

ORDER PAPER

FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Thursday, 26 June 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, 26 June 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 29 May 2025** are attached.

Attachments

1. **Finance/Performance Committee Meeting - 29 May 2025**

Recommendation

That the minutes of Finance/Performance Committee Meeting held on 29 May 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.

UNCONFIRMED: FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Thursday, 29 May 2025

Time: 9.30am

Venue: Council Chamber
Rangitikei District Council
46 High Street
Marton

Present

Cr Brian Carter
Cr Greg Maughan
Cr Jeff Wong
Cr Paul Sharland
Cr Simon Loudon
HWTM Andy Watson

In attendance

Mrs 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
Mr Johan Cullis, Group Manager – Regulatory and Emergency Management
Ms Lorraine Bergen, Manager – Financial Services
Ms Janna Harris, Corporate Planner
Ms Sophia Sykes, Communications Manager
Ms Kezia Spence, Governance Advisor

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10	Meeting Closed.	5

ITEM 7.1

1 Welcome / Prayer

Cr Wong opened the meeting at 9.30am and Cr Sharland read the Council prayer.

2 Apologies

Resolved minute number 25/FPE/023

That the apologies be received from Cr Wilson and Cr Dalgety.

HWTM A Watson/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/024

That the minutes of Finance/Performance Committee Meeting held on 30 April 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.

HWTM A Watson/Cr S Loudon. Carried

7 Follow-up actions**7.1 Follow-up Action Items from Finance/Performance Meetings**

The report was taken as read.

Resolved minute number 25/FPE/025

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

Cr P Sharland/Cr S Loudon. Carried

8 Chair's Report

8.1 Chair's Report - May 2025

Cr Wong provided a Chair's report prior to the meeting.

Resolved minute number 25/FPE/026

That the Chair's Report – May 2025 be received.

Cr B Carter/Cr S Loudon. Carried

9 Reports for Information

9.1 Finance Snapshot - April 2025

Ms Macdonald undertook to ask Miles from Bancorp about Council's current treasury management.

The Mayor highlighted his request to review significant capital projects. Mrs Gordon noted that this will be coming to councillors next week and is an opportunity for councillors to ask questions.

Ms Macdonald responded to questions that there are vehicles on order, and if they do not arrive within the financial year there will be carry forward request of this budget for the subsequent financial year.

Resolved minute number 25/FPE/027

That the Financial Snapshot – March 2025 be received.

HWTM A Watson/Cr B Carter. Carried

9.2 Fee Waiver

Mrs Gordon responded to questions that the delegation policy is being reviewed which may allow for a higher delegation to the CE.

Resolved minute number 25/FPE/028

That the Finance/Performance Committee receive the Fee Waiver Report

Cr P Sharland/Cr B Carter. Carried

9.3 QV Report

Ms Macdonald answered questions that there are potentially properties ready for sign off and becoming rateable in the coming financial year, however this is not within councils control.

Resolved minute number 25/FPE/029

That the Finance/Performance Committee receive the QV Monthly Report

Cr B Carter/Cr P Sharland. Carried

9.4 Statement of Service Provision 9 Month Report: July 2024 - March 2025Playgrounds

Officers highlighted that 100% of playgrounds now comply within the district.

Footpaths

Officers responded to questions that the footpaths are reviewed in a three year block and this aligns with the NZTA funding applications.

Roading

Mrs Gordon brought to the Committee's attention the not achieved for roading on page 43 and noted that officers have been working with the new roading contractor, Downer, on these measures and expects that performance will improve as of 01 July 2025.

Resolved minute number 25/FPE/030

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

Cr S Loudon/Cr B Carter. Carried

9.5 Public Feedback / Performance Report - April 2025

In response to questions, officers noted there is a fortnightly Connect newsletter that is emailed out to those who have signed up.

Resolved minute number 25/FPE/031

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

Cr S Loudon/Cr B Carter. Carried

10 Meeting Closed.

The meeting closed at 10.13am

The minutes of this meeting were confirmed at the Finance/Performance Committee held on 26 June 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	29-May-25	Provide reason for failutre of community housing unit (from SSP).	Gaylene	Information uploaded to the EM Hub on 19 June.	Completed
2	29-May-25	Why has the approach to footpath repairs has changed?	Darryn	<p>The previous machine had a large rotating polishing type disk, where the current machine has a narrower type of rotating scabbler griding head.</p> <p>Lips are ground much quicker with the current machine, and the same outcome is achieved. After grinding the surface is quite rough which is less slippery underfoot than lips ground with a polishing machine.</p>	Completed
3	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

8 Chair's Report

8.1 Chair's Report - June 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 – June 2025 be received.

9 Reports for Information

9.1 Finance Snapshot - May 2025

Author: Lorraine Bergen, Manager Financial Services

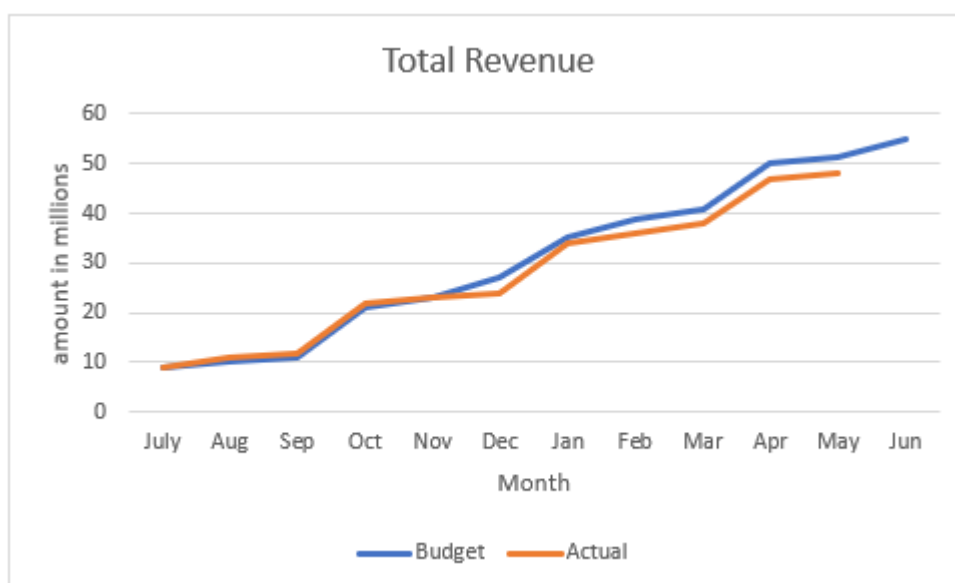
Authoriser: Leanne Macdonald, Group Manager - Corporate Services

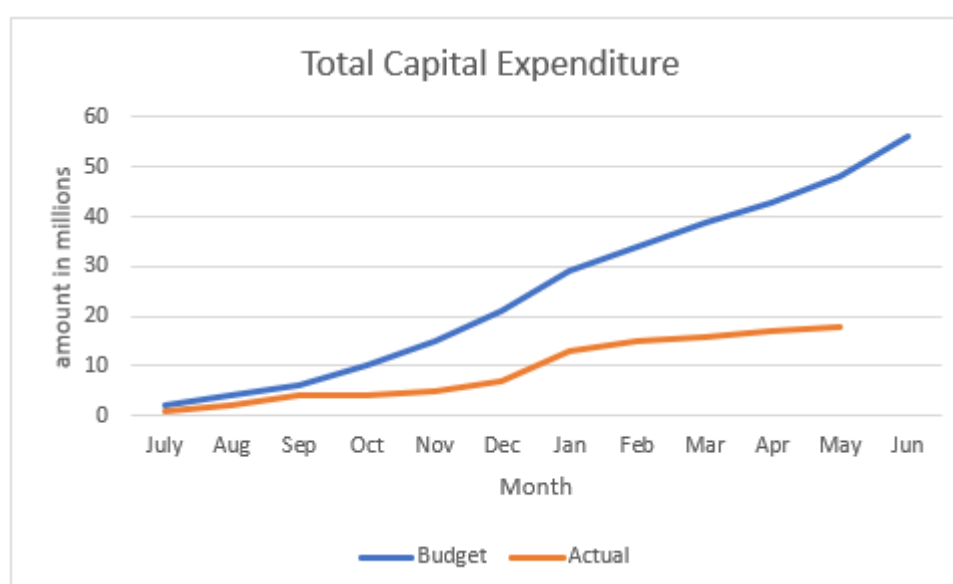
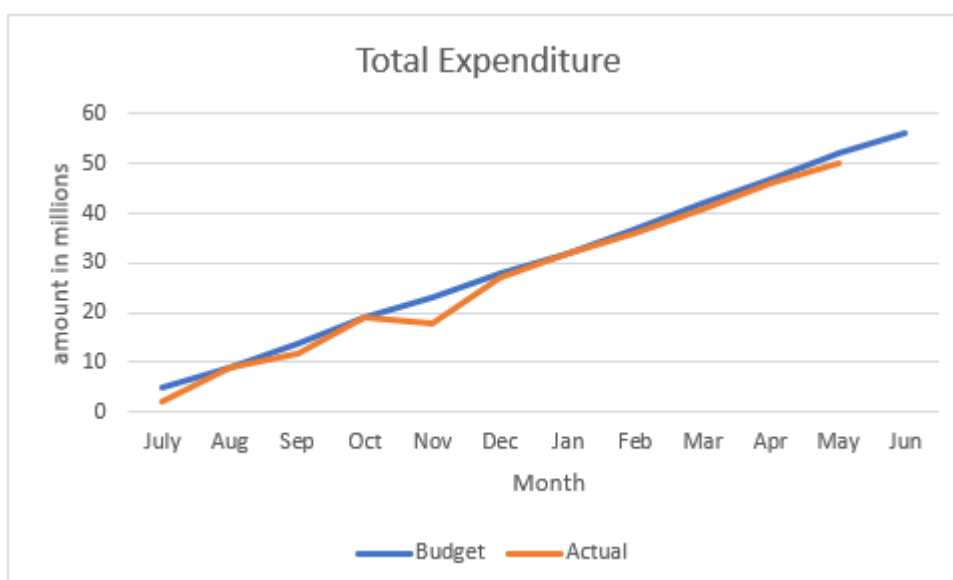
1. Reason for Report

- 1.1 To provide Committee Members with Council's management accounts and related commentary as at 31 May 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.





- 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 31 May 2025 is as follows:

4.2.1 Current Assets

- Bank/Deposits \$ 8.95 million
- Receivables \$3.0 million
- Prepayments \$0.48million
- **Total** **\$12.43 million**

4.2.2 Current Liabilities

- Payables \$ 1.0 million
- **Net Current Treasury Position** **\$ 11.43 million**

5. Borrowing

The following table shows the Council's external debt unchanged at \$49m for the period ended 31 May 2025. It also shows the interest rate along with the annual cost of interest.

Total External Debt

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 unknown at the time of the current LTP. Budgeted external debt for 2025 was \$73m with the debt limit being \$102m. Currently officers are signalling this debt will be significantly less at \$54m financial year end, due to the progress of the capital projects year-to-date and the phasing of work that officers are aware will flow into the 2025/26 financial year.
- 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

interest income before it is used. Year to date (31 May 2025) this interest income amounted to \$462k (31 May 2024: \$517k).

- 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 31/05/2025 \$000	Total Loans as at 31/05/2025 \$000
Roading and Footpaths	2,906	11,500	14,406
Water Supplies			
District Urban	12,856	5,000	17,856
Huntermville Urban	517		517
Huntermville Rural	171		
Erewhon	88		
Omatene	22		
Putorino	1		
Total for Water Supplies	13,655	5,000	18,373
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	73,861

- 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.

ITEM 9.1

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	\$ 8.95m
• Corporate Bonds	\$ 1.13m
• Notional Net Debt	\$38.92m
• Projected YE Revenue	\$55.13m

Net Debt/Total Revenue 71%

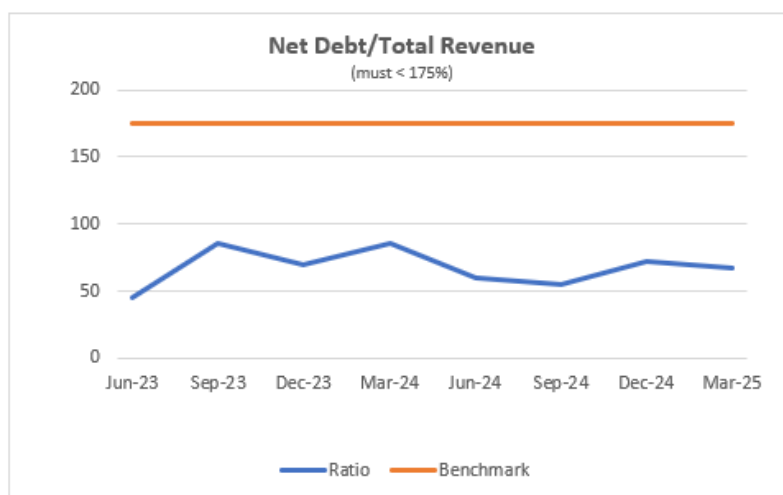
6.3 External debt plus committed facilities plus Liquid Assets (available finance) divided by external debt must be greater than 110%:

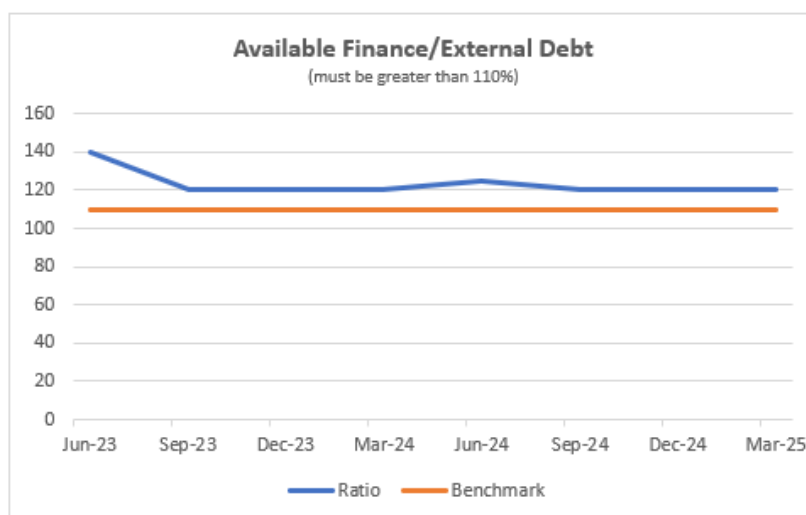
• External Debt	\$49.00m
• Bank/Deposits	\$ 8.95m
• Available Finance	\$57.95m

Available Finance divided by External Debt 118%

7. Liquidity Ratio Trends

7.1 Two key Liquidity Ratios:





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 31 May 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

96%

Operating Revenue YTD	\$48.13m
Operating Expenditure YTD	\$50.35m

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)

71%

Total net borrowing	\$38.92m
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)

5%

Net Interest YTD	\$ 1.53m
Rates Revenue	\$ 32.80m

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	\$ 1.53m
Operating revenue	\$48.13m

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

Liquidity benchmark (LGFA covenant)

118%

External Debt plus cash	\$57.95m
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 - May 2025 [↓](#)

Recommendation

That the Financial Snapshot - May 2025 be received.

Whole of Council

LTP Full Year 1	Activity Report For period ending 31 May 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(55,127)	Total Revenue	(48,133)	(51,579)	(3,447)	-7%	(55,126)
(16,282)	Subsidies and Grants	(10,253)	(13,636)	(3,383)	-25%	(16,282)
(5,051)	Other Revenue	(4,492)	(4,592)	(100)	-2%	(5,051)
(495)	Finance Revenue	(462)	(425)	37	9%	(495)
(356)	Gains	(145)	(356)	(211)	-59%	(356)
(32,943)	Rates	(32,780)	(32,570)	211	1%	(32,943)
56,444	Total Expense	50,351	52,027	1,675	3%	56,829
25,738	Other Expenses	20,751	22,489	1,738	8%	24,667
9,333	Personnel Costs	10,351	9,958	(393)	-4%	10,789
2,899	Finance Costs	2,000	2,661	661	25%	2,899
18,474	Depreciation	17,094	16,918	(176)	-1%	18,474
0	<u>Losses</u>	<u>155</u>	<u>0</u>	<u>(155)</u>	<u>-100%</u>	<u>0</u>
1,318	Grand Total	2,219	447	(1,771)	-396%	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

LTP Full Year 1	Activity Report For period ending 31 May 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(933)	Total Revenue	(842)	(879)	(37)	-4%	(933)
(15)	Other Revenue	(44)	(14)	30	212%	(15)
(460)	Finance Revenue	(462)	(393)	69	18%	(460)
(356)	Gains	(141)	(356)	(215)	-60%	(356)
(10,313)	Rates	(10,406)	(10,327)	80	1%	(10,313)
10,211	Rate Apportionment	10,211	10,211	0	0%	10,211
1,010	Total Expense	(809)	905	1,713	189%	951
4,578	Other Expenses	2,680	3,841	1,161	30%	4,458
7,916	Personnel Costs	8,696	8,308	(388)	-5%	8,929
0	Finance Costs	(1,010)	0	1,010	100%	0
403	Depreciation	656	638	(18)	-3%	697
(11,887)	Overhead Allocation	(11,833)	(11,883)	(50)	-0%	(13,133)
0	Losses	2	0	(2)	-100%	0
77	Grand Total	(1,651)	25	1,676	6612%	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.

Community

LTP Full Year 1	Activity Report For period ending 31 May 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(7,267)	Total Revenue	(7,722)	(6,918)	805	12%	(7,267)
(350)	Subsidies and Grants	(937)	(100)	837	841%	(350)
(823)	Other Revenue	(719)	(727)	(8)	-1%	(823)
(31)	Finance Revenue	0	(28)	(28)	-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	7,392	7,982	589	7%	8,708
3,395	Other Expenses	2,490	3,138	649	21%	3,405
115	Personnel Costs	105	104	(1)	-1%	115
815	Finance Costs	700	748	48	6%	815
2,671	Depreciation	2,192	2,196	3	0%	2,398
1,976	Overhead Allocation	1,753	1,796	43	2%	1,976
0	Losses	152	0	(152)	-100%	0
1,704	Grand Total	(330)	1,064	1,394	131%	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).

ITEM 9.1 ATTACHMENT 1

Community Leadership

LTP Full Year 1	Activity Report For period ending 31 May 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(2,428)	Total Revenue	(2,428)	(2,428)	(0)	-0%	(2,428)
(0)	Other Revenue	(0)	(0)	0	328%	(0)
(104)	Rates	(104)	(104)	(0)	-0%	(104)
(2,323)	Rate Apportionment	(2,323)	(2,323)	0	0%	(2,323)
2,445	Total Expense	2,227	2,199	(28)	-1%	2,445
1,090	Other Expenses	879	995	116	12%	1,090
0	Depreciation	0	0	0	0%	0
1,355	Overhead Allocation	1,348	1,204	(144)	-12%	1,355
18	Grand Total	(201)	(229)	(28)	-12%	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.

Regulatory Services

LTP Full Year 1	Activity Report For period ending 31 May 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(3,331)	Total Revenue	(2,674)	(3,114)	(440)	-14%	(3,331)
(2,254)	Other Revenue	(1,537)	(2,037)	(440)	-22%	(2,254)
(1,077)	Rate Apportionment	(1,077)	(1,077)	0	0%	(1,077)
3,396	Total Expense	2,668	3,029	361	12%	3,328
770	Other Expenses	290	631	341	54%	702
1,303	Personnel Costs	1,113	1,202	89	7%	1,303
1,324	Overhead Allocation	1,265	1,195	(70)	-6%	1,324
65	Grand Total	(6)	(85)	(79)	-92%	(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.

ITEM 9.1 ATTACHMENT 1

Roading and Footpaths

LTP Full Year 1	Activity Report For period ending 31 May 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(25,924)	Total Revenue	(19,368)	(23,519)	(4,151)	-18%	(25,924)
(15,929)	Subsidies and Grants	(9,377)	(13,534)	(4,157)	-31%	(15,929)
(174)	Other Revenue	(129)	(164)	(35)	-21%	(174)
(9,820)	Rates	(9,862)	(9,820)	41	0%	(9,820)
23,842	Total Expense	22,901	22,468	(432)	-2%	24,299
8,517	Other Expenses	8,249	8,053	(197)	-2%	8,504
0	Personnel Costs	1	0	(1)	-100%	0
487	Finance Costs	627	447	(180)	-40%	487
10,722	Depreciation	10,369	10,250	(120)	-1%	11,193
4,116	Overhead Allocation	3,653	3,719	65	2%	4,116
(2,082)	Grand Total	3,533	(1,051)	(4,584)	-436%	(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.

Finance Costs

- This reflects higher costs for internal debt servicing.

Depreciation

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

Rubbish and Recycling

LTP Full Year 1	Activity Report For period ending 31 May 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(3,030)	Total Revenue	(2,803)	(2,819)	(16)	-1%	(3,030)
(1,635)	Other Revenue	(1,391)	(1,514)	(124)	-8%	(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	2,706	2,863	156	5%	3,079
2,490	Other Expenses	2,181	2,331	150	6%	2,490
11	Finance Costs	2	10	8	76%	11
65	Depreciation	71	71	(1)	-1%	77
501	Overhead Allocation	451	451	(1)	-0%	501
37	Grand Total	(97)	43	140	325%	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.

Other Expenses

- Variance reflects underspend in contractor waste handling costs.

ITEM 9.1 ATTACHMENT 1

Parks and Reserves

LTP Full Year 1	Activity Report For period ending 31 May 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(692)	Total Revenue	(664)	(683)	(19)	-3%	(692)
(2)	Subsidies and Grants	0	(2)	(2)	-100%	(2)
(93)	Other Revenue	(67)	(84)	(17)	-20%	(93)
(597)	Rate Apportionment	(597)	(597)	(0)	-0%	(597)
586	Total Expense	558	537	(21)	-4%	596
359	Other Expenses	344	323	(22)	-7%	359
0	Finance Costs	6	0	(6)	-100%	0
0	Depreciation	7	9	2	26%	10
227	Overhead Allocation	201	205	4	2%	227
(106)	Grand Total	(106)	(146)	(40)	-27%	(96)

Variances > \$100k: Comment

Nil

Water, Sewerage & Stormwater

LTP Full Year 1	Activity Report For period ending 31 May 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
		\$000	\$000	\$000		\$000
(11,522)	Total Revenue	(11,632)	(11,220)	412	4%	(11,522)
0	Subsidies and Grants	60	0	(60)	-100%	0
(56)	Other Revenue	(544)	(52)	492	950%	(56)
(4)	Finance Revenue	0	(4)	(4)	-100%	(4)
(11,462)	Rates	(11,148)	(11,165)	(17)	-0%	(11,462)
13,127	Total Expense	12,709	12,045	(663)	-6%	13,423
4,539	Other Expenses	3,638	3,177	(461)	-15%	3,659
0	Personnel Costs	436	344	(92)	-27%	442
1,587	Finance Costs	1,674	1,456	(218)	-15%	1,587
4,613	Depreciation	3,799	3,755	(44)	-1%	4,100
2,389	Overhead Allocation	3,162	3,314	152	5%	3,636
1,605	Grand Total	1,077	825	(252)	-31%	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 31 May 2025

LTP 2024/34 Year1 Total Budget	Account	2024/25 YTD Actuals May	2024/25 YTD Budgets May	2024/25 YTD Percentage Variance May	2024/25 Full Year Budget	2024/25 Full Year Forecast
1,980,465	Corporate Services and Support	614,763	1,759,113	66.47%	2,121,465	819,847
500,000	Fleet Management	129,754	330,469	39.72%	500,000	309,754
500,000	95500701. Motor Vehicle Purchases (dr)	266,951	330,469	19.22%	500,000	446,951
1,480,465	Information Services	482,154	1,428,644	72.86%	1,621,465	507,238
10,334,669	Community	1,450,071	13,399,845	89.65%	7,676,768	1,866,947
800,000	Domains	339,300	1,217,339	72.13%	1,394,301	516,262
650,000	4410170630. Taihape Grandstand	60,061	669,499	91.03%	747,001	137,563
9,127,000	Halls	643,526	11,504,900	94.69%	5,487,498	690,879
4,000,000	4090174504. Taihape Town Hall and Library Redevelopment	253,430	2,325,548	89.10%	2,234,999	262,187
5,000,000	4090174505. Marton Building Design & Construction	271,483	8,951,952	96.97%	2,999,999	301,192
15,139,083	Roading and Footpaths	6,758,927	14,949,284	54.79%	16,141,080	7,672,043
730,000	Non-Subsidised Roothing	278,152	1,342,940	79.29%	1,532,000	306,812
14,409,083	Subsidised Roothing	6,480,774	13,606,344	52.37%	14,609,080	7,365,230
2,848,000	70100745. Marton Rail Hub	5,138	2,874,517	99.82%	3,047,999	5,138
1,637,283	70100781. Sealed Road Pavement Rehabilitation (214)	1,876,988	969,544	-93.59%	1,637,283	1,789,326
985,000	70100782. Drainage Renewals (213)	856,370	981,092	12.71%	985,000	872,607
842,000	70100783. Structures Components Replacements (215)	131,305	728,580	81.98%	842,001	316,000
534,000	7010078417. Renewal Footpath (225)	81,961	534,001	84.65%	534,001	72,000
615,000	7010078419. Walking Facilities Renewals (415)	0	615,000	100.00%	615,000	0
2,405,009	70100787. Sealed Road Surfacing (212)	1,887,707	2,407,246	21.58%	2,405,009	2,203,488
3,471,746	70100795. Improvements- Low Cost Low Risk (341)	485,360	3,496,704	86.12%	3,471,746	750,097
9,048,427	Water, Sewerage & Stormwater	9,123,262	17,358,128	48.80%	26,010,857	9,337,491
820,799	Stormwater	425,667	1,819,765	76.61%	2,096,598	450,340
500,000	6050177203. Bredins Line New Outfall	6,151	587,200	98.95%	609,000	6,151
0	6050177204. Bulls Stormwater Upgrades	240,844	538,400	55.27%	673,000	243,844
2,530,000	Waste Water - Sewerage	6,444,641	10,109,587	38.58%	11,950,626	6,524,641
750,000	6070176204. Wastewater Reticulation	234,426	567,611	58.70%	950,001	234,426
1,250,000	6070176206. Marton to Bulls Centralisation Project	985,678	1,673,824	41.11%	2,250,000	1,029,678
0	6070176207. Land Purchase - Marton to Bulls Centralisation	4,220,794	4,000,000	-5.52%	4,000,000	4,220,794
0	6070177108. Taihape Wastewater Treatment Plant Consent	108,952	800,000	86.38%	1,000,000	128,952
0	6070177109. Taihape / Papakai Wastewater Pump Station	425,372	560,000	24.04%	700,000	425,372
0	6070177111. Ratana Complete Upgrade	73,429	1,732,500	95.76%	2,165,625	73,429
5,236,000	Water - District	2,210,272	4,992,303	55.73%	11,502,004	2,294,672
2,450,000	6060174503. Marton Water Strategy	842,989	2,383,595	64.63%	7,450,003	842,989
391,845	6060176316. Bulls Water Pump Station / Rising Main	435,219	318,606	-36.60%	505,845	435,219
2,144,155	6060176401. Water Supply Renewals	733,958	1,302,502	43.65%	2,374,156	733,958
36,664,644	Grand Total	18,500,446	47,903,369	62.26%	52,387,169	20,249,751

less	Annual Plan	24,429,195
	Carry Forward	3,493,046
	Cancelled/Completed under Budget	4,215,177
Adjusted Total		20,249,751

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 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 18 June 2025.
- 1.5 Since the last report - Total Capital Values increased by \$5m; Total Rating units were unchanged; 30 Building Consents and 7 Subdivisions were completed; and 23 Sales were processed.

Attachments:

1. QV Monthly Report - 18 June 2025 [↓](#)

Recommendation

That the Finance/Performance Committee receive the QV Monthly Report



TOTAL CAPITAL VALUE

\$8,076,890,710

SINCE 1 JULY 2024

+0.55%

TOTAL LAND VALUE

\$5,349,267,100

+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

QV Insights

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

More Reports

More Analysis

Your QV Contacts

Simon Willocks

Manager - Manawatu/Taranaki

06 351 6117

Simon.Willocks@qv.co.nz

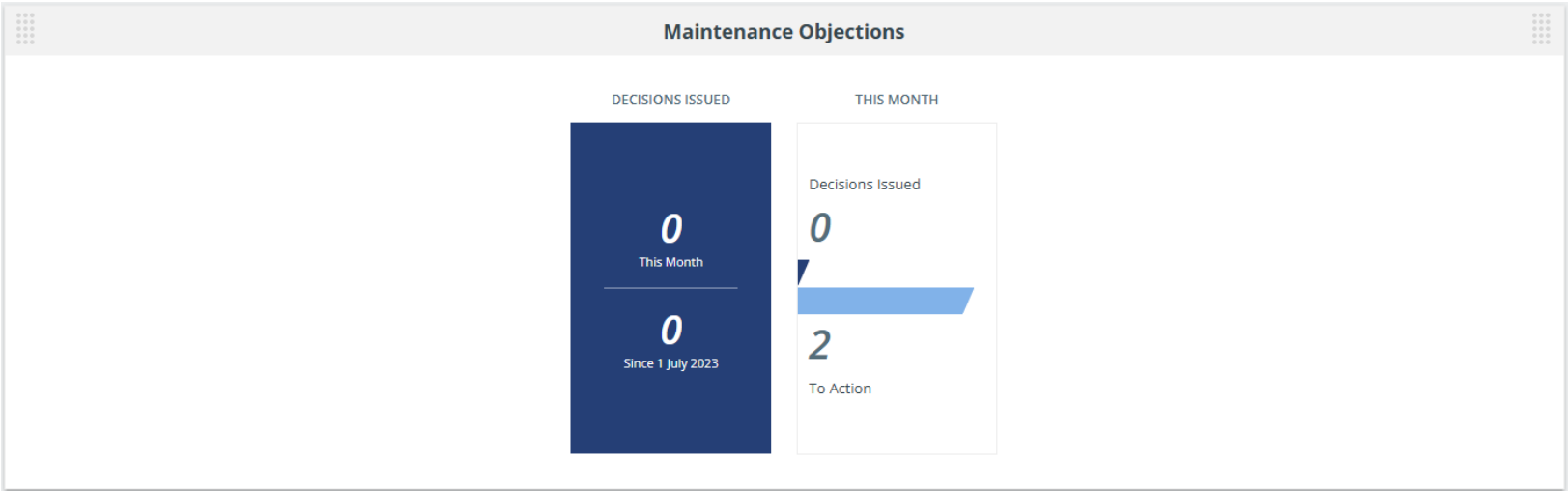
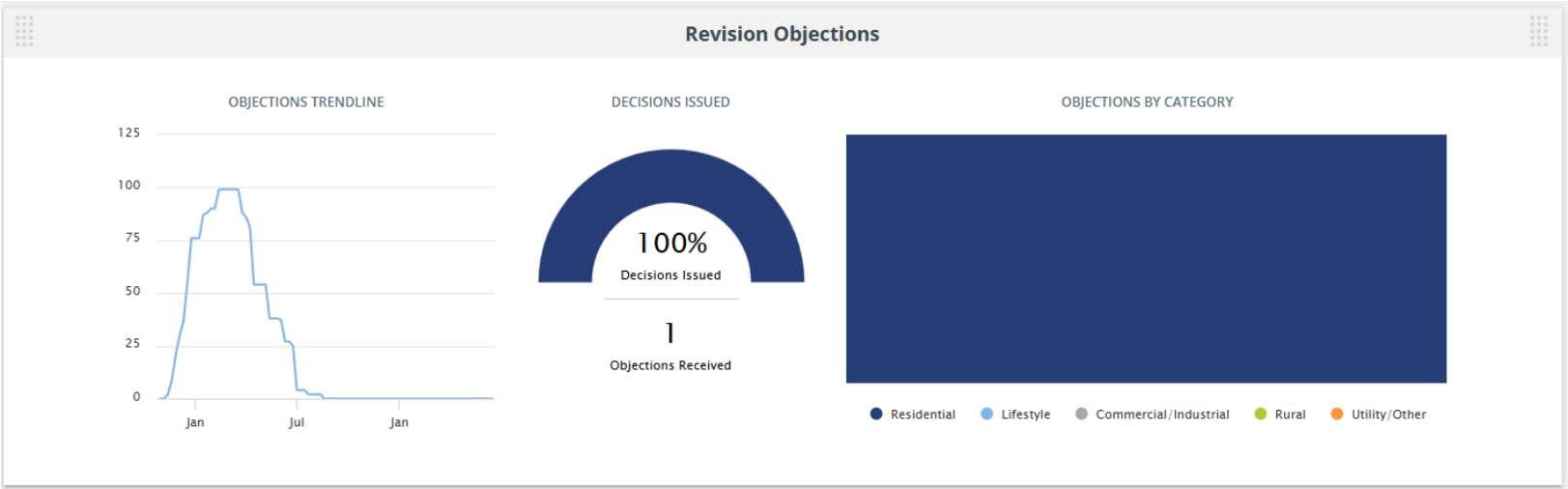
James Wilson

Operations Manager

021 830 861

James.Wilson@qv.co.nz





9.3 Public Feedback / Performance Report - May 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 May 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 - May 2025** [↓](#)

Recommendation

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

Te Whakawhitiwhiti - Communications Report (May 2025)

Commentary from the Comms Corner

May saw two significant decisions by Council, the pathway to reopen the Marton Swim Centre and our preferred option for Local Water Done Well. *We covered the feedback from the Marton Swim Centre decision in our April report as the decision was made in April but publicised in May.*

Feedback received regarding Local Water Done Well has been broadly favourable to Council's decision to partner with Palmerston North City, Horowhenua, and potentially Ruapehu & Whanganui to achieve greater affordability for bill payers. We will continue to update as this work progresses.

The Community Hubs have seen significant attendance growth thanks to increased engagement and regularity of posts on their Facebook page. The news about the sensory play programme that the hubs have launched has performed incredibly well and received widespread praise both online (from followers) and offline (from people visiting the Community Hubs). It's great to have a dedicated communications channel that highlights the fantastic regular events hosted across our district by our Community Hubs (*In total, the Community Hubs Facebook page following has grown by 118% in the past three months*). We also share this information across our regular newsletter calendar.

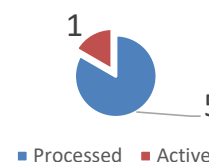
The Youth Awards were held at the end of May and promotion of the winners has been warmly received. We have heard nothing but praise about the job that the Community Team and the Youth Council did running the event.

Local election promotion kicked into another gear in May. As of 31 May, **87.12% of eligible voters** in the district **are enrolled to vote** – which is great news! Towards the end of the month and into June, we have begun ramping up our 'stand' messaging with nominations opening 4th July. We leveraged recent attention and public interest around rising rates to open discussion about what council does, its value to Rangitikei residents and ratepayers, and the huge amount of work that goes on behind the scenes to manage and mitigate rates rises as much as possible. Using our channels to encourage two-way conversation and healthy debate about these important topics has helped raise awareness about the importance of local government, local elections, and has hopefully encouraged some to start thinking about standing for council come July 4th.

Looking Ahead

June will see more promotion of the local government elections, including candidate information evenings being held in Taihape and Marton June 30th. We're also investigating an enrolment drive in the district's high schools to encourage first time voters to engage with local government.

LGOIMAs



Media Releases

May	Public Interest
Future of Marton Swim Centre decided	High
Rangitikei District Community Hubs to launch sensory play programmes	Medium
Enrol to vote in the local elections 2025	Low
Rates rebate threshold for SuperGold cardholders raised in Budget 2025	Low
Rangitikei District Council confirms collaborative approach to water reforms	High





Traditional media: Regular features

Name	Frequency
Rangitikei Connect	Fortnightly in District Monitor & via email
Talk Up Taihape	Monthly
Bulls Bulletin	Monthly
Huntaway Bulletin	Monthly
Flat Spot Panui	Monthly community housing newsletter

Te Whakawhitiwhiti - Communications Report (May 2025)

Social & Digital Media

Social Media Posts

Facebook	Instagram	Linkedin	Tik Tok
 facebook	 Instagram	 LinkedIn	 TikTok
45	19	3	3

Facebook

Total page Impressions



169,265

New Followers



122

Total Comments and replies



759

POST WITH MOST ENGAGEMENT:

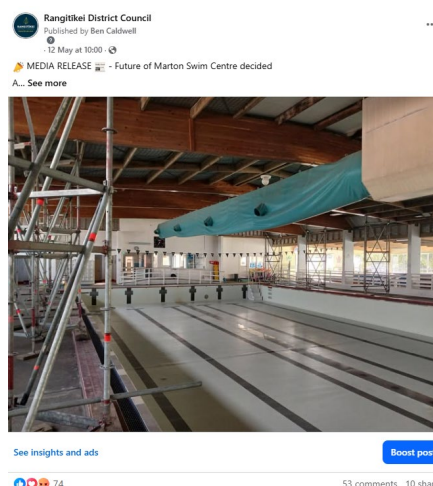
1. Marton Swim Centre decision

Reach = 9,458 Reactions = 74 Comments = 53 Impressions = 20,644

Followed by:

2. 2022 voting poll

3. Sensory Play announcement



Instagram

Total Page Impressions



1,968

New Followers



11

Total Comments and Replies



46

POST WITH MOST ENGAGEMENT:

1. NZ Cheap Cars parody

View = 356 Reach = 258 Interactions = 12

Followed by:

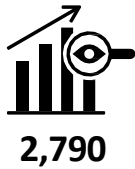
2. Marton Swim Centre decision



Te Whakawhitiwhiti - Communications Report (May 2025)

Linkedin

Total Page Impressions



New Followers



Total Reactions



POST WITH MOST ENGAGEMENT:

- 1. The Vote Drop (off)
Impressions = 1552 Engagements = 103
Reactions = 29 Clicks = 72

Followed by:
2. NZ Cheap Cars parody

Tik Tok

Video views



New Followers



Total Comments and Replies







POST WITH MOST ENGAGEMENT:

- 1. NZ Cheap Cars parody
Plays = 2,175 Reactions = 92 Comments = 14 Total play time = 5h:34m:35s

Followed by:
2. The Vote Drop (off)

News and Website Statistics

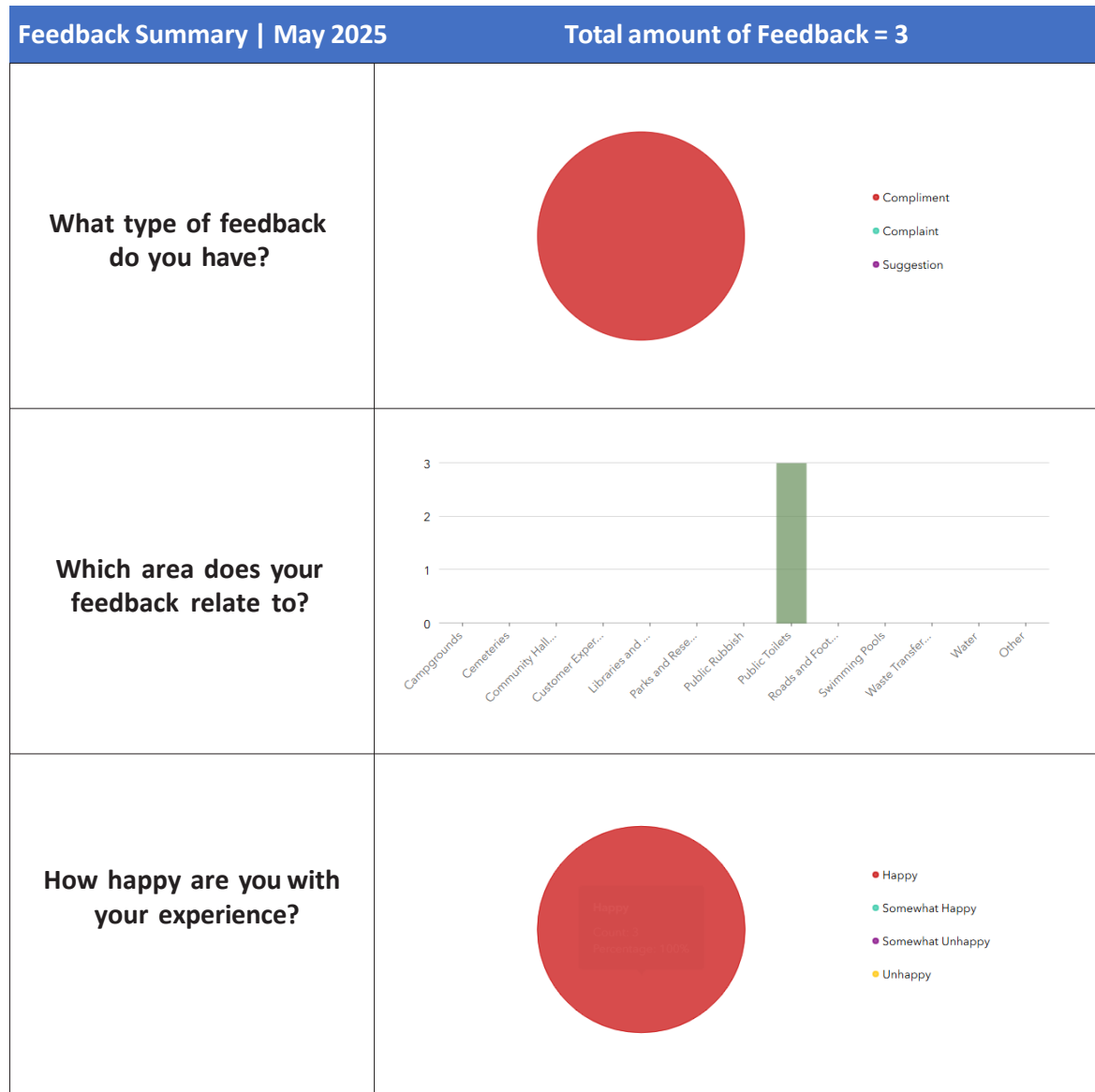
Newspaper Articles	Public Notices	Website Stories	Website Active Users
 9	 7	 7	 7.7K

Top Five Web Pages

- 1. Rating Information Search
- 2. Library
- 3. Contact Us
- 4. Bulls Transfer Station
- 5. Meetings – Council Meetings

Kōrero Mai - Feedback Report (May 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 (May 2025)

Feedback Received

DATE: 14 May 2025, 1:42:43pm

Type of feedback received:

Compliment

Feedback relates to this area:

Public Toilets

Other Specified:

Te Āhuru Mōwai Playground toilets

When did you visit the area or use the facility?

14 May 2025, 1:40:00 pm

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.

DATE: 26 May 2025, 3:42:49 pm

Type of feedback received:

Compliment

Feedback relates to this area:

Public Toilets

Other Specified:

Huntermville - High Street

When did you visit the area or use the facility?

26 May 2025, 3:40:00 pm

Comment/ More information:

The cleanest public toilets I have ever used.

How happy are you with your experience?

Happy

ACTION TAKEN: Feedback passed onto Cleaning team.

Kōrero Mai - Feedback Report (May 2025)

Feedback Received

DATE: 30 May 2025, 3:22:13 pm

Type of feedback received:

Compliment

Feedback relates to this area:

Public Toilets

Other Specified:

Turakina - Mobil Petrol Station

When did you visit the area or use the facility?

28 May 2025, 11:00:00 am

Comment/ More information:

Hi there, I just wanted to stop and say a big thank you to Trish. One of your cleaners who did a fantastic job of the cleaning at the Turakina public toilet across from the school? I travel for work and was needing to use the bathroom and she was nearing the end of cleaning the bathroom. I was so grateful for the clean facilities. She did such a great job of cleaning the bathroom and was efficient seeing there were a couple of us stopped and needing to use the bathroom. Thank you for keeping the restrooms clean and tidy for those of us that need to use the toilets while travelling through. Appreciate it immensely

How happy are you with your experience?

Happy

Anything else?

Just a big thank you.

ACTION TAKEN: Feedback passed onto Cleaning team.

Community Hubs Report (May 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.



Manuia le vaiaso o le gagana Samoa - Happy Samoan Language Week!

- The theme for this year was la malu lou sã. Folau i lagimã (A well-grounded self is a successful self).
- Our Community Hubs team held a number of events to celebrate the Samoan language including a visit by the Amatanga class from St Matthews School. Students were read Samoan stories by Deputy Mayor Dave Wilson and Matina (pictured).

Keeping Taihape Tidy

- Meet Louise, Murray and Win, every 2nd and 4th Friday of the month when practical you will see them out and about keeping Taihape tidy. They cover from Weka street, the dog park, grandstand, up to the gumboot statue on the main road and everywhere in between.
- They take great pride in the town and are great ambassadors for traveling public always time for a chat about Taihape.



Marton Crop Swap

- A new initiative by the Community Hubs, which is being done widely around the country.
- People drop off their food and plant crops, as well as preserves that others can utilise in their own gardens and homes.
- Held every second Saturday of the month, we're pleased with how the first two went and we look forward to seeing how this progresses over the year and into spring/summer.

Looking Ahead

- Term 2 School Holiday programmes will be running across our three hubs from Saturday 28th June – Sunday 13th July.
- Scheduled activities include:** (full programme released W/C 23 June)

Marton	Bulls	Taihape
Lego play; robot coding; youth breakfast; crafting; VR; slime making	Build the tallest lego comp; VR; crafting; adventure mat coding; math treasure hunt	Golf days; cloud dough making; dancing rice science; crafting; fizzy art painting

Community Hubs Report (May 2025)

Commentary from our Youth Spaces

THE LOBBY

Rangatahi – Youth Taihape Activities



Youth Week events

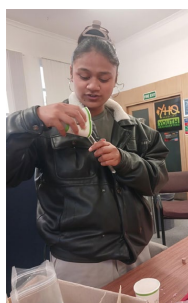
- Arts and crafts
- Sports on the courts
- Banana split challenges
- Paint and pass

- Sausage sizzles
- dress up day
- movie day
- Chalk art.

Woven Whanau wananga support.

The Lobby Attendance

May 2025	73
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Handmade Aroha

- YHQ tamariki and RDC Youth Council collaborated to make soaps and bath bombs for the sponsors of the John Turkington Rangitikei Youth Award sponsors.
- Each piece was crafted with care, colour and laughter and represented a small way of showing our appreciation to those who supported the awards.
- The youth loved learning new skills and were excited to give back to the community.

YHQ Marton Attendance

May 2025	66
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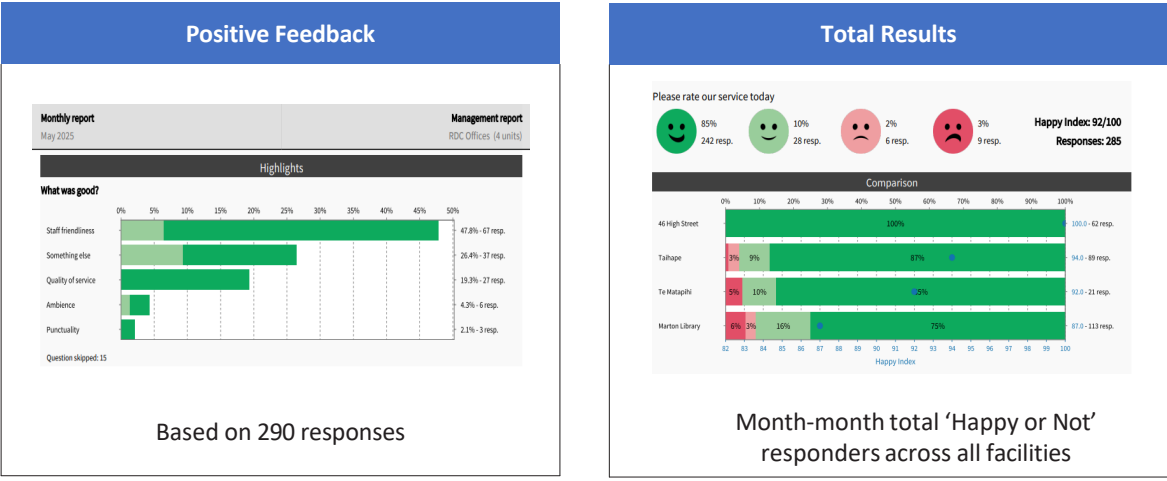


John Turkington Rangitikei Youth Awards 2025 – wrap-up

- Over 120 attended the event.
- Youth council MC'd the evening
- Guest performer Waihiere
- 8 awards with 3 new categories, Art and Northern and southern Rural Awards.
- **John Turkington Best Over all Youth of the Year winner** Denise Pio. Congratulations Denise, we're so proud of your achievements!

Community Hubs Report (May 2025)

Happy Or Not Report



Summary of Happy Or Not Responses

Taihape			Marton Library		
👍	2025-05-31 3:50 PM	Something else i thank you for using the computer	👍	2025-05-30 10:38 AM	Quality of service inspiring samoan language
👍	2025-05-31 3:50 PM	Something else showing my cousin around the libaury	👍	2025-05-22 4:49 PM	have a nice day by
👍	2025-05-31 3:49 PM	Something else just taking my cousin around town :)	👍	2025-05-22 4:45 PM	i love your library so much and i wish you have a nice day
👍	2025-05-30 4:03 PM	Quality of service thanks from Ajahni	👍	2025-05-22 4:34 PM	thank you
👍	2025-05-29 3:36 PM	Staff friendliness was nice and quiet	👍	2025-05-16 2:54 PM	Staff friendliness loveing libery
👍	2025-05-29 3:35 PM	Quality of service so good	👎	2025-05-16 2:52 PM	Something else error.titleassets.notfound.error
👍	2025-05-27 4:52 PM	Punctuality	👍	2025-05-16 2:50 PM	Staff friendliness kind staff
👍	2025-05-26 4:03 PM	Something else i love the vr s thank yous for doing this for the kids	👍	2025-05-16 1:24 PM	Staff friendliness nice staff
👍	2025-05-26 4:03 PM	Something else Thank you so much for letting me and myfriends play on your VR have a good night	👍	2025-05-14 4:40 PM	Staff friendliness kind staff
👍	2025-05-25 3:29 PM	Ambience i love the vr so much	👍	2025-05-14 4:40 PM	Quality of service kind and caring
👍	2025-05-23 1:38 PM	Staff friendliness thank you	👍	2025-05-14 4:07 PM	Something else good
👍	2025-05-21 4:11 PM	Something else Thanks nfor the VR			
👍	2025-05-18 1:02 PM	Staff friendliness great that you open on Sundays fabulous service too			
Te Matapihi					
👍	2025-05-23 11:22 AM	Staff friendliness Really good study space			
👍	2025-05-22 4:23 PM	Something else made me happy			
👍	2025-05-18 10:47 AM	Staff friendliness really nice staff, all round awesome!			
👎	2025-05-17 2:39 PM	Something else not putting cup up on the filter so we have to go to the office and ask for the cup			
👍	2025-05-06 2:49 PM	Quality of service library enbrson helped us download a document very quickly in no time at all. We were expecting to take ages and we couldnt have had better.			
👍	2025-05-03 4:09 PM	Something else vr thanks for letting us use the vr			

10 Meeting Closed.