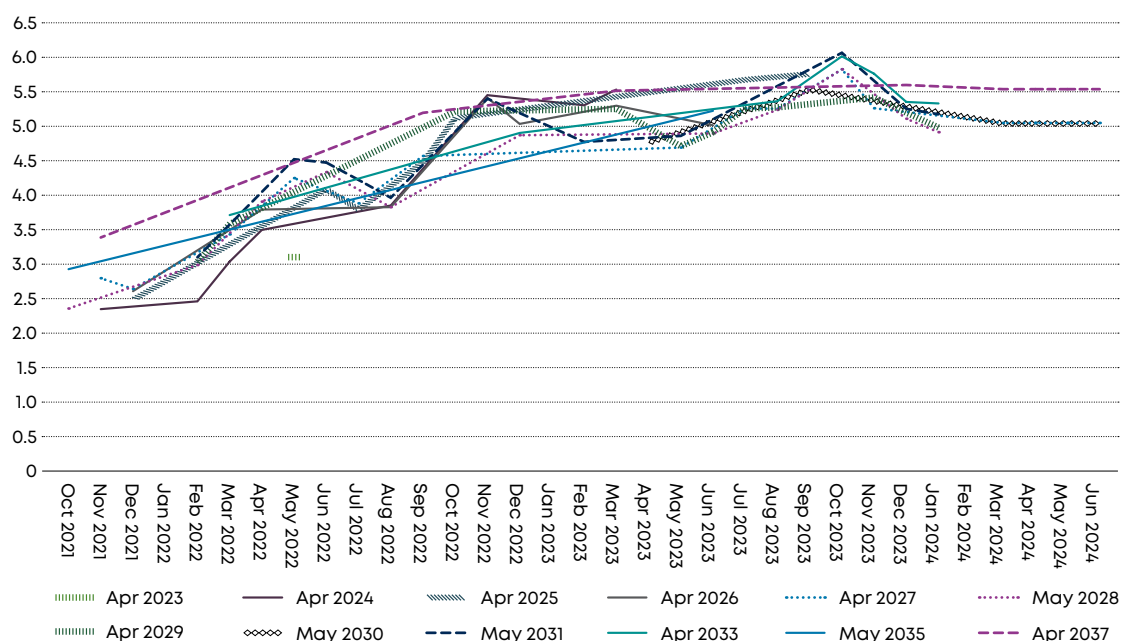
Our borrowing margins relative to other high-grade issuers in the New Zealand capital markets are similar despite our larger issuance programme. Our borrowing spreads are similar to Kainga Ora despite them no longer borrowing in their own name but funding through the NZ Treasury. This reduction in supply has been beneficial to their borrowing spread while our increased issuance has led to a widening in our borrowing spread.

Comparison to other high-grade issuers – secondary market spread to swap (bps)

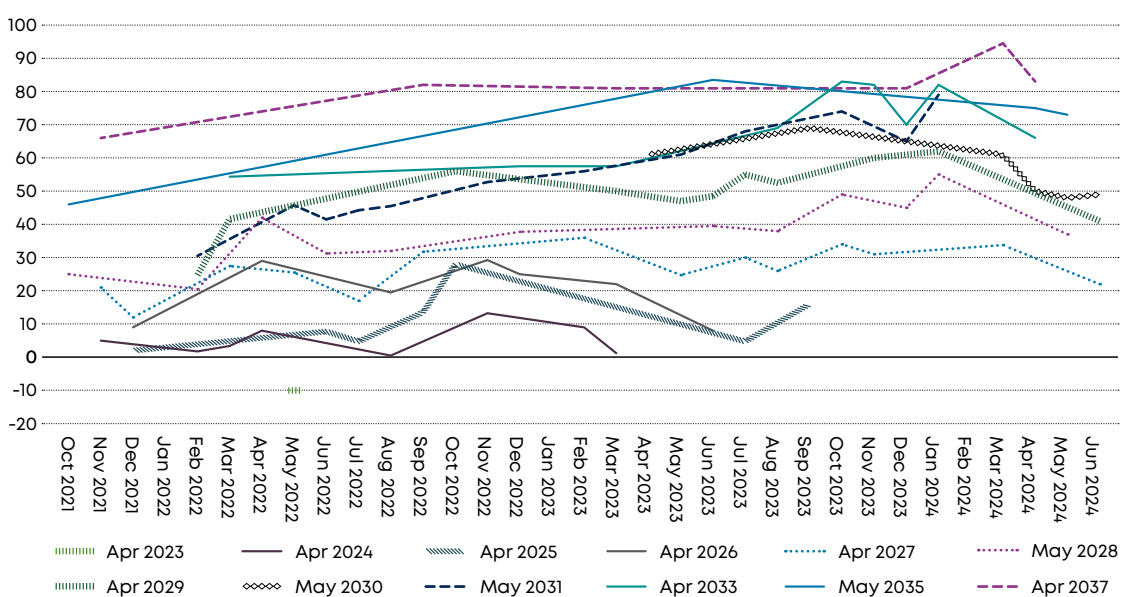
30 June 2024	Comparison to other high-grade issuers – secondary market spread to swap (bps)											
	2025	2026	2027	2028	2029	2030	2031	2033	2034	2035	2037	
LGFA (AAA)	9	21	33	42	49	56	67	72	76	80	89	
Kainga Ora (AAA)	6	17	26	39		54				81		
Asian Development Bank (AAA)	7	11	20	31			51					
IADB (AAA)	9	18	24	38		48						
International Finance Corp (AAA)	8	11	24	32	41							
KBN (AAA)	14	21	28			55						
Nordic Investment Bank (AAA)	7				34	43						
Rentenbank (AAA)	10		24		35							
World Bank (AAA)	8	10	21	29		45						
ASB (AA-)		37	56									
ANZ (AA-)				69								
BNZ (AA-)	28	41	59	72								
Westpac Bank (AA-)	27	39	56									
SSA Average	9	14	24	33	37	48	51					
Bank Average	28	39	57	71								

ITEM 9.5
ATTACHMENT 1**LGFA Bond Issuance Yields (%)**

Last 30 tenders

**Spread to swap**

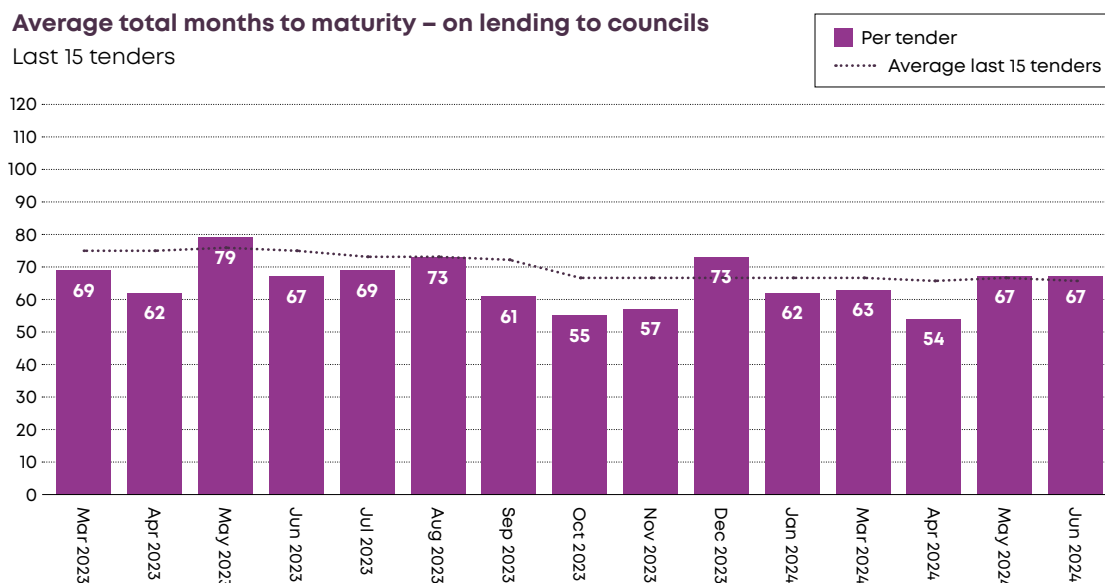
Last 30 tenders



The average borrowing term (excluding short-dated borrowing) for the June quarter by council members was 4.66 years and 4.87 years for the twelve-month period to 30 June 2024. This remains shorter than the 5.21 years for the year to June 2023.

Average total months to maturity – on lending to councils

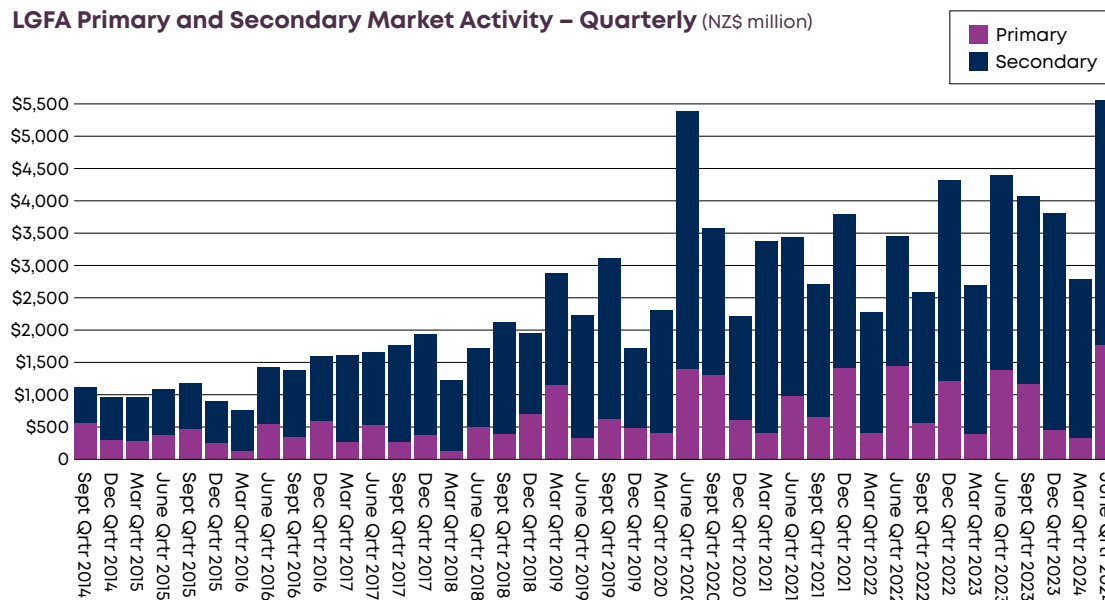
Last 15 tenders



Short-term borrowing by councils and CCOs with loan terms of between one month and 12 months remains well supported with \$604 million outstanding as of 30 June 2024 to thirty-seven councils and CCOs. The number of councils and CCOs using this product was unchanged over the quarter while the total amount outstanding decreased by \$31 million.

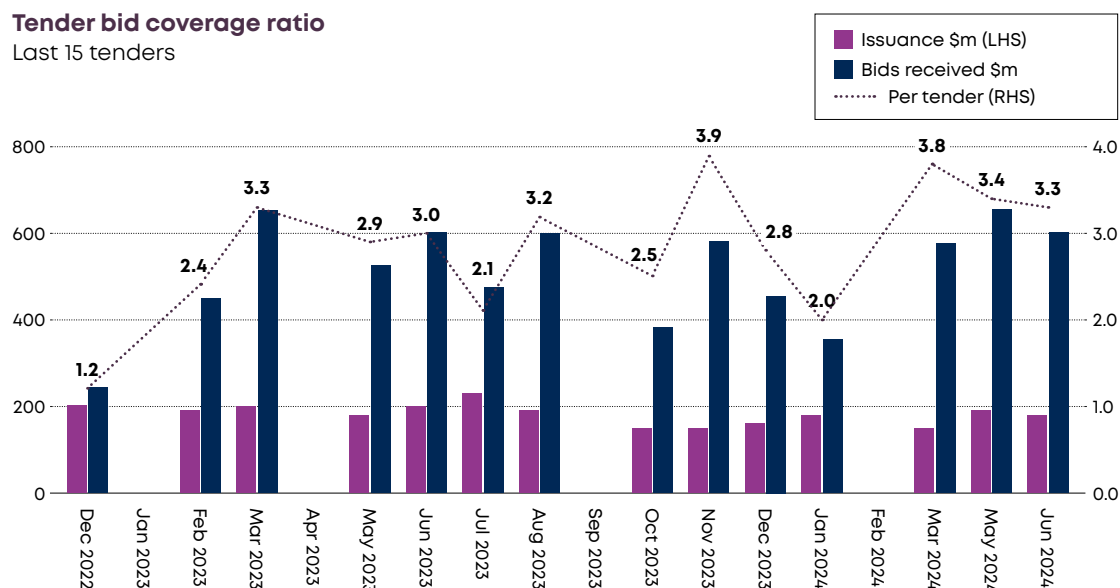
For LGFA to provide certainty of access to markets for our council borrowers we need to have a vibrant primary and secondary market in LGFA bonds. The primary market is the new issuance market, and we measure strength through participation by investors at our tenders through bid-coverage ratios and successful issuance yield ranges. The secondary market is the trading of LGFA bonds following issuance and a high turnover implies a healthy market.

Activity in LGFA NZD bonds in both the primary market (tender or syndicated issuance) and secondary market (between banks and investors) was strong during the June quarter on the back of market volatility and reinvestment by investors of the April 2024 LGFA bond maturity. Combined activity of \$5.6 billion for the June 2024 quarter was twice that of the March 2024 quarter and strong compared to the \$4.4 billion in the June 2023 quarter. Primary issuance (bond tenders and syndication) was \$1.8 billion and there was secondary market turnover of \$3.8 billion during the quarter.

LGFA Primary and Secondary Market Activity – Quarterly (NZ\$ million)

Tender bid coverage ratio

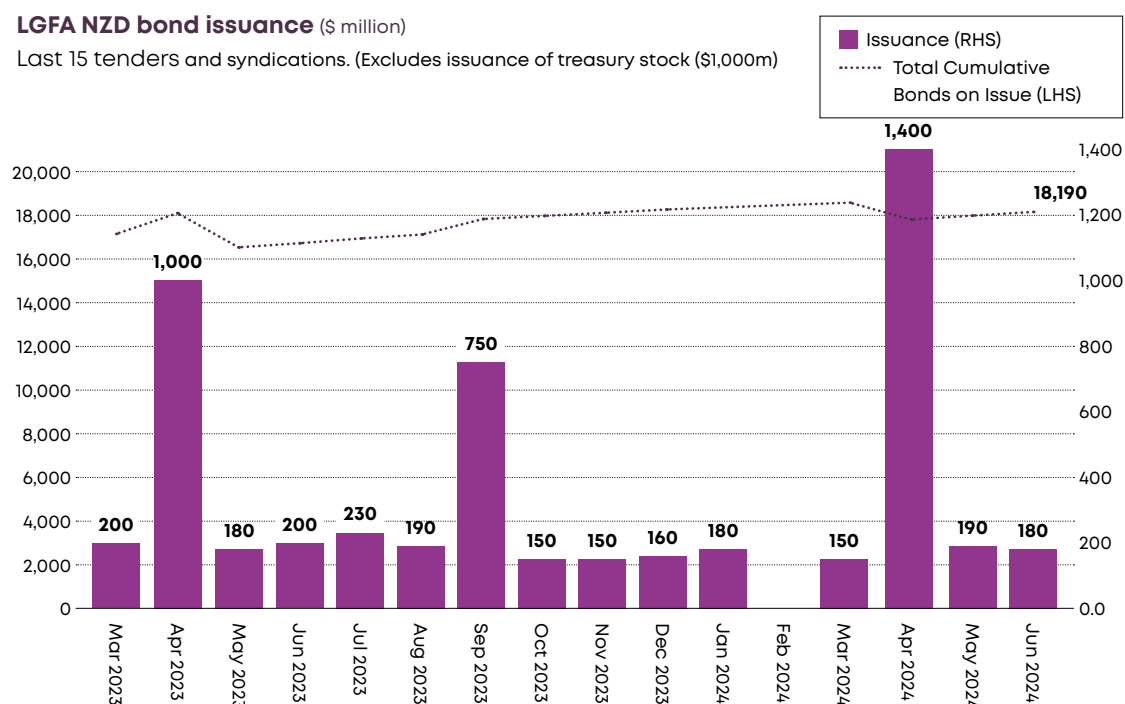
Last 15 tenders



LGFA commenced issuing LGFA Bills and short dated (less than 1 year) lending to councils in late 2015. As at 30 June 2024 there were \$920 million of LGFA Bills on issue which has \$5 million less than at 31 March 2024. We use proceeds from LGFA bills to fund short term lending to councils and hold the balance for liquidity purposes in our liquid asset portfolio.

LGFA NZD bond issuance (\$ million)

Last 15 tenders and syndications. (Excludes issuance of treasury stock (\$1,000m))



LGFA documented an Australian Medium-Term Notes Programme in November 2017 and updated the Programme in March 2020 and July 2023. We have successfully established a yield curve in AUD, having issued this financial year A\$2.65 billion of bonds comprising A\$1 billion of a 5-year bond in August 2023, A\$650 million of a 7-year bond in November 2023 and two A\$500 million tranches of a 3.5 year and 10 year bond in February 2024. The AUD issuance helps diversify our funding base away from a reliance upon NZD funding at a slightly higher cost.

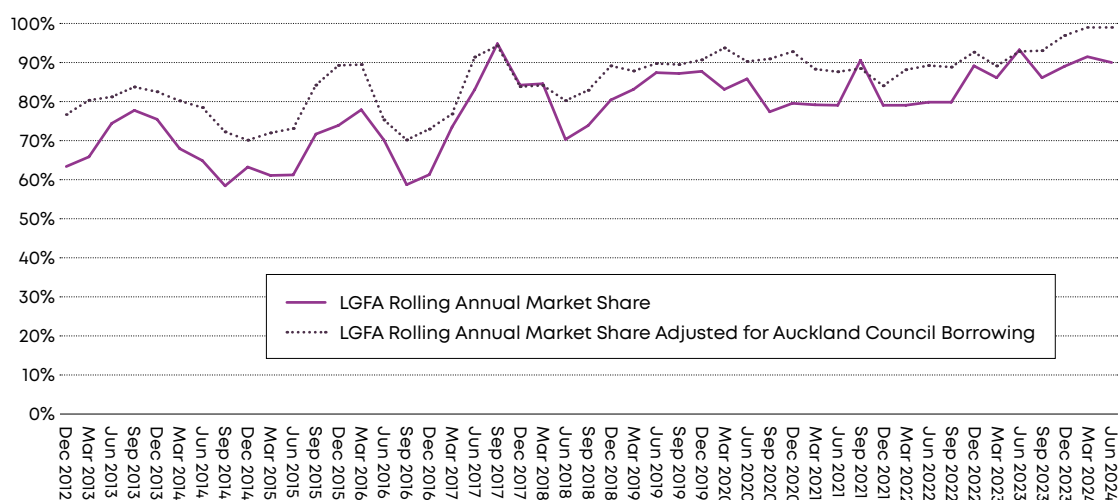
LGFA documented a Euro Commercial Paper (ECP) Programme at the end of 2023 and commenced issuing short-dated money market instruments in foreign currencies in April 2024. As at 30 June 2024 we had issued US\$506 million of ECP.

All foreign currency borrowing is fully hedged back into NZD to avoid any foreign currency exposure.

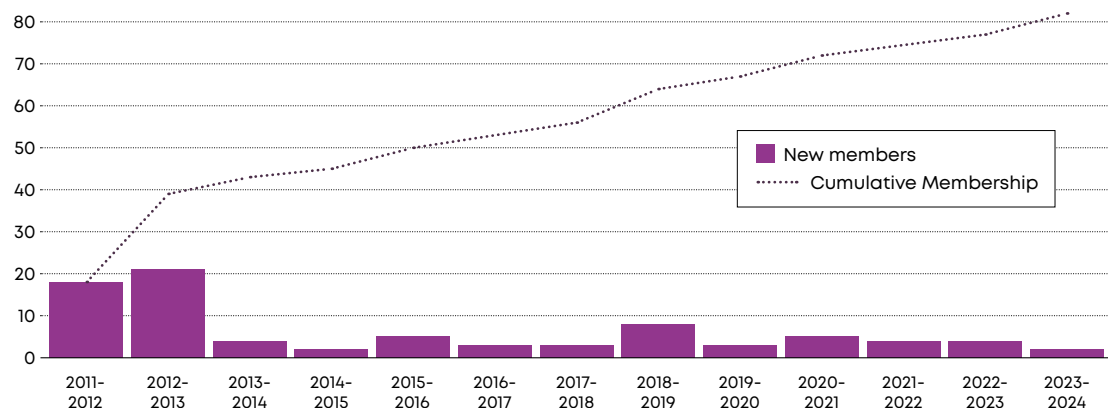
Council membership and market share

We use our own data and the PwC Local Government Debt Report to estimate our market share of council borrowing. Our estimated market share for the rolling twelve-month period to 30 June 2024 was 90.4%. If we adjust for Auckland Council borrowing from both LGFA and from the market in its own name, then our market share increases to a record high of 99.1% (as Auckland Council borrowed through LGFA and in its own name during the quarter). Our market share compares favourably to our historical average of 77.0% and our market share remains high compared to our global peers.

LGFA Market Share – rolling one year average



Council and CCO Membership (as at 30 June 2024)



As at 30 June 2024, there are seventy-seven councils and five CCO as members of LGFA. There were no new council or CCO members during the quarter. We are unlikely to add the last remaining council Chatham Islands District Council but expect a further CCO to join in the coming year. The number of guarantors is unchanged at seventy-two.

Our CCO lending comprises \$499.9 million of loans to three CCOs. The amount of CCO loans outstanding has increased by \$14.9 million over the quarter and comprises 2.45% of total loans outstanding.

- Invercargill City Holdings Limited joined as a member in July 2021 and has borrowings outstanding of \$96.9 million as at 30 June 2024 (unchanged over the quarter).

- Westland Holdings Limited joined as a member in November 2022 and repaid its \$6 million of borrowings over the quarter.
- Dunedin City Treasury Limited joined as a member in November 2022 and has borrowings outstanding of \$290 million as at 30 June 2024 (an increase of \$20 million over the quarter).
- Infrastructure Holdings Limited joined as a member in September 2023 and has borrowings outstanding of \$113 million as at 31 June 2024 (unchanged over the quarter).

Whanganui District Council Holdings has yet to borrow from LGFA.

D3. Environmental and social responsibility

Performance target	2023-24 Target	Performance against target as at 30 June 2024
Comply with the Health and Safety at Work Act 2015	No breaches	Met
Maintain Toitū Carbon Zero certification	Carbon-zero certification maintained.	Met
Meet reduction targets outlined in our carbon reduction management plan.	Reduction targets met.	Met – Carbon Reduction Plan established
Increase our GSS Lending Book and Climate Action Loans	Two new GSS loans and three new borrowers enter CALs	Partially met – 3 new CAL borrowers approved but only 1 GSS loan approved.
Ensure Annual Report is prepared in compliance with applicable GRI Standards	100%	Met
Meet all mandatory climate reporting standards	100%	Met

Objectives:

- Assist the local government sector in achieving their sustainability and climate change objectives.
- Improve sustainability outcomes within LGFA.

We have not approved any further projects as eligible for GSS Loans during the quarter. There were also no loan drawdowns to finance pre-approved projects under our Green, Social and Sustainability Lending Programme. This takes the total number of GSS loans approved to six with a combined value of \$572 million and there has been \$377.2 million in loans undertaken as at 30 June 2024. Eligible council or CCO projects will receive a discounted loan margin. For further information on GSS loans see our website [Green, Social & Sustainability Loans | New Zealand Local Government Funding Agency \(lgfa.co.nz\)](#)

We had three councils (Auckland Council, Dunedin City Treasury and Hutt City Council) approved as our first borrowers under the Climate Action Loans (CALs) Programme during the March 2023 quarter and Kapiti District Council during the December 2023 quarter. Wellington City Council was approved during the March 2024 quarter, and Tauranga City Council and Greater Wellington Regional Council were approved during the June 2024 quarter. We have \$2.7467 billion of CALs to the seven councils as at 30 June 2024 which was an increase of \$962 million over the quarter. Eligible councils will receive a discounted loan margin if they have in place a GHG Emission Reduction Plan and are meeting their emission reduction targets. The advantage of CALs is that unlike GSS loans, they do not have to be project specific. For further information on CALs see our website [Climate Action Loans | New Zealand Local Government Funding Agency \(lgfa.co.nz\)](#)

The total amount of sustainable loans (comprising GSS and CALs) is \$3.1239 billion or 15.8% of the total LGFA long term lending book.

D4. Effective management of loans

Performance target	2023-24 Target	Performance against target as at 30 June 2024
Review each participating borrower's financial position under LGFA policies.	100%	Met
Arrange to meet each Participating Borrower at least annually, including meeting with elected officials as required, or if requested.	100%	Met

Objectives:

- Proactively monitor and review each Participating Borrower's financial position, including its financial headroom under LGFA policies.
- Analyse finances at the Council group level where appropriate and report to shareholders.
- Endeavour to meet each participating borrower annually, including meeting with elected officials as required, or if requested.
- Ensure a smooth transition of water related loans if the Affordable Water Reforms progresses over the forecast period.

We undertook meetings with twenty-seven councils and CCOs during the June 2024 quarter. LGFA continues to review council agendas and management reports on an ongoing basis for those councils on the LGFA borrower watch-list. Over the past twelve months to 30 June 2024, we met with eighty-three councils and CCOs.

We have received compliance certificates for LGFA covenants from all our council and CCO members who had debt outstanding as at June 2023 and no council has requested that they be measured on a group basis.

We have met with the Minister of Local Government, Minister of Finance, and officials from Treasury and DIA to share our views on Local Water Done Well (LWDW) Programme. We have met with staff from various councils to help in achieving a better understanding of the financing transition issues.

On 25 June 2024 we published our SOI for the 2024-27 period. We are forecasting ongoing strong sector borrowing and large bond issuance by LGFA over the next three years. We are forecasting growth in LGFA lending, LGFA issuance and the level of liquid assets to meet the timing mismatches between issuance and lending:

NZ\$ billions	2024-25	2025-26	2026-27
Council Borrowing	5.8	5.2	6.2
LGFA Bond Issuance	5.4	5.5	5.9
Liquid Asset Portfolio	2.6	2.9	3.9
Total Assets	26.6	29.4	32.9
Total Liabilities	26.3	29.0	32.4

The SOI financial forecasts assumed a 5 bps increase in base lending margins to councils and CCOs and an increase in the Borrower Notes as a percentage of loans to 5%. These changes will take place from 1 July 2024. These changes were carefully considered by the LGFA board and are necessary to increase the capital strength of LGFA and to meet the additional costs incurred by LGFA in financing the larger borrowing requirement of the sector (including offshore borrowing). With the credit ratings of most council and CCO borrowers being downgraded by S&P Global Ratings, it is also important for LGFA to strengthen its financial position.

D5. Industry leadership and engagement**Objectives**

- Take a proactive role to enhance the financial strength and depth of the local government debt market and work with key central government and local government stakeholders on sector and individual council issues.
- Assist the local government sector with significant matters such as the Affordable Waters Reforms.
- Maintain productive relationships with central government representatives.
- Support councils and CCOs in the development of reporting disclosures of the impacts of sector activity on climate change.

During the quarter we have had meetings with Ministers, Treasury, DIA, and the Technical Advisory Group regarding council finances and the water reform programme. We have met with the Minister of Local Government and continue to offer our assistance with the implementation of the LWDW programme.

We were the headline sponsor of the Taituara Excellence Awards, and we also provided the quarterly LGFA Business Update and hosted a BNZ Economic Update by webinar.

LGFA continues to assist as required, the Ratepayer Assistance Scheme (RAS) project managed by a group of councils with advice from Cameron Partners. If successful, the RAS could offer temporary financial relief to ratepayers via rates postponement. LGFA is not contributing financially to this project but providing intellectual capital and assistance.

We continue to try to progress two initiatives to reduce compliance and documentation requirements for councils when they borrow from LGFA. These relate to a universal stock security certificate and for councils to allow delegation of a CEO certificate for borrowing. We are however reliant upon other organisations to work through these changes for us and do not have control over timelines.

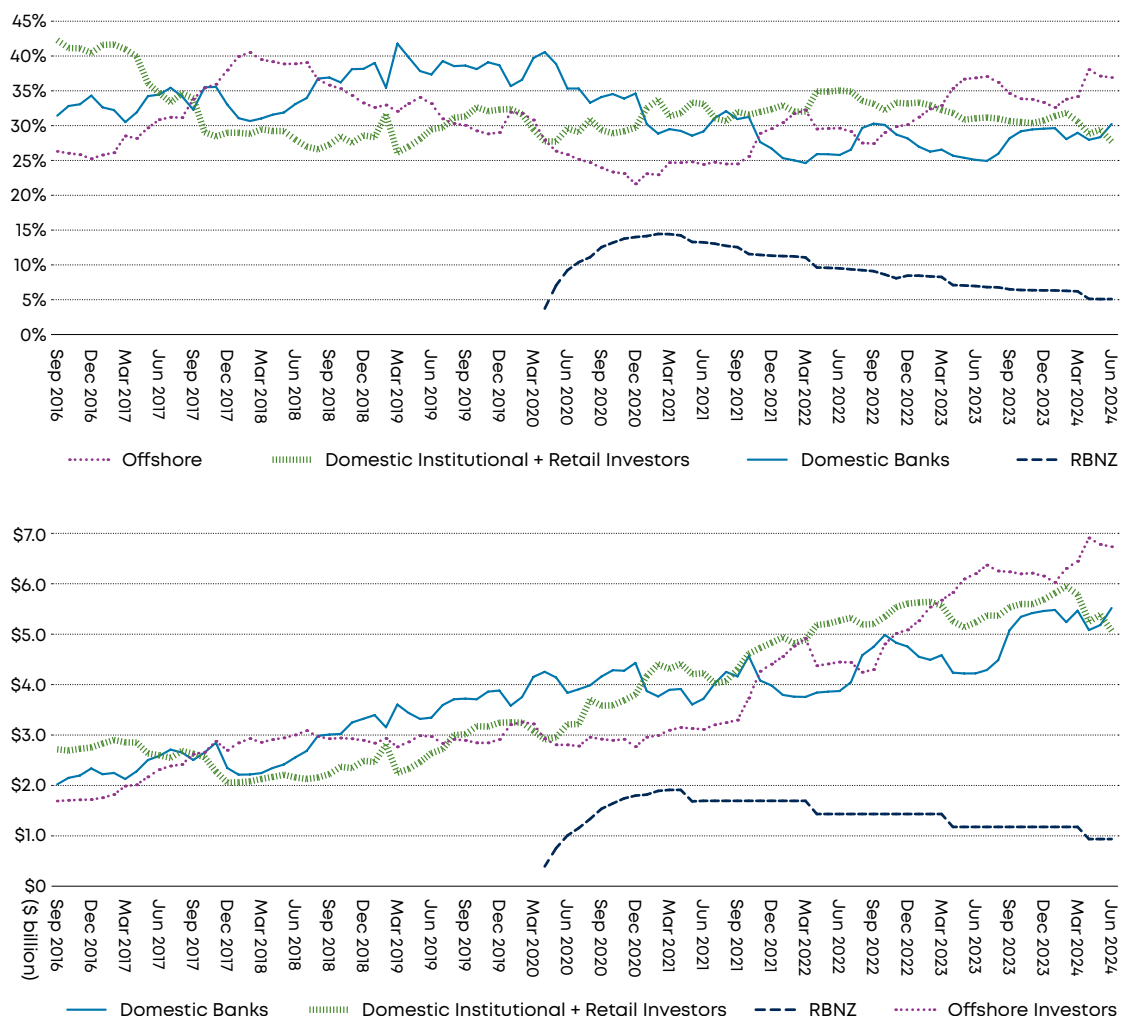
E. Investor relations

Managing relations with our investor base is especially important as the amount of LGFA bonds on issue continues to grow and we require investors and banks to support our ongoing tender issuance. Our mix of investors is well balanced across the various groups of LGFA bond holders.

Over the June quarter we issued NZ\$1.77 billion of LGFA bonds which was offset by the \$2.218 billion of April 2024 bonds maturing. The change in holdings amongst our investor groups during the quarter was:

- Offshore investor holdings increased by NZ\$442 million to be NZ\$6.73 billion on 30 June 2024 (36.9% of bonds on issue).
- Domestic bank holdings increased by \$279 million to be NZ\$5.52 billion on 30 June 2024 (30.2%).
- Domestic investor (retail and institutional) holdings reduced by NZ\$877 million to be \$5.07 billion on 30 June 2024 (27.8%).
- The Reserve Bank of New Zealand (RBNZ) holdings reduced by NZ\$240 million to NZ\$934 million as of 30 June 2024 (5.1%).

When you combine the AS issuance with the NZ\$ issuance held by offshore investors, they hold the equivalent of NZ\$9.6 billion or 45.4% of our bonds on issue.

LGFA Bond Holdings by Investor Group (% and \$ billions)**Change of Address**

Please note that LGFA moved offices on 30 June 2024.

Our Wellington office is

Level 11
City Chambers
142 Featherston Street

Our Auckland office is

Level 7
The Shortland Centre
55 Shortland Street

We are in the same building in Wellington (but 3 floors higher) and our Auckland office is just across the road from the old location. If you are in Auckland or Wellington please let us know as it would be great to see you.

9.6 Statement of Service Provision End of Year Report: July 2023 - June 2024**Author:** Janna Harris, Corporate Planner**Authoriser:** Katrina Gray, Manager Strategy and Development**1. Reason for Report**

- 1.1 The purpose of this report is to present the End of Year Statement of Service Provision report. This reporting period is from 1 July 2023 to 20 June 2024.

2. Discussion

- 2.1 The Statement of Service Provision (SSP) measures the level of service achieved against the agreed performance targets for each group of activities as set in Council's Long Term Plan 2021-31.
- 2.2 The end of year performance measures are assessed using three categories. The categories are achieved, not achieved, and not measured.
- 2.3 The results for the 2023/24 year are as follows:
- 33 of the performance targets were achieved.
 - 30 of the performance targets were not achieved.
 - 6 of the performance measures were not measured.
- 2.4 The performance targets that have not been measure are mandatory targets for activities Council does not undertake, or Council did not undertake the activity in the last year.
- 2.5 These performance measures will be included in the Annual Report. Changes may be made during the audit process.

3. Highlights

- 3.1 The customer rating of library facilities has increased from the 2022/23 year, resulting in the target being met in the 2023/24 year.
- 3.2 During the 2023/24 year response and completion times for noise control call outs improved, with the target being met at the end of the year.

4. Areas for improvement

- 4.1 The target for response time to roading call outs has not been met. During the year Officers identified a process issue that was delaying response times and have been working to improve the process. The percentage of callouts responded to on time has significantly increased since the 6 month report.
- 4.2 During the 2023/24 year Council received 2 abatement notices, 6 infringement notices, and 1 enforcement order for Waste Water Treatment Plants within the District. Throughout the year Officers have been working to rectify the issues addressed in the notices.

5. Financial Implications

5.1 There are no financial implications associated with this report.

6. Impact on Strategic Risks

6.1 Trust and confidence is tarnished

6.1.1 There is a risk that the communities trust and confidence in Council is tarnished if Council does not achieve what has been promised to the community through the setting of performance targets.

7. Strategic Alignment

7.1 A number of performance targets reported on through this report directly support Councils priorities.

8. Mana Whenua Implications

8.1 Satisfaction with the Māori responsiveness framework is a performance measure which is assessed through a yearly survey which is distributed to each member of Te Roopuu Ahi Kaa in May.

9. Climate Change Impacts and Consideration

9.1 There are no climate change impacts associated with this report.

10. Statutory Implications

10.1 These end of year results will be reported in the Annual Report 2023/24, required by the Local Government Act 2002.

11. Decision Making Process

11.1 This item is not considered to be a significant decision according to Council's Significance and Engagement Policy.

Attachments:

1. **Statement of Service Provisions Report** [↓](#)

Recommendation

That the report 'Statement of Service Provision End of Year Report: July 2023 – June 2024' is received.

Statement of Service Report End of Year 2023/2024

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a sustainable roading network that is maintained in accordance with each road's significance for local communications and the local economy, taking into account the One Roding Network Classification and funding subsidies</i>					
*Road condition The average quality of ride on a sealed local road network measured by smooth travel exposure	●	90% or more	94%	96%	
*Road maintenance The percentage of the sealed road network that is resurfaced	●	6% or more	3.7%	4.9%	The cost of bitumen has increased. The reseal programme has finished, and the existing programme has been reduced due to increases in cost adjustment factor, materials cost, and reduction in available NZTA funding.
The percentage of the unsealed road network which is re-metalled during the year	●	12,000m ³ or more	11,463 m ³	11,933m ³ 99%	95.5% of the target was met. Weather between February and June had higher than usual rainfall, which prevented the re-metalling programme reaching the target.
*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 e.g. Annual Plan, Asset Management Plan.	●	90% of footpaths make up category 1 or 2 ¹	94% Grade 1 and 2 condition rating	94% Grade 1 and 2 condition rating	Footpath and road surface condition rate is done once every 2 years.

¹ 1. Excellent, 2. Good, 3. Fair, 4. Poor, 5. Very Poor

*Mandatory

Statement of Service Report End of Year 2023/2024

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2022/23 RESULT	NARRATIVE
*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 fatal crashes on the Council roading network	0	2	All known fatal crashes in this period occurred on the State Highway network.
	●	10 or less serious injury crashes on the Council roading network	13	6	2 crashes relate to environmental issues, 5 crashes involved motorcyclists, 6 involved substance issues or excessive speed.
	●	Change in fatal and serious injury crashes	7 more than year prior	2 more than year prior	Improvement with numbers of fatal crashes, but numbers of serious crashes relating to driver behaviour increased.
Councils intended level of service is to: Be responsive to community expectations over the roading network and requests for service					
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. Results will be presented as the median.	After hours callouts	● 95% responded to in 12 hours	84%	100%	There has been no impact on emergency, urgent work or safety related tasks, as these tasks have been actioned.
	Working hours callouts	● 95% responded to in 6 hours	68%	100%	There have been process issues that Officers have identified and are working to rectify.
	Resolution	● 85% of callouts resolved within one month	69%	83%	Staff illness during the year has negatively affected response times.
	Requests concerning potholes (Target: 95% responded to in 6 hours)	● Specified reference to callouts relating to potholes	79%	95%	Staff illness during the year has negatively affected response times. Results improved on the last quarter and further increases are expected next financial year.

*Mandatory

Statement of Service Report End of Year 2023/2024

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div></div> Achieved</div> <div><div></div> Not achieved</div> <div><div></div> Not measured</div>						
PERFORMANCE MEASURE		OUTCOME	2023/234 TARGET	2023/24 RESULT	2022/23 RESULT	NARRATIVE
Councils intended level of service is to: Make decisions that are robust, fair, timely, legally compliant and address critical issues, and that are communicated to the community						
On-time completion of, or substantially undertaken annual plan actions		<div></div>	90% or more Annual Plan Actions completed	66.68%	75%	A number of roading projects have been deferred until 2024/25 which has impacted the overall results.
Completion of capital programme		<div></div>	85% or more of the planned capital programme	59.5%	67%	59.5% of the planned capital programme was spent. An additional \$3.4m was spent that was included in future year’s budgets.
Māori responsiveness framework: Satisfaction ratings from each member of Te Roopuu Ahi Kaa about the effectiveness of each framework outcome area.	Governance and relationships	<div></div>	80% or more overall satisfaction	50%	80%	These survey results are based off the response rate of 40%. No dissatisfied or very dissatisfied responses were received. There were also changes in membership during the year, which is likely to have impacted the number of responses.
	Culture and identity	<div></div>		75%	60%	
	Prosperity and well-being	<div></div>		50%	60%	
	Resources and infrastructure	<div></div>		50%	60%	
Councils intended level of service is to: Provide a high customer experience that satisfies the needs of the community						
Customer views of their experience (both the customer service and service provided) with Council. HappyOrNot system		<div></div>	500 Responses Customer Satisfaction Index: Improvement on previous year	4,905 responses 0% percentage point change in happy index	4,459 responses 85% Very Happy across all results on all units.	RDC maintained a happy index of 91% however, responses raised by 789 with a rise of 629 responses being very happy while only an increase of 17 responses being very unhappy.

*Mandatory

Statement of Service Report End of Year 2023/2024

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div> ● Achieved ● Not achieved ● Not measured </div>					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a safe and compliant supply of drinking water</i>					
*Safety of drinking water	Part 4 of the drinking water standards (bacteria compliance criteria)	No Incidents of non-compliance with bacteria compliance criteria (6/6)	Compliant (6/6)	Compliant (6/6)	
The extent to which the Council's drinking water supply complies with:	Part 5 of the drinking water standards (protozoa compliance criteria)	No Incidents of non-compliance with protozoa compliance criteria (6/6)	Compliant (5/6)	Non-compliant (2/6)	Huntermville: non-compliant for cartridge filtration.
Council is required to report against the Drinking Water Standards for New Zealand (2018).					
From January 2023 Council is required to comply with the DWQAR (2022) Drinking Water Quality Assurance Rules, but the reporting requirement remains.					
<i>Councils intended level of service is to: Provide reliable and efficient urban water supplies</i>					
*Maintenance of the reticulation network		Less than 40%	56%	42%	There was a leakage issue at Mangaweka. This has been repaired at the time of reporting and Mangaweka network is back to normal consumption.
The percentage of real water loss from Council's networked urban reticulation system					
*Demand Management		600 litres per resident per day	543	448	
The average consumption of drinking water per day per resident within the District					

*Mandatory

Statement of Service Report End of Year 2023/2024

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Be responsive to reported faults and complaints*</i>					
*Where the Council attends a call out in response to a fault or unplanned interruption to its networked reticulation system, the following median times are measured.	Attendance for urgent call outs	0.5 hours	0.15 hours	0.1 hours	
	Resolution of urgent call outs	24 hours	0.7 hours	1.6 hours	
	Attendance for non-urgent call outs	24 hours	0.98 hours	0.1 hours	
	Resolution of non-urgent call outs	96 hours	4.41 hours	4.2 hours	
*Customer satisfaction The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council ¹		≤20 complaints per 1000 connections	58.48	71.75 per 1000	<p>The reduction of complaints from this time last year is due to the introduction of bore water from the new bore to the reservoir which has improved the taste and reduced the number of complaints we would normally receive in the dry summer season.</p> <p>Work has commenced on the Marton Water Strategy to improve the odour and taste of the Marton water supply by the end of 2024.</p>
<i>Councils intended level of service is to: Maintain compliant, reliable and efficient rural water supplies</i>					
Where the Council attends a call out in response to a fault or unplanned interruption to its water supply for rural water schemes, the following median times are measured:	Attendance time: from the time that the Council receives notification to the time that service personnel reach the site	48 hours	1.25 hours	0.1 hours (normal)	
	Resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	96 hours	3.07 hours	6.4 hours (non-urgent)	

¹ a. drinking water clarity, b. drinking water taste, c. drinking water odour, d. drinking water pressure or flow, e. continuity of supply, and f. The Council's response to any of these issues

* Mandatory

Statement of Service Report End of Year 2023/2024

Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/2024 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a reliable, reticulated disposal system that does not cause harm or create pollution within existing urban areas</i>					
*Discharge compliance Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of a) abatement notices b) infringement notices c) enforcement orders, and d) convictions		No abatement notices	2	0	An abatement notice was received on 30 October 2023, referring to non-compliance for the Bulls Wastewater Treatment Plant in August of that year. Operational works are being undertaken to remedy the condition set out in the notice.
	●				An abatement notice was received in February 2024 for lack of black disc measurements in the Tutaenui stream around the Marton WWTP. Equipment has been purchased and the measurements have been added to the sampling programme.
		No infringement notices	6	1	An infringement notice was received on 30 October 2023, referring to non-compliance for the Bulls Wastewater Treatment Plant in August of that year. This notice is in relation to the abatement notice and capital works are being undertaken to remedy this.
	●				An infringement notice was also received on 11 December 2023, referring to non-compliance for the Mangaweka Wastewater Treatment Plant in October of that year. This treatment plant is currently in the process of re-consenting.
					Two infringement notices were received in March 2024 for the Marton WWTP for excessive ammonia in the Tutaenui stream and missing black disc data.
	●	No enforcement orders	1	0	Two further infringement notices were received in March 2024 for the Hunterville WWTP for excessive DRP and E.coli. New UV equipment has been purchased and Lutra has been engaged to optimise the phosphate removal process.
	●	No convictions	0	0	An enforcement order was received in March 2024 for Mangaweka WWTP for excessive E. coli in the effluent. New UV equipment has been purchased and will be installed once it has been delivered.
					No convictions during the reporting year.

*Mandatory

Statement of Service Report End of Year 2023/2024

Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/2024 RESULT	2022/23 RESULT	NARRATIVE
*System and adequacy The number of dry weather sewerage overflows from the Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system	●	Fewer overflows than 3 per 1000 connections	1.38	0.22	
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
* Fault response time	●	Attendance urgent 0.5 hours	0.35 hours	0.7 hours	
Where the Council attends to sewage overflows resulting from a blockage or other fault in the Council's sewerage system, the following median times are measured:	●	Attendance non-urgent 24 hours	0.83 hours	0.8 hours	
a. attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and	●	Resolution urgent 24 hours	2.02 hours	1.4 hours	
b. resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault or interruption	●	Resolution non-urgent 96 hours	1.76 hours	1.9 hours	
*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 system Expressed per 1000 connections to the Councils sewerage system.	●	Fewer requests than 6 per 1000 connections	18.22 per 1000	12.92 per 1000	Under this mandatory DIA measure, all requests for service for wastewater are counted as complaints, including multiple requests for service alerting Council to the same issue.

*Mandatory

Statement of Service Report End of Year 2023/2024

Stormwater drainage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a reliable collection and disposal system to each property during normal rainfall</i>					
*Discharge compliance Compliance with the Council's resource consents for discharge from its stormwater 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.	●	No abatement notices	Not Measured	Not Measured	Discharge compliance is a mandatory measure set by the Department of Internal Affairs therefore must be reported on. However, as Council has no stormwater consents the measurement in essence cannot be measured.
	●	No infringement notices	Not Measured	Not Measured	
	●	No enforcement orders	Not Measured	Not Measured	
	●	No convictions	Not Measured	Not Measured	
*System adequacy The number of flooding events ¹ that occurred in the District. For each flooding event, the number of habitable floors affected (expressed per 1000 properties connected to the Council's stormwater system). Note: This is a District-wide assessment	●	Fewer requests than 5 per 1000 connected properties	0	0	There were no flooding events that affected habitable floors in the 2023/24 period.
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
*Customer satisfaction The number of complaints received by the Council about the performance of its stormwater system, expressed per 1000 properties connected to the Council's stormwater system.	●	Fewer requests than 5 per 1000 connected properties	4.97 per 1000	8.01 per 1000	The reduction in complaints regarding the stormwater system is due to the lack of weather events in the current reporting period.
*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.	●	Two hours or less	Not measured	Not measured	No flooding events occurred in the reporting period.

¹ 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

*Mandatory

Statement of Service Report End of Year 2023/2024

Community and Leisure Assets

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Compliance with relevant standards</i>					
All swimming pools have poolsafe accreditation	●	Maintain accreditation	100%	100%	Poolsafe accreditation received May 2024 – valid to May 2025.
Council complies with criteria in rental warrant of fitness programme for community housing	●	All units (100%) achieve at least 95% compliance	98.6%	92%	Of the 71 units inspected, only one failed. Housing audits have been completed in April 2024. Since previous inspections extractor fans in the kitchens and bathrooms have been installed, which has assisted with ventilation. With the introduction of new Maintenance Technician and Property Compliance Officers within the last year, the standard of the Community Housing flats continues to be improved.
New public toilet buildings are well designed, safe and visible and Compliance with SNZ4241:1999 and CPTED (safer design guidelines) for new or refurbished toilets	●	100% compliance	100% compliance	100% compliance	Nga Awa Public Toilets comply with SNZ4241:1999 and CPTED.
Playground compliance with NZ Standards	●	80% compliance	95%	100% compliance	Playgrounds throughout the district have been independently audited and reviewed in 2023. Council staff are presently working through the identified risks and scheduling items for maintenance.
<i>Councils intended level of service is to: Library services are welcoming and provide a space for social interaction and learning</i>					
Customer rating of library facilities	●	Customer Satisfaction Index (provided via the HappyOrNot system): • 90%	90.66% overall. This consists of: 90% of 729 responses at Te Matapihi, 93% of 928 responses at Taihape, 89% of 2,718 responses at Marton Library	82% overall. This consists of: 86% of 616 responses at Te Matapihi, 81% of 783 responses at Taihape, 82% of 2845 responses at Marton Library	Community Hubs have significantly increased program delivery reflecting in the change from transactional to community engagement relationships. The rate of feedback responses from the year before has increased which is reflective of the program delivery and engagement. Our Community Hubs are welcoming, safe places that serve the communities educational, leisure and cultural needs, as well as providing a space for social connectedness.

*Mandatory

Statement of Service Report End of Year 2023/2024

Community and Leisure Assets

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div> ● Achieved ● Not achieved ● Not measured </div>					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2022/23 RESULT	NARRATIVE
The number of library outreach activities and events delivered	●	5 per year for each library	Marton Library: 20 Programs per month Te Matapihi: 16 Programs per month Taihape: 8 programs per month School Holiday Programs: Marton: 60 Programs Te Matapihi: 40 Programs Taihape: 20 Programs	Marton Library: 10+ per month Te Matapihi Library: 10+ per month Taihape Library: 5+ per month Consists of Holiday programs & weekly afterschool programs	Library programs have increased as per the Community Group Framework through partnering for better outcomes. Weekly activities have increased in educational programs such as sewing, knitting and introduction to virtual reality programs. The placement of the ICT hub in the Marton Library space has benefited our older visitors in particular.
<i>Councils intended level of service is to: Provide parks and sports fields that are fit for purpose</i>					
Number of complaints about Council owned parks and sports fields	●	10 or less per year	0	1	

*Mandatory

Statement of Service Report End of Year 2023/2024

Rubbish and recycling

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div> ● Achieved ● Not achieved ● Not measured </div>					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2023/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: 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 – Rātana, Bulls, Marton, Hunterville, Mangaweka, and Taihape.</i>					
Waste to landfill (tonnage)		Less than 5,500 tonnes to landfill	5,862.80 Tonnes	5,649 tonnes	<p>Volumes of waste to landfill has increasing slightly from the previous year.</p> <p>There is a slight increase in the amount of waste generated compared with the target tonnage due to the growth of the population and the lack of appropriate recycling education, where people place recyclables in general waste.</p> <p>The increased volume of waste last year may have been caused in part by flooding in the surrounding councils and a lower tonnage rate in RDC.</p>
Recycling available at Waste Transfer Stations throughout the District.		Bulls, Marton, Taihape, Hunterville, Rātana Mangaweka provide for recycling of; glass, metal, paper, plastics (1-5), cans/tins, green waste Battery and E-waste	Outcome met	Outcome met	

*Mandatory

Statement of Service Report End of Year 2023/2024

Environmental and Regulatory

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div></div> Achieved</div> <div><div></div> Not achieved</div> <div><div></div> Not measured</div>					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/224 RESULT	2022/23 RESULT	NARRATIVE
Councils intended level of service is to: Provide a legally compliant service					
Timeliness of processing building consents and resource consents	Building consents	<div></div> 100% processed within statutory timeframes	99.15%	96.52%	Of the 235 building consents processed, 233 were processed on time. 2 were not processed on time due to staff workloads.
	Resource consents	<div></div> 100% processed within statutory timeframes	Land use consents: 96.67% Subdivision consents: 97.56%	Land use consents: 100% Subdivision consents: 98%	Of the 71 resource consents processed, 4 went overtime due to complexity of the proposals.
Council's intended level of service is to: Provide regulatory compliance officers to address enforcement call outs					
Animal Control - Timeliness of response (i.e the Request for Service has been acknowledged) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median • Priority 1's = Any Dog Attack / Found Dog / Rushing Dog / Wandering Stock • Priority 2's = Animal Welfare Concern / Barking Dog / Property Inspection / General Enquiry / Lost Animal / Microchip Dog / Multi-dog Inspection / Roaming Dog / Animal Control Bylaw Matter	Response to Priority 1 call outs	<div></div> 90% responded within 0.5 hours	99%	97%	
	Completion of Priority 1 call outs	<div></div> 90% completed within 20 working days	97%	92%	
	Response to Priority 2 call outs	<div></div> 90% responded within 24 hours	88%	93%	This was not met due to staff having to prioritise duties.
	Completion of Priority 2 call outs	<div></div> 90% completed within 20 working days	93%	74%	

* Mandatory

Statement of Service Report End of Year 2023/2024

Environmental and Regulatory

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/224 RESULT	2022/23 RESULT	NARRATIVE
Environmental health Timeliness of response (i.e the site has been attended) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median.	Response to Noise Control call outs	90% responded to in 1.5 hours	93%	96%	
	Completion of Noise Control call outs	90% completed in 2 hours	91%	97%	
	Response to Food Premises call outs	Food premises – 100% responded to in 24 hours	89%	83%	Response times were negatively effected due to the Environmental Health Officer role being vacant.
	Completion of Food Premises call outs	100% completed in 72 hours	78%	75%	Response times were negatively effected due to the Environmental Health Officer role being vacant.

** Mandatory*

Statement of Service Report End of Year 2023/2024

Community wellbeing

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div> ● Achieved ● Not achieved ● Not measured </div>					
PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Ensure competency in discharging Civil Defence responsibilities</i>					
Timing of self-assessment when the Emergency Operations Centre is activated and of continued civil defence training exercises	●	Self-assessment undertaken and responded to within four months of Emergency Operations Centre activation	Not Measured	Achieved	No EOC Activations in the 23/24 Year.
	●	At least one exercise undertaken each year	Achieved	Achieved	Alternate EOC capability exercised during Exercise Ru Whenua in June 2024
<i>Councils intended level of service is to: Identify and promote opportunities for economic development in the District.</i>					
Implementing actions each year from the Economic Development Strategy and Housing Strategy Action Plans (Annual Work Plans).	●	Greater than 80% of the actions completed for each relevant year.	80% Housing Strategy Actions 50% Economic Development Strategy Actions	80% Housing Strategy Actions 50% Economic Development Strategy Actions	At the 23 November 2022 Council meeting, it was resolved that staff were to progress the business case for Tui Street properties only, halting further actions on the strategy. The vacancy in the Economic Wellbeing role was filled in February 2024 and the Economic Development Strategy is being replaced with an Economic Wellbeing Strategy which is anticipated to be drafted in late 2024.
District GDP growth compared to national GDP growth.	●	GDP growth for the Rangitikei District is within +/-1% of national GDP growth, or better	1.4% higher than national	Not Achieved	Annual GDP for Rangitikei is 1.6% vs National GDP of 0.2%. This data is accurate up to the year ended 31 March 2024 and sourced from Infometrics Quarterly Economic Monitor.

*Mandatory

9.7 Public Feedback / Performance Report - July 2024**Author:** Gaylene Prince, Northern Area and Property Manager**Authoriser:** Carol Gordon, Deputy Chief Executive**1. Reason for Report**

- 1.1 This report provides the Finance/Performance Committee with a regular monthly report from Council's Happy Or Not system; feedback from Korero Mai – Have Your Say; the complaints dashboard and the monthly comms update.

2. Explanation

- 2.1 The Happy or Not report for the month of July 2024, showing results from over the four locations, is attached (Attachment 1).
- 2.2 A total of 462 responses were received in the month of July from the Marton main office, Te Matapihi, Marton Library and Taihape Library / Information Centre.
- 2.3 Also attached (Attachment 2) is feedback from the Korero Mai – Have Your Say feedback system, via QR codes and the Council website for the period 19 July – 22 August 2024. Staff get sent a copy of any suggestion / issue that can be acted on or implemented, these are also noted in the report. Defamatory and offensive comments have been redacted from the report.
- 2.4 The Communications Update Report for activities during July is also attached (Refer to Attachment 3).
- 2.5 The Complaints Dashboard for July is also attached (Refer to Attachment 4)

3. Decision Making Process

- 3.1 This item is not considered to be a significant decision according to the Council's Policy on Significance and Engagement.

Attachments:

1. RDC Offices Happy or Not July 2024 [↓](#)
2. Korero Mai Feedback Form Report - July/August 2024 [↓](#)
3. Comms Update July 2024 [↓](#)
4. Complaints Dashboard July 2024 [↓](#)

Recommendation














That the Public Feedback / Performance Report – July 2024 be received.

Monthly report
July 2024

Management report
RDC Offices (4 units)

Please rate our service today

Marton Library











	2024-07-31 3:31 PM	Something else i like the books
	2024-07-30 11:12 AM	Staff friendliness staff great ...\$3 fee for one A4 colour copy is just terrible.
	2024-07-26 3:58 PM	Staff friendliness i thank you for kids
	2024-07-26 2:51 PM	Quality of service beth is great and so is raewyn
	2024-07-25 4:02 PM	Punctuality love the library
	2024-07-25 4:01 PM	Staff friendliness love this
	2024-07-24 12:59 PM	Quality of service love this place
	2024-07-19 4:57 PM	Something else amazing time
	2024-07-19 12:21 PM	Quality of service love it
	2024-07-16 12:03 PM	Something else the kindness
	2024-07-15 2:03 PM	Quality of service it was really fun at yhq and over all everthing was funthanks you from hunter hammond
	2024-07-13 11:04 AM	Staff friendliness thank you
	2024-07-12 12:06 PM	Quality of service it was fun

HappyOrNot®





ITEM 9.7
ATTACHMENT 1

Monthly report
July 2024

Management report
RDC Offices (4 units)

- | | | |
|---|---------------------|--|
|  | 2024-07-10 4:31 PM | Staff friendliness
nice place |
|  | 2024-07-10 3:22 PM | Quality of service
it was amazing |
|  | 2024-07-10 1:05 PM | Staff friendliness
best place ever |
|  | 2024-07-10 12:00 PM | Quality of service
jast want to say tank yaou |
|  | 2024-07-09 4:08 PM | Quality of service
it was great even amazing |
|  | 2024-07-09 4:03 PM | Staff friendliness
thank you |
|  | 2024-07-09 3:23 PM | Something else
idk needs fortnite |
|  | 2024-07-09 10:01 AM | Staff friendliness
thank you we love it |
|  | 2024-07-08 1:43 PM | Staff friendliness
thisplace really tookme back to my horror |
|  | 2024-07-04 4:52 PM | Something else
the kindness and helpfulness |

Taihape

- | | | |
|---|---------------------|---|
|  | 2024-07-28 12:59 PM | Staff friendliness
awesome |
|  | 2024-07-21 4:58 PM | Quality of service
beautiful |
|  | 2024-07-13 1:57 PM | Something else
it was so fun and cool |
|  | 2024-07-09 2:20 PM | Quality of service
cool |

HappyOrNot®

Monthly report

July 2024

Management report

RDC Offices (4 units)



2024-07-09 2:18 PM

Quality of service

cool



2024-07-08 4:19 PM

Staff friendliness

good

Te Matapihi

2024-07-24 4:28 PM

Something else

fun on computers



2024-07-20 8:43 AM

Staff friendliness

amazing facility



2024-07-18 4:00 PM

Staff friendliness

they told us of



2024-07-13 4:40 PM

Staff friendliness

thx to all the staff tht helped today and also withthelady doing the paint stuff she wasgood and me and pryce both say a huge thankyhu from pryce and krystyel andbayleigh good time on the vr



2024-07-13 4:39 PM

Quality of service

good time with the cuz and need morw stuff to will come back tho



2024-07-13 4:38 PM

Quality of service

might come tomorow it not going to my dads



2024-07-12 4:30 PM

Quality of service

very great and so much fun and stuff



2024-07-10 2:34 PM

Staff friendliness

thank you are having us here Emma

HappyOrNot®

ITEM 9.7

ATTACHMENT 1

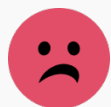
Monthly report

July 2024

Management report

RDC Offices (4 units)

Please rate our service today

83%
383 resp.9%
43 resp.2%
10 resp.6%
26 resp.

Happy Index: 90/100

Responses: 462

Comparison



Risers

Experience point	Index	Change
46 High Street	99	11 ↑
Taihape	95	2 ↑

Fallers

Experience point	Index	Change
Marton Library	87	-1 ↓
Te Matapihi	83	-9 ↓

HappyOrNot®

Monthly report

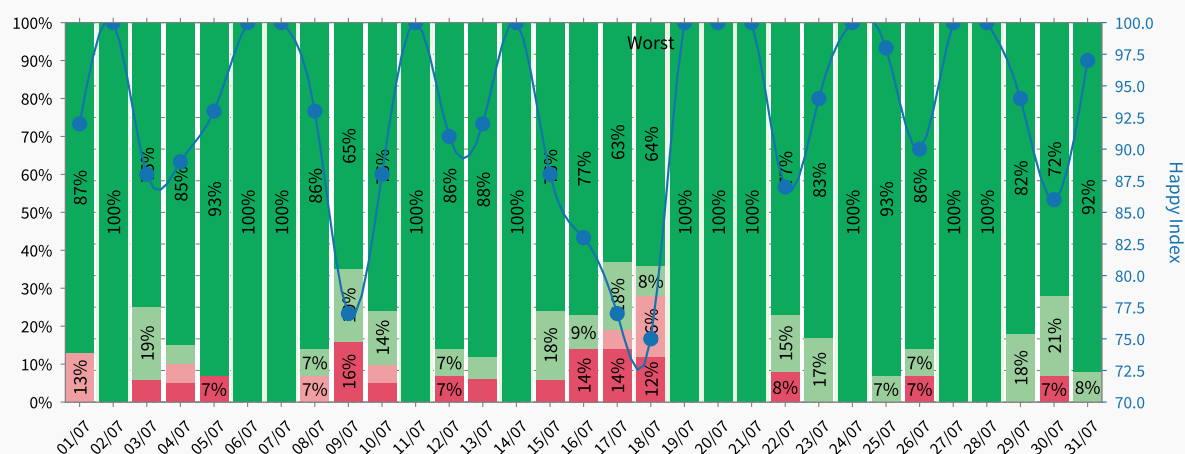
July 2024

Management report

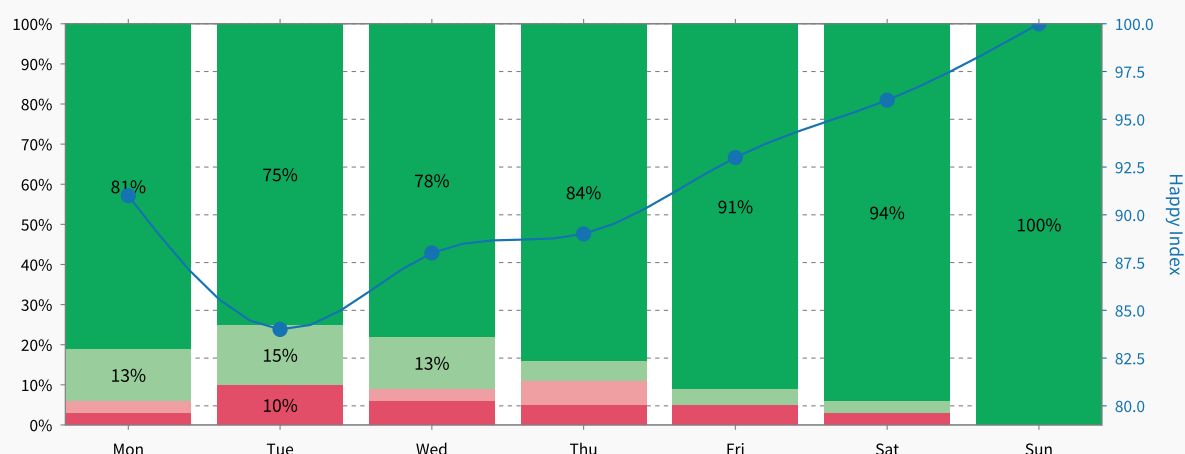
RDC Offices (4 units)

ITEM 9.7 ATTACHMENT 1

All units combined - daily distribution



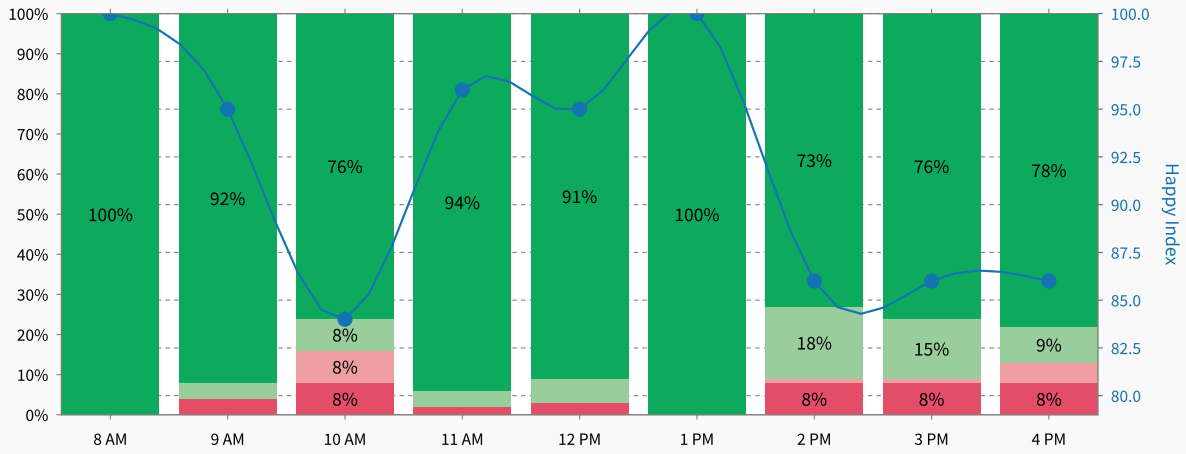
All units combined - weekday distribution



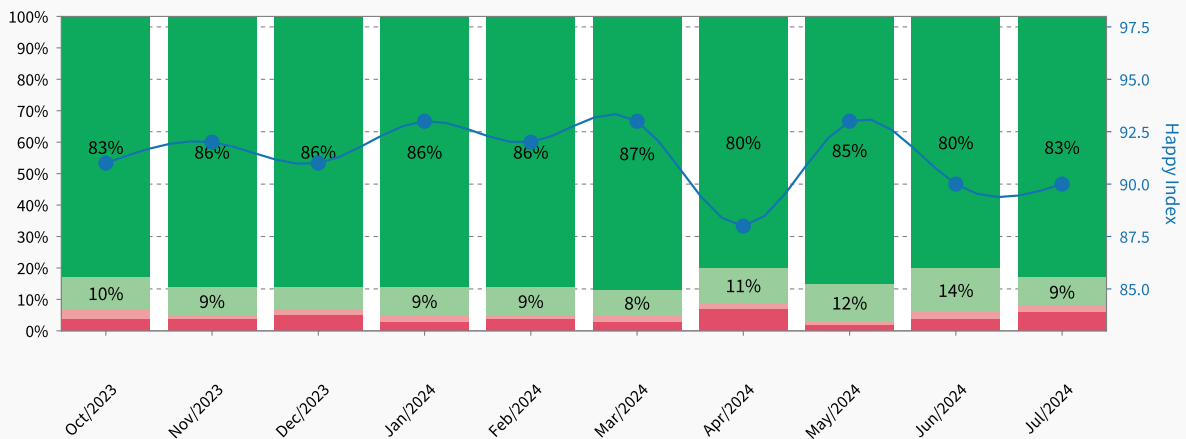
HappyOrNot®

ITEM 9.7
ATTACHMENT 1Monthly report
July 2024Management report
RDC Offices (4 units)

All units combined - hourly distribution

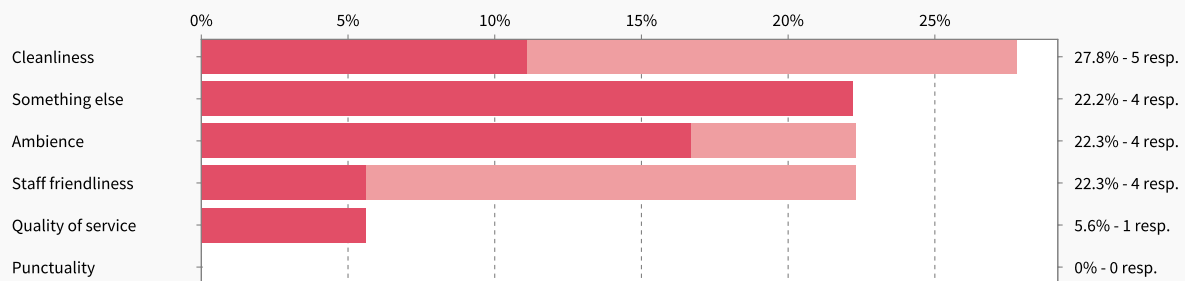


Same question, comparison with previous months



Pain Points

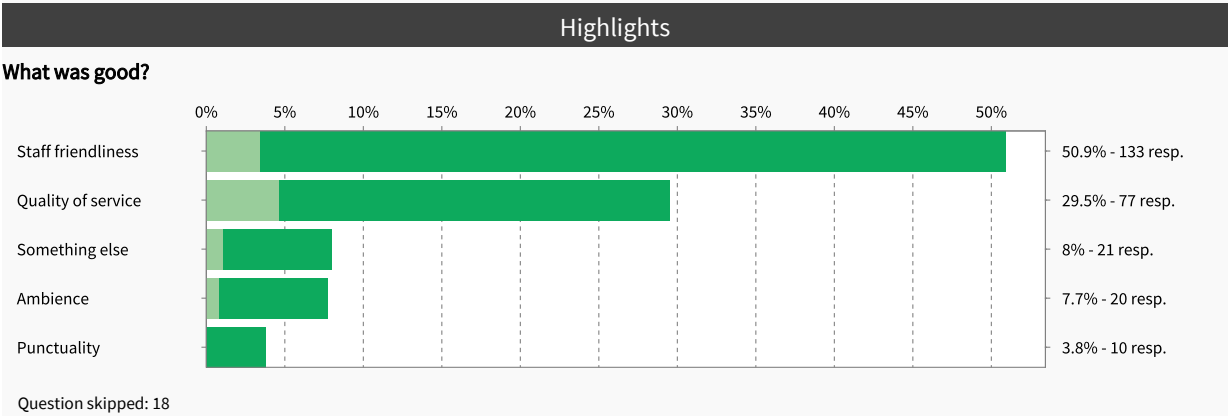
What could be improved?



Question skipped: 1

HappyOrNot®

Monthly report July 2024	Management report RDC Offices (4 units)
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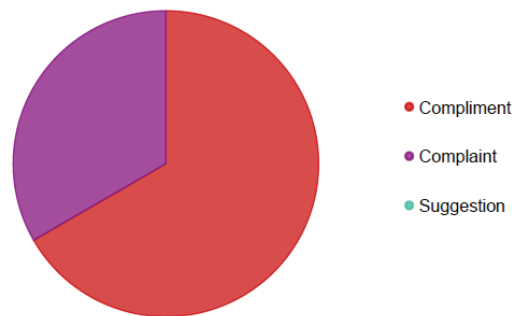
HappyOrNot®

KŌRERO MAI - HAVE YOUR SAY

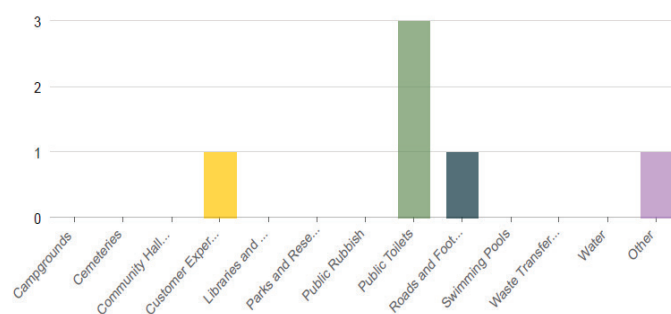
COUNCIL FEEDBACK FORM REPORT

19 JULY - 22 AUGUST 2024

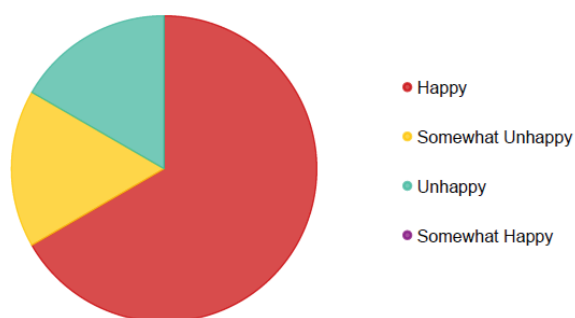
What type of feedback do you have?



Which area does your feedback relate to?



How happy are you with your experience?



KŌRERO MAI - HAVE YOUR SAY

COUNCIL FEEDBACK FORM REPORT

19 JULY - 22 AUGUST 2024

Comments

- **2 AUGUST 2024 - PUBLIC TOILETS - MARTON FOLLETT STREET**

FEEDBACK TYPE - Complaint

Toilet is blocked

EXPERIENCE - Not Happy

*** RFS lodged.

- **5 AUGUST 2024 - PUBLIC TOILETS - MANGAWEKA**

FEEDBACK TYPE - Compliment

I just used the facilities on my way through from Wellington to Taupō today, and it's obvious that whoever maintains them takes pride in their work. If you can believe it, they even smelled nice. Maybe someone had only just been through and cleaned it, I don't know. But I just wanted to say a quick thank you for providing such lovely clean toilets for public use, it's much appreciated on these long trips. We've been driving around the North Island for the last few days, so we've had to call in at a few public toilets, and while most (not all!) have been pretty clean, this one was next level.

EXPERIENCE - Happy

*** Compliment forwarded to Cleaning Team.

- **6 AUGUST 2024 - CUSTOMER EXPERIENCE**

FEEDBACK TYPE - Compliment

I just wanted to send in Feedback for thanks Nadene and Building team for all there help, when I've needed to get a question answer they have always gotten back to me. Nadene is a great asset to the team and the council

I just wanted to send in Feedback for thanks Nadene and Building team for all there help, when I've needed to get a question answer they have always gotten back to me. Nadene is a great asset to the team and the council

EXPERIENCE - Happy

*** Compliment forwarded to Building Team.

- **13 AUGUST 2024 - PUBLIC TOILETS - TURAKINA MOBIL PETROL STATION**

FEEDBACK TYPE - Compliment

It's very pleasant to have very cleaned and full équipé toilet. Tanks for this service

EXPERIENCE - Happy

*** Compliment forwarded to Cleaning Team.

- **15 AUGUST 2024 - OTHER - ROADING**

FEEDBACK TYPE - Compliment

great big thanks to all

Fantastic job of cleaning out drain on northern side of Wainui Street in Koitiata. As our weather is more unpredictable these days its is more important to mitigate the possibility of flooding so look forward to this procedure continuing on a regular basis. Please pass on our thanks to everyone involved. Cheers,

EXPERIENCE - Happy

*** Compliment forwarded to Roding Team.

- **16 AUGUST 2024 - ROADS AND FOOTPATHS - MARUMARU ST**

FEEDBACK TYPE - Complaint

Marumaru st resealing was incompetently done. the surface has broken up badly and is now worse than before the resealing. I would recommend tarseal over chipseal











EXPERIENCE - Somewhat Happy

*** RFS lodged.

Te Whakawhitiwhiti / Communications

July 2024 Update

This report provides the Committee with an update on communications and media activity July 2024.

News Media	Council Website	Social Media
NEWSPAPER ARTICLES	TOTAL NEWS ITEMS	NEW FACEBOOK FOLLOWERS
		
11	5	134
PUBLIC NOTICES	NEW USERS	NEW INSTAGRAM FOLLOWERS
		
2	23k	18
EDM (BULK EMAILS)	TOTAL (SESSION) VISITS	FACEBOOK REACH
		
2	64k	168,251
LGOIMA		
REQUESTS TO DATE JUNE 2024		
		
2		

Newspapers

Media activity during July 2024:

- Rangitikei Connect was published twice in the District Monitor.
- Council News published once each in community newsletters - Talk Up Taihape, Hunterway Bulletin and Bulls Bull-it-inn.

LGOIMA Requests

Requests under Local Government Official Information and Meetings Act (LGOIMA)

2 requests for official information have been received.

Top 5 Council pages visited

1. Homepage
2. Rates
3. Current Vacancies
4. Library
5. Contact Us

Social Media Activity

The table below outlines Facebook activity during July 24

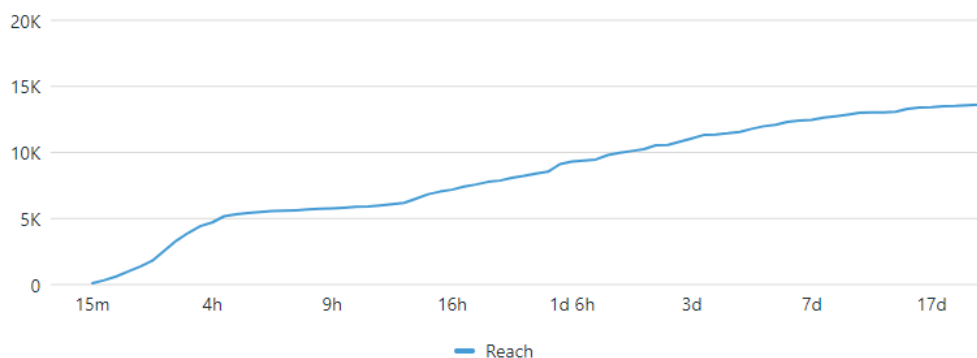
Top Performing Posts (Engagement)

[Taihape rugby video](#)

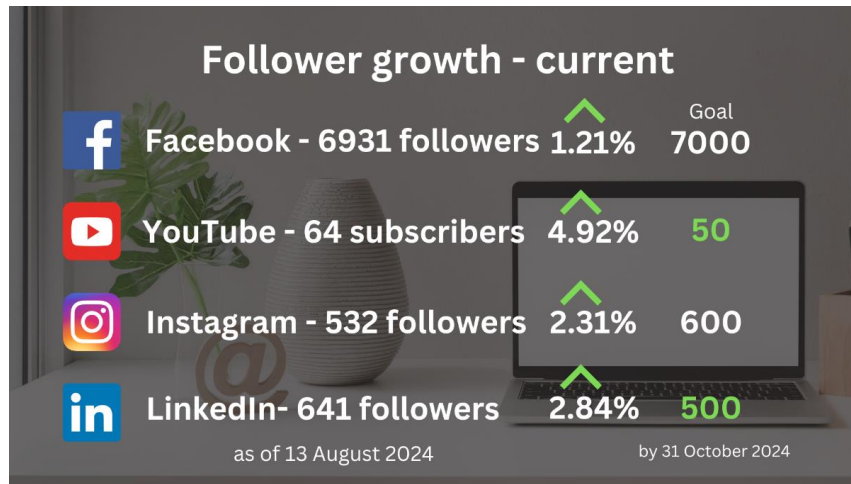
Overview

Reach ⓘ	3-second views ⓘ	1-minute views ⓘ	Minutes viewed ⓘ	Reactions, comments a... ⓘ
14,207	12,989	2,804	12,360	1,064

Reach ⓘ



Social Media Follower Growth

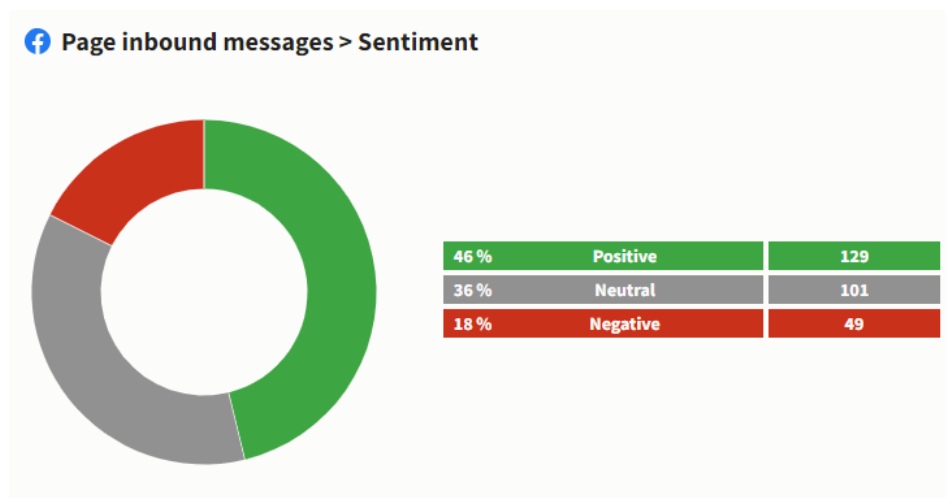


Social Media Insights Overview (includes all Council FB, Instagram and LinkedIn pages)

- Page and Profile Reach: **168,251** < 190,252
- Comments and replies: **624** > 360
- Post impressions: **164,385** < 188,629
- Post reach: **175,850** < 195,982
- Post reactions: **1,883** > 1,356

The reason for the decrease from May is due to the snow post being as popular as it was. If you take that post

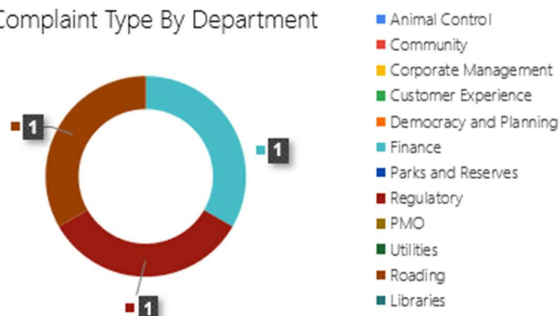
Sentiment (RDC Facebook page only – June 2024)



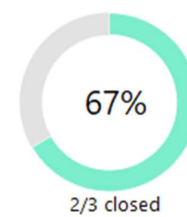
Complaints Dashboard for July 2024



Complaint Type By Department



Overall Progress



10 Meeting Closed.