

ORDER PAPER

FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Thursday, 29 May 2025
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

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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 May 2025 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 30 April 2025** are attached.

Attachments

1. **Finance/Performance Committee Meeting - 30 April 2025**

Recommendation

That the minutes of Finance/Performance Committee Meeting held on 30 April 2025 [**as amended/without amendment**] be taken as read and verified as an accurate and correct record of the meeting, and that the electronic signature of the Chair of this Committee be added to the official minutes document as a formal record.

MINUTES

UNCONFIRMED: FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Wednesday, 30 April 2025

Time: 9.30am

Venue: Council Chamber
Rangitikei District Council
46 High Street
Marton

Present

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

In attendance

Ms Carol Gordon, Chief Executive
Mr Arno Benadie, Deputy Chief Executive
Ms Leanne Macdonald, Group Manager – Corporate Services
Ms Katrina Gray, Group Manager – Strategy, Community and Democracy
Ms Lorraine Bergen, Manager – Financial Services
Mr Warren Pedley, Manager Finance and Partnerships
Ms Sophia Sykes, Communications Manager
Ms Caroline MacArthur, Governance Advisor

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1 Welcome / Prayer

The Chair opened the meeting at 9.30am and read the Council prayer.

2 Apologies

Resolved minute number 25/FPE/012

That the apologies from Cr Carter and Ms Hiroti be received.

Cr G Maughan/Cr P Sharland. 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 was no change to the order of business.

6 Confirmation of Minutes

Resolved minute number 25/FPE/013

That the minutes of Finance/Performance Committee Meeting held on 27 March 2025 **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 S Loudon. Carried

7 Follow-up Actions

7.1 Follow-up Action Items from Finance/Performance Meetings

A following up action was added regarding the process for making public excluded resolutions public.

Resolved minute number 25/FPE/014

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

Cr J Wong/Cr P Sharland. Carried

8 Chair's Report

8.1 Chair's Report - April 2025

The Chair noted no report was required.

9 Reports for Information

9.1 Finance Snapshot - March 2025

Ms Bergen highlighted that there were previously two separate reports, and these have been merged to remove the duplication of reporting to Finance/Performance and Risk and Assurance committees.

Ms Macdonald responded to questions that the carry overs will be known at the end of the financial year. Some of this outside Council's control and can be hard to gauge until the end of the financial year.

Resolved minute number 25/FPE/015

That the Financial Snapshot – March 2025 be received.

Cr F Dalgety/Cr J Wong. Carried

9.2 Bancorp Treasury Quarterly Update

The report was taken as read.

Resolved minute number 25/FPE/016

That the Finance/Performance Committee receives the Treasury Dashboard Report for 31 March 2025.

Cr F Dalgety/Cr P Sharland. Carried

9.3 QV Report

The report was taken as read.

Resolved minute number 25/FPE/017

That the Finance/Performance Committee receive the QV Monthly Report.

Cr D Wilson/Cr J Wong. Carried

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9.4 Summary of Bad Debts

The report was taken as read.

Resolved minute number 25/FPE/018

That the Finance/Performance Committee receive the Summary of Bad Debts Report.

Cr J Wong/Cr P Sharland. Carried

9.5 Public Feedback / Performance Report - March 2025

The report was taken as read.

Resolved minute number 25/FPE/019

That the Public Feedback/Performance Report – February 2025 be received.

Cr D Wilson/Cr S Loudon. Carried

10 Public Excluded

The meeting went into public excluded session 10.14am

Resolution to Exclude the Public

Resolved minute number 25/FPE/020

That the public be excluded from the following parts of the proceedings of this meeting.

1 Finance/Performance Committee Meeting - 27 March 2025

The general subject matter of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48 of the *Local Government Official Information and Meetings Act 1987* for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
9.1 - Finance/Performance Committee Meeting - 27 March 2025	To consider the minutes relating to matters that were the subject of discussion at the 27 March meeting.	S48(1)(a)

This resolution is made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interests protected by Section 6 or Section 7 of the Act

which would be prejudiced by the holding or the whole or the relevant part of the proceedings of the meeting in public as specified above.

Cr G Maughan/Cr P Sharland. Carried

11 Open Meeting

The meeting went into open session 10.24am

Resolved minute number 25/FPE/023

That the public excluded meeting moves into an open meeting, and the below recommendations be confirmed in the open meeting:

25/FPE/022

Cr F Dalgety/HWTM A Watson. Carried

The meeting closed at 10.25am.

The minutes of this meeting were confirmed at the Finance/Performance Committee held on 29 May 2025.

.....
Chairperson

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	30-Apr-25	Process for public excluded discussion.	Katrina/Kezia	It is proposed that FPE follows the same process as for Council ,that resolutions are formally taken out of Pex as required. This can include a decision on whether to also take commentary into the public arena	Completed
2	27-Mar-25	Change the rates remission report to a financial year rather than calendar year and add data from previous year as comparison.	Leanne	Rates remission report to go to Finance / Performance at the beginning of the financial year - August Meeting	In progress

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8 Chair's Report

8.1 Chair's Report - May 2025

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 – May 2025 be received.

9 Reports for Information

9.1 Finance Snapshot - April 2025

Author: Lorraine Bergen, Manager Financial Services

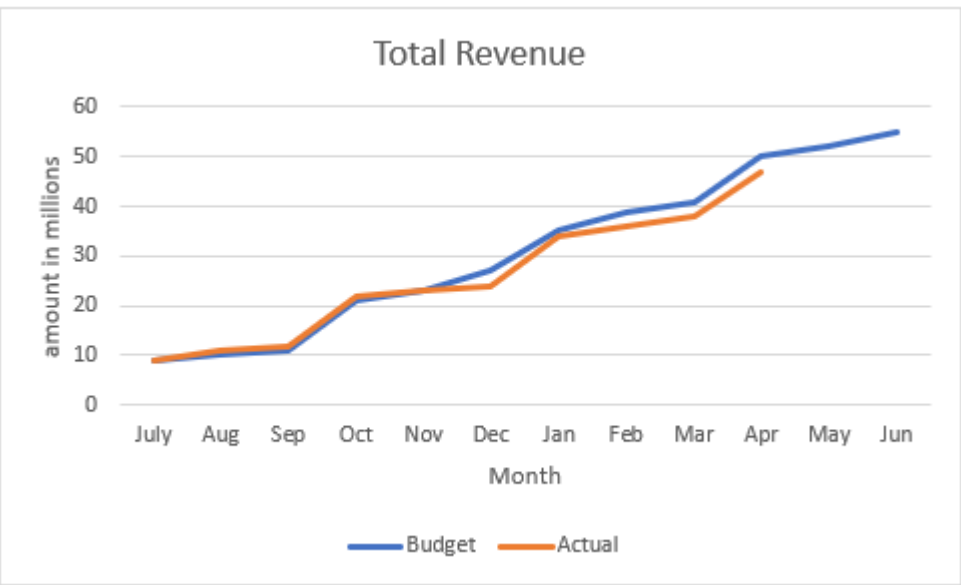
Authoriser: Leanne Macdonald, Group Manager - Corporate Services

1. Reason for Report

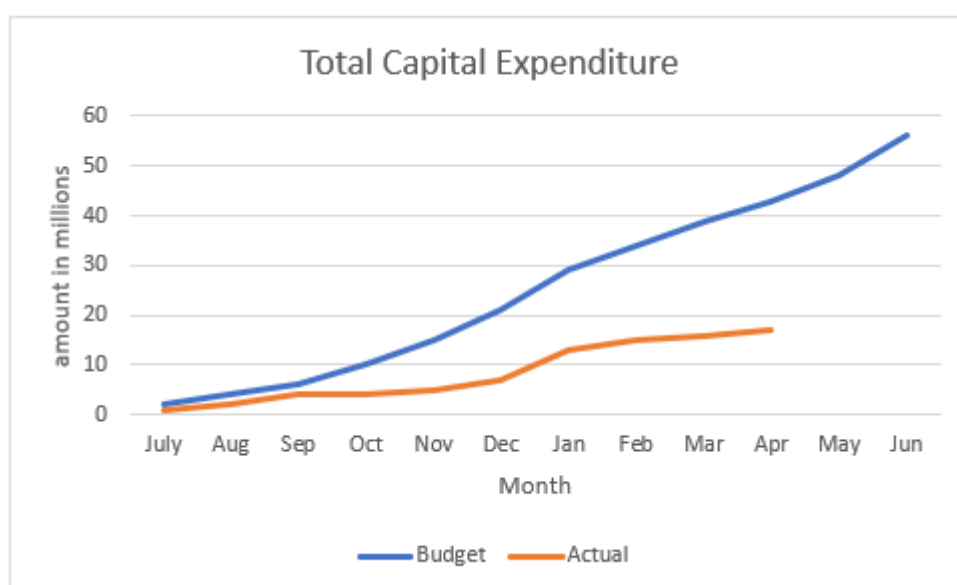
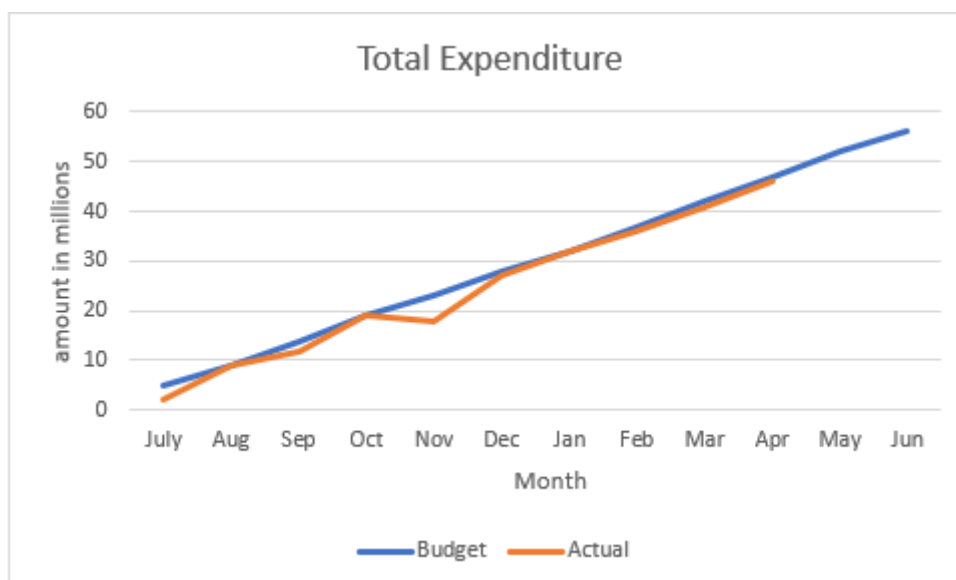
- 1.1 To provide Committee Members with Council’s management accounts and related commentary as at 30 April 2025, for both the operational and capital activities.
- 1.2 To provide the Committee with a summary of the treasury and debt position, noting that Bancorp Treasury will be providing a quarterly Treasury Dashboard Report as a separate Report to the Committee.

2. Whole of Council Financial Performance

- 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.
- 2.2 The following are trend line graphs for Operational Revenue, Operational Expenditure and Capital Expenditure.



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Group Financial Summary Reports

- 2.3 The attached Group Financial Summary Reports provide commentary on operational budget variances in excess of \$100k.

3. Capital Expenditure

- 3.1 The attached summary shows these budget variances split by cost centre with the larger budgets (>\$500k) being shown separately.
- 3.2 Commentary regarding the majority of these capital budgets is provided in the *Projects Update Report* that is reviewed at Council Meetings and Assets/Infrastructure Committee Meetings. Copies can be found through the RDC website.
- 3.3 Following the implementation of the business partnership programme between Finance, the Budget Managers, and Group Managers, capital expenditure is more closely monitored, and subsequent reports will signal potential carry forwards being sought at year end or re-budgeting in a future Annual Plan depending on the revised timing of the capital projects.

4. Investments

4.1 Council's Finance Revenue for the year ending 30 June 2025 is expected to be \$55.1m.

4.2 Council's current liquidity position as at 30 April 2025 is as follows:

4.2.1 Current Assets

• Bank/Deposits	\$ 7.05 million
• Receivables	\$7.18 million
• Prepayments	\$0.56 million
• Total	\$14.79 million

4.2.2 Current Liabilities

• Payables	\$ 0.89 million
• Net Current Treasury Position	\$ 13.90 million

5. Borrowing

The following table shows the Council's external debt unchanged at \$49m for the period ended 30 April 2025. It also shows the interest rate along with the annual cost of interest.

Amount Borrowed	Settled Date	Maturity Date	Fixed Rate of Interest	Annual Interest Cost
\$ 3m	10/05/2019	15/04/2029	3.12%	\$ 94k
\$ 5m	8/02/2022	14/04/2033	3.68%	\$184k
\$11m	14/04/2022	15/04/2027	4.17%	\$459k
\$ 5m	27/04/2023	15/05/2028	5.10%	\$255k
\$ 7m	12/06/2023	15/05/2028	5.30%	\$371k
\$ 9m	15/04/2024	15/06/2026	5.62%	\$506k
\$ 4m	4/06/2024	20/04/2029	5.55%	\$222k
\$ 5m	24/01/2025	24/07/2025	3.66%	\$211k
\$49m				\$2.3m

- 5.1 Council's LTP shows that debt is budgeted to remain within its Debt Ceiling and Debt Limit throughout the term of the LTP (the Debt Ceiling is Council's maximum debt it can access from LGFA; less a self-imposed amount of at least \$4m to \$5m lower than the Debt Ceiling, to allow for unforeseen costs).
- 5.2 Council's current review of its capital projects along with the unbudgeted repairs to the swimming pool and absence of progress in Marton Rail Hub will have an impact not disclosed in the current LTP. Budgeted debt for 2025 was \$73m with the debt limit being \$102m. Currently officers are signalling this debt will be significantly less, due to the progress of the capital projects year-to-date. Officers will continue to review the progress of the capital spend and update this report accordingly.
- 5.3 The above table also shows the annual cost of interest expense of \$2.3m per annum (approx. \$190.2k per month), providing a current weighted average cost of funds of 4.44%. However, these costs are partially offset by the borrowed money earning

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interest income before it is used. Year to date (30 April 2025) this interest income amounted to \$438k (31 March 2024: \$473k).

- 5.4 Year-end report will provide a cost/benefit analysis of Treasury Advisory Services against the saving in interest rates Council has received.
- 5.5 The following table discloses Council's debt by activity. Council borrows to fund capital expenditure in accordance with the Revenue and Financing Policy.

Total Loans By Activity

Activity	Internal Loans as at 30/06/2024 \$000	External loans allocated as at 30/04/2025 \$000	Total Loans as at 30/04/2025 \$000
Roading and Footpaths	2,906	11,500	14,406
Water Supplies			
District Urban	12,856	5,000	17,856
Hunternville Urban	517		517
Hunternville Rural	171		171
Erewhon	88		88
Omatane	22		22
Putorino	1		1
Total for Water Supplies	13,655	5,000	18,655
Wastewater/ Sewerage Disposal	1,124	22,000	23,124
Stormwater Drainage	1,676		1,676
Community and Leisure Assets			
Real Estate	307		307
Swim Centres	428		428
Civil defence	8		8
Community Housing	161		161
Public Toilets	641		641
Cemeteries	133		133
Libraries	530		530
Halls	3,207	4,000	7,207
Domains	297	6,500	6,797
Total Community & Leisure Assets	5,712	10,500	16,212
Waste Transfer Stations	56		56
Other Activities			
Community Leadership			-
Environment & Regulatory Services			-
Community Wellbeing			-
Forestry	4		4
Business Units	10		10
Total other activities	14	-	14
Totals	25,143	49,000	74,143

- 5.6 Internal borrowing has occurred over many years where surplus cash is used to fund these activities before resorting to borrowing externally. In essence Council's treasury function acts as an internal bank. The interest charged to the activities, as detailed below, becomes income to the Treasury, offsetting the external charge. This means that overall Council only discloses the external borrowing costs in the Comprehensive Revenue and Expenditure Statement.

6. Borrowing Ratios

6.1 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 YTD 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).

6.2 Net Debt/Total Revenue must not exceed 175%:

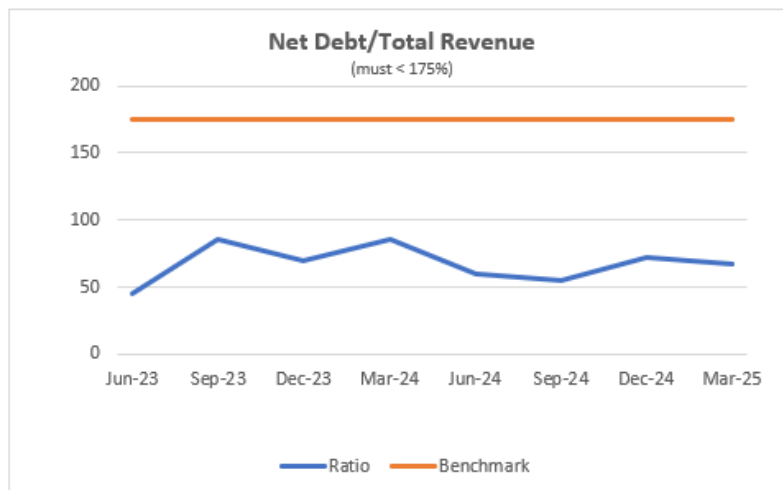
• Debt	\$49.00m
• Bank	\$ 7.05m
• Corporate Bonds	\$ 1.13m
• Notional Net Debt	\$40.82m
• Projected YE Revenue	\$55.13m
Net Debt/Total Revenue	74%

6.3 External debt plus committed facilities plus Liquid Assets (available finance) divided by external debt must be greater than 110%:

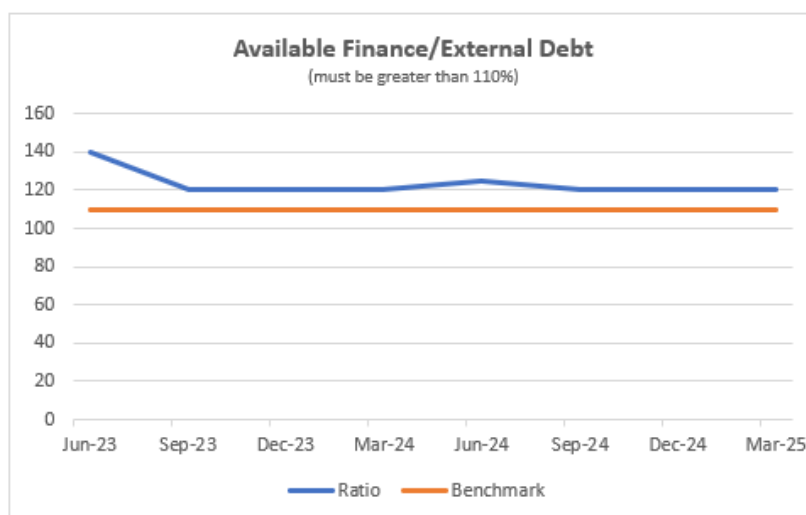
• External Debt	\$49.00m
• Bank/Deposits	\$ 7.05m
• Available Finance	\$56.05m
Available Finance divided by External Debt	114%

7. Liquidity Ratio Trends

7.1 Two key Liquidity Ratios:



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Note: Council's 2023/24 Annual Report includes similar trend analyses for the past 5 year-ends (Page 101)

8. Sustainability

The following commentary represents Council's sustainability in relation to the Balanced Budget Prudential Benchmark and the LGFA borrowing covenants.

- 8.1 The Balanced Budget Benchmark is likely to end below 100% at year-end as council has budgeted to incur a deficit for the year.

The definitions for operating revenue and expenditure are explained and may be different from the actual year end position and described in the Statement of Comprehensive Revenue and Expenditure, which will include those items excluded from the definition in the Regulations.

Derivative gains and losses only incur if Council enters into interest rate swap agreements which are given a generic term of Financial Derivatives. Council does not currently have any derivatives.

- 8.2 Net debt to projected revenue covenant can only be used with the projected year end revenue, which at the stage is the budgeted year end revenue total from year 1 of the 2024-2034 LTP.
- 8.3 Net interest to rates revenue covenant can be assessed all the way through the financial year. For the purposes of this report ratio has been calculated using figures as at 30 April 2025.
- 8.4 Net Interest to operating revenue is similar in nature to the above covenant.
- 8.5 The liquidity benchmark requires Council to have at least 10% or more of debt in available cash or in bank standby facilities. We have used only cash in the bank to satisfy this requirement to date. The covenant is met where the benchmark is greater than 110%.

Sustainability

Balance Budget Ratio 102%

Operating Revenue YTD	\$46.73m
Operating Expenditure YTD	\$45.55m

This a Prudential Benchmark reported under the Local Government (Financial Reporting and Prudence) Regulations 2019. Operating Revenue should be equal or more (i.e. over 100%) to meet this benchmark. Operating revenue is described above. Operating expenditure includes depreciation and excludes losses on revaluations, increases in landfill after care provisions and loss on derivatives if applicable.

Net Debt to projected revenue (LGFA covenant) 76%

Total net borrowing	\$41.95m
Total projected operating revenue	\$55.13m

This is also a prudential benchmark set in our Treasury Policy and also a LGFA Covenant maximum of 175%. Net debt is defined as external borrowing less cash in the bank.

Net Interest to rates revenue (LGFA covenant) 4%

Net Interest YTD	\$ 1.30m
Rates Revenue	\$ 32.30m

This is also a prudential benchmark set in our Treasury Policy. Our set limit is 25% of rates revenue. Net interest is Interest paid less interest received.

Interest to operating revenue (LGFA covenant) 3%

Net Interest	\$ 1.30m
Operating revenue	\$46.73m

This is also a prudential benchmark set in our Treasury Policy. Our set limit is 20% of operating revenue.

Liquidity benchmark (LGFA covenant) 114%

External Debt plus cash	\$56.05m
External debt	\$49.00m

This is also a prudential benchmark set in our Treasury Policy. Our set limit is greater than 110%. This benchmark is calculated by dividing external debt plus cash by external debt.

Attachments:

1. Financial Snapshot - April 2025 [↓](#)

Recommendation

That the Financial Snapshot – March 2025.

ITEM 9.1 ATTACHMENT 1

Whole of Council

LTP Full Year 1	Activity Report For Period Ending 30 April 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(55,127)	Total Revenue	(46,731)	(49,767)	(3,036)	-6%	(55,126)
(16,282)	Subsidies and Grants	(9,671)	(12,577)	(2,906)	-23%	(16,282)
(5,051)	Other Revenue	(4,193)	(4,390)	(197)	-4%	(5,051)
(495)	Finance Revenue	(438)	(389)	49	13%	(495)
(356)	Gains	(128)	(356)	(228)	-64%	(356)
(32,943)	Rates	(32,301)	(32,055)	246	1%	(32,943)
56,444	Total Expense	45,546	46,977	1,431	3%	56,829
25,738	Other Expenses	18,813	20,066	1,253	6%	24,667
9,333	Personnel Costs	9,419	9,134	(285)	-3%	10,789
2,899	Finance Costs	1,750	2,415	665	28%	2,899
18,474	Depreciation	15,562	15,362	(200)	-1%	18,474
0	Losses	2	0	(2)	-100%	0
1,318	Grand Total	(1,185)	(2,790)	(1,604)	-58%	1,703

The revised Budget contains Council agreed changes that have accrued post LTP adoption. This includes the transition of MDC Shared Services contract over to Council and the impact of carry forwards.

Variances > \$100k: Comment

Commentary provided in the following Group Summaries.

Corporate Services and Support Business Units

LTP Full Year 1	Activity Report For Period Ending 30 April 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(933)	Total Revenue	(796)	(788)	8	1%	(933)
(15)	Other Revenue	(79)	(13)	66	490%	(15)
(460)	Finance Revenue	(438)	(360)	78	22%	(460)
(356)	Gains	(124)	(356)	(232)	-65%	(356)
(10,313)	Rates	(10,366)	(10,269)	97	1%	(10,313)
10,211	Rate Apportionment	10,211	10,211	0	0%	10,211
1,010	Total Expense	(768)	872	1,640	188%	951
4,578	Other Expenses	2,388	3,398	1,010	30%	4,458
7,916	Personnel Costs	7,971	7,691	(280)	-4%	8,929
0	Finance Costs	(986)	0	986	100%	0
403	Depreciation	595	580	(15)	-3%	697
(11,887)	Overhead Allocation	(10,738)	(10,797)	(59)	-1%	(13,133)
0	Losses	2	0	(2)	-100%	0
77	Grand Total	(1,564)	84	1,649	1952%	18

Variances > \$100k: Comment

Gains

- Reflects gain on sale of Fleet vehicles for above depreciated/book value. The need to retain vehicles due to MDC services being back in house will result in a permanent decrease in gains on sale.

Other Expenses

- Variance is caused by underspend primarily for contractors and consultancy, fleet (now costed directly to council activities) and unplanned labour overhead recovery.

Personnel Costs

- Variance reflects the impact of MDC personnel coming over to RDC, and then redistributed to Infrastructure, offset by above.

Finance Costs

- The positive debt cost reflects a saving in debit interest cost due to reduced debt overall as well as internal debt being charged at a higher rate than the cost of external (LGFA) borrowing. This will be revised at the end of the financial year.

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Community

LTP Full Year 1	Activity Report For Period Ending 30 April 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(7,267)	Total Revenue	(7,647)	(6,838)	810	12%	(7,267)
(350)	Subsidies and Grants	(945)	(99)	846	858%	(350)
(823)	Other Revenue	(636)	(651)	(15)	-2%	(823)
(31)	Finance Revenue	0	(26)	(26)	-100%	(31)
0	Gains	(4)	0	4	100%	0
0	Rates	0	0	(0)	-100%	0
(6,062)	Rate Apportionment	(6,062)	(6,062)	(0)	0%	(6,062)
8,971	Total Expense	6,605	7,281	676	9%	8,708
3,395	Other Expenses	2,276	2,876	600	21%	3,405
115	Personnel Costs	95	95	0	0%	115
815	Finance Costs	636	679	42	6%	815
2,671	Depreciation	2,017	1,994	(23)	-1%	2,398
1,976	Overhead Allocation	1,581	1,637	56	3%	1,976
0	Losses	0	0	0	0%	0
1,704	Grand Total	(1,042)	443	1,485	335%	1,441

Variances > \$100k: Comment

Subsidies and Grants/Other Expenses

- Largely driven by receipt of Better off Funding subsidies not factored into the Budget. This to be realigned next review, along with Mayoral Taskforce for Jobs subsidy received (offset by costs in Other Expenses).

Community Leadership

LTP Full Year 1	Activity Report For Period Ending 30 April 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(2,428)	Total Revenue	(2,426)	(2,428)	(1)	-0%	(2,428)
(0)	Other Revenue	1	(0)	(1)	-940%	(0)
(104)	Rates	(104)	(104)	(0)	-0%	(104)
(2,323)	Rate Apportionment	(2,323)	(2,323)	0	0%	(2,323)
2,445	Total Expense	1,999	1,868	(131)	-7%	2,445
1,090	Other Expenses	774	777	3	0%	1,090
0	Depreciation	0	0	0	0%	0
1,355	Overhead Allocation	1,225	1,091	(134)	-12%	1,355
18	Grand Total	(428)	(560)	(132)	-24%	18

Variances > \$100k: Comment

Overhead Allocation

- Variance is driven by the overhead recovery budget being set too low relative to the total planned costs. This has no impact at a Whole of Council level.

ITEM 9.1 ATTACHMENT 1

Regulatory Services

LTP Full Year 1	Activity Report For Period Ending 30 April 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(3,331)	Total Revenue	(2,538)	(3,135)	(597)	-19%	(3,331)
(2,254)	Other Revenue	(1,461)	(2,058)	(597)	-29%	(2,254)
(1,077)	Rate Apportionment	(1,077)	(1,077)	0	0%	(1,077)
3,396	Total Expense	2,429	2,754	325	12%	3,328
770	Other Expenses	268	574	306	53%	702
1,303	Personnel Costs	1,020	1,102	82	7%	1,303
1,324	Overhead Allocation	1,140	1,078	(62)	-6%	1,324
65	Grand Total	(110)	(381)	(272)	-71%	(2)

Variances > \$100k: Comment

Other Revenue/Other Expenses

- All regulatory activity continues as below expected levels. Accordingly, associated revenue and expenditure accounts are below budget.

Roading and Footpaths

LTP Full Year 1	Activity Report For Period Ending 30 April 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(25,924)	Total Revenue	(18,764)	(22,447)	(3,683)	-16%	(25,924)
(15,929)	Subsidies and Grants	(8,783)	(12,476)	(3,693)	-30%	(15,929)
(174)	Other Revenue	(119)	(151)	(32)	-21%	(174)
(9,820)	Rates	(9,862)	(9,820)	42	0%	(9,820)
23,842	Total Expense	20,907	20,347	(559)	-3%	24,299
8,517	Other Expenses	7,643	7,264	(380)	-5%	8,504
0	Personnel Costs	(0)	0	0	100%	0
487	Finance Costs	570	406	(165)	-41%	487
10,722	Depreciation	9,427	9,307	(120)	-1%	11,193
4,116	Overhead Allocation	3,267	3,371	104	3%	4,116
(2,082)	Grand Total	2,143	(2,099)	(4,242)	-202%	(1,625)

Variances > \$100k: Comment

Subsidies and Grants

- Variance is due to timing difference of the capex programme and receipt of NZTA subsidy claim payments.

Other Expenses

- Variance is due to timing differences due to using the 2023/24 programme profile when making 2024/25 budgeting assumptions.

Depreciation

- Variation attributed to system generated charging of Depreciation (previously manual) and timing as overall is in line with year-end Budget totals.

Overhead Allocation

- Variance is driven by the overhead recovery budget being set high relative to the total planned costs. This has no impact at a Whole of Council level.

ITEM 9.1 ATTACHMENT 1

Rubbish and Recycling

LTP Full Year 1	Activity Report For Period Ending 30 April 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(3,030)	Total Revenue	(2,708)	(2,694)	14	1%	(3,030)
(1,635)	Other Revenue	(1,295)	(1,388)	(93)	-7%	(1,635)
(1,243)	Rates	(1,261)	(1,154)	107	9%	(1,243)
(152)	Rate Apportionment	(152)	(152)	0	0%	(152)
3,067	Total Expense	2,468	2,567	98	4%	3,079
2,490	Other Expenses	1,996	2,085	89	4%	2,490
11	Finance Costs	2	9	7	76%	11
65	Depreciation	65	64	(1)	-1%	77
501	Overhead Allocation	405	408	3	1%	501
37	Grand Total	(240)	(127)	113	89%	49

Variances > \$100k: Comment

Total Revenue

- Officers have signalled that revenue will need to be revised down at the end of the year to reflect probable impairment of outstanding debt.

Rates

- Actuals are in line with full year amount and budget profile will match by financial year end.

Parks and Reserves

LTP Full Year 1	Activity Report For Period Ending 30 April 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(692)	Total Revenue	(659)	(676)	(18)	-3%	(692)
(2)	Subsidies and Grants	0	(2)	(2)	-100%	(2)
(93)	Other Revenue	(62)	(77)	(15)	-20%	(93)
(597)	Rate Apportionment	(597)	(597)	(0)	-0%	(597)
586	Total Expense	451	483	32	7%	596
359	Other Expenses	258	289	30	11%	359
0	Finance Costs	5	0	(5)	-100%	0
0	Depreciation	6	8	2	29%	10
227	Overhead Allocation	181	186	5	3%	227
(106)	Grand Total	(208)	(193)	15	8%	(96)

Variances > \$100k: Comment

Nil

ITEM 9.1 ATTACHMENT 1

Water, Sewerage & Stormwater

LTP Full Year 1	Activity Report For Period Ending 30 April 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(11,522)	Total Revenue	(11,193)	(10,762)	430	4%	(11,522)
0	Subsidies and Grants	57	0	(57)	-100%	0
(56)	Other Revenue	(541)	(51)	489	953%	(56)
(4)	Finance Revenue	0	(3)	(3)	-100%	(4)
(11,462)	Rates	(10,709)	(10,708)	1	0%	(11,462)
13,127	Total Expense	11,456	10,806	(650)	-6%	13,423
4,539	Other Expenses	3,208	2,804	(405)	-14%	3,659
0	Personnel Costs	332	245	(87)	-35%	442
1,587	Finance Costs	1,522	1,321	(201)	-15%	1,587
4,613	Depreciation	3,453	3,409	(44)	-1%	4,100
2,389	Overhead Allocation	2,939	3,026	86	3%	3,636
1,605	Grand Total	263	43	(219)	-504%	1,901

Variances > \$100k: Comment

Other Revenue

- Variance is mainly due to unplanned funding received from the Ministry of Environment for the Lake Waipu Freshwater Improvement Programme.

Other Expenses

- Variance reflects increased operational costs across the business unit including - additional reticulation staff and consultants, electricity and chemicals. Also unbudgeted expenses relating to Ngā Marae o Rangitikei, to be offset against Better off Funding.

Finance Costs

- This reflects higher costs for internal debt servicing.

Rangitikei District Council
Capital Activity
For Period ending 30 April 2025

LTP 2024/25 Year 1 Total Budget	Account	2024/25 YTD Actuals April	2024/25 YTD Budgets April	2024/25 YTD Percentage Variance April	2024/25 Full Year Budget	2024/25 Full Year Forecast
1,980,465	Corporate Services and Support	566,140	1,115,958	49.27%	2,121,465	905,912
500,000	Fleet Management	80,184	17,391	-361.07%	500,000	396,951
500,000	95500701. Motor Vehicle Purchases (dr)	217,381	17,391	-1149.96%	500,000	396,951
1,480,465	Information Services	483,101	1,098,567	56.02%	1,621,465	506,106
10,334,669	Community	1,303,319	13,157,778	90.09%	7,804,322	1,569,077
800,000	Domains	331,464	1,087,329	69.52%	1,497,172	334,070
650,000	4410170630. Taihape Grandstand	58,393	638,949	90.86%	747,001	58,393
9,127,000	Halls	593,286	11,489,400	94.84%	5,487,498	670,543
4,000,000	4090174504. Taihape Town Hall and Library Redevelop	244,673	2,162,971	88.69%	2,234,999	284,673
5,000,000	4090174505. Marton Building Design & Construction	241,774	9,124,129	97.35%	2,999,999	279,030
15,139,083	Roading and Footpaths	6,396,337	13,513,049	52.67%	16,141,080	9,270,265
730,000	Non-Subsidised Roading	274,192	1,176,236	76.69%	1,532,000	274,192
14,409,083	Subsidised Roading	6,122,145	12,336,813	50.37%	14,609,080	8,996,073
2,848,000	70100745. Marton Rail Hub	5,138	2,640,019	99.81%	3,047,999	5,138
1,637,283	70100781. Sealed Road Pavement Rehabilitation (214)	1,854,318	966,907	-91.78%	1,637,283	1,637,283
985,000	70100782. Drainage Renewals (213)	832,874	894,980	6.94%	985,000	985,000
842,000	70100783. Structures Components Replacements (215)	97,861	588,976	83.38%	842,001	842,001
534,000	7010078417. Renewal Footpath (225)	81,961	490,022	93.27%	534,001	534,001
615,000	7010078419. Walking Facilities Renewals (415)	0	564,350	100.00%	615,000	615,000
2,405,009	70100787. Sealed Road Surfacing (212)	1,841,131	2,405,009	23.45%	2,405,009	2,405,009
3,471,746	70100795. Improvements- Low Cost Low Risk (341)	346,897	2,956,364	88.27%	3,471,746	374,468
9,048,427	Water, Sewerage & Stormwater	8,899,455	15,301,034	41.84%	26,416,117	9,282,467
820,799	Stormwater	399,887	1,561,850	74.40%	2,096,598	435,317
500,000	6050177203. Bredins Line New Outfall	5,922	565,400	98.95%	609,000	5,922
0	6050177204. Bulls Stormwater Upgrades	238,517	403,800	40.83%	673,000	240,844
2,530,000	Waste Water - Sewerage	6,344,869	8,701,903	27.09%	12,355,886	6,496,056
750,000	6070176204. Wastewater Reticulation	232,206	367,192	36.76%	950,001	239,426
1,250,000	6070176206. Marton to Bulls Centralisation Project	940,703	1,314,016	28.41%	2,250,000	1,064,510
0	6070176207. Land Purchase - Marton to Bulls Centralis	4,220,794	4,000,000	-5.52%	4,220,794	4,220,794
0	6070177108. Taihape Wastewater Treatment Plant Con	88,704	600,000	85.22%	1,000,000	98,949
0	6070177109. Taihape / Papakai Wastewater Pump Stati	425,372	420,000	-1.28%	700,000	4,252,372
0	6070177111. Ratana Complete Upgrade	53,789	1,299,375	95.86%	2,165,625	53,789
5,236,000	Water - District	2,112,386	4,649,409	54.57%	11,502,004	2,303,412
2,450,000	6060174503. Marton Water Strategy	827,740	2,327,617	64.44%	7,450,003	857,188
391,845	6060176316. Bulls Water Pump Station / Rising Main	435,219	263,294	-65.30%	505,845	435,219
2,144,155	6060176401. Water Supply Renewals	697,823	1,255,298	44.41%	2,374,156	793,775
36,664,644	Total	17,578,075	43,524,818	59.61%	52,919,982	21,494,362

less	Annual Plan	24,429,195
	Carry Forward	2,781,249
	Cancelled/Completed under Budget	4,215,177
Adjusted Total		21,494,361

The capex spend continues to run significantly lower than planned, particularly with Water Services, the Taihape Town Hall and the Marton Civic Centre. The associated year end positions on these projects along with others (including removal of the Marton Rail Hub expenditure) has been reflected in the adjusted full year forecast positions tabled above.

9.2 Fee Waiver

Author: Leanne Macdonald, Group Manager - Corporate Services

Authoriser: Carol Gordon, Chief Executive

1. Reason for Report

- 1.1 In accordance with Schedule 3 Section 15 of Council's Delegations to Positions Policy, to report to Finance/Performance Committee any fee waivers relating to building consents, liquor licensing fees, hire of Council facilities or similar fee waiver 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 and Options Considered

- 3.1 The CEO waived 12 sets of fees totalling \$4,982.25 for the period 01 July 2024 to 31 March 2025, as per the attachment.
- 3.2 The top three waivers consisted of -
- 3.2.1 Marton Contract Bridge Club (\$1,661.55) for building consent waiver associated with proactive remedial work;
 - 3.2.2 RDC/Sport Whanganui Memorial Hall (\$729) for a nine-week district wide school basketball mini league;
 - 3.2.3 Sport Whanganui Memorial Hall (\$648) nine-week district wide school basketball league.

4. Financial Implications

- 4.1 Total cost of the waivers equates to \$4,985.25. However, this does not account for any additional spend that may occur in the district due to the tournaments.

5. Conclusion

- 5.1 It is Council practice to permit the CEO to under their discretion to waiver fees when the situation is appropriate. For transparency these fees are subsequently reported to Council typically on a quarterly basis.

6. Decision Making Process

- 6.1 This is a report for information and no decision is required.

Attachments:

1. Fees Waiver 01 July 2024-31 March 2025 [↓](#)

Recommendation

That the Finance and Performance Committee receive the Fee Waiver Report

FACILITY WAIVERS SIGNED OFF BY CHIEF EXECUTIVE UNDER DELEGATED AUTHORITY (UP TO \$2000)

To advise GM Corporate services every 6 months for Finance/Performance Reporting

Date	Applicant	Venue	Purpose	Amount Waived \$
29.07.24	Jo Manuel – RDC/Sport Whanganui	Memorial Hall	9 week district wide school basketball miniball league	729.00
05.08.24	Arohanui Hospice	Kokako Hall	1.5hr community meeting	24.00
19.08.24	Marton Contract Bridge Club	Bridge Clubrooms 64 Pukepapa Road	BC fees associated with proactive remedial work to prevent flooding <i>BRANZ levy remains payable</i>	1661.55
30.08.24	Mokai Patea Services	Kokako Hall	Waitangi Day Big Day Out	456.00
27.09.24	Bulls District Community Trust	Te Matapihi Hall	2024 Pink Ribbon Fundraiser	97.00
07.10.24	Gaylene Prince	Kokaho Hall	Sheryl Srhoj family funeral	152.00
29.11.24	Manawatu Toy Dog Club	Memorial Hall	Dog Show 2025 (annual event)	202.00
03.12.24	Turakina Caledonian Society	Turakina Domain	Building Consents for 2 marquees for Highland Games 2025	351.00
04.12.24	NZ Police	Memorial Hall	End of year celebration for student road patrollers	101.00
12.12.24	Grassroots FAB Aotearoa	Mangaweka Hall	The Calling – Taihape 2025 Flesh & Blood Board Game (50% waiver)	216.50
19.03.25	Sport Whanganui	Memorial Hall	9 week district wide school basketball league – July to September 2025	648.00
19.03.25	Sport Whanganui	Wilson Park (field inside Velodrome)	4 day Ki o Rahi school tournament – November 2025	347.20

9.3 QV Report**Author:** Lorraine Bergen, Manager Financial Services**Authoriser:** Leanne Macdonald, Group Manager - Corporate Services**1. Reason for Report**


- 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 of 21 May 2025.
- 1.5 Since the last report - Total Capital Values increased by \$7m; Total Rating units increased by 3; 12 Building Consents and 4 Subdivisions were completed; and 25 Sales were processed.

Attachments:

1. QV Monthly Report - 21 May 2025 [↓](#)

Recommendation

That the Finance and Performance Committee receive the QV Monthly Report

**RANGITIKEI**
DISTRICT COUNCIL

TOTAL CAPITAL VALUE

\$8,072,707,710

SINCE 1 JULY 2024

+0.50%

TOTAL LAND VALUE

\$5,349,062,100

+0.19%

TOTAL RATING UNITS

8,884

+44

RATING VALUATION

01 August 2023

NEXT RATING VALUATION

01 August 2026

Report Centre

Building Consents Listing

Objections Listing

Outstanding Objections

Subdivisions Listing

Sales Listing

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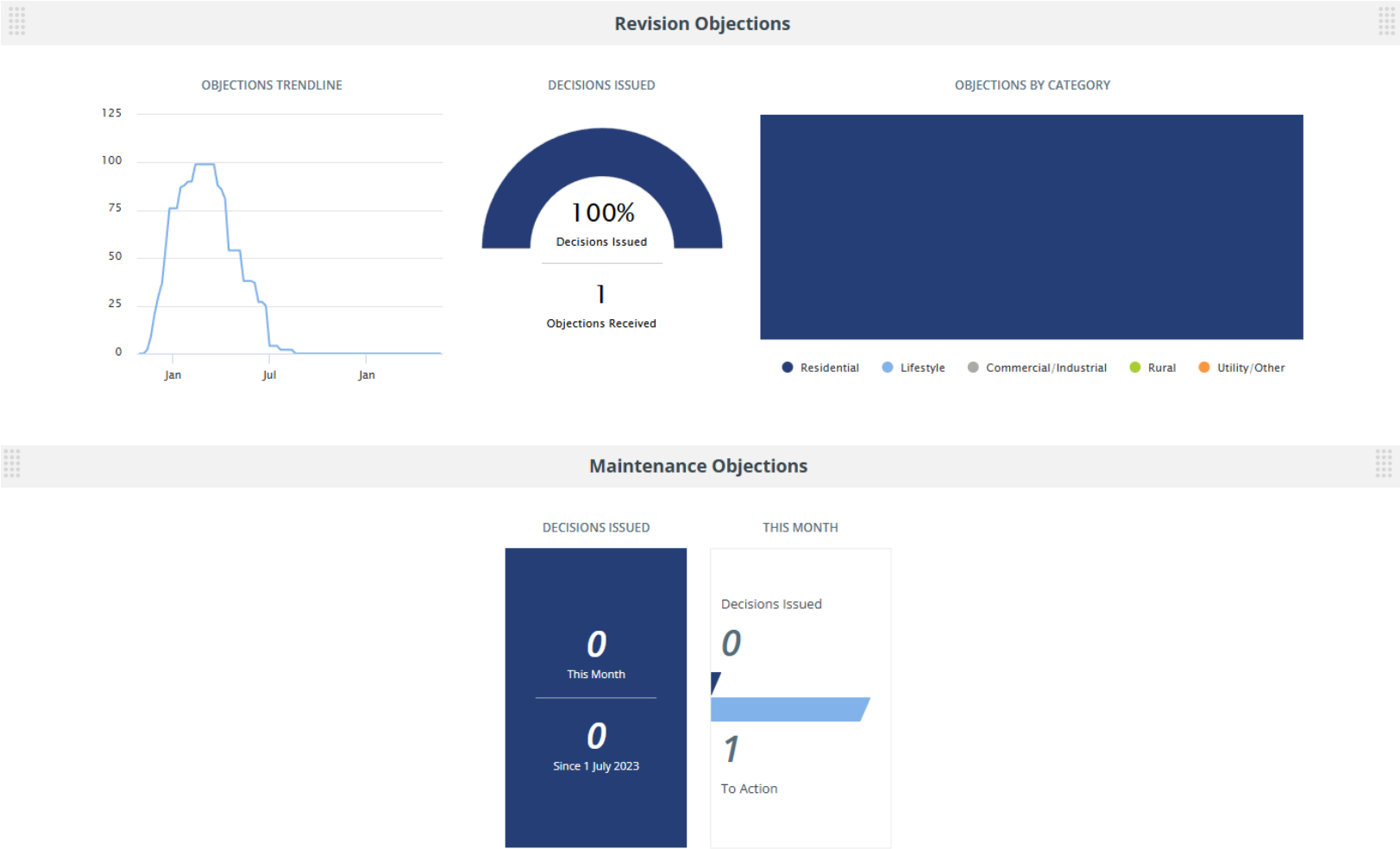
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9.4 Statement of Service Provision 9 Month Report: July 2024 - March 2025**Author:** Janna Harris, Corporate Planner**Authoriser:** Tiffany Gower, Strategy Manager**1. Reason for Report**

- 1.1 The purpose of this report is to present the 9 month Statement of Service Provision report. This reporting period is from 1 July 2024 to 31 May 2025.

2. Discussion and Options Considered

- 2.1 The Statement of Service Provision (SSP) measures the level of service achieved against the agreed performance targets for each activity grouping as set in the Long Term Plan 2024-34.
- 2.2 The performance targets are assessed using the following categories; achieved, on track to achieve, not on track to achieve, not achieved, and not measured.
- 2.3 A summary of the 9 month results are as follows:
- 22 of the performance targets were achieved
 - 7 of the performance targets are on track to be achieved
 - 4 of the performance targets are not on track to be achieved
 - 22 of the performance targets were not achieved
 - 13 of the performance targets were not measured

3. Highlights

- 3.1 All playgrounds within the district are now 100% comply with New Zealand standards after maintenance was completed to bring all playgrounds up to standard.
- 3.2 All community hubs within the district continue to hold a significant number of diverse programmes each month.
- 3.3 All building consents and resource consents have been processed within statutory timeframes.

4. Areas for improvement

- 4.1 The road maintenance performance measure will not be able to be met this year as New Zealand Transport Agency Waka Kotahi reduced their funding for this activity.
- 4.2 One community housing flat failed the rental warrant of fitness programme for community housing. A full renovation of this flat is scheduled.
- 4.3 The completion of Annual Plan projects is not on track to be achieved. This result is significantly impacted by a number of roading projects pending reprioritisation due to New Zealand Transport Agency Waka Kotahi declining funding.

ITEM 9.4**5. Financial Implications**

- 5.1 There are no financial implications associated with this report. This report only captures Council's progress towards meeting the performance targets for the current financial year.

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 in the Long Term Plan. Ways this risk can be mitigated is by being transparent where a target is not being met and providing explanations.

7. Strategic Alignment

- 7.1 Council's performance measure targets directly support Council's strategic framework.

8. Mana Whenua Implications

- 8.1 Satisfaction with the Māori responsiveness framework is a performance measure which is assessed through a yearly survey that is distributed to each member of Te Rōpū Ahi Kā towards the end of the financial year.

9. Climate Change Impacts and Consideration

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

10. Statutory Implications

- 10.1 The end of year results will be reported in the Annual Report 2024/25 as required by the Local Government Act 2002.

11. Decision Making Process

- 11.1 This report is for information purposes only, no decisions are required as part of this report.

Attachments:

1. **Statement of Service Provision 9 Month Report** [↓](#)

Recommendation

That the report 'Statement of Service Provision 9 Month Report: July 2024 – March 2025' be received.

Statement of Service Report 9 Month (July – March 2024/25)

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div>Achieved</div><div>On track to achieve</div><div>Not on track to achieve</div><div>Not achieved</div><div>Not measured</div></div>						
Performance Measure		Outcome	2024/2025 Target	March 2024/25 Result	2023/24 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			90% or more Annual Plan Actions completed	47%	66.68%	This result has been impacted by the number of roading projects pending reprioritisation due to NZTA declining funding.
Completion of capital programme			85% or more of the planned capital programme	31.5%	59.5%	
Māori responsiveness framework:	Governance and relationships		80% or more overall satisfaction	Not Measured	50%	This performance measure will be reported on at the end of the year.
	Culture and identity			Not Measured	75%	
	Prosperity and well-being			Not Measured	50%	
	Resources and infrastructure			Not Measured	50%	
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			Number of Responses: 4,000 or above	2,620 responses	4,905 responses	Due to the recall of the Happy or Not Tablets data is not available for December and January. These months are normally the highest data collection months due to the holiday season and travelers through the district.
			Customer Satisfaction Index: Improvement on previous year	89% -1% percentage point change in happy index	0% percentage point change in happy index	The feedback from the responses is mostly positive, with many praising staff, and the enjoyable environment. A few areas of concern include issues such as colour printing fees and dissatisfaction with the availability of certain books and resources. Overall, visitors express gratitude and appreciation.

*Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	MARCH 2024 RESULT	2023/24 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%	94%	Measured annually in July.
*Road maintenance The percentage of the sealed road network that is resurfaced	●	6% or more	3.8%	3.4%	0.85% was deferred due to delays during the maintenance season.
The volume of metal placed on the unsealed road network during the year	●	12,000m ³ or more	Not yet measured	11,463m ³	Measured annually
*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	Condition rating last occurred in March 2023 and is not scheduled until 2025/26.

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

*Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div>Achieved</div><div>On track to achieve</div><div>Not on track to achieve</div><div>Not achieved</div><div>Not measured</div></div>						
PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	MARCH 2024 RESULT	2023/24 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		A reduction of 1 fatal crash per year until zero	0	0	Zero fatalities to date this year.	
		One less serious injury crash than the previous year until there is 10 or less serious injury crashed on the Council roading network	7	13	We have had 7 crashes this year where people have been seriously injured, mostly caused by speed and loss of control of their vehicles	
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	71%	84%	Staffing levels in the roading team are low, the next roading contract will bring more staff.
	Working hours callouts		95% responded to in 6 hours	62%	68%	Staffing levels in the roading team are low, the next roading contract will bring more staff.
	Resolution		85% of callouts resolved within one month	58%	69%	Staffing levels in the roading team are low, the next roading contract will bring more staff.
	Resolution Potholes		Potholes 85% of all callouts resolved within one month of the request	76%	79%	Staffing levels in the roading team are low, the next roading contract will bring more staff.

*Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div> ● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured </div>					
PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a safe and compliant supply of drinking water</i>					
*Safety of drinking water The extent to which the Council's drinking water supply complies with:	Water supplied is compliant with the DWQA Rules in the Distribution System (Bacteria compliance)	No Incidents of non-compliance with bacteria compliance criteria for each water supply	Compliant (4/6)	Compliant (5/6)	Rātana non-compliant 1 day in July, 4 days in September, 3 days in October, 2 days in December. Mangaweka non-compliant 1 day in September. Hunterville non-compliant 2 days in October, 1 day in December. Taihape non-compliant 1 day in October, 1 day in November, 1 day in February. Marton non-compliant 1 day in December. Bulls non-compliant 1 day in December, 1 day in February.
	Water supplied is compliant with the DWQA Rules in the Treatment System (Protozoal compliance)	No Incidents of non-compliance with protozoa compliance criteria for each water supply	Compliant (2/6)	Compliant (2/6)	Bulls not-compliant for 6 days in January, 22 days in February and 15 days in March due to turbidity issues. Hunterville non-compliant 1 day in July, 1 day in February, 1 day in March. Marton non-compliant 1 day in July, 1 day in August, 1 day in September, 6 days in February due to turbidity issues. Taihape non-compliance for 2 days in March due to connectivity issues. Mangaweka non-compliant 1 day in August.
<i>Councils intended level of service is to: Provide reliable and efficient urban water supplies</i>					
*Maintenance of the reticulation network The percentage of real water loss from Council's networked urban reticulation system		Less than 40%	81%	56%	Work has been completed on the Bulls WTP which has likely impacted these results.
*Demand Management The average consumption of drinking water per day per resident within the District		600 litres per resident per day	263	543	

*Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div> ● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured </div>					
PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Be responsive to reported faults and complaints*</i>					
*Fault response time 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 from the time that the Council receives notification to the time that service personnel reach the site	0.5 hours	0.15 hours	0.15 hours	
	Resolution of urgent call outs from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	24 hours	1.3 hours	0.7 hours	
	Attendance for non-urgent call outs from the time that the Council receives notification to the time that service personnel reach the site	24 hours	0.63 hours	0.98 hours	
	Resolution of non-urgent call outs from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	96 hours	2.5 hours	4.41 hours	

*Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
*Customer satisfaction The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council ¹	● Not achieved	No more than 20 complaints per 1000 connections	57.94	58.48	The occurrence of geosmin over the summer months in the Marton water supply has meant that complaints increased, albeit earlier than expected. A treatment plan was put into action which has improved taste and odor, and this has reduced the number of complaints for this quarter.
Councils intended level of service is to: Maintain compliant, reliable and efficient rural water supplies					
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	0.38 hours	1.25 hours	
	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	1.8 hours	3.07 hours	

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 9 Month (July – March 2024/25)

Wastewater and Sewage Disposal

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 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	● Not achieved	No abatement notices	3	3	Formal Warning 641 for Ratana WWTP issued August 2024. Abatement Notice 1480 and 1481 issued for Hunterville and Mangaweka March 2025.
	● Not achieved	No infringement notices	9	10	5 Infringement Notices (1163, 1188, 1215, 1216, 1217) for Hunterville WWTP issued June, August and December 2024, and January 2025. 3 Infringement Notices (1185, 1186, 1189) for Marton issued June and July 2024. 1 Infringement Notice (1207) for Mangaweka issued December 2024.
	● On track to achieve	No enforcement orders	0	0	
	● On track to achieve	No convictions	0	0	

*Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Wastewater and Sewage Disposal

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024 /25 RESULT	2023/24 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	0.46/1000	1.92/1000	
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
* Fault response time 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: a. attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and b. resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault or interruption	●	Attendance urgent 0.5 hours	0.63 hours	0.35 hours	
	●	Attendance non-urgent 24 hours	0.73 hours	0.83 hours	
	●	Resolution urgent 24 hours	1.66 hours	2.02 hours	
	●	Resolution non-urgent 96 hours	2.3 hours	1.76 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	6.39/1000	18.22/1000	Recent seasonal wet weather has likely caused a marginal increase in inflow and infiltration, contributing to a rise in sewer system callouts. Proactive work is ongoing in identified areas to address this and support a return to target performance levels.

*Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Stormwater Drainage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div> ● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured </div>					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 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	
	●	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	No flooding events during this 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	5.37/1000	4.9/1000	Following a dry summer, recent light rainfall has led to an increased likelihood of surface water accumulation on properties, which has contributed to a rise in related inquiries.
*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 during this 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 9 Month (July – March 2024/25)

Parks and Reserves

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Compliance with relevant standards</i>					
Playground compliance with NZ Standards	●	Maintain accreditation	100% compliance	95% compliance	
Customer ratings of parks and sports fields	●	90% Happy or Somewhat Happy	100%	Not measured	

**Mandatory*

Statement of Service Report 9 Month (July – March 2024/25)

Community

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div></div></div> Achieved	<div><div></div></div> On track to achieve	<div><div></div></div> Not on track to achieve	<div><div></div></div> Not achieved	<div><div></div></div> Not measured	
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
Councils intended level of service is to: Compliance with relevant standards					
All swimming pools have poolsafe accreditation	<div><div></div></div>	Maintain accreditation	100%	100%	Marton Swim Centre on hold due to the building being closed.
Council complies with criteria in rental warrant of fitness programme for community housing	<div><div></div></div>	All units (100%) achieve at least 95% compliance	97.7%	98.6%	Only one of the Community Housing Flats has failed. Full renovation of this flat will commence in May.
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	<div><div></div></div>	100% compliance	Not measured	100% compliance	No new or refurbished toilet buildings
Councils intended level of service is to: Library services are welcoming and provide a space for social interaction and learning					
Customer rating of library facilities	<div><div></div></div>	Customer Satisfaction Index (provided via the HappyOrNot system): 90%	88% overall. This consists of: 87% with 249 responses at Te Matapihi - Bulls Community Hub 92% with 608 responses at Taihape Community Hub 86% with 1348 responses at Marton Community Hub	91% 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	The feedback from the responses is mostly positive, with many praising staff, and the fun and enjoyable environment. An area of improvement is dissatisfaction with the availability of certain books and resources. These are being investigated further based on purchases and appropriateness of requested books. Overall, visitors express gratitude and appreciation for the library.

*Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Community

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div> ● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured </div>					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
The number of library outreach activities and events delivered		5 programs per month per Community Hub site	Marton Community Hub: 20 per month Te Matapihi - Bulls Community Hub: 16 per month Taihape Community Hub: 8 per month	Marton Community Hub: 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	
Councils intended level of service is to: Ensure competency in discharging Civil Defence responsibilities					
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	Not measured	No activation of EOC during this period.
a) Self-assessment of responsiveness and recovery following activation of the Emergency Operations Centre					
b) Number of civil defence exercises undertaken		At least one exercise undertaken each year	Achieved	Achieved	One tabletop exercise held 10 March.

*Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Rubbish and Recycling

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 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	4,028 tonnes	5,862 tonnes	Waste volumes at the Bulls Waste Transfer Station have increased.
Recycling available at Waste Transfer Stations throughout the District.	●	Bulls, Marton, Taihape, Hunterville, Rātana, Mangaweka all provide facilities for recycling of: <ul style="list-style-type: none"> • Glass • Metal • Paper • Plastics (1-5) • cans/tins 	Outcome met	Outcome met	All six waste transfer stations offer a free drop-off service.
Percent of waste diverted from the landfill (includes paper, plastics, metals, glass, tyres, e-waste, Greenwaste)	●	Increased percent diverted from the previous year	20.61%	Not measured (20.1%)	Tyres, green waste, metal, E- waste and Paper and cardboard recycling at all transfer stations has been growing.

* Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Regulatory Services

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div> ● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured </div>					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a legally compliant service</i>					
Timeliness of processing building consents and resource consents	Building consents	100% processed within statutory timeframes	100%	99.15%	
	Resource consents	100% processed within statutory timeframes	100%	Land use consents: 100% Subdivision consents: 98%	
<i>Council's intended level of service is to: Provide regulatory compliance officers to address enforcement call outs</i>					
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 = Any dog attack, found dog, rushing dog, wandering stock. Priority 2 = 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	90% responded within 0.5 hours	67%	99%	
	Completion of Priority 1 call outs	90% completed within 20 working days	95%	97%	
	Response to Priority 2 call outs	90% responded within 24 hours	73%	88%	
	Completion of Priority 2 call outs	90% completed within 20 working days	95%	93%	

* Mandatory

Statement of Service Report 9 Month (July – March 2024/25)

Regulatory Services

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 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	● Not achieved	90% responded to in 1.5 hours	54%	97.47%
	Completion of Noise Control call outs	● Not achieved	90% completed in 2 hours	71%	97.47%
	Response to Food Premises call outs	● Not achieved	Food premises – 90% responded to in 24 hours	25%	89%
	Completion of Food Premises call outs	● Not achieved	90% completed in 72 hours	50%	78%
Contractor only works one day a week for RDC so timeframes were exceeded.					
Contractor only works one day a week for RDC so timeframes were exceeded.					

*Mandatory

9.5 Public Feedback / Performance Report - April 2025

Author: Jo Manuel, Manager Mana Whenua and Community Hubs

Authoriser: Sophia Sykes, Communications Manager

1. Reason for Report

- 1.1 This report provides the Finance/Performance Committee with a regular monthly Community Hubs, Customer Service, and Communications update.

2. Context

- 2.1 This report covers the April 2025 period and includes feedback received through Council's Happy Or Not system, and Korero Mai – Have Your Say initiative. It also includes an overview of the complaints dashboard, and a monthly communications update.
- 2.2 The Committee are asked to provide any feedback on any other things they would like to see included in this report.

3. Discussion and Options Considered

- 3.1 As this report is for information only, this item is not considered to be significant according to the Council's Policy on Significance and Engagement.

4. Financial Implications

- 4.1 There are no financial implications from this report.

5. Impact on Strategic Risks

- 5.1 There is no direct impact on Council's Strategic Risks associated with this report.

6. Strategic Alignment

- 6.1 Regular and consistent communications and engagement with the Rangitikei community is a foundational component of Council's strategic framework.

7. Mana Whenua Implications

- 7.1 There are no direct mana whenua implications associated with this report. Engagement with Mana Whenua is an ongoing priority for the Community Hubs and Communications teams.

8. Climate Change Impacts and Consideration

- 8.1 There are no notable climate change impacts or considerations.

9. Statutory Implications

- 9.1 There are no statutory implications associated with this report.

10. Conclusion

10.1 This is a regular monthly report for the Finance/Performance Committee about the performance of Community Hubs and Communications activity.

11. Decision Making Process

11.1 This report is for information only, there are no decisions required.

Attachments:

1. **Public Feedback/Performance Report - April 2025** [↓](#)

Recommendation

That the Public Feedback / Performance Report – April 2025 be received.

Te Whakawhitiwhiti - Communications Report (April 2025)

Commentary from the Comms Corner

Council made some major decisions in April: The future of the Taihape Town Hall and Library design, awarding the Rangitikei roading contract to Downer, and the path to reopening the Marton Swim Centre - to name those that generated the most attention.

April also saw us launch our 'Where's Annual Plan & Co @ Rangitikei?' consultation. While the number of submissions has been notably lower vs previous years, this isn't unexpected. Managing consultation fatigue is an ongoing challenge, and this has been particularly pertinent this year with three consultations effectively back-to-back since January (Gambling policies-LWDW- AP&Co).

Despite less formal submissions, we were pleased with the level of general engagement from the community surrounding the Annual Plan, with robust discussion across our communications channels. Understandably, rates affordability is an ongoing concern for ratepayers. Our conversations with residents revealed cost-of living pressures, and a desire for Council to not contribute to this. Ratepayers were however pleased to hear Council had found efficiencies that reduced the average rates increase from 9.9% (as indicated in the LTP 2024-34) to 9.1%. We also received encouraging feedback from the community on our digestible, easy to follow graphs and messaging that attempted to educate the community on the reasons why rates are increasing across the country.

The Marton rail Hub and Marton Swim Centre were picked up by local media in April. This generated some interest in the community, with the swim centre pieces especially drawing attention ahead of the April 30 Council Meeting.

Council's decision on the path forward for Marton Swim Centre hit the news early May. While there are those who don't agree with Council's proposed path forward (broadly supportive of a more comprehensive redevelopment option), the majority were relieved that a decision has been made and were appreciative of proactive communications about the closure of the swim centre over this coming summer. Comms will continue working with internal staff to communicate alternative swimming options in Rangitikei for the 2025/26 season early.

In regional news, Rangitikei District Council featured in stories about the discovery of a large population of native bats at the Tutaenui Reservoir, a community success story on Marton Harvest Festival, and a Bikes in Schools programme.

Media Releases

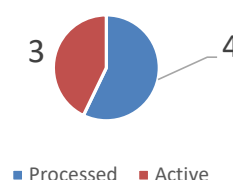
April	Public Interest
Decision made on concept design for the Taihape Town Hall and Library redevelopment	Medium
Downer New Zealand awarded Rangitikei District roading contract	High
Rangitikei District Council's Annual Plan 2025/26 out for consultation	Medium
Anzac Day 2025 Official Messages	Low
Rangitikei District Council adopts new gambling policies	Low

Looking Ahead

From May onward, Local Elections will become our main focus with a strong emphasis on stand messaging and encouraging more people to put themselves forward as candidates.

Local Water Done Well will also come back into focus following decisions by partner councils on the future of their water services delivery towards the end of June and July.

LGOIMAs



Te Whakawhitiwhiti - Communications Report (April 2025)

Comms Channels

Social Media Posts

Facebook	Instagram	Linkedin	Tik Tok
 facebook	 Instagram	 LinkedIn	 TikTok
97	141	6	5

Facebook

Total page
Impressions



486,885

New
Followers



238

Total
Comments
and replies



819

POST WITH MOST ENGAGEMENT:

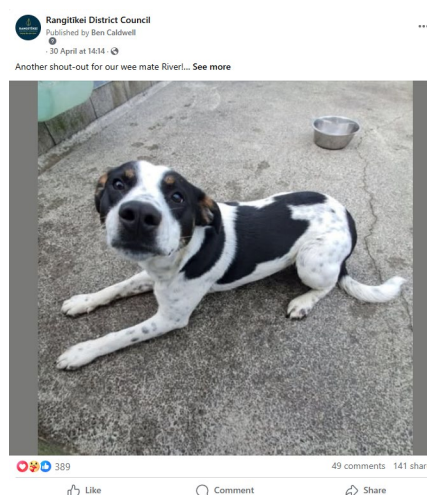
1. River for adoption

Reach = 47,852 Reactions = 389 Comments = 49
Impressions = 64,557

Followed by:

2. 4x4 competition prize

3. Marton Harvest Festival wrap-up



Instagram

Total Page
Impressions



8,987

New
Followers



9

Total
Comments
and Replies



6

POST WITH MOST ENGAGEMENT:

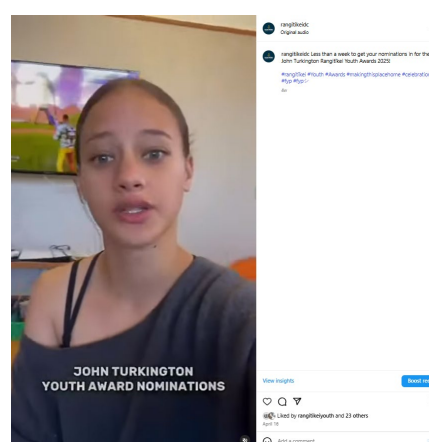
1. Youth Council nomination Reel

View = 1,219 Reach = 556 Interactions = 40

Followed by:

2. Annual Plan & Co reminder

3. Rātana vs Hunterville Reel



Te Whakawhitiwhiti - Communications Report (April 2025)

LinkedIn

Total Page Impressions



7,163

New Followers



121

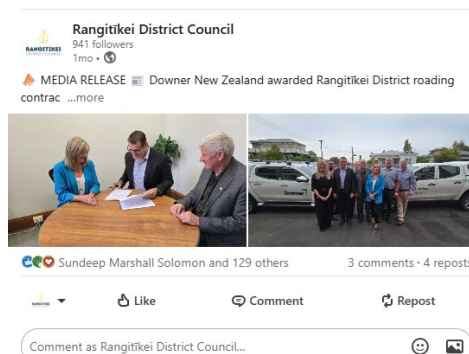
Total Reactions



170

POST WITH MOST ENGAGEMENT:

1. **Downer announcement**
Impressions = 4,492 Engagements = 836 Reactions = 25 Clicks = 699
2. Bats at Tutaenui Reservoir
3. Annual Plan & Co reminder



Tik Tok

Video views



6,581

New Followers



26

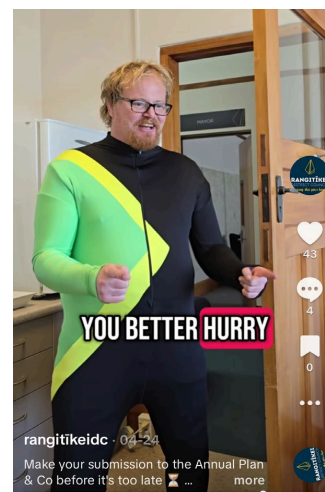
Total Comments and Replies



23

POST WITH MOST ENGAGEMENT:

1. **Annual Plan & Co reminder**
Plays = 1,168 Reactions = 43 Comments = 4 Total play time = 2h:37m:36s
- Followed by:
2. Youth Awards nominations
 3. Rātana vs Hunterville rugby



News and Website Statistics

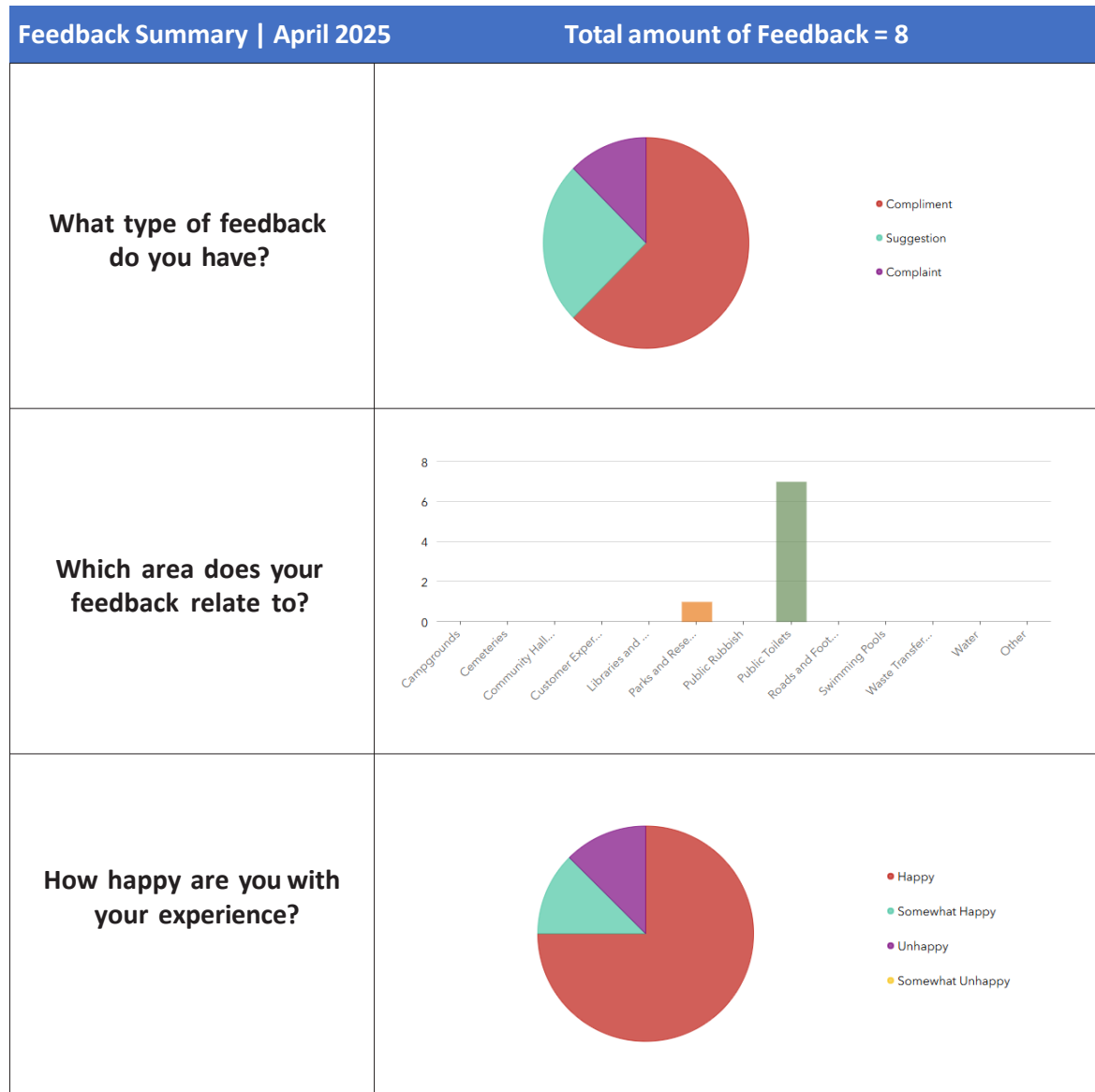
Newspaper Articles	Public Notices	Website Stories	Website Users
13	3	7	8.4K

Top Five Web Pages

1. Library
2. News: Mar 2016 Restrictions on the sale of Alcohol over Easter
3. Rating Information Search
4. Marton Transfer Station
5. News: April 2025 – ANZAC Day Services 2025

Kōrero Mai - Feedback Report (April 2025)

Kōrero Mai feedback is captured from QR codes displayed throughout our community parks and facilities. All submissions are acknowledged (if contact details are supplied) and if required a Request for Service is lodged. This feedback form is not intended for urgent or emergency requests.



Kōrero Mai - Feedback Report (April 2025)

Feedback Received

DATE: Tue 1/04/2025 12:43 pm

Type of feedback received:

Suggestion

Feedback relates to this area:

Public Toilets - other

Other Specified:

Hunterville Queenpark

When did you visit the area or use the facility?

01/04/2025 12:39

Comment/ More information:

The vent needs cleaning ,it does not spin at all . The vent is there to help with internal smell.

How happy are you with your experience?

Quite Happy

Anything else?

Suggested this week's ago.

ACTION TAKEN: Feedback has been lodged as a RFS.



DATE: Sat 5/04/2025 9:41 pm

Type of feedback received:

Compliment

Feedback relates to this area:

Public Toilets - Bulls_Te_Matapihi_|_Bulls_Com

Other Specified:

When did you visit the area or use the facility?

05/04/2025 15:00

Comment/ More information:

I just wanted to say thank you for providing such a clean and well appointed public toilet area in Bulls, that is easy to get to and park in. The cleaner there today had done an excellent job and was very friendly. As I said to her, I think these are the best toilets in New Zealand!

How happy are you with your experience?

Happy

ACTION TAKEN: Feedback passed onto Cleaning team.

DATE: Sun 13/04/2025 5:03 pm

Type of feedback received:

Compliment

Feedback relates to this area:

Public Toilets - other

Other Specified:

Mangaweka

When did you visit the area or use the facility?

13/04/2025 16:59

Comment/ More information:

pleasantly surprised by how clean the public toilets were today. Awesome 🍷

How happy are you with your experience?

Happy

ACTION TAKEN: Feedback passed onto Cleaning team.

Kōrero Mai - Feedback Report (April 2025)

Feedback Received

DATE: Wed 16/04/2025 4:11 pm

Type of feedback received:

Compliment

Feedback relates to this area:

Public Toilets - other

Other Specified:

Mangaweka toilet

When did you visit the area or use the facility?

16/04/2025 16:08

Comment/ More information:

Not even a pee drop on the floor

How happy are you with your experience?

Happy

ACTION TAKEN: Feedback passed onto Cleaning team.

DATE: Sun 20/04/2025 12:58 pm

Type of feedback received:

Suggestion

Feedback relates to this area:

Public Toilets - other

Other Specified:

The Dukes Roadhouse

When did you visit the area or use the facility?

20/04/2025 12:55

Comment/ More information:

Nice and clean, very room, liked the hand soap. Feedback is there was nowhere to hang my bag. Maybe a hook on the back of the door?

How happy are you with your experience?

Happy

ACTION TAKEN: Feedback passed onto Cleaning team.

DATE: Mon 21/04/2025 4:16 pm

Type of feedback received:

Complaint

Feedback relates to this area:

Public Toilets - Taihape_Tui_Street

When did you visit the area or use the facility?

21/04/2025 16:13

Comment/ More information:

Facility needs refurbishment, extremely poor quality

How happy are you with your experience?

Not Happy

ACTION TAKEN: Feedback passed onto Properties team.

Kōrero Mai - Feedback Report (April 2025)

Feedback Received

DATE: Wed 23/04/2025 3:20 pm

Type of feedback received:

Compliment

Feedback relates to this area:

Public Toilets – other

Other Specified:

Mangaweka

When did you visit the area or use the facility?

23/04/2025 15:16

Comment/ More information:

Absolutely the cleanest toilets I've ever been to, smelt amazing too. Keep up the amazing work

How happy are you with your experience?

Happy

ACTION TAKEN: Feedback passed onto Cleaning team.

DATE: Tue 29/04/2025 3:41 pm

Type of feedback received:

Compliment

Feedback relates to this area:

Parks and Reserves - Taihape Domain

When did you visit the area or use the facility?

29/04/2025 15:38

Comment/ More information:

Thank you for the wonderful facilities provided for caravans and motorhomes wishing to stop for the night. Much appreciated.

How happy are you with your experience?

Happy

ACTION TAKEN: Feedback passed onto Parks and Reserves team.

DATE: Wed 14/05/2025 1:43 pm

Type of feedback received:

Compliment

Feedback relates to this area:

Public Toilets - Taihape - Memorial Park

When did you visit the area or use the facility?

14/05/2025 13:40

Comment/ More information:

Te Āhuru Mōwai Playground toilets. Wonderfully clean. Cleaning lady there working hard with lots of attention to detail making sure they were wonderfully clean. Thanks!

How happy are you with your experience?

Happy

ACTION TAKEN: Feedback passed onto Cleaning team.

Community Hubs Report (April 2025)

Commentary from the Community Hubs

Community Hubs/facilities are physical or virtual spaces designed to bring people together, fostering social interaction, support and collaboration.

These hubs are our libraries, community centres, co-working spaces or our online digital platforms where individuals can access resources, participate in activities and engage with others.



It was a busy school holidays for the Community Hubs team!

A packed programme of activities across all three locations and was great to see so many tamariki/rangatahi in the hubs making the most of the opportunities that were available to them: Crafting, using the computers, Virtual Reality headsets, or just chilling and reading a book.



Left: Alison from the Taihape Community Hubs team with their ANZAC display wearing a crochet Poppy Cloak

Right: Vonnie from Taihape, wearing replicas of her father's medals. Vonnie also often contributes her artwork for the hub displays, like the painting above her



Looking Ahead

- Youth Awards 2025 Friday 30th May at Te Matapihi
- Youth Week this week (19th-25th May)
- Matariki Celebrations collaboration in planning
- Compliment Tree at YHQ- Compliments from their peers will be displayed on the YHQ wall. This is a term 2 project.



Community Hubs Report (April 2025)

Commentary from our Youth Spaces

THE LOBBY

Rangatahi – Youth Taihape Activities

- The Taihape Easter Egg Hunt was a success and brought a lot of out-of-town whānau into our Taihape Community Hub. Lots of happy whānau in our rohe!

Looking Ahead

Youth Week:

- Supporting Taihape Area School with Youth Week activities utilising the Play trailer, sports on Court, Sausage sizzle, Chalk art - and many more activities through the week.
- Taoroa School will be hosting Golf games and facilitating a couple of surprise events in The Lobby

The Lobby Attendance

April 2025	65
<ul style="list-style-type: none"> The Lobby provides a safe space for Youth in Taihape. Tamariki and Rangatahi come in and hang out, play games, craft, and play pool. 2-day School Holiday sewing programme was held in April. Huge thanks to Angela and Clara. 	



Rangatahi – Youth Marton Activities

- Easter Egg Ticket Hunt:** Tickets were hidden throughout the Rangitikei including, Bulls, Koitiata, Rātana, Marton, Taihape and Hunterville. This promoted Physical Activity, active play, and encouraged whānau to get outdoors and explore their community. Public saw an increase of tamariki in all local parks which was awesome to hear.
- Bulls stencil project:** Working with RDC's Economic Lead, the Bulls & District Community Trust, and Sport Whanganui to brighten up Bulls walkways and turn them into fun 'play on the way' spaces. This is ongoing.

YHQ Marton Attendance

April 2025	50
<ul style="list-style-type: none"> YHQ provides a safe space for Youth in Marton. Tamariki and Rangatahi are welcome in our space out the back of the Marton Community Hub after school. YHQ supported Library school holiday programs across the district in April Notable events included: a school holiday easter colouring in comp with community hubs and the RDC Animal Control team came into YHQ to talk to tamariki about their mahi. 	

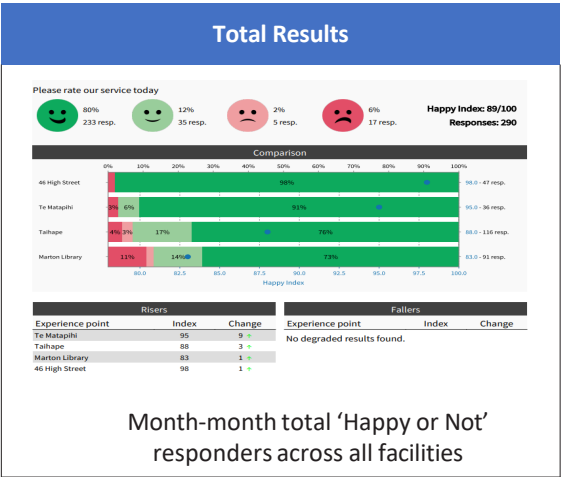
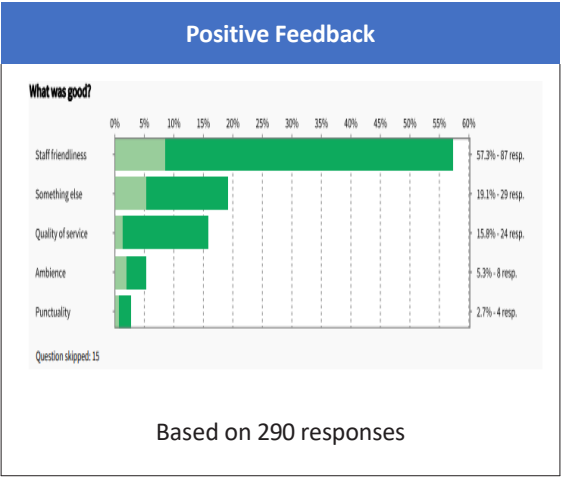


Rangitikei District Youth Council 2025

- Pictured:** Youth Councillors recording content with Ben from Comms.
- Youth Councillors have also been supporting Justine to plan, promote, and organization the Rangitikei Youth Awards taking place next Friday. Youth Councillors will be heavily involved in the awards night helping to prepare Te Matapihi for our nominees and their whānau, MC-ing the event, and capturing footage on the night.
- The next Youth Council workshop is scheduled for May 15th.

Community Hubs Report (April 2025)

Happy Or Not Report



Summary of Happy Or Not Responses

Taihape

- 2025-04-29 11:35 AM **Something else**
NEEEEEEDDDDDDD MOREEEEEEEE DOOOGGGG
MANNNNNNN AND SIMPSONS COMICS
- 2025-04-23 2:36 PM **Staff friendliness**
great
- 2025-04-21 4:17 PM **Staff friendliness**
i like the staff friendliness
- 2025-04-20 11:19 AM **Quality of service**
thank beth she is really good at service customer
- 2025-04-18 4:02 PM **Something else**
I loved it
- 2025-04-18 12:43 PM **Quality of service**
you are da bomb GG!
- 2025-04-15 2:28 PM **Staff friendliness**
thank you for being kind
- 2025-04-11 12:07 PM **Punctuality**
awesome people here they deserve to win the lotto xxxAlli is so specinal

Te Matapihi

- 2025-04-27 12:53 PM **Something else**
it was awesome free water and free competuter time i love it yay yay
- 2025-04-27 12:52 PM **Something else**
hi
- 2025-04-27 12:52 PM **Something else**
yay free water
- 2025-04-25 4:01 PM **Staff friendliness**
ataahua whare

Marton Library

- 2025-04-24 4:25 PM **Quality of service**
my apretiation
- 2025-04-24 12:31 PM **Quality of service**
my apretiation
- 2025-04-24 11:35 AM **Quality of service**
love this place slayyyyy
- 2025-04-24 11:34 AM **Quality of service**
love this place slay queen
- 2025-04-23 9:24 AM **Quality of service**
i love this placebutb youth hq is small
- 2025-04-17 10:25 AM **Quality of service**
i love coming but youth hq is small and there are only tv games nothing fun but food
- 2025-04-16 4:01 PM **Something else**
it is so fun here
- 2025-04-16 4:01 PM **Something else**
fantastick
- 2025-04-16 11:32 AM **Quality of service**
i liked the school holiday activities.
- 2025-04-14 2:03 PM **Something else**
this place is so so fu
- 2025-04-12 11:52 AM **Staff friendliness**
friandly

10 Meeting Closed.