



**RANGITIKEI**  
DISTRICT COUNCIL  
*Making this place home.*

# ORDER PAPER

## FINANCE/PERFORMANCE COMMITTEE MEETING

**Date:** Thursday, 28 September 2023

**Time:** 9.30am

**Venue:** Council Chamber  
Rangitikei District Council  
46 High Street  
Marton

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**Chair:** Cr Fi Dalgety

**Deputy Chair:** Cr Jeff Wong

**Membership:** Cr Brian Carter  
Cr Dave Wilson  
Cr Simon Loudon  
Cr Greg Maughan  
Cr Jarrod Calkin  
Ms Leanne Hiroti (TRAK representative)  
HWTM Andy Watson

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<b>Locations:</b>	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; vertical-align: top;"> <u>Marton</u>            Head Office            46 High Street            Marton         </td> <td style="width: 33%; vertical-align: top;"> <u>Bulls</u>            Bulls Information Centre            Te Matapihi            4 Criterion Street            Bulls         </td> <td style="width: 33%; vertical-align: top;"> <u>Taihape</u>            Taihape Information Centre            102 Hautapu Street (SH1)            Taihape         </td> </tr> </table>	<u>Marton</u> Head Office 46 High Street Marton	<u>Bulls</u> Bulls Information Centre Te Matapihi 4 Criterion Street Bulls	<u>Taihape</u> Taihape Information Centre 102 Hautapu Street (SH1) Taihape
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**Notice is hereby given that a Finance/Performance Committee Meeting of the Rangitīkei District Council will be held in the Council Chamber, Rangitīkei District Council, 46 High Street, Marton on Thursday, 28 September 2023 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 31 August 2023** are attached.

#### Attachments

1. **Finance/Performance Committee Meeting - 31 August 2023**

#### Recommendation

That the minutes of Finance/Performance Committee Meeting held on 31 August 2023 [**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

ITEM 6.1

ATTACHMENT 1

## **UNCONFIRMED: FINANCE/PERFORMANCE COMMITTEE MEETING**

**Date:** Thursday, 31 August 2023  
**Time:** 9.30am  
**Venue:** Council Chamber  
Rangitikei District Council  
46 High Street  
Marton

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**Present**

- Cr Brian Carter
- Cr Dave Wilson
- Cr Fi Dalgety
- Cr Greg Maughan
- Cr Jarrod Calkin
- Cr Jeff Wong
- Cr Simon Loudon
- HWTM Andy Watson

**In attendance**

- Mr Kevin Ross, Chief Executive
- Mr Arno Benadie, Chief Operating Officer
- Mr Dave Tombs, Group Manager- Corporate Services
- Mrs Carol Gordon, Group Manager- Democracy and Planning
- Mrs Gaylene Prince, Group Manager- Community Services
- Ms Adina Foley, Group Manager- Capital Projects
- Ms Joanne Manuel, Manager- Community Wellbeing
- Ms Kym Skerman, Manager- Events and Venue
- Ms Kezia Spence, Governance Advisor

**Order of Business**

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## 1 Welcome / Prayer

Cr Dalgety opened the meeting at 9.31am and Cr Wong read the council prayer.

## 2 Apologies

Resolved minute number 23/FPE/060

Apologies received from Leanne Hiroiti.

Cr F Dalgety/Cr B Carter. Carried

## 3 Public Forum

## 4 Conflict of Interest Declarations

## 5 Confirmation of Order of Business

## 6 Confirmation of Minutes

Resolved minute number 23/FPE/061

That the minutes of Finance/Performance Committee Meeting held on 29 June 2023 **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 J Calkin/Cr B Carter. Carried

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

His Worship the Mayor arrived at 8.35am.

#### Item 1

Councillors requested that staff update the action to in progress until the problem is resolved.

Resolved minute number 23/FPE/062

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

Cr F Dalgety/Cr J F Wong. Carried



## 7 Chair's Report

### 8.1 Chair's Report - August 2023

There was no update.

#### Recommendation

That the Chair's Report – August 2023 be received.

## 9 Reports for Decision

### 9.1 Events Sponsorship Scheme - Consideration of Applications for Round One of 2023/24

Councillors highlighted that there has been a decrease from \$50,000 to \$25,000 as per the annual plan as a cost savings and councillors need to be mindful making their decisions on funding.

It was requested that the table in the order paper is sent to councillors when assessments open.

#### Huntermville Huntaway Festival

Cr Calkin declared a conflict of interest for this application as he is a sponsor of the event. His Worship the Mayor noted that he would have a conflict of interest for every event if this was the case.

#### Rangitikei Business Awards

Staff responded to comments that there is not an operational budget for events to support this event.

Staff responded to questions that logo and branding for council is always promoted through events council supports.

#### Marton Country Festival

His Worship the Mayor noted that there has been a change of ownership of this event.

Council does support the event through other ways such as cleaning the toilets and extra effort on our park space.

#### Turakina Caledonian Society Inc

That staff pass on comments that they include a full financial balance sheet as part of the application.

#### Marton Arts & Crafts Centre

That staff refer them to Creative Communities as part of the feedback for the application.

#### Doors Open Marton

There was a concern if this is not funded in total the event would not be held.

Staff to provide feedback that next year council expect to not see a private account.

#### Rangitikei Shearing Sports

There were concerns for funding the Taihape Shearing Sports and highlights the need to have funding remaining after round one.

#### **Resolved minute number 23/FPE/063**

That the report 'Events Sponsorship Scheme – Consideration of Applications for Round One of 2023/24' be received.

Cr F Dalgety/Cr D Wilson. Carried

#### **Resolved minute number 23/FPE/064**

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

- Hunterville Huntaway Festival - \$2,750
- Rangitikei Business Awards-\$1,590
- Marton Country Festival - \$2,630
- Turakina Caledonia Society Inc-\$2,750
- Bulls & District Community Trust-\$1,290
- Marton Arts & Crafts Centre-\$980
- Doors Open Marton-\$880
- Mangaweka Heritage Incorporated- \$1,630
- All Points Camping Club of NZ-\$1,470
- Rangitikei Shearing Sports-\$2,500

Totalling 18,470.

Cr D Wilson/Cr B Carter. Carried

## **9.2 Community Initiatives Fund - Consideration of Applications for Round One of 2023/24**

### Sport Whanganui

Staff responded to questions that council do not have a contract with Sport Whanganui, but staff do support events as a stakeholder.

His Worship the Mayor noted they receive national funding to support services in the district.

Rangitikei District Council- Poppy Places Project

Staff responded to questions that there is no operational budget for this project.

Rotary Club of Marton

Cr Wilson declared a conflict of interest as he is the project lead. His Worship the Mayor declared a conflict of interest.

Consent fees were waived previously from council for this project.

All Schools Reunion Taihape

Cr Wong declared a conflict of interest.

Councillors were concerned regarding the personal bank account and staff to provide feedback on this.

**Resolved minute number 23/FPE/065**

That the report 'Community Initiatives Fund – Consideration of Applications for Round One of 2023/24' be received.

Cr F Dalgety/Cr G Maughan. Carried

**Resolved minute number 23/FPE/066**

That the Finance/Performance Committee approve the sponsorship of projects listed below, and disperse the Community Initiatives Fund as outlined to successful applicants:

- Taihape Neighbourhood Support-\$1,220
- Sport Whanganui- \$2,360
- Rangitikei District Council Poppy Places Project-\$1,930
- Rotary Club of Marton-\$2,700
- All Schools Reunion Taihape -\$2,600
- Epilepsy Association of New Zealand- \$600
- Bulls Toy Incorporated-\$2,320

Totally \$13,730

Cr D Wilson/Cr B Carter. Carried

## 10 Reports for Information

### 10.1 Events Sponsorship Scheme - Project Report Form

The assessment reports be edited for spelling errors.

**Resolved minute number 23/FPE/067**

That the Events Sponsorship Scheme – Project Report Form be received.

Cr F Dalgety/Cr D Wilson. Carried

**10.2 Community Initiatives Fund - Project Report Forms**

The report was taken as read.

**Resolved minute number 23/FPE/068**

That the Community Initiatives Fund – Project Report Forms be received.

Cr F Dalgety/Cr B Carter. Carried

Meeting adjourned 10.29am and reconvened at 10.36am.

**10.3 Financial Snapshot - June 2023**

Mr Tombs responded to questions regarding the financial implications of the Emergency Works and explained how showing these as operating expenses has impacted Council's reported Financial Performance - they are unbudgeted operating expenditure, offset partially by unbudgeted external grants. However, the Emergency Works have resulted in some capital works not being completed which has resulted in some budgeted capital grant income not being received. Budgeted grant income associated with the Marton Rail Hub that has not been received has also resulted in an adverse budget position for 2022/23.

Mr Ross undertook the action that staff check individual properties not being added to the council rating database.

**Resolved minute number 23/FPE/069**

That the report 'Financial Snapshot – June 2023' be received.

Cr F Dalgety/Cr B Carter. Carried

**10.4 Treasury and Debt - 2023/24**

Mr Tombs advised that borrowings are increased in line with the Treasury Management Policy, the Long-Term Plan, and cash flow requirements. Generally, debt will increase as new growth assets (that have no grant funding) are paid for.

Mr Tombs and Mr Jones will provide a Finance 101 workshop at a later date.

**Resolved minute number 23/FPE/070**

That the report 'Treasury and Debt – 2023/24' be received, noting the justification in S2.2 for Council having a Current Account Bank Balance higher than that recommended in Council's Treasury Management Policy.

Cr D Wilson/Cr J Calkin. Carried

### 10.5 QV Report

Mr Tombs will clarify the cost of the property sales report and whether this can start coming back to councillors.

**Resolved minute number 23/FPE/071**

That the QV Report be received.

HWTM A Watson/Cr D Wilson. Carried

### 10.6 LGFA - General Information

The report was taken as read.

**Resolved minute number 23/FPE/072**

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

Cr D Wilson/Cr J Calkin. Carried

### 10.7 Statement of Service Performance 2022/2023

There have been significant IT changes to bring the report in a more timely manner.

Mrs Gordon responded to questions that the levels of reporting can change as part of the Long-Term Plan. There are some that are mandatory, such as water, but others that council has discretion over.

**Resolved minute number 23/FPE/073**

That the report "Statement of Service Performance 2022/23" be received.

Cr F Dalgety/Cr B Carter. Carried

### 10.8 Public Feedback / Performance Report - July 2023

Staff noted that majority of negative comments were alerting to an issue.

**Resolved minute number 23/FPE/074**

That the Public Feedback / Performance Report – July 2023 be received.

Cr B Carter/Cr D Wilson. Carried

**The meeting closed at 11.39am.**

ITEM 6.1

ATTACHMENT 1

The minutes of this meeting were confirmed at the Finance/Performance Committee held on 28 September 2023.

.....

Chairperson

Unconfirmed

## 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-Jun-23	King Street effluent dump site - inform the motorhome association of issues with this site	Raj / Arno	The original blockage has been cleared with the help of reticulation staff. Blockages will continue to occur as the water trap located underneath is not of adequate size. This will require updating and we will be working with the reticulation team for a permanent solution.	In progress
2	31-Aug-23	Capex and debt movement summary to be supplied to Crs (and follow up any resulting/outstanding queries)	Dave Tombs	Emailed 19 Sept, with offer to provide further info/clarification as required	Completed (subject to Committee queries)
3	31-Aug-23	Rate remission - check whether we are giving remissions without knowing about it - a suggested process put in place?	CE		



## **8 Chair's Report**

### **8.1 Chair's Report - September 2023**

**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 – September 2023 be received.

## 9 Reports for Decision

### 9.1 Treasury Management Policy - Update

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

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

#### 1. Reason for Report

- 1.1 To provide an updated Treasury Management Policy for the Finance and Performance Committee to review and endorse.
- 1.2 Once endorsed the amended Treasury Management Policy will be presented to Council for Approval

#### 2. Context

- 2.1 Council's Treasury Management Policy (TMP) was last reviewed and adopted in October 2020.
- 2.2 The TMP has been amended for the following key matters as highlighted in the attachments to this Report:
  - 2.2.1 Section 3.3 recognises that Council has become a guaranteeing member of LGFA (previously Council was an 'unrated' member); and
  - 2.2.2 Sections 3.4 and 3.5 recognise that two of the Borrowing Covenants have changed as a result of the change referred to in S2.2.1 of this Report
  - 2.2.3 Sections 3.4 and 3.5 have had the Examples updated to reflect more relevant financial figures
  - 2.2.4 Section 3.5 had had the reference to a 'suggested bank balance' removed. Officers regularly monitor cash flow requirements and manage the bank balance as appropriate (and report this to each Finance and Performance Committee meeting)
  - 2.2.5 Sections 3.6 and 3.7 have been updated to reflect current arrangements
  - 2.2.6 Section 3.9 has been removed as it is no longer relevant
  - 2.2.7 Minor amendments have been made to Sections 4.5 onwards

*Note: Council consulted on becoming a guaranteeing member of the LGFA when consulting on its Long Term Plan ('LTP') 2021/31 and subsequently became a guaranteeing member in June 2022. Council conducted a detailed risk analysis and cost/benefit analysis of becoming a guaranteeing member of LGFA when considering its LTP 2021/31.*

- 2.3 Council's Risk and Assurance Committee reviewed the Treasury Management Policy as amended for the above changes at its September 2023 meeting and suggested two further amendments:
  - 2.3.1 Include reference to having a staggered 'maturity date' for Council's different debt parcels; and

2.3.2 Include reference to Council's Foreign Exchange Exposure being essentially limited to risk with sourcing procurement from overseas.

2.4 These two items have been included in the attached draft Policy in sections 3.6 and 3.9.1.

### **3. Financial Implications**

3.1 The adoption of an inappropriate Treasury Management Policy could have significant negative impacts for Council's financial sustainability.

### **4. Impact on Strategic Risks**

4.1 Refer S3.1 above.

### **5. Mana Whenua Implications**

5.1 No significant direct implications have been identified.

### **6. Statutory Implications**

6.1 The Treasury Management Policy incorporates two statutory policies (being the Liability Management Policy and the Investment Policy). These statutory policies are required under S102 of the Local Government Act 2002.

#### **Attachments:**

- 1. Amended Treasury Management Policy 2023** [↓](#)

#### **Recommendation**

That Finance and Performance Committee endorse the amendments to the Treasury Management Policy.

Financial SERVICES

# TREASURY MANAGEMENT POLICY

Date of adoption: 22 October 2020

Resolution number: 20/RDC/391 Date by

which review

must be completed: September 2023

Relevant legislation: LGA 2002

Statutory/Policy: Statutory

Included in the LTP: Indirectly  
(via Finance Strategy)

## TREASURY MANAGEMENT POLICY

<b>Date of adoption by Council/Committee</b>	<del>22 October</del> <u>September</u> 2023 <del>0</del>
<b>Resolution Number</b>	<del>20/RDC/391</del>
<b>Date by which review must be completed</b>	September 202 <del>6</del> <u>3</u>
<b>Relevant Legislation</b>	LGA 2002
<b>Statutory or Operational Policy</b>	Statutory
<b>Included in the LTP</b>	Indirectly (via Finance Strategy)

### 1 Introduction

Rangitikei District Council’s (“Council’s”) *Treasury Management Policy* consists primarily of two statutory policies:

1. Liability Management Policy and
2. Investment Policy

These statutory policies:

- form the key elements of, and provide, the framework under which Council operates its borrowing and investment activities; and
- are required under the Local Government Act 2002 (“LGA2002”) (Section 102 : Sections 104 and Section 105 outline the required content of these policies).

### 2 Overview

The key objectives of Council’s treasury activities are to protect the interests of, and ensure fairness between, Council’s current and future ratepayers.

In doing so, Council will apply procedures and controls to:

- ensure funds are always available to meet both planned and unplanned (but not extreme) levels of expenditure; and
- prudently manage the borrowing costs and investment returns that impact Council’s operational budgets; and
- ensure that all borrowings, investments and incidental financing arrangements comply with relevant legislation; and
- prudently manage the risk and volatility associated with Council’s treasury activities; and

- safeguard Council’s assets; and
- provide appropriate treasury reporting; and
- ensure the key principles of Council’s Treasury Management Policy are kept current via regular reviews and reporting.

Generally, Council will:

- avoid speculative type investments; and
- avoid investments in organisations whose activities are not consistent with Council’s social, environmental, ethical or cultural values; and
- maintain a ‘risk averse’ approach to its treasury activities.

### 3 Liability Management Policy

#### 3.1 Introduction

The Liability Management Policy applies to the following liability arrangements (ie borrowing arrangements) with external parties:

- to fund Council’s capital works program, especially to provide funds for new (as opposed to replacement) assets. Council views the use of debt for these purposes as an appropriate and efficient mechanism for promoting intergenerational equity between current and future ratepayers;
- for specific one-off projects, including those caused by an emergency situation, or new levels of service that may arise from time to time

All other council liabilities (eg hire purchase, credit transactions, deferred payment and lease arrangements) are managed in the course of council’s day-to-day operations.

Council’s borrowing requirements will be clearly identified in its Long Term Plan and Annual Plans. Amounts not included in the Long Term Plan or Annual Plan can only be borrowed if approved by council resolution.

#### 3.2 Requirements

S104 of LGA2002 states that the Liability Management Policy must state Council’s policies regarding its management of borrowings and other liabilities, including:

- interest rate exposure; and
- liquidity; and
- credit exposure; and
- debt repayment.

3.3 Borrowing Covenants

The first two of these four considerations (interest rate exposure and liquidity) are most effectively governed with the use of borrowing covenants. In determining what constitutes a prudent level of borrowings, Council will apply the Local Government Funding Agency covenants for ~~unrated- 'guaranteeing member' councils as at 30 June 2020. An unrated A 'guaranteeing member' council is one whose borrowings from LGFA are below above \$20m- and who is not a guaranteeing member of LGFA. These covenants are more conservative than the covenants that apply for rated councils.~~

Council's Long Term Plan and Annual Plans show the planned future levels of Council debt. Although future cost of servicing debt is subject to future market conditions, the Long Term Plan will incorporate a reasonable estimate of these costs. Debt levels for each year within the Long Term Plan and for each Annual Plan must comply with the covenants in this Policy.

3.4 Interest Rate Exposure

Covenant	Limit
Net interest/total revenue	< 20%
Net interest/annual rates income	< <del>25</del> 30%
<p>Notes:</p> <p>Net interest is total annual interest cost and finance costs less interest earned</p> <p>Total revenue is cash income from rates, government grants and subsidies, user charges, interest, investment income but excludes vested assets and developer contributions</p> <p><del>The following examples have been provided to assist with 'giving this covenant some context'. These examples assume:</del></p> <p><u>Example</u></p> <p>Interest rate at <del>5</del>3%</p> <p>Interest earned \$<del>200k</del>zero</p> <p>Total annual revenue \$<del>55</del>30m</p> <p>Annual rates income \$<del>35</del>24m</p> <p><u>Debt \$70m</u></p> <p><u>Interest paid \$3.5m</u></p> <p><u>Interest earned \$0.2m</u></p> <p><u>Net interest \$3.3m</u></p> <p>Net interest/total revenue (maximum is 20%) : <u>(\$3.3m/\$55m) = 6%</u></p>	

ITEM 9.1 ATTACHMENT 1

Example 1 : Debt of \$3m:  $\frac{[(3m \times 3\%) - 0]}{30m} = 0.3\%$  Example 2 :-  
Debt of \$40m:  $\frac{[(40m \times 3\%) - 0]}{30m} = 4\%$

Net interest/annual rates income (maximum is ~~25~~30%) :  $\frac{(\$3.3m/\$35m)}{1} = 9.4\%$

Example 1 : Debt of \$3m:  $\frac{[(3m \times 3\%) - 0]}{24m} = 0.4\%$  Example 2 :-  
Debt of \$40m:  $\frac{[(40m \times 3\%) - 0]}{24m} = 5\%$



Council’s finance department will primarily manage the impact of interest rate risk by accessing only fixed interest rate borrowings. Council approval will be obtained should non fixed interest rate borrowings be sought.

3.5 Liquidity

Covenant	Limit
Net debt/total revenue	<175% <del>280%</del>
The example information in S3.4 (Total Revenue of \$ <del>3055</del> m and Debt of \$ <del>4070</del> m) and an assumed Bank Balance of \$10m would provide a Net Debt/Total Revenue ratio of <del>133</del> 109%.	
External debt plus committed loan facilities plus liquid investments divided by external debt	>110%
The example information in S3.4 (Debt of \$70m) and an assumed Bank Balance of \$10m would provide a ratio of 114%.	
The following examples have been provided to assist with ‘giving this covenant some context’. These examples assume	
Committed Loan Facilities \$zero	
Cash at Bank \$2million	
Term Deposits \$4million	
Example 1 : Debt of \$3m would give a Liquidity Ratio of $(3+0+2+4)/3 = 300\%$	
Example 2 : Debt of \$40m would give a Liquidity Ratio of $(40+0+2+4)/40 = 115\%$	

In addition, Council will aim to maintain a current bank balance of between \$1m and \$3m, using debt and an interest earning deposit account as required.

3.6 Credit Exposure

At the time of approving this Treasury Management Policy, Council had one parcel of debt but expected to increase this number during the next Long Term Plan.

Council will ensure that each of its ~~first seven~~ parcels of debt:

- ~~matures in financial years different from other parcels of debt; and~~
- is likely to provide Council with sufficient finance so that no further debt will be required for at least ~~63~~ months; and
- is included in a report to Finance and Performance Committee; and
- ~~considers the cost/benefit of being fixed or floating with regards to other existing parcels of debt and market conditions; and~~
- ~~has a maturity date set such that no more than two parcels of debt mature in the same six month period.~~

3.7 Debt Repayment

Council will repay borrowings when, or before, they fall due in accordance with the applicable borrowing arrangement by refinancing or from surplus general funds.

2

3.8 Management and Reporting

A summary of Council’s debt portfolio will be provided to [each](#) Finance and Performance Committee ~~on a quarterly basis~~ [and Risk and Assurance Committee](#).

This ~~quarterly~~ reporting will include commentary regarding Council’s debt position compared to the position included in the Annual Plan and Ten Year Plan [and compliance with its borrowing covenants](#).

3.9 Other Considerations

~~3.9.1 The New Zealand LGFA~~

~~Should Council borrow more than \$20m from LGFA and/or become a guaranteeing member of LGFA, borrowings from the LGFA may involve Council:~~

- ~~• contributing a portion of its borrowing back to LGFA as an equity contribution, for example as Borrower Notes; and~~
- ~~• providing guarantees of the indebtedness of other local authorities to LGFA and of the LGFA itself; and~~
- ~~• contributing additional equity or subordinated debt to LGFA if required; and~~
- ~~• securing its borrowings from LGFA and other obligations of the LGFA with a charge over RDC’s rates and rates revenue; and~~
- ~~• subscribing for shares and uncalled capital in LGFA.~~

~~3.9.2~~ [3.9.1](#) Foreign Exchange Exposure

Council will ordinarily source its borrowings from bank debt, LGFA or from domestic capital markets (fixed rate bonds, medium term notes, floating rate notes and commercial paper). It is not envisaged that Council will have any foreign exchange exposure [other than standard commercial risk that exists should Council source procurement from overseas](#). Council approval will be sought should such exposure, of \$1,000 or more, be identified.

~~3.9.3~~ [3.9.2](#) Other Guarantees

Apart from LGFA, Council may provide financial guarantees to local organisations, groups or bodies for recreational and community purposes.

The total value of these non-LGFA guarantees will be capped as per the following covenant:

Covenant	Limit
Non-LGFA Guarantees as % of total annual rates	3%

### 3.9.43.9.3 Other Liabilities

Other RDC liabilities will be managed in the course of RDC's day-to-day operations.

## 4 Investment Policy

### 4.1 Introduction

Council will generally hold two types of investment:

1. commercial and
2. strategic

Commercial investments typically arise where council invests surplus funds with the primary objective of generating a commercial return whilst exposing council to an appropriate level of risk. Council, like most public authorities:

- recognises that holding commercial investments should reduce the reliance on rates, and
- has a focus on investments that have a relatively low risk, and
- recognises that lower returns are generally associated with the lower risk investments that will form part of its investment portfolio, and
- will generally not hold equity investments for purely commercial reasons.

Strategic investments typically arise where council invests funds in an opportunity where the primary objective is to generate a social, community or similar benefit or for legislative reasons. These investments are generally expected to return a lower financial return to council than commercial investments.

Council's investment plans will be clearly identified in its Long Term Plan and Annual Plans.

### 4.2 Requirements

S105 of LGA2002 states that the Investment Policy must state Council's policies regarding its investments, including:

- the mix of investments, and
- the acquisition of new investments, and
- an outline of the procedures by which investments are managed and reported to the local authority and
- an outline of how risks associated with investments are assessed and managed.

### 4.3 Mix of Investments

Council's investments will typically be in the form of:

- equity and other shareholding interests - these may include holding financial interests in LGFA, Council Controlled Organisations and other strategic investment opportunities; or

- property, including land, buildings and ground leases; or
- forestry investments; or
- financial investments.

Council will not invest in initiatives that are not consistent with its social, environmental, cultural or ethical values.

4.4 Acquisition of New Investments

New equity and forestry investments (and disposals thereof), not included in an Annual Plan or Long Term Plan, require prior council approval.

The placing of surplus cash and working capital in interest-bearing bank deposit accounts is regarded as business as usual activity and, for these purposes, is regarded as a banking activity and not an investing activity.

4.5 Management and Reporting (including Risk Management)

Where Council holds material investments, a summary of Council’s investment portfolio and its performance will be provided to Finance and Performance Committee on a quarterly basis.

This quarterly reporting will include commentary regarding investment returns compared to the amounts included in the Annual Plan and Ten Year Plan.

Where Council holds financial investments it may use mechanisms such as interest rate swaps, interest rate options and forward rate agreements to manage interest rate risk. In doing so, Council will seek external advice as required.

5 Other

5.1 Review

The Treasury Management Policy shall be reviewed by Council at least once every three years. The Local Government Act 2002 Amendment Act 2010 (S102) states that Council does not need to go through the special consultative process to amend the Liability Management Policy and the Investment Policy.

5.2 Reporting - Summary

- Council’s Long Term Plan and Annual Plans show the planned future levels of Council debt and investment (S3.3 and S4.1)
- Each new parcel of debt will be reported to Council’s Finance and Performance Committee (S3.6)

- A summary of Council’s investment portfolio and debt position will be provided to Finance and Performance Committee ~~on a quarterly basis~~. This ~~quarterly~~ reporting will include commentary regarding investment returns and debt position compared to the amounts included in the Annual Plan and Ten Year Plan ~~(S3.8 and S4.5)~~
  - Council’s Treasury function will formally report any concerns relating to Council’s investment portfolio or debt position to ~~Audit and Risk~~ and Assurance Committee and to Council.
- 5.3 All delegations exercised under this Policy need to comply with the requirements of the Delegations Register and/or any sub-delegations that may be made by the CEO. All such sub-delegations made by the CEO must be clearly recorded.

## 10 Reports for Information

### 10.1 Financial Snapshot - August 2023

**Author:** Hilary Walker, Management and Systems Accountant

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

#### 1. Reason for Report

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

#### 2. Activity Performance Reports

- 2.1 The attached Departmental Activity Performance Reports provide commentary on Departmental operational budget variances in excess of \$100k (excluding Depreciation, Internal Finance Costs and Overhead Allocations).

#### 3. Capital Expenditure

##### Year To Date Summary

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

#### Attachments

1. **Financial Snapshot - August 2023** [↓](#)

#### Recommendation

That the report 'Financial Snapshot – August 2023' be received.

ITEM 10.1

**Whole of Council  
Activity Performance Report  
For the period ending August 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(9,623)</b>	<b>(9,160)</b>	<b>463</b>	<b>5%</b>	<b>(47,608)</b>
Subsidies and Grants	(1,568)	(1,212)	356	29%	(12,951)
Other Revenue	(870)	(950)	(80)	-8%	(4,758)
Finance Revenue	(109)	(44)	65	146%	(265)
Gains	0	0	0	0%	(150)
Rates	(7,076)	(6,954)	122	2%	(29,484)
<b>Total Expense</b>	<b>7,138</b>	<b>7,974</b>	<b>836</b>	<b>10%</b>	<b>50,229</b>
Other Expenses	2,873	3,832	958	25%	22,837
Personnel Costs	1,205	1,259	54	4%	8,191
Finance Costs	1	4	3	71%	1,926
Depreciation	3,059	2,879	(180)	-6%	17,274
Overhead Allocation	0	0	0	100%	(0)
<b>Grand Total</b>	<b>(2,484)</b>	<b>(1,185)</b>	<b>1,299</b>		<b>2,621</b>

**Variances > \$100k: Comment**

Please refer to each Group for comments.

**Business Units****Activity Performance Report  
For the period ending August 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(172)</b>	<b>(53)</b>	<b>119</b>	<b>226%</b>	<b>(467)</b>
Subsidies and Grants	(2)	0	2	100%	0
Other Revenue	(3)	(3)	(1)	-21%	(20)
Finance Revenue	(109)	(44)	65	146%	(265)
Gains	0	0	0	0%	(150)
Rates	(2,337)	(2,263)	74	3%	(9,061)
Rate Apportionment	2,278	2,258	(20)	-1%	9,030
<b>Total Expense</b>	<b>(13)</b>	<b>(2,073)</b>	<b>(2,060)</b>	<b>-99%</b>	<b>130</b>
Other Expenses	441	674	233	35%	3,806
Personnel Costs	1,029	1,039	10	1%	6,758
Finance Costs	1	(2,071)	(2,073)	-100%	(150)
Depreciation	142	103	(39)	-38%	616
Overhead Allocation	(1,626)	(1,817)	(191)	-11%	(10,901)
<b>Grand Total</b>	<b>(185)</b>	<b>(2,126)</b>	<b>(1,940)</b>		<b>(337)</b>

**Variance > \$100k: Comments**

## Other Expenses

Variance is caused mainly by the accounting treatment of reversing financial year end accruals (eg audit fees). This results in the current year expenses appearing lower than they actually are. These variances will be eliminated once the associated invoices are received.

## Finance Costs

The internal allocation of Finance Costs will occur in October. This will negate the variance shown above and other Group finance summaries (note – these are internal allocations and so have no impact on Whole of Council reporting).



**Community  
Activity Performance Report  
For the period ending August 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(1,641)</b>	<b>(1,650)</b>	<b>(9)</b>	<b>-1%</b>	<b>(8,267)</b>
Subsidies and Grants	(333)	(356)	(23)	-7%	(2,815)
Other Revenue	(141)	(139)	2	1%	(834)
Rate Apportionment	(1,167)	(1,154)	13	1%	(4,618)
<b>Total Expense</b>	<b>1,078</b>	<b>1,989</b>	<b>911</b>	<b>46%</b>	<b>7,439</b>
Other Expenses	323	509	186	37%	2,855
Personnel Costs	17	16	(1)	-6%	107
Finance Costs	0	860	860	100%	860
Depreciation	530	364	(166)	-46%	2,184
Overhead Allocation	206	239	32	14%	1,432
<b>Grand Total</b>	<b>(563)</b>	<b>339</b>	<b>903</b>		<b>(828)</b>

**Variances > \$100k: Comments**

Other Expenses

Timing difference: the budget variances relate mainly to the delay in receipt of expenses against the phased budgets.

**Community Leadership  
Activity Performance Report  
For the period ending August 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(341)</b>	<b>(339)</b>	<b>2</b>	<b>1%</b>	<b>(1,356)</b>
Rates	(23)	(23)	0	0%	(93)
Rate Apportionment	(318)	(316)	2	1%	(1,263)
<b>Total Expense</b>	<b>289</b>	<b>271</b>	<b>(18)</b>	<b>-7%</b>	<b>1,625</b>
Other Expenses	181	147	(35)	-24%	879
Depreciation	0	0	0	100%	2
Overhead Allocation	108	124	16	13%	745
<b>Grand Total</b>	<b>(52)</b>	<b>(68)</b>	<b>(16)</b>		<b>270</b>

**Variances > \$100k: Comments**

No comments to make.

**Community Wellbeing  
Activity Performance Report  
For the period ending August 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(524)</b>	<b>(316)</b>	<b>208</b>	<b>66%</b>	<b>(1,396)</b>
Subsidies and Grants	(217)	(14)	203	1479%	(183)
Other Revenue	(5)	(2)	3	133%	(14)
Rate Apportionment	(302)	(300)	2	1%	(1,200)
<b>Total Expense</b>	<b>211</b>	<b>181</b>	<b>(30)</b>	<b>-17%</b>	<b>1,132</b>
Other Expenses	124	85	(39)	-46%	554
Depreciation	5	2	(3)	-197%	10
Overhead Allocation	83	95	12	13%	569
<b>Grand Total</b>	<b>(313)</b>	<b>(135)</b>	<b>178</b>		<b>(264)</b>

**Variances > \$100k: Comments**

Subsidies & Grants

Mayors Task Force for Jobs (MTFJ) Tranche 1 has been received, resulting in unbudgeted revenue.

**Environmental & Regulatory  
Activity Performance Report  
For the period ending August 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(958)</b>	<b>(1,000)</b>	<b>(42)</b>	<b>-4%</b>	<b>(4,117)</b>
Subsidies and Grants	0	0	0	0%	(502)
Other Revenue	(532)	(577)	(45)	-8%	(1,921)
Rate Apportionment	(427)	(423)	3	1%	(1,694)
<b>Total Expense</b>	<b>554</b>	<b>723</b>	<b>169</b>	<b>23%</b>	<b>4,440</b>
Other Expenses	92	203	111	55%	1,217
Personnel Costs	159	204	45	22%	1,326
Overhead Allocation	303	316	13	4%	1,897
<b>Grand Total</b>	<b>(404)</b>	<b>(277)</b>	<b>127</b>		<b>323</b>

**Variances > \$100k: Comments**

Other Expenses

Timing difference: the budget variances relate mainly to the delay in receipt of expenses against the phased budgets.

**Roading & Footpaths  
Activity Performance Report  
For the period ending August 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(3,198)</b>	<b>(2,993)</b>	<b>205</b>	<b>7%</b>	<b>(18,285)</b>
Subsidies and Grants	(944)	(754)	190	25%	(9,275)
Other Revenue	(23)	(26)	(3)	-10%	(156)
Rates	(2,199)	(2,182)	17	1%	(8,729)
Rate Apportionment	(31)	(31)	0	1%	(125)
<b>Total Expense</b>	<b>3,137</b>	<b>3,746</b>	<b>609</b>	<b>16%</b>	<b>21,322</b>
Other Expenses	883	1,219	336	28%	7,315
Finance Costs	0	231	231	100%	231
Depreciation	1,707	1,682	(25)	-1%	10,094
Overhead Allocation	547	614	67	11%	3,683
<b>Grand Total</b>	<b>(61)</b>	<b>752</b>	<b>813</b>		<b>3,037</b>

**Variances > \$100k: Comments**

Subsidies and Grants

This variance mainly relates to the revenue associated with the unbudgeted Emergency Works.

Other Expenses

Timing difference: the budget variances relate mainly to the delay in receipt of expenses against the phased budgets.

**Rubbish & Recycling  
Activity Performance Report  
For the period ending August 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(473)</b>	<b>(481)</b>	<b>(8)</b>	<b>-2%</b>	<b>(2,866)</b>
Other Revenue	(161)	(172)	(11)	-6%	(1,630)
Rates	(279)	(276)	3	1%	(1,105)
Rate Apportionment	(33)	(33)	0	1%	(131)
<b>Total Expense</b>	<b>298</b>	<b>387</b>	<b>89</b>	<b>23%</b>	<b>2,921</b>
Other Expenses	220	301	81	27%	2,407
Finance Costs	0	1	1	100%	1
Depreciation	13	11	(1)	-13%	66
Overhead Allocation	66	74	9	12%	446
<b>Grand Total</b>	<b>(175)</b>	<b>(93)</b>	<b>82</b>		<b>56</b>

**Variances > \$100k: Comments**

No comments to make.

**Water, Sewerage & Stormwater  
Activity Performance Report  
For the period ending August 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(2,315)</b>	<b>(2,328)</b>	<b>(13)</b>	<b>-1%</b>	<b>(10,855)</b>
Subsidies and Grants	(72)	(88)	(16)	-18%	(176)
Other Revenue	(6)	(31)	(25)	-82%	(183)
Rates	(2,237)	(2,209)	28	1%	(10,496)
<b>Total Expense</b>	<b>1,584</b>	<b>2,750</b>	<b>1,166</b>	<b>42%</b>	<b>11,219</b>
Other Expenses	609	694	85	12%	3,804
Finance Costs	0	984	984	100%	984
Depreciation	662	717	55	8%	4,302
Overhead Allocation	312	355	43	12%	2,128
<b>Grand Total</b>	<b>(731)</b>	<b>422</b>	<b>1,153</b>		<b>363</b>

**Variations > \$100k: Comments**

No comments to make.

**Capital Expenditure +\$500k projects  
For the period ending August 2023**

Whole of Council	YTD Actuals	YTD Budgets	Full Year Budget	Comments
	1,524,466	3,877,806	35,711,227	

Business Units	YTD Actuals	YTD Budgets	Full Year Budget	Comments
95500701. Motor Vehicle Purchases	0	0	500,000	Procurement of vehicles will begin in later in the year.

Community	YTD Actuals	YTD Budgets	Full Year Budget	Comments
4090174505. Marton Building Design & Construction	11,603	138,314	829,880	Detailed report provided separately to Council as part of PMO Reporting
4090174504. Taihape Town Hall and Library Redevelopment	7,799	83,334	500,000	Detailed report provided separately to Council as part of PMO Reporting
4410170630. Taihape Grandstand	0	0	774,086	Detailed report provided separately to Council as part of PMO Reporting

Roading and Footpaths	YTD Actuals	YTD Budgets	Full Year Budget	Comments
70100781. Sealed Road Pavement Rehabilitation (214)	33,729	100,000	1,204,105	Works Programme now underway.
70100782. Drainage Renewals (213)	57,404	50,000	764,694	Works Programme now underway.
70100783. Structures Components Replacements (215)	45,144	50,000	522,083	Works Programme now underway.
7010078421. Road to Zero (341)	8,585	95,216	571,296	Works Programme now underway.
70100787. Sealed Road Surfacing (212)	0	200,000	1,370,700	Works Programme yet to start.
70100795. Improvements- Low Cost Low Risk (341)	102,000	200,000	4,352,300	Works Programme now underway.



Water, Sewerage & Stormwater	YTD Actuals	YTD Budgets	Full Year Budget	Comments
6050177204. Bulls Stormwater Upgrades	6,898	128,390	770,344	Detailed report provided separately to Council as part of PMO Reporting
6060174503. Marton Water Strategy	335,162	991,720	5,950,315	Detailed report provided separately to Council as part of PMO Reporting
6060176401. Water Supply Renewals	8,714	516,050	3,096,300	Detailed report provided separately to Council as part of PMO Reporting
6070176204. Wastewater Reticulation	4,786	180,934	1,085,604	Detailed report provided separately to Council as part of PMO Reporting
6070176206. Marton to Bulls Centralisation Project	78,523	338,062	2,028,372	Detailed report provided separately to Council as part of PMO Reporting
6070177108. Taihape Wastewater Treatment Plant Consent	11,395	0	2,180,000	Detailed report provided separately to Council as part of PMO Reporting
6070177111. Ratana Complete Upgrade	57,540	0	1,500,000	Detailed report provided separately to Council as part of PMO Reporting

**10.2 Treasury and Debt - 2023/24****Author:** Dave Tombs, Group Manager - Corporate Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

- 1.1 To provide the Finance and Performance Committee with an overview of potential Council's 2023/24 Treasury and Debt position, noting that a separate Treasury/Debt report is provided to Risk/Assurance Committee which summarises Council's performance regarding its borrowing covenants in more details.

**2. Discussion**

- 2.1 Council's predicted June 2024 Treasury/Debt position in this Report is based primarily on Council's 2023/24 Annual Plan.
- 2.2 Being only two months into the new financial year, Officers feel that using Annual Plan figures for these purposes is not inappropriate.
- 2.3 As can be seen from this Report, Council is budgeted to remain (comfortably) within its key Liquidity ratios and LTP-stated debt levels during this financial year.
- 2.4 Note: the balances included in this report are only those that are relevant when considering Council's current treasury and debt position: other (non-financial) assets and liabilities also exist.

**3. Investments**

- 3.1 As stated in previous months' reports, Council currently earns a higher interest rate on its Current Account than it would earn on term deposits (up to 180 days).
- 3.2 Council has no other significant financial investments.

**4. Liquidity**

- 4.1 Council's predicted year end liquidity position:

**4.1.1 Treasury Assets**

• Bank/Deposits	(August balance \$14.9m)	\$10.8 million
• Receivables	(August balance \$0.6m)	\$2.4 million
• Prepayments	(August balance \$0.5m)	\$0.8 million
• <b>Total</b>	<b>(August total \$16m)</b>	<b>\$14.0 million</b>

**4.1.2 Treasury Current Liabilities**

- Payables (August balance \$2.4m) \$2.9 million
- Net Current Treasury Position (August: \$13.6m) \$11.1 million**

## 5. Debt

5.1 Council currently has \$31m of long-term debt, as summarised below:

Amount Borrowed	Settled Date	Maturity Date	Fixed Rate of Interest
\$3m	10/05/19	15/4/2029	3.12%
\$5m	08/02/22	14/4/2033	3.68%
\$11m	14/04/22	15/4/2027	4.17%
\$5m	27/04/23	15/5/2028	5.10%
\$7m	12/06/23	15/5/2028	5.30%

5.2 Council's 2021 LTP includes a budgeted debt level a:

- 30 June 2023 of \$46m
- 30 June 2024 of \$62m

5.3 Council's 2023/24 Annual Plan has a budgeted debt level at 30 June 2024 of \$53m.

## 6. Liquidity Ratios

6.1 At the April 2022 Finance/Performance Committee Meeting, Officers were asked to include Liquidity Ratios in future Treasury and Debt reports.

6.2 Council's Long Term Plan (pages 142 and 143) includes two Liquidity Ratio Benchmarks set by the Local Government Funding Agency. Based on figures above, Council's predicted 2023/24 performance in relation to these benchmarks is as follows (note these ratios are currently included in a more detailed report that is provided to each Risk and Assurance Committee).

6.3 Due to the cyclical nature of Council's revenue being received (eg rates every 3 months), Officers consider it more useful to base this analysis on full year forecast figures/estimates.

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

- YE Budget Debt \$53m
  - YE Budget Bank/Deposits \$11m
  - YE Budget Net Debt \$42m
  - Budgeted Full Year Revenue \$47m
- 2023/24 Full Year Budget: Net Debt/Total Revenue 89%**

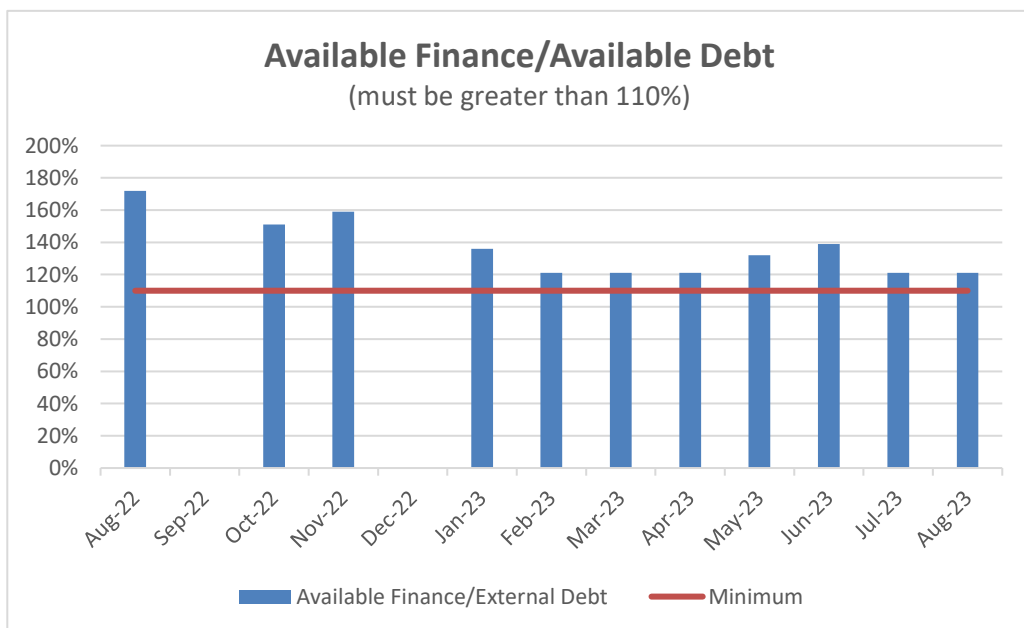
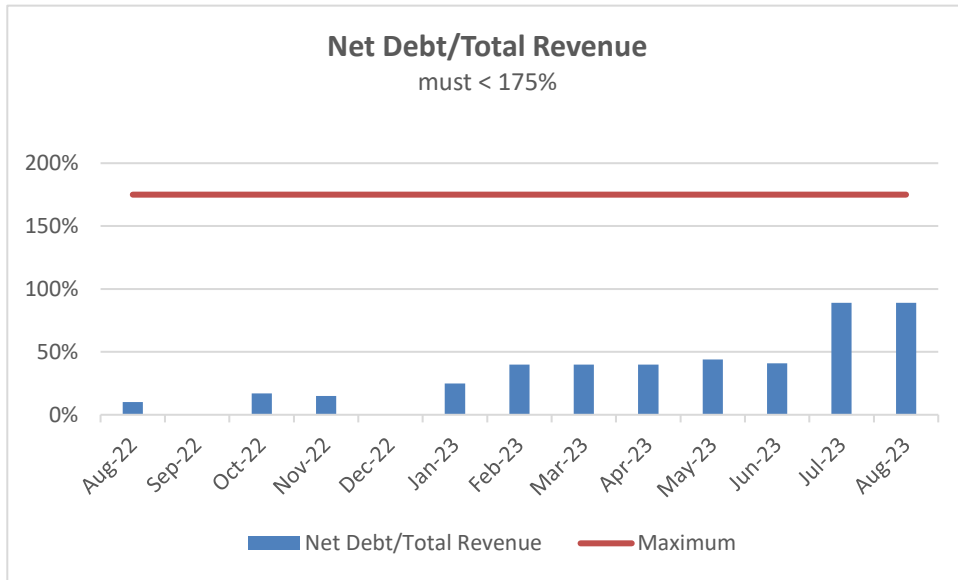
ITEM 10.2

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

• YE Budget External Debt	\$53m
• YE Budget Bank/Deposits	\$11m
• Available Finance	\$64m
<b>Available Finance divided by External Debt</b>	<b>121%</b>

7. Trends

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



Note: from February 2023 Officers have used a Full Year estimate for Total Revenue, Debt and Bank (previously was YTD)

- 7.2 Note: Council's 2021/22 Annual Report includes similar trend analyses for the past 5 year-ends (Page 104).

**Recommendation**

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

**10.3 Summary of Bad Debts****Author:** Dave Tombs, Group Manager - Corporate Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

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

**2. Context**

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

**Attachments**

1. **RDC Debtors Dashboard - August 2023** [↓](#)

**Recommendation**

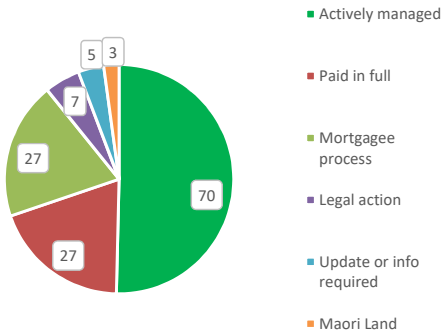
That the report 'Summary of Bad Debts' be received.

## Dashboard

31-Aug-23

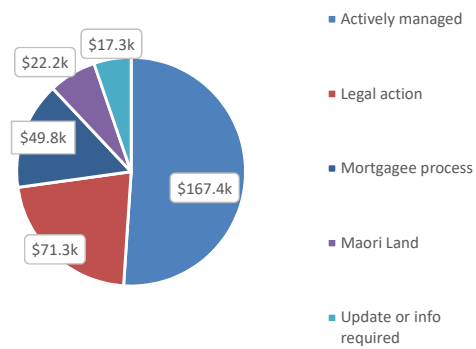
### Debt Type (Multiple Items)

Summary of all files **139**



Summary of active files

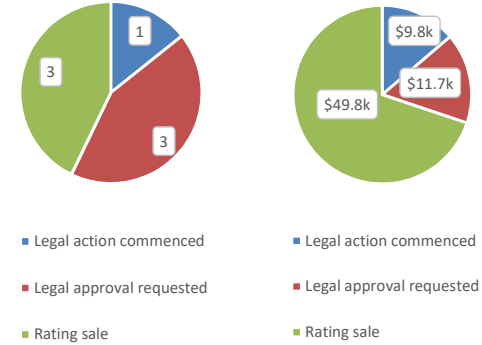
\$ **327.9k**



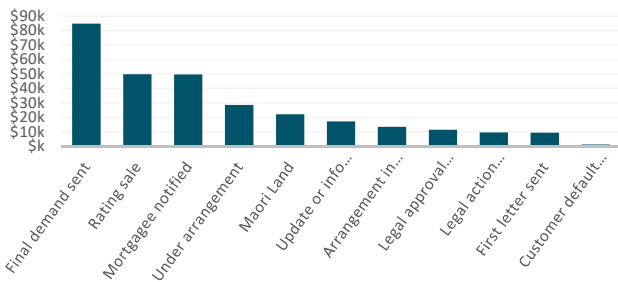
## Rangitikei District Council

Total collected YTD \$ **59.2k**

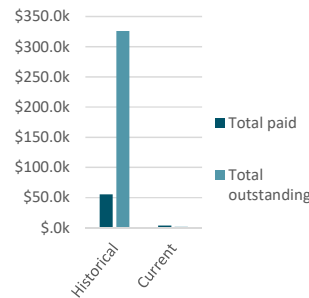
Summary of legal files



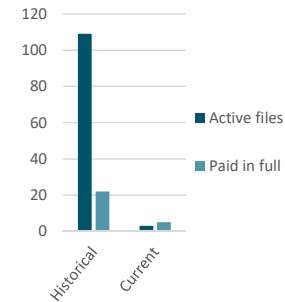
### Status of active files



### Debt Overview



### File Overview



**10.4 Quarterly Property Sales****Author:** Dave Tombs, Group Manager - Corporate Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

- 1.1 This report includes an overview of property sales within the District for the quarter ended June 2023.

**2. Comments**

- 2.1 As noted in the March 2022 Finance and Performance Committee report, some of the statistics included in this report are distorted by anomalies in the underlying calculations.
- 2.2 For example, as noted in March 2022, should a ratepayer subdivide and sell a small part of their property to a neighbouring property, the data feeding into this report includes, as the 'capital value', the value of the (buying party's) new combined property that the subdivided block has become, thus significantly overstating the Capital Value figure.
- 2.3 Accordingly, the information in the attached report should be regarded as for general Information only and not used in any decision making.

**Attachments**

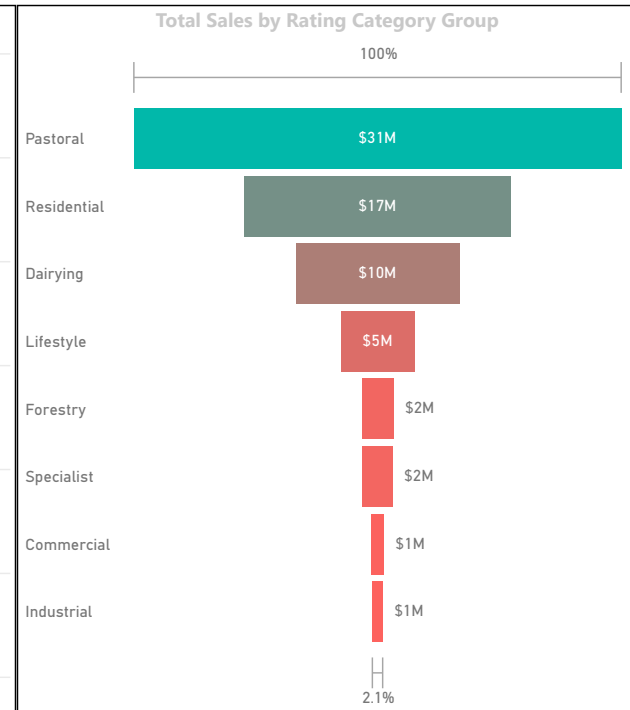
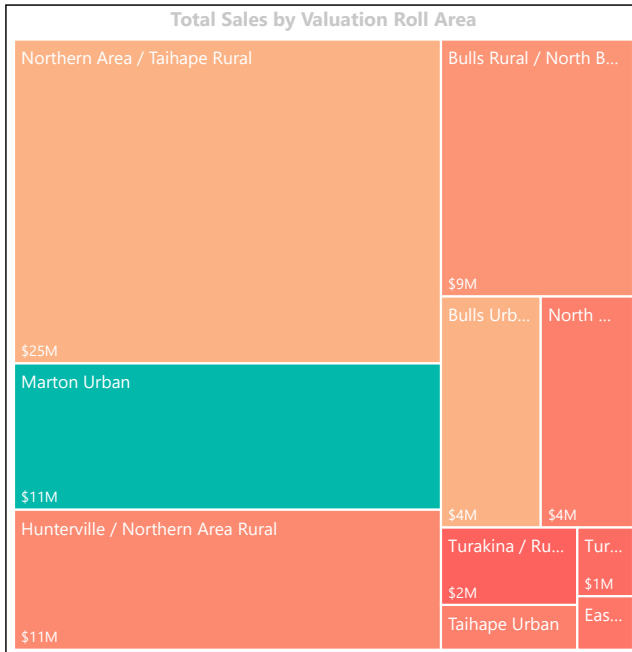
1. **Property Sales - Quarter to June 2023** [↓](#)

**Recommendation**

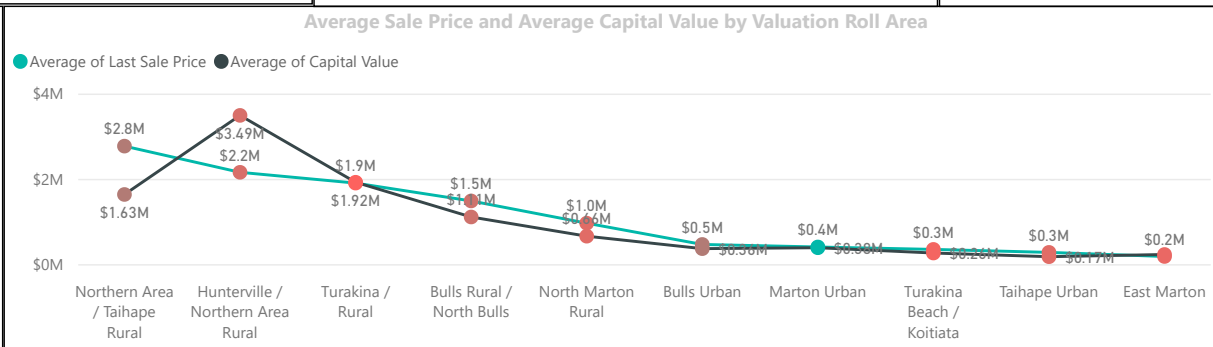
That the report 'Quarterly Property Sales' be received.



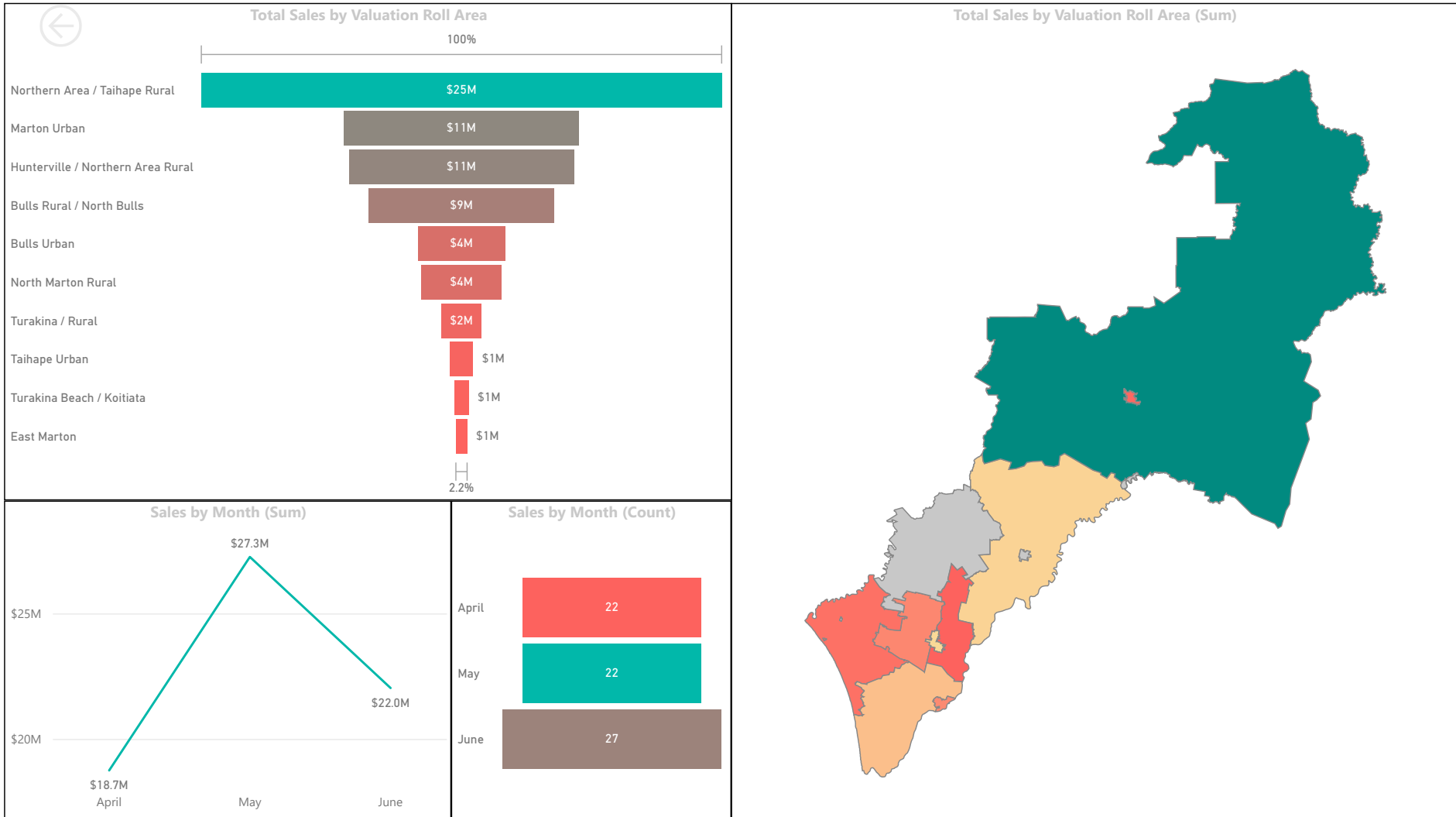
Quarter 4: 1 April 2023 - 31 June 2023



Total Sales  
**71**



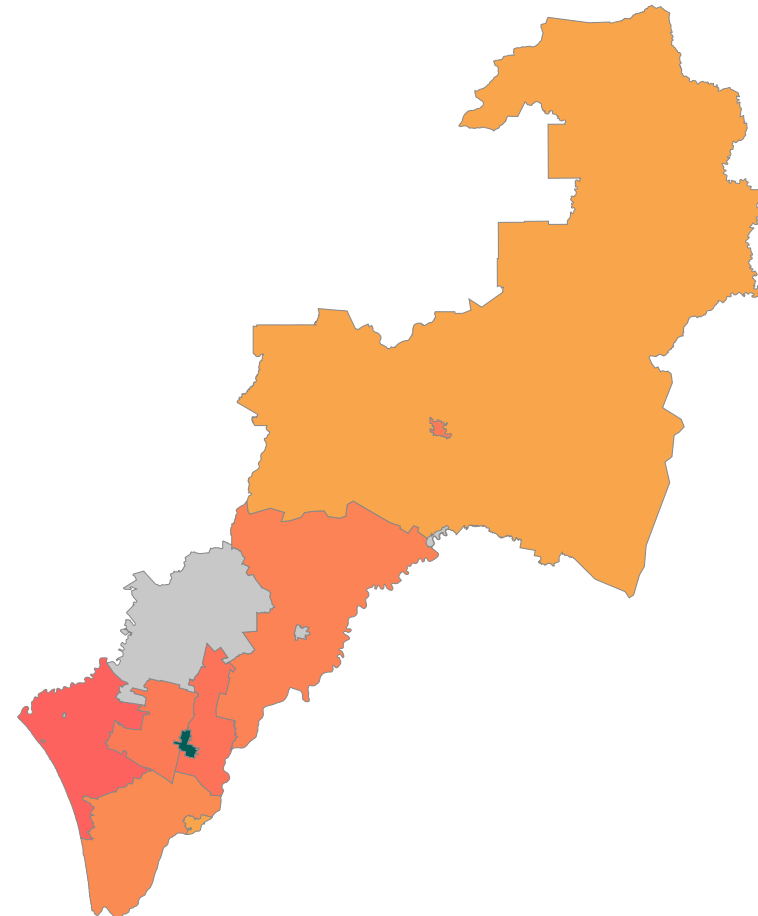
Total Sales  
**\$68M**



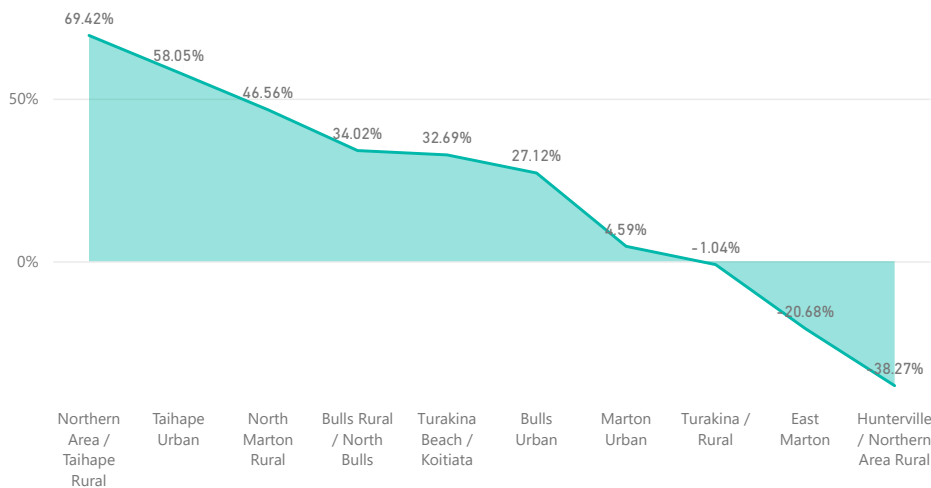
Quarterly Property Sales in the Rangitikei

Valuation Roll Area	Capital Value	Sale Price	Number Of Sales	Sale Price % difference from Capital Value
Hunterville / Northern Area Rural	\$17,440,000	\$10,765,000	5	-38.27%
East Marton	\$677,000	\$537,000	3	-20.68%
Turakina / Rural	\$1,920,000	\$1,900,000	1	-1.04%
Marton Urban	\$10,755,000	\$11,248,333	28	4.59%
Bulls Urban	\$3,265,000	\$4,150,500	9	27.12%
Turakina Beach / Koitiata	\$520,000	\$690,000	2	32.69%
Bulls Rural / North Bulls	\$6,632,000	\$8,888,300	6	34.02%
North Marton Rural	\$2,620,000	\$3,840,000	4	46.56%
Taihape Urban	\$696,000	\$1,100,000	4	58.05%
Northern Area / Taihape Rural	\$14,700,000	\$24,905,116	9	69.42%
<b>Total</b>	<b>\$59,225,000</b>	<b>\$68,024,249</b>	<b>71</b>	<b>14.86%</b>

Sales by Valuation Roll Area (Count)



Sale Price % difference from Capital Value by Valuation Roll Area



ITEM 10.4 ATTACHMENT 1

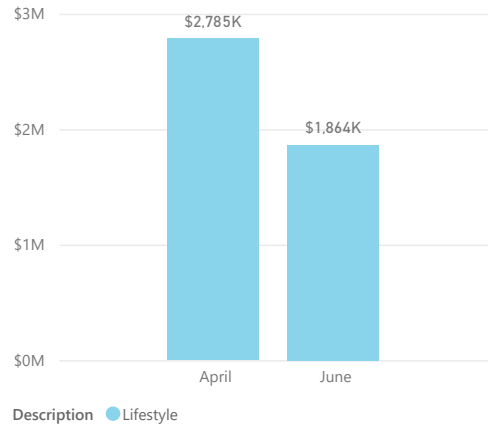
Quarterly Property Sales in the Rangitikei

Valuation Roll Area	Capital Value	Sale Price	Number Of Sales	Sale Price % difference from Capital Value	Last sale Date
Taihape Urban	\$11,000	\$100,000	1	809.09%	30/06/2023 12:00:00 a.m.
Northern Area / Taihape Rural	\$1,905,000	\$3,540,000	1	85.83%	30/06/2023 12:00:00 a.m.
Northern Area / Taihape Rural	\$5,502,000	\$9,515,116	5	72.94%	30/05/2023 12:00:00 a.m.
Hunterville / Northern Area Rural	\$490,000	\$845,000	1	72.45%	2/06/2023 12:00:00 a.m.
North Marton Rural	\$455,000	\$770,000	1	69.23%	28/04/2023 12:00:00 a.m.
Northern Area / Taihape Rural	\$4,840,000	\$8,000,000	1	65.29%	27/04/2023 12:00:00 a.m.
Bulls Urban	\$320,000	\$525,000	1	64.06%	23/06/2023 12:00:00 a.m.
Northern Area / Taihape Rural	\$523,000	\$850,000	1	62.52%	28/04/2023 12:00:00 a.m.
Marton Urban	\$315,000	\$500,000	1	58.73%	1/05/2023 12:00:00 a.m.
Taihape Urban	\$310,000	\$490,000	1	58.06%	12/05/2023 12:00:00 a.m.
Northern Area / Taihape Rural	\$1,930,000	\$3,000,000	1	55.44%	1/05/2023 12:00:00 a.m.
North Marton Rural	\$1,330,000	\$2,050,000	1	54.14%	14/04/2023 12:00:00 a.m.
Bulls Urban	\$315,000	\$468,000	1	48.57%	2/06/2023 12:00:00 a.m.
Taihape Urban	\$170,000	\$250,000	1	47.06%	31/05/2023 12:00:00 a.m.
Bulls Urban	\$510,000	\$745,000	1	46.08%	16/06/2023 12:00:00 a.m.
Marton Urban	\$250,000	\$500,000	1	45.43%	21/06/2023 12:00:00 a.m.
<b>Total</b>	<b>\$59,225,000</b>	<b>\$68,024,249</b>	<b>71</b>	<b>14.86%</b>	

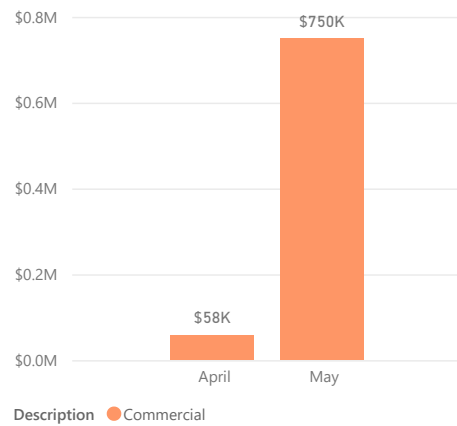
valuation_id	Valuation Roll Area	Last Sale Price	Last Sale Price % difference from Capital Value	Capital Value
1333016000B	Northern Area / Taihape Rural	\$2,007,558	4796.48%	\$41,000
1353020106	Taihape Urban	\$100,000	809.09%	\$11,000
1331013700	Northern Area / Taihape Rural	\$3,540,000	85.83%	\$1,905,000
1337003300	Hunterville / Northern Area Rural	\$845,000	72.45%	\$490,000
1346007100	North Marton Rural	\$770,000	69.23%	\$455,000
1333012400	Northern Area / Taihape Rural	\$8,000,000	65.29%	\$4,840,000
1365017300	Bulls Urban	\$525,000	64.06%	\$320,000
1335002401	Northern Area / Taihape Rural	\$850,000	62.52%	\$523,000
1360057000	Marton Urban	\$500,000	58.73%	\$315,000
1353031200	Taihape Urban	\$490,000	58.06%	\$310,000
1365008116	Bulls Urban	\$490,000	55.56%	\$315,000
1335026700	Northern Area / Taihape Rural	\$3,000,000	55.44%	\$1,930,000
1333016003	Northern Area / Taihape Rural	\$1,113,892	54.71%	\$720,000
1346016500	North Marton Rural	\$2,050,000	54.14%	\$1,330,000
1362051800	Marton Urban	\$360,000	50.00%	\$240,000
1365044200	Bulls Urban	\$468,000	48.57%	\$315,000
<b>Total</b>		<b>\$68,024,249</b>	<b>14.86%</b>	<b>\$59,225,000</b>

Sale Price per Hectare by Rating Category Group

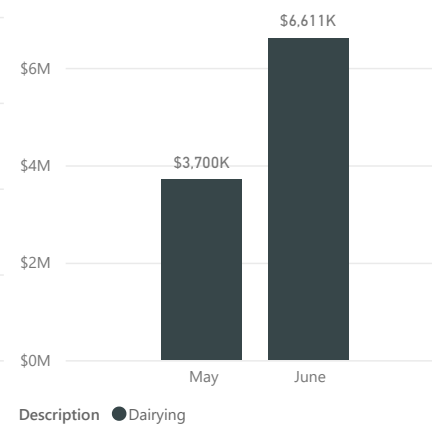
Sale Price per Hectare - Lifestyle Category Group



Sale Price per Hectare - Commercial Category Group



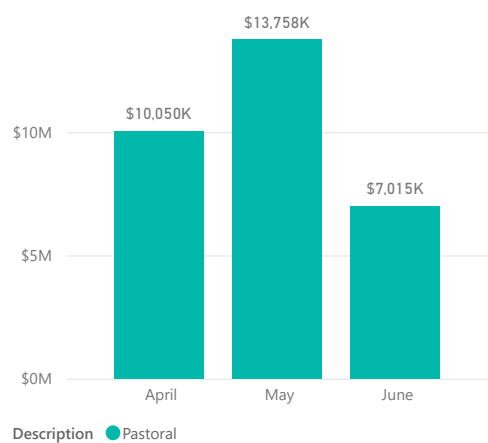
Sale Price per Hectare - Dairying Category Group



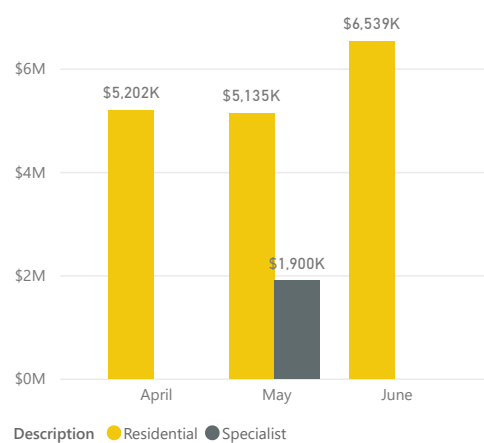
Sale Price per Hectare - Forestry Category Group



Sale Price per Hectare - Pastoral Category Group



Sale Price per Hectare - Residential Category Group



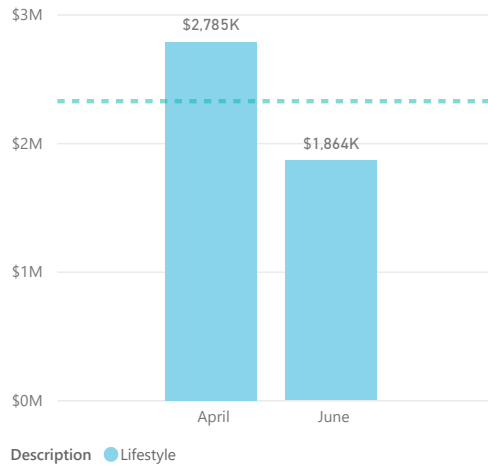
Sale Price per Hectare - Other Category Group

Sale Price per Hectare by Category Group

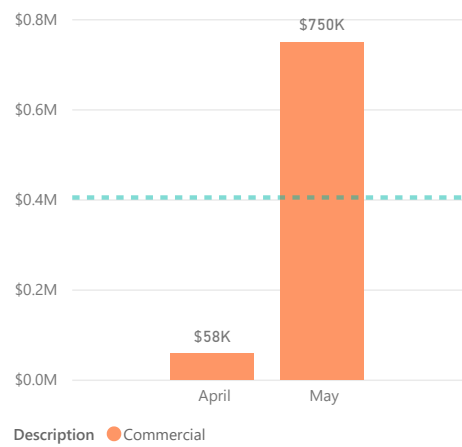
Description	Last Sale Price divided by hectares
Commercial	\$2,745K
Dairying	\$20K
Forestry	\$979K
Industrial	\$815K
Lifestyle	\$291K
Pastoral	\$15K
Residential	\$2,137K
Specialist	\$38K

\* Blank description above = Awaiting data from QV to update the Category Group

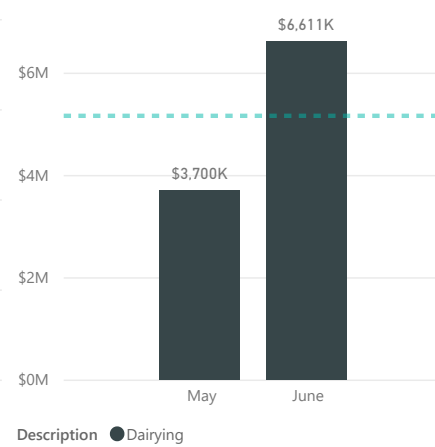
Last Sale Price by Month Name and Description



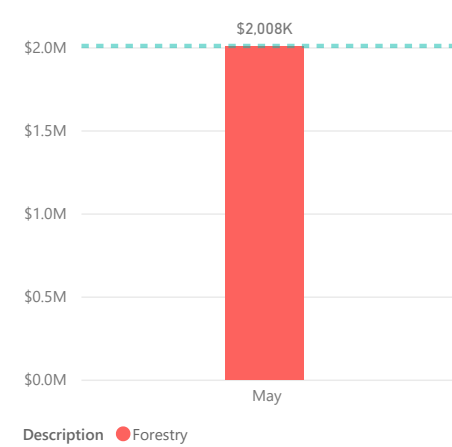
Last Sale Price by Month Name and Description



Last Sale Price by Month Name and Description



Last Sale Price by Month Name and Description



valuation_id	Description	category_group	category_sub_group
1353055600	Commercial	C	CR
1360057000	Commercial	C	CH
1360064900	Commercial	C	CR
1341007100	Dairying	D	DF
1341022201	Dairying	D	DF
1350038507	Dairying	D	DF
13330160008	Forestry	F	FP

Valuation Roll Area	Last Sale Price	hectares	Last Sale Price divided by hectares
Bulls Rural / North Bulls	\$8,888,300	121.64	\$73,070
Bulls Urban	\$4,150,500	1.02	\$4,055,599
East Marton	\$537,000	0.24	\$2,218,092
Hunterville / Northern Area Rural	\$10,765,000	751.49	\$14,325
Marton Urban	\$11,248,333	4.30	\$2,614,189
North Marton Rural	\$3,840,000	33.01	\$116,336
Northern Area / Taihape Rural	\$24,905,116	1,664.94	\$14,959
Taihape Urban	\$1,100,000	0.53	\$2,086,495
Turakina / Rural	\$1,900,000	49.37	\$38,481
Turakina Beach / Koitiata	\$690,000	0.14	\$4,883,227
<b>Total</b>	<b>\$68,024,249</b>	<b>2,626.69</b>	<b>\$25,897</b>

**10.5 Annual Report 22/23 Progress Update****Author:** Dave Tombs, Group Manager - Corporate Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

- 1.1 To provide Finance and Performance Committee with an update of the progress in completing the Annual Report 22/23.

**2. Commentary**

- 2.1 The draft Annual Report 22/23 (copy attached as a separate document) has been completed as per the Audit Timetable. Officers expect relatively minor amendments to be made to this draft as it becomes finalised.
- 2.2 Status as at 22 September 2023 - Auditors:
  - 2.2.1 Have been conducting their fieldwork from 18 September 2023
  - 2.2.2 Expect to provide verbal audit clearance by 27 October 2023 (as per the Audit Timetable)

**Attachments**

1. Annual Report Update (under separate cover)

**Recommendation**

That the report 'Annual Report 22/23 Progress Update' be received.

**10.6 Council Report - Proposed Changes to 2023/24 Budget****Author:** Dave Tombs, Group Manager - Corporate Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

1.1 To provide Finance/Performance Committee with a copy of a report that is being presented to Council on 28 September 2023.

**2. Context**

2.1 Officers have identified a range of proposed amendments to the 2023/24 Budget.

2.2 Changes to Budgets require Council approval. Such changes are presented to Finance/Performance Committee beforehand to enable Committee review and discussion prior to the Council meeting.

**Attachments:**

1. **Council Report - Budget Amendments** [↓](#)

**Recommendation**

That the report 'Council Report - Proposed Changes to 2023/24 Budget' be received.



**2023/24 Budget Adjustments****Author:** Dave Tombs, Group Manager - Corporate Services**Authoriser:****Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

- 1.1 As for previous years, a report is presented to Council in September to recommend a range of proposed amendments to the year's budget, mainly involving budget and/or project carry forwards from the previous financial year.
- 1.2 Such projects are essentially incomplete but still required to be progressed.
- 1.3 These proposed amendments were presented to the Finance & Performance Committee meeting earlier today, for their information and discussion.

**2. Context**

- 2.1 For the purposes of this report, the proposed amendments to Council's 2023/24 Budget are considered in three categories:
  - i. Capital Expenditure Budgets
  - ii. Operating Expenditure Budgets
  - iii. Revenue Budgets

**3. Capital Expenditure Budgets**

- 3.1 There are five main types of recommended adjustment to the existing 2023/24 Capital Budget program:
  - 3.1.1 Specific items not currently budgeted
  - 3.1.2 Amendments to budget carry forwards from 2022/23
  - 3.1.3 Bringing forward capital budgets from future years
  - 3.1.4 Deferral of budgeted capital budgets to future years
  - 3.1.5 Transfer Capital Budgets to Operating Budgets

Specific Items not currently budgeted (\$4.29m)

- 3.2 In November 2022 Council approved unbudgeted Capital Expenditure of around \$5m for work associated with the Taihape/Papakai Wastewater Pump Station (the project had a budget of \$1m). \$4m of this remained unspent at 30 June 2023 and is recommended to be included in the 2023/24 budget.
- 3.3 In April 2023 Council resolved to spend around \$300k of unbudgeted capital expenditure on Scotts Ferry Stormwater pump. \$281k of this remained unspent at 30 June 2023 and is recommended to be included in the 2023/24 budget.

- 3.4 Note : at this stage there is no proposed budget amendment for the Ratana Treatment Plant. The 2023/24 capital budget for this project remains at \$1.5m

Amendments to Budget Carry Forwards from 2022/23 (\$2.19m)

- 3.5 As reported to Finance/Performance Committee in August 2023, Council incurred \$22.5m of capital expenditure in 2022/23 compared to a total capital budget of \$33.8m.
- 3.6 \$1m of the 2022/23 capital expenditure was unbudgeted (Taihape/Papakai Wastewater Pump Station). This means that \$21.5m of the \$33.8m budget was spent, resulting in \$12.3m unspent capital budget in 2022/23.
- 3.7 In developing the 2023/24 Annual Plan, Officers identified around \$8.7m of the 2022/23 capital program that they expected to be unspent at 30 June and included this amount in the 2023/24 capital program on the basis that the figure would be amended once the 2022/23 financial figures were finalised.
- 3.8 Now the 2022/23 financial figures are finalised Officers have identified a further \$2.19m (nett) of unspent 2022/23 capital budget that they request be carried forward to 2023/24.

Bringing Forward Capital Budgets from Future Years (\$228k)

- 3.9 Council’s Long Term Plan includes an Information Technology project (File Digitisation) that was budgeted over the 10 years of the LTP.
- 3.10 Officers have been able to fast track this project, producing an overall budget saving of \$234k (LTP Total Budget is \$1.1m), but this requires \$228k budget to be brought from future years.

Deferral of Capital Budgets to Future Years (\$7.75m)

- 3.11 Officers have identified two large 2023/24 capital budgets that could reasonably be expected to be incomplete at 30 June 2024. They accordingly consider it preferable to defer these budgets to 2024/25 on the basis that they will proceed with these projects during 2023/24 if possible. This would result in unbudgeted capital expenditure for 2023/24 and the amounts deferred to 2024/25 being reduced accordingly (ie nil impact overall):

Project	Current 2023/24 Capital Budget	Amount to be Deferred to 2023/24	Amended 2023/24 Capital Budget
Marton Water Strategy	\$5.94m	\$5.00m	\$0.94m
Water Supply Renewals	\$3.09m	\$2.00m	\$1.09m
Taihape Grandstand	\$0.86m*	\$0.75m	\$0.11m
<b>Total</b>		<b>\$7.75m</b>	

\*note : includes \$69k of carry forward included in S3.7

Transfer Capital Budgets to Operating Budgets (400k)

- 3.12 Two projects associated with the Better Off program have resulted in two \$200k capital budgets being included in 2023/24 (TRAK Water Compliance Initiative and Town Centre Regeneration). The expenditure associated with these initiatives is now expected to take the form of operating expenditure.

Capital Budgets Summary

- 3.13 Summary

	\$
2023/24 Annual Plan Capital Budget	\$35.71m
Add specific items not currently budgeted	\$4.29m
Amend for carry forwards from \$2022/23	\$2.19m
Bring forward budgets from future years	\$0.23m
Defer budgets to future years	(\$7.75m)
Transfer Capital Budget to Operating	(\$0.40m)
<b>Total</b>	<b>\$34.27m</b>

**4. Operational Expenditure Budgets**

- 4.1 Council has a number of operating expenditure commitments in 2023/24 that currently have no budgeted. These commitments are summarised below. As can be seen these largely relate to grant income already received/to be received:

<b>2023/24 Operational Expenditure Budget per Annual Plan</b>	<b>\$22.83m</b>
Mayors Taskforce for Jobs (unbudgeted grant income has associated unbudgeted operating expenditure)	\$0.32m
Emergency Works budgets, as approved by TIO	\$3.99m
Transfer of budget from Capital to Operational	\$0.40m
Other project related carry forwards from 2022/23	\$0.18m
<b>Proposed 2032/24 Operating Expense Budget</b>	<b>\$27.59m</b>

**5. Revenue Budgets**

- 5.1 Officers have identified the following Revenue Budgets that require amendment:

<b>2022/23 Subsidies and Grants Income Budget per Annual Plan</b>	<b>\$12.95m</b>
Mayor’s Taskforce for Jobs (see S4.1 above)	\$0.32m
Emergency Works budget (conservatively calculated at 63% of associated expenditure)	\$2.51m
<b>Proposed 2023/24 Subsidies &amp; Grant Income Budget</b>	<b>\$15.78m</b>

**Attachments**

**Recommendation 1**

That Council receives the report ‘2023/24 Budget Adjustments

**Recommendation 2**

That Council approves/declines [~~delete one~~] the proposed amendments to decrease the 2023/24 Capital Budget to \$34.27m to reflect more appropriate timing of certain key projects (noting that the future expenditure related to these projects may be brought forward to 2023/24 if practical), to include two key unbudgeted projects that have continued to 2023/24, to include prior year budgets for certain projects that were incomplete at 30 June 2023 and to reflect some budgets being more appropriately classified as operational.

**Recommendation 3**

That Council approves/declines [~~delete one~~] the increase in the Operating Expenses Budget 2022/23 to \$27.59m to reflect Council’s ongoing responsibility to continue with Emergency Repair Works, Council’s obligations regarding grants and other minor initiatives that were incomplete at 30 June 2023.

**Recommendation 4**

That Council approves/declines [~~delete one~~] the increase in the Revenue Budget 2023/24 to \$15.78m to recognise unbudgeted grant income that Council expects to receive relating to Emergency Works and Mayors Taskforce for Jobs.

**10.7 Public Feedback / Performance Report - August 2023****Author:** Gaylene Prince, Group Manager - Community Services**Authoriser:** Carol Gordon, Group Manager - Democracy & Planning**1. Reason for Report**

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

**2. Explanation**

- 2.1 The Happy or Not report for the month of August 2023, showing results from over the four locations, is attached (Attachment 1).
- 2.2 A total of 441 responses were received during the month from the Marton main office, Te Matapihi, Marton Library and Taihape Library / Information Centre. 87% of the feedback was very positive.
- 2.3 Also attached (Attachment 2) is feedback from the Korero Mai – Have Your Say feedback system, via QR codes and the Council website for the period 23 August – 20 September 2023. Staff get sent a copy of any suggestion / issue that can be acted on or implemented.
- 2.4 The complaints dashboard is not included this month as only 1 complaint was received from 1 July to 30 August, and this was actioned and closed.

**3. Decision Making Process**

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

**Attachments:**

1. **HappyorNot Report - August** [↓](#)
2. **Korero Mai Feedback Form Report** [↓](#)

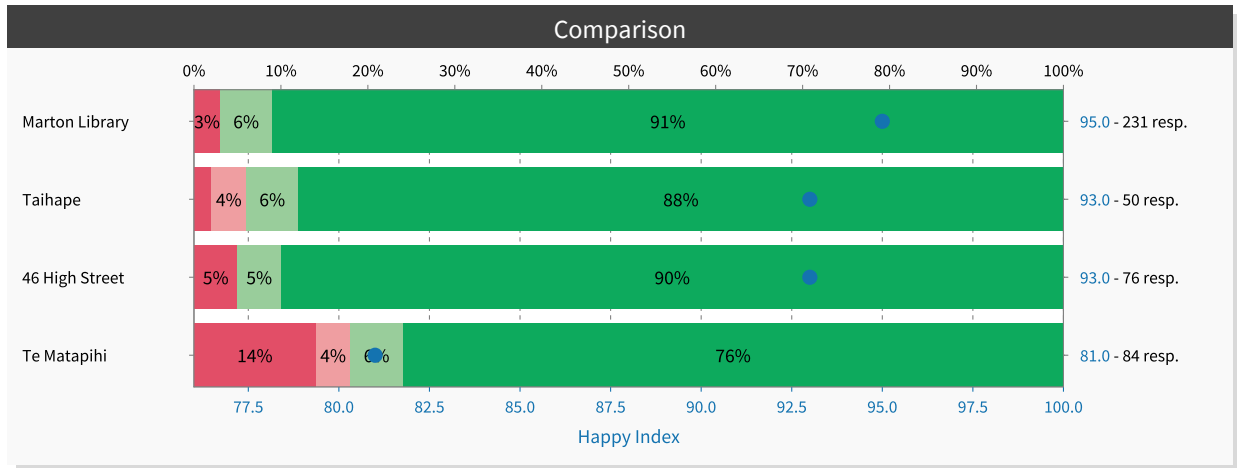
**Recommendation**

That the Public Feedback / Performance Report – August 2023 be received.

ITEM 10.7  
ATTACHMENT 1

<b>Monthly report</b> August 2023	<b>Management report</b> RDC Offices (4 units)
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Please rate our service today



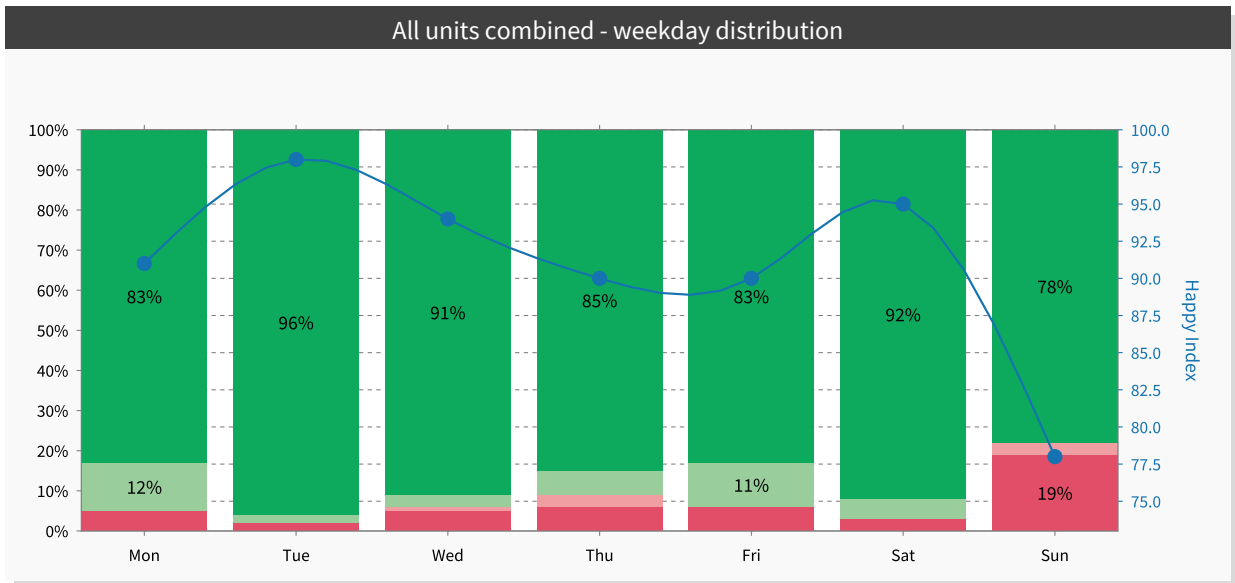
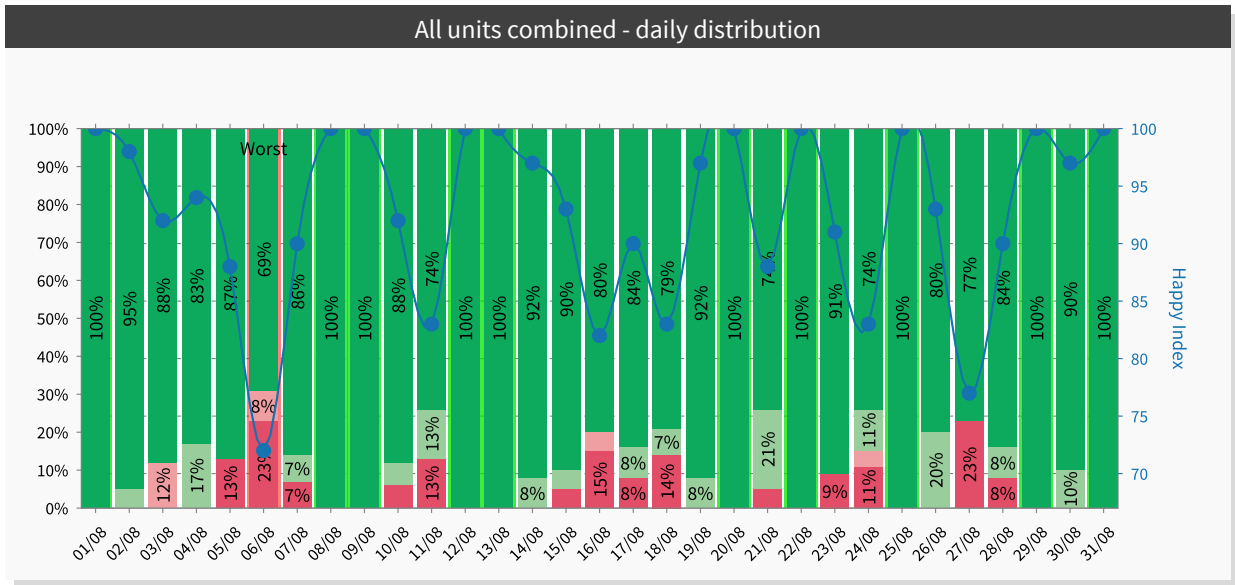
Risers		
Survey	Index	Change
Marton Library	95	4% ↑
Taihape	93	3% ↑

Fallers		
Survey	Index	Change
46 High Street	93	-2% ↓
Te Matapihi	81	-4% ↓

HappyOrNot®

Monthly report  
August 2023

Management report  
RDC Offices (4 units)

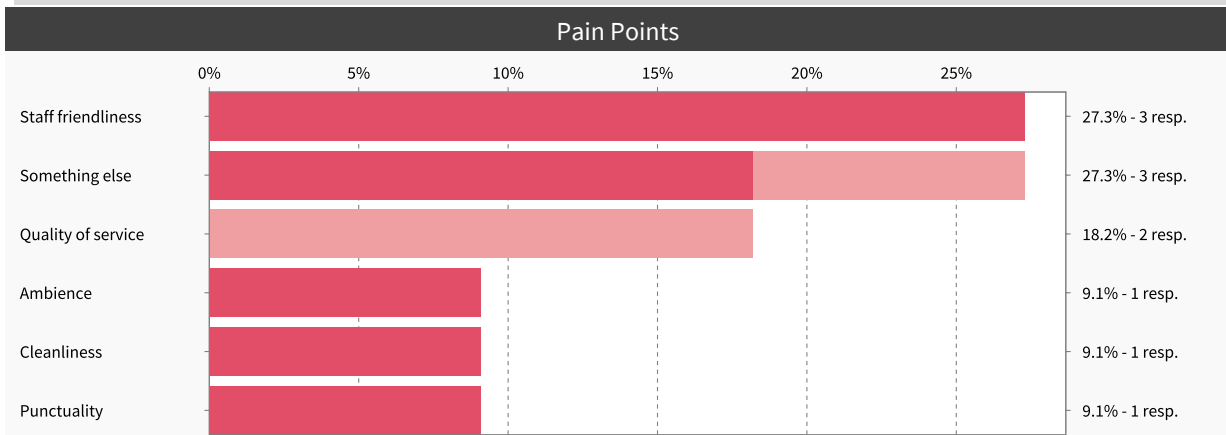
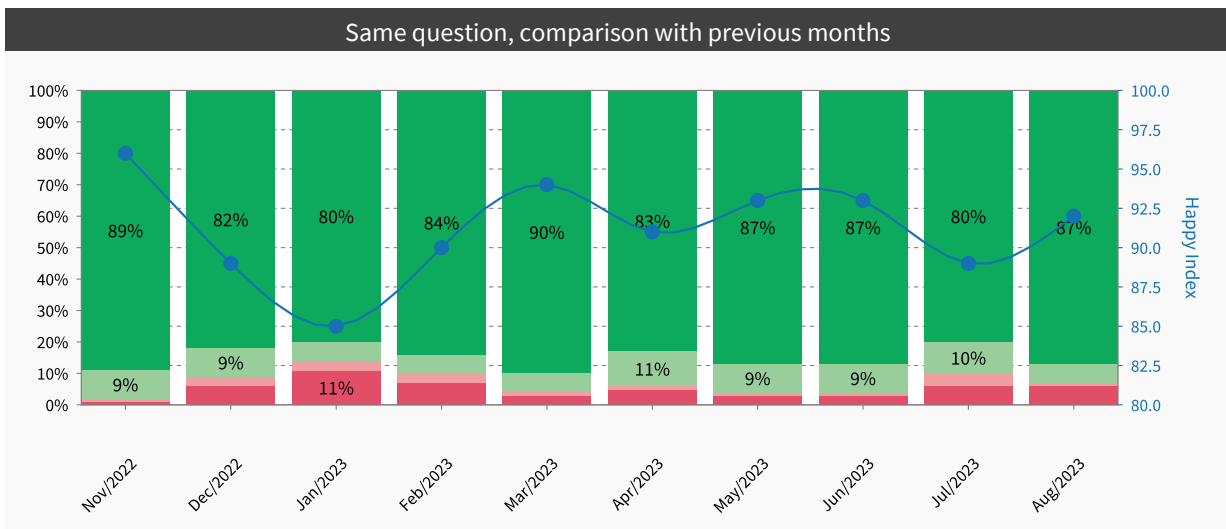
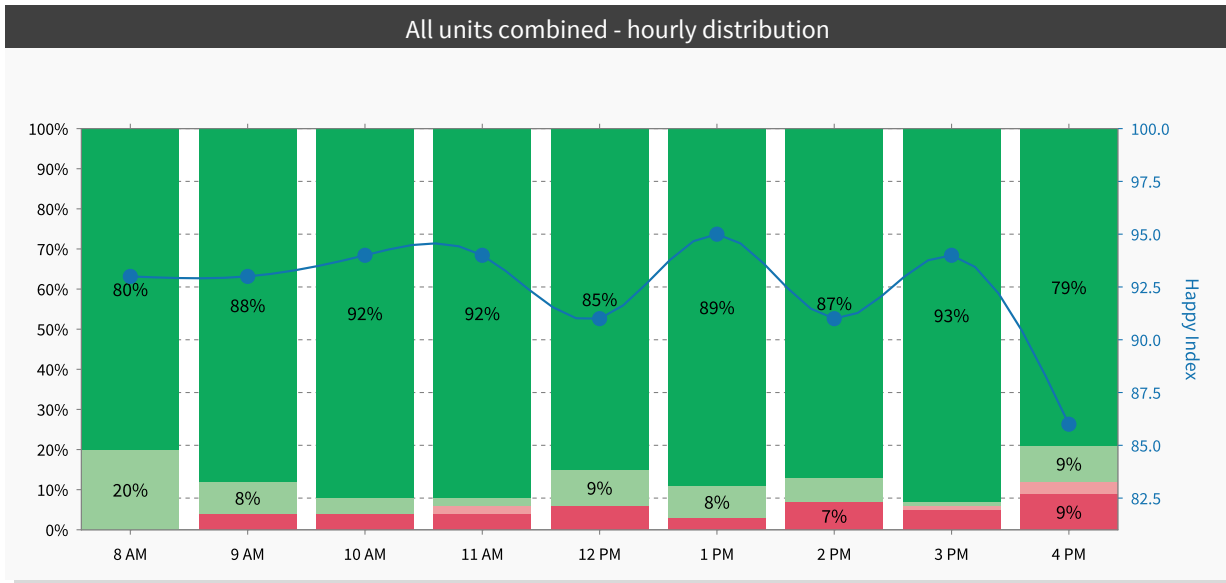


HappyOrNot®

ITEM 10.7 ATTACHMENT 1

Monthly report  
August 2023

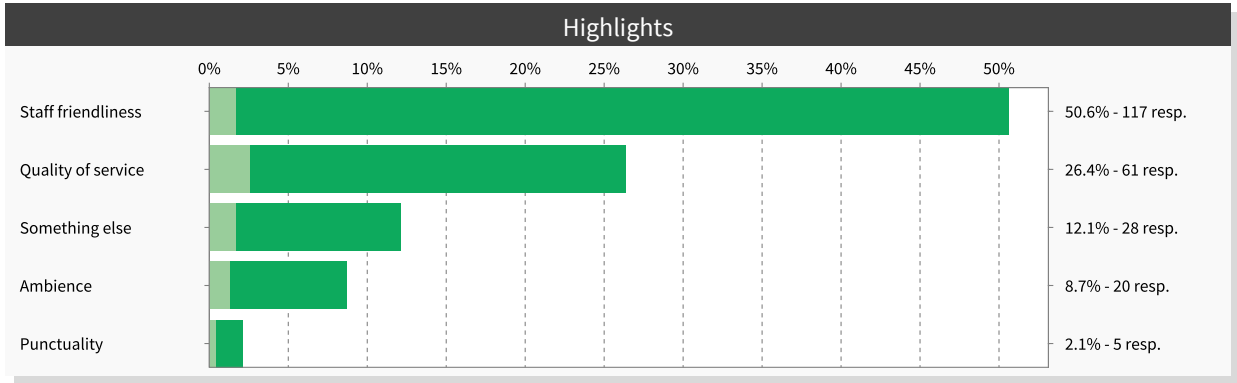
Management report  
RDC Offices (4 units)



HappyOrNot®



<b>Monthly report</b> August 2023	<b>Management report</b> RDC Offices (4 units)
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HappyOrNot®






<b>Monthly report</b> August 2023	<b>Management report</b> RDC Offices (4 units)
--------------------------------------	---

**Please rate our service today**

**Taihape**











-  2023-08-31 4:50 PM **Quality of service**  
thank!:)
-  2023-08-30 4:57 PM **Quality of service**  
tysm have a good day
-  2023-08-30 4:56 PM **Quality of service**  
thank so much:)
-  2023-08-30 4:56 PM **Staff friendliness**  
thank you see you next time :)))
-  2023-08-27 4:12 PM **Quality of service**  
thanks it was fun!
-  2023-08-25 2:29 PM **Staff friendliness**  
great people
-  2023-08-24 4:06 PM **Something else**  
This girl being rude and swearing
-  2023-08-03 4:38 PM **Something else**  
this was so fun and cool

**Marton Library**



-  2023-08-30 10:48 AM **Quality of service**  
Best still the best service ever thanks
-  2023-08-25 9:57 AM **Something else**  
realy nice i love this library
-  2023-08-22 10:08 AM **Staff friendliness**  
friendly staff
-  2023-08-21 4:28 PM **Something else**  
the kindness
-  2023-08-21 2:10 PM **Staff friendliness**  
lovely environment beautiful staff helpful relaxing peaceful thank you

HappyOrNot®

<p><b>Monthly report</b> August 2023</p>	<p><b>Management report</b> RDC Offices (4 units)</p>
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-  2023-08-19 11:24 AM **Quality of service**  
very helpful
-  2023-08-16 4:16 PM **Something else**  
to do more books its a liarryd come on like i hate this
-  2023-08-16 12:16 PM **Something else**  
sick of being thrown out of feedback machine. [REDACTED]
-  2023-08-16 12:05 PM **Quality of service**  
not all work at same nowledge level which entails huge gaps. came to see ann re reading to young'ns and find her contract had expired. i was delighted to meet her and then met someone at the council. Ann assisted with internet stuff, looking for books, phone stuff, discussing potentiallibrary events, shared ideas and attitudes. i was thrilled and pleased with her ideas, e.g. super grans and i have a contact for her in Gisborne, long interesting story. i liked her enthusiam and intended to volunt
-  2023-08-14 1:52 PM **Quality of service**  
brilliant service. very helpful staff!
-  2023-08-10 2:32 PM **Something else**  
thanks for today have a good night see you next time cheers
-  2023-08-09 4:50 PM **Quality of service**  
more baby sitter clud books nowwww!!!
-  2023-08-04 2:31 PM **Something else**  
i lovedtoday it was sofun have a good day
-  2023-08-04 12:15 PM **Staff friendliness**  
great service
-  2023-08-02 2:35 PM **Quality of service**  
great

**Te Matapihi**









-  2023-08-29 4:21 PM **Something else**  
So amazing:)))
-  2023-08-27 2:05 PM **Something else**

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ITEM 10.7  
ATTACHMENT 1

<p><b>Monthly report</b> August 2023</p>	<p><b>Management report</b> RDC Offices (4 units)</p>
--	---

good

-  2023-08-26 11:29 AM **Quality of service**  
great amenities!
-  2023-08-21 1:47 PM **Staff friendliness**  
friendly staff great tiolets thank you
-  2023-08-19 4:54 PM **Something else**  
It was amazing because the staff had helped me with my problem !!!!
-  2023-08-11 4:58 PM **Staff friendliness**  
you have very good people that help us
-  2023-08-11 4:56 PM **Staff friendliness**  
you guys are so friendly and helpful to spend time with
-  2023-08-07 4:51 PM **Staff friendliness**  
yooo are very nice to work with
-  2023-08-06 3:35 PM **Something else**  
i want to find my dad.
-  2023-08-02 3:46 PM **Quality of service**  
love it

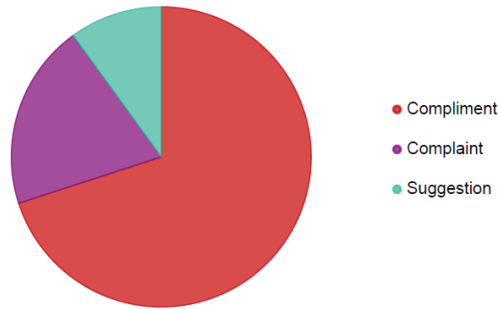
HappyOrNot®

# KŌRERO MAI - HAVE YOUR SAY

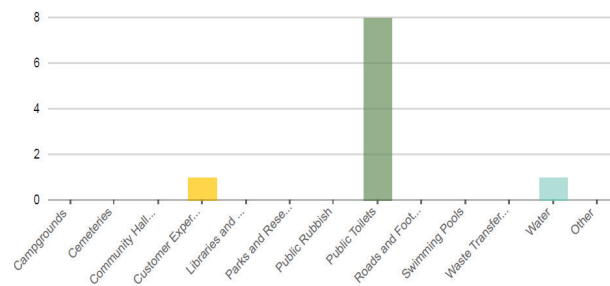
## COUNCIL FEEDBACK FORM REPORT

23 AUGUST - 20 SEPTEMBER 2023

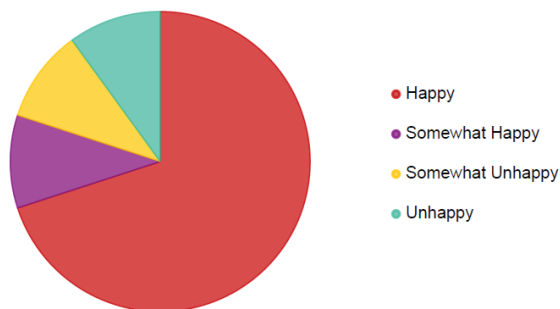
### What type of feedback do you have?



### Which area does your feedback relate to?



### How happy are you with your experience?



# KŌRERO MAI - HAVE YOUR SAY

## COUNCIL FEEDBACK FORM REPORT

23 AUGUST - 20 SEPTEMBER 2023

### Comments

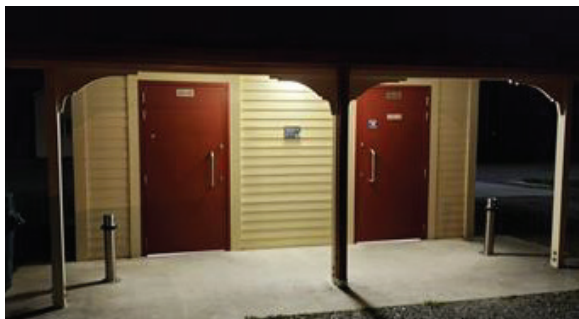
- **23 AUGUST - PUBLIC TOILETS - MANGAWEKA**

**FEEDBACK TYPE - Compliment**

We are tourist from Malaysia and my son Demand that i leave a feedback informing your team had done a fantastic job of maintaining the facilities.

Please keep up the good work, New Zealand is one of the best country in the World because of people like you

*EXPERIENCE - Happy*



- **24 AUGUST - PUBLIC TOILETS - MARTON CENTENNIAL PARK**

**FEEDBACK TYPE - Compliment**

Whoever cleans these is doing an amazing job, these toilets were immaculate

*EXPERIENCE - Happy*

- **26 AUGUST - PUBLIC TOILETS - MARTON CENTENNIAL PARK**

**FEEDBACK TYPE - Compliment**

I had just traveled down from Tauranga, and needed to have a rest stop. I used the toilets at the centennial park, and was so impressed by the cleanliness and freshness of the toilets. Really appreciated , and a credit to your town. Thankyou!!

*EXPERIENCE - Happy*

- **27 AUGUST - CUSTOMER EXPERIENCE**

**FEEDBACK TYPE - Happy**

Please allow American Express credit cards to be used to pay council rates.

*EXPERIENCE - Unhappy*

*\*\*\*RESPONSE - We have had a request for Amex to be made available online for paying rates, there is no contact information for this feedback submission, however, it may be something to think about in the future.*

- **28 AUGUST - PUBLIC TOILETS - TAIHAPE TUI STREET**

**FEEDBACK TYPE - Compliment**

Beautifully clean toilets, friendly accessible and perfect for a place to stop when driving through.

*EXPERIENCE - Happy*

# KŌRERO MAI - HAVE YOUR SAY

## COUNCIL FEEDBACK FORM REPORT

23 AUGUST - 20 SEPTEMBER 2023

- **31 AUGUST - PUBLIC TOILETS - TAIHAPE TUI STREET**

**FEEDBACK TYPE - Complaint**

The toilet I picked had diarrhea on the "seat" & bowl. A second woman entered and walked backwards and forwards before picking an acceptable / usable stall. Generally I've been very happy

*EXPERIENCE - Somewhat Unhappy*

- **3 SEPTEMBER - PUBLIC TOILETS - TAIHAPE - MEMORIAL PARK**

**FEEDBACK TYPE - Compliment**

Always use these toilet and they are always pretty good

*EXPERIENCE - Happy*

- **6 SEPTEMBER - WATER**

**FEEDBACK TYPE - Compliment**

A request from the Marton Bridge Club was lodged personally about a blocked drain outlet opposite the entrance to Farmlands on Russel Street. This was actioned immediately by way of a request #2315505 to Higgins. A subsequent telephone conversation with Keith Sutherland explained the situation. Following that conversation, in which Keith gave a commitment to check the blockage, it was promptly attended too. We noted the blockage has been cleared and improvements made to the outlet. The next day we received a call from Keith advising the work had been completed. Great communication all round. Although we suspect the blockage may have contributed to our club room being flooded we are pleased the issue has been promptly attended too.

*EXPERIENCE - Happy*

- **6 SEPTEMBER - PUBLIC TOILETS - MANGAWEKA**

**FEEDBACK TYPE - Compliment**

Superb condition, thank you!

*EXPERIENCE - Happy*

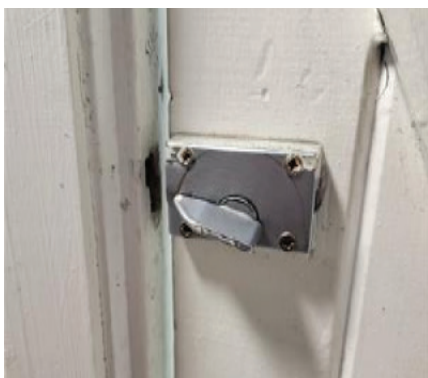
- **12 SEPTEMBER - PUBLIC TOILETS - TAIHAPE - MEMORIAL PARK**

**FEEDBACK TYPE - Complaint**

The lock is broken in the middle cubicle in the ladies toilet

*EXPERIENCE - Somewhat Happy*

*\*\*\*Submission was logged as RFS and actioned by staff.*



## **11 Meeting Closed**