

Statement of Service Report (EOY (July–June) 2025/2026)

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured						
PERFORMANCE MEASURE		OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
Council's 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% Annual Plan Actions completed	76.7%	62%	Delays in long term projects and budget constraints have impacted the delivery of key projects.
Completion of capital programme			85% of the planned capital programme	51.1%	38.90%	The capital programmes for roading and three waters renewals were fully completed. External factors, such as the introduction of the national wastewater discharge standards, created delays in some of the higher value capital projects.
Māori responsiveness framework: Satisfaction ratings from each member of Te Rōpū Ahi Kā about the effectiveness of each framework outcome area.	Governance and relationships		80% or more overall satisfaction	86%	75%	No responses to the survey were dissatisfied. The ratings that did not achieve the 80% target are impacted by neutral responses to the survey question. Comments provided through the survey were positive about the relationship between Council and Te Rōpū Ahi Kā.
	Culture and identity			86%	50%	
	Prosperity and well-being			57%	25%	
	Resources and infrastructure			71%	50%	
Council's 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.			Number of Responses: 4,000 or above	3,492 responses	3,462 responses	The number of responses are consistent year on year. The teams have been trialing different locations of devices to track response numbers.
Customer views of their experience (both the customer service and service provided) with Council.			Customer Satisfaction Index: Improvement on previous year	91%	90%	This result is a 1% improvement on the previous year.

Statement of Service Report (EOY (July-June) 2025/2026)

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
Council's 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					
*Road condition The average quality of ride on a sealed local road network measured by smooth travel exposure		90% or more	95%	93%	This target was achieved.
*Road maintenance The percentage of the sealed road network that is resurfaced		6% or more	3.9%	4%	Unable to achieve measure with the current budget.
The volume of metal placed on the unsealed road network during the year		12,000m ³ or more	7,102m ³	9,113m ³	Unable to achieve measure with the current budget.
*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	The next inspection is programmed to be completed early next financial year.

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

*Mandatory

Statement of Service Report (EOY (July–June) 2025/2026)

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 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	1 fatal crash	0 fatal crashes	There was one fatal crash in Q3.
		One less serious injury crash than the previous year until there is 10 or less serious injury crashes on the Council roading network	9 serious injury crashes	8 serious injury crashes	There were less than 10 serious crashes on the Council roading network.
Council's intended level of service is to: Be responsive to community expectations over the roading network and requests for service					
* Response to service requests² 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%	68%	The new maintenance contract processes took some time to settle in, these issues and actioning old call outs affected annual achievement. Results by quarter show improvement.
	Working hours callouts	95% responded to in 6 hours	58%	71%	The new maintenance contract processes took some time to settle in, these issues and the completion of old requests affected annual achievement. Results by quarter show improvement.
	Resolution	85% of callouts resolved (completed) within one month of the request	76%	59%	The new maintenance contract processes took some time to settle in, these issues and the completion of old requests affected annual achievement. Results by quarter show improvement.
	Resolution Potholes	Potholes 85% of all callouts resolved (completed) within one month of the request	84%	80%	This performance measure has been achieved.

2 Council measures resolution as well as initial attendance in response to such requests.

* Mandatory

Statement of Service Report (EOY (July–June) 2025/2026)

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
Council's intended level of service is to: Provide a safe and compliant supply of drinking water					
*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 (0/6)	Rātana** Services population of 345, reporting against: - T3 Bacterial Rules = Almost Met - D3.29 Microbiological Monitoring Rule = All Met Mangaweka Services population of 150, reporting against: - T2 Treatment Monitoring Rules = Partially Met - T2 Chlorine Rules = All Met - D2.1 Distribution System Rule = All Met Huntermville** Services population of 480, reporting against: - T3 Bacterial Rules = Almost Met - D3.29 Microbiological Monitoring Rule = All Met Taihape Services population of 1584, reporting against: - T3 Bacterial Rules = Partially Met - D3.29 Microbiological Monitoring Rule = All Met Marton Services population of 4764, reporting against: - T3 Bacterial Rules = Almost Met - D3.29 Microbiological Monitoring Rule = Partially Met Bulls Services population of 1419, reporting against: - T3 Bacterial Rules = Almost Met - D3.29 Microbiological Monitoring Rule = All Met Refer to table on page 8 for further detail on the instances of non-compliance.

**Despite Rātana and Huntermville having populations between 101-500, Rangitikei District Council has elected to have these water supply networks reported on using the level 3 rules, rather than the level 2 rules as allowed by the Drinking Water Quality Assurance Rules 2022 (DWQAR).

*Mandatory

Statement of Service Report (EOY (July–June) 2025/2026)

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
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 (0/6)	Compliant (0/6)	Rātana** Services population of 345, reporting against: - T3 Protozoal Rules = None Met Mangaweka Services population of 150, reporting against: - T2 Treatment Monitoring Rules = Partially Met - T2 Filtration Rules = All Met - T2 UV Rules = None Met Hunterville** Services population of 480, reporting against: - T3 Protozoal Rules = Partially Met Taihape Services population of 1584, reporting against: - T3 Protozoal Rules = None Met Marton Services population of 4764, reporting against: - T3 Protozoal Rules = None Met Bulls Services population of 1419, reporting against: - T3 Protozoal Rules = None Met Refer to table on page 8 for further detail on the instances of non-compliance.
Council's intended level of service is to: Provide reliable and efficient urban water supplies					
*Maintenance of the reticulation network The percentage of real water loss from Council's networked urban reticulation system		Less than 40%	43%	49%	The result reflects ongoing challenges associated with ageing infrastructure and leak detection.
*Demand Management The average consumption of drinking water per day per resident within the District		600 litres per resident per day	706 litres	469 litres	Average daily water consumption appears higher this period due to changes in calculation methodology, with figures now reflecting total system water supplied rather than household use alone. This result reflects improved data coverage rather than an increase in resident demand.

*Mandatory

Statement of Service Report (EOY (July-June) 2025/2026)

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
Council's intended level of service is to: Be responsive to reported faults and complaints*					
*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	0.13 hours	0.14 hours	Attendance target met.
	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	3.63 hours	1.69 hours	Resolution target met.
	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	1.01 hours	0.75 hours	Attendance target met.
	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	3.53 hours	2.68 hours	Resolution target met.

* Mandatory

Statement of Service Report (EOY (July–June) 2025/2026)

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
*Customer satisfaction The total number of complaints (<i>expressed per 1000 connections to the reticulated networks</i>) received by the Council ¹		No more than 20 complaints per 1000 connections	59.21	71.64	A significant portion of complaints relate to leaks within the Council Network due to aging infrastructure, noting that upon investigation some leaks were found to be within the boundary of a private property. Only a small number of complaints relate to the quality of the water.
Council's 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	0.63 hours	0.5 hours	Attendance target met.
	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	2.28	1.84 hours	Resolution target met.

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 (EOY (July-June) 2025/2026)

Water Supply

Table: Water supplied is compliant with the DWQA Rules in the Distribution System (Bacteria compliance)

Name	Explanation
Rātana	For one day across the period, chlorination performance at the WTP did not meet requirements. During this time, operational checks continued, and the water remained suitable for supply. The Rātana water supply substantially complied with the bacterial treatment requirements during the reporting period.
Mangaweka	The result reflects monitoring and performance data issues rather than contamination events. Chlorine was maintained and no unsafe water was detected.
Hunternville	- The required chlorine residual and contact time for effective disinfection were not consistently achieved. - The required treated water turbidity limits were not consistently met. The result reflects non-compliance with some treatment process requirements. Council continued to operate and monitor the supply in accordance with its operational procedures.
Taihape	- The required chlorine residual and contact time for effective disinfection were not consistently achieved. - The required treated water turbidity limits were not consistently met. The result reflects non-compliance with some treatment process requirements rather than a confirmed failure of the water treatment process.
Marton	- Chlorine residual/contact time requirements were not consistently met. - Turbidity requirements were not consistently met. The result reflects non-compliance with some treatment process requirements rather than a confirmed failure of the water treatment process.
Bulls	- The required disinfection performance requirements were not consistently met. - Treated water turbidity exceeded the required limits on one or more occasions. The results reflect non-compliance with treatment process requirements under the Drinking Water Quality Assurance Rules and does not necessarily indicate that the drinking water was unsafe.

Table: Water supplied is compliant with the DWQA Rules in the Treatment System (Protozoal compliance)

Name	Explanation
Rātana	Across the whole period, a T3 protozoal treatment barrier that is able to achieve 3-log protozoal treatment was not in-place at the WTP. While the treatment system did not meet full protozoal compliance, the supply was protected by residual disinfection, and there was no evidence of unsafe water.
Mangaweka	UV dose was not continuously monitored at the WTP during the period, therefore UV disinfection performance at the WTP did not meet requirements. These were monitoring issues rather than treatment failures. Chlorination remained in place and the supply was deemed safe to drink during the period.
Hunternville	Across the period, the continuous monitoring of UVT at the WTP was not demonstrated. The result reflects the inability to fully demonstrate compliance with UV treatment monitoring requirements. During this time, operational checks continued, confirming the supply remained suitable for drinking.
Taihape	Across the period, the continuous monitoring of UVT at the WTP was not demonstrated. The result reflects the inability to fully demonstrate compliance with the UV treatment monitoring requirements. These were equipment issues rather than contamination events. Council continued to operate and monitor its drinking water supplies in accordance with its operational procedures.
Marton	Across the period, the continuous monitoring of UVT at the WTP was not demonstrated. The Marton water supply did not fully meet the Drinking Water Quality Assurance Rules during the reporting period due to the inability to fully demonstrate compliance with the UV treatment monitoring requirements. The result reflects monitoring requirements rather than a confirmed failure of the UV treatment process.
Bulls	The required disinfection performance requirements were not consistently met. The result reflects monitoring and compliance demonstration requirements rather than a confirmed failure of the water treatment process. Council continued to operate and monitor its drinking water supplies in accordance with its operational procedures.

For further information on the water safety requirements that DIA require Councils to report on and the methodology refer to DIA www.dia.govt.nz and Taumata Arowai monitoring and reporting The Water Services Authority - Taumata Arowai www.taumataarowai.govt.nz

* Mandatory

Statement of Service Report (EOY (July–June) 2025/2026)

Wastewater and Sewage Disposal

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
Council's intended level of service is to: Provide a reliable, reticulated disposal system that does not cause harm or create pollution within existing urban areas					
*Discharge compliance Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of a) abatement notices b) infringement notices c) enforcement orders, and d) convictions		No abatement notices	0	2	No abatement notices were received.
		No infringement notices	6	10	One notice for Rātana (1279), One notice for Bulls (1288), One notice for Taihape (1277), Three notices for Hunterville (1285, 1286, 1350).
		No enforcement orders	0	0	No enforcement orders were received.
		No convictions	0	0	No convictions were received.
*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	0.67/1000	0.46/1000	This target was achieved.
Council's intended level of service is to: Be responsive to reported faults and complaints					
* 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	0.17	0.66 hours	Attendance and resolution targets were achieved.
		Attendance non-urgent 24 hours	0.76	0.83 hours	
		Resolution urgent 24 hours	3.42	1.7 hours	
		Resolution non-urgent 96 hours	1.95	2.22 hours	

* Mandatory

Statement of Service Report (EOY (July-June) 2025/2026)

Wastewater and Sewage Disposal

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
*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 Council's sewerage system.		Fewer requests than 6 per 1000 connections	4.71	8.67/1000	Less than 6 complaints per 1000 connections were received.

*Mandatory

Statement of Service Report (EOY (July–June) 2025/2026)

Stormwater Drainage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
Council's intended level of service is to: Provide a reliable collection and disposal system to each property during normal rainfall					
*Discharge compliance Compliance with the Council's resource consents for discharge from its stormwater system measured by the number of: a. abatement notices b. infringement notices c. enforcement orders, and d. convictions Received by the Council in relation to those resource consents.		No abatement notices	Not Measured	Not Measured	Discharge compliance is a mandatory measure set by the Department of Internal Affairs, therefore must be reported on. However, as Council has no stormwater consents, this target cannot be measured.
		No infringement notices	Not Measured	Not Measured	
		No enforcement orders	Not Measured	Not Measured	
		No convictions	Not Measured	Not Measured	
*System adequacy The number of flooding events ¹ that occurred in the District. For each flooding event, the number of habitable floors affected (expressed per 1000 properties connected to the Council's stormwater system). Note: This is a District-wide assessment		Fewer requests than 5 per 1000 connected properties	Not measured	Not measured	No flooding events occurred.
Council's intended level of service is to: Be responsive to reported faults and complaints					
*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	3.51/1000	6.48/1000	This performance measure has been achieved.
*Response time The median response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site.		Two hours or less	Not measured	Not measured	No flooding events occurred.

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 (EOY (July-June) 2025/2026)

Parks and Reserves

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
Council's intended level of service is to: Compliance with relevant standards					
Playground compliance with NZ Standards		Maintain accreditation	90% compliance	100% compliance	Loosefill has been ordered to top up some playgrounds due to natural deterioration.
Council's intended level of service is to: Provide parks and sport fields that are fit for purpose					
Customer ratings of parks and sports fields		90% Happy or Somewhat Happy	62.5%	100%	The 1 unhappy and 2 somewhat unhappy responses commented on broken water facilities at Bulls Domain which have been repaired.

* Mandatory

Statement of Service Report (EOY (July–June) 2025/2026)

Community

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
Council's intended level of service is to: Compliance with relevant standards					
All swimming pools have PoolSafe accreditation		Maintain accreditation	Taihape Swim Centre maintained PoolSafe Accreditation.	Taihape Swim Centre achieved Pool Safe Accreditation. Marton Swim Centre on hold.	Marton Swim Centre accreditation has been put on hold until the facility re-opens.
Council complies with criteria in rental warrant of fitness programme for community housing		All units achieve at least 95% compliance	All units measured (72) achieved 99 %	All units measured (70) achieved 98.8%	In the last 12 months, momentum for flat improvements has continued. Approximately 10% of the flats have been substantially refurbished, internally. Other works include a new retaining wall, footpath, and fencing.
New public toilet buildings are well designed, safe and visible and Compliance with SNZ4241:1999 and CPTED (safer design guidelines) for new or refurbished toilets)		100 % compliance	Not measured	Not measured	No new or renovated public toilet buildings.
Council's intended level of service is to: Library services are welcoming and provide a space for social interaction and learning					
Customer rating of library facilities		Customer 90% Satisfaction Index (provided via the HappyOrNot system): 90% accreditation	91.5% overall.	90% overall. This consists of: 89% of 373 responses at Te Matapihi 93% of 1,005 responses at Taihape 85% of 1,778 responses at Marton Community Hub	3081 total responses. Te Matapihi 95.5% 465 responses Taihape 92.4% 1146 responses Marton 89.6% 1186 responses

* Mandatory

Statement of Service Report (EOY (July–June) 2025/2026)

Community

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
The number of library outreach activities and events delivered		5 programmes per month per Community Hub site	Marton Community Hub: 20 Te Matapihi-Bulls Community Hub: 5 Taihape Community Hub: 9	Marton Community Hub: 20 Programmes per month Te Matapihi-Bulls Community Hub: 12 Programmes per month Taihape Community Hub: 10 Programmes per month School Holiday Programmes: Marton: 65 Te Matapihi: 50 Taihape: 2	All community hubs hosted a number of programmes each month. Over the school holidays, 718 people attended events across the district.
Council's 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	Achieved	Not Measured	Debrief held post 15 February activation.
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	Exercise Tahu-nui-a-Rangi led by NEMA simulated a severe space weather storm event. Space weather has the potential to disrupt electricity and communications; both are vital to the local economy and our community's well-being. The exercise highlighted some regional vulnerabilities.

* Mandatory

Statement of Service Report (EOY (July-June) 2025/2026)

Rubbish and Recycling

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
<i>Council's 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	4,892 tonnes	5,624 tonnes	Taihape, Bulls, and Marton all have weighbridges, encouraging responsible disposal of waste and recycling.
Recycling available at Waste Transfer Stations throughout the District.		Bulls, Marton, Taihape, Hunterville, Rātana, Mangaweka all provide facilities for recycling of: - Glass - Metal - Paper - Plastics (1-5) - cans/tins	Outcome met	Outcome met	All six waste transfer stations in the district 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	3% increase	20.7%	23.7% of waste was diverted. Education is ongoing with the aim of increasing recycling. The installation of weighbridges has encouraged an increase in recycling.

* Mandatory

Statement of Service Report (EOY (July-June) 2025/2026)

Regulatory Services

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
Council's intended level of service is to: Provide a legally compliant service					
Timeliness of processing building consents and resource consents	Building consents	100% processed within statutory timeframes	98.86%	99.57%	Of the 253 consents completed, 3 went over the 20 day statutory timeframe due to a contractor communication process issue which has now been rectified.
	Resource consents	100% processed within statutory timeframes	Land use consents 100% Subdivision consents 100%	Land use consents 100% Subdivision consents 100%	All 77 consents processed within Statutory timeframes.
Council's intended level of service is to: Provide regulatory compliance officers to address enforcement call outs					
Animal Control – Timeliness of response (i.e. the request for service has been acknowledged) and completion (i.e. the request for service has been signed off by officers.) Results will be presented as the median. Priority 1 = 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	81%	94%	Inputting issues have affected these results. Ongoing training and closer monitoring are being undertaken to improve the accuracy of future results.
	Completion of Priority 1 call outs	90% completed within 20 working days	93%	95%	Achieved
	Response to Priority 2 call outs	90% responded within 24 hours	83%	86%	Inputting issues have affected these results. Ongoing training and closer monitoring are being undertaken to improve the accuracy of future results.
	Completion of Priority 2 call outs	90% completed within 20 working days	90%	92%	Achieved

* Mandatory

Statement of Service Report (EOY (July-June) 2025/2026)

Regulatory Services

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2025/26 TARGET	JUNE 2025/26 RESULT	2024/25 RESULT	NARRATIVE
Environmental health Timeliness of response (i.e the site has been attended) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median.	Response to Noise Control call outs	90% responded to in 1.5 hours	89%	93%	Most of call outs not responded to on time were located in Taihape. The travel time contributed to the delay in responding to call outs.
	Completion of Noise Control call outs	90% completed in 2 hours	89%	71%	Travel time across the district contributed to the delay in the completion of call outs.
	Response to Food Premises call outs	Food premises – 90% responded to in 24 hours	75%	20%	3 of the 4 call outs were responded to within the target timeframe.
	Completion of Food Premises call outs	90% completed in 72 hours	75%	40%	3 of the 4 call outs were completed within the target timeframe.

* Mandatory