

ORDER PAPER

FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Thursday, 29 February 2024

Time: 9.30am

Venue: Council Chamber
Rangitikei District Council
46 High Street
Marton

Chair: Cr Fi Dalgety

Deputy Chair: Cr Jeff Wong

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

For any enquiries regarding this agenda, please contact:

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Locations:	<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 Rangitikei District Council will be held in the Council Chamber, Rangitikei District Council, 46 High Street, Marton on Thursday, 29 February 2024 at 9.30am.

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AGENDA

1 Welcome / Prayer

2 Apologies

3 Public Forum

4 Conflict of Interest Declarations

Members are reminded of their obligation to declare any conflicts of interest they might have in respect of items on this agenda.

5 Confirmation of Order of Business

That, taking into account the explanation provided why the item is not on the meeting agenda and why the discussion of the item cannot be delayed until a subsequent meeting, [enter item number](#) be dealt as a late item at this meeting.

6 Confirmation of Minutes

6.1 Confirmation of Minutes

Author: Kezia Spence, Governance Advisor

1. Reason for Report

- 1.1 The minutes from **Finance/Performance Committee Meeting held on 30 November 2023** are attached.

Attachments

1. **Finance/Performance Committee Meeting - 30 November 2023**

Recommendation

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



RANGITIKEI
DISTRICT COUNCIL

Making this place home.

UNCONFIRMED: FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Thursday, 30 November 2023

Time: 9.30am

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

Present

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

In attendance

- Mr Kevin Ross, Chief Executive
- Mr Dave Tombs, Group Manager- Corporate Services
- Ms Gaylene Prince, Group Manager- Community
- Mrs Carol Gordon, Group Manager- Democracy and Planning
- Mr Arno Benadie, Chief Operating Officer
- Ms Lorraine Bergen, Manager- Financial Services
- Mr Warren Pedley, Management and Systems Accountant
- Ms Kezia Spence, Governance Advisor

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**ITEM 6.1
ATTACHMENT 1**

Unconfirmed

1 Welcome / Prayer

Cr Dalgety opened the meeting at 9.29am. Cr Wilson read the council prayer.

2 Apologies

Resolved minute number 23/FPE/094

Apologies received from Ms Hiroti.

Cr F Dalgety/HWTM A Watson. Carried

3 Public Forum

There was no public forum.

4 Conflict of Interest Declarations

There were no conflict of interests declared.

5 Confirmation of Order of Business

There was no change to the order of business.

6 Confirmation of Minutes

Resolved minute number 23/FPE/095

That the minutes of Finance/Performance Committee Meeting held on 26 October 2023 **as amended** be taken as read and verified as an accurate and correct record of the meeting, and that the electronic signature of the Chair of this Committee be added to the official minutes document as a formal record.

Cr D Wilson/Cr B Carter. Carried

7 Follow-up Actions

7.1 Follow-up Action Items from Finance/Performance Meetings

Item 1

There is an explanation for the water rates on the council website and Facebook page, however there will be a further discussion at the next Assets and Infrastructure meeting.

Item 6

This action is still in progress as staff are working on a solution to identify properties.

Resolved minute number 23/FPE/096

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

Cr B Carter/Cr J Calkin. Carried

8 Chair's Report

8.1 Chair's Report - November 2023

Cr Dalgety tabled a report.

The Committee supported inviting Mrs Suze Redmayne, MP for Rangitikei, to meet with Council.

Resolved minute number 23/FPE/097

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

Cr F Dalgety/Cr B Carter. Carried

9 Reports for Information

9.1 Financial Snapshot - October 2023

Mr Tombs explained that the personnel costs are shown in figures of thousands which is why it is showing as zeros.

Mr Tombs will need to confirm if the environment revenue is a net figure to our Council and to show what is passed on to other groups.

Mr Tombs responded that when a role is not filled if it is a BAU role this can be filled by a contractor. Mrs Gordon explained that part of the calculation for the budget includes vacancy and unfilled roles.

Resolved minute number 23/FPE/098

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

Cr J F Wong/Cr S Loudon. Carried

9.2 Treasury and Debt - 2023/24

The report was taken as read.

Resolved minute number 23/FPE/099

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

Cr J F Wong/HWTM A Watson. Carried

ITEM 6.1 ATTACHMENT 1

9.3 Quarterly Property Sales

The report was taken as read.

Resolved minute number 23/FPE/100

That the report 'Quarterly Property Sales' be received.

Cr F Dalgety/Cr J Calkin. Carried

9.4 QV Report

In response to a question Mr Tombs responded that the increase in rateable properties aligns with the long term estimate.

Resolved minute number 23/FPE/101

That the QV Report be received.

Cr F Dalgety/Cr B Carter. Carried

9.5 Public Feedback / Performance Report - October 2023

Mrs Gordon explained that the high engagement with users at the Marton library is likely due to the change of device, and school holidays with more programmes on.

Resolved minute number 23/FPE/102

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

Cr J Calkin/Cr J F Wong. Carried

The meeting closed at 10.30am.

The minutes of this meeting were confirmed at the Finance/Performance Committee held on

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Chairperson

7 Follow-up Action Items from Previous Meetings

7.1 Follow-up Action Items from Finance/Performance Meetings

Author: Kezia Spence, Governance Advisor

1. Reason for Report

1.1 On the list attached items raised at previous Finance/Performance meetings. Items indicate who is responsible for follow up, and a brief status comment

2. Decision Making Process

2.1 Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decision-making provisions do not apply.

Attachments:

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

Recommendation

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

Current Follow-up Actions

Item	From Meeting Date	Details	Person Assigned	Status Comments	Status
1	30-Nov-23	Invite our local MP Suze Redmayne to a future Council workshop	Mayor / CE	This has been actioned, Suze Redmayne has been invited to the May Council workshop.	Completed
2	30-Nov-23	Building Consent Fees recorded in the Environment & Regulatory Group : are these the amounts paid by customers (or do they have certain costs netted against this income?)	Johan / Dave	These amounts are actual amounts received by council - no costs are offset against these amounts.	Completed
3	30-Nov-23	Doggie doos at Tutaenui dams walkway - as there are no bins we could put up signage that advises "it's a take in - take out" process.	Arno / Carol	To look at in early 2024	Open
4	30-Nov-23	Ingle walkway - what is the progress on this?	Arno	Works on Ingle Walkway were completed in December 2023. An update on this was added to Facebook and the website, letting the public know that the walkway had been re-opened.	Completed
5	30-Nov-23	Huntermville signs - Junk and Disorderly - too many 'angry' looking signs - how many is too many?? Waka Kotahi issue or RDC?	Carol / Regulatory	To be looked at in early 2024	Open
6	26-Oct	Huntermville Urban water rate increase to be clarified	Arno/Dave	A summary was made available to the public on the council website.	Completed
7	26-Oct	Comms report - paper to go community committees on guidelines on what RDC staff can share re comms and how to do this	Rhonda / Carol G	A paper with guidelines has been prepared and will go to the next available community committee and community board meetings.	Completed
8	31-Aug-23	Rates - check whether rates are being charged to all new properties (once a CCC is granted) - a suggested process put in place by staff.	CE	Would like further investigation on this matter as another property was identified. [Note: at the QV Valuation presentation in December Council were advised that QV are confident that their audit and processes capture all new properties]	In progress

8 Chair's Report

8.1 Chair's Report - February 2024

Author: Fiona (Fi) Dalgety, Councillor

1. Reason for Report

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

Recommendation

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

9 Reports for Information

9.1 Financial Snapshot - January 2024

Author: Warren Pedley, Management and Systems Accountant

Authoriser: Dave Tombs, Group Manager - Corporate Services

1. Reason for Report

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

2. Whole of Council Summary: Key Budget Matters

Other Expenses

2.1 Other expenses are significantly under budget (January variance = \$1.9m) caused mainly by January's Roading invoice missing the cut-off so not included. These costs were around \$1.1m in total.

Depreciation

2.2 As noted in previous months' reports, Officers expect the 2023/24 Depreciation cost to exceed Budget, most notably in the Community Group due to recent revaluations.

3. Group Financial Summary Reports

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

(Internal) Finance Costs

3.2 Internal finance costs are charged between the Business Unit Group and the other Groups. In some cases, the budgets for these costs differ to current internal borrowing amounts and this has resulted in some Groups reporting internal finance cost budget variances. Note:

3.2.1 these variances are purely internal journals (with offsetting amounts recorded in the Business Unit Group) and have no impact on Council's overall budget position; and

3.2.2 the Whole of Council summary shows Council's actual and budgeted 'external' Finance Costs. The budget for these costs is based on Council's current debt portfolio with increases in the monthly budgeted amounts scheduled from January 2024 onwards.

4. Capital Expenditure

Year To Date Summary

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

4.2 January's Roading invoice (around \$0.8m) missed the cut-off and so is not included.

- 4.3 Commentary regarding the majority of these capital budgets is provided in the *PMO Report* that is reviewed at Council Meetings and the *Assets and Infrastructure Report* that is reviewed at Assets/Infrastructure Committee Meetings.

Attachments

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

Recommendation

That the report 'Financial Snapshot – January 2024' be received.

Whole of Council
Activity Performance Report
For the period ending January 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(32,362)	(32,733)	(371)	-1%	(415)
Subsidies and Grants	(7,982)	(7,947)	35	0%	0
Other Revenue	(2,348)	(2,897)	(549)	-19%	0
Finance Revenue	(361)	(155)	206	133%	(265)
Gains	(122)	(120)	2	2%	(150)
Rates	(21,548)	(21,614)	(66)	-0%	0
Rate Apportionment	0	0	0		0
Total Expense	29,957	31,575	1,618	5%	54,642
Other Expenses	13,967	15,884	1,917	12%	27,251
Personnel Costs	4,693	4,723	30	1%	8,191
Finance Costs	798	892	94	11%	1,926
Depreciation	10,487	10,077	(411)	-4%	17,274
Overhead Allocation	0	0	0		(0)
Losses	12	0	(12)		0
Grand Total	(2,405)	(1,158)	1,247	-108%	54,227

Variances > \$100k: Comment

Commentary provided in the following Group Summaries.

Business Units
Activity Performance Report
For the period ending January 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(442)	(305)	137	45%	(467)
Subsidies and Grants	(2)	0	2		0
Other Revenue	(6)	(12)	(6)	-51%	(20)
Finance Revenue	(361)	(155)	206	133%	(265)
Gains	(122)	(120)	2	2%	(150)
Rates	(6,783)	(6,791)	(8)	-0%	(9,061)
Rate Apportionment	6,833	6,773	(60)	1%	9,030
Total Expense	(804)	(100)	704	-703%	357
Other Expenses	1,826	2,322	496	21%	4,034
Personnel Costs	3,977	3,896	(81)	-2%	6,758
Finance Costs	(997)	(319)	678	-213%	(150)
Depreciation	458	360	(98)	-27%	616
Overhead Allocation	(6,071)	(6,359)	(288)	5%	(10,901)
Losses	3	0	(3)		0
Grand Total	(1,246)	(405)	841	208%	(109)

Variances > \$100k: Comments

Finance Revenue

- As outlined in prior months, budget will be exceeded this year as Interest Rates remain higher than budget.

Other Expenses

- Largely caused by timing differences with the phasing of audit costs (\$200k), a delay in some Information Technology related expenditure (\$100k), corresponding overruns in Personal costs (\$81k) and corresponding overruns in the MDC shared services cost offset in 'Water Sewerage and Stormwater' (\$55k)

Overhead Allocation

- Caused by expenses being below budget.

Finance Costs

- Refer cover report.

Community
Activity Performance Report
For the period ending January 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(4,317)	(4,315)	2	0%	(8,267)
Subsidies and Grants	(334)	(372)	(38)	-10%	(2,815)
Other Revenue	(483)	(480)	3	1%	(834)
Rate Apportionment	(3,501)	(3,463)	37	1%	(4,618)
Total Expense	4,631	4,407	(224)	-5%	7,439
Other Expenses	1,726	1,734	8	0%	2,855
Personnel Costs	65	62	(4)	-6%	107
Finance Costs	479	502	23	5%	860
Depreciation	1,550	1,274	(277)	-22%	2,184
Overhead Allocation	801	836	34	4%	1,432
Losses	10	0	(10)		0
Grand Total	314	92	(222)	-242%	(828)

Variance > \$100k: Comments

Depreciation

- Refer cover report.

Community Leadership
 Activity Performance Report
 For the period ending January 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(1,023)	(1,017)	7	1%	(1,356)
Other Revenue	0	0	(0)		0
Rates	(69)	(69)	0	0%	(93)
Rate Apportionment	(954)	(947)	6	1%	(1,263)
Total Expense	866	948	82	9%	1,625
Other Expenses	468	513	44	9%	879
Depreciation	0	1	1	100%	2
Overhead Allocation	397	434	37	9%	745
Grand Total	(158)	(69)	89	130%	270

Variances > \$100k: Comments

Nil

Community Wellbeing
 Activity Performance Report
 For the period ending January 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(1,371)	(1,281)	90	7%	(1,721)
Subsidies and Grants	(448)	(373)	74	20%	(508)
Other Revenue	(18)	(8)	10	122%	(14)
Rate Apportionment	(905)	(900)	6	1%	(1,200)
Total Expense	1,039	956	(82)	-9%	1,457
Other Expenses	706	619	(87)	-14%	879
Personnel Costs	1	0	(1)		0
Depreciation	17	6	(11)	-197%	10
Overhead Allocation	315	332	17	5%	569
Grand Total	(332)	(324)	8	2%	(264)

Variances > \$100k: Comments

Nil

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

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(2,298)	(2,770)	(472)	-17%	(4,117)
Subsidies and Grants	0	(251)	(251)	-100%	(502)
Other Revenue	(1,018)	(1,249)	(231)	-18%	(1,921)
Rate Apportionment	(1,280)	(1,270)	10	1%	(1,694)
Total Expense	1,873	2,356	483	20%	4,640
Other Expenses	197	484	287	59%	1,417
Personnel Costs	650	765	115	15%	1,326
Overhead Allocation	1,027	1,107	80	7%	1,897
Grand Total	(425)	(415)	10	3%	523

Variances > \$100k: Comments

Subsidies and Grants

- Timing difference: the planned “Better off Funding for District Plan Acceleration” not yet received.

Other Revenue / Other Expenses/Personal Costs

- Building consent activity continues to run under budgeted levels. Accordingly, both revenue and the associated costs are under budget and largely offset one another.

Roading and Footpaths
Activity Performance Report
For the period ending January 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(13,714)	(13,507)	208	2%	(20,799)
Subsidies and Grants	(6,933)	(6,775)	158	2%	(11,789)
Other Revenue	(89)	(91)	(2)	-2%	(156)
Rates	(6,598)	(6,547)	51	1%	(8,729)
Rate Apportionment	(94)	(94)	1	1%	(125)
Total Expense	13,879	14,689	810	6%	24,766
Other Expenses	5,378	6,518	1,140	17%	10,758
Finance Costs	378	135	(243)	-181%	231
Depreciation	6,032	5,888	(144)	-2%	10,094
Overhead Allocation	2,091	2,148	57	3%	3,683
Grand Total	165	1,182	1,018	86%	3,967

Variations > \$100k: Comments

Subsidies and Grants

- Two main elements:
 - \$750k grant received in relation to the Marton Rail Hub. This was not budgeted in 2023/24.
 - \$592k Timing difference in relation to the phasing of Roothing budgets

Other Expenses

- Roothing and Footpath program timing difference \$1.1M caused by January invoice missing the cutoff and this will catch up next month.

Finance and Depreciation Costs

- Refer cover report.

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

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(1,642)	(1,878)	(235)	-13%	(2,866)
Other Revenue	(705)	(951)	(246)	-26%	(1,630)
Rates	(839)	(829)	10	1%	(1,105)
Rate Apportionment	(99)	(98)	1	1%	(131)
Total Expense	1,486	1,664	178	11%	2,921
Other Expenses	1,192	1,364	172	13%	2,407
Finance Costs	2	1	(1)	-180%	1
Depreciation	38	39	0	1%	66
Overhead Allocation	254	260	7	2%	446
Grand Total	(157)	(214)	(57)	-27%	56

Variances > \$100k: Comments

Other Revenue / Other expense

- Officers have advised they expect the full year net variance to be around \$100k unfavourable.

Other Expenses

- See above.

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

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(7,555)	(7,661)	(106)	-1%	(10,855)
Subsidies and Grants	(266)	(176)	90	51%	(176)
Other Revenue	(30)	(107)	(77)	-72%	(183)
Rates	(7,259)	(7,378)	(119)	-2%	(10,496)
Total Expense	6,989	6,656	(333)	-5%	11,437
Other Expenses	2,475	2,331	(144)	-6%	4,022
Finance Costs	936	574	(362)	-63%	984
Depreciation	2,392	2,510	117	5%	4,302
Overhead Allocation	1,185	1,241	56	5%	2,128
Grand Total	(567)	(1,006)	(439)	-44%	581

Variance > \$100k: Comments

Rates

- Rates received for Metered Water usage is lower than budget due to lower usage.

Other Expenses

- MDC shared services cost exceeds budget (offset by opposite variance in 'Business Units')

Finance Costs

- Refer cover report.

Capital Programme
For the period ended 31 January 2024

Account	2023/24 YTD Actuals January	2023/24 YTD Budgets January	2023/24 Full Year Budget
Business Units	466,444	1,038,153	2,374,371
Fleet Management	(115,548)	200,000	500,000
95500701. Motor Vehicle Purchases (dr)	8,395	200,000	500,000
Information Services	581,993	838,153	1,874,371
9260076104. ISSP: Digitalisation of Building Consents	242,339	190,946	644,956
Community	662,576	2,496,531	4,235,673
Domains	206,779	931,384	1,348,227
Halls	245,664	1,107,032	2,102,971
4090174505. Marton Building Design & Construction	137,625	484,099	847,047
Roading and Footpaths	3,449,111	4,598,776	10,787,051
Non-Subsidised Roothing	262,954	640,249	1,592,191
Subsidised Roothing	3,186,157	3,958,527	9,194,860
70100781. Sealed Road Pavement Rehabilitation (214)	502,437	522,600	1,204,105
70100782. Drainage Renew als (213)	440,135	307,770	764,694
70100783. Structures Components Replacements (215)	150,847	238,452	522,083
70100787. Sealed Road Surfacing (212)	304,140	748,772	1,370,700
70100795. Improvements- Low Cost Low Risk (341)	1,162,916	1,417,420	3,619,324
Water, Sewerage & Stormwater	4,248,233	8,880,325	17,752,816
Stormwater	192,185	1,062,653	1,964,907
6050177204. Bulls Stormwater Upgrades	17,700	449,365	784,832
Waste Water - Sewerage	3,018,702	5,740,429	12,089,111
6070176204. Wastewater Reticulation	16,041	633,269	989,796
6070176206. Marton to Bulls Centralisation Project	246,545	1,183,217	2,028,366
6070177108. Taihape Wastewater Treatment Plant Consent	616,488	2,180,747	2,180,747
6070177109. Taihape / Papakai Wastewater Pump Station	1,884,068	0	4,011,634
6070177111. Ratana Complete Upgrade	189,904	1,560,130	2,435,130
Water - District	1,018,125	1,954,764	3,399,120
6060174501. 117.1: New Plant	0	233,331	497,169
6060174503. Marton Water Strategy	761,826	549,458	941,929
6060176316. Bulls Water Pump Station / Rising Main	6,533	200,000	700,000
Grand Total	8,826,364	17,013,785	35,149,912

NOTE : January's Roothing Capital Expenditure (around \$0.8M) is not included in the above figures.

9.2 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 Council's potential 2023/24 year end Treasury and Debt position, noting that a separate Treasury/Debt report is provided to Risk/Assurance Committee which summarises Council's position regarding its borrowing covenants in more detail.

2. Discussion

- 2.1 Council's potential June 2024 Treasury/Debt position in this Report is based primarily on Council's 2023/24 Annual Plan budgets, with the following amendment(s):

- Council's 2023/24 Annual Plan (as amended as per Council meetings in September 2023) includes a capital program of \$35m and a budgeted 30 June 2024 debt figure of \$54m
- As at end of January 2024, Council's year to date capital expenditure was \$8.9m
- For the purposes of this report, Officers have modelled a 2023/24 total capital expenditure figure of \$26m, thus providing a 30 June 2024 debt figure of \$45m

Note: this modelling has not been conducted at a project-by-project level and is not intended to represent a forecast figure: it has been conducted at a high level, recognising the current Year To Date position indicates an underspend in the year's capital budget.

- 2.2 As can be seen from this Report, Council is budgeted to remain (comfortably) within its key Liquidity ratios and LTP-stated debt levels during 2023/24.

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.
- 3.3 Council's Finance Revenue for the seven months ended 31 January 2024 was \$361k.
- 3.4 Council's budget for this period was \$177k, with a full year budget of \$265k.

- 3.5 Officers are (conservatively) expecting a year-end favourable budget variance of around \$265k for Finance Revenue (being the difference between a forecast figure of \$530k and the budget figure of \$265k).
- 3.6 The favourable budget variance is caused largely by interest rates being higher than the budgeted figure.
- 3.7 The draft LTP 2024/34 currently has Finance Revenue for 2024/25 of \$495k.

4. Liquidity

4.1 Council’s current expected year end liquidity position (January balances in brackets):

4.1.1 Treasury Assets

• Bank/Deposits	(\$7.4m)	\$8.0 million
• Receivables	(\$6.3m)	\$2.4 million
• Prepayments	(\$1.0m)	\$0.8 million
• Total	(\$14.7m)	\$11.2 million

4.1.2 Treasury Current Liabilities

• Payables	(\$1.2m)	\$2.9 million
------------	----------	---------------

Net Current Treasury Position (\$13.5m) \$8.3 million

5. Debt

Current Debt

5.1 Council currently has \$31m of long-term debt, as summarised below (unchanged since June 2023) :

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 This \$31m attracts annual interest of \$1.376m, providing a current weighted average cost of funds of 4.44%.

5.3 Officers expect that the next parcel of debt will attract an interest cost of around 5.75%, noting that marginally lower rates are currently available (around 5.65%) but

only on debt that would mature in 2028 and 2029, so would overlap with the maturing of current debt. Based on a debt parcel of \$8m, the difference between 5.75% and 5.65% rate of interest is \$8k pa.

Year End Debt

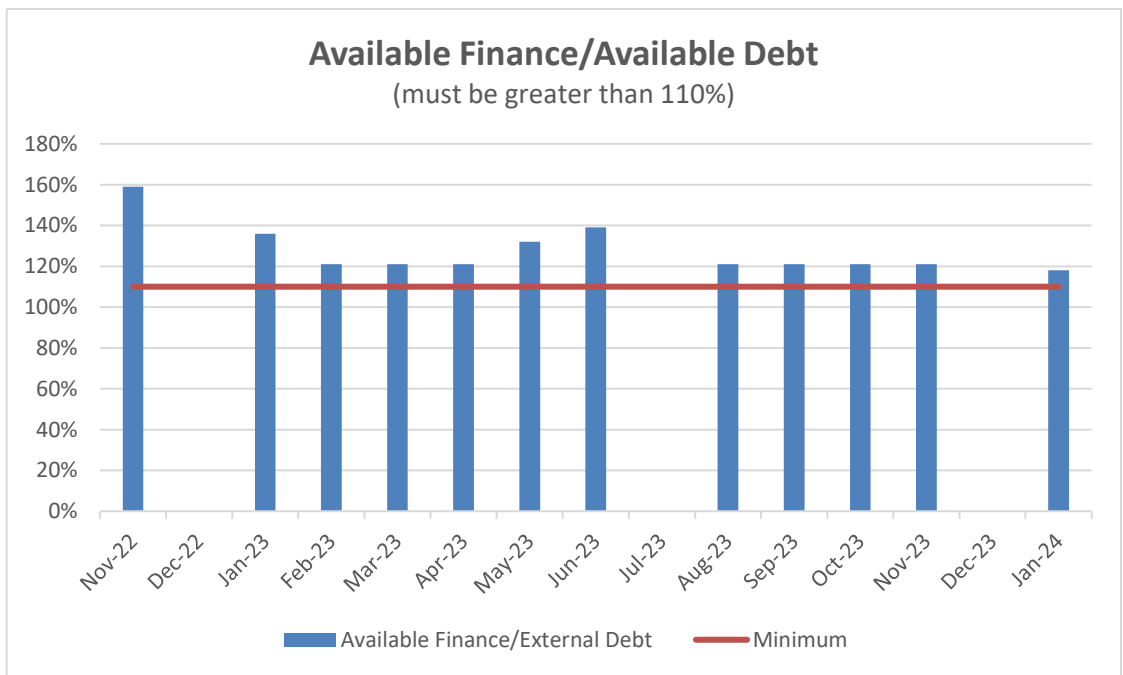
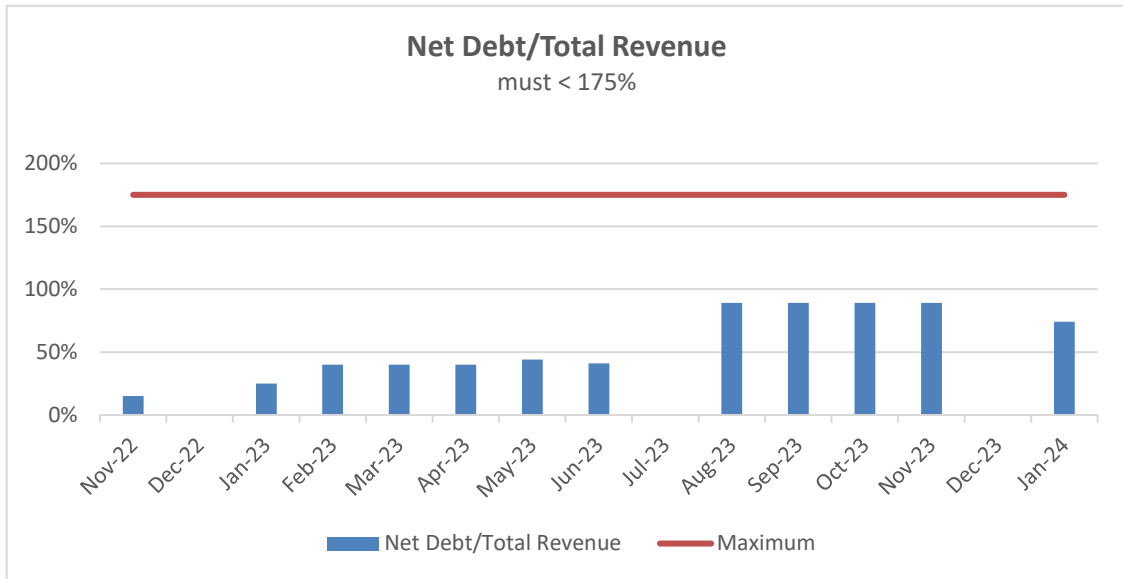
- 5.4 Council's current LTP includes budgeted debt levels at:
- 30 June 2023 of \$46m
 - 30 June 2024 of \$62m
- 5.5 Council's 2023/24 Annual Plan has a budgeted debt level at 30 June 2024 of \$53m, which would increase to \$54m as a result of the budget amendments approved in September 2023.
- 5.6 As stated above, should Council achieve a \$26m capital spend in 2023/24 (as opposed to budget of \$35m) the year end debt could be expected to around \$45m.

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 current 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 Notional Debt | \$45m |
| • YE Notional Bank | \$8m |
| • YE Notional Net Debt | \$37m |
| • Budgeted Full Year Revenue | \$50m |
| 2023/24 Full Year: Net Debt/Total Revenue | 74% |
- 6.5 External Debt plus Committed Facilities plus Liquid Assets (Available Finance) divided by External Debt must be greater than **110%**:
- | | |
|---|-------------|
| • YE Notional External Debt | \$45m |
| • YE Notional Bank/Deposits | \$8m |
| • Available Finance | \$53m |
| Available Finance divided by External Debt | 118% |
- (At end of January this ratio was 38.4/31 = 124%)

7. Trends

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



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

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

Recommendation

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

9.3 QV Report**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 data provided by QV.
- 1.2 Officers provide this data in response to a prior request from members of the Committee. Officers have previously noted that certain market transactions cause apparent anomalies in some of the data included in the attached and emphasise that this raw information is not used for any decision making.
- 1.3 Any queries arising from the following data will need to be passed to QV for a response.
- 1.4 Note that the data included in the following mini-report is 'live' data so is current as at 21 February 2024. The following Summary includes results of QV's recent property revaluations.

Attachments

1. **QV Report February 2024** [↓](#)

Recommendation

That the QV Report be received.

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TOTAL CAPITAL VALUE	\$8,012,076,710	SINCE 1 JULY 2023 +25.34%
TOTAL LAND VALUE	\$5,348,539,600	+29.62%
TOTAL RATING UNITS	8,818	+87
RATING VALUATION	01 August 2023	NEXT RATING VALUATION 01 August 2026

Report Centre

- Building Consents Listing
- Objections Listing
- Outstanding Objections
- Subdivisions Listing
- Sales Listing

QV Insights

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

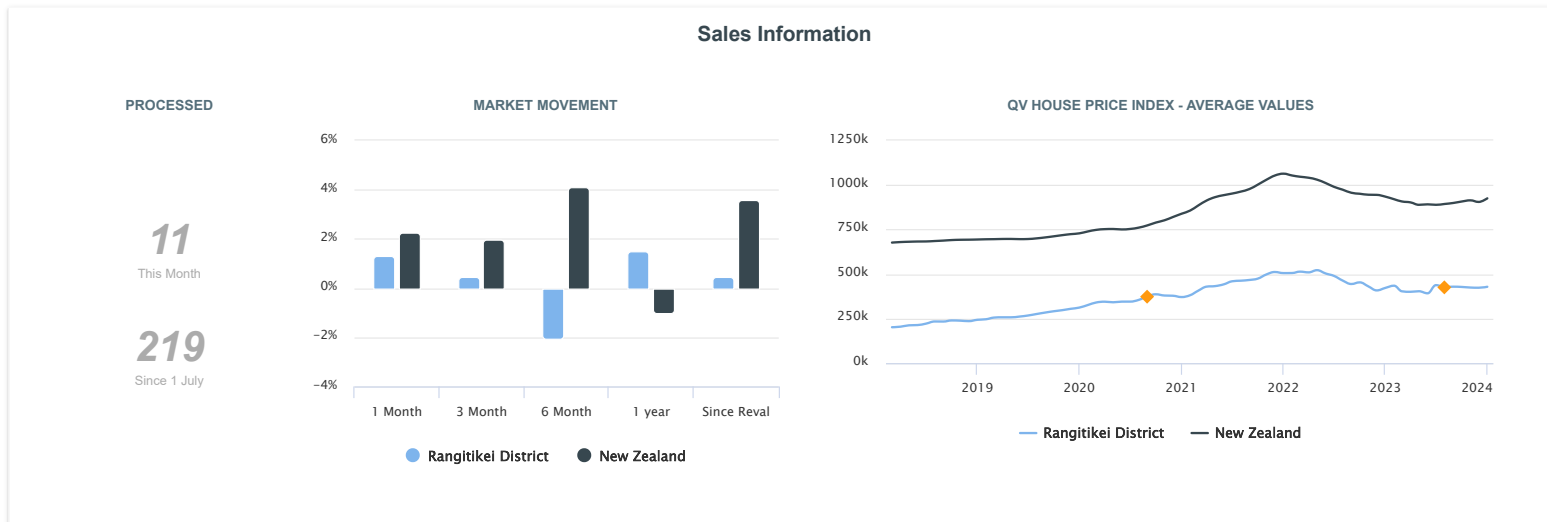
- More Reports
- More Analysis

Your QV Contacts

- Simon Willocks**
Manager - Manawatu/Taranaki
- 06 351 6117
 - Simon.Willocks@qv.co.nz
- James Wilson**
Operations Manager
- 021 830 861
 - James.Wilson@qv.co.nz

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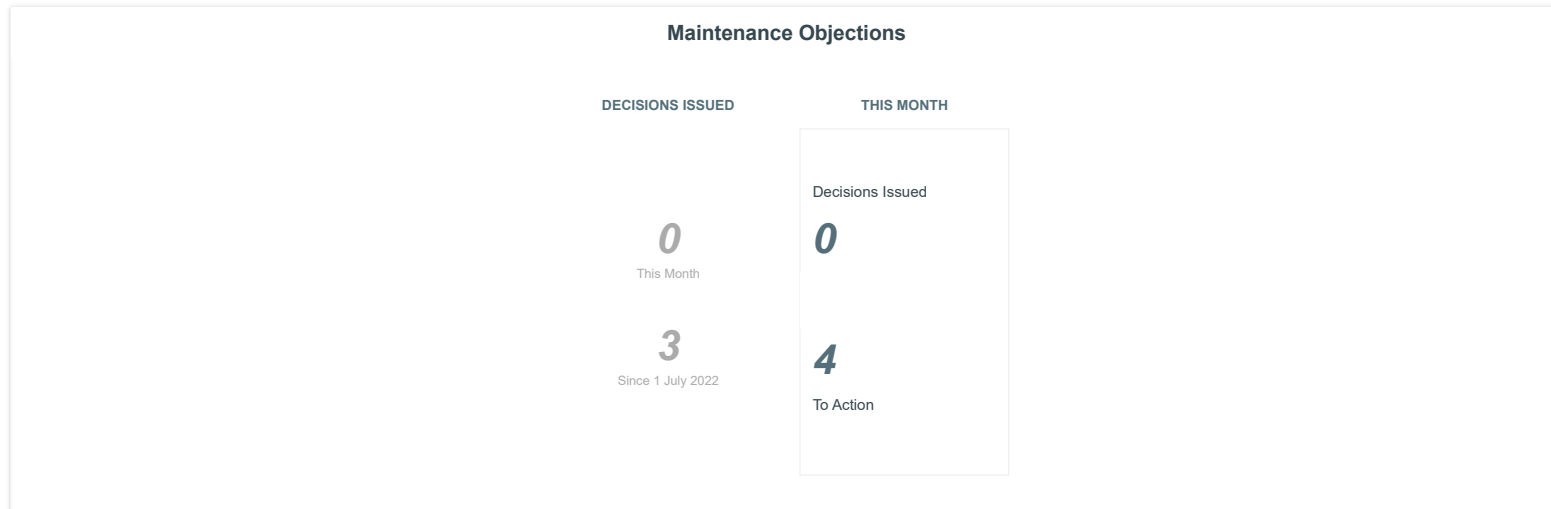
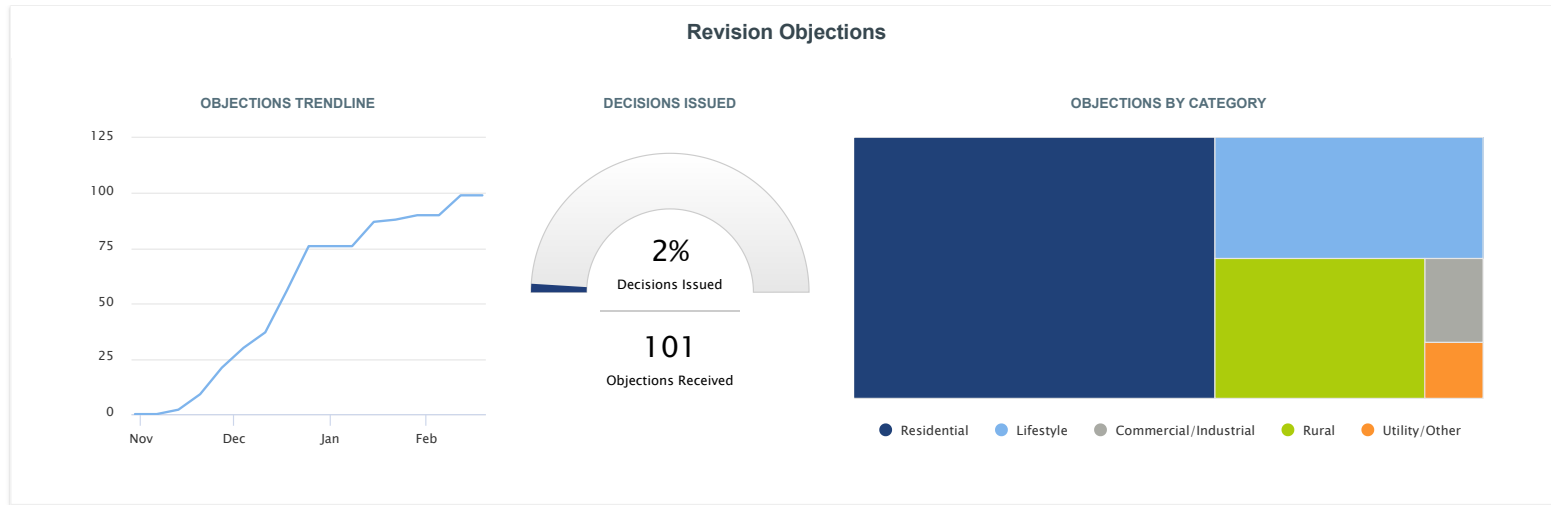


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<https://qvmonarch.co.nz>

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9.4 LGFA - General Information**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 LGFA's quarterly report to shareholders.

2. Context

- 2.1 LGFA sends these reports to their members every three months. The Finance and Performance Committee has previously asked to receive these reports on a six-monthly basis.
- 2.2 This report is for general information purposes. Officers note for Committee Members' general interest, the recent sector-trend of increased borrowings in the last three quarters (page 8 of the attached report, Section D2)

Attachments

1. **LGFA Shareholders Report** [↓](#)

Recommendation

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



LGFA Quarterly Report to Shareholders

December Quarter 2023

Contents

A. December Quarter highlights	02
B. LGFA bond issuance over quarter.....	03
C. Summary financial information	07
D. Strategic priorities. Performance against objectives and performance targets	07
E. Investor relations	15

A. December Quarter highlights

December Quarter	Total	Bespoke Maturity	April 2024	April 2025	April 2026	April 2027	May 2028	April 2029	May 2030	May 2031	April 2033	May 2035	April 2037
Bonds Issued NZ\$m	460.0					90.0	80.0	50.0		75.0	125.0		40.0

Term Loans to Councils NZ\$m	1,406.7	624.7		10.0	80.5	165.4	143.0	50.0	213.1	100.0	20.0		
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2023-24 Year to Date	Total	Bespoke Maturity	April 2024	April 2025	April 2026	April 2027	May 2028	April 2029	May 2030	May 2031	April 2033	May 2035	April 2037
Bonds Issued NZ\$m	1,630.0			310.0		200.0	130.0	160.0	500.0	125.0	165.0		40.0

Term Loans to Councils NZ\$m	2,622.1	1,234.5		51.1	192.0	223.4	178.0	72.0	351.1	100.0	220.0		
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AUD Bond Issuance	Total	Aug 2028	Nov 2030
December Quarter A\$m	650.0		650.0

2023-24 Year to Date A\$m	1,650.0	1,000.0	650.0
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Key points and highlights for the December quarter:

- LGFA bond yields fell during the quarter as global bond markets recovered from the 15-year highs in bond yields that were reached in mid-October. Markets took evidence of lower inflation outcomes and softer economic data to conclude that the monetary policy tightening cycle is over and began pricing in Central Bank rate cuts in 2024. Mid curve bond yields declined the most with LGFA 2029 bond yields falling 114 bps to 4.64% while the LGFA 2025 bond yield fell by 76 bps to 5.25% and the LGFA bond 2037 yield fell by 103 bps to 5.13%.
- LGFA issued NZ\$460 million of NZD bonds during the quarter through three NZD bond tenders. We also issued a A\$650 million 7-year (maturing 28 November 2030) bond, and we swapped the proceeds back into NZD to remove any foreign currency risk. The issue was our second offshore issuance, following on from the successful debut issuance of an AUD 5-year bond in August 2023. Issuance in AUD provides investor diversification and additional volume of issuance. The average term of NZ\$ issuance during the quarter was 7.02 years.
- LGFA borrowing margins to swap were mixed with front dated spreads wider (2026s out by 7 bps) but mid curve and long dated spreads narrower (2030s tighter by 5 bps and 2037s by 2 bps). LGFA spreads to NZGB were also wider in the short-dated bonds (2026 wider by 11 bps) but spreads tighter in the mid to long dated bonds (2037s narrowed by 11 bps). The spread movements during the December quarter reversed the September quarter moves.
- Long dated lending to councils and CCOs during the quarter of \$1.407 billion was higher than expected. Due to the strong lending volumes in the past six months of \$2.62 billion, we have increased the FY24 forecast lending up by \$500 million to \$4.7 billion. The average term of lending during the quarter was a shorter than normal 4.79 years.
- LGFA has an estimated market share of 88.8% of total council borrowing for the rolling twelve-month period to December 2023 compared to a historical average of 76% since 2012.
- Short-term lending increased over the quarter by \$68 million to a record \$617 million of short-term loans outstanding on 31 December 2023 to thirty-six councils and CCOs.
- LGFA Net Operating Gain (unaudited management estimate) for the six-month period to 31 December 2023 of \$5.211 million was \$274k below budget, comprising total operating income at \$10.564 million (\$152k above budget) and expenses at \$5.353 million (\$426k above budget). The higher expenses were due to the larger amount of bond issuance by LGFA and the accrual of Approved Issuer Levy (AIL) on our AUD bond issuance.
- Whanganui District Holdings Limited and Infrastructure Holdings Limited joined as CCO members during the quarter with membership now at seventy-seven and five CCOs. There was no change to the number of guarantors at seventy-two.
- We lent a further \$6 million of Green Social and Sustainability Loans and \$280 million of Climate Action Loans (CALs) to councils and CCOs. Total GSS loans and CALs outstanding as at 31 December 2023 was \$1,597.9 million.
- LGFA received an unprecedented five awards at the KangaNews 2023 Awards with acknowledgement by our market peers for the New Zealand Issuer of the Year (second year running), NZD Rates Bond Deal, NZ Sustainability Deal, NZ offshore Deal and NZ innovative Deal. We also received a Highly Commended in the FinanceAsia awards for our Sustainable Finance Bond.

B. LGFA bond issuance over quarter

We issued \$460 million of NZD bonds via three bond tenders (October, November, and December) and A\$650 million via an AUD bond syndication in November.

The October bond tender result was undertaken in a period of difficult issuance conditions with rising global bond yields, steeper yield curves, selling of LGFA bonds by offshore investors following LGFA's recent outperformance relative to NZGBs and a domestic market having absorbed a large amount of LGFA bonds over the previous six months (\$2.7 billion). LGFA offered \$150 million of bonds across four bond maturities with a weakish result on both price and volume metrics despite the smaller tender size. The tender size of \$150 million was the smallest since December 2021 compared to the average size of \$190 million for the past three years. LGFA offered four bond maturities and a lower volume than usual as market conditions remain difficult.

Price support was strongest for the 2027s and 2028s and weakened as we moved further along the curve to the 2031s and 2033s. The weighted average yield was 1.5 bps above mid-market for the 2027s and 2028s, 4 bps for the 2031s and 7 bps for the 2033s despite the smaller amounts offered in the longer two bond maturities.

Bidding volume appeared reasonable at 2.55x overall bid coverage ratio where we considered 3x a good outcome. However, the bond tender size was small so you would expect a higher coverage ratio and the volume demand was lower for the longer dated bonds. Successful bid ranges varied between 1.5 bps (2028s) and 6.5 bps (2031s) with the number of successful bids varying between 4 and 7 for each bond offered.

The average maturity of the LGFA bonds issued was 6.18 years compared to the 2022-23 financial year average of 5.5 years.

We issued \$150 million of LGFA bonds but we on-lent a large \$493 million to fifteen councils and CCOs with an average term of lending to councils at 4.6 years (55 months) being shorter than normal.

Tender 102 – 03 October 2023	15 Apr 27	15 May 28	15 May 31	14 Apr 33
Total Amount Offered (\$million)	40	40	35	35
Total Amount Allocated (\$million)	40	40	35	35
Total Number of Bids Received	13	14	11	12
Total Amount of Bids Received (\$million)	105	120	76	81
Total Number of Successful Bids	4	5	7	4
Highest Yield Accepted (%)	5.840	5.855	6.100	6.160
Lowest Yield Accepted (%)	5.820	5.840	6.035	6.135
Highest Yield Rejected (%)	5.925	5.950	6.145	6.225
Lowest Yield Rejected (%)	5.840	5.855	6.100	6.160
Weighted Average Accepted Yield (%)	5.828	5.847	6.067	6.156
Weighted Average Rejected Yield (%)	5.873	5.897	6.117	6.196
Amount Allotted at Highest Accepted Yield as Percentage of Amount Bid at that Yield	83.3	66.7	36	92
Coverage Ratio	2.63	3.00	2.17	2.31
NZGB Spread at Issue (bps)	36	46	67	74
Swap Spread at Issue (bps)	34	49	80	87
Swap Spread: AA council (bps)	54	69	94	103
Swap Spread: AA- council (bps)	59	74	99	108
Swap Spread: A+ council (bps)	64	79	104	113
Swap Spread: Unrated council (bps)	74	89	114	123

The **November bond tender** was as expected, a very good outcome following three recent tenders that have been average (one good and two below par). Issuance conditions had turned more positive as global bond yields had rallied back from their 15-year highs, spreads to swap had tightened from recent wides and LGFA bonds were no longer expensive relative to NZGBs. We had seen some offshore buying of LGFA bonds (compared to selling in the prior 3 months) and the NZDM had deferred a possible NZGB syndication that was widely expected by the market for November.

LGFA offered \$150 million of bonds across three bond maturities with a strong volume and price result for each tranche and a stronger outcome the longer the bonds tendered. The tender size of \$150 million was the equal smallest sized tender since December 2021 and the same size as the October bond tender. We offered three bond maturities and a lower volume than usual as our liquidity position was strong as we had overfunded in prior months.

Price support was strongest for each tranche and stronger as we moved further along the curve to the 2033s. The weighted average yield was 1 bps below mid-market for the 2027s and 4 bps below for the 2033s. Note that in the October tender we issued 2033s up to 7 bps above market so much can change in a month.

Bidding volume was strong at 3.96x overall bid coverage ratio where we considered 3x a good outcome. This was the second equal highest coverage ratio for the past 5 years. However, the bond tender size was small relative to the average tender size of \$193 million. Successful bid ranges varied between 0.5 bps (2033s) and 3 bps (2027s) with the number of successful bids varying between 2 (2029s) and 6 (2027s) for each bond offered.

The average maturity of the LGFA bonds issued was 6.11 years compared to the 2022-23 financial year average of 5.5 years and the average for the prior 5 months of 5.16 years.

We issued \$150 million of LGFA bonds but we on-lent \$342.4 million to twenty-one councils and CCOs. Some lending was not new lending, but councils refinancing existing loans that were maturing. The average term of lending to councils at 4.75 years (57 months) remains short by historical standards.

Tender 103 – 08 November 2023	15 Apr 27	20 Apr 29	14 Apr 33
Total Amount Offered (\$million)	50	50	50
Total Amount Allocated (\$million)	50	50	50
Total Number of Bids Received	12	14	24
Total Amount of Bids Received (\$million)	155	160.5	265.15
Total Number of Successful Bids	6	2	3
Highest Yield Accepted (%)	5.280	5.430	5.765
Lowest Yield Accepted (%)	5.250	5.415	5.760
Highest Yield Rejected (%)	5.325	5.495	5.765
Lowest Yield Rejected (%)	5.280	5.430	5.760
Weighted Average Accepted Yield (%)	5.263	5.421	5.763
Weighted Average Rejected Yield (%)	5.304	5.457	5.786
Amount Allotted at Highest Accepted Yield as Percentage of Amount Bid at that Yield	66.7	80	60
Coverage Ratio	3.10	3.21	5.30
NZGB Spread at Issue (bps)	36	54	75
Swap Spread at Issue (bps)	31	60	82
Swap Spread: AA council (bps)	51	80	102
Swap Spread: AA- council (bps)	56	85	107
Swap Spread: A+ council (bps)	61	90	112
Swap Spread: Unrated council (bps)	71	100	122

The December bond tender was another pleasing outcome with good price support and demand for an auction of longer dated bonds than normal. Issuance conditions had turned more positive over the prior two months as global bond yields had fallen and issuance spreads to swap have tightened e.g. since 31 October, the LGFA 2037 nominal bond yield had fallen 90 bps and the spread to swap had narrowed by 25 bps. We have seen some domestic and offshore buying of LGFA bonds and the outcome of the RBNZ Liquidity Policy Review (LPR) was on balance favourable for LGFA.

LGFA offered \$160 million of bonds across four bond maturities with a strong volume and price result for each tranche. The tender size was relatively small by historical standards but larger than the \$150 million tendered in both October and November. LGFA offered four bond maturities, of which three were longer than eight calendar years (this was the first time we have had such a long end concentration). The market was short our longer bonds going into the tender following a mix of domestic and offshore buying over the three months and spreads had narrowed.

Price support was strongest for the 2031s going at 3 bps below market while the 2028s went 2 bps above mid-market. Bidding volume was solid at a 2.84x overall bid coverage ratio but the ratio was lower for the 2033s and 2037s.

Successful bid ranges varied between 2 bps (2031s) and 3.5 bps (2033s) with the number of successful bids varying between 4 (2031s) and 7 (2033s) for each bond offered.

The average maturity of the LGFA bonds issued was a long 8.65 years and was the longest average issuance term in a bond tender since Tender 58 in August 2018.

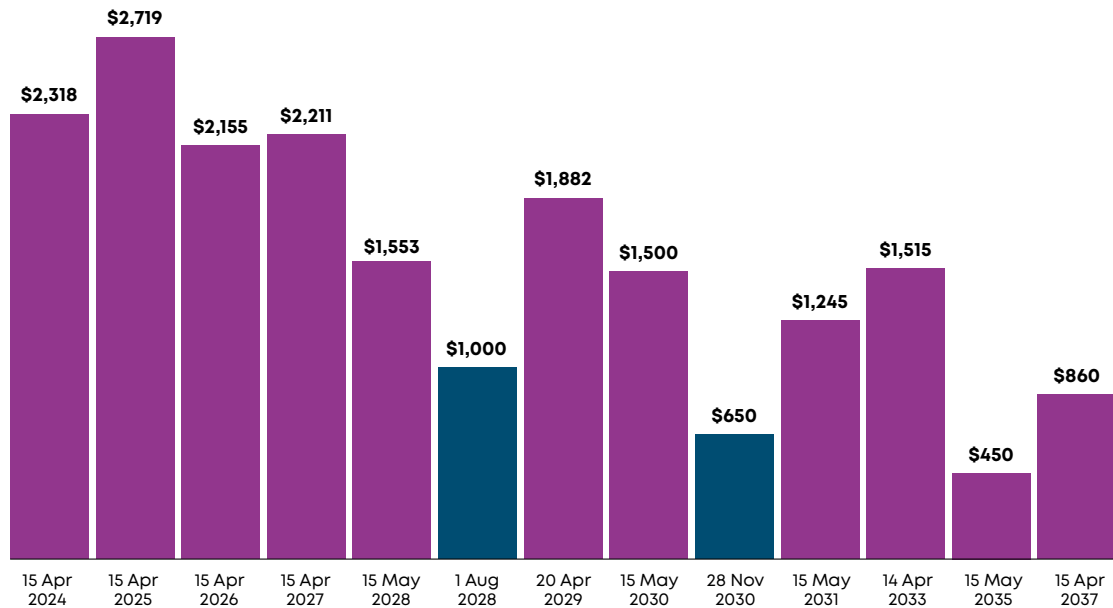
LGFA issued \$160 million of LGFA bonds but on-lent \$405.5 million to eighteen councils. The lending included \$110 million of Climate Action Loans. The average term of lending to councils at 6.08 years (73 months) was longer than recent tenders but still relatively short on a historical basis.

Tender 104 – 06 December 2023	15 May 28	15 May 31	14 Apr 33	15 Apr 37
Total Amount Offered (\$million)	40	40	40	40
Total Amount Allocated (\$million)	40	40	40	40
Total Number of Bids Received	12	16	13	12
Total Amount of Bids Received (\$million)	120	170	85	80
Total Number of Successful Bids	7	4	7	6
Highest Yield Accepted (%)	5.125	5.265	5.375	5.615
Lowest Yield Accepted (%)	5.100	5.245	5.340	5.585
Highest Yield Rejected (%)	5.140	5.345	5.425	5.690
Lowest Yield Rejected (%)	5.125	5.270	5.390	5.615
Weighted Average Accepted Yield (%)	5.111	5.254	5.354	5.598
Weighted Average Rejected Yield (%)	5.133	5.318	5.408	5.651
Amount Allotted at Highest Accepted Yield as Percentage of Amount Bid at that Yield	33.3	100	100	66.7
Coverage Ratio	3.00	4.25	2.13	2.00
NZGB Spread at Issue (bps)	42	49	54	60
Swap Spread at Issue (bps)	45	65	70	85
Swap Spread: AA council (bps)	65	85	90	101
Swap Spread: AA- council (bps)	70	90	95	106
Swap Spread: A+ council (bps)	75	95	100	111
Swap Spread: Unrated council (bps)	85	105	110	121

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

As at 31 December 2023 NZ\$19,408 million and A\$1,650 million

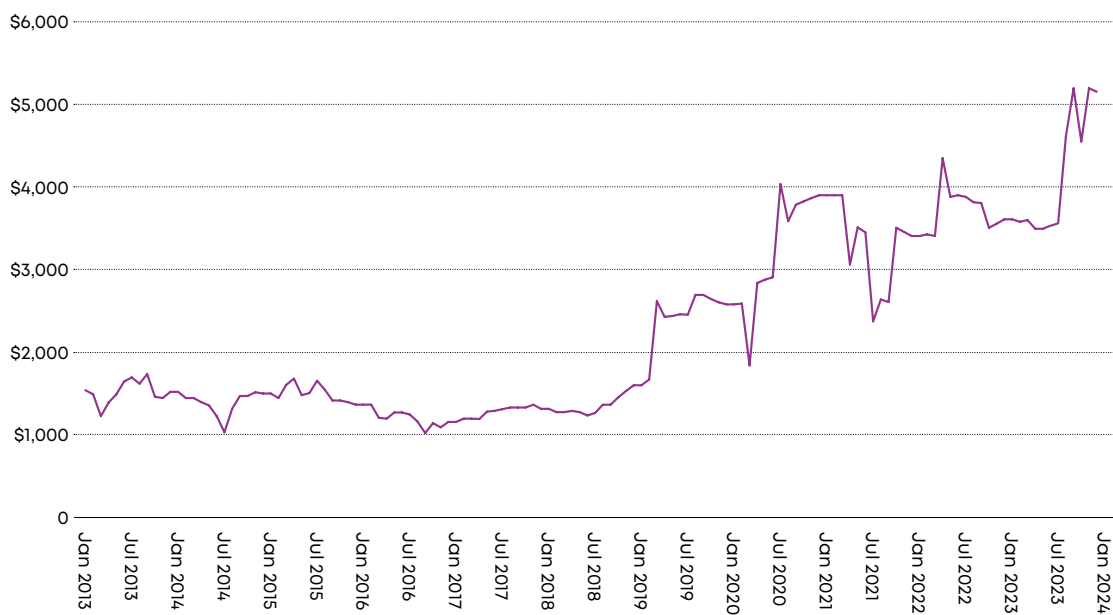
Includes NZ\$1,100 million treasury stock



Note: the Aug 2028 and Nov 2030 bonds are AUD issues

We have eleven LGFA bond maturities listed on the NZX Debt market that finance our long-term lending to councils. We had NZ\$19.408 billion of NZD bonds on issue (including treasury stock) on issue as at 31 December 2023. We also had A\$1.65 billion of bonds issued under our Australian Medium Term Notes programme. Our issuance volume on a rolling 12-month basis to December 2023 was a record NZ\$5.17 billion equivalent amount (comprising NZ\$3.4 billion of NZD issuance and A\$1.65 billion).

Rolling 12 month Issuance (\$ millions)



C. Summary financial information (management estimates)

The following results are management estimates only.

Financial Year (\$m)	YTD as at Q2
Comprehensive income	For six-month period ending 31 December 23
Interest income	578,134
Interest expense	568,323
Net interest revenue	9,811
Other operating Income	0,753
Total operating income	10,564
Issuance and On-lending costs	2,188
Approved issuer levy	0,541
Operating expenses	2,624
Issuance and operating expenses	5,353
Net Profit	5,211
Financial position (\$m)	As at 31 December 23
Retained earnings + comprehensive income	84,346
Total assets	21,774
Total LG loans	18,789
Total LGFA bills (nominal)	866
Total LGFA bonds (nominal in NZD)	20,086
Total borrower notes	430,751
Total equity	109,346

D. Strategic priorities. Performance against objectives and performance targets

D1. Governance, capability and business practice

Performance target	2023-24 Target	Performance against target as at 31 December 2023
Comply with the Shareholder Foundation Polices and the Board-approved Treasury Policy at all times.	No breaches	Met - No breaches
Maintain LGFA's credit rating equal to the New Zealand Government's sovereign rating where both entities are rated by the same Rating Agency.	LGFA credit ratings equivalent to NZ Sovereign.	Met
LGFA's total operating income for the period to 30 June 2024.	> \$20.6 million	Met – \$10.564 million as at 31 December 2023
LGFA's total operating expenses for the period to 30 June 2024.	< \$10.0 million	Not Met – \$5.353 million as at 31 December 2023

There have been no policy breaches during the quarter and the credit rating was maintained in line with the New Zealand Government. Total operating income was \$152k above budget due to the larger amount of council and CCO lending. Expenses were however above budget by \$426k due to the accrual of Approved Issuer Levy (AIL) on our AUD bond issuance (+\$376k over budget) as well as additional legal and NZX costs associated with higher issuance combined with the legal costs associated with establishing the Euro Commercial Paper (ECP) Programme. Net Operating Gain of \$5.211 million was \$274k under budget but we remain confident that we will meet the full year target by 30 June 2024.

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

D2. Optimising financing services for local government

Performance target	2023-24 Target	Performance against target as at 31 December 2023
Share of aggregate long-term debt funding to the Local Government sector.	> 80%	Met – 88.8% as at 31 December 2023
Total lending to Participating Borrowers.	> \$17,870 million	On track to meet – \$18,789 million as at 31 December 2023
Conduct an annual survey of Participating Borrowers who borrow from LGFA as to the value added by LGFA to the borrowing activities.	> 85% satisfaction score	Met – 99% satisfaction score in August 2023 Stakeholder Survey
Successfully refinance existing loans to councils and LGFA bond maturities as they fall due.	100%	Met
Meet all lending requests from Participating Borrowers, where those requests meet LGFA operational and covenant requirements.	100%	Met

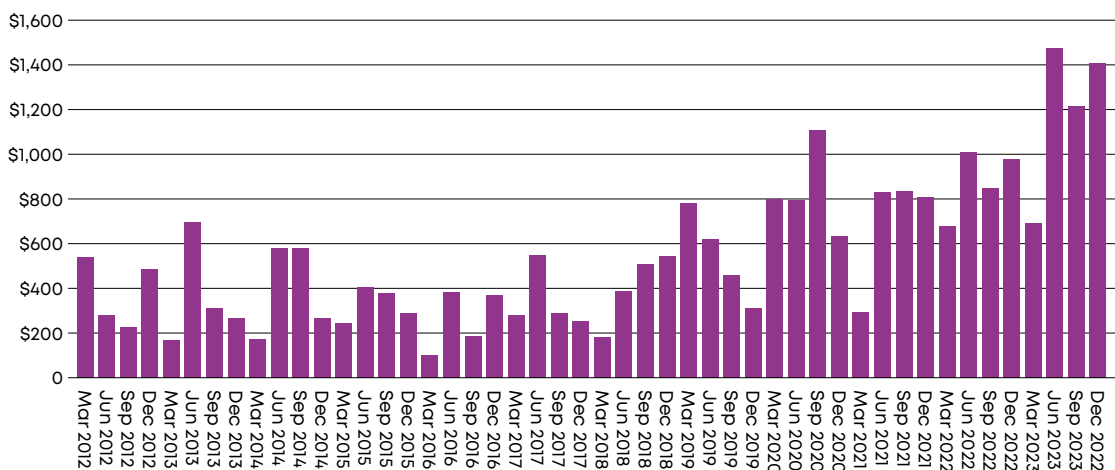
Objectives:

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

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

We have lent \$1.4067 billion to forty-four councils and CCOs during the December quarter with Christchurch, Wellington, and Tauranga City Councils being the largest council borrowers alongside Dunedin City Treasury and Infrastructure Holdings the largest CCO borrowers. Long term lending to councils and CCOs for the first six-month period of \$2.62 billion is tracking well above the full year SOI forecast of \$3.9 billion of council and CCO borrowing, and we revised upwards our estimate for full year council and CCO borrowing to \$4.7 billion.

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



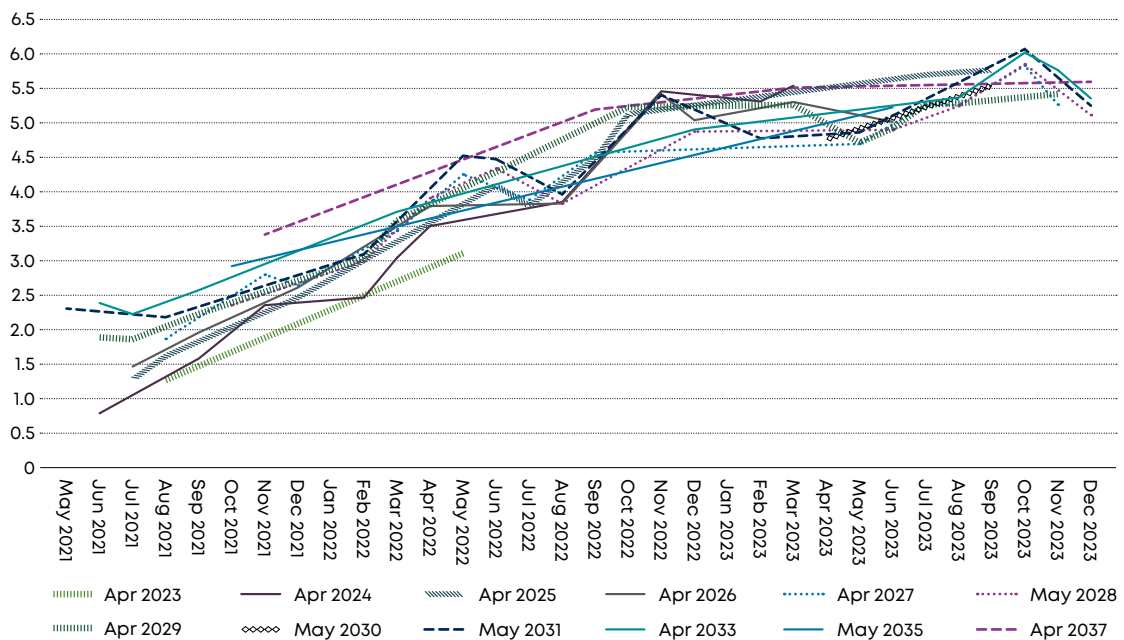
Our borrowing margins relative to other high-grade issuers in the New Zealand capital markets are similar despite our larger issuance programme. Our borrowing spreads are higher than Kainga Ora as they are no longer borrowing in their own name but funding through the NZ Treasury. This reduction in supply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

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

31 Dec 2023	Comparison to other high-grade issuers – secondary market spread to swap (bps)											
	2024	2025	2026	2027	2028	2029	2030	2031	2033	2034	2035	2037
LGFA (AAA)	9	19	25	36	48	55	63	72	77	81	86	93
Kainga Ora (AAA)		16	20	29	41		54				78	
Asian Development Bank (AAA)	6	9	11	22	30			50				
IADB (AAA)	9	11	20	26	39		47					
International Finance Corp (AAA)	7	11	16	26	33	41						
KBN (AAA)	11	14	21	30			56					
Rentenbank (AAA)	8	12		25		37						
World Bank (AAA)	5	8	11	25	29		46					
Nordic Investment Bank (AAA)		11					43					
ASB (AA-)	21		44	65								
ANZ (AA-)	10				73							
BNZ (AA-)	18	29	48	64	79							
Westpac Bank (AA-)	19	30	46	60								
SSA Average	8	11	16	26	33	39	48	50				
Bank Average	17	30	46	63	76							

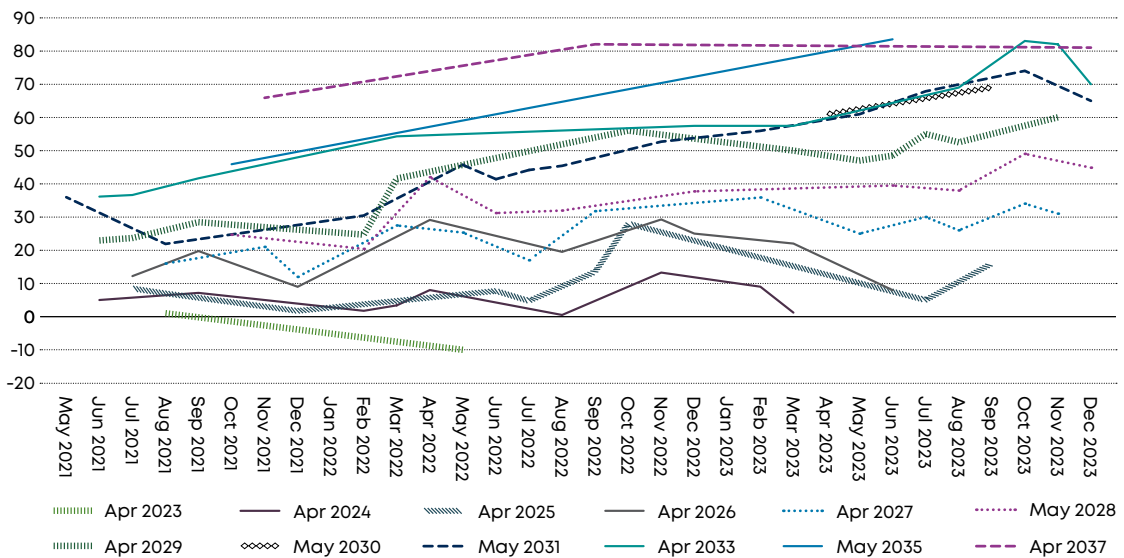
LGFA Bond Issuance Yields (%)

Last 30 tenders



Spread to swap

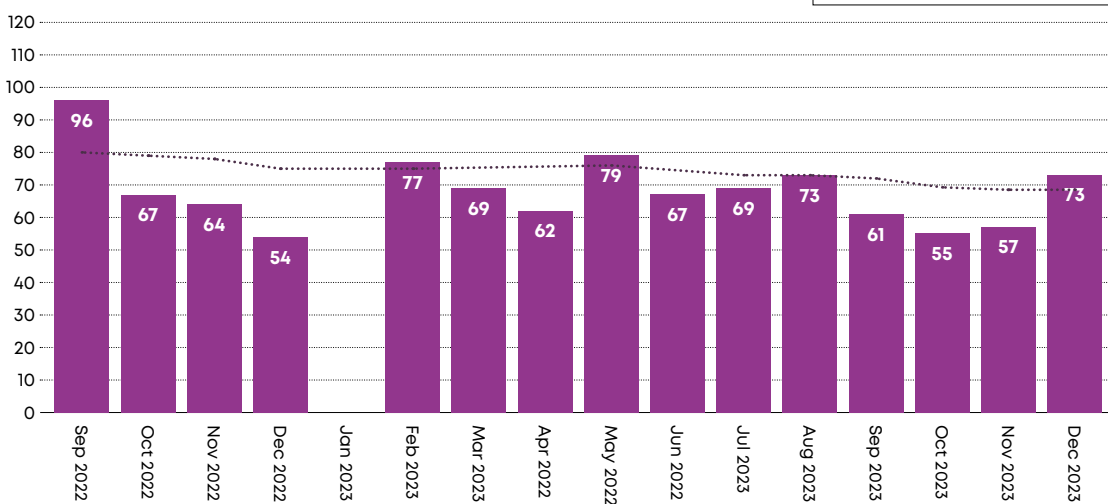
Last 30 tenders



The average borrowing term (excluding short-dated borrowing) for the December quarter by council members was 4.79 years and 5.15 years for the six -months to 31 December 2023. This remains shorter than the 5.21 years for the year to June 2023.

Average total months to maturity – on lending to councils

Last 15 tenders

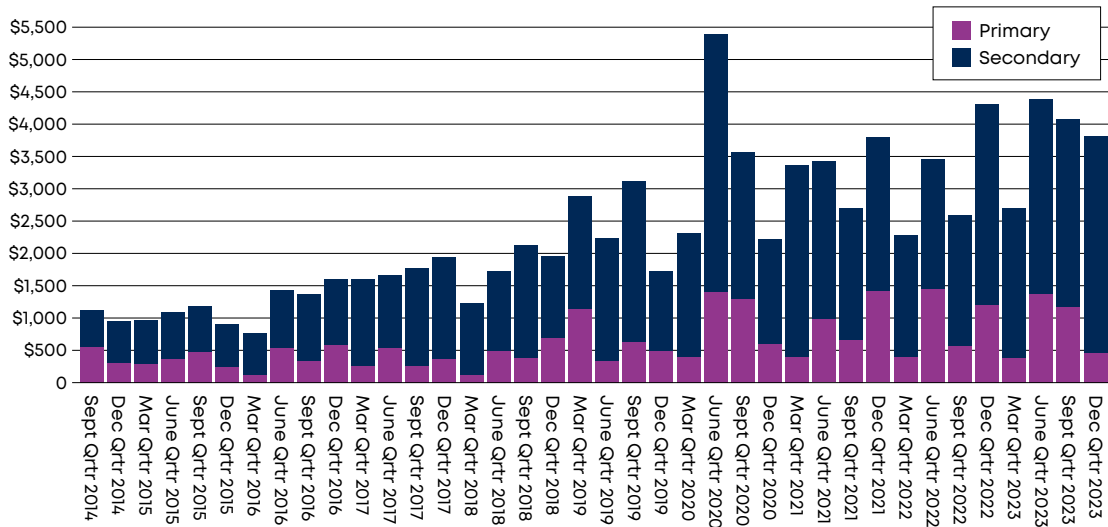


Short-term borrowing by councils and CCOs with loan terms of between one month and 12 months remains well supported with \$626 million outstanding as of 31 December 2023 to thirty-six councils and CCOs. The number of councils and CCOs using this product declined by one over the quarter while the total amount outstanding increased by \$70 million.

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

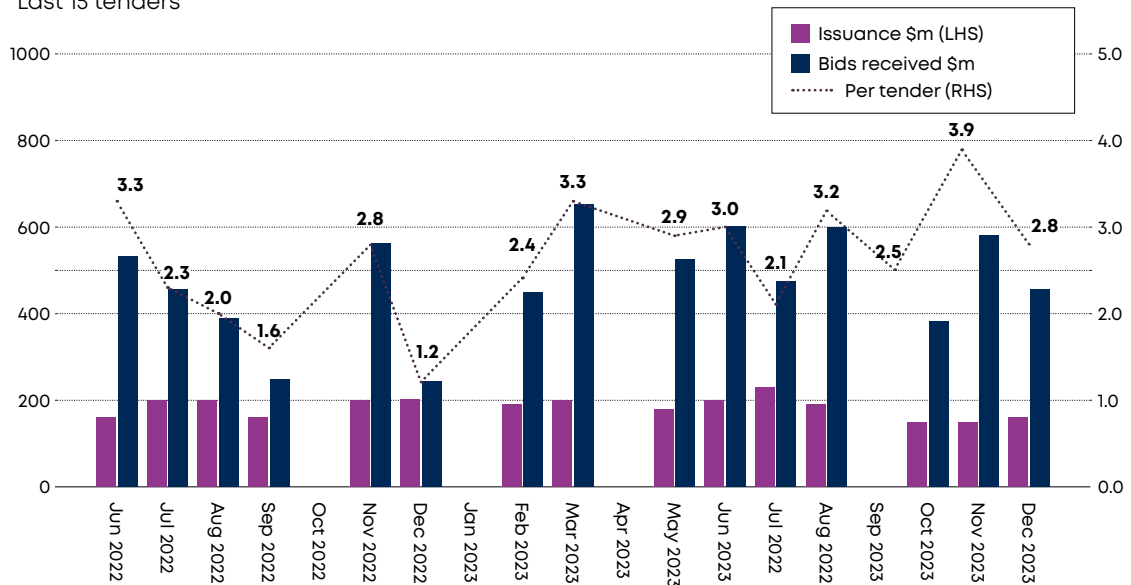
Activity in LGFA bonds in both the primary market (tender or syndicated issuance) and secondary market (between banks and investors) was strong during the December quarter on a seasonal basis with combined activity of \$3.8 billion. This was the fifth highest on record after the June 2020, December 2022, June 2023, and September 2023 quarters. Primary issuance (bond tenders and syndication) was \$460 million and there was secondary market turnover of \$3.3 billion during the quarter (second highest after June 2020).

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

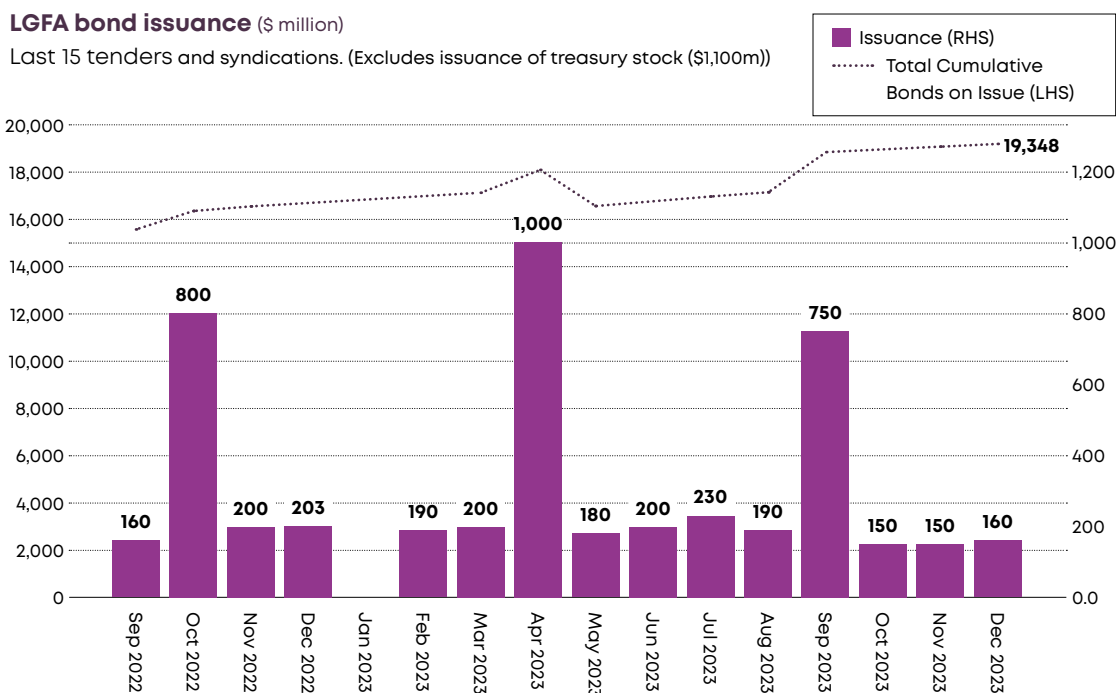


Tender bid coverage ratio

Last 15 tenders

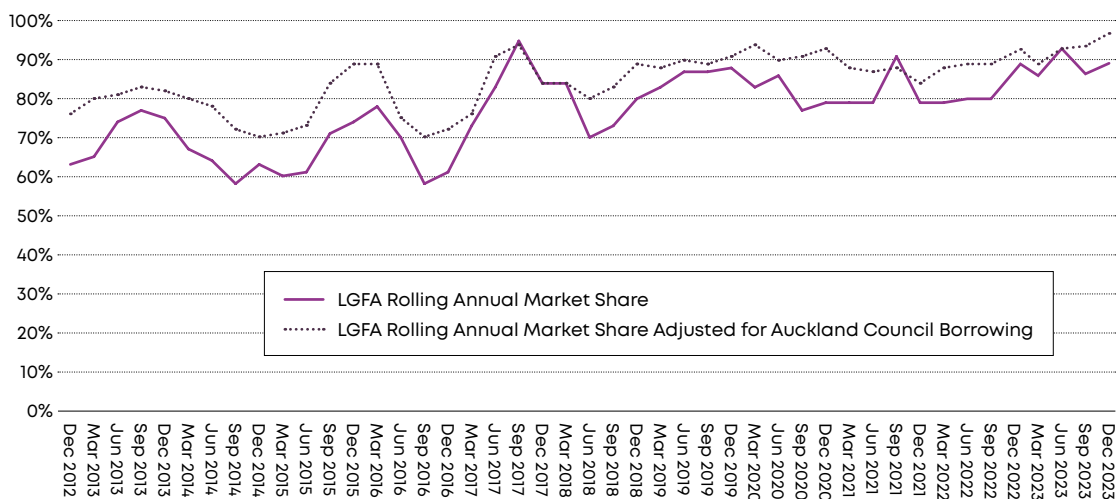


LGFA commenced issuing LGFA Bills and short dated (less than 1 year) lending to councils in late 2015. As at 31 December 2023 there were \$866 million of LGFA Bills on issue which has reduced by \$102 million from the record high of \$968 million on 30 September 2023. We use proceeds from LGFA bills to fund short term lending to councils and hold the balance for liquidity purposes in our liquid asset portfolio.



LGFA documented an Australian Medium-Term Notes Programme in November 2017 and updated the Programme in March 2020 and July 2023. We issued A\$1 billion of a 5-year bond in August 2023 and A\$650 million of a 7-year bond in November 2023 following strong investor engagement. The AUD issuance helps diversify our funding base away a reliance upon NZD.

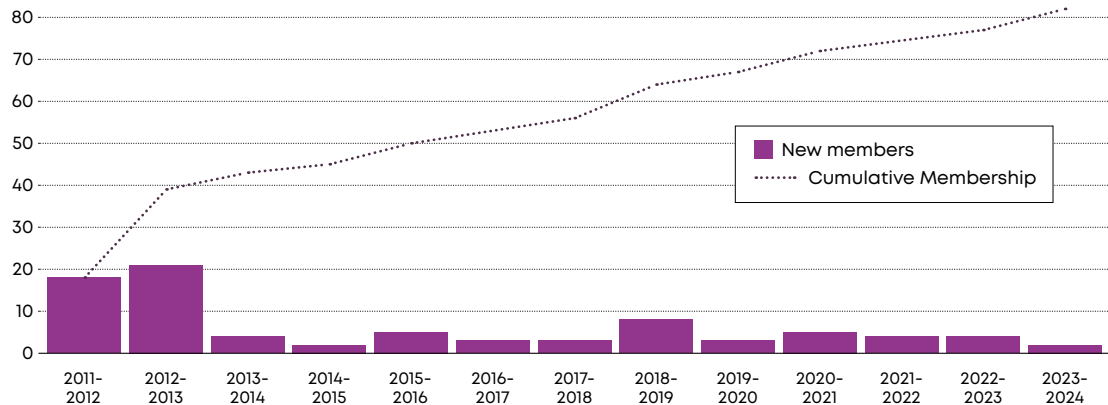
LGFA Market Share – rolling one year average



Council membership and market share

We use our own data and the PwC Local Government Debt Report to estimate our market share. Our estimated market share for the rolling twelve-month period to 31 December 2023 was 88.8%. If we adjust for Auckland Council borrowing from both LGFA and from the market in its own name, then our market share increases to 96.6% (as Auckland Council borrowed through LGFA and in its own name during the quarter). Our market share compares favourably to our historical average of 77.0% and our market share remains high compared to our global peers.

Council and CCO Membership (as at 31 December 2023)



As at 31 December 2023, there are seventy-seven councils and five CCO as members of LGFA. There were two new CCO members during the quarter. We are unlikely to add the last remaining council Chatham Islands District Council. The number of guarantors is unchanged at seventy-two.

Our CCO lending comprises \$257.4 million of loans to four CCOs. The amount of CCO loans outstanding has increased by \$235 million over the quarter.

- Invercargill City Holdings Limited joined as a member in July 2021 and has borrowings outstanding of \$88.4 million as at 31 December 2023 (a decrease of \$3 million over the quarter).
- Westland Holdings Limited joined as a member in November 2022 and has borrowings outstanding of \$6.4 million as at 31 December 2023 (an increase of \$0.35 million over the quarter).
- Dunedin City Treasury Limited joined as a member in November 2022 and has borrowings outstanding of \$250 million as at 31 December 2023 (an increase of \$125 million over the quarter).
- Infrastructure Holdings Limited joined as a member in October 2023 and has borrowings outstanding of \$113 million as at 31 December 2023 (an increase of \$113 million over the quarter).

Whanganui District Council Holdings has yet to borrow from LGFA.

D3. Environmental and social responsibility

Performance target	2023-24 Target	Performance against target as at 31 December 2023
Comply with the Health and Safety at Work Act 2015	No breaches	Met
Maintain Toitū Carbon Zero certification	Carbon-zero certification maintained.	Met
Meet reduction targets outlined in our carbon reduction management plan.	Reduction targets met.	Met – Carbon Reduction Plan established
Increase our GSS Lending Book and Climate Action Loans	Two new GSS loans and three new borrowers enter CALs	On track to meet
Ensure Annual Report is prepared in compliance with applicable GRI Standards	100%	Met
Meet all mandatory climate reporting standards	100%	Met

Objectives:

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

During the quarter, we approved the Kopurererua Vally Stream Realignment project managed by Tauranga City Council for GSS lending. This was our first Biodiversity Conservation Loan. During the quarter we lent \$6 million to finance pre-

approved projects under our Green, Social and Sustainability Lending Programme. This takes the total number of GSS loans approved to six with a combined value of \$572 million and there has been \$377.2 million in loans undertaken as at 31 December 2023. Eligible council or CCO projects will receive a discounted loan margin. For further information on GSS loans see our website [Green, Social & Sustainability Loans | New Zealand Local Government Funding Agency \(lgfa.co.nz\)](#)

We approved Auckland Council, Dunedin City Treasury and Hutt City Council as our first group of borrowers under the Climate Action Loans (CALs) Programme during the March 2023 quarter and Kapiti District Council during the December 2023 quarter. We had \$1.2207 billion of CALs to the four councils as at 31 December 2023 which was an increase of \$280 million over the quarter. Eligible councils will receive a discounted loan margin if they have in place a GHG Emission Reduction Plan and are meeting their emission reduction targets. The advantage of CALs is that unlike GSS loans, they do not have to be project specific. For further information on CALs see our website [Climate Action Loans | New Zealand Local Government Funding Agency \(lgfa.co.nz\)](#)

D4. Effective management of loans

Performance target	2022-23 Target	Performance against target as at 31 December 2023
Review each participating borrower's financial position under LGFA policies.	100%	Met
Arrange to meet each Participating Borrower at least annually, including meeting with elected officials as required, or if requested.	100%	Met

Objectives:

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

We undertook meetings with twenty-five councils and CCOs during the December quarter. LGFA continues to review council agendas and management reports on an ongoing basis for those councils on the LGFA borrower watch-list.

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

D5. Industry leadership and engagement

Objectives

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

Throughout the early part of quarter, we have had meetings with Treasury and the National Transition Unit team at DIA and their advisers regarding Affordable Waters Reform. Following the change in Government we have met with the Minister of Local Government and Treasury and DIA staff, offering to help with the implementation of the "Local Water Done Well" programme.

We met with OAG during the quarter and presented at a Taituara Financial Working Group. We held by webinar, the quarterly LGFA Business Update for councils and the quarterly BNZ Economic and Financial Markets Update.

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

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

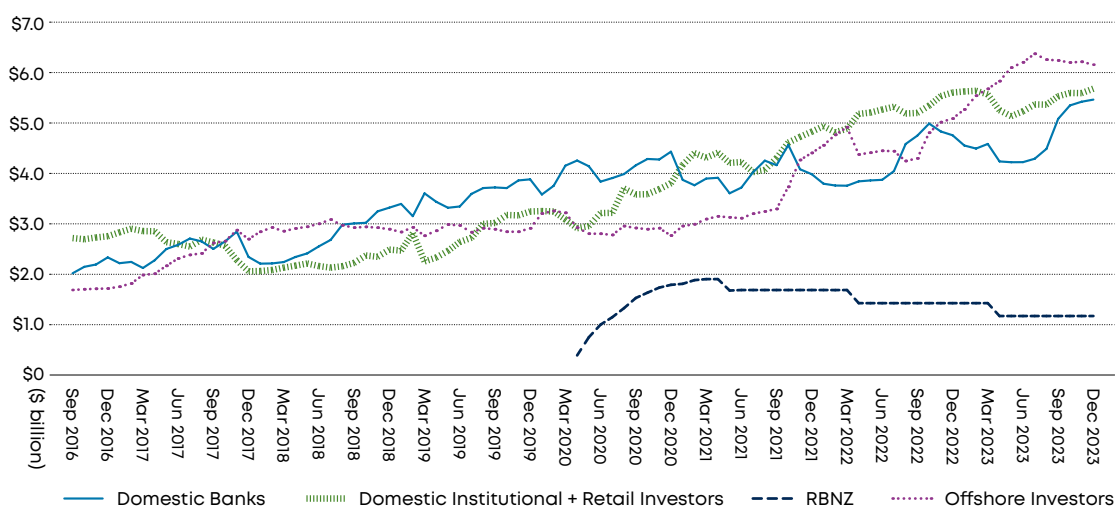
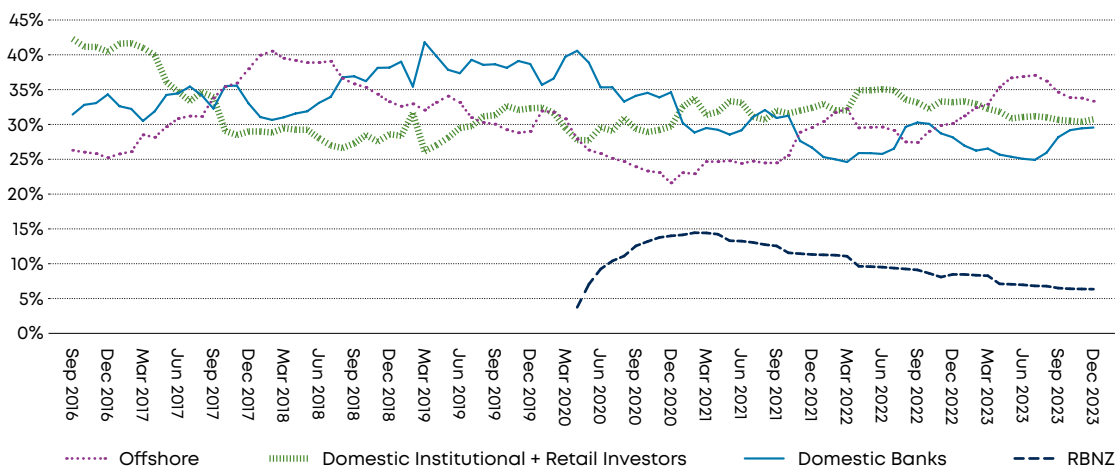
E. Investor relations

Managing relations with our investor base is especially important as the amount of LGFA bonds on issue continues to grow and we require investors and banks to support our ongoing tender issuance. During the quarter LGFA presented at the CBA Conference in Sydney and the ANZ Australasia Investor Days in Asia and Tokyo. Offshore investor holdings are near a record high.

Over the three-month period to 31 December 2023, we issued \$460 million of LGFA bonds. The change in holdings amongst our investor groups during the quarter was:

- Offshore investor holdings decreased by \$83 million to be \$6.15 billion on 31 December 2023 (33.3% of bonds on issue).
- Domestic bank holdings increased by \$380 million to be \$5.46 billion on 31 December 2023 (29.6%).
- Domestic investor (retail and institutional) holdings increased by \$150 million to be \$5.7 billion on 31 December 2023 (30.7%).
- The Reserve Bank of New Zealand (RBNZ) holdings were unchanged at \$1.2 billion as of 31 December 2023 (6.4%).

LGFA Bond Holdings by Investor Group (% and \$ billions)



9.5 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 provides an overview of property sales within the District for the quarter ended 31 December 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 datasets.
- 2.2 For example, page 3 of the attached shows Mangaweka Village having Sales Price significantly below related Capital Values. This is caused by a property transfer being the subject of Administration of Estate so having a sales price of \$0.
- 2.3 Accordingly, the information in the attached report should be regarded as for general Information only and not used in any decision making.

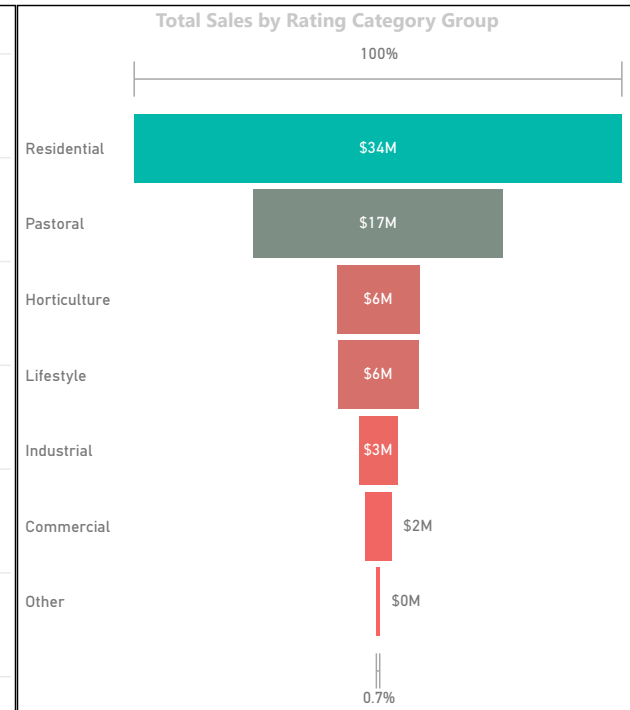
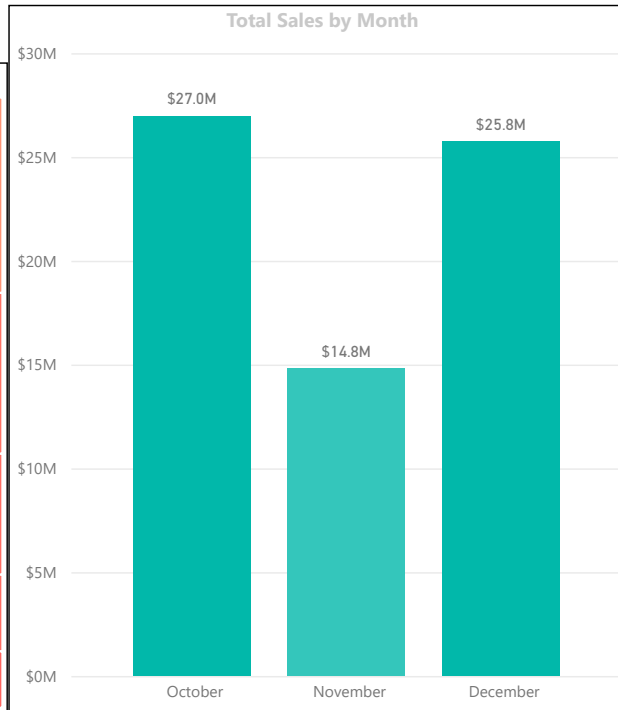
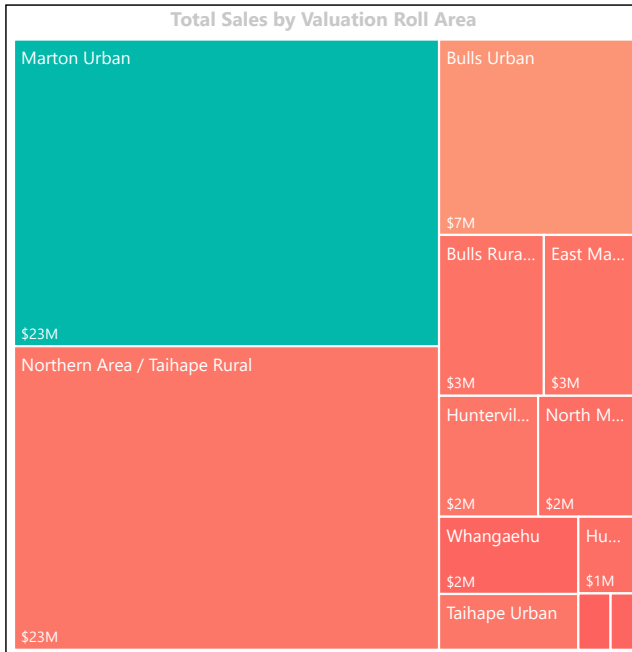
Attachments:

1. **Property Sales Oct/Dec 2023** [↓](#)

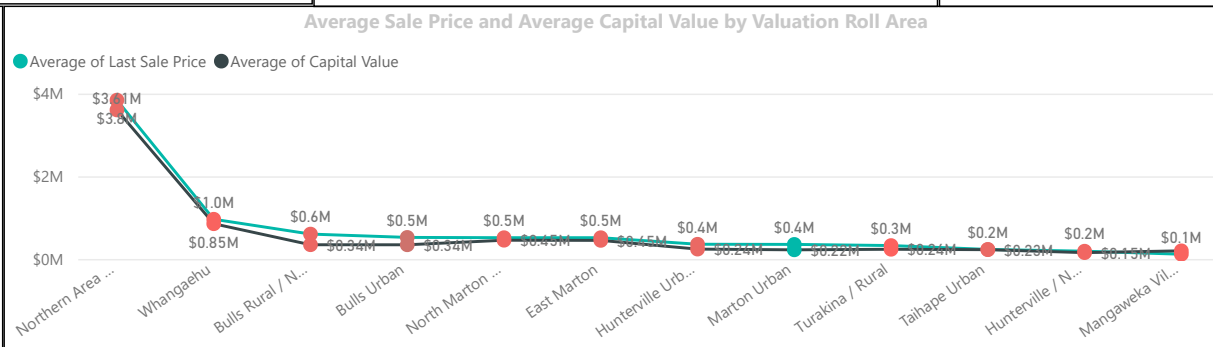
Recommendation

That the report 'Quarterly Property Sales' be received.

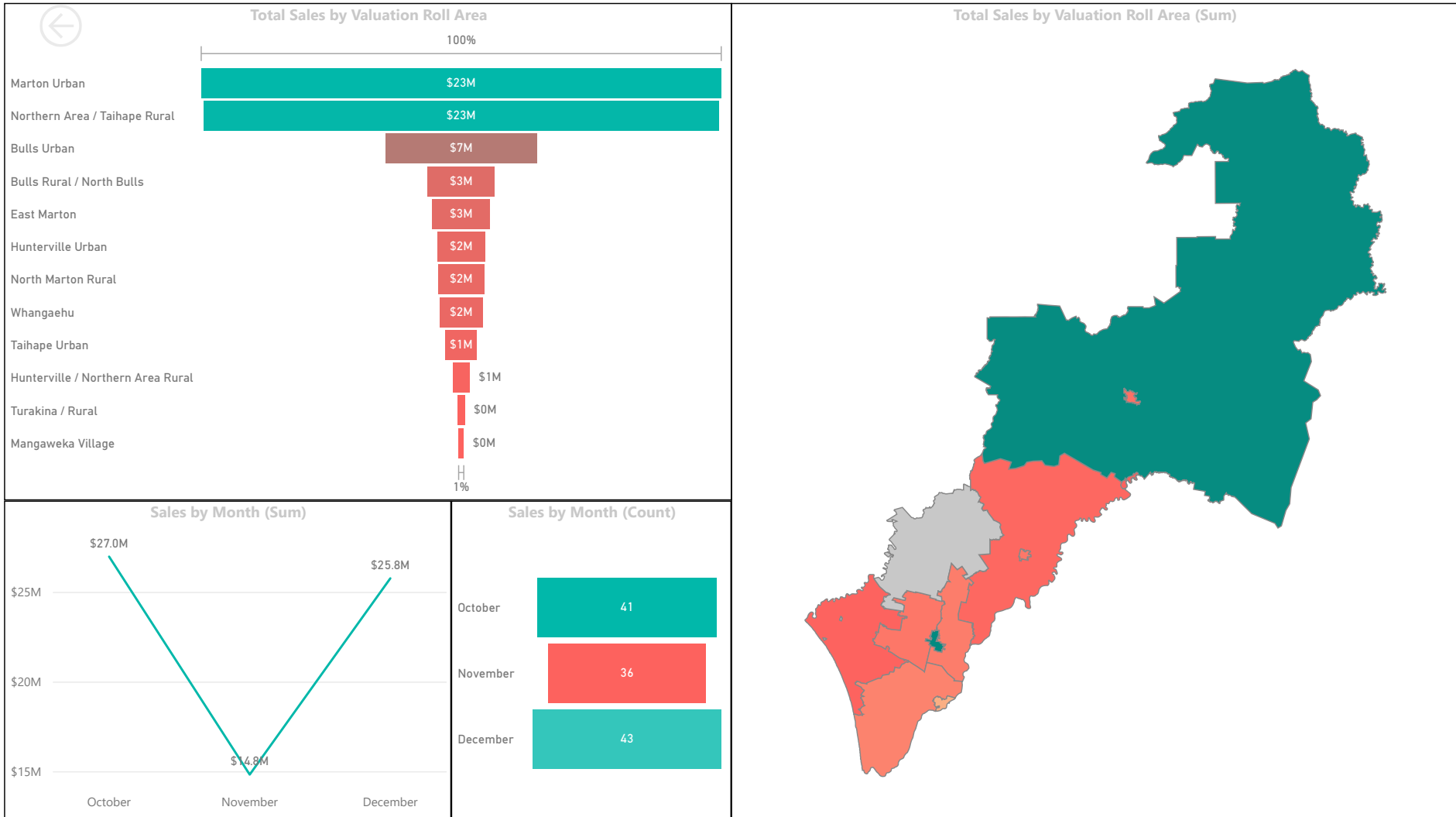
Quarter 2: 1 October 2023 - 31 December 2023



Total Sales
120



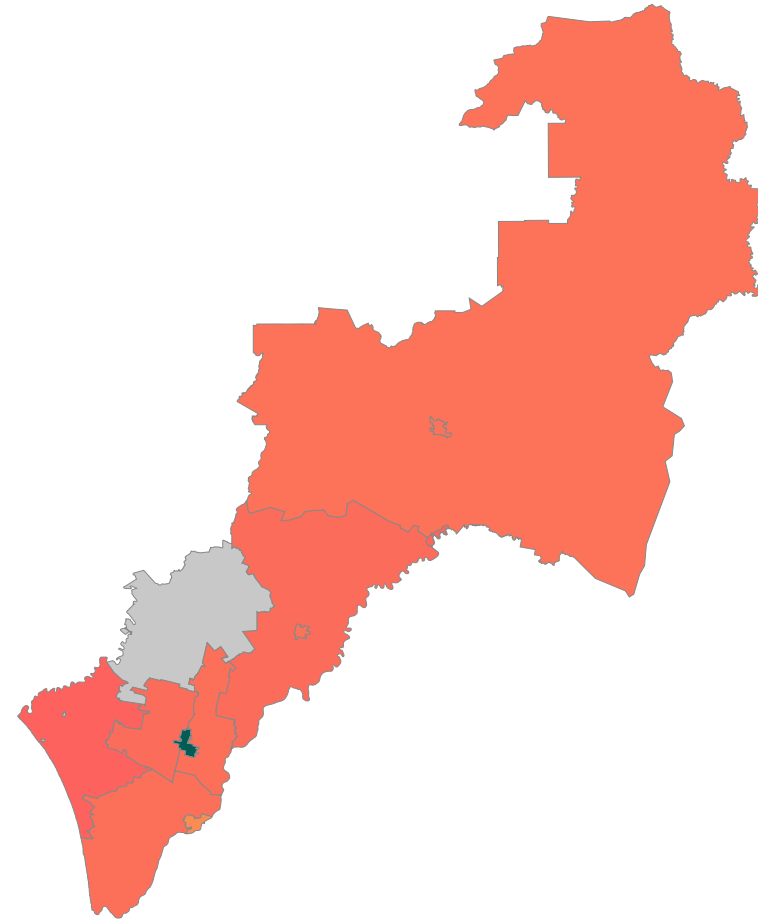
Total Sales
\$68M



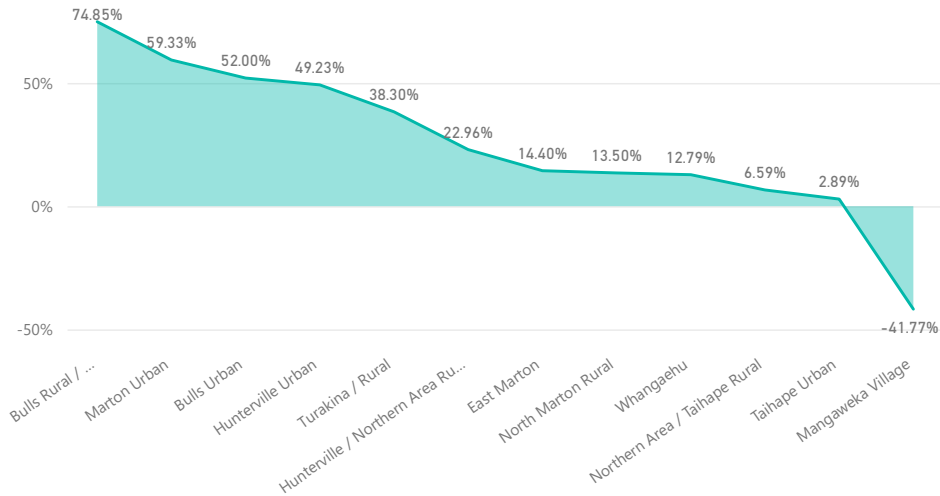
Quarterly Property Sales in the Rangitikei

Valuation Roll Area	Capital Value	Sale Price	Number Of Sales	Sale Price % difference from Capital Value
Mangaweka Village	\$395,000	\$230,000	2	-41.77%
Taihape Urban	\$1,350,000	\$1,389,000	6	2.89%
Northern Area / Taihape Rural	\$21,630,000	\$23,055,700	6	6.59%
Whangaeahu	\$1,705,000	\$1,923,000	2	12.79%
North Marton Rural	\$1,815,000	\$2,060,000	4	13.50%
East Marton	\$2,250,000	\$2,574,046	5	14.40%
Huntermville / Northern Area Rural	\$614,000	\$755,000	4	22.96%
Turakina / Rural	\$235,000	\$325,000	1	38.30%
Huntermville Urban	\$1,434,000	\$2,140,000	6	49.23%
Bulls Urban	\$4,465,000	\$6,787,000	13	52.00%
Marton Urban	\$14,618,000	\$23,290,521	66	59.33%
Bulls Rural / North Bulls	\$1,723,000	\$3,012,700	5	74.85%
Total	\$52,234,000	\$67,541,967	120	29.31%

Sales by Valuation Roll Area (Count)



Sale Price % difference from Capital Value by Valuation Roll Area



9.6 Statement of Service Provision: July - December 2023**Author:** Janna Isles, Corporate Planner**Authoriser:** Carol Gordon, Group Manager - Democracy & Planning**1. Reason for Report**

1.1 The purpose of this report is to present the six-month Statement of Service Provision report. The reporting period is from 1 July 2023 to 31 December 2023.

2. Discussion

2.1 The Statement of Service Provision (SSP) measures the level of service achieved against the agreed performance targets for each group of activity as set in Council's Long Term Plan 2021-31.

2.2 The reporting categories for this period have been updated to provide better information on how Council is tracking to meet all performance measures by the end of the year. There are five categories; Achieved; On Track to Achieve; Not on Track to Achieve; Not Achieved; and Not Measured.

- 24 of the performance measures were achieved.
- 6 of the performance measures are on track to be achieved by the end of the year.
- 6 of the performance measures are not on track to be achieved by the end of the year.
- 19 of the performance measures are not achieved.
- 14 of the performance measures were not measured.

2.3 The performance measures that have not been measured are either mandatory performance measures for activities that Council does not undertake, or the performance measure is only be measured once per year at the end of the year.

2.4 The breakdown of these outcomes, including what measures were achieved and which measures were not achieved is attached to this report. Each measure also has a narrative to explain the outcome for each measure.

2.5 This report will be reproduced in three months time, to provide an update on the progress towards meeting the end of year targets. This report will also be reproduced after the end of the financial year for the Annual Report. For these reports, all performance measures will be reassessed, and the results will be updated based on the results for the entire reporting period.

3. Highlights

3.1 The number of library outreach activities and events held each month has continued to increase. Te Matapihi and Marton library have both held 17 events alongside 12 school visits per month. Taihape library has held 6 events per month alongside 12 school visits. This is an improvement from 10 events at Marton library and Te Matapihi, and 5 at Taihape library per month for the 2022/23 year. This result was already exceeding the target of 5 outreach activities and events for each library.

- 3.2 Council continues to attend and resolve customer requests relating to wastewater and sewerage well within the set targets. The results for this reporting period show further improvement on last years results, which were already well within the target timeframes.

4. Areas for improvement

- 4.1 There has been a significant decrease in the number of roading call outs responded to and resolved on time compared to last year's result. This has been attributed to staff illness and leave over the past 6 months, exasperated by a significant increase in the number of customer requests in the same time period. This result will be able to be improved for the end of year result providing that illness and leave does not occur at the same rate for the remainder of the year.
- 4.2 Council has received 1 abatement notice and 2 infringement notices in the first half of the financial year. Operational works are being undertaken to remedy the conditions set in the abatement notice, and Council is also in the process of addressing the infringement notices.
- 4.3 The results for response and completion times for noise control and food premises call outs have declined in this reporting period. These results have been attributed to staff shortages and customer requests not being closed in a timely manner, post resolving the request. Post this reporting period an Animal Control Manager has started, increasing staffing levels, and information on the RFS system can be shared with staff.

5. Financial Implications

- 5.1 There are no financial implications associated with this report.

6. Impact on Strategic Risk

- 6.1 There are no strategic risks associated with this report.

7. Mana Whenua Implications

- 7.1 There are no mana whenua implications identified in association with this report.

8. Statutory implications

- 8.1 There are no direct statutory implications for this report. The full year results form part of the 2023/24 Annual Report required under the Local Government Act 2002, Schedule 10, Part 3, Section 25.

9. Decision Making Process

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

Attachments:

1. **Statement of Service Pervision Report 1 July - 31 December 2023** [↓](#)

Recommendation

That the report 'Statement of Service Provision: July – December 2023' be received.

Statement of Service Report 6 monthly Dec 2023/24

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a sustainable roading network that is maintained in accordance with each road's significance for local communications and the local economy, taking into account the One Roding Network Classification and funding subsidies</i>					
*Road condition The average quality of ride on a sealed local road network measured by smooth travel exposure	●	90% or more	Not yet Measured	95%	The road condition survey is due before next April. High volume survey is likely to start in February, and low volume survey is scheduled for March/April.
*Road maintenance The percentage of the sealed road network that is resurfaced	●	6% or more	1%	4.9%	The cost of bitumen has increased. Reseal programme is ongoing, and the existing programme has been reduced due to increases in cost adjustment factor, materials cost, and reduction in available NZTA funding.
The percentage of the unsealed road network which is re-metalled during the year	●	12,000m ³ or more	6,858m ³ 57%	11,933m ³ 99%	Unsealed metalling season is ongoing, overly dry weather during November and December had reduced the quantity of metalling completed.
*Footpaths The percentage of footpaths within the District that fall within the level of service or service standard for the condition of footpaths that is set out in the Council's relevant document e.g. Annual Plan, Asset Management Plan.	●	90% of footpaths make up category 1 or 2 ¹	94% Grade 1 and 2 condition rating	94% Grade 1 and 2 condition rating	Footpath and road surface condition rate is done once every 2 years.

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

*Mandatory

Statement of Service Report 6 monthly Dec 2023/24

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
*Road safety The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network expressed as a number	●	No fatal crashes on the Council roading network	0	2	We have had zero fatalities in RDC during this period.
	●	10 or less serious injury crashes on the Council roading network	8	6	7 vehicles have lost control whilst turning. 4 crashes were affected by alcohol.
	●	Change in fatal and serious injury crashes	Same as year prior	2 more than year prior	

Councils intended level of service is to: Be responsive to community expectations over the roading network and requests for service

The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the time frame specified in the Long Term Plan. Results will be presented as the median.	After hours callouts	●	95% responded to in 12 hours	64%	100%	Staff illness and leave has negatively affected this result. There has also been a large increase in RFS' over the last 6 months.
	Working hours callouts	●	95% responded to in 6 hours	56%	100%	Staff illness and leave has negatively affected this result. There has also been a large increase in RFS' over the last 6 months.
	Resolution	●	85% of callouts resolved within one month	72%	83%	Staff illness/leave has negatively affected this result. There has also been a large increase in RFS' over the last 6 months.
	Requests concerning potholes (Target: 95% responded to in 6 hours)	●	Specified reference to callouts relating to potholes	75%	95%	Staff illness and leave has negatively affected this result. There has also been a large increase in RFS' over the last 6 months.

*Mandatory

Statement of Service Report 6 monthly Dec 2023/24

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

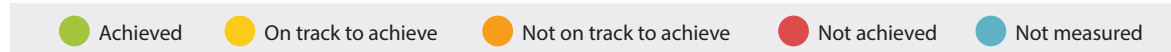
● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/234 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Make decisions that are robust, fair, timely, legally compliant and address critical issues, and that are communicated to the community</i>					
On-time completion of, or substantially undertaken annual plan actions	●	90% or more Annual Plan Actions completed	43%	75%	A number of key projects have been deferred due to expected external funding not being received and Covid 19.
Completion of capital programme	●	85% or more of the planned capital programme	21%	67%	This result is low due to only being half way through the financial year, 74% of the first 6 month planned capital program has been completed.
Māori responsiveness framework:	Governance and relationships	80% or more overall satisfaction	Not yet measured	80%	A survey is planned to be distributed to TRAK in May 2024.
Satisfaction ratings from each member of Te Roopuu Ahi Kaa about the effectiveness of each framework outcome area.	Culture and identity		Not yet measured	60%	
	Prosperity and well-being		Not yet measured	60%	
	Resources and infrastructure		Not yet measured	60%	
<i>Councils intended level of service is to: Provide a high customer experience that satisfies the needs of the community</i>					
Customer views of their experience (both the customer service and service provided) with Council. HappyOrNot system	●	500 Responses Customer Satisfaction Index: Improvement on previous year	2,704 Responses 1% decrease from the 22/23 result.	4,459 responses 2% percentage point improvement of very happy responses across all results on all units	90% Satisfaction index. To be reassessed 30 June 2024 as the number of responses can affect the percentage.

* Mandatory

Statement of Service Report 6 monthly Dec 2023/24

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS



PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a safe and compliant supply of drinking water</i>					
*Safety of drinking water The extent to which the Council's drinking water supply complies with: Council is required to report against the Drinking Water Standards for New Zealand (2018). From January 2023 Council is required to comply with the DWQAR (2022) Drinking Water Quality Assurance Rules, but the reporting requirement remains.	Part 4 of the drinking water standards (bacteria compliance criteria)	No Incidents of non-compliance with bacteria compliance criteria (6/6)	DWQAR July-Dec Non-compliant (6/6)	DWSNZ (2018) Jul-Dec 2022 Non-compliant (6/6) DWQAR Jan-Jun 2023 Non-compliant (4/6)	Manawatū Shared Services have been operating the Rangitikei Water Treatment Plants under the Drinking Water Quality Assurance Rules 2022 since 1 January 2023. Bulls - compliant Hunterville Urban - compliant Mangaweka - Compliant Marton - compliant Rātana - compliant Taihape - compliant
	Part 5 of the drinking water standards (protozoa compliance criteria)	No Incidents of non-compliance with protozoa compliance criteria (6/6)	DWQAR July-Dec 2023 Non-compliant (5/6)	DWSNZ (2018) Jul-Dec 2022 Non-compliant (4/6) DWQAR Jan-Jun 2023 Non-compliant (2/6)	Manawatu Shared Services have been operating the Rangitikei Water Treatment Plants under the Drinking Water Quality Assurance Rules 2022 since 1 January 2023. Bulls – compliant Hunterville Urban – 6 days – non-compliant Mangaweka – compliant Marton - compliant Rātana – compliant (due to sanitary bore) Taihape - compliant
<i>Councils intended level of service is to: Provide reliable and efficient urban water supplies</i>					
*Maintenance of the reticulation network The percentage of real water loss from Council's networked urban reticulation system		Less than 40%	Not Measured	42%	This performance measure will be reported on at the end of the reporting year.
*Demand Management The average consumption of drinking water per day per resident within the District		600 litres per resident per day	435	448	No account has been taken of industrial usage.

*Mandatory

Statement of Service Report 6 monthly Dec 2023/24

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Be responsive to reported faults and complaints*</i>					
*Where the Council attends a call out in response to a fault or unplanned interruption to its networked reticulation system, the following median times are measured.	Attendance for urgent call outs	0.5 hours	0.85 hours	0.5 hours	
	Resolution of urgent call outs	24 hours	1.25 hours	1.5 hours	
	Attendance for non-urgent call outs	24 hours	1.2 hours	0.7 hours	
	Resolution of non-urgent call outs	96 hours	4.03 hours	4.3 hours	
*Customer satisfaction The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council ¹		≤20 complaints per 1000 connections	26.3 per 1000	86.71 per 1000	Council often receives a higher number of complaints in the summer months, which is shown in the results from 2022/23. The steep decline for the July-December period is due to the water taste and odour improving during the colder months. Council is aware of ongoing concerns about the water supply, particularly in Marton. Work has commenced on the Marton Water Strategy to improve the odour and taste of the Marton water supply by the end of 2024.
<i>Councils intended level of service is to: Maintain compliant, reliable and efficient rural water supplies</i>					
Where the Council attends a call out in response to a fault or unplanned interruption to its water supply for rural water schemes, the following median times are measured:	Attendance time: from the time that the Council receives notification to the time that service personnel reach the site	48 hours	0.68 hours	0.1 hours (normal)	
	Resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	96 hours	5.22 hours	6.4 hours (non-urgent)	

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

* Mandatory

Statement of Service Report 6 monthly Dec 2023/24

Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE	
<p>Councils intended level of service is to: Provide a reliable, reticulated disposal system that does not cause harm or create pollution within existing urban areas</p>						
<p>*Discharge compliance</p> <p>Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of</p> <p>a) abatement notices</p> <p>b) infringement notices</p> <p>c) enforcement orders, and</p> <p>d) convictions</p>	●	No abatement notices	1	0	<p>An abatement notice was received on 30 October 2023, referring to non-compliance for the Bulls Wastewater Treatment Plant in August of that year.</p> <p>Operational works are being undertaken to remedy the condition set out in the notice.</p>	
		●	No infringement notices	2	1	<p>An infringement notice was received on 30 October 2023, referring to non-compliance for the Bulls Wastewater Treatment Plant in August of that year. This notice is in relation to the abatement notice and capital works are being undertaken to remedy this.</p> <p>An infringement notice was also received on 11 December 2023, referring to non-compliance for the Mangaweka Wastewater Treatment Plant in October of that year. This treatment plant is currently in the process of re-consenting.</p>
	●		No enforcement orders	0	0	No enforcement orders received during the reporting year.
	●		No convictions	0	0	No convictions during the reporting year.
	*System and adequacy	●	Fewer overflows than 3 per 1000 connections	0.69	0.22	

*Mandatory

Statement of Service Report 6 monthly Dec 2023/24

Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
* Fault response time Where the Council attends 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	0.22 hours	0.7 hours	
	●	Attendance non-urgent 24 hours	0.8 hours	0.8 hours	
	●	Resolution urgent 24 hours	0.85 hours	1.4 hours	
	●	Resolution non-urgent 96 hours	1.3 hours	2.6 hours	
*Customer satisfaction The total number of complaints received by the Council about any of the following: a. sewage odour b. sewerage system faults c. sewerage system blockages, and d. the Council's response to issues with its sewerage system Expressed per 1000 connections to the Councils sewerage system.	●	Fewer requests than 6 per 1000 connections	12.45 per 1000	18.61 per 1000	Under this mandatory DIA measure, all requests for service for wastewater are counted as complaints, including multiple requests for service alerting Council to the same issue.

** Mandatory*

Statement of Service Report 6 monthly Dec 2023/24

Stormwater drainage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a reliable collection and disposal system to each property during normal rainfall</i>					
*Discharge compliance Compliance with the Council's resource consents for discharge from its stormwater system measured by the number of: a. abatement notices b. infringement notices c. enforcement orders, and d. convictions Received by the Council in relation to those resource consents.	●	No abatement notices	Not Measured	Not Measured	Discharge compliance is a mandatory measure set by the Department of Internal Affairs therefore must be reported on. However, as Council has no stormwater consents the measurement in essence cannot be measured.
	●	No infringement notices	Not Measured	Not Measured	
	●	No enforcement orders	Not Measured	Not Measured	
	●	No convictions	Not Measured	Not Measured	
*System adequacy The number of flooding events ¹ that occurred in the District. For each flooding event, the number of habitable floors affected (expressed per 1000 properties connected to the Council's stormwater system). Note: This is a District-wide assessment	●	Fewer requests than 5 per 1000 connected properties	0	0	There were no flooding events.
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
*Customer satisfaction The number of complaints received by the Council about the performance of its stormwater system, expressed per 1000 properties connected to the Council's stormwater system.	●	Fewer requests than 5 per 1000 connected properties	1.58 per 1000	8.01 per 1000	The reduction in complaints regarding the stormwater system is due to the lack of weather events in the remainder of the 2023 period.
*Response time The median response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site.	●	Two hours or less	Not measured	Not measured	No flooding events occurred in the reporting period.

¹ The rules for the mandatory measures define a 'flooding event' as an overflow from a territorial authority's stormwater system that enters a habitable floor
*Mandatory

Statement of Service Report 6 monthly Dec 2023/24

Community and Leisure Assets

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Compliance with relevant standards</i>					
All swimming pools have poolsafe accreditation	●	Maintain accreditation	Not measured	100%	Current accreditation valid to May 2024.
Council complies with criteria in rental warrant of fitness programme for community housing	●	All units (100%) achieve at least 95% compliance	Not measured	92%	Housing audits not undertaken October 2023 due to lack of staff resources (vacant positions at that time). These have been re-scheduled for April 2024.
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	Achieved	100% compliance	Ngā Awa Public Toilets comply with SNZ4241:1999 and CPTED.
Playground compliance with NZ Standards	●	80% compliance	Achieved	100% compliance	Playgrounds throughout the district have been independently audited and reviewed in 2023. Council staff are presently working through the identified risks and scheduling items for maintenance.
<i>Councils intended level of service is to: Library services are welcoming and provide a space for social interaction and learning</i>					
Customer rating of library facilities	●	Customer Satisfaction Index (provided via the HappyOrNot system): • 90%	89.66% overall. This consists of 88% of 422 responses at Te Matapihi, 92% of 431 responses at Taihape, 89% of 1,547 responses at Marton Library	82% overall. This consists of 84% of 153 responses at Te Matapihi, 87% of 193 responses at Taihape, 92% of 1,294 responses at Marton Library	As of 31 December, the overall rating has increased 7.66% from the 2022/23 overall result. The rating will likely be different in the end of year rating as more customers continue to rate the library facilities.
The number of library outreach activities and events delivered	●	5 per year for each library	Te Matapihi x 17 per month (plus 12 school visits) Marton x 17 per month Taihape x 6 per month (plus 12 school visits)	Marton Library: 10+ per month Te Matapihi Library: 10+ per month Taihape Library: 5+ per month Consists of Holiday programs & weekly afterschool programs	The number and variety of activities and events have increased during 2023/2024. These include holiday programmes and weekly after-school activities.

*Mandatory

Statement of Service Report 6 monthly Dec 2023/24

Community and Leisure Assets

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide parks and sports fields that are fit for purpose</i>					
Number of complaints about Council owned parks and sports fields		10 or less per year	0	1	Maintenance of the regions parks and Sports fields has continued at a very high standard. Improvements have been undertaken at a number of sites, which has further enhanced the aesthetic and recreational value of our venues.

** Mandatory*

Statement of Service Report 6 monthly Dec 2023/24

Rubbish and recycling

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2023/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Make recycling facilities available at waste transfer stations for glass, paper, metal, plastics, textiles and green waste, special occasions for electronics (e-waste). Council intends to continue the operation (under contract) of existing urban waste transfer stations – Rātana, Bulls, Marton, Hunterville, Mangaweka, and Taihape.</i>					
Waste to landfill (tonnage)	●	Less than 5,500 tonnes to landfill	3,041 tonnes	5,649 tonnes	The total tonnage has been increasing annually due to the increase in population and lifestyle.
Recycling available at Waste Transfer Stations throughout the District.	●	Bulls, Marton, Taihape, Hunterville, Rātana provide for recycling of; glass, metal, paper, plastics (1-5), cans/tins.	Outcome met	Outcome met	Recycling facilities continue to be available within these towns.

* Mandatory

Statement of Service Report 6 monthly Dec 2023/24

Environmental and Regulatory

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a legally compliant service</i>					
Timeliness of processing building consents and resource consents	Building consents	100% processed within statutory timeframes	98.18%	96.52%	Two building consents were not processed within the statutory timeframes due to staff workloads.
	Resource consents	100% processed within statutory timeframes	Land use consents: 100% Subdivision consents: 100%	Land use consents: 100% Subdivision consents: 95.4%	Only one resource consent was overdue, out of 28 resource consents issued. This consent was signed within timeframes but due to an administrative error was issued one day late.
<i>Council's intended level of service is to: Provide regulatory compliance officers to address enforcement call outs</i>					
Animal Control - Timeliness of response (i.e the Request for Service has been acknowledged) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median • Priority 1's = Any Dog Attack / Found Dog / Rushing Dog / Wandering Stock • Priority 2's = Animal Welfare Concern / Barking Dog / Property Inspection / General Enquiry / Lost Animal / Microchip Dog / Multi-dog Inspection / Roaming Dog / Animal Control Bylaw Matter	Response to Priority 1 call outs	90% responded within 0.5 hours	91%	97%	Target met although the team experienced staff shortages during this period.
	Completion of Priority 1 call outs	90% completed within 20 working days	97%	92%	Target met although the team experienced staff shortages during this period.
	Response to Priority 2 call outs	90% responded within 24 hours	83%	93%	Staff shortages during this period meant staff prioritised priority 1 complaints for response.
	Completion of Priority 2 call outs	90% completed within 20 working days	92%	74% completed on time	Target met although shortages during this period meant staff prioritised responding to priority 1 complaints

* Mandatory

Statement of Service Report 6 monthly Dec 2023/24

Environmental and Regulatory

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
Environmental health Timeliness of response (i.e the site has been attended) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median.	Response to Noise Control call outs	90% responded to in 1.5 hours	85%	96%	This is due to staff shortage in relation to following up to unclosed RFS in a timely manner.
	Completion of Noise Control call outs	90% completed in 2 hours	85%	97%	This is due to staff shortage in relation to following up to unclosed RFS in a timely manner.
	Response to Food Premises call outs	Food premises – 90% responded to in 24 hours	50%	83%	Target not met due to staff resignation and challenges filling the position with a suitability qualified person.
	Completion of Food Premises call outs	90% completed in 72 hours	50%	75%	Target not met due to staff resignation and challenges filling the position with a suitability qualified person.

** Mandatory*

Statement of Service Report 6 monthly Dec 2023/24

Community wellbeing

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Ensure competency in discharging Civil Defence responsibilities</i>					
Timing of self-assessment when the Emergency Operations Centre is activated and of continued civil defence training exercises	●	Self-assessment undertaken and responded to within four months of Emergency Operations Centre activation	Achieved	Achieved	Self-assessment completed after the May 2023 flood event in Marton and Bulls areas. Self-assessment of current river catchment flood plans completed post Cyclone Gabrielle.
	●	At least one exercise undertaken each year	Achieved	Achieved	One staff exercise has been undertaken this year. Additionally, an exercise has been completed with the CDEM response team to test Council infrastructure (tents, trailers, internet connectivity etc.).
<i>Councils intended level of service is to: Identify and promote opportunities for economic development in the District.</i>					
Implementing actions each year from the Economic Development Strategy and Housing Strategy Action Plans (Annual Work Plans).	●	Greater than 80% of the actions completed for each relevant year.	0% Housing Strategy Actions 0% Economic Development Strategy Actions.	80% Housing Strategy Actions 50% Economic Development Strategy Actions	At the 23 November 2022 Council meeting, it was resolved that staff were to progress the business case for Tui Street properties only, halting actions on the strategy. There was a vacancy in the economic development space during the reporting period and limited actions were progressed.
District GDP growth compared to national GDP growth.	●	GDP growth for the Rangitikei District is within +/-1% of national GDP growth, or better.	2.3% GDP growth for the Rangitikei District in 2023. This is 0.7% lower than national GDP growth over the same period.	3% lower than national	GDP growth of 2.3% in 2023 is only slightly lower than national growth.

* Mandatory

9.7 Public Feedback / Performance Report - December 2023 - January 2024**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; feedback from Korero Mai – Have Your Say and a Comms Report.

2. Explanation

- 2.1 The Happy or Not report for the months of December 2023 and January 20234, showing results from over the four locations, is attached (Attachment 1).
- 2.2 A total of 368 responses were received during December and 451 for January from the Marton main office, Te Matapihi, Marton Library and Taihape Library / Information Centre. Please note that the red face button was selected by a young child in the Marton main office in January, so this reading should be ignored.
- 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 18 November 2023 to 22 February 2024. Staff get sent a copy of any suggestion / issue that can be acted on or implemented.
- 2.4 The regular Communications Report is included which covers January to mid February (refer to Attachment 3).
- 2.5 The complaints dashboard is also included this month showing complaints from 1 July 2023 to 31 January 2024 (Refer to Attachment 4).

3. Decision Making Process

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

Attachments:

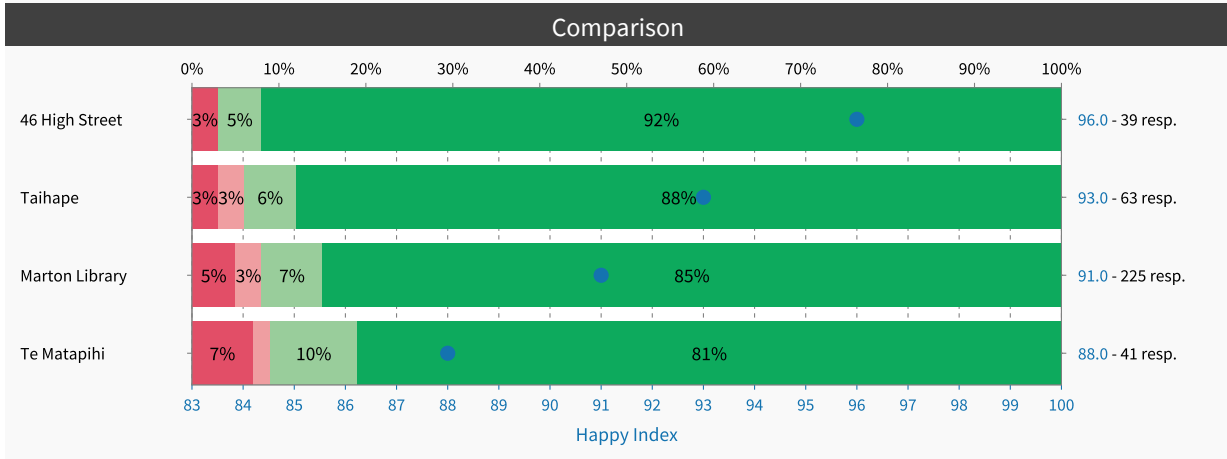
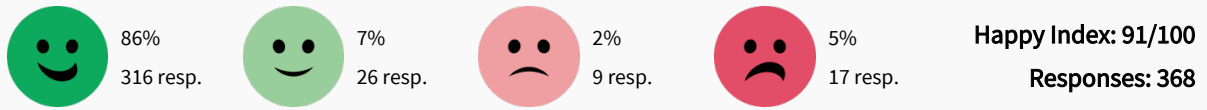
1. **Happy or Not Reports - Dec 23 and Jan 24** [↓](#)
2. **Korero Mai Feedback Form Report - February 2024** [↓](#)
3. **Comms Update Dashboard Jan Feb 2024** [↓](#)
4. **Complaints Dashboard** [↓](#)

Recommendation

That the Public Feedback / Performance Report – December 2023 to January 2024 be received.

Monthly report December 2023	Management report RDC Offices (4 units)
--	---

Please rate our service today



Risers		
Experience point	Index	Change
Marton Library	91	1 ↑

Fallers		
Experience point	Index	Change
46 High Street	96	-2 ↓
Taihape	93	-2 ↓
Te Matapihi	88	-4 ↓

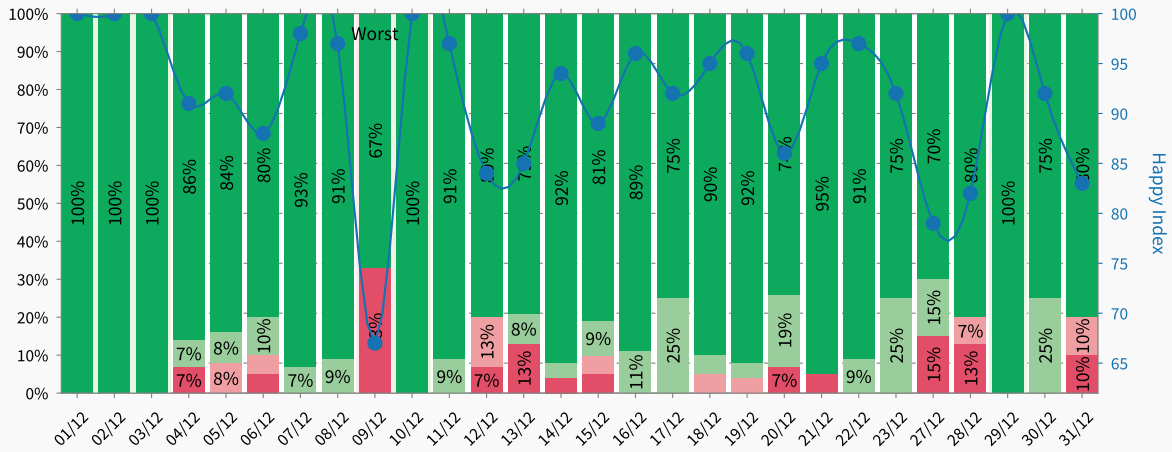
HappyOrNot®

ITEM 9.7 ATTACHMENT 1

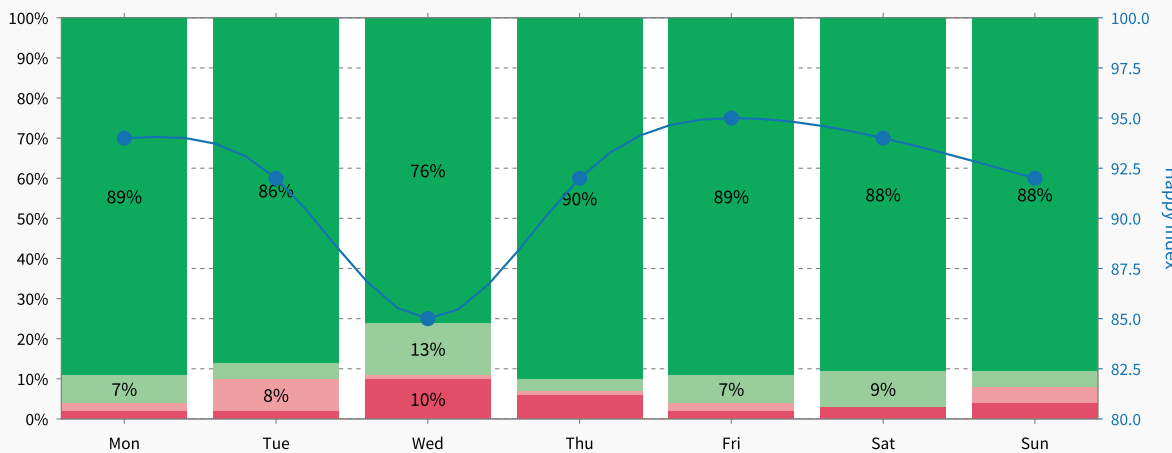
Monthly report
December 2023

Management report
RDC Offices (4 units)

All units combined - daily distribution



All units combined - weekday distribution

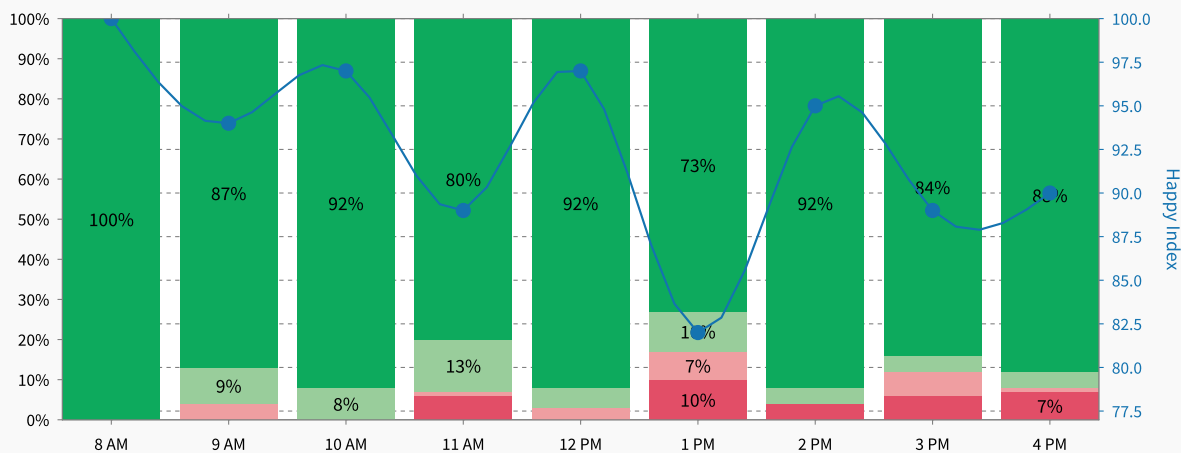


HappyOrNot®

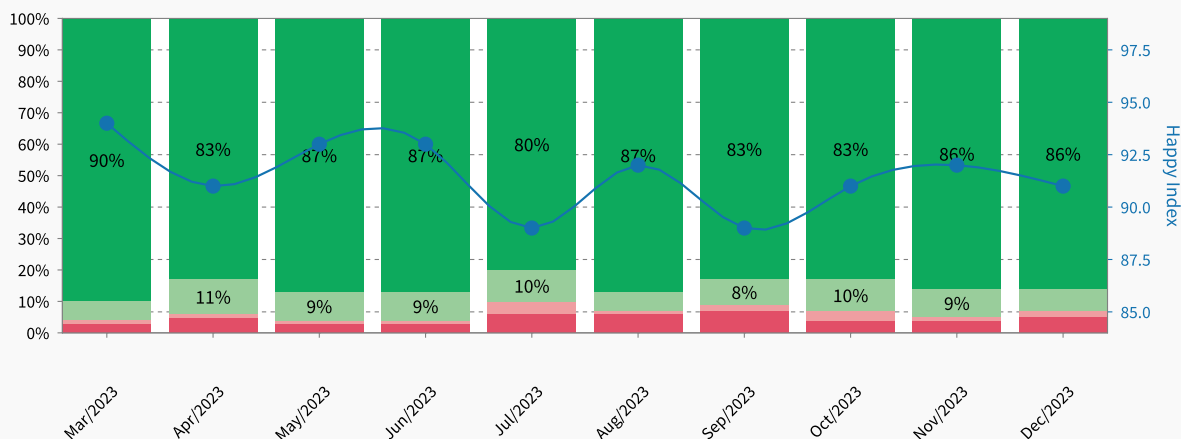
Monthly report
December 2023

Management report
RDC Offices (4 units)

All units combined - hourly distribution

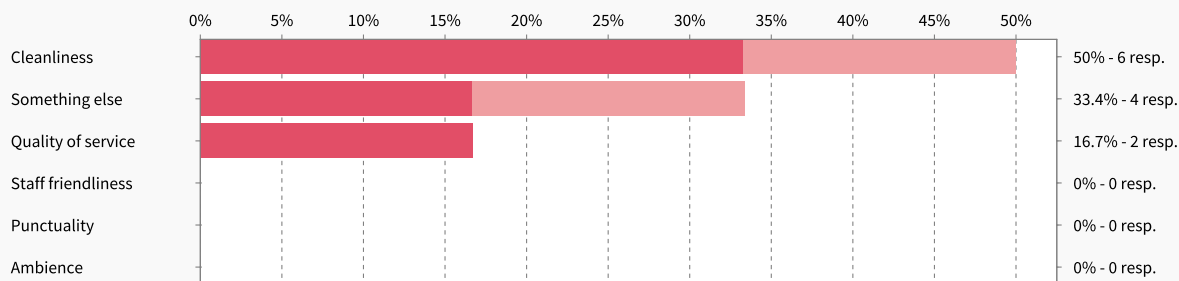


Same question, comparison with previous months



Pain Points

What could be improved?



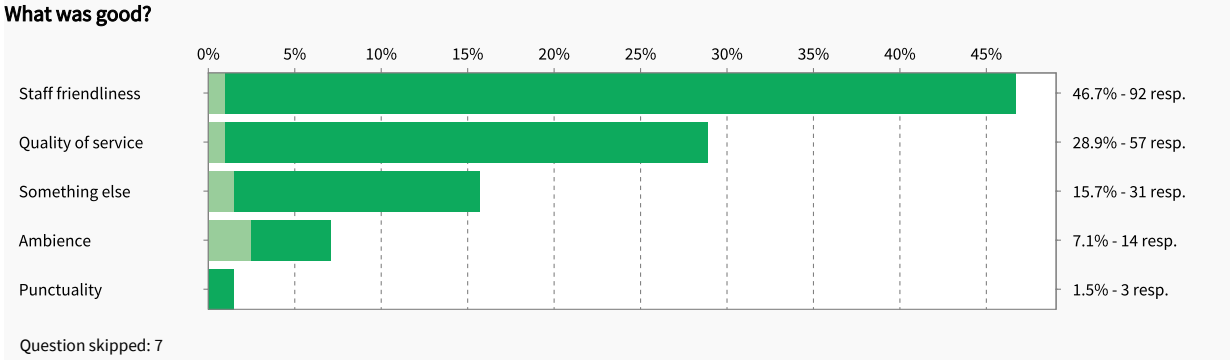
Question skipped: 3



ITEM 9.7
ATTACHMENT 1

Monthly report December 2023	Management report RDC Offices (4 units)
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Highlights









HappyOrNot®







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

Te Matapihi














-  2023-12-31 4:12 PM **Staff friendliness**
it was very fun and i like the indoor basketball court and the lego.[very fun thank you]
-  2023-12-27 4:35 PM **Quality of service**
please close later but otherwise yall have good sevice ig:\
-  2023-12-15 1:12 PM **Quality of service**
thx
-  2023-12-14 4:44 PM **Staff friendliness**
it was good
-  2023-12-13 3:46 PM **Quality of service**
what a great place. its light bright with lots of room to move.somuch on offerfor locals , holiday makers and passing yraffic.
-  2023-12-13 1:16 PM **Staff friendliness**
great facilities

Marton Library

-  2023-12-28 4:31 PM **Staff friendliness**
great service
-  2023-12-28 3:06 PM **Staff friendliness**
they are nice
-  2023-12-28 3:05 PM **Staff friendliness**
very nice
-  2023-12-23 11:32 AM **Staff friendliness**
that was amazing
-  2023-12-21 12:05 PM **Something else**
the help
-  2023-12-19 2:48 PM **Staff friendliness**
good at responbilty





HappyOrNot®

ITEM 9.7
ATTACHMENT 1







Monthly report December 2023	Management report RDC Offices (4 units)
 2023-12-19 11:21 AM	Staff friendliness so kind i love it
 2023-12-18 2:21 PM	Quality of service good
 2023-12-18 12:47 PM	Quality of service good
 2023-12-18 12:46 PM	Quality of service good
 2023-12-18 11:28 AM	Quality of service good
 2023-12-18 11:28 AM	Quality of service good
 2023-12-15 4:52 PM	Something else thank you for letting us playing onthe computers
 2023-12-15 4:33 PM	Something else The cromebooks were fun Thank you Akarsha Elder Timo-tai Te Tare tupaea
 2023-12-15 4:27 PM	Something else The cromebooks were fun and having fun playing on youtube they had really good videos they were funny and cool loved how we didn't have to pay anything you are the best librey in marton thank you for leting us play on it thank you really much Akarsha Timo Tetare Impreza Tre-legacy Koro Nan Mummy Daddy Cousin they are so much fun to play on and pless you cromebooks are fun to play on mostly games this was fun and cool so much for giving me this
 2023-12-15 2:42 PM	Something else everthingids good
 2023-12-14 4:54 PM	Quality of service good cualyty
 2023-12-13 4:11 PM	Quality of service ithads good qaality and good cintent on laptops and computer
 2023-12-06 3:49 PM	Staff friendliness

HappyOrNot®

Monthly report December 2023	Management report RDC Offices (4 units)
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		good
	2023-12-05 4:06 PM	Quality of service it was fun
	2023-12-04 4:15 PM	Something else good
	2023-12-04 3:54 PM	Quality of service it was good
	2023-12-02 11:59 AM	Staff friendliness they were funny

Taihape

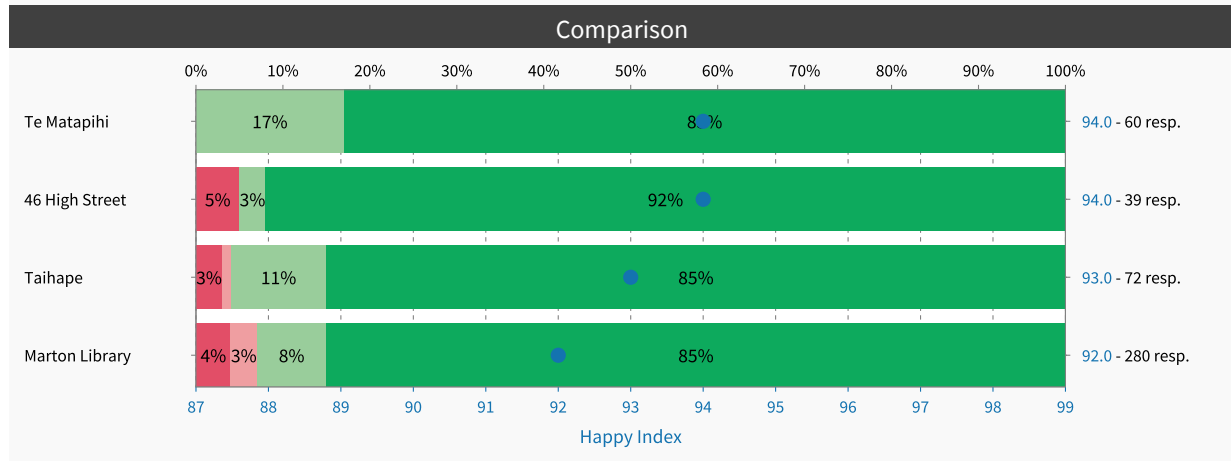
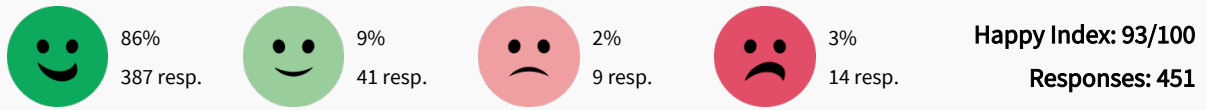
	2023-12-20 3:41 PM	Staff friendliness grazie
	2023-12-19 2:49 PM	Staff friendliness thank you
	2023-12-11 3:20 PM	Staff friendliness youre all awesome thank you
	2023-12-06 4:54 PM	Staff friendliness cool
	2023-12-02 4:48 PM	Quality of service very nice staff
	2023-12-02 2:32 PM	Staff friendliness good

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ITEM 9.7
ATTACHMENT 1

Monthly report January 2024	Management report RDC Offices (4 units)
---------------------------------------	---

Please rate our service today



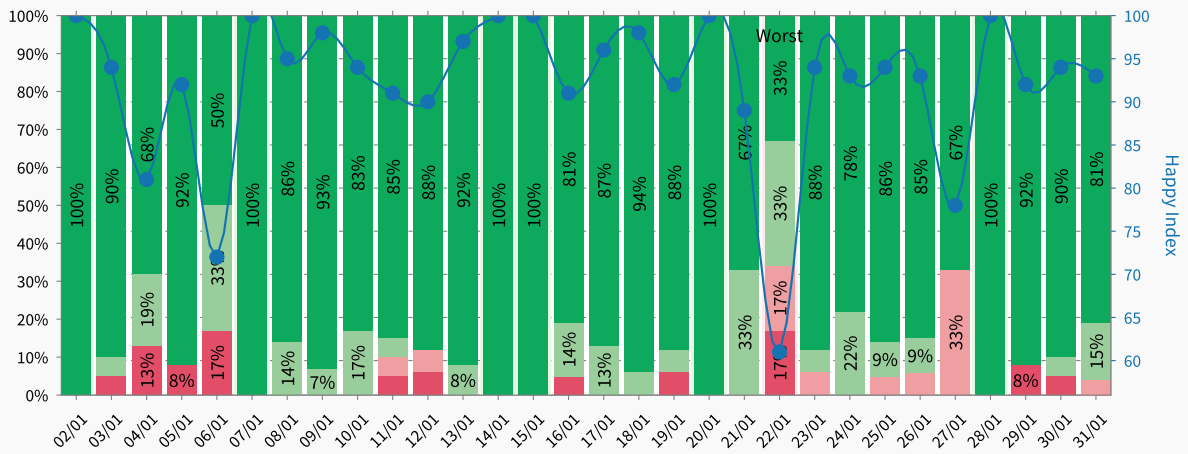
Risers			Fallers		
Experience point	Index	Change	Experience point	Index	Change
Te Matapihi	94	7 ↑	46 High Street	94	-2 ↓
Marton Library	92	1 ↑			

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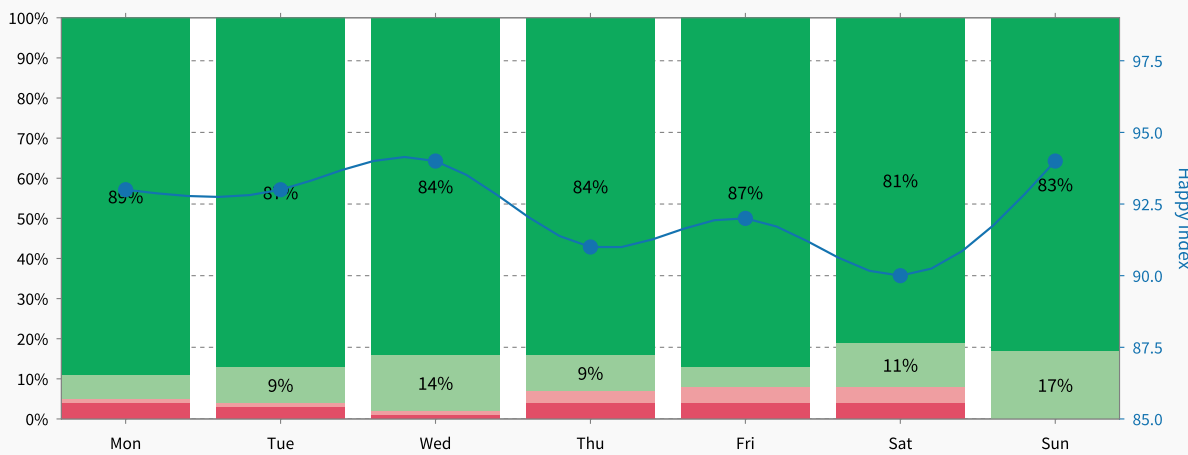
Monthly report
January 2024

Management report
RDC Offices (4 units)

All units combined - daily distribution



All units combined - weekday distribution

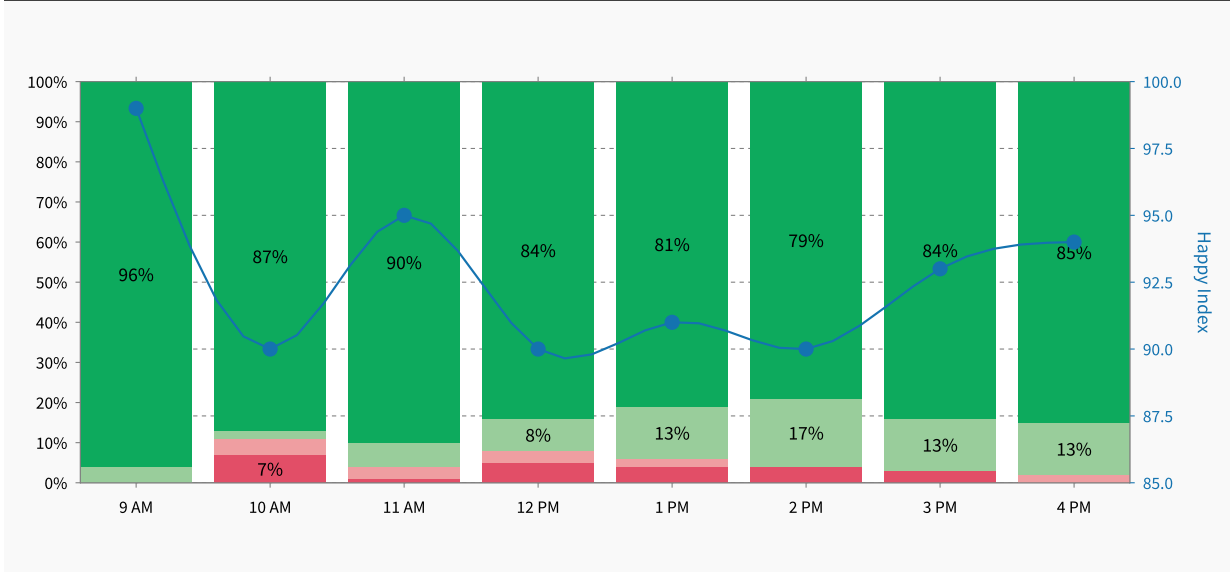


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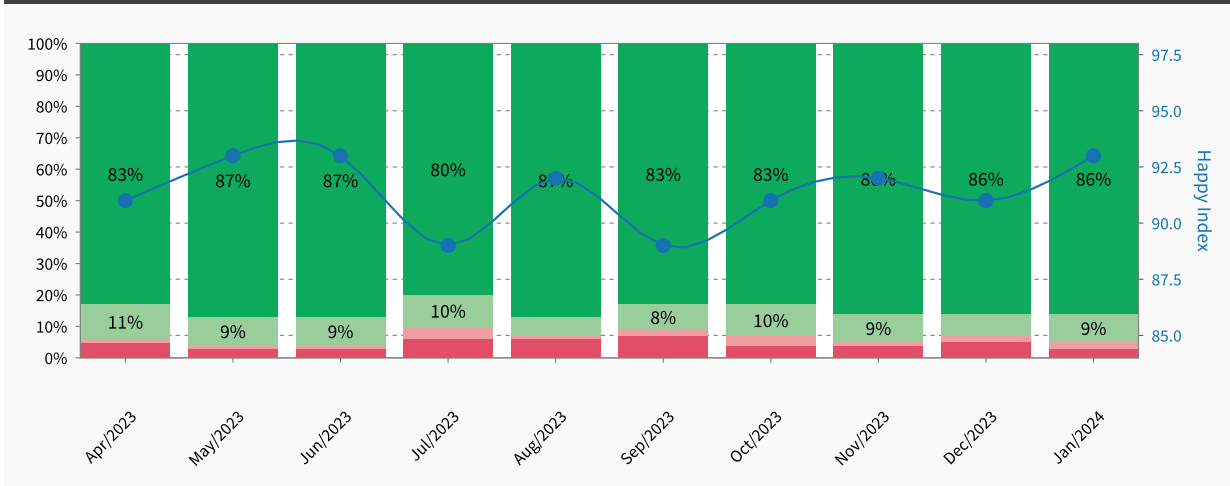
ITEM 9.7
ATTACHMENT 1

Monthly report January 2024	Management report RDC Offices (4 units)
---------------------------------------	---

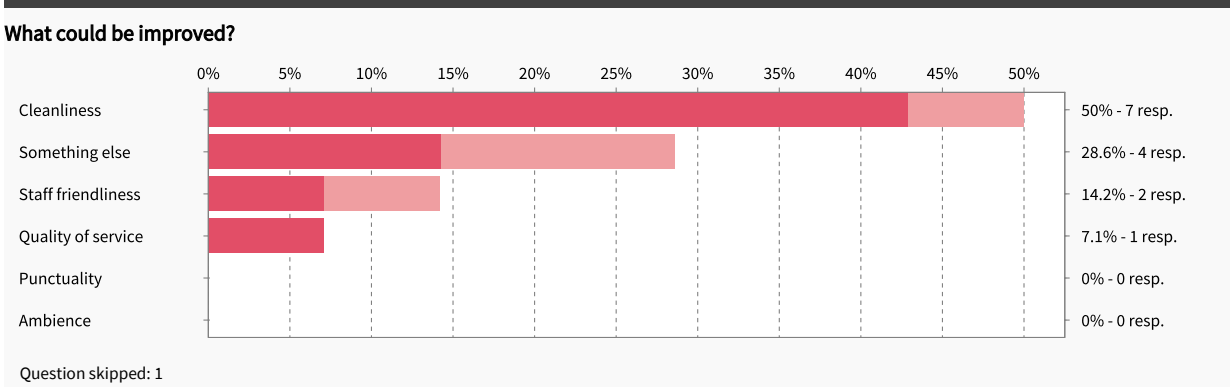
All units combined - hourly distribution



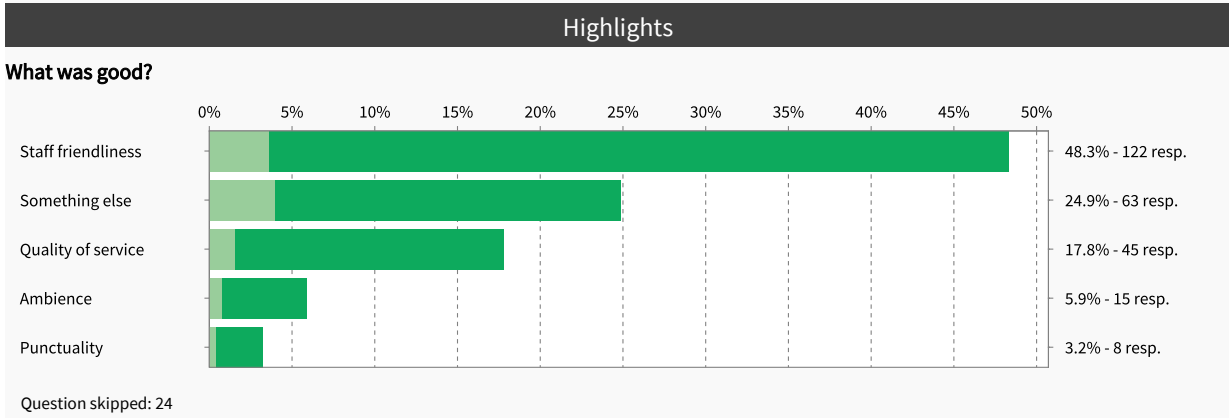
Same question, comparison with previous months



Pain Points



Monthly report January 2024	Management report RDC Offices (4 units)
---------------------------------------	---

















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Monthly report January 2024	Management report RDC Offices (4 units)
---------------------------------------	---

Please rate our service today












Marton Library

-  2024-01-31 2:35 PM **Something else**
it was great
-  2024-01-30 4:52 PM **Something else**
fun playing shrlSlcdzf hfyuftgmpf
-  2024-01-26 1:02 PM **Something else**
hi thank you
-  2024-01-26 11:44 AM **Something else**
thanks from Emerald , i love coming here
-  2024-01-26 11:43 AM **Something else**
that was good service
-  2024-01-26 11:43 AM **Something else**
good books and service
-  2024-01-26 10:57 AM **Something else**
great
-  2024-01-25 12:29 PM **Staff friendliness**
great service with a smile
-  2024-01-25 11:24 AM **Staff friendliness**
they were very nice
-  2024-01-24 4:00 PM **Something else**
good books
-  2024-01-19 3:31 PM **Something else**
thanks for da free wifi
-  2024-01-19 3:31 PM **Quality of service**
it was boring as in there get a pc
-  2024-01-19 11:59 AM **Staff friendliness**
friendly staff
-  2024-01-18 4:55 PM **Something else**



HappyOrNot®

<p>Monthly report January 2024</p>	<p>Management report RDC Offices (4 units)</p>
---	---

i played games and rage quited and the games i played was bad ice creamcand watergirl and kava boy

-  2024-01-16 12:21 PM **Quality of service**
thanks nice
-  2024-01-15 11:57 AM
as love being from kimiora no!!no!! ther is no way that i love
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
-  2024-01-12 10:25 AM **Staff friendliness**
friendly staff
-  2024-01-12 10:07 AM **Something else**
were was the 3d printing
-  2024-01-11 11:22 AM **Quality of service**
busy morning but staff pleasant and helpful
-  2024-01-09 12:58 PM **Staff friendliness**
love
-  2024-01-09 12:08 PM **Staff friendliness**
love it i was so happy
-  2024-01-09 12:07 PM **Staff friendliness**
love
-  2024-01-06 10:57 AM **Staff friendliness**
everyone was doing amazing job . keep atiyt :)
-  2024-01-05 11:45 AM **Something else**
happy computer
-  2024-01-05 11:21 AM **Something else**
happy









Te Matapihi

-  2024-01-31 12:15 PM **Quality of service**
great service
-  2024-01-29 11:12 AM **Something else**
kid friendly books







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ITEM 9.7
ATTACHMENT 1

<p>Monthly report January 2024</p>	<p>Management report RDC Offices (4 units)</p>
---	---



-  2024-01-27 11:55 AM **Staff friendliness**
they were very nice.
-  2024-01-27 11:54 AM **Staff friendliness**
they helped us whenwecould not ishoe our books
-  2024-01-26 4:51 PM **Quality of service**
it was amazing
-  2024-01-20 2:33 PM **Something else**
Cool
-  2024-01-16 4:47 PM **Something else**
We loooooooooooooooooooved the art stuf
-  2024-01-13 4:56 PM **Staff friendliness**
love the v.
-  2024-01-12 4:56 PM **Staff friendliness**
Thanks
-  2024-01-09 3:19 PM **Something else**
cool

Taihape

-  2024-01-31 10:29 AM **Quality of service**
thanks
-  2024-01-30 1:05 PM **Quality of service**
funny books are cool
-  2024-01-30 11:31 AM **Quality of service**
cool
-  2024-01-26 1:03 PM **Quality of service**
lovely friendly efficient staff
-  2024-01-20 4:42 PM **Staff friendliness**
Thank you ladies
-  2024-01-17 3:06 PM **Something else**
[REDACTED] was super nice

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Monthly report January 2024	Management report RDC Offices (4 units)
---------------------------------------	---

-  2024-01-16 10:47 AM **Something else**
how kind the staff were when we got our books
-  2024-01-15 12:16 PM **Staff friendliness**
veryinformative staff about Taihape

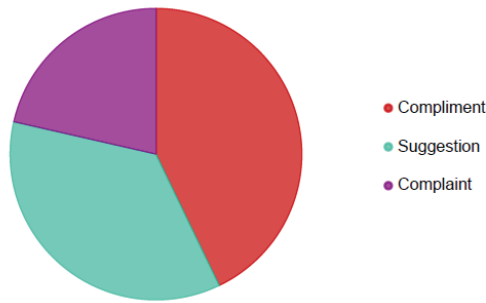
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KŌRERO MAI - HAVE YOUR SAY

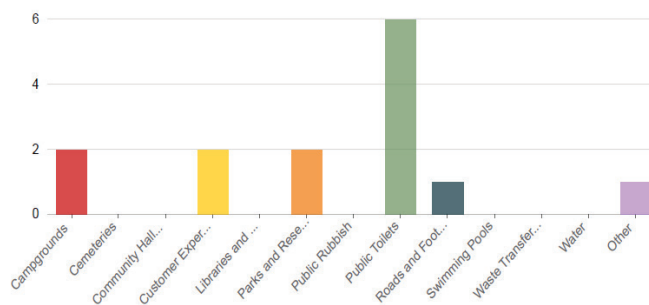
COUNCIL FEEDBACK FORM REPORT

18 NOVEMBER 2023 - 22 FEBRUARY 2024

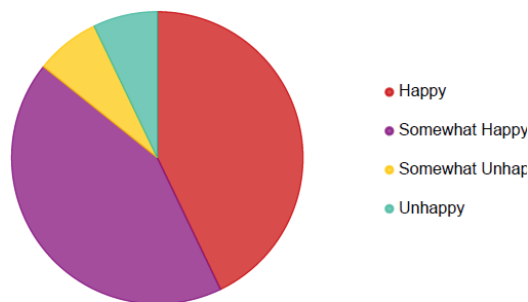
What type of feedback do you have?



Which area does your feedback relate to?



How happy are you with your experience?



KŌRERO MAI - HAVE YOUR SAY

COUNCIL FEEDBACK FORM REPORT

18 NOVEMBER 2023 - 22 FEBRUARY 2024

Comments

- **19 NOV 2023 - PUBLIC TOILETS - MANGAWEKA**

FEEDBACK TYPE - Suggestion

Wooden seats are warmer.

EXPERIENCE - Somewhat Happy

*** Feedback sent to Property team.

- **21 NOV 2023 - ROADS AND FOOTPATHS - CORNER OF PUKEPAPA RD AND MORRIS ST ALSO CORNER OF CUBA ST AND ROBERT ST**

FEEDBACK TYPE - Complaint

Can we please have the Sign Pole for Pukepapa Rd on intersection of Pukepapa Rd and Morris St re-instated as it keeps swinging the wrong way and the PAIMARIE TE KOHANGA REO sign keeps pointing in wrong direction. Also on the corner of Robert St and Cuba St the sign pole for Robert St is leaning as well. Thank You

EXPERIENCE - Somewhat Happy

*** RFS actioned.

- **23 NOV 2023 - OTHER**

FEEDBACK TYPE - Suggestion

I have returned to Marton to live - and own my home so I am a ratepayer and recognise this may not be a council issue, but maybe council could take an unbiased look at the town - many of the shops need a wash - the frontages are dusty the windows not clean and fresh, and it makes the town look 'sad'. Not all shops are grubby, eg Peacock and Son, The Gullies, Fat Rabbit - to name three (and this is not a name and shame exercise) - but maybe the fire brigade could give windows a wash and maybe council could offer some subsidised paint and advice to update the frontages on some... Once shopkeepers would sweep their frontages daily and clean their windows regularly - but sadly this habit does not seem to be the norm these days. And I'm not going through facebook as that would attract the negative Nellies with not much else to do.

The christmas tree looks good!

EXPERIENCE - Somewhat Happy

*** Feedback sent to Property team.

- **26 NOV 2023 - PARKS AND RESERVES - TAIHAPE DOMAIN**

FEEDBACK TYPE - Compliment

Like the kiddies park

The big trees are great for sun protection

Tyres on the car are a bit sad nut still fun.

EXPERIENCE - Happy

- **3 DEC 2023 - PUBLIC TOILETS - MANGAWEKA**

FEEDBACK TYPE - Compliment

Nice to have a facility that is reliably clean and open. As a frequent traveler I say thank you!

EXPERIENCE - Happy

KŌRERO MAI - HAVE YOUR SAY

COUNCIL FEEDBACK FORM REPORT

18 NOVEMBER 2023 - 22 FEBRUARY 2024

- **8 DEC 2023 - PUBLIC TOILETS - NEXT TO BP BULLS**

FEEDBACK TYPE - Compliment

Thankyou for your clean toilet block , we have travelled a long way and appreciate the pride taken in keeping these wharepaku clean. Keep up the great mahi

EXPERIENCE - Happy

- **8 DEC 2023 - PARKS AND RESERVES - BRUCE PARK**

FEEDBACK TYPE - Compliment

Unsure of the location as there is no sign, is the small park next to the plunket toilets. Could do with a mow, the gate to the small walk bridge needs maintenance as the lock has rusted shut and there is a thorn bush growing over the bridge and could cause small cuts to those who walk past. Other wise is a nice spot to stop

EXPERIENCE - Somewhat Happy

**** Feedback sent to Parks team.*



- **29 DEC 2023 - PUBLIC TOILETS - MANGAWEKA**

FEEDBACK TYPE - Complaint

Toilet is blocked.

EXPERIENCE - Unhappy

**** Issue resolved.*

KŌRERO MAI - HAVE YOUR SAY

COUNCIL FEEDBACK FORM REPORT

18 NOVEMBER 2023 - 22 FEBRUARY 2024

- **15 JAN 2024 - CAMPGROUNDS - SCOTTS FERRY**

FEEDBACK TYPE - Suggestion

Hi was wondering why website for camp hasn't been upgraded says

Unpowerd \$8

Powered \$10 made my way to bulls get some money out rang up to book

Lady tells me

Unpowerd \$15

Powered \$20 as I was planning to go sort of feel bit ripped of for the record don't think it worth that much 😊, also was wondering if the water was safe to drink as I believe it's bore water been on farms so it's really easy to work out water was really hard cheers for your time

EXPERIENCE - Somewhat Happy

- **17 JAN 2024 - CAMPGROUNDS - DUDDING LAKE CAMPGROUND**

FEEDBACK TYPE - Suggestion

I know you are putting in a barbecue area, but perhaps you need to update what's already there? The kitchen is very tired But most of all, I'm concerned about the lake. It has so much weed in it and it smells. Don't get me wrong... I really think the caretaker Lance is doing a fantastic job. And his welcoming family. The lawns look great. However the kitchen and bathrooms/toilets definitely need a paint and overhaul.

You've got a jewel here ... why is this campground rarely full?

EXPERIENCE - Somewhat Happy

**** Feedback forwarded to Dudding Lake email.*

- **20 JAN 2024 - CUSTOMER EXPERIENCE**

FEEDBACK TYPE - Complaint

I am contacting you over the Marton Country Music Festival held 19th-21st January.

As a sponsor of the event I was not happy when we had a power outage at the event caused by the wet weather. Now this was an act of nature, but what my complaint is the fact that with an event of that size for Marton we had to wait for an on call electrician from Downs to be called out from Palmerston North. Even at the fastest time you are still looking at minimum of an hour delay, now this is a one off annual event for Marton and probably the biggest. This caused delays which meant invited guests were unable to perform which created unhappy supporters and non performing guests. Surely you would like this event to keep developing as revenue is good to the town. With this I feel the Council should require the company should have someone available in Marton on call while the event is performing. This is a company that has alot from the community and has more than one electrician.

EXPERIENCE - Somewhat Unhappy

**** Submitter was advised this was not a Council organised or planned event and was provided the correct feedback channels.*

KŌRERO MAI - HAVE YOUR SAY

COUNCIL FEEDBACK FORM REPORT

18 NOVEMBER 2023 - 22 FEBRUARY 2024

- **30 JAN 2024 - CUSTOMER EXPERIENCE**

FEEDBACK TYPE - Compliment

We would like to thank the staff of Marton Council. As an organisation hiring the Sir James Park for our Marton Country Music Festival, Kelly and her team all went out of there way to welcome us and have everything working well from the time we picked up keys to exiting the site, to the gentleman who mowed the lawns and helped sort keys out, to accessibility of contractors and staff helping with queries. We thank you very much and look forward to returning next year. Thank you to the staff in Marton for all their help in setting up for the Marton Country Music Festival year.

EXPERIENCE - Happy



- **16 FEB 2024 - PUBLIC TOILETS - MARTON CENTENNIAL PARK**

FEEDBACK TYPE - Compliment

Thanks for looking after these. They're super clean

EXPERIENCE - Happy

- **18 FEB 2024 - PUBLIC TOILETS - HUNTERVILLE HIGH STREET**

FEEDBACK TYPE - Suggestion

Mens loo...Disabled loo is broken..Hand dryer isn't working. Otherwise clean and valuable thank you. Thank you











EXPERIENCE - Happy

**** RFS actioned.*

Te Whakawhitiwhiti / Communications

Jan/Feb 24 Update

This report provides the Committee with an update on communications and media activity for January and February 2024.

News Media	Council Website	Social Media
NEWSPAPER ARTICLES	TOTAL NEWS ITEMS	NEW FACEBOOK FOLLOWERS
		
17	20	242
PUBLIC NOTICES	NEW USERS	FACEBOOK FOLLOWERS
		
9	6,934	6,334
EDM (BULK EMAILS)	TOTAL (SESSION) VISITS	FACEBOOK REACH
		
3	82,000	115.4K
LGOIMA		
REQUESTS TO DATE Jan/Feb2024		
		
13		

Newspapers

Media activity during Jan/Feb 2024:

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

LGOIMA Requests

Requests under Local Government Official Information and Meetings Act (LGOIMA) Jan/Feb 2024 **13 requests** for official information have been received.

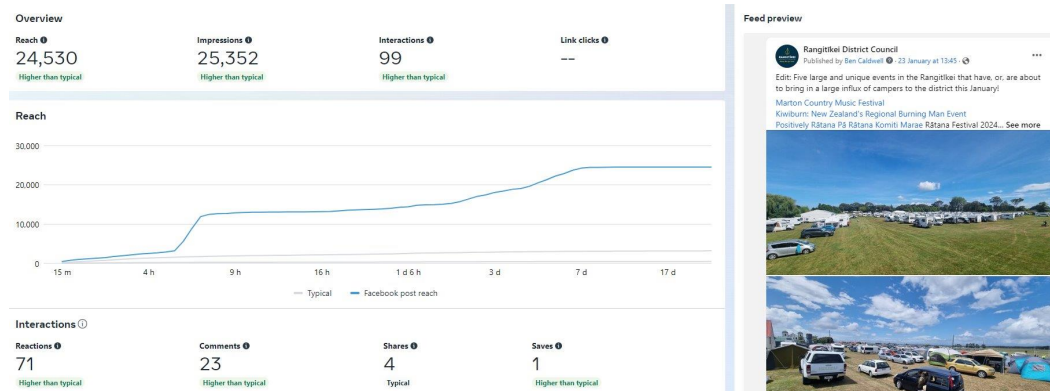
Top 5 Council pages visited (Jan/Feb)

1. Library
2. Rating Information Search
3. Cemetery Database
4. Marton Transfer Station
5. Meetings - Council & Committees

Social Media Activity

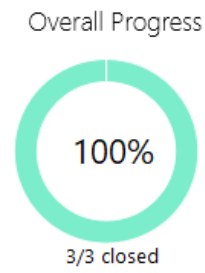
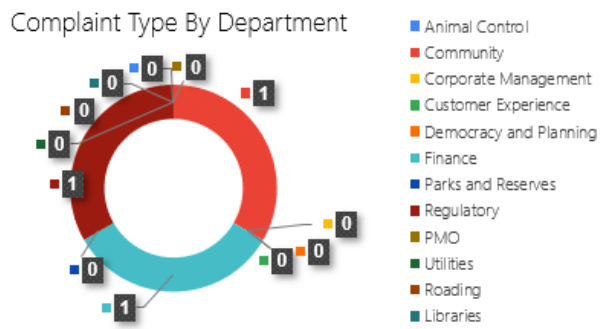
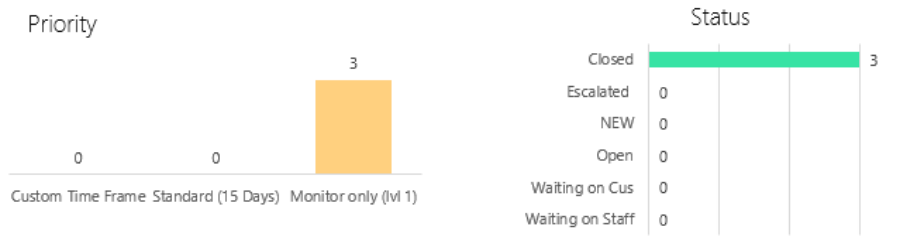
The table below outlines Facebook activity during Jan/Feb 24

Top Performing Post



Most Popular Performing Post-Engagement

Complaints Dashboard for December 2023



10 Meeting Closed.