



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

# ORDER PAPER

## FINANCE/PERFORMANCE COMMITTEE MEETING

**Date:** Wednesday, 26 February 2025

**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

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<b>Locations:</b>	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; vertical-align: top;"> <u>Marton</u>            Head Office            46 High Street            Marton         </td> <td style="width: 33%; vertical-align: top;"> <u>Bulls</u>            Bulls Information Centre            Te Matapihi            4 Criterion Street            Bulls         </td> <td style="width: 33%; vertical-align: top;"> <u>Taihape</u>            Taihape Information Centre            102 Hautapu Street (SH1)            Taihape         </td> </tr> </table>	<u>Marton</u> Head Office 46 High Street Marton	<u>Bulls</u> Bulls Information Centre Te Matapihi 4 Criterion Street Bulls	<u>Taihape</u> Taihape Information Centre 102 Hautapu Street (SH1) Taihape
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**Notice is hereby given that a Finance/Performance Committee Meeting of the Rangitikei District Council will be held in the Council Chamber, Rangitikei District Council, 46 High Street, Marton on Wednesday, 26 February 2025 at 9.30am.**

## **Order Of Business**

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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 28 November 2024 are attached.**

#### Attachments

1. **Finance/Performance Committee Meeting - 28 November 2024**

#### Recommendation

That the minutes of Finance/Performance Committee Meeting held on 28 November 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, 28 November 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 Fi Dalgety
- Cr Greg Maughan
- Cr Jeff Wong
- Cr Paul Sharland
- Cr Simon Loudon
- HWTM Andy Watson

In attendance

- Cr Richard Lambert
- Mr Kevin Ross, Chief Executive
- Mrs Carol Gordon, Deputy Chief Executive
- Ms Leanne Macdonald, Group Manager- Corporate Services
- Mrs Janna Harris, Corporate Planner
- Ms Sophia Sykes, Communications Manager
- Mr Warren Pedley, Management and Systems Accountant
- Ms Lorraine Bergen, Manager- Financial Services
- Ms Joanne Manuel, Manager Mana Whenua and Community Hubs
- Ms Kezia Spence, Governance Advisor

**Order of Business**

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## 1 Welcome / Prayer

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

The committee welcomed Leanne Macdonald, new Group Manager of Corporate Services.

## 2 Apologies

**Resolved minute number 24/FPE/089**

That the apologies be received from Ms Leanne Hiroti.

Cr F Dalgety/Cr B Carter. 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

Amendment: Include Cr Lamber in the attendance.

**Resolved minute number 24/FPE/090**

That the minutes of Finance/Performance Committee Meeting held on 31 October 2024 **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 G Maughan/Cr S Loudon. Carried

## 7 Follow-up Action Items

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



The report was taken as read.

**Resolved minute number 24/FPE/091**

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

Cr P Sharland/Cr B Carter. Carried

## 8 Chair's Report

### 8.1 Chair's Report - November 2024

The Chair commented on the significant level of carry forwards for 2025 and is looking forward to a review by the new team going forward.

**Resolved minute number 24/FPE/092**

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

Cr F Dalgety/Cr S Loudon. Carried

## 9 Reports for Information

### 9.1 Finance Snapshot - October 2024

There was an update to some of the figures in the report and these minor updates were sent out to committee members.

His Worship the Mayor raised the Local Water Done Well debt and the decision on what debt is being passed across to the new entity. Officers are working through this process, noting that the debt tagged with Three Waters are likely to stay on the Council books.

Ms Macdonald undertook to understand the breakdown of the debts associated with Halls.

**Resolved minute number 24/FPE/093**

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

Cr B Carter/HWTM A Watson. Carried

### 9.2 QV Report

The report was taken as read.

**Resolved minute number 24/FPE/094**

That the QV Report be received.

Cr F Dalgety/Cr J Wong. Carried

**9.3 Statement of Service Provision 3-Month Report: July 2024 - September 2024**

Councillors raised that there have been two infringement notices for wastewater treatment which can be of varying degrees, Mr Benadie responded that these are the same problems and officers are working on these issues and keeping Horizons Regional Council informed.

**Resolved minute number 24/FPE/095**

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

Cr F Dalgety/Cr B Carter. Carried

**9.4 Public Feedback / Performance Report - October 2024**

Mr Ross responded to question about the Marton Water Strategy and that there is a programme for next year to educate the public on what has happened and happening in this space. Currently, there are some ideas being floated such as a water truck to support residents accessing water.

Councillors thanked the communications team and the work for getting the message out consistently on the Marton water issue.

**Resolved minute number 24/FPE/096**

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

Cr F Dalgety/Cr D Wilson. Carried

**The meeting closed at 10.16am.**

**The minutes of this meeting were confirmed at the Finance/Performance Committee held on 12 December 2024.**

.....  
**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	28-Nov	What does the debt relating to halls cover? (page 18)	Leanne	A verbal update will be provided at the meeting.	Completed

## **8 Chair's Report**

### **8.1 Chair's Report - February 2025**

**Author:** Fiona (Fi) Dalgety, Councillor

#### **1. Reason for Report**

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

#### **Recommendation**

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

## 9 Reports for Information

### 9.1 Treasury Management Policy Review

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

**Authoriser:** Kevin Ross, Chief Executive

#### 1. Reason for Report

- 1.1 For the Committee to review the updated Treasury Management Policy.
- 1.2 The Treasury Management Policy was reviewed in September 2023 and is scheduled for a follow up review in September 2026. With the appointment of Bancorp Treasury Services to support the Council in the management of its treasury function, the Group Manager Corporate Services sought an early review of the Policy by Bancorp Treasury Services to ensure Council's practices and policy align with Bancorp's recommendations.
- 1.3 Miles O'Connor from Bancorp Treasury Services will present the Treasury Management Policy recommended changes to the committee members via Zoom at 9.30am. Mr O'Connor will also give the committee a brief overview of the treasury management progress year to date.

#### Attachments

1. Treasury Management Policy Draft (under separate cover)

#### Recommendation

That the Committee recommend to Council to approve the Treasury Management Policy with any amendments (if applicable).

**9.2 Finance Snapshot - January 2025**

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

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

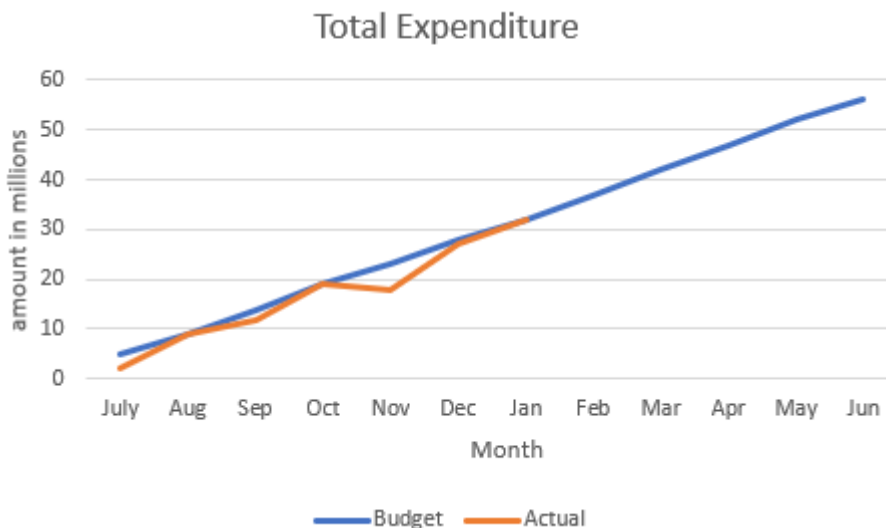
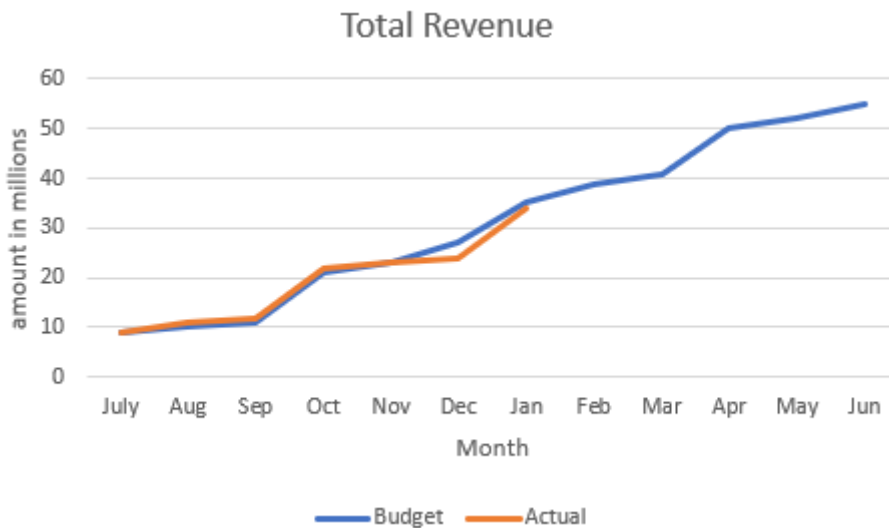
**1. Reason for Report**

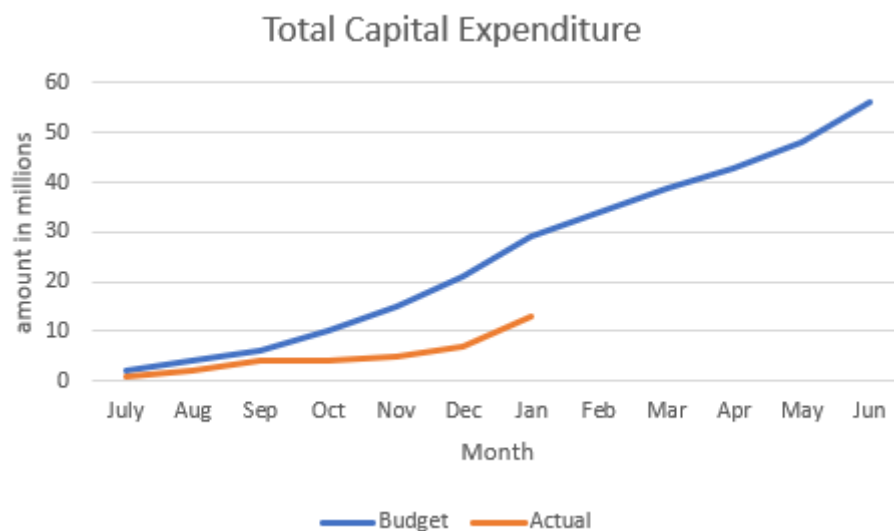
1.1 To provide Committee Members with Council’s management accounts and related commentary as at the end of January 2025.

**2. Whole of Council**

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.





### 3. Group Financial Summary Reports

3.1 The attached Group Financial Summary Reports provide commentary on operational budget variances in excess of \$100k.

### 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.

4.3 Following the implementation of the business partnership programme between Finance and the Budget Managers and Group Managers, capital expenditure is closely monitored, and subsequent reports will start signalling potential carry forwards as the capital project experience delays and timing issues.

### 5. Borrowing

The following table shows an increase in Council's external debt by \$5m, drawn down January 2025.

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. Currently officers are signalling this debt to reduce somewhat closer to \$70M.

5.3 The changes to the capital projects programme will need to be evaluated following the outcome of the review.



**External Loans for period ended January 2025**

Loan Parcels	Maturity Date	Interest Rate	Opening Balance	Raised	Repaid	Closing Balance
<b>Due with a year</b>						
LGFA Commercial Paper	24/04/2025	4.22%	-	5,000,000		5,000,000
<b>Due within 2 - 5 years</b>						
LGFA Bond	15/04/2026	5.62%	9,000,000			9,000,000
LGFA Bond	15/04/2027	4.17%	11,000,000			11,000,000
LGFA Bond	15/05/2028	5.10%	5,000,000			5,000,000
LGFA Bond	15/05/2028	5.2965%	7,000,000			7,000,000
LGFA Bond	15/04/2029	3.12%	3,000,000			3,000,000
LGFA Bond	20/04/2029	5.55%	4,000,000			4,000,000
<b>Total due within 2 - 5 years</b>			<b>39,000,000</b>	<b>-</b>	<b>-</b>	<b>39,000,000</b>
<b>Due After 5 years</b>						
LGFA Bond	14/04/2033	3.68%	5,000,000			5,000,000
<b>Total</b>			<b>44,000,000</b>	<b>5,000,000</b>	<b>-</b>	<b>49,000,000</b>
Less Cash and cash equivalents						9,532,709
<b>Net debt</b>			<b>44,000,000</b>	<b>5,000,000</b>	<b>-</b>	<b>39,467,291</b>

- 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"*

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). 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 external 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%.

## ITEM 9.2

**Total Loans By Activity**

Activity	loans allocated as at 31/01/2025	Loans as at 30/06/2024 4 \$000	Total Loans as at 30/06/2024 \$000	LTP Budget Year 3 30/06/2024 \$000	interest Charged YE 30/06/2024 \$000
<b>Roading and Footpaths</b>	11,500	2,906	14,406	15,653	648
<b>Water Supplies</b>					
District Urban	5,000	12,856	17,856	25,511	883
Huntermville Urban		517	517	517	27
Huntermville Rural		171	171	171	9
Erewhon		88	88	88	5
Omatane		22	22	22	1
Putorino		1	1	1	
<b>Total for Water Supplies</b>	5,000	13,655	18,655	26,310	925
<b>Wastewater/ Sewerage Disposol</b>	22,000	1,124	23,124	18,046	615
<b>Stormwater Drainage</b>		1,676	1,676	2,439	64
<b>Community and Leisure Assets</b>					
Real Estate		307	307	307	16
Swim Centres		428	428	428	23
Civil defence		8	8	8	
Community Housing		161	161	161	3
Public Toilets		641	641	641	34
Cemeteries		133	133	133	7
Libraries		530	530	530	28
Halls	4,000	3,207	7,207	8,167	367
Domains	6,500	297	6,797	6,902	340
<b>Total Community &amp; Leisure Asset</b>	10,500	5,712	16,212	17,277	818
<b>Waste Transfer Stations</b>		56	56	49	3
<b>Other Activities</b>					
Community Leadership			-	274	
Environment & Regulatory Services			-	223	
Community Wellbeing			-	37	
Forestry		4	4		
Business Units		10	10		
<b>Total other activities</b>	-	14	14	534	-
<b>Totals</b>	49,000	25,143	74,143	80,308	3,073

## 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. For the purposes of this report ratio has been calculated using figures as at 31 January 2025.
- 6.4 Net Interest to operating revenue is similar in nature to the above covenant.
- 6.5 The liquidity benchmark requires Council to have at least 10% or more of debt in available cash or in bank standby facilities. We have used only cash in the bank to satisfy this requirement to date. The covenant is met where the benchmark is greater than 110%.

**Sustainability**

**ITEM 9.2**

<b>Balance Budget Ratio</b>		<b>107%</b>
Operating Revenue YTD	\$34.33m	
Operating Expenditure YTD	\$32.12m	

This a Prudential Benchmark reported under the Local Government (Financial Reporting and Prudence) Regulations 2019. Operating Revenue should be equal or more (i.e. over 100%) to meet this benchmark. Operating revenue is described above. Operating expenditure includes depreciation and excludes losses on revaluations, increases in landfill after care provisions and loss on derivatives if applicable.

<b>Net Debt to projected revenue (LGFA covenant)</b>		<b>72%</b>
Total net borrowing	\$39.47m	
Total projected operating revenue	\$55.13m	

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

<b>Net Interest to rates revenue (LGFA covenant)</b>		<b>4%</b>
Net Interest YTD	\$ 0.87m	
Rates Revenue	\$ 24.22m	

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.

<b>Interest to operating revenue (LGFA covenant)</b>		<b>3%</b>
Net Interest	\$ 0.87m	
Operating revenue	\$34.33m	

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

<b>Liquidity benchmark (LGFA covenant)</b>		<b>119%</b>
External Debt plus cash	\$58.53m	
External debt	\$49.00m	

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. Finance Snapshot - January 2025** [↓](#)

**Recommendation**

That the report ‘Finance Snapshot – January 2025’ be received.

## Whole of Council

LTP Full Year 1	Activity Report For the Period Ending 31 January 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Revised Budget
		\$000	\$000	\$000		\$000
(55,127)	<b>Total Revenue</b>	<b>(34,337)</b>	<b>(35,579)</b>	<b>(1,243)</b>	<b>-3%</b>	<b>(55,127)</b>
(16,282)	Subsidies and Grants	(6,512)	(7,935)	(1,423)	-18%	(16,282)
(5,051)	Other Revenue	(3,157)	(3,040)	118	4%	(5,051)
(495)	Finance Revenue	(345)	(295)	50	17%	(495)
(356)	Gains	(108)	(356)	(248)	-70%	(356)
(32,943)	Rates	(24,215)	(23,954)	261	1%	(32,943)
<b>56,455</b>	<b>Total Expense</b>	<b>32,118</b>	<b>32,415</b>	<b>297</b>	<b>1%</b>	<b>56,829</b>
25,748	Other Expenses	13,308	13,765	457	3%	24,667
9,333	Personnel Costs	6,706	6,248	(458)	-7%	10,789
2,899	Finance Costs	1,214	1,708	493	29%	2,899
18,474	Depreciation	10,889	10,694	(195)	-2%	18,474
0	Losses	0	0	(0)	-100%	0
<b>1,328</b>	<b>Grand Total</b>	<b>(2,219)</b>	<b>(3,165)</b>	<b>(945)</b>		<b>1,703</b>

The revised Budget contains Council agreed changes that have accrued post LTP adoption. This includes the transition of MDC Shared Services contract over to Council and the impact of carry forwards.

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

Commentary provided in the following Group Summaries.

## Corporate Services and Support Business Units

LTP Full Year 1	Activity Report For the Period Ending 31 January 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Revised Budget
		\$000	\$000	\$000		\$000
(933)	<b>Total Revenue</b>	<b>(587)</b>	<b>(701)</b>	<b>(114)</b>	<b>-16%</b>	<b>(933)</b>
(15)	Other Revenue	(3)	(11)	(8)	-72%	(15)
(460)	Finance Revenue	(345)	(274)	70	26%	(460)
(356)	Gains	(104)	(356)	(252)	-71%	(356)
(10,313)	Rates	(7,794)	(7,718)	76	1%	(10,313)
10,211	Rate Apportionment	7,659	7,659	0	0%	10,211
<b>1,010</b>	<b>Total Expense</b>	<b>(587)</b>	<b>752</b>	<b>1,339</b>	<b>178%</b>	<b>1,393</b>
4,578	Other Expenses	1,853	2,348	495	21%	4,458
7,916	Personnel Costs	5,888	5,430	(458)	-8%	9,371
0	Finance Costs	(701)	0	701	100%	0
403	Depreciation	414	403	(11)	-3%	697
(11,887)	Overhead Allocation	(8,041)	(7,430)	611	8%	(13,133)
0	Losses	0	0	(0)	-100%	0
<b>77</b>	<b>Grand Total</b>	<b>(1,174)</b>	<b>51</b>	<b>1,225</b>		<b>460</b>

## Variances &gt; \$100k: Comment

## Gains

- Reflects profit on sale of Fleet vehicles for above depreciated value.

## Other Expenses

- Variance is mainly caused by contract spend primarily in Corporate Services lower than planned costs for contractors (which included MDC Shared Services) and software licencing.

## Personnel Costs

- Variance reflects to impact of MDC personnel coming over to RDC, and then redistributed to Infrastructure.

## Finance Costs

- The positive debt cost reflects internal debt being charged at a higher rate than the cost of external (LGFA) borrowing. This will be revised at the end of the financial year.

## Overhead Allocation

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

**Community**

LTP Full Year 1	Activity Report For the Period Ending 31 January 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Revised Budget
		\$000	\$000	\$000		\$000
<b>(7,267)</b>	<b>Total Revenue</b>	<b>(5,663)</b>	<b>(5,104)</b>	<b>558</b>	<b>11%</b>	<b>(7,267)</b>
(350)	Subsidies and Grants	(659)	(83)	577	699%	(350)
(823)	Other Revenue	(453)	(456)	(3)	-1%	(823)
(31)	Finance Revenue	0	(18)	(18)	-100%	(31)
0	Gains	(3)	0	3	100%	0
0	Rates	0	0	(0)	-100%	0
(6,062)	Rate Apportionment	(4,548)	(4,548)	0	0%	(6,062)
<b>8,981</b>	<b>Total Expense</b>	<b>4,811</b>	<b>5,089</b>	<b>278</b>	<b>5%</b>	<b>8,708</b>
3,405	Other Expenses	1,734	2,027	294	14%	3,405
115	Personnel Costs	73	65	(8)	-13%	115
815	Finance Costs	446	480	34	7%	815
2,671	Depreciation	1,410	1,388	(23)	-2%	2,398
1,976	Overhead Allocation	1,148	1,130	(18)	-2%	1,976
0	Losses	0	0	0	0%	0
<b>1,714</b>	<b>Grand Total</b>	<b>(852)</b>	<b>(15)</b>	<b>837</b>		<b>1,441</b>

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

Subsidies and Grants/Other Expenses

- Largely driven by receipt of Better off Funding subsidies not factored into the Budget. This to be realigned next Budget review, along with Mayoral Taskforce for Jobs subsidy received (offset by costs in Other Expenses).

Community Leadership

LTP Full Year 1	Activity Report For the Period Ending 31 January 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Revised Budget
		\$000	\$000	\$000		\$000
(2,428)	<b>Total Revenue</b>	<b>(1,820)</b>	<b>(1,821)</b>	<b>(1)</b>	<b>-0%</b>	<b>(2,428)</b>
(0)	Other Revenue	0	(0)	(1)	-950%	(0)
(104)	Rates	(78)	(78)	(0)	-0%	(104)
(2,323)	Rate Apportionment	(1,743)	(1,743)	0	0%	(2,323)
2,445	<b>Total Expense</b>	<b>1,423</b>	<b>1,254</b>	<b>(168)</b>	<b>-13%</b>	<b>2,445</b>
1,090	Other Expenses	547	522	(24)	-5%	1,090
0	Depreciation	0	0	0	0%	0
1,355	Overhead Allocation	876	732	(144)	-20%	1,355
18	<b>Grand Total</b>	<b>(397)</b>	<b>(566)</b>	<b>(169)</b>		<b>18</b>

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

Overhead Allocation

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



**Regulatory Services**

LTP Full Year 1	Activity Report For the Period Ending 31 January 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Revised Budget
		\$000	\$000	\$000		\$000
(3,331)	<b>Total Revenue</b>	<b>(1,902)</b>	<b>(2,241)</b>	<b>(339)</b>	<b>-15%</b>	<b>(3,331)</b>
(2,254)	Other Revenue	(1,094)	(1,434)	(339)	-24%	(2,254)
(1,077)	Rate Apportionment	(808)	(808)	(0)	0%	(1,077)
<b>3,396</b>	<b>Total Expense</b>	<b>1,700</b>	<b>1,885</b>	<b>186</b>	<b>10%</b>	<b>3,328</b>
770	Other Expenses	143	403	259	64%	702
1,303	Personnel Costs	744	752	8	1%	1,303
1,324	Overhead Allocation	812	731	(82)	-11%	1,324
<b>65</b>	<b>Grand Total</b>	<b>(203)</b>	<b>(356)</b>	<b>(154)</b>		<b>(2)</b>

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

Other Revenue/Other Expenses

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

## Roading and Footpaths

LTP Full Year 1	Activity Report For the Period Ending 31 January 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Revised Budget
		\$000	\$000	\$000		\$000
(25,924)	<b>Total Revenue</b>	<b>(13,379)</b>	<b>(15,322)</b>	<b>(1,943)</b>	<b>-13%</b>	<b>(25,924)</b>
(15,929)	Subsidies and Grants	(5,901)	(7,852)	(1,952)	-25%	(15,929)
(174)	Other Revenue	(82)	(108)	(26)	-24%	(174)
(9,820)	Rates	(7,397)	(7,362)	35	0%	(9,820)
<b>23,842</b>	<b>Total Expense</b>	<b>14,648</b>	<b>13,830</b>	<b>(818)</b>	<b>-6%</b>	<b>24,299</b>
8,517	Other Expenses	5,277	4,753	(524)	-11%	8,504
487	Finance Costs	399	287	(112)	-39%	487
10,722	Depreciation	6,599	6,479	(120)	-2%	11,193
4,116	Overhead Allocation	2,373	2,312	(61)	-3%	4,116
<b>(2,082)</b>	<b>Grand Total</b>	<b>1,269</b>	<b>(1,491)</b>	<b>(2,761)</b>		<b>(1,625)</b>

## Variances &gt; \$100k: Comment

## Subsidies and Grants

- Variance is due to timing difference of the capex programme and receipt of NZTA subsidy claim payments.

## Other Expenses

- Variance is due to higher maintenance activity this year and related costs timing compared to previous year's budget profile (used when setting this year's figures).

## Finance Costs

- This reflects higher costs for internal debt servicing.

## Depreciation

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

**Rubbish and Recycling**

LTP Full Year 1	Activity Report For the Period Ending 31 January 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Revised Budget
		\$000	\$000	\$000		\$000
(3,030)	<b>Total Revenue</b>	<b>(2,011)</b>	<b>(1,941)</b>	<b>71</b>	<b>4%</b>	<b>(3,030)</b>
(1,635)	Other Revenue	(952)	(954)	(3)	-0%	(1,635)
(1,243)	Rates	(946)	(873)	73	8%	(1,243)
(152)	Rate Apportionment	(114)	(114)	0	0%	(152)
<b>3,067</b>	<b>Total Expense</b>	<b>1,662</b>	<b>1,751</b>	<b>89</b>	<b>5%</b>	<b>3,079</b>
2,490	Other Expenses	1,321	1,419	98	7%	2,490
11	Finance Costs	2	6	5	76%	11
65	Depreciation	45	45	(1)	-2%	77
501	Overhead Allocation	294	281	(13)	-5%	501
<b>37</b>	<b>Grand Total</b>	<b>(349)</b>	<b>(190)</b>	<b>160</b>		<b>49</b>

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

Nil

**Parks and Reserves**

LTP Full Year 1	Activity Report For the Period Ending 31 January 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Revised Budget
		\$000	\$000	\$000		\$000
(692)	<b>Total Revenue</b>	(500)	(499)	0	0%	(692)
(2)	Subsidies and Grants	0	0	0	0%	(2)
(93)	Other Revenue	(52)	(52)	0	1%	(93)
(597)	Rate Apportionment	(448)	(448)	(0)	-0%	(597)
<b>586</b>	<b>Total Expense</b>	<b>278</b>	<b>333</b>	<b>55</b>	<b>16%</b>	<b>596</b>
359	Other Expenses	140	199	59	30%	359
0	Finance Costs	4	0	(4)	-100%	0
0	Depreciation	3	6	2	42%	10
227	Overhead Allocation	131	128	(3)	-3%	227
<b>(106)</b>	<b>Grand Total</b>	<b>(222)</b>	<b>(166)</b>	<b>55</b>		<b>(96)</b>

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

Nil

## Water, Sewerage &amp; Stormwater

LTP Full Year 1	Activity Report For the Period Ending 31 January 2025	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Revised Budget
		\$000	\$000	\$000		\$000
(11,522)	<b>Total Revenue</b>	<b>(8,475)</b>	<b>(7,950)</b>	<b>525</b>	<b>7%</b>	<b>(11,522)</b>
0	Subsidies and Grants	48	0	(48)	-100%	0
(56)	Other Revenue	(522)	(25)	497	2013%	(56)
(4)	Finance Revenue	0	(2)	(2)	-100%	(4)
(11,462)	Rates	(8,001)	(7,923)	78	1%	(11,462)
<b>13,127</b>	<b>Total Expense</b>	<b>8,183</b>	<b>7,520</b>	<b>(663)</b>	<b>-9%</b>	<b>12,981</b>
4,539	Other Expenses	2,294	2,095	(200)	-10%	3,659
1,587	Finance Costs	1,065	935	(131)	-14%	1,587
4,613	Depreciation	2,417	2,373	(44)	-2%	4,100
2,389	Overhead Allocation	2,406	2,117	(289)	-14%	3,636
<b>1,605</b>	<b>Grand Total</b>	<b>(292)</b>	<b>(430)</b>	<b>(139)</b>		<b>1,459</b>

## Variances &gt; \$100k: Comment

## Other Revenue

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

## Other Expenses

- Variance reflects increased operational costs across the business unit including additional reticulation staff and consultants.

## Finance Costs

- This reflects higher costs for internal debt servicing.

## Overhead Allocation

- Driven by assets overheads being shared across infrastructure and not allocated across the rest of the business. This has no impact at a Whole of Council level.

Rangitikei District Council  
 Capital Activity  
 For Period ended 31 January 2025

LTP Full Year 1	Account	2024/25 YTD Actuals January	2024/25 YTD Budgets January	2024/25 YTD Variance January	2024/25 YTD Percentage Variance January	2024/25 Full Year Revised Budget
1,980,465	<b>Corporate Services and Support</b>	375,454	737,489	362,035	49.09%	2,121,465
500,000	Fleet Management	57,860	9,120	(48,540)	-532.23%	500,000
1,480,465	Information Services	314,940	728,369	413,429	56.76%	1,621,465
10,334,669	<b>Community</b>	882,518	12,605,186	11,722,668	93.00%	7,926,768
800,000	Domains	244,378	724,059	479,681	66.25%	1,394,301
650,000	4410170630. Taihape Grandstand	37,239	574,059	536,820	93.51%	747,001
9,127,000	Halls	429,957	11,556,209	11,126,252	96.28%	5,752,498
4,000,000	4090174504. Taihape Town Hall and Library Redevelopment	202,079	2,400,233	2,198,154	91.58%	2,234,999
5,000,000	4090174505. Marton Building Design & Construction	175,857	9,028,976	8,853,119	98.05%	2,999,999
0	<b>Community Leadership</b>	43,769	0	(43,769)	-100.00%	0
15,139,083	<b>Roading and Footpaths</b>	4,288,162	7,133,086	2,844,924	39.88%	16,141,080
730,000	Non-Subsidised Roothing	142,386	363,709	221,323	60.85%	1,532,000
14,409,083	Subsidised Roothing	4,145,775	6,769,377	2,623,602	38.76%	14,609,080
2,848,000	70100745. Marton Rail Hub	4,980	2,194,541	2,189,561	99.77%	3,047,999
1,637,283	70100781. Sealed Road Pavement Rehabilitation (214)	1,183,423	883,151	(300,272)	-34.00%	1,637,283
985,000	70100782. Drainage Renewals (213)	683,787	472,145	(211,642)	-44.83%	985,000
842,000	70100783. Structures Components Replacements (215)	95,018	234,705	139,687	59.52%	842,001
534,000	7010078417. Renewal Footpath (225)	6,147	436,620	430,473	98.59%	534,001
2,405,009	70100787. Sealed Road Surfacing (212)	1,437,634	622,486	(815,148)	-130.95%	2,405,009
3,471,746	70100795. Improvements- Low Cost Low Risk (341)	401,603	1,112,430	710,827	63.90%	3,471,746
15,000	<b>Rubbish and Recycling</b>	177,426	15,000	(162,426)	-1082.84%	15,000
147,000	<b>Parks and Reserves</b>	(4,382)	85,363	89,735	105.13%	171,999
9,048,427	<b>Water, Sewerage &amp; Stormwater</b>	7,410,002	8,672,568	1,262,566	14.56%	26,010,858
820,799	Stormwater	247,885	562,020	314,135	55.89%	2,096,598
2,530,000	Waste Water - Sewerage	5,700,627	4,775,700	(924,927)	-19.37%	11,950,626
5,236,000	Water - District	1,423,428	3,286,558	1,863,130	56.69%	11,502,004
2,450,000	6060174503. Marton Water Strategy	637,593	2,004,928	1,367,335	68.20%	7,450,003
2,144,155	6060176401. Water Supply Renewals	271,274	1,089,477	818,203	75.10%	2,374,156
36,664,644	<b>Grand Total</b>	13,172,948	29,248,682	16,075,734	54.96%	52,387,170

### 9.3 Treasury and Debt

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

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

#### 1. Reason for Report

- 1.1 To provide the Finance and Performance Committee with an overview of Council's 2024/25 Treasury and Debt position, noting that a separate Debt report is provided to Risk and Assurance Committee which summarises Council's future debt position in more detail.

#### 2. Summary

- 2.1 Council's 2024/25 revised budget includes any Council decisions post the adoption of the most recent updated annual budget (Long term plan 2024-34 (year one)) and includes a 30 June 2025 budgeted debt figure of \$73m.
- 2.2 Council's 31 January 2025 Bank Balance was \$9.35m.
- 2.3 As can be seen from this Report, and as previously reported and discussed in LTP forums, Council remained within its key Liquidity ratios and LTP-stated debt levels at 31 January 2025.

*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.
- 3.2 Council has no other significant financial investments.
- 3.3 Council's Finance Revenue for the year ending 30 June 2025 is expected to be \$55.1m

#### 4. Liquidity

- 4.1 Council's current liquidity position as at 31 January 2025 is as follows:

##### 4.1.1 Current Assets

• Bank/Deposits	\$ 9.5 million
• Receivables	\$6.0 million
• Prepayments	\$0.8 million
• <b>Total</b>	<b>\$16.3 million</b>

##### 4.1.2 Current Liabilities

• Payables	\$ 2.2 million
------------	----------------

**Net Current Treasury Position****\$14.1 million****ITEM 9.3****5. Debt****Current Debt**

5.1 Council Debt at 31 January 2025 was \$49m, as summarised below:

<b>Amount Borrowed</b>	<b>Settled Date</b>	<b>Maturity Date</b>	<b>Fixed Rate of Interest</b>	<b>Annual Interest Cost</b>
\$3m	10/05/19	15/4/2029	3.12%	\$94k
\$5m	08/02/22	14/4/2033	3.68%	\$184k
\$11m	14/04/22	15/4/2027	4.17%	\$459k
\$5m	27/04/23	15/5/2028	5.10%	\$255k
\$7m	12/06/23	15/5/2028	5.30%	\$371k
\$9m	15/04/24	15/6/2026	5.62%	\$506k
\$4m	04/06/24	20/04/29	5.55%	\$222k
<b>\$5m</b>	24/01/25	24/04/25	4.22%	\$211k
<b>\$49m</b>				<b>\$2.3m</b>

5.2 This \$49m currently attracts interest expense of \$2.3m per month, providing a current weighted average cost of funds of 4.37%. However, these costs are partially offset by the borrowed money earning interest income before it is used. Year to date (31 January 2025) this interest income amounted to \$344k (31/01/2024: \$361k).

5.3 Council has engaged a Treasury specialist who will seek to reduce the weighted average cost of funds through making our debt structure more flexible and the introduction of swaps, subject to Council approving a changed Treasury Policy.

**6. Borrowing Ratios**

6.1 Council's Long Term Plan 2024-34 (pages 152 and 153) includes two Liquidity Ratio Benchmarks set by the LGFA. Incorporating the figures above, Council's YTD performance in relation to these benchmarks is as follows (note these ratios are currently included in a more detailed report that is provided to each Risk and Assurance Committee).

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

• Debt	\$49.0m
• Bank	\$ 9.4m
• Corporate Bonds	\$1.1m
• Notional Net Debt	\$39.5m
• Projected YE Revenue	\$55.1m
<b>Net Debt/Total Revenue</b>	<b>72%</b>

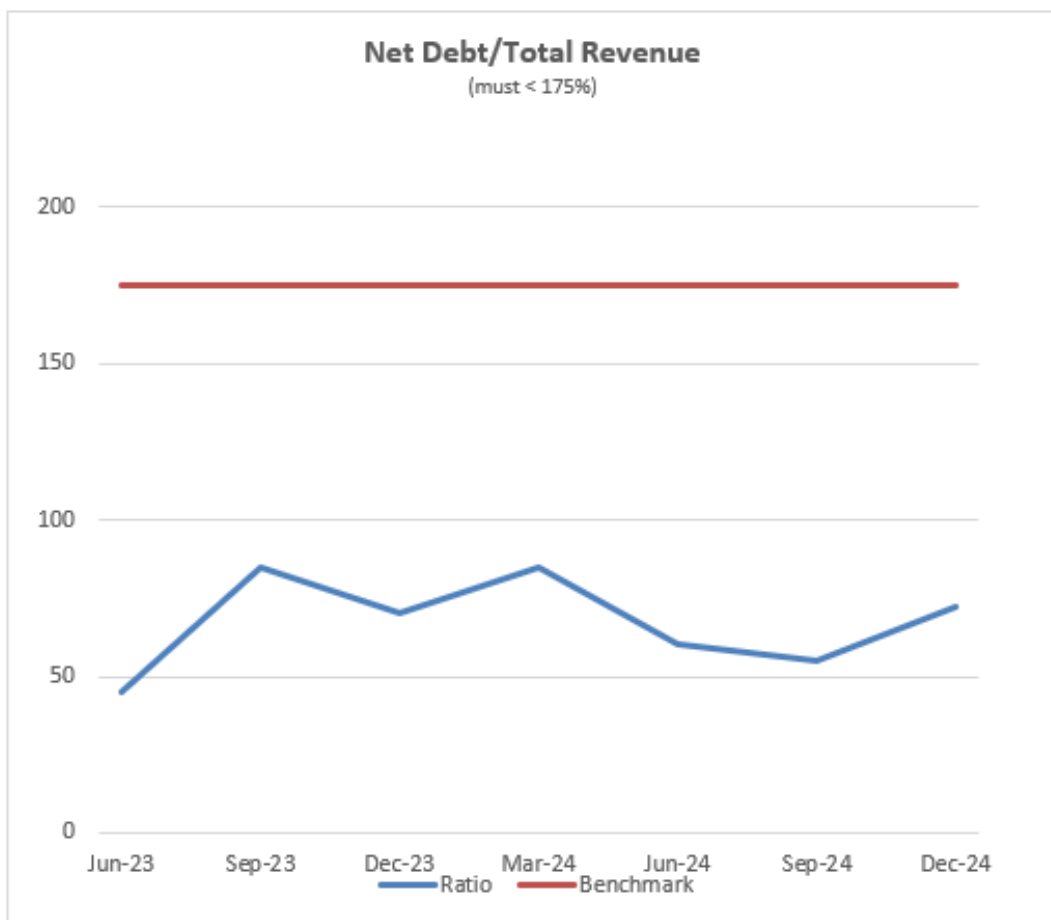


6.3 External debt plus committed facilities plus Liquid Assets (available finance) divided by external debt must be greater than **110%**:

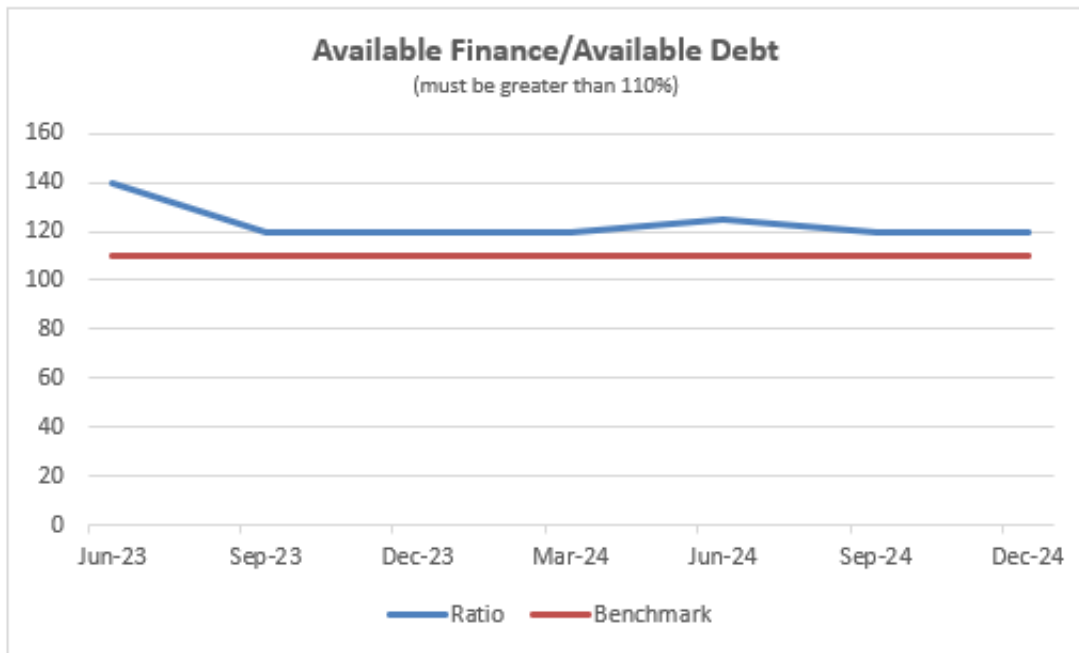
• External Debt	\$49.0m
• Bank/Deposits	\$9.4m
• Available Finance	\$58.4m
<b>Available Finance divided by External Debt</b>	<b>119%</b>

**7. Trends**

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



**ITEM 9.3**



Note: Council’s 2023/24 Annual Report includes similar trend analyses for the past 5 year-ends (Page 101)

**8. Further Commentary, as noted in prior Reports**

- 8.1 Officers note that the Financial Strategy and Benchmarks contained in the LTP2024 show the impact of future Budgets on these debt levels. This is continually reviewed to ensure current and future capital projects remain affordable and within out debt limits.
- 8.2 The Financial Strategy shows that Council’s future debt ceilings, based on the LTP Budgets, can cater for Council’s LTP Budgets (noting that in some years the ‘surplus debt capacity’ is relatively low, compared to the 2023/24 position).
- 8.3 Officers will also monitor (and model) over the next few months Councils debt levels and debt capacity assuming the three waters revenue and associated debt are removed from Council’s balance sheet.

**Recommendation**

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

## 9.4 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 10 February 2025. The attached summary includes results of QV's most recent property revaluations.

### Attachments:

1. **QV Monthly Report 10 February 2025** [↓](#)

### Recommendation

That the QV Report be received.

**RANGITIKEI DISTRICT COUNCIL**

TOTAL CAPITAL VALUE	\$8,059,119,710	SINCE 1 JULY 2024	+0.33%
TOTAL LAND VALUE	\$5,346,852,100		+0.15%
TOTAL RATING UNITS	8,864		+24

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](#)

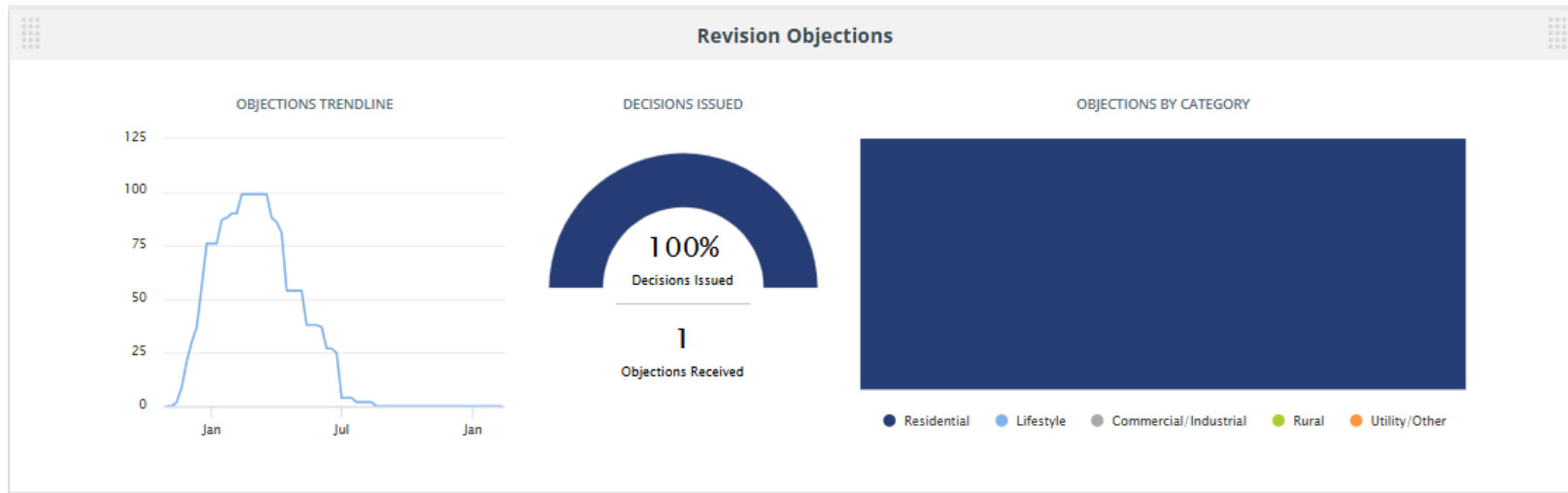
[More Analysis](#)

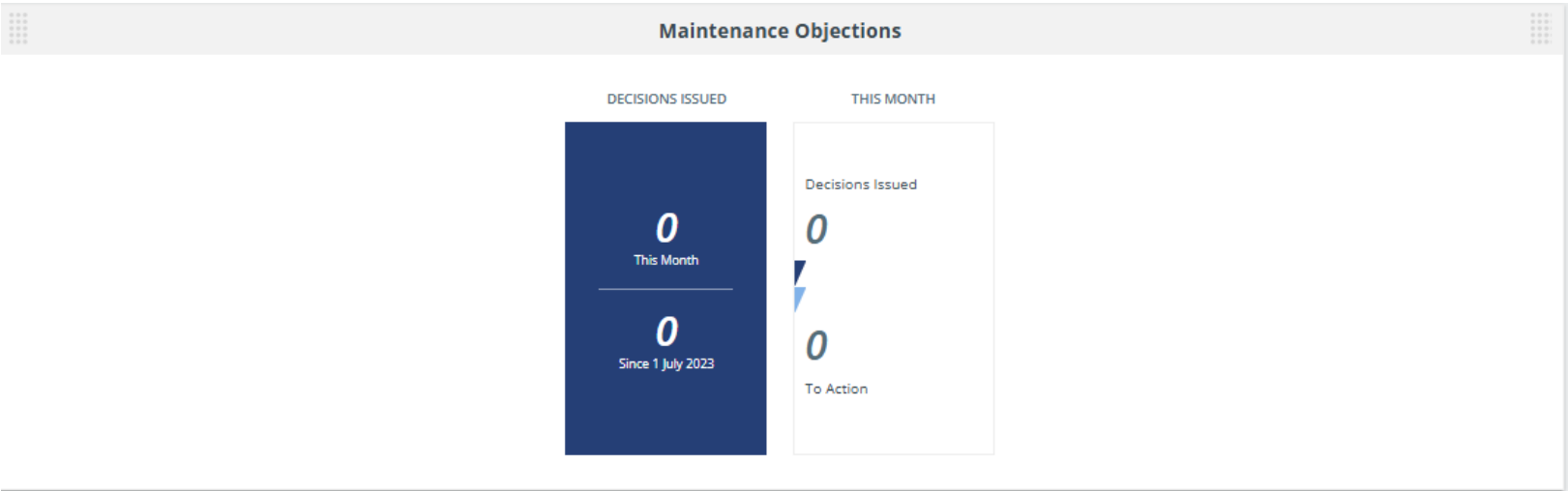
### Your QV Contacts

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Operations Manager  
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ITEM 9.4 ATTACHMENT 1

**9.5 LGFA - General Information****Author:** Lorraine Bergen, Manager Financial Services**Authoriser:** Leanne Macdonald, Group Manager - Corporate Services**1. Reason for Report**

- 1.1 To provide the Finance and Performance Committee with LGFA's quarterly Shareholder and Borrower update.

**2. Context**

- 2.1 LGFA 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 December 2024 Quarter summary update is provided for general information purposes.
- 2.3 Points of interest is the December dashboard that shows short term lending has dropped, borrowings spiked in June 2024 and then settled back down.
- 2.4 All Councils remained compliant at the end of June 2024, and no breaches of financial covenants.
- 2.5 Page 13 has the performance under the LGFA covenants. Rangitikei Council is an unrated Council. As at 31 January 2025 the three financial Covenants were:
  - Net Debt to Revenue 72% (<175%)
  - Net Interest to total Revenue 3% (<20%)
  - Net Interest to Annual Rates 4% (<25%)

**Attachments**

1. **LGFA Shareholder and Borrower Update - December Quarter 2024** [↓](#)

**Recommendation**

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





# Council Shareholder and Borrower Update

## December Quarter 2024

### February 2025

ITEM 9.5  
ATTACHMENT 1



## OUTLINE



- Board/Shareholder Council Update
- LGFA and Operations Update
- Council Credit Update
- Sustainability Update
- Questions and Answers

## BOARD AND SHAREHOLDER COUNCIL UPDATE



### LGFA Board Update

- Letter of Welcome sent to new Minister of Local Government Hon Simon Watts
- Continued strong engagement with Central Government officials on LGFA needs
- New LGFA Director – Elena Trout
- Letter of Expectations for 2025/26 received from Shareholders Council
- Preparation of Statement of Intent is underway

### Shareholder Council Current Work Programme

- Exciting year with a developing work program
- First quarterly meeting will be in March
- New Shareholder Council member – Gary Connelly
- Shareholder Input

## LGFA – DECEMBER QUARTER SUMMARY



- ❑ Quarterly council borrowing of \$1.021 billion less than expected
  - \$96.25 million of sustainable loans
- ❑ Quarterly debt issuance
  - NZD Bond issuance                      NZ\$1.0 billion
  - LGFA Bills on issue                      NZ\$643 million
  - ECP on Issue                              NZ\$1.038 billion
- ❑ Six-month period to 31 December 2024 - lending and issuance
  - ❑ Council and CCO lending of \$2.127 billion vs SOI forecast of \$2.674 billion
  - ❑ LGFA Bond issuance of \$3.01 billion vs SOI forecast of \$3.04 billion.
- ❑ Market Dynamics
  - Yield curve steeper with front end yields lower by 0.21% and long dated yields higher by 0.02%
  - Borrowing spreads to swap tighter at long end and wider at front end
  - LGFA spreads to NZGB tighter by 24 bps (0.24%) in 2037 bonds.
  - Offshore investors increased to record levels at \$6.8 billion (33.9% of bonds on issue)
  - More stable market conditions
- ❑ Financials strong for 6 months to 31 December 2024
  - Total Operating Income              \$15.8 million    \$634k below budget
  - Expenses                                    \$7.8 million    \$156k below budget
  - Net Operating Income                  \$8 million       \$478k below budget
- ❑ Minister of Local Government announced increase in NZDM Liquidity Facility
- ❑ Helen Mahoney appointed to Sustainability Team
- ❑ AGM – new director and changes to Foundation Policies approved



### Currently working on

- ❑ Local Water Done Well
- ❑ European Medium Term Note Programme
- ❑ Global Security Stock Certificates
- ❑ S118 Certificate Delegation
- ❑ Ratepayer Affordability Scheme
- ❑ Increasing the number of GSS loans and CALs
- ❑ 2025-28 Draft SOI
- ❑ Increase in availability of Council and CCO standby facilities



## DECEMBER QUARTER DASHBOARD



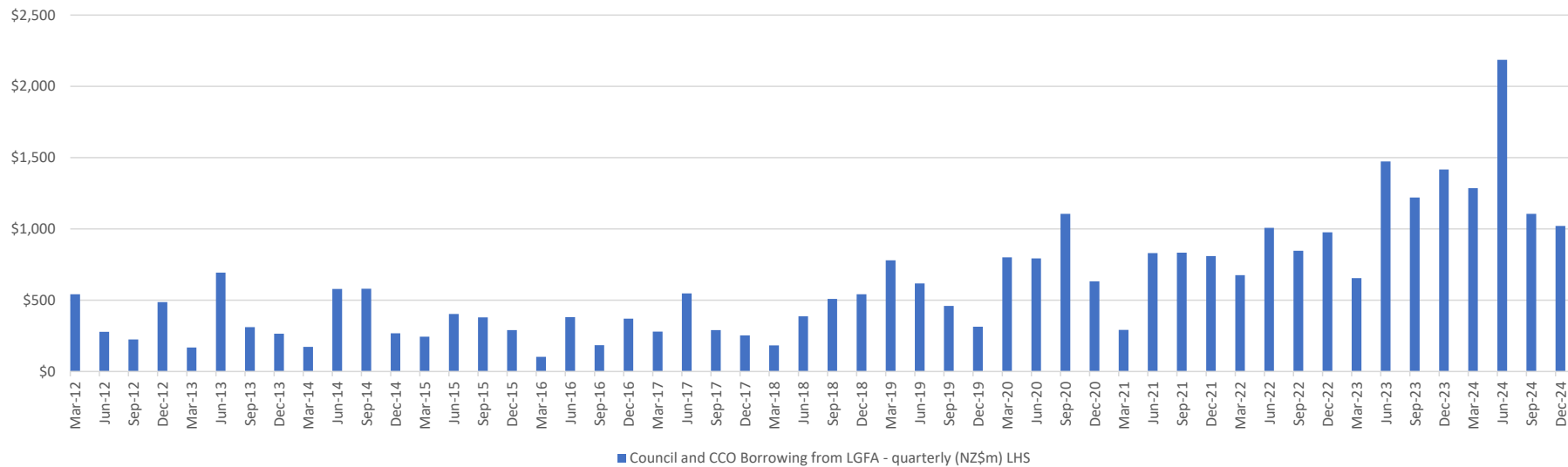
	Quarterly movement	As at 31 December 2024
Short Term Lending	-\$1.4 million	\$671.7 million
Long Term Lending	+\$755 million (net)	\$21.48 billion
Market Share	down 3.4%	87.7% rolling 1 year
CCO Lending	-\$29.4 million	\$516 million
Standby Facilities	No change	\$747 million
GSS Loans	No change	\$401.2 million
Climate Action Loans	+\$96 million	\$3.217 billion
LGFA Bond Issuance	NZ\$1.0 billion	NZ\$19.19 billion and A\$2.65 billion
Council Members	No change	77
CCO Members	Timaru District Holdings Limited joined	7
Guarantors	No change	72
Offshore Investor Holdings of LGFA Bonds	+\$557 million	\$6.8 billion
Bank Holdings of LGFA Bonds	+\$457 million	\$6.4 billion
Domestic Investor Holdings of LGFA Bonds	+\$189 million	\$5.9 billion
RBNZ Holdings of LGFA Bonds	-\$108 million	\$934 million
Bond Yields	0.21% lower to 0.02% higher	
Borrowing Spreads	2 bps tighter (2037s) to 8 bps wider (2028s)	
Credit Rating	no change	AAA/AA+ (S&P/Fitch)
Profitability (Net Operating Profit)	improving	\$8.0 million (estimate for 6 months)
Swaps Book Unrealised Valuation	\$31 million improvement	-\$805.7 million
SOI Targets	unchanged	20/21 met or on track to be met

# SOFTER QUARTERLY BORROWING BY COUNCILS - \$1.02 billion



December Quarter	Total	Bespoke	Apr 25	Apr 26	Apr 27	May 28	Apr 29	May 30	May 31	May 32	Apr 33	May 35	Apr 37
<b>Term Loans to Councils NZ\$m</b>	<b>\$1,021.0</b>	\$407.1		\$59.5	\$196.3	\$163.5	\$104.1	\$38.5	\$27.0	\$5.0	\$5.0	\$10.0	\$5.0

2024-25 Year to Date	Total	Bespoke	Apr 25	Apr 26	Apr 27	May 28	Apr 29	May 30	May 31	May 32	Apr 33	May 35	Apr 37
<b>Term Loans to Councils NZ\$m</b>	<b>\$2,126.8</b>	\$741.2	\$50.0	\$89.9	\$294.3	\$243.5	\$394.4	\$226.5	\$62.0	\$5.0	\$5.0	\$10.0	\$5.0



## DECEMBER QUARTER LENDING ACTIVITY



### Long Term lending over quarter:

- \$1.021 billion
- 39 councils borrowed long term
- 80 individual term loans
- 39.8% bespoke maturity dates
- 16.4% fixed rate
- Average borrowing term of 4.2 years

#### GSS Loans

- No GSS Loans

#### CALs

- Three councils
- \$96 million
- 9.4% of lending

### Short Term lending as at 31 December 2024:

- 39 councils had short term borrowings outstanding
- \$672 million market value of loans outstanding

Council and CCO Borrowing - December Quarter 2024			
Christchurch City Council	\$197,000,000	Whanganui District Council	\$14,000,000
Tauranga City Council	\$126,500,000	Clutha District Council	\$13,000,000
Greater Wellington Regional	\$80,000,000	Invercargill City Council	\$12,000,000
Waimakariri District Council	\$50,000,000	Taranaki Regional Council	\$12,000,000
New Plymouth District Council	\$45,000,000	Matamata-Piako District Council	\$11,500,000
Selwyn District Council	\$45,000,000	Central Otago District Council	\$10,000,000
Marlborough District Council	\$42,500,000	Gisborne District Council	\$10,000,000
Napier City Council	\$35,000,000	Taupo District Council	\$10,000,000
Hastings District Council	\$30,000,000	Whangarei District Council	\$10,000,000
Kapiti Coast District Council	\$30,000,000	Waitaki District Council	\$9,000,000
Porirua City Council	\$30,000,000	Timaru District Council	\$7,000,000
Far North District Council	\$25,000,000	Hurunui District Council	\$6,000,000
Nelson City Council	\$25,000,000	Masterton District Council	\$4,000,000
Rotorua District Council	\$20,000,000	Ruapehu District Council	\$4,000,000
Tasman District Council	\$20,000,000	Upper Hutt City Council	\$4,000,000
Hauraki District Council	\$16,000,000	Carterton District Council	\$2,000,000
Tararua District Council	\$15,000,000	Kawerau District Council	\$2,000,000
Waikato District Council	\$15,000,000	Stratford District Council	\$2,000,000
Western Bay of Plenty District	\$15,000,000	Manawatu District Council	\$1,400,000
Infrastructure Holdings Ltd	\$15,000,000		<b>\$1,020,900,000</b>

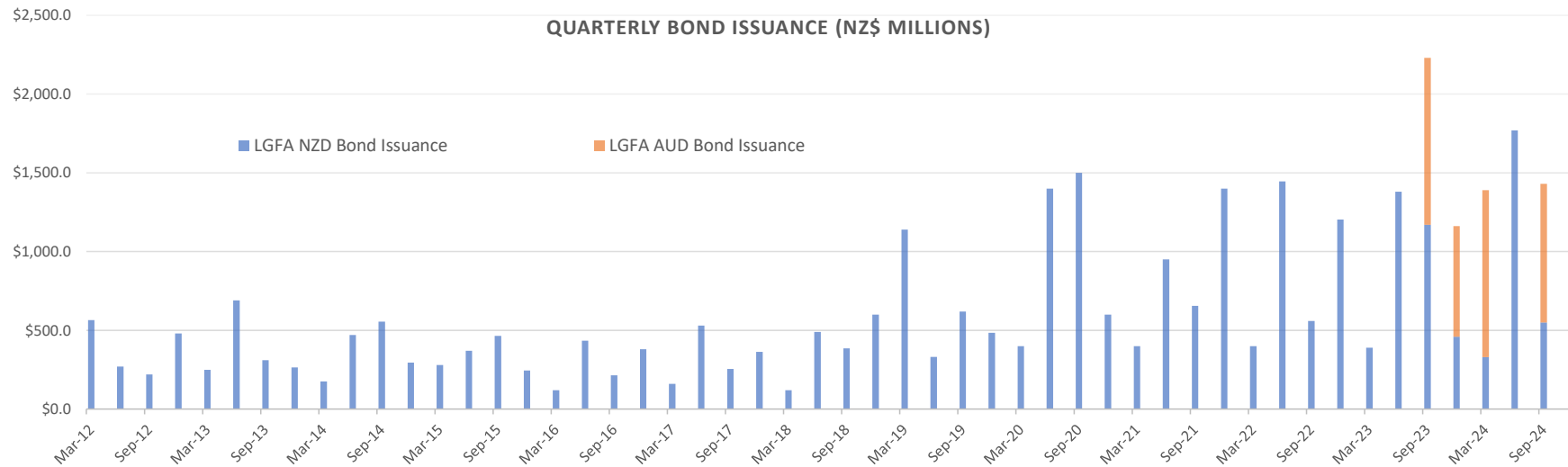
# QUARTERLY LGFA BOND ISSUANCE - \$1.0 billion



December Quarter	Total	Apr 25	Apr 26	Apr 27	May 28	Apr 29	May 30	May 31	May 32	Apr 33	May 35	Apr 37
Bonds Issued NZ\$m	\$1,000.0						\$50.0		\$650.0	\$130.0		\$170.0

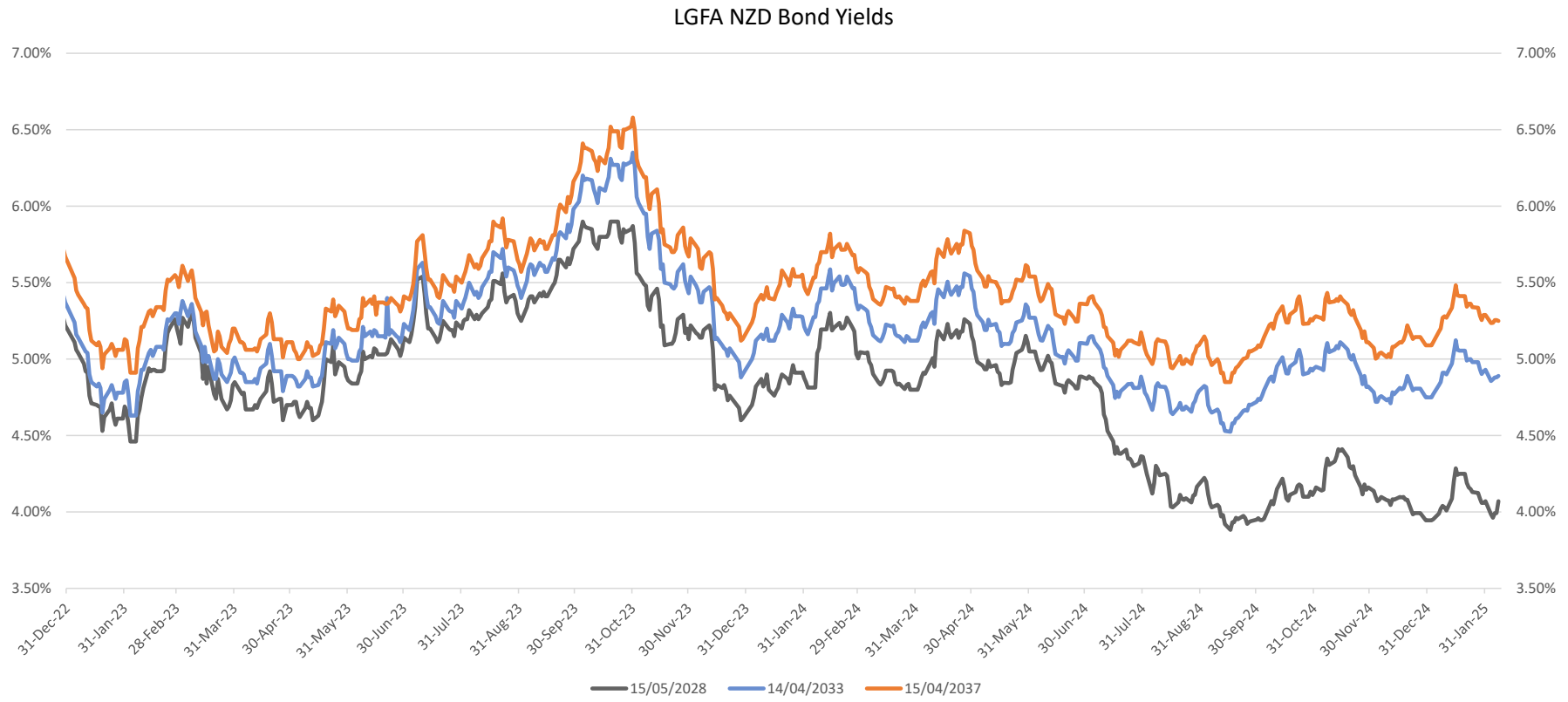
2024-25 Year to Date	Total	Apr 25	Apr 26	Apr 27	May 28	Apr 29	May 30	May 31	May 32	Apr 33	May 35	Apr 37
Bonds Issued NZ\$m	\$1,550.0			\$60.0	\$40.0	\$60.0	\$300.0	\$100.0	\$650.0	\$130.0	\$40.0	\$170.0

AUD Bond Issuance	Total	Sep 27	Aug 28	Nov 30	Mar 34
December Quarter A\$m	\$0.0				
2024-25 Year to Date A\$m	\$800.0	\$500.0			\$300.0



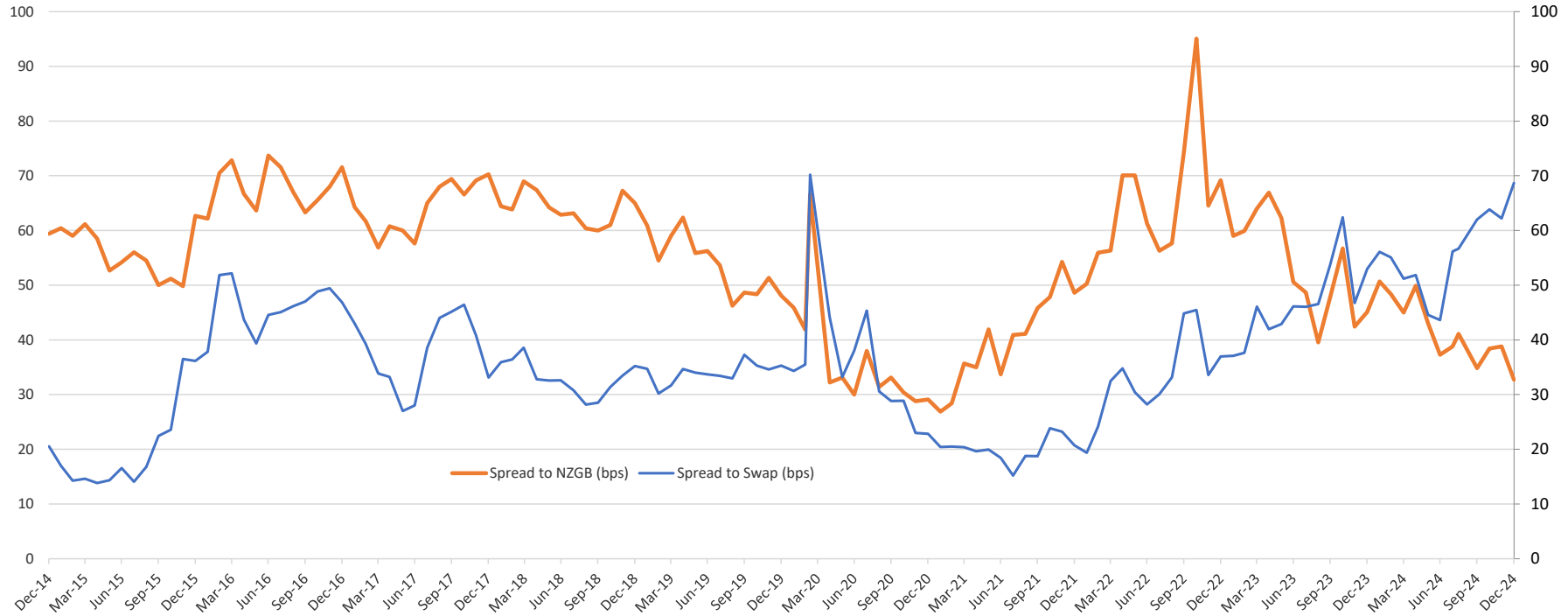


# LGFA BOND YIELDS



Source: LGFA secondary market end of day with yields sourced from Banks and Bloomberg

**LGFA NZD BONDS – AVERAGE SPREAD TO NZGB AND SWAP (bps)**



Secondary market levels as at end of each month taken from end of month closing rate sheets published by NZ banks  
Simple average of existing LGFA bond maturities

Source: LGFA

**OPERATIONS UPDATE**

- S118 Certificate Delegation Progress**
- Global Stock Security Certificate/Stock Issuance Certificate Progress**
  - Session to be arranged with councils to step through the proposal (adoption of the updated DTD and preparation of perpetual certificate).
- LGFA Standby Facilities**
  - Reminder that standby amount available limit lifted by \$500 million to \$1.25 billion, open for business!
- Removal of 2 basis point charge for borrowing outside of the tender process for long term loans**
- Key Dates**
  - Upcoming bond tender dates, 12<sup>th</sup> February, 12<sup>th</sup> March and 10<sup>th</sup> April
  - Next Quarterly Update to councils, 6<sup>th</sup> May
  - LGFA AGM and Shareholder Borrower Day, 18<sup>th</sup> - 19<sup>th</sup> November

## LGFA COVENANT OUTCOMES



### Compliance

- 75 councils and three CCOs provided compliance certificates to LGFA
- All 75 councils with borrowing from LGFA at 30 June 2024 were compliant with their financial covenants
- Two councils had no borrowing (Dunedin City Council and Environment Southland)
- Dunedin City Council borrows through Dunedin City Treasury (which has its own covenants)

### Outcomes

- There were no breaches of financial covenants
- Sector debt continues to rise faster than sector revenue
- Sector debt increased by 15.2% over the 2023/24 financial year to \$30.547 billion
- Adjusted sector revenue increase by 9.4% - within this sector rates increased by 10.3%
- Average net debt to revenue outcomes for both rated and unrated councils increased
- Interest servicing costs increased on the back of higher interest rates, but remain below historical highs
- Six councils had a net debt to revenue ratio greater than 200% at June 2024 compared to three at June 2023

# PERFORMANCE UNDER LGFA COVENANTS



LGFA councils with external credit rating

Financial Covenant	2024 (36 councils)	2023 (33 councils)	2022 (33 councils)	2021 (31 councils)	2020 (30 councils)	2019 (29 councils)	2018 (26 councils)	2017 (23 councils)	2016 (22 councils)	2015 (20 councils)	2014 (17 councils)	2013 (17 councils)
Net Debt to Revenue	120.6%	108.4%	91.2%	81.7%	77.0%	68.8%	76.0%	86.0%	87.9%	96.4%	104.7%	111.8%
Net Interest to Revenue	5.4%	4.3%	2.8%	2.8%	3.8%	3.5%	4.0%	5.3%	6.1%	6.8%	6.6%	7.3%
Net Interest to Rates	9.1%	7.1%	4.3%	4.2%	6.0%	5.5%	6.1%	8.1%	9.1%	10.0%	9.6%	11.1%

LGFA unrated councils

Financial Covenant	2024 (39 councils)	2023 (42 councils)	2022 (42 councils)	2021 (36 councils)	2020 (35 councils)	2019 (34 councils)	2018 (29 councils)	2017 (29 councils)	2016 (28 councils)	2015 (25 councils)	2014 (26 councils)	2013 (21 councils)
Net Debt to Revenue	48.4%	32.7%	36.5%	19.5%	27.5%	30.0%	32.3%	29.9%	32.4%	38.2%	42.6%	52.5%
Net Interest to Revenue	2.1%	1.5%	1.4%	1.2%	1.6%	1.7%	1.9%	1.8%	2.2%	2.4%	2.9%	3.2%
Net Interest to Rates	3.8%	2.6%	2.4%	2.1%	2.7%	2.8%	2.9%	2.6%	2.9%	3.1%	4.0%	4.1%

Calculated by simple average of councils in each group that have borrowed from LGFA as at 30 June for each year  
 Data from individual council annual reports as at 30 June for each year

Source: LGFA

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## CCO LENDING



### Current CCO Members

- Destination Westland Limited
- Dunedin City Treasury Limited
- Far North Holdings Limited
- Infrastructure Holdings Limited
- Invercargill City Holdings Limited
- Timaru District Holdings Limited
- Whanganui District Council Holdings Limited

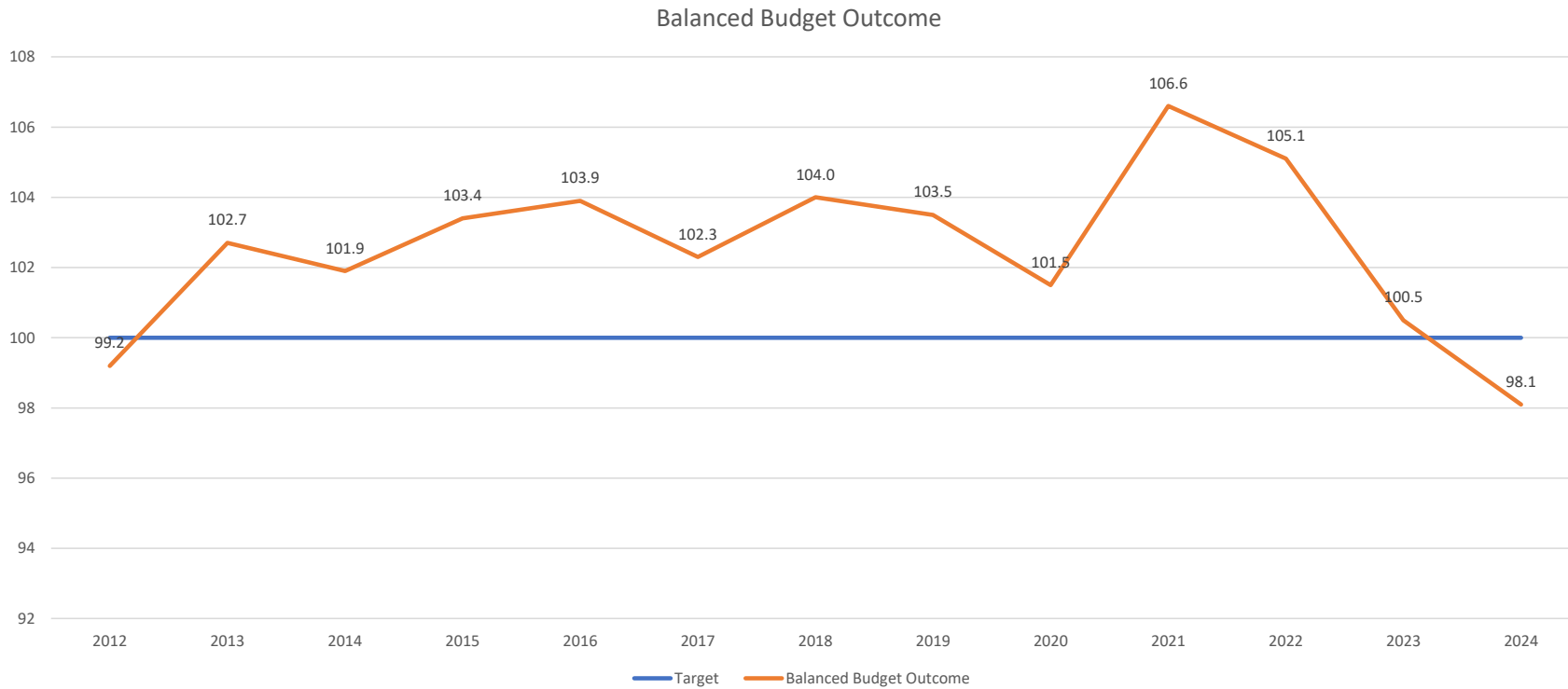
### Compliance With Financial Covenants

- As at 30 June 2024, LGFA had lending to three CCOs
- All three were compliant with their financial covenants
- As at 30 June 2024 LGFA had \$504 million to three CCOs
- CCO loans represented 2.5% of LGFA's lending at June 2024

# COUNCIL BALANCED BUDGET OUTCOMES



ITEM 9.5 ATTACHMENT 1



Council operating income as a percentage of operating expenditure (from council annual reports)



## BALANCED BUDGET OUTCOMES



### Outcomes

- The average balanced budget outcome fell to 98.1% for the June 2024 year
- This is the lowest outcome for the sector since the financial prudence benchmarks were introduced in 2012
- The 2020/21 and 2021/22 outcomes benefited from a significant amount of government grant funding which made the outcomes look better than they really were
- 14 councils had an outcome of less than 90.0%
- 25 councils (or 32%) of councils had an average outcome of less than 100.0% for the thirteen-year period (2012-2024) financial benchmarks have been required

### Implications for the Sector

- A balanced budget outcome of less than 100.0% is not unreasonable in any one year
- But councils should be balancing their budget over the cycle (this is a requirement under section 100 of the Local Government Act) although a council can have an unbalanced budget if it is financially prudent to do so
- The average forecast council rate increase for 2024/25 was 13.9% - we are expecting some improvement in the average balanced budget outcome for the 2024/25 financial year
- A number of councils forecast 10% plus rate increase for years two and three of their LTP. These were needed for councils to return to a balanced budget position
- LGFA looks for councils to have a sustainable long term financial strategy
- Significant borrowing for operating purposes reduces council headroom to complete their infrastructure plans



## LOCAL WATER DONE WELL UPDATE



- LGFA provided guidance to councils in December 2024 on options for financing water infrastructure
  - Inhouse options (LGFA covenants will continue as is)
  - CCO option (bespoke covenants for water entity, LGFA covenants at parent level)
- For LGFA to lend to a water CCO, parent councils will need to provide financial support (guarantee)
- Water CCOs will have access to the same financial products as LGFA member councils
- LGFA will work with each water CCO on the best approach to transferring debt
  
- Advantages of a Water CCO
  - Water CCOs can be more highly geared than a council (consistent with investment grade utility companies)
  - Most councils will free up headroom under their own balance sheet
  - There may be other advantages (LGFA is providing financing options)
  
- We encourage councils to contact LGFA to discuss any questions on water financing

## SUSTAINABILITY UPDATE



### LGFA – SUSTAINABLE FINANCE SERIES – To be held online over four 90 minutes session in March 2025

#### The objective of this series of panel discussions and keynote presentations is to:

- Provide guidance to councils on accessing climate-related funding and green, social, and sustainable financing instruments.
- Assist in building capability to effectively source climate-related funding.
- Highlight useful data and tools (development, collection and communication of risk information).

This workshop series has been structured to provide detailed background to LGFA’s sustainable finance lending programmes and specific information that our members will find useful when considering their eligibility for the GSS lending programme and Climate Action Loans.

This practical “Sustainable Finance Series” has been designed specifically for Treasury and Finance, Climate Response and Sustainability professionals within LGFA’s member councils and CCOs, as well as their external consultants in these areas.

- Session 1 – Tuesday 4<sup>th</sup> March from 10.30am to noon.
- Session 2 – Tuesday 11<sup>th</sup> March from 10am to 11.45am.
- Session 3 – Tuesday 18<sup>th</sup> March from 10am to 11.20am.
- Session 4 – Tuesday 25<sup>th</sup> March from 10.am to 11.40am.

# GSS LOANS WITH COUNCILS



GSS Category	Borrower	Date Sustainable Loan Approved	Project Description	Sustainable Loan Type	Approved Amount for Project (NZ\$ million) <sup>1</sup>	Principal Amount Advanced to date (NZ\$ million)	Allocation to Sustainable Loan Asset Pool under Framework (NZ\$ million)
Green Buildings	Wellington City Council	14 October 2021	Takina, Wellington Convention and Exhibition Centre	Green Loan	180	180	180
Green Buildings	Hutt City Council	28 June 2022	Naenae Pool and Fitness Centre	Green Loan	41	41	41
Green Buildings	Whangarei District Council	19 August 2022	Whangārei Civic Centre	Green Loan	59	59	59
<b>Total Green Buildings Loans</b>					<b>280</b>	<b>280</b>	<b>280</b>
Climate Change Adaptation	Greater Wellington Regional Council	2 December 2021	RiverLink Project	Green Loan	227	73	73
<b>Total Climate Change Adaptation Loans</b>					<b>227</b>	<b>73</b>	<b>73</b>
Biodiversity Conservation	Tauranga City Council	10 October 2023	Kopurererua Valley Stream Realignment	Green Loan	10.3	6.0	6.0
<b>Biodiversity Conservation</b>					<b>10.3</b>	<b>6.0</b>	<b>6.0</b>
Affordable Housing	Christchurch City Council	17 November 2022	OCHT Social Housing	Social Loan	55	42.2	42.2
<b>Total Social Loans</b>					<b>55</b>	<b>42.2</b>	<b>42.2</b>
<b>Total</b>	<b>6 Borrowers</b>				<b>572.3</b>	<b>401.2</b>	<b>401.2</b>

<sup>1</sup> Where a GSS Loan is "approved", LGFA is not committed to provide those funds. Rather, LGFA has indicated to the relevant Borrower that, subject to satisfaction of conditions precedent, LGFA intends to advance the relevant amount as GSS Loan(s) when the Borrower makes a request under LGFA's Multi-Issuer Deed.

As at 31 December 2024

Source: LGFA

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ITEM 9.5 ATTACHMENT 1

## CALs WITH COUNCILS AND CCOs

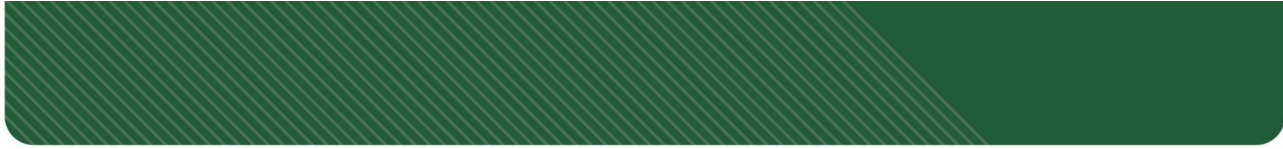
Borrower	Maturity Date Range of CALs	Principal Amount Advanced to date (NZ\$ million)	Allocated to Sustainable Loan Asset Pool under Framework (NZ\$ million)
Auckland Council	May 2028 to April 2033	1,100	1,100
Dunedin City Treasury Limited	February 2030 to April 2033	300	300
Greater Wellington Regional Council	August 2026 to August 2033	402	402
Hutt City Council	October 2026 to July 2031	330.7	330.7
Kapiti Coast District Council	May 2026 to October 2030	180	180
Tauranga City Council	April 2027 to May 2031	395.25	395.25
Wellington City Council	July 2027 to May 2031	510	510
<b>Total</b>		<b>3,217.15</b>	<b>3,217.15</b>

LGFA is working with a further three borrowers on their CAL applications.

As at 31 December 2024



Source: LGFA 20



# Questions

**9.6 Statement of Service Provision 6 Month Report: July 2024 - December 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 6 month Statement of Service Provision report. This reporting period is from 1 July 2024 to 31 December 2024.

**2. Discussion**

2.1 The Statement of Service Provision (SSP) measures the level of service achieved against the agreed performance targets for each activity grouping 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 6 month results are as follows:

- 28 of the performance targets were achieved
- 3 of the performance targets are on track to be achieved
- 8 of the performance targets are not on track to be achieved
- 16 of the performance targets were not achieved
- 13 of the performance targets were not measured

**3. Highlights**

3.1 Building consents and subdivision consents have all been processed within statutory timeframes.

3.2 All libraries within the district hold a significant number of diverse programmes each month, supported by the inclusion of giant games, S.T.E.M equipment and virtual reality games.

3.3 Water supply response times continue to achieve targets.

**4. Areas for Improvement**

4.1 The road maintenance performance measure will not be able to be met this financial year as the New Zealand Transport Agency I Waka Kotahi reduced the funding for this activity.

4.2 The last playground inspection conducted by Officers found that compliance with NZ standards is currently 50%. Maintenance has been scheduled appropriately and playgrounds will continue to be inspected monthly.

4.3 In the first 6 months of the financial year 19.3% of the planned capital programme has been completed. This result will improve by the end of the financial year as projects progress.

**5. Financial Implications**

5.1 There are no financial implications associated with this report. This report only reports on the progress towards meeting Council targets for the current financial year.

**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 which is assessed through a yearly survey that will be distributed to each member of Te Rōpū Ahi Kā 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 Report 2024/25 as required by the Local Government Act 2002.

**11. Decision Making Process**

11.1 This report is for information purposes only, no decisions are required as part of this report.

**Attachments:**

1. **Statement of Service Provision 6 Month Report** [↓](#)

**Recommendation**

That the report 'Statement of Service Provision 6 Month report: July 2024 - December 2024' be received.

# Statement of Service Report 6 Month (July-December 2024)

## Community Leadership

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: red;">●</span> Not achieved <span style="color: blue;">●</span> Not measured					
PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	DECEMBER 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	32.1%	66.68%	
Completion of capital programme	<span style="color: orange;">●</span>	85% or more of the planned capital programme	19.3%	59.5%	
<b>Māori responsiveness framework:</b> Satisfaction ratings from each member of Te Roopuu Ahi Kaa about the effectiveness of each framework outcome area.	Governance and relationships	80% or more overall satisfaction	Not Measured	50%	This performance measure will be reported on at the end of the year.
	Culture and identity		Not Measured	75%	
	Prosperity and well-being		Not Measured	50%	
	Resources and infrastructure		Not 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. HappyOrNot system	<span style="color: orange;">●</span>	Number of Responses: 4,000 or above	1905 responses	4,905 responses	Due to the recall of three Happy or Not Tablets, the transfer of information for Dec 2024 & Jan 2025 has not been collated. Two of our busy community hubs of Te Matapihi & Taihape have not had data captured during the peak season which can see a significant decline in responses. This is currently under investigation.
	<span style="color: red;">●</span>	Customer Satisfaction Index: Improvement on previous year	90%	0% percentage point change in happy index	

\* Mandatory



# Statement of Service Report 6 Month (July-December 2024)

## 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	2024/2025 TARGET	DECEMBER 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: green;">●</span>	90% or more	94%	94%	Measured annually in July.
<b>*Road maintenance</b> The percentage of the sealed road network that is resurfaced	<span style="color: orange;">●</span>	6% or more	4.6%	3.4%	The 2024/25 programme reduced from 6% in the initial NLTP programme to 4.6% due to moderated budgets (reduced by NZTA).
The volume of metal placed on the unsealed road network during the year	<span style="color: orange;">●</span>	12,000m <sup>3</sup> or more	4820 m <sup>3</sup>	11,463m <sup>3</sup>	Programme underway.
<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 6 Month (July-December 2024)

## 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	2024/2025 TARGET	DECEMBER 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	No fatal crashes on Council's network.
	<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	2	13	There have been 2 serious injury crashes within our network this year due to drivers losing control on corners.

*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	86%	84%	Staffing levels in the roading Team are low, the next roading contract will bring more staff.
	Working hours callouts	<span style="color: red;">●</span>	95% responded to in 6 hours	65%	68%	Staffing levels in the roading Team are low, the next roading contract will bring more staff.
	Resolution	<span style="color: red;">●</span>	85% of callouts resolved within one month	60%	69%	Staffing levels in the roading Team are low, the next roading contract will bring more staff.
	Resolution Potholes	<span style="color: red;">●</span>	Potholes 85% of all callouts resolved within one month of the request	67%	79%	Staffing levels in the roading Team are low, the next roading contract will bring more staff.

*\* Mandatory*

# Statement of Service Report 6 Month (July-December 2024)

## Water Supply

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	2024/2025 TARGET	DECEMBER 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 (0/6)	Compliant (5/6)	Rātana non-compliant 1 day in July, 4 days in September, 3 days in October, 2 days in December. Mangaweka non-compliant 1 day in September. Hunterville non-compliant 2 days in October, 1 day in December. Taihape non-compliant 1 day in October, 1 day in November. Bulls and Marton non-compliant 1 day in December.
	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		Less than 40%	55.9%	56%	Work is being completed on the Bulls WTP which may have an impact the 9 month results.
<b>*Demand Management</b> The average consumption of drinking water per day per resident within the District		600 litres per resident per day	444	543	Work is being completed on the Bulls WTP which may have an impact the 9 month results.

*\* Mandatory*

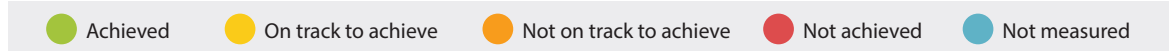
ITEM 9.6

ATTACHMENT 1

# Statement of Service Report 6 Month (July-December 2024)

## Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS



PERFORMANCE MEASURE	OUTCOME	2024/2025 TARGET	DECEMBER 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	0.15 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	2.95 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	0.48 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	2.22 hours	4.41 hours	

*\* Mandatory*

# Statement of Service Report 6 Month (July-December 2024)

## Water Supply

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	2024/2025 TARGET	DECEMBER 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: red;">●</span>	No more than 20 complaints per 1000 connections	30.99	58.48	The occurrence of geosmin over the summer months in the Marton water supply has meant that complaints increased, albeit earlier than expected. A treatment plan was put into action which has improved taste and odour, and this has reduced the number of complaints for this quarter.

*Councils intended level of service is to: Maintain compliant, reliable and efficient rural water supplies*

Where the Council attends a call out in response to a fault or unplanned interruption to its water supply for rural water schemes, the following median times are measured:	<b>Attendance time:</b> from the time that the Council receives notification to the time that service personnel reach the site	48 hours	0.3 hours	1.25 hours	<span style="color: green;">●</span>
	<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	1.76 hours	3.07 hours	<span style="color: green;">●</span>

<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 6 Month (July-December 2024)

## 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	2024/25 TARGET	DECEMBER 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	3	3	3	No new abatement notices have been received between Sept-Dec 2024. Formal Warning 641 for Ratana WWTP issued August 2024.
	<span style="color: red;">●</span> No infringement notices	10	10	10	No new infringement notices have been received between Sept-Dec 2024. 2 Infringement Notices (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	0	
	<span style="color: green;">●</span> No convictions	0	0	0	
	<span style="color: green;">●</span> Fewer overflows than 3 per 1000 connections	0.46/1000	1.92/1000		
<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					

\* Mandatory

# Statement of Service Report 6 Month (July-December 2024)

## 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	2024/25 TARGET	DECEMBER 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></p> <p>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:</p> <p>a. attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and</p> <p>b. resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault or interruption</p>	<span style="color: red;">●</span>	Attendance urgent 0.5 hours	1.4 hours	0.35 hours	
	<span style="color: green;">●</span>	Attendance non-urgent 24 hours	0.63 hours	0.83 hours	
	<span style="color: green;">●</span>	Resolution urgent 24 hours	1.98 hours	2.02 hours	
	<span style="color: green;">●</span>	Resolution non-urgent 96 hours	2.02 hours	1.76 hours	
<p><b>*Customer satisfaction</b></p> <p>The total number of complaints received by the Council about any of the following:</p> <p>a. sewage odour</p> <p>b. sewerage system faults</p> <p>c. sewerage system blockages, and</p> <p>d. the Council's response to issues with its sewerage system</p> <p>Expressed per 1000 connections to the Councils sewerage system.</p>	<span style="color: orange;">●</span>	Fewer requests than 6 per 1000 connections	5.25 /1000	18.22/1000	

*\* Mandatory*

ITEM 9.6  
ATTACHMENT 1

# Statement of Service Report 6 Month (July-December 2024)

## Stormwater Drainage

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	2024/25 TARGET	DECEMBER 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.	<span style="color: blue;">●</span>	No abatement notices	Not Measured	Not Measured	
	<span style="color: blue;">●</span>	No infringement notices	Not Measured	Not Measured	
	<span style="color: blue;">●</span>	No enforcement orders	Not Measured	Not Measured	
	<span style="color: blue;">●</span>	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	<span style="color: blue;">●</span>	Fewer requests than 5 per 1000 connected properties	0	0	No flooding events during this 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.	<span style="color: orange;">●</span>	Fewer requests than 5 per 1000 connected properties	4.47/1000	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.	<span style="color: blue;">●</span>	Two hours or less	Not measured	Not measured	No flooding events during this 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 6 Month (July-December 2024)

## Parks and Reserves

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	2024/25 TARGET	DECEMBER 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>	Maintain accreditation	50% compliance	95% compliance	Regular monthly inspections conducted by Parks Officer. Maintenance is scheduled appropriately.
Customer ratings of parks and sports fields	<span style="color: green;">●</span>	90% Happy or Somewhat Happy	100%	Not measured	

*\* Mandatory*

# Statement of Service Report 6 Month (July-December 2024)

## Community

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	2024/25 TARGET	DECEMBER 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	<span style="color: blue;">●</span>	Maintain accreditation	Not measured	100%	Current accreditation valid until May 2025. Marton Swim Centre accreditation has been put on hold until the facility re-opens.
Council complies with criteria in rental warrant of fitness programme for community housing	<span style="color: red;">●</span>	All units (100%) achieve at least 95% compliance	97.50% total score	98.6%	One flat did not achieve 95%.
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	<span style="color: green;">●</span>	100% compliance	100% compliance	100% compliance	The previously dry vault toilet is now connected to water and wastewater services as part of the Papakai Wastewater Station project at Papakai Park. No new toilets installed.
<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	<span style="color: red;">●</span>	Customer Satisfaction Index (provided via the HappyOrNot system): • 90%	88% overall This consists of: 93% of 474 Responses at Taihape Community Hub 86% of 956 responses at Marton Community Hub 86% of 202 Responses at Te Matapihi Community Hub	91% overall. This consists of: 90% of 729 responses at Te Matapihi 93% of 928 responses at Taihape 89% of 2,718 responses at Marton Library	Due to an issue with the Happy or Not machines and the data collection of December, we could not extract data for Taihape & Te Matapihi Community Hub for Dec 2024

\* Mandatory

# Statement of Service Report 6 Month (July-December 2024)

## 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	2024/25 TARGET	DECEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
The number of library outreach activities and events delivered	<span style="color: green;">●</span>	5 programs per month per Community Hub Site	Marton Community Hub: 20 programs per month = 120 Te Matapihi: 16 programs per month = 96 Taihape: 8 programs per month = 48 Pre-Holiday Christmas Programs: Marton – 30 Taihape – 15 Te Matapihi - 15	Marton Community Hub: 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	Community Hub programs provide a diverse range of activities led by local communities. The Book club, coloring club, Lego building program, alongside giant games have complimented the spaces, especially the new S.T.E.M program robotic equipment alongside the Virtual reality games.
<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	<span style="color: blue;">●</span>	Self-assessment undertaken and responded to within four months of Emergency Operations Centre Activation	Not measured	Not measured	No activation of EOC during this period.
a) Self-assessment of responsiveness and recovery following activation of the Emergency Operations Centre b) Number of civil defence exercises undertaken	<span style="color: yellow;">●</span>	At least one exercise undertaken each year	0	Achieved	Exercise not undertaken during this period.

\* Mandatory

# Statement of Service Report 6 Month (July-December 2024)

## 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	2024/25 TARGET	DECEMBER 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)	<span style="color: orange;">●</span>	Less than 5,500 tonnes to landfill	3058.84 tonnes	5,862 tonnes	Waste volumes at the Bulls Waste Transfer Station has slightly increased. It is possibly due to construction activity increasing in the Bulls area. During the festival season people also generate more rubbish.
Recycling available at Waste Transfer Stations throughout the District.	<span style="color: green;">●</span>	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 offer a free drop-off service.
Percent of waste diverted from the landfill (includes paper, plastics, metals, glass, tyres, e-waste, Greenwaste)	<span style="color: red;">●</span>	Increased percent diverted from the previous year	19.7%	Not measured (20.1%)	

\* Mandatory

# Statement of Service Report 6 Month (July-December 2024)

## 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	2024/25 TARGET	DECEMBER 2024 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%	
	Resource consents	100% processed within statutory timeframes	100%	Land use consents: 100% Subdivision consents: 98%	
<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	83%	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	83%	88%	
	Completion of Priority 2 call outs	90% completed within 20 working days	96%	93%	

\* Mandatory

# Statement of Service Report 6 Month (July-December 2024)

## 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	2024/25 TARGET	DECEMBER 2024 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	98.73%	97.47%	
	Completion of Noise Control call outs	90% completed in 2 hours	98.73%	97.47%	
	Response to Food Premises call outs	Food premises – 90% responded to in 24 hours	100%	89%	
	Completion of Food Premises call outs	90% completed in 72 hours	100%	78%	

*\* Mandatory*

**9.7 Public Feedback / Performance Report - January 2025****Author:** Jo Manuel, Manager Mana Whenua and Community Hubs**Authoriser:** Sophia Sykes, Communications Manager**1. Reason for Report**

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

**2. Context**

2.1 This report covers the January 2025 period and includes feedback received through Council's Happy Or Not system, and Korero Mai – Have Your Say initiative. It also includes an overview of the complaints dashboard, and a monthly communications update.

2.2 The committee are asked to provide any feedback on any other things they would like to see included in this report particularly from the community hubs.

**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 - January 2025** [↓](#)

**Recommendation**

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



## Te Whakawhitiwhiti - Communications Report (January 2025)

### Commentary from the Comms Corner

- January tends to be a slower month as most people are still returning from their holidays, but it hasn't felt like it this year! We've made decent inroads into our major consultations and offered communications support to the very full Rangitikei summer events calendar: Marton Country Music Festival, Rātana Celebrations, and Turakina Highland Games – for example.
- The opening of the Rangitikei College pool for the public was announced at the end of 2024 and was very well received by most residents. However, it has sparked interest in when the pool is likely to be reopened.
- The appointment of Carol Gordon as CEO received significant coverage across local media and the overall response from the public has been positive. Many supportive comments coming through on social media and significant interest as well with Carol being a Rangitikei local.
- Two community stories have done very well for us; (a) the Marton Uniform Exchange programme - an alteration service that we're offering down at the Marton Community Hub, (b) the release of Tradescantia leaf beetles at Tutaenui Reservoir.
- We also launched our Gambling Policies Review consultation early January. As of typing of this report, we've received ten submissions which the team are really happy with.

### Media Releases

January	Public Interest
Making the District Plan easier to navigate	Medium
RDC reviewing is reviewing Gambling Policies	Low
New Rangitikei District Council Chief Executive Appointed	High
Free School Uniform alteration service available from Rangitikei District Community Hubs	High
Collective effort to help remove invasive weed from Tutaenui Reservoir	Surprisingly High

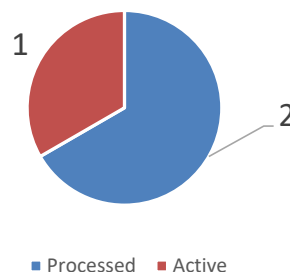
### Looking Ahead

Local Water Done Well and Marton Water Strategy will take up the bulk of our time and efforts in the next month. LWDW will commence consultation March 5<sup>th</sup>. We're also looking to provide some more updates on MWS as work progresses on the next stages.

Annual Plan will be a fast follow and we're working closely with the Planning and Strategy team on this – consultation beginning Friday April 4<sup>th</sup>

We're also offering comms and marketing support to the Discover Rangitikei Photography Exhibition due to take place in March at Te Matapihi – more information on this to come!





### LGOIMAs



# Te Whakawhitiwhiti - Communications Report (January 2025)

## Comms Channels

### Social Media Posts

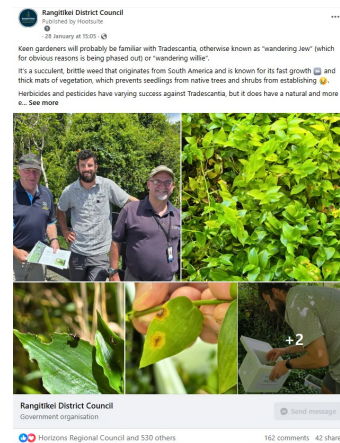
Facebook	Instagram	Linkedin	Tik Tok
 facebook	 Instagram	 LinkedIn	 Tik Tok
52	46	10	10

### Facebook



**POST WITH MOST ENGAGEMENT:**

1. Tradescantia Leaf Beetles  
Reach = 63K Reactions = 531 Comments = 771 Impressions = 84,589
2. Marton Country Music Festival
3. School Uniform Alterations
4. Dog adoption - Jerry



### Instagram



**POST WITH MOST ENGAGEMENT:**

1. Marton Country Music Festival #2  
Plays = 264 Reactions = 14 Watch Time = 55 minutes
2. School Uniform Alterations
3. Marton Country Music Festival #1
4. Landscape image of Rangitikei



Making this place home.

# Te Whakawhitiwhiti - Communications Report (January 2025)

## LinkedIn



**POST WITH MOST ENGAGEMENT:**

- CE Appointment**  
Impressions = 2,759 Engagements = 248 Reactions = 53 Clicks = 193
- Staff breakfast by ELT
- District ePlan launch
- Marton Country Music Festival

**MEDIA RELEASE - NEW CHIEF EXECUTIVE APPOINTED TO RANGITIKEI DISTRICT COUNCIL**

Rangitikei District Council is pleased to appoint Carol Gordon as Chief Executive for a three-year term. Carol will replace Kevin Ross, who has held the role since August 2023.

"Carol is our current Deputy Chief Executive and Group Manager Strategy, Community & Democracy. She brings a wealth of experience and knowledge across Council and was a clear stand-out in an incredibly strong calibre of candidates," says Rangitikei Mayor Andy Watson.

Carol's extensive Local Government experience, knowledge of, and passion for the Rangitikei is evident and invaluable. She is a Rangitikei local with over 27 years' experience in Local Government. Carol has worked with Rangitikei District Council since 2014, holding roles at Hawke's Bay Regional Council and Whangarei District Council in the years prior.

See the full media release in the comments



Luke Dudge-Bailey and 52 others

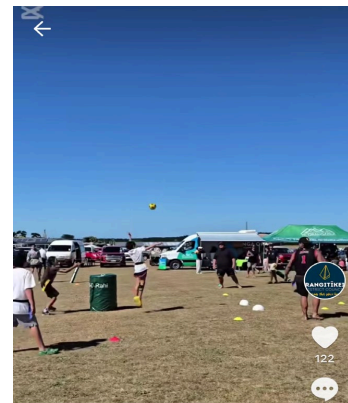
2 comments

## Tik Tok



**POST WITH MOST ENGAGEMENT:**

- Rātana Pā Celebrations**  
Plays = 1952 Reactions = 122 = Comments = 8 Total play time = 5h:42m:29s
- Marton Country Music Festival



## News and Website Statistics

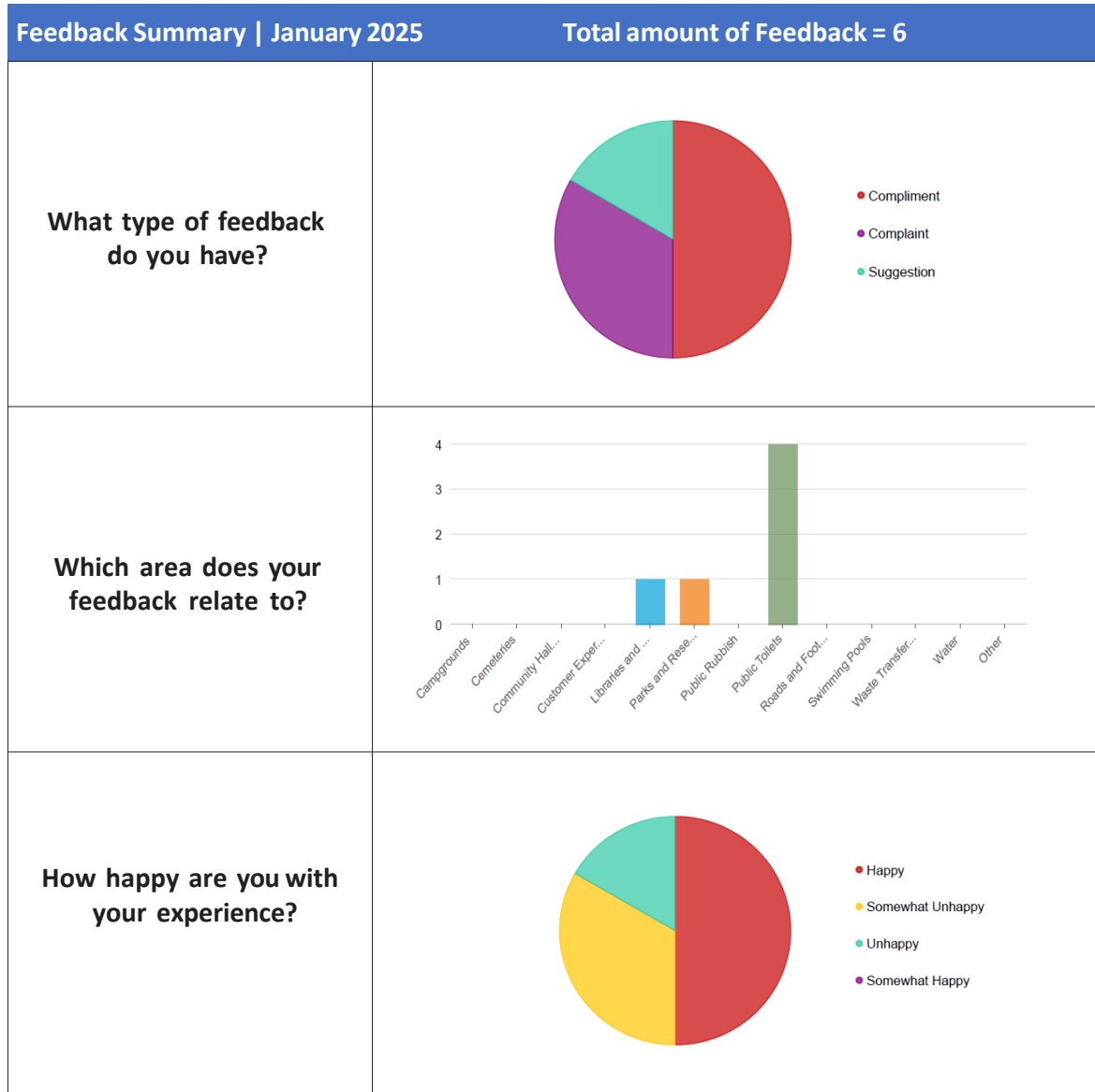
Newspaper Articles	Public Notices	Website Stories	Website New Users	Website Sessions
15	7	10	8.4K	14.6K



*Making this place home.*

## Kōrero Mai - Feedback Report (January 2025)

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



## Kōrero Mai - Feedback Report (January 2025)

### Feedback Received

**DATE: 16 Jan 2025**

TYPE OF FEEDBACK: Complaint

AREA FEEDBACK RELATES TO: Libraries and Information Centres

COMMENT:

We use the library for photocopies when we need to and pay 20cents per copy for an A4 sheet which is acceptable. Today I went in printed 4 A3 copies at a cost of \$3-00 per sheet. The size of the sheet and volume of printing (which in our case was minimal as it was for house plans) does not justify a 93% increase in price. Warehouse stationery in Palmerston North charge 40cents per copy for A3 standard paper. A difference of \$10.80, which as a pensioner I find staggering.

If you find that this was an error let me know so that I can come and get a credit to my debit card.

EXPERIENCE: Unhappy

ANYTHING ELSE: -

ACTION TAKEN: Feedback sent to Marton Community Hub to respond to submitter.

**DATE: 16 Jan 2025**

TYPE OF FEEDBACK: Compliment

AREA FEEDBACK RELATES TO: Public Toilets - Mangaweka

COMMENT:

Very clean and pleasant toilets to use. Thank you

EXPERIENCE: Happy

ANYTHING ELSE: -

ACTION TAKEN: Feedback provided to Cleaning Team

**DATE: 13 Jan 2025**

TYPE OF FEEDBACK: Compliment

AREA FEEDBACK RELATES TO: Parks and Reserves - Marton urban streets

COMMENT:

Impressed with the weedeating work done by staff, that I saw this morning , the town is looking particularly tidy. Unfortunately our front door entrance on SH 1 at Calico Line looks dreadful, rank grass, thanks to NZTA. We look like an abandoned settlement at the entrance on SH1 Calico Line. Why would anyone bother to turn off the SH.

EXPERIENCE: Happy

ANYTHING ELSE: -

ACTION TAKEN: Feedback sent to Parks and Reserves team.

**DATE: 10 Jan 2025**

TYPE OF FEEDBACK: Suggestion

AREA FEEDBACK RELATES TO: Public Toilets - Hunterville High Street

COMMENT:

Thank you for providing public toilets at this location. Toilet itself was fine though out of paper. Signage to find it was confusing and annoying though. It points to a random little shelter with no toilets or bridge. I had to wander around for way too long to discover that the bridge was over a hill and then had to go through a gate with a step. So much for accessible (as indicated by the signage). Luckily I didn't need an accessible toilet, but regardless the signage was very annoying. Would be better to put the sign right in front of the car park in front of the dog statue.

EXPERIENCE: Happy

ANYTHING ELSE: -

ACTION TAKEN: RFS has been lodged.



## Kōrero Mai - Feedback Report (January 2025)

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### Feedback Received

**DATE: 5 Jan 2025**

TYPE OF FEEDBACK: Compliment

AREA FEEDBACK RELATES TO: Public Toilets – Bulls Rangitikei Junction

COMMENT:

Lovely clean toilets

EXPERIENCE: Happy

ANYTHING ELSE: Nah all good.

ACTION TAKEN: Feedback provided to Cleaning Team

**DATE: 4 Jan 2025**

TYPE OF FEEDBACK: Complaint

AREA FEEDBACK RELATES TO: Public Toilets – Mangaweka (Dukes Roadhouse cafe car park)

COMMENT:

The hand drier does not work. Please provide paper towels for a guaranteed drying method.

EXPERIENCE: Somewhat Unhappy

ANYTHING ELSE: No thanks - we appreciated that the facilities were there, but a sign on the toad indicating that would have been good.

ACTION TAKEN: RFS has been lodged.

# Community Hubs Report (January 2025)

## Commentary from our Youth Spaces

# THE LOBBY



### Rangatahi – Youth Taihape

- Waitangi – Big Day out Supporting Mokai Patea National Archery in School Program (NSAP)
- Hunting Wananga – "From bush to the plate"

### Coming Up:

- Country Schools, Interschool Athletics & Swimming Sports Papnui, Taorooa, Matarooa, Pukeokahu, Moawhango
- TDCT – Matariki – Fireworks and Whanau Day Support
- TAS outdoor REC class

The Lobby – Taihape: attendance	
Dec 24/Jan 25	60
Attendance has been steady and growing as school has now returned.	
TAS Junior classes to visit the Library and Lobby for reading & crafts with Alison. Lobby supported with children's Fluro vests to allow outreach visits to the Community Hub (Library)	



### Rangatahi – Youth Marton

- ANZCO certificate of appreciation supporting Community – Ratana Celebrations, Youth Hub
- Youth Council Information Seminars held with TAS and Rangitikei College leaders

### Coming Up:

- Youth Council Induction
- Community Movie Night – Green Village
- Youth Awards

YHQ Marton: attendance	
Dec 24/Jan 25	76
Youth HQ has collaborated with the Community Engagement officers of the Marton Hub to deliver several key programs through the holiday period.	
Building relationships with local community and business groups supporting our YHQ. New World sponsorship assisting in providing food for our Tamariki.	



## Community Hubs Report (January 2025)

### Commentary from the Community Hubs

Community Hubs/facilities are physical or virtual spaces designed to bring people together, fostering social interaction, support and collaboration.

These hubs are our libraries, community centres, co-working spaces or our online digital platforms where individuals can access resources, participate in activities and engage with others.



Rangitikei District Community Hub & Tamariki, Rangatahi/Youth Engagement Officer, in partnership with Marton Uniform Exchange are now providing alteration service to parents of schoolchildren. We have seen huge community support from this initiative with an influx of uniforms dropped into the Marton Community hub for repair.



Opening of the Hunterville Community Library – Mayor Andy. Community Hubs will continue to support with providing shared Resources.



Hunting Wananga – Bush to Plate – Tamariki in Taihape in a pilot program in educating on, firearm safety, tracking, hunting, processing meat.



Valentines Day – Falling in love with Books – interactive hearts (see following page).



Ratana Celebrations – Supporting with the Youth and Free BBQ for the Rangatahi space.

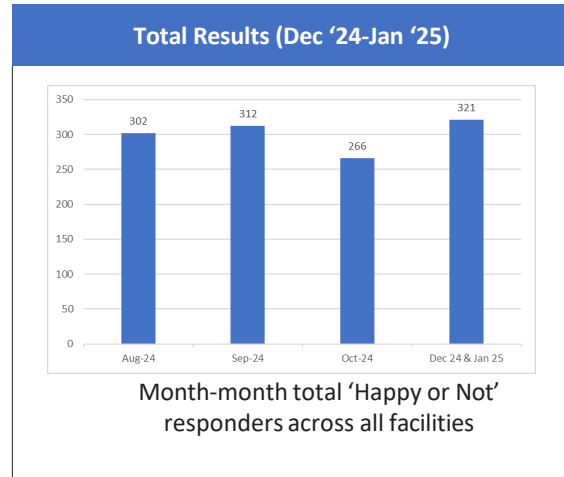
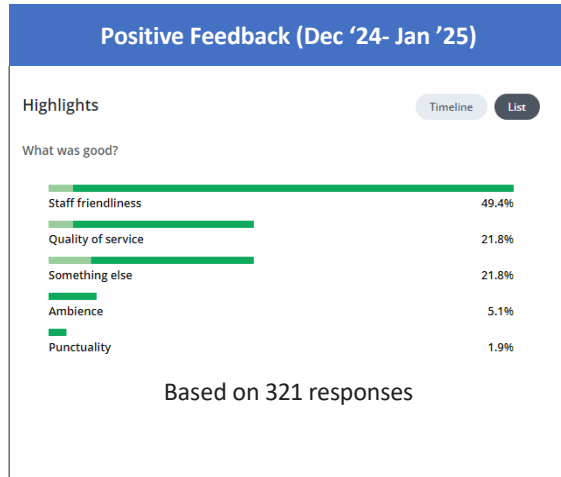
### Looking Ahead

- Sensory Play Program: A Sensory Play Program coming soon with funding supported by JBS Dudding Trust . Sensory Play helps improve problem –solving, memory and concentration by engaging children and adults' senses in various ways. For our communities who require extra support this can help in their development, emotional regulation and social skills in ways that traditional activities may not.
- Youth Council Inductions
- Outdoors Wānanga - Eeling, Fishing, Hunting (Marton/Bulls)
- Easter Holiday Programs
- Youth Awards 2025
- Youth Week 19-25 May



# Community Hubs Report (January 2025)

## Happy Or Not Report



### Summary of HappyOrNot Responses

Due to the recall of our Happy Or Not tablets, there are no results from December 2024 or January 2025 for Te Matapihi and Taihape Community Hubs. In their place, we have included some feedback from the Marton Community Hub 'Hearts of the community' initiative the team organised for Valentines Day.

#### Responses from 'Hearts of the community'



- *Lovely staff and good customer service*
- *My kids and I enjoy the space, thank you*
- *I absolutely love the staff and their smiley faces*
- *Has a community feel, the staff are helpful, enjoy coming here*
- *I love the books*
- *The printer, the staff, the atmosphere.*
- *I love that my kids get to enjoy all the toys would never buy them because they are too expensive, I enjoy them*
- *For a few weeks and then swap them for something new and exciting.*
- *It is a great place to take your time and look for something to read, there is no hurry either which is nice.*

#### Marton Community Hub 'Happy or Not'

- 2025-01-29 2:00 PM **Something else** absolutely awesome sauce
- 2025-01-29 1:27 PM **Something else** i love this place
- 2025-01-29 11:14 AM **Something else** Freaking Awesome Man!!
- 2025-01-28 4:32 PM **Staff friendliness** Thanks for the hub
- 2025-01-28 4:12 PM **Cleanliness** the guy hurt my feelings
- 2025-01-23 3:11 PM **Cleanliness** they were racist
- 2025-01-22 3:22 PM **Something else** i love every thing
- 2025-01-22 3:20 PM **Something else** i love everyone
- 2025-01-22 12:44 PM **Something else** fu
- 2025-01-18 11:22 AM **Something else** everything
- 2025-01-17 11:56 AM **Something else** it was fun
- 2025-01-15 10:58 AM **Something else** i love it so much
- 2025-01-10 10:01 AM **Something else** good
- 2025-01-07 3:08 PM **Something else** love th pcs

**10 Meeting closed.**