

# ORDER PAPER

## FINANCE/PERFORMANCE COMMITTEE MEETING

**Date:** Thursday, 28 November 2024

**Time:** 9.30am

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

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**Chair:** Cr Fi Dalgety

**Deputy Chair:** Cr Jeff Wong

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

For any enquiries regarding this agenda, please contact:

Kezia Spence, Governance Advisor, 0800 422 522 (ext. 917), or via email

[kezia.spence@rangitikei.govt.nz](mailto:kezia.spence@rangitikei.govt.nz)

<b>Contact:</b>	0800 422 522 <a href="mailto:info@rangitikei.govt.nz">info@rangitikei.govt.nz</a> <a href="http://www.rangitikei.govt.nz">www.rangitikei.govt.nz</a>  (06) 327 0099				
<b>Locations:</b>	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <u>Marton</u>            Head Office            46 High Street            Marton         </td> <td style="width: 50%; vertical-align: top;"> <u>Bulls</u>            Bulls Information Centre            Te Matapihi            4 Criterion Street            Bulls         </td> </tr> <tr> <td style="vertical-align: top;"> <u>Taihape</u>            Taihape Information Centre            102 Hautapu Street (SH1)            Taihape         </td> <td></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	
<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					
<b>Postal Address:</b>	Private Bag 1102, Marton 4741				
<b>Fax:</b>	(06) 327 6970				

**Notice is hereby given that a Finance/Performance Committee Meeting of the Rangitīkei District Council will be held in the Council Chamber, Rangitīkei District Council, 46 High Street, Marton on Thursday, 28 November 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 31 October 2024 are attached.**

#### Attachments

1. **Finance/Performance Committee Meeting - 31 October 2024**

#### Recommendation

That the minutes of Finance/Performance Committee Meeting held on 31 October 2024 [**as amended/without amendment**] be taken as read and verified as an accurate and correct record of the meeting, and that the electronic signature of the Chair of this Committee be added to the official minutes document as a formal record.

# MINUTES



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

**Date:** Thursday, 31 October 2024  
**Time:** 9.30am  
**Venue:** Council Chamber  
 Rangitikei District Council  
 46 High Street  
 Marton

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**Present**

- Cr Brian Carter
- Cr Dave Wilson
- Cr Greg Maughan
- Cr Jeff Wong
- Cr Paul Sharland
- Cr Simon Loudon
- Ms Leanne Hiroti (TRAK Representative)
- HWTM Andy Watson

**In attendance**

- Cr Gill Duncan
- Mr Kevin Ross, Chief Executive
- Mrs Carol Gordon, Deputy Chief Executive
- Mr Arno Benadie, Chief Operating Officer
- Mr Doug Law, Group Manager- Corporate Services
- Ms Sophia Sykes, Communications Manager
- Ms Lorraine Bergen, Manager- Financial Services
- Mr Warren Pedley, Management and Systems Accountant
- Ms Joanne Manuel, Manager Mana Whenua and Community Hubs
- Ms Gaylene Prince, Manager Northern Area and Property
- Ms Katrina Gray, Manager Strategy and Development
- Ms Clare Wooding, Senior Strategy Advisor
- Ms Kezia Spence, Governance Advisor

**Order of Business**

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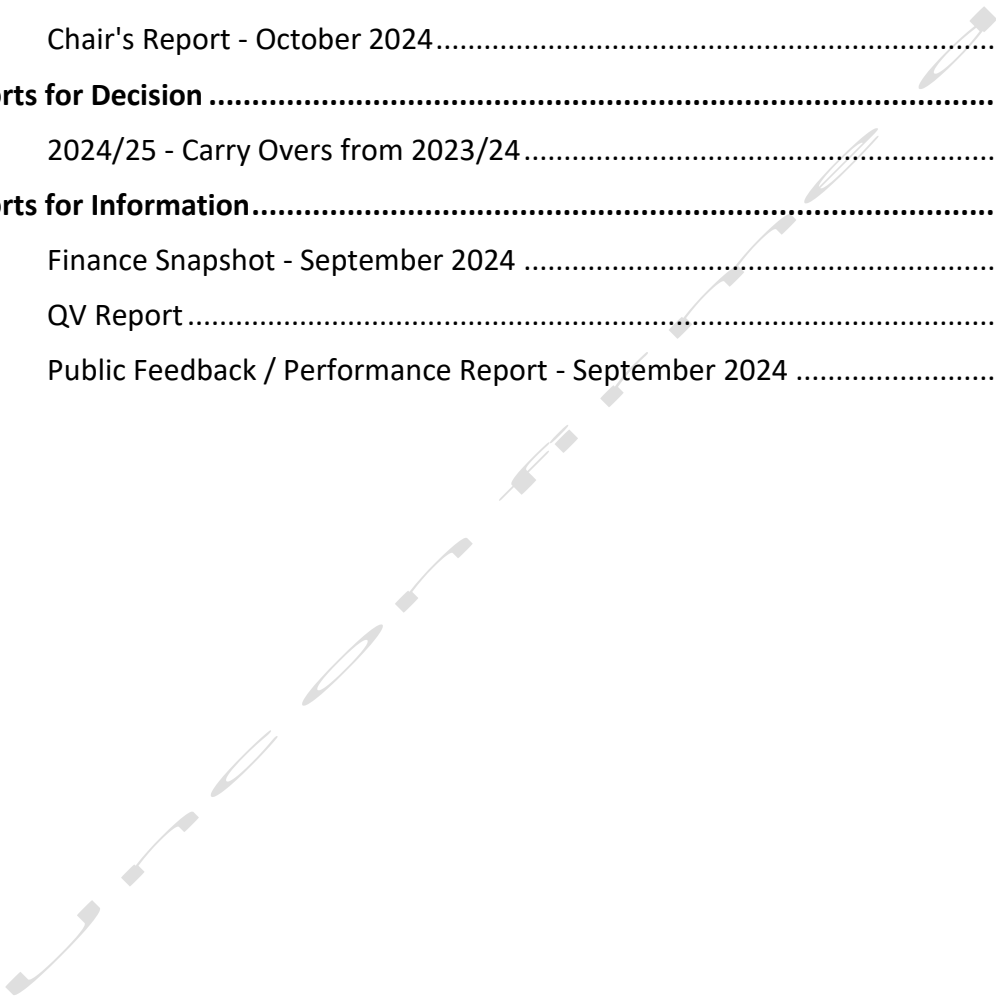
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## 1 Welcome / Prayer

Due to the absence of Cr Dalgety, Cr Wong Chaired and opened the meeting at 9.32am. Cr Loudon read the prayer.

Cr Wong acknowledged that this is Mr Law's last Finance/Performance meeting and thanked him for his work.

## 2 Apologies

Resolved minute number 24/FPE/080

That the apologies be received from Cr Dalgety and Cr Raukawa. Cr Carter included his apologies for leaving the meeting early.

Cr J Wong/Cr D Wilson. Carried

## 3 Public Forum

There was no public forum.

## 4 Conflict of Interest Declarations

There were no conflicts of interest declared.

## 5 Confirmation of Order of Business

There was no change to the order of business

## 6 Confirmation of Minutes

Resolved minute number 24/FPE/081

That the minutes of Finance/Performance Committee Meeting held on 26 September 2024 **without amendment** be taken as read and verified as an accurate and correct record of the meeting, and that the electronic signature of the Chair of this Committee be added to the official minutes document as a formal record.

Cr D Wilson/Cr B Carter. Carried



## 7 Follow-up Actions

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

#### Item 1- Capital Carry

This item is included in the order paper for today.

#### Item 2- Rates for Properties

The committee and staff discussed this item and the concern that properties were being missed by QV. The Mayor and the staff will continue to discuss this after the meeting.

**Resolved minute number 24/FPE/082**

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

Cr J Wong/Cr S Loudon. Carried

## 8 Chair's Report

### 8.1 Chair's Report - October 2024

Cr Wong provided a tabled Deputy Chair's report and this has been circulated to the committee.

**Resolved minute number 24/FPE/083**

That the Deputy Chair's Report –October 2024 be received.

Cr J Wong/Cr G Maughan. Carried

## 9 Reports for Decision

### 9.1 2024/25 - Carry Overs from 2023/24

Cr Carter left during this item at 9.50am.

The committee noted that this item will be discussed in a workshop after the meeting and that that this a recommendation to the Council meeting in the afternoon.

Ms Gray responded to questions that the carry forward for the District Plan is needed with a large amount of this coming from the Better Off Funding grant. There is a further decision on the District Plan at the Council Meeting.

Staff noted that there were two versions of the report and the comments were for internal use and not for councillors, these were comments for staff to follow up on.

**Resolved minute number 24/FPE/084**

That the Finance / Performance Committee receive the 2024/25 – Carry Overs from 2023/24 report.

Cr D Wilson/Cr P Sharland. Carried

**Resolved minute number 24/FPE/085**

That the Finance / Performance Committee recommends that Council considers the proposed carry over projects from the 2023/24 year to the current 2024/25, year 1 of the LTP, increasing the Capital and operational projects by \$16.5m.

Cr D Wilson/Cr P Sharland. Carried

## 10 Reports for Information

### 10.1 Finance Snapshot - September 2024

The Mayor was positive that the loan parcels have been shown in the report and the splits of the dates they fall due. Mr Law noted that this supports transition to a CCO as these loans will stay with Council regardless. It is likely that with a CCO these loans will have a credit back, however there is legislation still outstanding and this may have further information on the how the loans will work.

**Resolved minute number 24/FPE/086**

That the report 'Finance Snapshot – September 2024' be received.

Cr J Wong/Cr P Sharland. Carried

### 10.2 QV Report

The report was taken as read.

**Resolved minute number 24/FPE/087**

That the QV Report be received.

Cr J Wong/Cr S Loudon. Carried

### 10.3 Public Feedback / Performance Report - September 2024

Ms Manuel and Ms Sykes have changed the report and noted that if there was any feedback to provide this to staff.

**Resolved minute number 24/FPE/088**

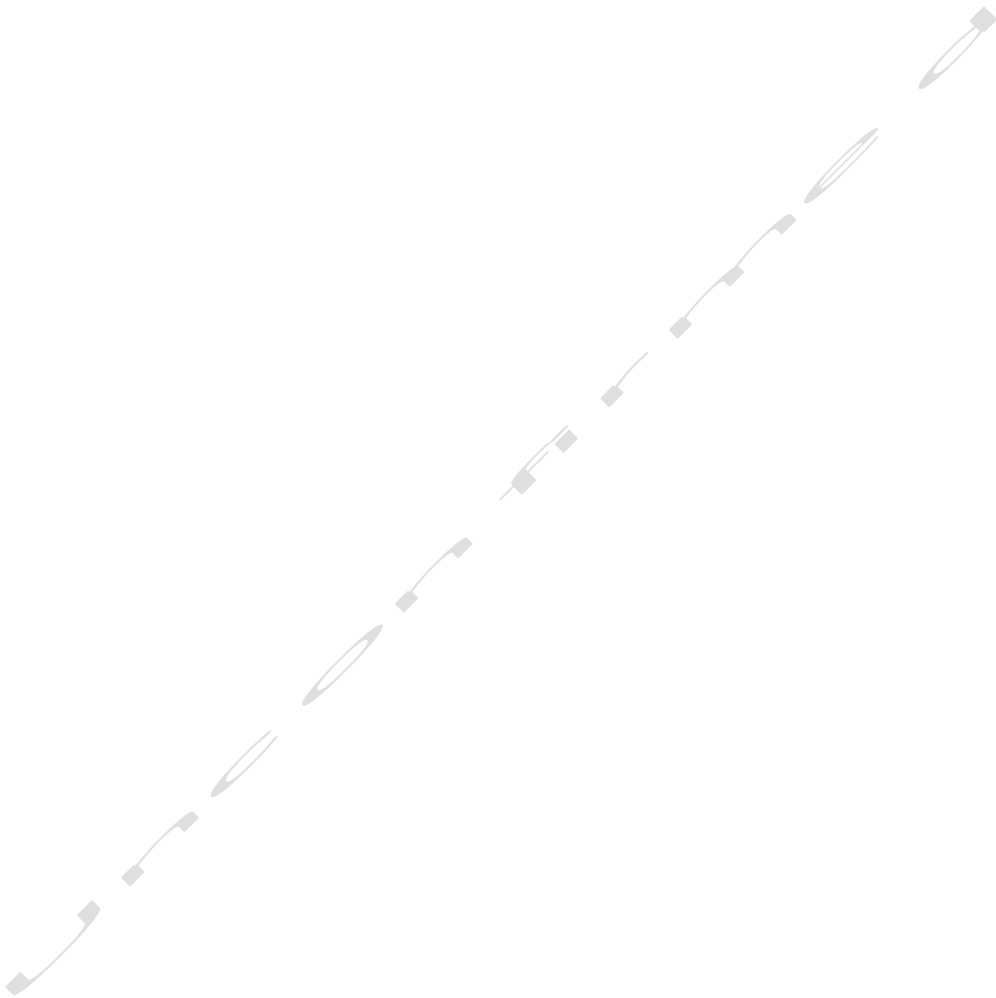
That the Public Feedback / Performance Report – September 2024 be received.

Cr J Wong/Cr G Maughan. Carried

The meeting closed at 10.26am.

The minutes of this meeting were confirmed at the Finance/Performance Committee held on 28 November 2024.

.....  
Chairperson



**ITEM 7.1**  
**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	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 / ELT	This matter has been discussed with the Mayor. Actions taken are – Sought advice from QV who advised that they are confident that their audit and processes capture all new properties. The Regulatory Team have investigated this and noted one an anomaly with a CCC that was issued, others raised have not yet been granted their CCC - the team are confident in their systems. Companies who supply rubbish services are now going to provide a list of 'new clients' to Council on a monthly basis so properties can be checked to see if they have been rated correctly. Staff advise there is limitations to anything more they can do with this matter, it is also noted that most councils experience the same problem.	Closed

**ITEM 8.1**

**8 Chair's Report**

**8.1 Chair's Report - November 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 – November 2024 be received.

## 9 Reports for Information

### 9.1 Finance Snapshot - October 2024

**Author:** Lorraine Bergen, Manager Financial Services

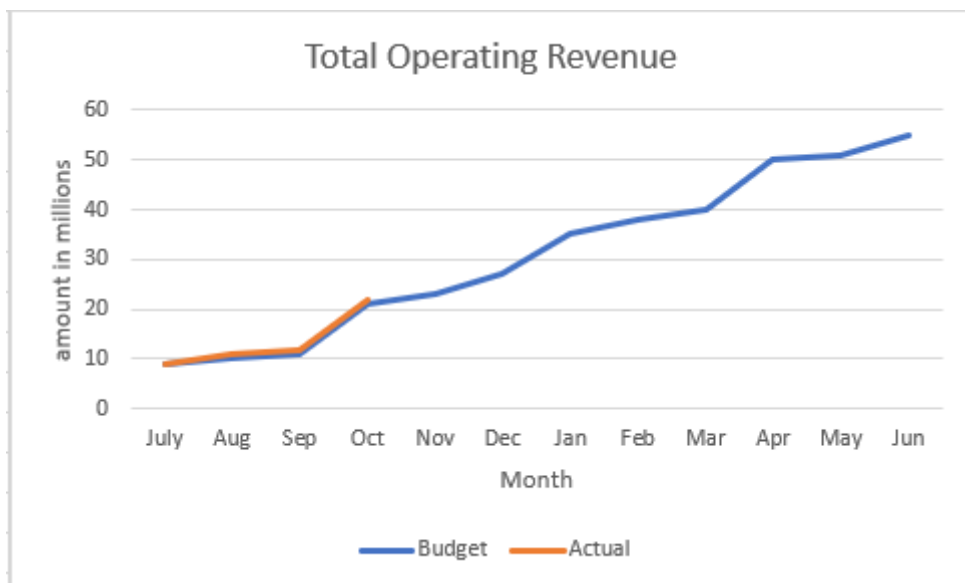
**Authoriser:** Leanne Macdonald, Group Manager - Corporate Services

#### 1. Reason for Report

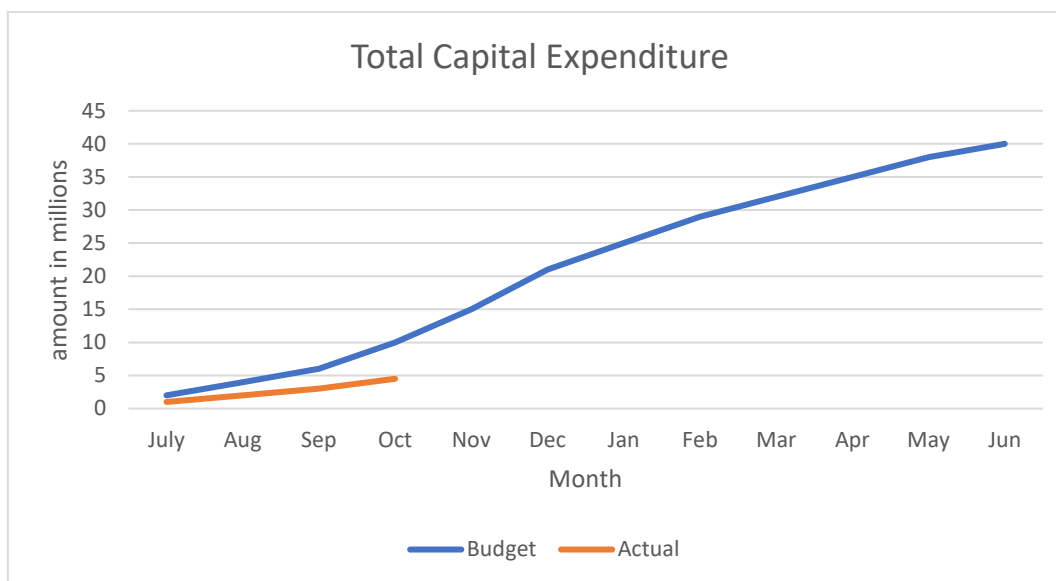
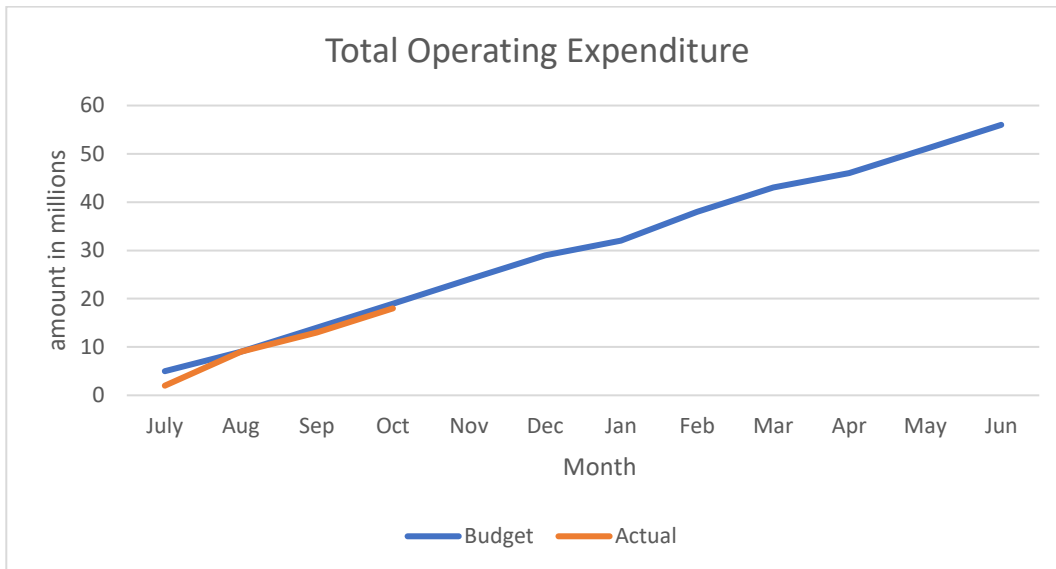
- 1.1 To provide Committee Members with Council’s management accounts and related commentary as at the end of October 2024.

#### 2. Whole of Council Summary

- 2.1 The attached Whole of Council Performance Report highlights a number of budget variances that are best considered ‘at Group level’ in the individual accompanying Group Financial Summary Reports.
- 2.2 The following are trend line graphs for Operational revenue, Operational Expenditure and Capital expenditure.



ITEM 9.1



**3. Group Financial Summary Reports**

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

3.2 Personnel Costs

The current financial statements reflect the personnel costs as per the LTP budget and are therefore pre-integration of the MDC Shared Services team. This now needs to be revised and will involve a budget movement between “Other Expenses” within Roding and Footpaths and Water, Sewerage and Stormwater to “Personnel Costs” within “Business Units”.

3.3 Depreciation

Depreciation variances are currently favourable across the whole of Council, but this is a timing issue reflecting changes yet to be made to the asset register pending the finalisation of the 2024 Annual Accounts audit.



**4. Capital Expenditure**

- 4.1 The attached summary shows these budget variances split by cost centre with the larger budgets (>\$500k) being shown separately.
- 4.2 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.

**5. Borrowing**

The following table discloses Council’s external debt which has not changed since June year end.

- 5.1 Council’s LTP shows that its Debt is budgeted to remain within its Debt Ceiling and Debt Limit throughout the term of the LTP (the Debt Ceiling is Council’s maximum debt it can access from LGFA; less a self-imposed amount of at least \$4m to \$5m lower than the Debt Ceiling, to allow for unforeseen costs).
- 5.2 Council’s current review of its capital projects along with the unbudgeted repairs to the swimming pool will have an impact not disclosed in the current LTP. Budgeted debt for 2025 was \$73m with the debt limit being \$102m.
- 5.3 The changes to the capital projects programme will need to be evaluated following the outcome of the review.

<b>External Loans for month ended October 2024</b>					
Loan Parcels	Settled Date	Maturity Date	Interest Rate	Balance	Raised
<b>Due with a year</b>					
Nil					
<b>Due within 2 - 5 years</b>					
LGFA Bond	15/04/2023	15/04/2026	5.62%	9,000,000	
LGFA Bond	14/04/2022	15/04/2027	4.17%	11,000,000	
LGFA Bond	27/04/2023	15/05/2028	5.10%	5,000,000	
LGFA Bond	12/06/2023	15/05/2028	5.2965%	7,000,000	
LGFA Bond	10/05/2019	15/04/2029	3.12%	3,000,000	
LGFA Bond	12/06/2023	20/04/2029	5.55%	4,000,000	
<b>Total due within 2 - 5 years</b>				39,000,000	-
<b>Due After 5 years</b>					
LGFA Bond	8/02/2022	14/04/2033	3.68%	5,000,000	
<b>Total</b>				44,000,000	-
<b>Less Cash and cash equivalents</b>				10,543,599	
<b>Net debt</b>				33,456,401	-

- 5.4 The following table discloses Council’s debt by activity. Council borrows to fund capital expenditure in accordance with the Revenue and Financing Policy which states;

*“Borrowing for capital expenditure enables the Council to ensure there is intergenerational equity in terms of who funds capital expenditure – the repayments are spread over the reasonably expected average life of the assets where practicable. This means today’s ratepayers are not asked to fund tomorrow’s assets”*

## ITEM 9.1

<b>Total Loans By Activity</b>					
Activity	External loans allocated as at 30/06/2024 \$000	Internal Loans as at 30/06/2024 \$000	Total Loans as at 30/06/2024 \$000	LTP Budget Year 3 30/06/2024 \$000	Interest Charged YTD 31/10/2024 \$000
<b>Roading and Footpaths</b>	11,500	2,906	14,406	15,653	228
<b>Water Supplies</b>					
District Urban	5,000	12,856	17,856	25,511	282
Hunterville Urban		517	517	517	8
Hunterville Rural		171	171	171	3
Erewhon		88	88	88	1
Omatane		22	22	22	-
Putorino		1	1	1	-
<b>Total for Water Supplies</b>	5,000	13,655	18,655	26,310	294
<b>Wastewater/ Sewerage Disposal</b>	17,000	1,124	18,124	18,046	287
<b>Stormwater Drainage</b>		1,676	1,676	2,439	27
<b>Community and Leisure Assets</b>					
Real Estate		307	307	307	5
Swim Centres		428	428	428	7
Civil defence		8	8	8	-
Community Housing		161	161	161	3
Public Toilets		641	641	641	10
Cemeteries		133	133	133	2
Libraries		530	530	530	8
Halls	4,000	3,207	7,207	8,167	114
Domains	6,500	297	6,797	6,902	108
<b>Total Community &amp; Leisure Assets</b>	10,500	5,712	16,212	17,277	257
<b>Waste Transfer Stations</b>		56	56	49	1
<b>Other Activities</b>					
Forestry		4	4		-
Business Units		10	10		
<b>Total other activities</b>	-	14	14	534	-
<b>Totals</b>	<b>44,000</b>	<b>25,143</b>	<b>69,143</b>	<b>80,308</b>	<b>1,094</b>

Borrowing, therefore, is generally used to fund assets that improve the level of service (LOS, new assets) and those that meet additional demand (growth assets). The later could also be funded from Development Contributions, if the Council had an applicable Development Contributions policy. Asset purchases that replace existing assets (renewals) are funded from the funding of depreciation, however, if this funding is insufficient, the shortfall is also funded from borrowing.

- 5.5 Internal borrowing has occurred over many years where surplus cash was used to fund these assets before resorting to borrowing externally. In essence Council's Treasury function acted as an internal bank. The interest charged to the activities, as detailed below,

becomes income to the Treasury, offsetting the charge. This means that overall Council only discloses the external borrowing costs in the Comprehensive Revenue and Expenditure Statement.

- 5.6 The interest rate used for internal loans is the weighted average cost of funds, updated monthly. This is currently 4.75%.

## 6. Sustainability

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

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

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

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

- 6.2 Net debt to projected revenue covenant can only be used with the projected year end revenue, which at the stage is the budgeted year end revenue total from year 1 of the 2024-2034 LTP.

- 6.3 Net interest to rates revenue covenant can be assessed all the way through the financial year, but would make sense to be done once a quarter after the quarterly rates income is recognised.

- 6.4 Net Interest to operating revenue is similar in nature to the above covenant.

- 6.5 The liquidity benchmark of having at least 10% or more of your debt in cash or in bank standby facilities. We have used only cash in the bank to satisfy this requirement to date. The covenant is met where the benchmark is greater than 110%.

ITEM 9.1

**Sustainability**

**Balanced Budget Ratio 117%**

Operating Revenue YTD	\$21.64m
Operating Expenditure YTD	\$18.50m

This a Prudential Benchmark reported under the Local Government (Financial Reporting and Prudence) Regulations 2014. Operating Revenue should be equal or more than operating expenditure (i.e. greater than or equal to 100%) to meet this benchmark. Operating revenue excludes vested assets, asset revaluation gains but also excludes development contributions and gains on derivatives, if applicable. Operating expenditure includes depreciation and excludes losses on revaluations, increases in landfill after care provisions and loss on derivatives if applicable.

**Net Debt to projected revenue (LGFA covenant) 61%**

Total net borrowing	\$33.46m
Total projected operating revenue	\$54.74m

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

**Net Interest to rates revenue (LGFA covenant) 5%**

Net Interest YTD	\$ 0.83m
Rates Revenue	\$15.86m

This is also a prudential benchmark set in our Treasury Policy. Our set limit is 25% of rates revenue. Net interest is Interest paid less interest received. Rates revenue excludes penalties, water supply by meter and is gross of remissions.

**Interest to operating revenue (LGFA covenant) 4%**

Net Interest	\$ 0.83m
Operating revenue	\$21.64m

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

**Liquidity benchmark (LGFA covenant) 124%**

External Debt plus cash	\$54.54m
External debt	\$44.00m

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

**Attachments:**

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

**Recommendation 1**

That the report ‘Finance Snapshot – October 2024’ be received.

**Whole of Council  
Activity Performance Report  
For the period ending 31 October 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(21,641)</b>	<b>(20,783)</b>	<b>858</b>	<b>4%</b>	<b>(55,127)</b>
Subsidies and Grants	(3,285)	(2,841)	444	16%	(16,282)
Other Revenue	(2,161)	(1,841)	319	17%	(5,051)
Finance Revenue	(224)	(184)	40	22%	(495)
Gains	(89)	0	89	100%	(356)
Rates	(15,882)	(15,916)	(34)	-0%	(32,943)
<b>Total Expense</b>	<b>18,500</b>	<b>18,826</b>	<b>326</b>	<b>2%</b>	<b>37,999</b>
Other Expenses	7,444	7,870	426	5%	25,748
Personnel Costs	3,695	3,269	(426)	-13%	9,333
Finance Costs	1,052	977	(75)	-8%	2,899
Depreciation	6,308	6,709	401	6%	18,474
<b>Grand Total (Surplus)/Deficit</b>	<b>(3,141)</b>	<b>(1,957)</b>	<b>1,184</b>	<b>-60%</b>	<b>(17,127)</b>

**Business Units**  
**Activity Performance Report**  
For the period ending **31 October 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(374)</b>	<b>(199)</b>	<b>176</b>	<b>-88%</b>	<b>(933)</b>
Other Revenue	(2)	(8)	(6)	-79%	(15)
Finance Revenue	(224)	(172)	51	30%	(460)
Gains	(86)	0	86	100%	(356)
Rates	(5,170)	(5,125)	44	1%	(10,313)
Rate Apportionment	5,106	5,106	0	0%	10,211
<b>Total Expense</b>	<b>(39)</b>	<b>624</b>	<b>663</b>	<b>106%</b>	<b>1,010</b>
Other Expenses	1,078	1,635	557	34%	4,578
Personnel Costs	3,251	2,778	(473)	-17%	7,316
Finance Costs	(42)	0	42	100%	0
Depreciation	212	422	211	50%	403
Overhead Allocation	(4,537)	(4,211)	326	8%	(11,887)
<b>Grand Total (Surplus)/Deficit</b>	<b>(336)</b>	<b>(823)</b>	<b>(487)</b>	<b>59%</b>	<b>77</b>

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

Other Expenses

- Variance is mainly caused by lower than planned costs for contractors, and software licencing.

Personal Costs

- Variance is predominately driven by the Shared Services Team salary costs still budgeted as other costs within 3 Waters and Roading and thus offset this budget variance.

Depreciation

- Variance is driven by lower than planned project completion at the end of 2024 and a timing issue with adjusting depreciation routines within the Financial System

Overhead Allowance

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

Community  
Activity Performance Report  
For the period ending 31 October 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000	%	\$000
<b>Total Revenue</b>	<b>(3,934)</b>	<b>(3,581)</b>	<b>353</b>	<b>10%</b>	<b>(7,748)</b>
Subsidies & Grants	(409)	(43)	366	849%	(355)
Other Revenue	(251)	(257)	(6)	-2%	(823)
Finance Revenue	-	(10)	(10)	-100%	(31)
Gains	(3)	-	3	100%	-
Rates	-	-	-	0%	-
Rate Apportionment	(3,271)	(3,271)	-	0%	(6,533)
<b>Total Expense</b>	<b>2,930</b>	<b>3,458</b>	<b>528</b>	<b>15%</b>	<b>9,353</b>
Other Expenses	1,067	1,141	74	6%	3,626
Personnel Costs	43	39	(4)	-10%	115
Finance Costs	255	274	19	7%	815
Depreciation	817	1,230	413	34%	2,671
Overhead Allocation	748	774	26	3%	2,126
<b>Grand Total (Surplus)/Deficit</b>	<b>(1,004)</b>	<b>(123)</b>	<b>(175)</b>	<b>142%</b>	<b>1,605</b>

Subsidies and Grants

- Largely driven by receipt of Better off Funding subsidies not factored into the budget pending realignment of 24/25 budget for "carry in" project activity along with Mayoral Taskforce for Jobs subsidy received (offset by costs in other expenses)

Depreciation

- Variance is driven by lower than planned project completion at the end of 2024 and a timing issue with adjusting depreciation routines within the Financial System

Community Leadership  
 Activity Performance Report  
 For the period ending 31 October 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
<b>Total Revenue</b>	<b>(1,213)</b>	<b>(1,214)</b>	<b>(0)</b>	<b>0%</b>	<b>(2,428)</b>
Other Revenue	0	(0)	(0)	-1560%	(0)
Rates	(52)	(52)	(0)	-0%	(104)
Rate Apportionment	(1,162)	(1,162)	0	0%	(2,323)
<b>Total Expense</b>	<b>784</b>	<b>768</b>	<b>(16)</b>	<b>-2%</b>	<b>2,445</b>
Other Expenses	283	313	30	10%	1,090
Overhead Allocation	502	456	(46)	-10%	1,355
<b>Grand Total (Surplus)/Deficit</b>	<b>(423)</b>	<b>(446)</b>	<b>(17)</b>	<b>4%</b>	<b>18</b>

Regulatory Services

Variances > \$100k: Comment

Nil



**Regulatory Services  
Activity Performance Report  
For the period ending 31 October 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
<b>Total Revenue</b>	<b>(1,311)</b>	<b>(1,524)</b>	<b>(213)</b>	<b>14%</b>	<b>(2,324)</b>
Other Revenue	(772)	(985)	(213)	22%	(0)
Rate Apportionment	(539)	(539)	-	0%	(2,323)
<b>Total Expense</b>	<b>966</b>	<b>1,280</b>	<b>(16)</b>	<b>25%</b>	<b>2,445</b>
Other Expenses	90	381	30	76%	1,090
Personnel Costs	402	453	51	11%	115
Overhead Allocation	474	446	(46)	6%	1,355
<b>Grand Total (Surplus)/Deficit</b>	<b>(345)</b>	<b>(244)</b>	<b>101</b>	<b>41%</b>	<b>122</b>

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

Other Revenue/Other Expenses/Personnel Costs

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

**Roading and Footpaths**  
**Activity Performance Report**  
 For the period ending 31 October 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
<b>Total Revenue</b>	<b>(7,873)</b>	<b>(7,757)</b>	<b>115</b>	<b>-1%</b>	<b>(25,924)</b>
Subsidies and Grants	(2,893)	(2,798)	95	3%	(15,929)
Other Revenue	(47)	(55)	(8)	-15%	(174)
Rates	(4,932)	(4,904)	28	1%	(9,820)
<b>Total Expense</b>	<b>8,745</b>	<b>7,315</b>	<b>(1,429)</b>	<b>-20%</b>	<b>23,842</b>
Other Expenses	3,010	2,139	(872)	-41%	8,517
Finance Costs	228	164	(64)	-39%	487
Depreciation	3,858	3,540	(318)	-9%	10,722
Overhead Allocation	1,649	1,473	(176)	-12%	4,116
<b>Grand Total (Surplus)/Deficit</b>	<b>872</b>	<b>(442)</b>	<b>(1,314)</b>	<b>297%</b>	<b>(2,082)</b>

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

Other Expenses

- Variance is due to higher than planned maintenance activity YTD, with expenditure up 77% YTD on the prior year equivalent (which was also used for budget profiling).

Depreciation

- Variance is driven by lower than planned project completion at the end of 2024 and a timing issue with adjusting depreciation routines within the Financial System

Overhead Allowance

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

**Rubbish and Recycling**  
**Activity Performance Report**  
For the period ending 31 October 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
<b>Total Revenue</b>	<b>(1,258)</b>	<b>(1,172)</b>	<b>87</b>	<b>-7%</b>	<b>(3,030)</b>
Other Revenue	(552)	(504)	48	9%	(1,635)
Rates	(631)	(592)	39	7%	(1,243)
Rate Apportionment	(76)	(76)	0	0%	(152)
<b>Total Expense</b>	<b>860</b>	<b>979</b>	<b>119</b>	<b>12%</b>	<b>3,067</b>
Other Expenses	654	770	116	15%	2,490
Finance Costs	1	4	3	76%	11
Depreciation	22	25	3	12%	65
Overhead Allocation	183	180	(3)	-2%	501
<b>Grand Total (Surplus)/Deficit</b>	<b>(398)</b>	<b>(193)</b>	<b>205</b>	<b>106%</b>	<b>37</b>

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

Other Expenses

- Variance is largely a continued timing difference in receipt of monthly Smart Environmental invoice not received in time for inclusion prior to month end cutoff

**Water, Sewerage & Stormwater  
Activity Performance Report  
For the period ending 31 October 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
<b>Total Revenue</b>	<b>(5,584)</b>	<b>(5,074)</b>	<b>510</b>	<b>-10%</b>	<b>(11,522)</b>
Subsidies and Grants	18	0	(18)	-100%	0
Other Revenue	(504)	(7)	497	7059%	(56)
Finance Revenue	0	(1)	(1)	-100%	(4)
Rates	(5,098)	(5,066)	32	-0%	(11,462)
<b>Total Expense</b>	<b>4,195</b>	<b>4,327</b>	<b>132</b>	<b>3%</b>	<b>13,128</b>
Other Expenses	1,229	1,446	217	15%	4,539
Finance Costs	609	535	(74)	-14%	1,587
Depreciation	1,400	1,492	92	6%	4,613
Overhead Allocation	958	854	(103)	-12%	2,389
<b>Grand Total (Surplus)/Deficit</b>	<b>(1,390)</b>	<b>(747)</b>	<b>378</b>	<b>-51%</b>	<b>1,605</b>

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

Other Revenue

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

Other Expenses

- Variance is due to the budget still reflecting the prior MDC Shared Service Agreement and what are now internal costs (being labour and overhead) still showing as external costs.

Overhead Allowance

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

**Parks and Reserves  
Activity Performance Report  
For the period ending 31 October 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
<b>Total Revenue</b>	<b>(93)</b>	<b>(85)</b>	<b>8</b>	<b>-10%</b>	<b>(215)</b>
Subsidies and Grants	0	0	0	0%	(2)
Other Revenue	(34)	(25)	8	33%	(93)
Rate Apportionment	(60)	(60)	(0)	-0%	(120)
<b>Total Expense</b>	<b>60</b>	<b>73</b>	<b>14</b>	<b>19%</b>	<b>212</b>
Other Expenses	32	46	13	29%	136
Finance Costs	2	0	(2)	-100%	0
Overhead Allocation	25	28	3	10%	76
<b>Grand Total (Surplus)/Deficit</b>	<b>(34)</b>	<b>(12)</b>	<b>22</b>	<b>90%</b>	<b>(3)</b>

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

Nil

**Rangitikei District Council  
Account Details  
For Period ended 31 October 2024**

Account	2024/25 YTD Actuals October	2024/25 YTD Budgets October	2024/25 YTD Variance October	2024/25 YTD Percentage Variance October	2024/25 Full Year Budget
<b>Business Units</b>	<b>139,483</b>	<b>511,251</b>	<b>371,768</b>	<b>72.72%</b>	<b>1,980,465</b>
Fleet Management	(92,120)	0	92,120	100.00%	500,000
95500701. Motor Vehicle Purchases (dr)	9,859	0	(9,859)	-100.00%	500,000
Information Services	228,749	511,251	282,502	55.26%	1,480,465
<b>Community &amp; Leisure Assets</b>	<b>449,172</b>	<b>3,438,360</b>	<b>2,989,188</b>	<b>86.94%</b>	<b>10,506,667</b>
Domains	172,331	293,828	121,497	41.35%	972,000
4410170630. Taihape Grandstand	32,567	69,282	36,715	52.99%	650,001
Halls	100,908	2,954,696	2,853,788	96.58%	9,126,998
4090174504. Taihape Town Hall and Library Redevelopment	20,320	987,482	966,562	97.88%	3,999,999
4090174505. Marton Building Design & Construction	38,468	1,840,214	1,801,746	97.91%	4,999,999
<b>Roading and Footpaths</b>	<b>1,612,979</b>	<b>3,081,326</b>	<b>1,468,348</b>	<b>47.65%</b>	<b>15,139,080</b>
Non-Subsidised Rooding	19,189	308,047	288,858	93.77%	730,000
Subsidised Rooding	1,593,790	2,773,279	1,179,489	42.53%	14,409,080
70100745. Marton Rail Hub	4,980	1,052,084	1,047,104	99.53%	2,847,999
70100781. Sealed Road Pavement Rehabilitation (214)	599,447	137,621	(461,826)	-335.58%	1,637,283
70100782. Drainage Renewals (213)	432,111	288,007	(144,104)	-50.03%	985,000
70100783. Structures Components Replacements (215)	90,408	214,319	123,911	57.82%	842,001
7010078417. Renewal Footpath (225)	5,372	254,530	248,558	97.65%	534,001
7010078419. Walking Facilities Renewals (415)	0	293,138	293,138	100.00%	615,000
70100787. Sealed Road Surfacing (212)	102,516	0	(102,516)	-100.00%	2,405,009
70100795. Improvements- Low Cost Low Risk (341)	90,232	319,346	229,114	71.74%	3,471,746
<b>Water, Sewerage &amp; Stormwater</b>	<b>2,073,184</b>	<b>2,492,919</b>	<b>419,735</b>	<b>16.84%</b>	<b>9,048,433</b>
Stormwater	183,688	118,609	(65,079)	-54.87%	820,798
6050177203. Bredins Line New Outfall	0	0	0	0.00%	500,000
Waste Water - Sewerage	919,716	288,141	(631,575)	-219.19%	2,530,001
6070176204. Wastewater Reticulation	120,406	38,661	(81,745)	-211.44%	750,001
6070176206. Marton to Bulls Centralisation Project	347,889	151,152	(196,737)	-130.16%	1,250,000
Water - District	944,780	2,050,482	1,105,703	53.92%	5,236,004
6060174503. Marton Water Strategy	463,880	978,693	514,813	52.60%	2,450,003
6060176401. Water Supply Renewals	12,750	1,070,084	1,057,334	98.81%	2,144,156
<b>Grand Total</b>	<b>4,376,954</b>	<b>9,538,856</b>	<b>5,161,902</b>	<b>54.11%</b>	<b>36,689,645</b>

## 9.2 QV Report

**Author:** Lorraine Bergen, Manager Financial Services

**Authoriser:** Leanne Macdonald, Group Manager - Corporate Services

### 1. Reason for Report/Commentary

- 1.1 To provide the Finance and Performance Committee with data provided by QV.
- 1.2 Officers provide this data in response to a prior request from members of the Committee. Officers have previously noted that certain market transactions cause apparent anomalies in some of the data included in the attached and emphasise that this raw information should not be used for any decision making.
- 1.3 Any queries arising from the following data will need to be passed to QV for a response.
- 1.4 Note that the data included in the following mini report is 'live' data so is current as of 19 November 2024. The attached summary includes results of QV's most recent property revaluations.

### Attachments:

1. **QV Monthly Report 19 November 2024** [↓](#)

### Recommendation

That the QV Report be received.

**RANGITIKEI DISTRICT COUNCIL**

TOTAL CAPITAL VALUE	<b>\$8,049,283,710</b>	SINCE 1 JULY 2024	<b>+0.21%</b>
TOTAL LAND VALUE	<b>\$5,344,767,100</b>		<b>+0.11%</b>
TOTAL RATING UNITS	<b>8,851</b>		<b>+11</b>

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](#)

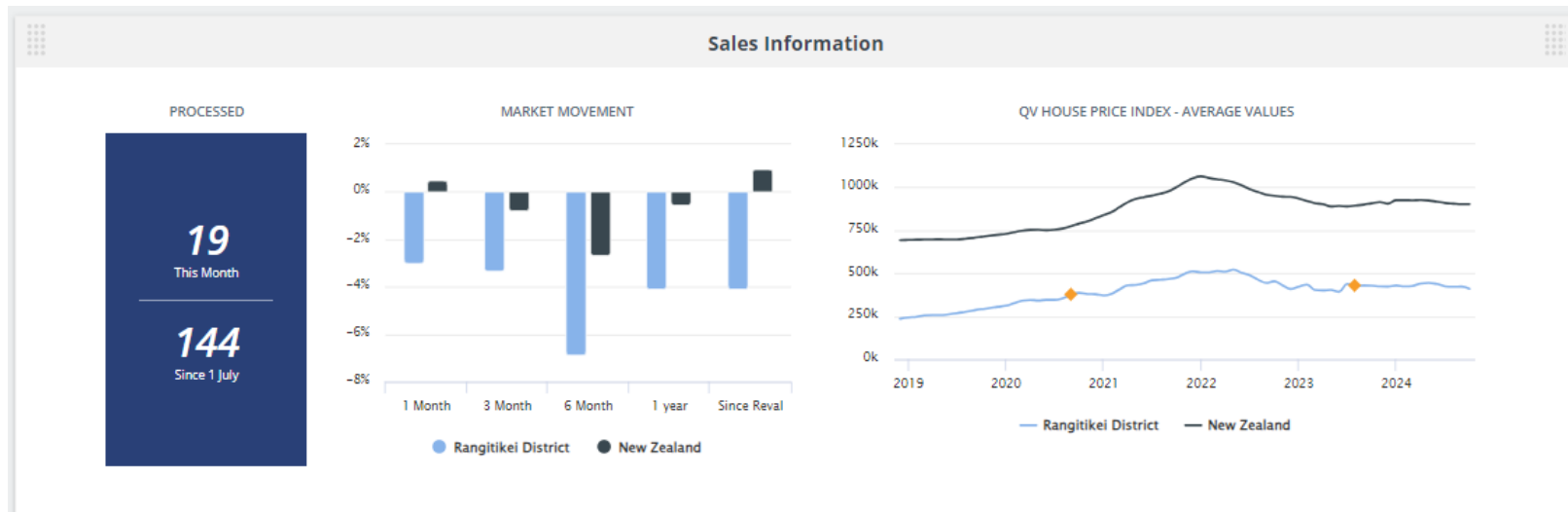
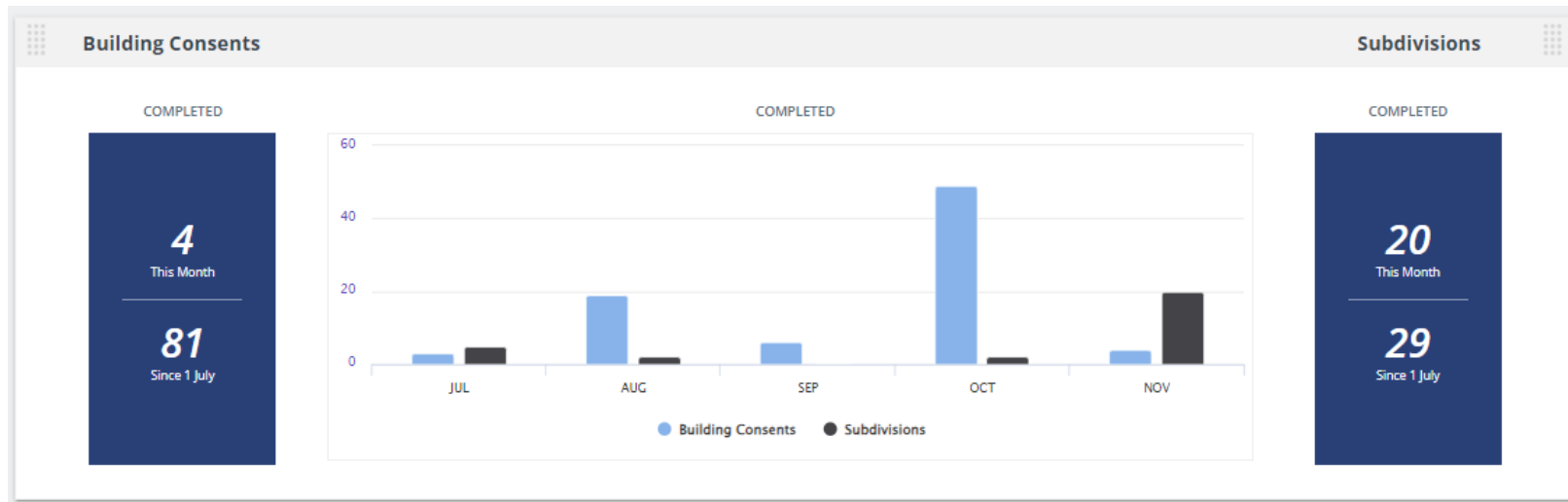
[More Analysis](#)

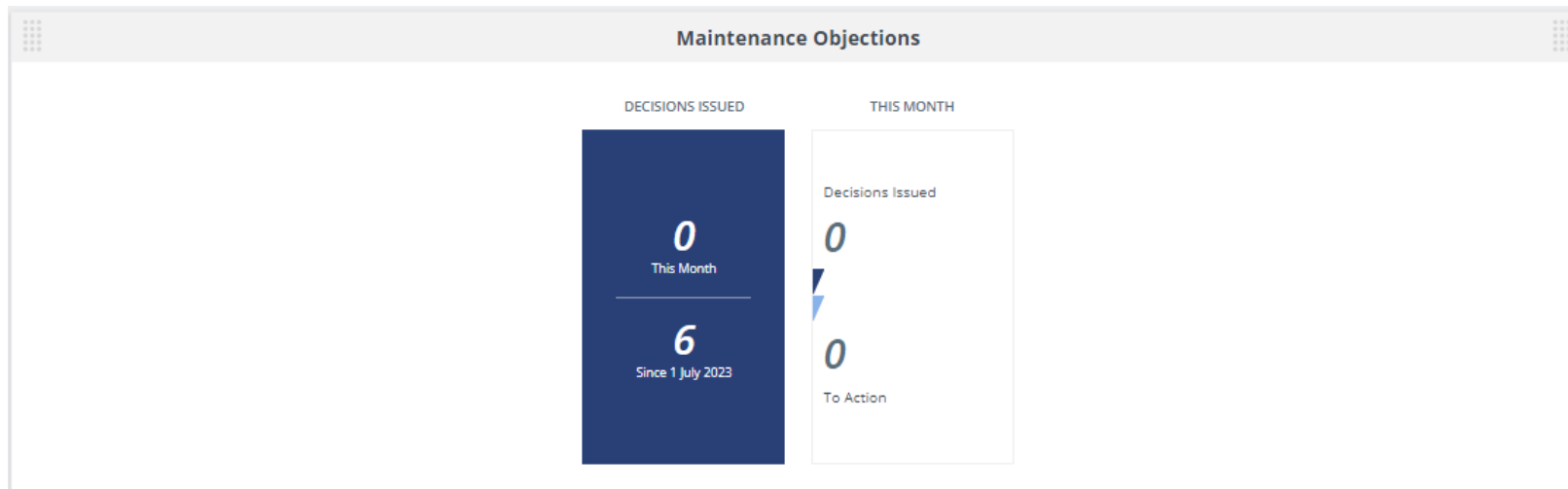
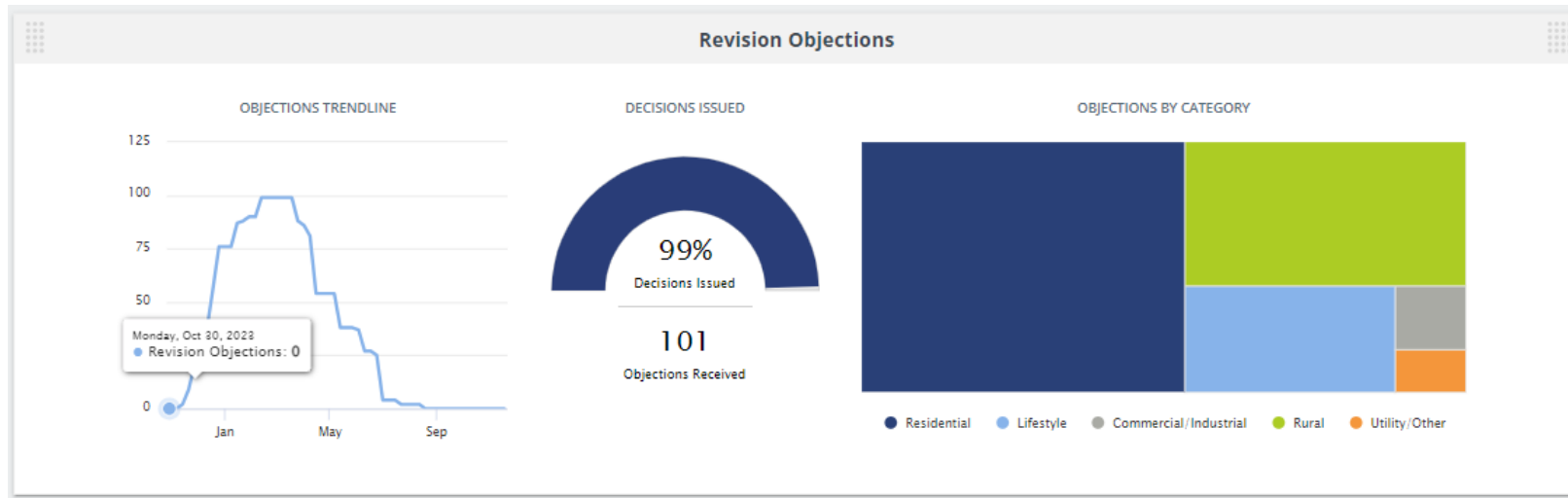
### Your QV Contacts

**Simon Willocks**  
Manager - Manawatu/Taranaki  
06 351 6117  
[Simon.Willocks@qv.co.nz](mailto:Simon.Willocks@qv.co.nz)

**James Wilson**  
Operations Manager  
021 830 851  
[James.Wilson@qv.co.nz](mailto:James.Wilson@qv.co.nz)







**9.3 Statement of Service Provision 3-Month Report: July 2024 - September 2024****Author:** Janna Harris, Corporate Planner**Authoriser:** Katrina Gray, Manager Strategy and Development**1. Reason for Report**

1.1 The purpose of this report is to present the 3-month Statement of Service Provision report. The reporting period is from 1 July 2024 to 30 September 2024.

**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 the Long Term Plan 2024-34.

2.2 The performance targets are assessed using the following categories; Achieved, on track to achieve, not on track to achieve, not achieved, and not measured.

2.3 The 3-month results are as follows:

- 31 of the performance targets were achieved.
- 4 of the performance targets are on track to be achieved.
- 4 of the performance targets are not on track to be achieved.
- 12 of the performance targets were not achieved.
- 17 of the performance targets were not measured.

**3. Highlights**

3.1 The average response and resolution times for water supply call outs are well below target for the first quarter.

3.2 All building consents and resource consents were processed within statutory timeframes within the first quarter.

3.3 Library outreach activities remain very high, with around 44 programmes occurring every month.

**4. Areas for improvement**

4.1 Expenditure on the capital programme was at 8.4% for the year to date which reflects a general trend of low expenditure in the first quarter.

4.2 Only 52% of roading call outs during working hours were responded to within 6 hours in the first quarter. The Contractor has recently gained access to service requests so it is anticipated that response times will reduce.

4.3 Two infringement notices have been received for the Hunterville Wastewater Treatment Plant, and three for the Marton Hunterville Wastewater Treatment Plant. Two of these infringement notices were received in this financial year, however, were related to non-compliances in June 2024.

**5. Financial Implications**

5.1 There are no financial implications associated with this report.

**6. Impact on Strategic Risks**

6.1 Trust and confidence is tarnished

6.1.1 There is a risk that the communities trust and confidence in Council is tarnished if Council does not achieve what has been promised through the Long Term Plan.

**7. Strategic Alignment**

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

**8. Mana Whenua Implications**

8.1 Satisfaction with the Māori responsiveness framework is a performance measure with is assessed through a yearly survey which will be distributed to each member of Te Roopuu Ahi Kaa towards the end of the year.

**9. Climate Change Impacts and Consideration**

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

**10. Statutory Implications**

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

**11. Decision Making Process**

11.1 There are no decisions required as part of this report.

**Attachments:**

1. **Statement of Service Provision 3 Month Results 2024/25** [↓](#)

**Recommendation**

That the report 'Statement of Service Provision 3-Month Report: July 2024 – September 2024' be received.

# Statement of Service Report 3 Month (July-September 2024/25)

## Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<span style="color: green;">●</span> Achieved <span style="color: yellow;">●</span> On track to achieve <span style="color: orange;">●</span> Not on track to achieve <span style="color: red;">●</span> Not achieved <span style="color: lightblue;">●</span> Not measured						
PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/2025 TARGET	SEPTEMBER 2024 RESULT	2023/24 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	<span style="color: orange;">●</span>	90% or more Annual Plan Actions completed	17%		A number of roading projects have been deferred due to NZTA funding not being approved, which has negatively impacted this result.	
Completion of capital programme	<span style="color: orange;">●</span>	85% or more of the planned capital programme	8.4%		Expenditure in the first quarter is always low.	
<b>Māori responsiveness framework:</b>	Governance and relationships	<span style="color: lightblue;">●</span>	80% or more overall satisfaction	Not yet measured	50%	This performance measure will be reported on at the End of the year.
Satisfaction ratings from each member of Te Roopuu Ahi Kaa about the effectiveness of each framework outcome area.	Culture and identity	<span style="color: lightblue;">●</span>		Not yet measured	75%	
	Prosperity and well-being	<span style="color: lightblue;">●</span>		Not yet measured	50%	
	Resources and infrastructure	<span style="color: lightblue;">●</span>		Not yet measured	50%	
<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.	<span style="color: yellow;">●</span>	Number of Responses: 4,000 or above	1,076	4,905 responses	1,076 responses	
HappyOrNot system	<span style="color: green;">●</span>	Customer Satisfaction Index: Improvement on previous year	1% percentage point increase from the previous year. Note: (responses are from all 3 Community Hub, RDC Main Office and the Aquatic Centre)	0% percentage point change in happy index	92% based on 1076 responses – Note: Marton pool is closed.	

\* Mandatory

# Statement of Service Report 3 Month (July-September 2024/25)

## Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

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

PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/2025 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a sustainable roading network that is maintained in accordance with each road's significance for local communications and the local economy, taking into account the One Roding Network Classification and funding subsidies</i>					
<b>*Road condition</b> The average quality of ride on a sealed local road network measured by smooth travel exposure	<span style="color: lightblue;">●</span>	90% or more	Not yet Measured	94%	The road condition survey occurs annually. Results are generated in early July each year.
<b>*Road maintenance</b> The percentage of the sealed road network that is resurfaced	<span style="color: lightblue;">●</span>	6% or more	Not yet measured	3.4%	The 2024/25 resurfacing programme has not started yet.
The volume of metal placed on the unsealed road network during the year	<span style="color: yellow;">●</span>	12,000m <sup>3</sup> or more	3,529m <sup>3</sup>	11,463m <sup>3</sup>	
<b>*Footpaths</b> 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.	<span style="color: green;">●</span>	90% of footpaths make up category 1 or 2 <sup>1</sup>	94% Grade 1 and 2 condition rating	94% Grade 1 and 2 condition rating	Condition rating last occurred in March 2023 and is not scheduled until 2025/26.

<sup>1</sup> 1. Excellent, 2. Good, 3. Fair, 4. Poor, 5. Very Poor

\*Mandatory

# Statement of Service Report 3 Month (July-September 2024/25)

## Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

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

PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/2025 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<b>*Road safety</b> 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	<span style="color: yellow;">●</span>	A reduction of 1 fatal crash per year until zero	0	0	
	<span style="color: yellow;">●</span>	One less serious injury crash than the previous year until there is 10 or less serious injury crashed on the Council roading network	3	13	Three serious injuries in the first quarter. All crashes were due to loss of control.

*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	<span style="color: red;">●</span>	95% responded to in 12 hours	85%	84%	The contractor has recently gained direct access to MagiQ Service Request and therefore the time delay to enter the initial response should further reduce.
	Working hours callouts	<span style="color: red;">●</span>	95% responded to in 6 hours	52%	68%	The contractor has recently gained direct access to MagiQ Service Request and therefore the time delay to enter the initial response should further reduce.
	Resolution	<span style="color: red;">●</span>	85% of callouts resolved within one month	70%	69%	Lack of resources cause a delay in the resolution of RFS' due to the in-depth nature of some RFS.
	Resolution Potholes	<span style="color: green;">●</span>	Potholes 85% of all callouts resolved within one month of the request	87%	73%	Results have improved on the last Financial Year due to the contractor recently gaining access to MagiQ Service Request thereby eliminating the time delay for data entry.

*\* Mandatory*

# Statement of Service Report 3 Month (July-September 2024/25)

## Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<span style="color: green;">●</span> Achieved <span style="color: orange;">●</span> On track to achieve <span style="color: red;">●</span> Not on track to achieve <span style="color: grey;">●</span> Not achieved <span style="color: blue;">●</span> Not measured					
PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/2025 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a safe and compliant supply of drinking water</i>					
<b>*Safety of drinking water</b> The extent to which the Council's drinking water supply complies with:	Water supplied is compliant with the DWQA Rules in the Distribution System (Bacteria compliance)	No Incidents of non-compliance with bacteria compliance criteria for each water supply	Compliant (4/6)	Compliant (5/6)	Rātana non-compliant 1 day in July, 4 days in September. Mangaweka non-compliant 1 day in September.
	Water supplied is compliant with the DWQA Rules in the Treatment System (Protozoal compliance)	No Incidents of non-compliance with protozoa compliance criteria for each water supply	Compliant (3/6)	Compliant (2/6)	Hunterville non-compliant 1 day in July. Marton non-compliant 1 day in July, August and September. Mangaweka non-compliant 1 day in August.
<i>Councils intended level of service is to: Provide reliable and efficient urban water supplies</i>					
<b>*Maintenance of the reticulation network</b> The percentage of real water loss from Council's networked urban reticulation system	<span style="color: red;">●</span>	Less than 40%	42%	56%	Water loss continues to trend downward as repairs/replacement on the network continue.
<b>*Demand Management</b> The average consumption of drinking water per day per resident within the District	<span style="color: green;">●</span>	600 litres per resident per day	448	543	

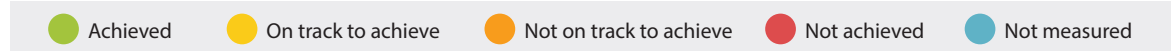
*\* Mandatory*



# Statement of Service Report 3 Month (July-September 2024/25)

## Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS



PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/2025 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Be responsive to reported faults and complaints*</i>					
<p><b>*Fault response time</b> 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.</p>	Attendance for urgent call outs from the time that the Council receives notification to the time that service personnel reach the site	0.5 hours	0.07 hours	0.15 hours	
	Resolution of urgent call outs from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	24 hours	4 hours	0.7 hours	
	Attendance for non-urgent call outs from the time that the Council receives notification to the time that service personnel reach the site	24 hours	0.68 hours	0.98 hours	
	Resolution of non-urgent call outs from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	96 hours	3.03 hours	4.41 hours	

\* Mandatory

# Statement of Service Report 3 Month (July-September 2024/25)

## Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<span style="color: green;">●</span> Achieved <span style="color: orange;">●</span> On track to achieve <span style="color: red;">●</span> Not on track to achieve <span style="color: blue;">●</span> Not measured					
PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/2025 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<b>*Customer satisfaction</b> The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council <sup>1</sup>					
	<span style="color: green;">●</span>	No more than 20 complaints per 1000 connections	8.76	58.48	
<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:	<b>Attendance time:</b> from the time that the Council receives notification to the time that service personnel reach the site	48 hours	0.22 hours	1.25 hours	
	<b>Resolution time:</b> from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	96 hours	1.72 hours	3.07 hours	

<sup>1</sup> 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 3 Month (July-September 2024/25)

## Wastewater and Sewage Disposal

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

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

PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/25 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a reliable, reticulated disposal system that does not cause harm or create pollution within existing urban areas</i>					
<b>*Discharge compliance</b> Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of a) abatement notices b) infringement notices c) enforcement orders, and d) convictions	<span style="color: red;">●</span>	No abatement notices	1	3	Formal Warning 641 for Ratana WWTP issued August 2024.
	<span style="color: red;">●</span>	No infringement notices	5	10	2 Infringement Notice (1163, 1188) for Hunterville WWTP issued June and August 2024. 3 Infringement Notices (1185, 1186, 1189) for Marton issued June and July 2024.
	<span style="color: green;">●</span>	No enforcement orders	0	0	
	<span style="color: green;">●</span>	No convictions	0	0	
<b>*System and adequacy</b> The number of dry weather sewerage overflows from the Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system	<span style="color: green;">●</span>	Fewer overflows than 3 per 1000 connections	0.23/1000	1.92/1000	
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
<b>* Fault response time</b> 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	<span style="color: green;">●</span>	Attendance urgent 0.5 hours	0.43 hours	0.35 hours	
	<span style="color: green;">●</span>	Attendance non-urgent 24 hours	1.87 hours	0.83 hours	
	<span style="color: green;">●</span>	Resolution urgent 24 hours	1.43 hours	2.02 hours	
	<span style="color: green;">●</span>	Resolution non-urgent 96 hours	3.2 hours	1.76 hours	


*\* Mandatory*

# Statement of Service Report 3 Month (July-September 2024/25)

## 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 (3 MONTH)	2024/25 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<b>*Customer satisfaction</b> The total number of complaints received by the Council about any of the following: <ul style="list-style-type: none"> <li>a. sewage odour</li> <li>b. sewerage system faults</li> <li>c. sewerage system blockages, and</li> <li>d. the Council's response to issues with its sewerage system</li> </ul> Expressed per 1000 connections to the Councils sewerage system.					
		Fewer requests than 6 per 1000 connections	2.51/1000	18.22/1000	

*\* Mandatory*

# Statement of Service Report 3 Month (July-September 2024/25)

## 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 (3 MONTH)	2024/25 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a reliable collection and disposal system to each property during normal rainfall</i>					
<b>*Discharge compliance</b> Compliance with the Council's resource consents for discharge from its stormwater system measured by the number of: a. abatement notices b. infringement notices c. enforcement orders, and d. convictions Received by the Council in relation to those resource consents.	●	No abatement notices	Not Measured	Not Measured	
	●	No infringement notices	Not Measured	Not Measured	
	●	No enforcement orders	Not Measured	Not Measured	
	●	No convictions	Not Measured	Not Measured	
<b>*System adequacy</b> The number of flooding events <sup>1</sup> that occurred in the District. For each flooding event, the number of habitable floors affected (expressed per 1000 properties connected to the Council's stormwater system). Note: This is a District-wide assessment	●	Fewer requests than 5 per 1000 connected properties	Not measured	0	There were no flooding events during this reporting period.
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
<b>*Customer satisfaction</b> 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	2.68/1000	4.9/1000	
<b>*Response time</b> 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	There were no flooding events during this reporting period.

<sup>1</sup> 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 3 Month (July-September 2024/25)

## Parks and Reserves

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<span style="color: green;">●</span> Achieved <span style="color: yellow;">●</span> On track to achieve <span style="color: orange;">●</span> Not on track to achieve <span style="color: red;">●</span> Not achieved <span style="color: blue;">●</span> Not measured					
PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/25 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Compliance with relevant standards</i>					
Playground compliance with NZ Standards	<span style="color: red;">●</span>	100% compliance	90% compliance	95% compliance	Officers are currently working through the identified risks from the 2023 audit results, and scheduling items for maintenance.
Customer ratings of parks and sports fields	<span style="color: blue;">●</span>	90% Happy or Somewhat Happy	Not measured	Not measured	Maintenance of the regions Parks and Sports fields is being undertaken at a very high standard, however spring growth is putting pressure on our maintenance team and levels of service may drop at some locations.  No customer ratings were received during the reporting period.  Further QR codes will be rolled out during 2024/25 to increase opportunity for feedback.

*\* Mandatory*

# Statement of Service Report 3 Month (July-September 2024/25)

## Community

### 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 (3 MONTH)	2024/25 TARGET	SEPTEMBER 2024 RESULT	2023/24 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 until May 2025.
Council complies with criteria in rental warrant of fitness programme for community housing	●	All units (100%) achieve at least 95% compliance	Not measured	98.6%	Housing inspections will be carried out in the second and fourth quarters of the year.
New public toilet buildings are well designed, safe and visible and Compliance with SNZ4241:1999 and CPTED (safer design guidelines) for new or refurbished toilets	●	100% compliance	Not measured	100% compliance	No new or refurbished toilet buildings.
<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%	91% overall	91% overall. This consists of: This consists of: 90% of 729 responses at Te Matapihi, 93% of 928 responses at Taihape, 89% of 2,718 responses at Marton Library	91% overall. This consists of: 98% based on 292 responses at Taihape. 89% based on 144 responses at Te Matapihi 88% based on 473 responses at Marton Library
The number of library outreach activities and events delivered	●	5 per year for each library	100% overall	Marton Library: 20 Programs per month Te Matapihi: 16 Programs per month Taihape: 8 programs per month School Holiday Programs: Marton: 60 Programs Te Matapihi: 40 Programs Taihape: 20 Programs	Marton Library: 10 Programs per/mth Te Matapihi: 5 Programs per/mth Taihape: 6 Programs per/mth  x1 School Holiday Period: 20 Marton 22 Te Matapihi 10 Taihape

\* Mandatory

# Statement of Service Report 3 Month (July-September 2024/25)

## Community

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 (3 MONTH)	2024/25 TARGET	SEPTEMBER 2024 RESULT	2023/24 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	Not measured	Not measured	No EOC Activations in the second quarter.
a) Self-assessment of responsiveness and recovery following activation of the Emergency Operations Centre	●				
b) Number of civil defence exercises undertaken	●	At least one exercise undertaken each year	0	Achieved	No exercises undertaken in the first quarter.

*\* Mandatory*



# Statement of Service Report 3 Month (July-September 2024/25)

## Rubbish and Recycling

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

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

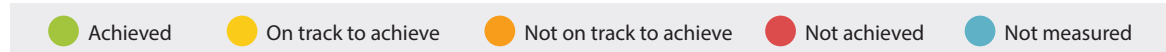
PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/25 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Make recycling facilities available at waste transfer stations for glass, paper, metal, plastics, textiles and green waste, special occasions for electronics (e-waste). Council intends to continue the operation (under contract) of existing urban waste transfer stations – Rātana, Bulls, Marton, Hunterville, Mangaweka, and Taihape.</i>					
Waste to landfill (tonnage)		Less than 5,500 tonnes to landfill	1,532 tonnes	5,862 tonnes	There is a slightly higher waste tonnage going to landfill than targeted. Waste volumes for the Bulls Waste Transfer Station are slightly increasing. Officers are investigating a range of reasons why this might be the case. The installation of the weighbridge will enable greater tracking of waste disposal inputs to this facility.
Recycling available at Waste Transfer Stations throughout the District.	●	Bulls, Marton, Taihape, Hunterville, Rātana, Mangaweka all provide facilities for recycling of: <ul style="list-style-type: none"> <li>• Glass</li> <li>• Metal</li> <li>• Paper</li> <li>• Plastics (1-5)</li> <li>• cans/tins</li> </ul>	Outcome met	Outcome met	All six waste transfer stations, including Mangaweka, offer a free drop-off service. The mobile and batteries collections are available in all three libraries Marton, Bulls, and Taihape, as well as the Marton office. So far, 570 kg of batteries have been collected from the library and 60 used mobile phones have been collected for recycling.
Percent of waste diverted from the landfill (includes paper, plastics, metals, glass, tyres, e-waste, Greenwaste)	●	Increased percent diverted from the previous year	15.4%	Not measured (20.1%)	Last year, we recycled a greater number of tyres and green waste from Taihape, increasing the amount of waste diverted, and we are also close to increasing our diverting percentage this year.

\* Mandatory

# Statement of Service Report 3 Month (July-September 2024/25)

## Regulatory Services

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS



PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/25 TARGET	SEPTEMBER 2023 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a legally compliant service</i>					
Timeliness of processing building consents and resource consents	Building consents	100% processed within statutory timeframes	100%	99.15%	51 consents processed within statutory timeframes
	Resource consents	100% processed within statutory timeframes	100%	Land use consents: 100% Subdivision consents: 98%	24 resource consents processed within statutory timeframes
<i>Council's intended level of service is to: Provide regulatory compliance officers to address enforcement call outs</i>					
Animal Control – Timeliness of response (i.e. the request for service has been acknowledged) and completion (i.e. the request for service has been signed off by officers. Results will be presented as the median.  Priority 1 = Any dog attack, found dog, rushing dog, wandering stock.  Priority 2 = animal welfare concern, barking dog, property inspection, general enquiry, lost animal, microchip dog, multi-dog inspection, roaming dog, animal control bylaw matter.	Response to Priority 1 call outs	90% responded within 0.5 hours	93%	99%	
	Completion of Priority 1 call outs	90% completed within 20 working days	96%	97%	
	Response to Priority 2 call outs	90% responded within 24 hours	85%	88%	Delays to response due to prioritising Priority 1 jobs. Priority 2 call outs include tasks such as property inspections.
	Completion of Priority 2 call outs	90% completed within 20 working days	97%	93%	

\* Mandatory

# Statement of Service Report 3 Month (July-September 2024/25)

## Regulatory Services

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

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

PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/25 TARGET	SEPTEMBER 2023 RESULT	2023/24 RESULT	NARRATIVE
Environmental health Timeliness of response (i.e the site has been attended) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median.	Response to Noise Control call outs	90% responded to in 1.5 hours	100%	93%	
	Completion of Noise Control call outs	90% completed in 2 hours	100%	91%	
	Response to Food Premises call outs	Food premises – 90% responded to in 24 hours	0%	89%	Only one complaint was received which was not responded to within the required timeframe.
	Completion of Food Premises call outs	90% completed in 72 hours	100%	78%	

*\* Mandatory*

**9.4 Public Feedback / Performance Report - October 2024****Author: Jo Manuel, Manager Mana Whenua and Community Hubs****Authoriser: Sophia Sykes, Communications Manager****1. Reason for Report**

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

**2. Context**

2.1 This report covers the October 2024 period and includes feedback received through Council's Happy Or Not system, and Korero Mai – Have Your Say initiative. It also includes an overview of the complaints dashboard, and a monthly communications update.

2.2 The report format was revised for the September 2024 meeting. The committee are asked to provide any feedback on any other things they would like to see included in this report.

**3. Discussion and Options Considered**

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

**4. Financial Implications**

4.1 There are no financial implications from this report.

**5. Impact on Strategic Risks**

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

**6. Strategic Alignment**

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

**7. Mana Whenua Implications**

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

**8. Climate Change Impacts and Consideration**

8.1 There are no notable climate change impacts or considerations.

**9. Statutory Implications**

9.1 There are no statutory implications associated with this report.

**10. Conclusion**

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

**11. Decision Making Process**

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

**Attachments:**

1. **Public Feedback/Performance Report - October 2024** [↓](#)

**Recommendation**

That the Public Feedback / Performance Report – October 2024 be received.

## Te Whakawhitiwhiti - Communications Report

### Commentary from the Comms Corner

- October was another huge month for RDC Comms! From Shoktober to Shakeout, the Multicultural Feast & Festival to Hunterville Shemozzle, and recycling and cyber smart weeks squeezed in the middle, we had a successful month sharing content that really resonated with our community – especially on social media.
- It’s pretty cool to see that our most engaging post on Facebook was the one about a local youth with incredible community initiative. Connecting with the grass-roots of the Rangitikei and telling their stories is at the core of what we do in Communications. As a team, we’re really excited to do more of this in 2025.
- Honourable mention to HWTM Andy who made a 5-star cameo in the Hunterville Shemozzle promotion. This is a great example of showing the down-to-earth nature of our elected members. It’s one thing sharing formal Q&A type videos in the four walls of a beige office, it’s another taking elected members on the road and into the community. The more we can unpack the formality of Local Government and show our elected members not just as community leaders, but also as kind, genuine and approachable humans, the more engaged (we think) our community will be. Watch this space.
- You will hopefully have seen many Shop Rangitikei posters across the district. We will continue to promote Shop Rangitikei throughout November and the upcoming festive season.

### Media Releases

October	Public Interest
<a href="#">Marton Water Strategy</a>	High
<a href="#">Cooks Bar wall refurbishment</a>	Neutral
<a href="#">Swan Street Slip – Taihape Update</a>	Neutral
<a href="#">Winstone Pulp International – October Update</a>	Neutral

### Looking Ahead

The comms team are preparing for a very full 2025 consultation calendar. We are working hard on a creative concept that will endeavour to keep the community engaged through Local Water Done Well, Annual Plan, the 2025 Local Election - and everything in between.

### LGOIMAs

Total received for this year = 76







■ Processed ■ Active

# Te Whakawhitiwhiti - Communications Report

## Comms Channels

### Social Media Posts

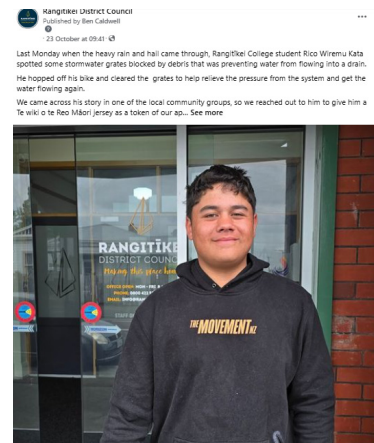
Facebook	Instagram	Linkedin	Tik Tok
 facebook	 Instagram	 Linked in	 Tik Tok
70	30	1	7

### Facebook



**POST WITH MOST ENGAGEMENT:** Blocked stormwater grates

- Reach = 5.4k
- Reactions = 401
- Comments = 58



### Instagram



**POST WITH MOST ENGAGEMENT:** Hunterville Hunterway Festival Promotion

- 324 plays
- 49 minutes
- 15 interactions

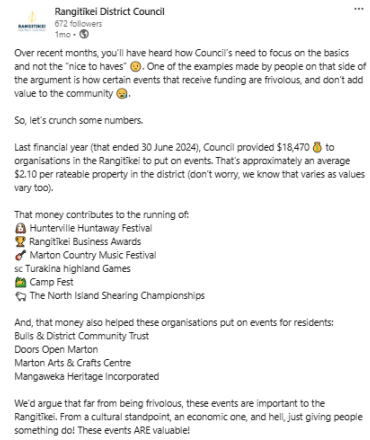


# Te Whakawhitiwhiti - Communications Report

## LinkedIn



- Not enough data collected

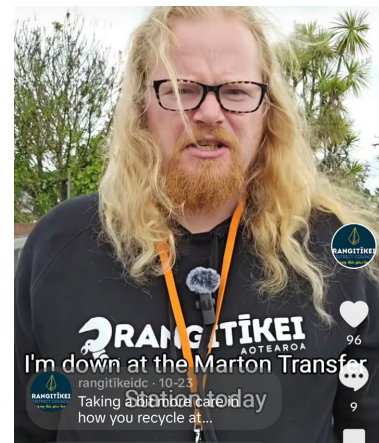


## Tik Tok



**POST WITH MOST ENGAGEMENT:** Recycling

- 2033 views
- 107 engagements



## News and Website Statistics

Newspaper Articles	Public Notices	Website Stories	Website New Users	Total Website Visits
13	6	7	13K	39K

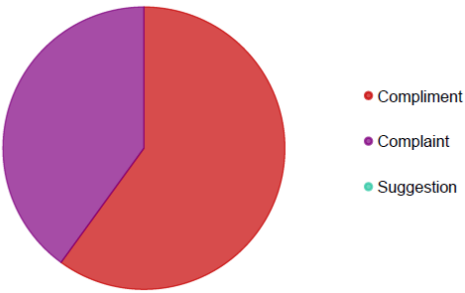
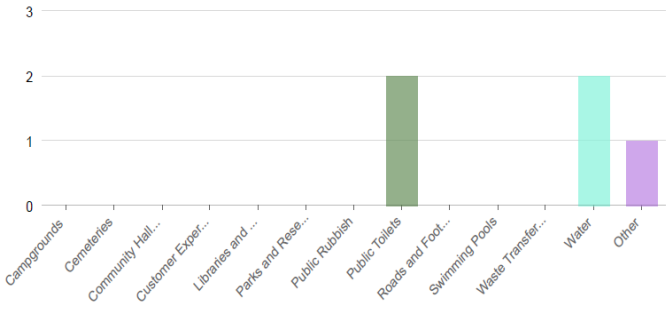
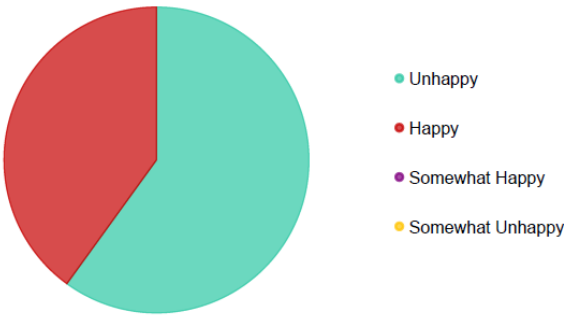


*Making this place home.*



## Kōrero Mai - Feedback Report

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

Feedback Summary   24 Oct - 21 Nov		Total amount of Feedback = 5
<p><b>What type of feedback do you have?</b></p>	 <ul style="list-style-type: none"> <li>● Compliment</li> <li>● Complaint</li> <li>● Suggestion</li> </ul>	
<p><b>Which area does your feedback relate to?</b></p>		
<p><b>How happy are you with your experience?</b></p>	 <ul style="list-style-type: none"> <li>● Unhappy</li> <li>● Happy</li> <li>● Somewhat Happy</li> <li>● Somewhat Unhappy</li> </ul>	

## Kōrero Mai - Feedback Report

### Feedback Received

**DATE:** 24 Oct 2024

**TYPE OF FEEDBACK:** Compliment

**AREA FEEDBACK RELATES TO:** Public Toilets - Hunterville (High Street)

**COMMENT:**

Very clean, tidy and smelt awesome. It was a pleasure to have a comfort stop here in Hunterville. Kia ora.

**EXPERIENCE:** Happy

**ACTION TAKEN:** *Feedback passed on to Cleaning Team.*



**DATE:** 2 Nov 2024

**TYPE OF FEEDBACK:** Complaint

**AREA FEEDBACK RELATES TO:** Public Toilets - Bulls Rangitikei Junction

**COMMENT:**

Absolutely disgusting toilets.

**EXPERIENCE:** Unhappy

**ACTION TAKEN:** *RFS Lodged.*

**DATE:** 15 Nov 2024

**TYPE OF FEEDBACK:** Complaint

**AREA FEEDBACK RELATES TO:** Water

**COMMENT:**

Moved to Marton at the end of August. Wish I'd known how disgusting the water is before I bought. It is undrinkable, gives me headaches and a dry mouth. I smell like a swamp after showering and my clothes smell the same when washed. It is unacceptable to expect rate payers to continue to pay for water that is not fit for purpose. I know I'm not the only one complaining about this.

**EXPERIENCE:** Unhappy

**ACTION TAKEN:** *Feedback passed on to Water Team.*

## Kōrero Mai - Feedback Report

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**DATE:** 17 Nov 2024

**TYPE OF FEEDBACK:** Complaint

**AREA FEEDBACK RELATES TO:** Water

**COMMENT:**

The water in Marton is horrible, we just moved from Auckland and now paying similar rates to have such bad tasting water. It seems that if council stopped doing everything else and just fixed this one issue, people would be so much happier. We have had to get a water filter and softener put on our house and that helps abit but tap water should not be this bad. Please fix it.

**EXPERIENCE:** Unhappy

**ACTION TAKEN:** *Feedback passed on to Cleaning Team.*

**DATE:** 19 Nov 2024

**TYPE OF FEEDBACK:** Compliment

**AREA FEEDBACK RELATES TO:** Other

**COMMENT:**

I am a linehaul truck driver from South island. I regularly travel interisland and I wanted to compliment and thank you for the provision of public shower facilities in both Bulls and Taihape. I wish other councils would recognise the value these facilities would bring to their regions, and how appreciated they are by the trucking community. Many of us sleep overnight in our cabs, and access to decent washing facilities is rare. Congratulations on leading by example!

**EXPERIENCE:** Happy

**ACTION TAKEN:** *Feedback passed on to Properties Team.*

## Community Hubs Report

### Commentary from the Youth Headquarters #YHQ “Marton”



• **BAKING AT YHQ**

We have also been baking, and in this photo it shows the tamariki patiently waiting for the cake they made to bake. The child in the middle, wearing the green College polo is Jake. He is deaf and has turlly been enjoying his time at YHQ. The tamariki around him have made a wonderful effort to make sure he feels comfortable and included, even taking the interest in trying to sign to him. Hamuera, one of the older tamariki even made an awesome comment to the younger ones explaining “He just can’t hear, he’s normal as”. I was proud of the way the tamariki included Jake and made him feel at home.

Baking together not only gives them a sense of pride it also taught them team work skills, patience and how to follow instructions. We plan on baking more next week as MJS is on school camp.



• **MAKING JUICE**

Juicing at YHQ has been a fantastic experience for the tamariki. They have been actively involved in juicing a variety of fruits such as apples, lemons and oranges. The tamariki have taken responsibility for cutting the fruit, using the juicer and cleaning up afterwards (as you can see in the picture some more than others) Many of the tamariki have expressed interest in turning their delicious juices into ice blocks, which adds an exciting twist to their juicing activities.

Additionally, they have been pouring juice for the library workers and volunteers, showcasing their acts of kindness. This teaches tamariki valuable lessons in empathy and community service. Learning to serve their elders not only fosters respect but also boots their self-esteem and social skills. Furthermore, it helps develop a sense of responsibility and encourages teamwork as they work together to prepare and serve the juice, overall these activities not only promote healthy habits but also cultivates important life skills among the tamariki. And that culture is what we are trying to promote at YHQ.

YHQ Attendance October	
Week 1	17
Week 2	20
Week 3	18
Week 4	17
<b>Total</b>	<b>72</b>

# Community Hubs Report

## Commentary from October School Holidays & Cultural Celebrations



- OCTOBER SCHOOL HOLIDAY PROGRAMS**  
 Over the School holidays we provided Crafting & Sewing at Te Matapihi, with a huge Hall set up providing activities on each of our tables.  
 We had a fun packed three days each week with over 19 children at each session creating, teddy bears, stuffed plush toys and book bags, utilising our sewing machines.  
 There was over 348 Tamariki/Rangatahi enjoying our community hubs programs over the school holiday's from families/whanau visiting to our local regular whanau.  
 This was a very interactive school holiday with our new STEM programs and Virtual reality equipment.

- DIWALI**  
 We celebrated Diwali in STYLE! Whaea minnie organized a shared kai with some delicious traditional Indian food, making the occasion even more special since one of our regular tamariki is Indian.  
 They both shared insight to their culture and the tasty dishes. The smile on both their faces were truly priceless.  
 We have many tamariki with many cultures come in to YHQ and the library so it was special to hear about one we normally wouldn't hear about.  
 Although many children could only stay for the first half, it was fantastic to celebrate, and embrace diversity within our community.

School Holiday Programme - October 2024 Attendance												
	VR & Games - children	VR & Games - adults	Papercraft - children	Papercraft - adults	Crafting - children	Crafting - adults	Storytime	Lego or Playdough	Indoor/Outdoor Games	Colouring In Competition	Movie Afternoon	STEM Variety
<b>Marton</b>	23	1	24	2	45	2	20	17	N/A	N/A	N/A	N/A
<b>Taihape</b>	12	2	10	2	10	2	N/A	8	N/A	N/A	N/A	N/A
<b>Bulls</b>	10	8	20	8	68	4	15	15	20	20	10	30
<b>All Venues</b>	56		66		123		35	32	20	20	10	30

## Community Hubs Report

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### Looking Ahead

The Community Hubs have been a live buzz from the school holidays as we now see many of our College Students hunkering down into their end of year final's exams. Our hubs are gearing up for the festive season and the beginning of the school holidays as the school years start to come to an end.

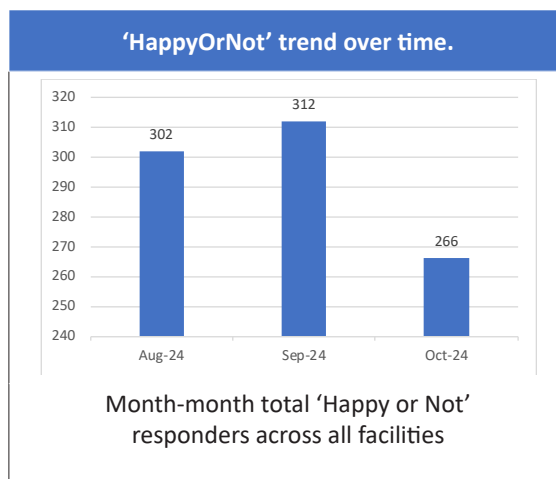
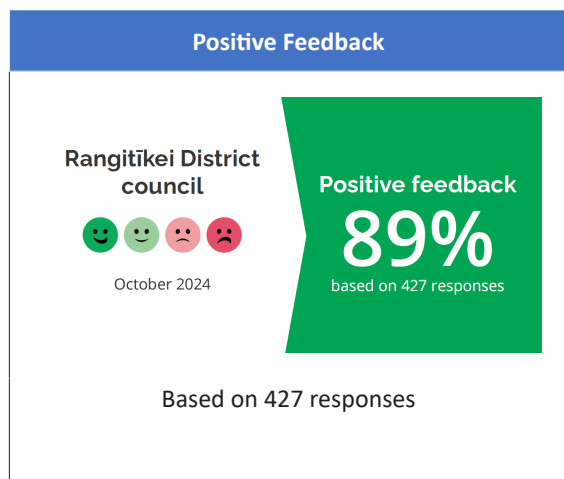
**What's coming up:**

- Christmas Holiday programs are starting to shape up with some exciting "Santa Mailboxes" popping up in our Hubs from next month, and free Santa Cards for our all to post to Santa.
- Baby & Mum's program coming soon in our space to encourage early years development and supporting mums,
- Dad's & their princess day with high tea
- Samoan fono (gathering) once a month providing an opportunity to come together to share experiences and provide learning opportunities of our local services.
- Information sharing sessions of local funding opportunities for community groups.
- Learning Sew and a sewing/hemming service.

Our Community Hubs are always well utilised with our local community, school and tamariki/rangatahi users, we welcome all feedback and ideas you may want to participate in at your local community hub. Come down and have a chat to anyone of our local staff.

# Community Hubs Report

## HappyOrNot Report



### Summary of HappyOrNot Responses

#### TAIHAPE LIBRARY

- 2024-10-06 4:28 PM **Something else**  
Thank you for giving us a turn of the new technology
- 2024-10-06 4:27 PM **Something else**  
thank you for letting me and onray go on the vr pods
- 2024-10-06 2:57 PM **Staff friendliness**  
the ladies were nice to me they helped me and my brother out!
- 2024-10-03 4:49 PM **Staff friendliness**  
Dawn was fantastic with assisting me book a bus
- 2024-10-23 4:14 PM **Staff friendliness**  
they took a photo with us
- 2024-10-23 4:14 PM **Staff friendliness**  
it was cool
- 2024-10-21 11:10 AM **Something else**  
it was good but there was not a lot of dog man & cat kid wich sucks

#### MARTON LIBRARY

- 2024-10-05 11:49 AM **Something else**  
she gave me a hot choc sachet
- 2024-10-05 11:20 AM **Staff friendliness**  
fun
- 2024-10-03 11:48 AM **Something else**  
i love it
- 2024-10-02 11:24 AM **Staff friendliness**  
up the staff
- 2024-10-01 4:36 PM **Something else**  
hub closed early because he wanted to go home
- 2024-10-01 4:35 PM **Staff friendliness**  
thank you it was really fun
- 2024-09-30 4:56 PM **Something else**  
thanks
- 2024-09-30 1:59 PM **Something else**  
i love the hub soooo much service was amazing give millie a raise!
- 2024-10-12 11:57 AM **Something else**  
i love it so much
- 2024-10-11 3:16 PM **Quality of service**  
cool
- 2024-10-11 3:16 PM **Something else**  
good sevice
- 2024-10-10 2:14 PM **Staff friendliness**  
fun
- 2024-10-07 2:53 PM **Staff friendliness**  
happy staff from Troy ollie sabrina
- 2024-10-25 4:24 PM **Something else**  
the books where good and it was tidy and clean
- 2024-10-25 4:01 PM **Something else**  
the kindness and how quiet and responsible they were
- 2024-10-25 3:52 PM **Something else**  
lack of books
- 2024-10-25 3:15 PM **Something else**  
playing with Luca one of my brothers

#### TE MATAPIHI

- 2024-10-02 4:56 PM **Quality of service**  
I HAVENTBEEENHERE i a yae. 100000\10 best place ever
- 2024-10-10 9:55 AM **Staff friendliness**  
very helpful upstwirs and down
- 2024-10-10 9:54 AM **Quality of service**  
cool az
- 2024-10-07 1:31 PM **Quality of service**  
it is amazing her havingfun
- 2024-10-19 12:43 PM **Quality of service**  
its amazing here with the comunate
- 2024-10-23 4:06 PM **Staff friendliness**  
everyone is so nice to me andtoess smell good.....
- 2024-10-22 4:32 PM **Quality of service**  
i had a amazing day here so much o do her

**10 Meeting Closed.**