
PŪRONGO E ONO MARAMA
HŌNGONGOI - HAKIHEA 2020

SIX MONTH REPORT
JULY - DECEMBER 2020

MATAMATA-PIAKO
LIFESTYLE OPPORTUNITIES.
HOME.

FINANCIAL SUMMARY

At the six month point, we have recorded a surplus of \$1.99 million compared to a budgeted surplus of \$567,000

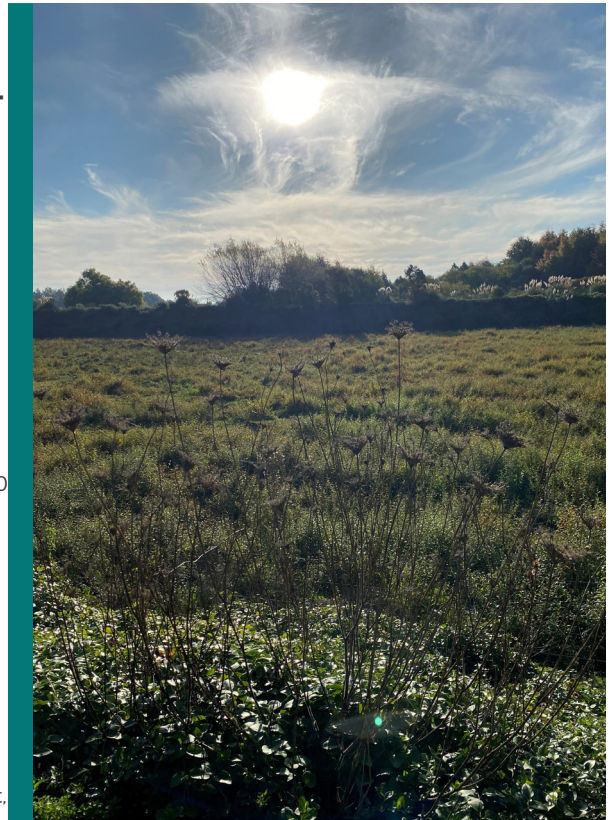
WHAT WAS OUR PLANNED REVENUE FOR THE FIRST HALF OF THIS YEAR?

Council budgeted for a revenue of \$27.7 million

WHAT WAS OUR ACTUAL REVENUE, AND WHAT WERE THE MAIN VARIANCES?

Our actual revenue to 31 December was 30.37 million, \$2.67 million more than budgeted. There were a number of ups and downs across various activities. The more significant of them include:

- Grant funding of \$2.47 million from the three water reforms has been received and was not budgeted for.
- Development and financial contributions received to date are \$910,000 higher than budgeted. Significant contributions have been received in respect of development activity in Morrinsville and Matamata.
- Income from Resource and Building consents is also \$340,000 higher than budgeted, again due to the significant development activity in the district.
- An increase in interest in long term swap rates over the six months to December has resulted in a \$530,000 gain on the value of Council's portfolio of interest rate swaps.
- NZTA subsidy income is \$1.1 million lower than budgeted at this point, with the bulk of the work to be undertaken in the second half of the year.
- Rubbish bag sales and income from transfer stations is lower than budgeted by \$153,000 to date.
- The budgeted contribution for Morrinsville's Avenue Road North storm water disposal project (\$430,000) has not been received as this project has not progressed.
- Metered water consumption from large industrial users is behind budget at the six month mark and the last two quarterly meter readings for Morrinsville are still to be caught up on (total \$373,000 behind budget).



WHAT DID WE PLAN TO SPEND FOR THE FIRST HALF OF THE YEAR?

Our expenses were budgeted to be \$27.2 million.

WHAT DID WE ACTUALLY SPEND, AND WHAT WERE THE MAIN VARIANCES?

Our operating expenses were \$28.4 million, \$1.2 million more than budgeted. Across our activities, there were some areas that have exceeded the six month budget, and others where the budget is yet to be spent.

The significant areas where the budget has been exceeded include:

- Property has incurred a number of large one-off costs for items like the demolition of Ngarua Hall, asbestos removal, boundary fencing etc. as well as increases to maintenance and cleaning costs. Costs overall are \$537,000 above budget at this point.
- Rubbish and recycling costs are \$162,000 over budgeted level, largely due to variations in the refuse collection contract and more waste minimisation activities undertaken.
- Water costs overall are \$102,000 over budget, with higher than budgeted treatment plant costs offset slightly by lower costs in reticulation.
- Budgeted costs for water treatment plants are higher by \$229,000 and \$55,000 was expensed from capital projects for water that will not proceed
- Three waters reform project costs of \$400,000 (funded by the subsidy received) have been spent to date that we've not budgeted for.
- Processing costs for Resource and Building consents are higher than budgeted by \$320,000 due to the significant development activity.

There were also savings against budget to date for the following activities:

- Subsidised Roothing expenditure is \$363,000 lower than budgeted at this point due to the larger portion of the work scheduled to be undertaken in the second half of the year.
- Salary costs are \$645,000 lower than budget at this point due to medical leave and vacant positions.
- \$1.1 million for COVID-19 response will be spent later in the year.
- Wastewater treatment plant costs are \$169,000 lower than budgeted at this point and staff charges are lower due to staff vacancies.

SPENDING ON ASSETS

\$16.1 million of capital/renewal work budgeted for in previous years was carried forward to this year. \$31.8 million of additional capital/renewal work is also budgeted to be completed this year. This year to date we have spent \$8.6 million which significantly includes:

- \$160,000 on Matamata Streetscape..
- \$404,000 on Elderly Persons Housing renewal
- \$170,000 on renewals at pools
- \$87,000 on Waharoa rest area public toilets
- \$1.1 million on Headon Stadium this year to date
- \$1.1 million on Te Aroha to Matamata Cycleway this year to date
- \$1.5 million on roading renewals including footpaths, street lighting etc.
- \$363,000 on wastewater capital projects and \$450,000 on renewals
- \$1.3 million on water capital projects and \$990,000 on renewals
- \$491,000 on IT
- \$73,000 on library books

In the next 6 months we have scheduled to spend a further \$13.7 million. The main works scheduled to 30 June include:

- \$8.1 million in roading works.
- A further \$200,000 on the Matamata Streetscape and \$50,000 for Morrinsville
- \$238,000 for the Wairere Falls toilets
- \$120,000 Morrinsville carparking
- \$124,000 Te Aroha cemetery expansion
- \$100,000 Te Aroha office future proofing
- \$150,000 future proofing Te Aroha and Morrinsville libraries
- \$200,000 Waharoa rest area toilets
- \$210,000 in EPH and housing renewals
- \$74,000 for the remainder of the Headon Stadium upgrade
- \$70,000 for the Te Aroha to Matamata cycleway
- \$150,000 for stormwater soakholes/capacity improvements
- \$500,000 for upgrade Morrinsville Refuse Transfer station
- \$1.45 million for wastewater capital projects, and \$1 million for renewals
- \$390,000 for water capital projects and \$612,000 on renewals
- \$330,000 for IT
- \$420,000 for plant and fleet renewals

STATEMENT OF FINANCIAL POSITION - HOW DO WE STAND OVERALL?

Council is in good financial shape. Our physical assets valued at \$636 million are generally in a good state. We have a significant amount of planned capital work to catch up on, but we have plenty of financial capital to do so. While we currently have \$34 million in external borrowing, \$7 million of that has been pre-funded (and subsequently invested) to repay debt that is maturing in May 2021. So Council's core debt currently sits around \$27 million which is considered low for a Council of our size, so we have plenty of headroom.

TE PŪTEA | FINANCIALS

TE REO TRANSLATION | STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

For the six months ended 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020
(\$000)	(\$000)		(\$000)	(\$000)
Revenue				
18,174	18,363	Rates	19,016	18,805
3,423	2,348	Subsidies and grants	3,623	4,491
3,701	3,952	Fees and charges	3,958	4,669
685	1,085	Development and financial contributions	713	1,623
152	137	Interest revenue	166	126
237	484	Other revenue	246	656
26,371	26,369	Total revenue	27,721	30,370
Expenses				
8,480	8,055	Personnel costs	8,863	8,277
7,365	7,204	Depreciation and amortisation expense	7,336	7,332
549	588	Finance costs	592	571
8,805	10,621	Other expenses	10,364	12,200
25,198	26,468	Total expenses	27,154	28,380
-	-	Share of joint venture surplus/(deficit) for the year	-	-
1,174	(99)	Surplus/(deficit)	567	1,990
Other comprehensive income				
-	-	Financial assets at fair value through other comprehensive revenue and expense	-	-
-	-	Property, plant and equipment revaluations	-	-
-	-	Total other comprehensive revenue and expense	-	-
1,174	(99)	Total comprehensive revenue and expense	567	1,990

TE REO TRANSLATION | STATEMENT OF CHANGES IN EQUITY

For the six months ended 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020
(\$000)	(\$000)		(\$000)	(\$000)
626,768	630,652	Balance at 1 July	651,139	654,461
567	(99)	Total comprehensive revenue and expense	567	1,990
627,942	630,553	Balance at 31 December	651,706	656,451

TE REO TRANSLATION | STATEMENT OF FINANCIAL POSITION

As at 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020
(\$000)	(\$000)		(\$000)	(\$000)
Assets				
Cash assets				
1,280	2,176	Cash and cash equivalents	1,280	2,830
3,748	2,938	Receivables	3,748	999
-	-	Prepayments	-	-
839	702	Inventory	839	847
-	1,024	Assets held for sale	-	-
-	1,024	Non-current assets held for sale	-	319
6,945	5,748	Other financial assets	6,945	15,347
12,812	12,588	Total current assets	12,812	20,342
Non-current assets				
-	-	Derivative financial instruments	-	-
13,814	15,348	Investments in CCOs and other similar entities	13,814	16,887
-	939	Other financial assets	-	-
643,770	636,640	Property, plant and equipment	643,770	663,921
850	641	Intangible assets	850	589
658,434	652,629	Total non-current assets	658,434	681,397
671,246	664,217	Total assets	671,246	701,739
Liabilities				
Current liabilities				
-	-	Derivative financial instruments	-	-
6,475	10,432	Payable and deferred revenue	6,475	8,045
1,661	1,512	Employee entitlements	1,661	2,220
7,000	-	Borrowings	7,000	7,000
88	216	Provisions	88	186
15,224	11,485	Total current liabilities	15,224	17,451
Non-current liabilities				
-	-	Derivative financial instruments	-	-
460	380	Employee entitlements	460	375
27,188	21,500	Borrowings	27,188	27,000
433	624	Provisions	433	462
28,081	22,504	Total non-current liabilities	28,081	27,837
43,305	34,664	Total liabilities	43,305	45,288
627,941	630,553	Net assets (assets minus liabilities)	627,941	656,451

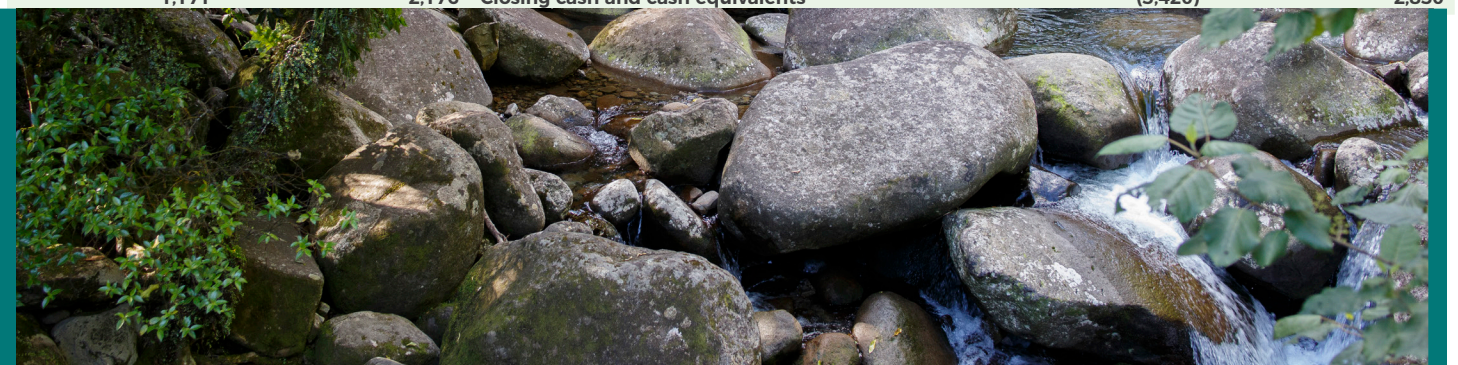
Equity				
432,897	431,251	Accumulated funds	432,897	457,149
195,044	199,302	Other reserves	195,044	199,302
627,941	630,553	Total equity	627,941	656,451



TE REO TRANSLATIONS | STATEMENT OF CASHFLOWS

For the six months ended 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020
(\$000)	(\$000)		(\$000)	(\$000)
Cashflow from operating activities				
18,174	19,6472	Rates revenue received	19,016	18,805
3,424	2,348	Subsidies and grants received	3,623	4,491
3,701	3,752	Fees and charges received	3,958	4,478
152	137	Interest received	166	126
137	245	Other revenue received	146	126
685	1,085	Development and financial contributions	713	1,623
-	-	GST (net)	-	-
(8,805)	(12,066)	Payments to suppliers	(10,364)	(12,200)
(8,480)	(8,055)	Payments to employees	(8,863)	(8,277)
(549)	(588)	Interest paid	(592)	(571)
8,438	6,505	Net cashflow from operating activities	7,803	8,601
Cashflow from investing activities				
-	-	Repayments of loans and advances	-	-
-	-	Sale of assets	-	-
-	2,187	Proceeds from sale/maturity of investments	-	-
(16,643)	(7,522)	Purchase of property, plant and equipment	(15,813)	(8,599)
(115)	(81)	Purchase of intangible assets	(115)	(75)
-	-	Acquisition of investments	-	(8,889)
(16,758)	(5,416)	Net cashflow from investing activities	(15,928)	(17,563)
Cashflow from financing activities				
8,430	-	Proceeds from borrowings	10,645	7,500
-	(2,500)	Repayment of borrowings	(7,000)	-
8,430	(2,500)	Net cashflow from financing activities	3,645	7,500
110	(1,411)	Net increase/(decrease) in cash and cash equivalents	(4,481)	(1,462)
1,061	3,587	Opening cash and cash equivalents	1,061	4,292
1,171	2,176	Closing cash and cash equivalents	(3,420)	2,830



TE REO TRANSLATION | OVERALL FUNDING IMPACT STATEMENT

Funding impact statement for the six months ended 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020	Variance	Explanation of key variances to the budget
(\$000)	(\$000)		(\$000)	(\$000)		
Sources of operating funding						
11,918	12,147	General rates, uniform annual general charges, rates penalties	12,223	12,297	75	Rate penalty income received to date is unbudgeted
6,257	6,219	Targeted rates	6,793	6,508	(285)	Metered water consumption from industries is lower than budgeted and the last two quarterly meter readings for Morrinsville are still to be caught up on.
1,387	1,147	Subsidies and grants for operating purposes	1,425	3,827	2,403	Grant funding of \$2.47 million from the three water reforms has been received and was not budgeted for. This is offset by lower subsidy income from Roothing, which is typically lower than budgeted at the 6 month point with the larger portion of the work being undertaken in second half of the year.
3,494	3,836	Fees and charges	3,792	4,183	392	Resource and Building consent income is higher due to higher activity. Dog registration fees are received at start of the year. Rubbish bag sales and income from transfer stations is lower than budgeted.
129	104	Interest and dividends from investments	129	619	490	Investment income is lower due to lower interest rates. Increases in longer dated swap rates has lead to a gain on our interest rate swap portfolio from the June 2020 valuation of \$530,000.
133	157	Local authorities fuel tax, fines, infringement fee and other receipts	146	125	(21)	
23,317	23,610	Total operating funding (A)	24,506	27,559	3,054	
Application of operating funding						
17,508	17,942	Payments to staff and suppliers	19,023	19,968	(946)	There are a number of overs and unders across the activities as outlined in the individual statements. The most significant areas of variance to budget include higher than budgeted costs in Community Facilities, unbudgeted spending on projects funded by the three waters reform grant received, and higher costs related to processing of building and resource consents. These increases were offset slightly by reduced costs compared to budget in Roothing and COVID-19 response fund projects to be completed by the end of the year.

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020	Variance	Explanation of key variances to the budget
(\$000)	(\$000)		(\$000)	(\$000)		
Sources of operating funding						
548	590	Finance costs	592	571	21	
-	-	Other operating funding applications	-	-	-	
17,606	18,532	Total applications of operating funding (B)	19,615	20,539	(925)	
5,711	5,078	Surplus/(deficit) of operating funding (A-B)	4,891	7,020		

Sources of capital funding						
2,042	1,202	Subsidies and grants for capital expenditure	2,199	664	(1,535)	NZTA subsidy income is typically lower than budgeted at the 6 month point with the larger portion of work being undertaken in the second half of the year. The budgeted contribution for Morrinsville's Avenue Road North Storm water disposal project has not been received as the project has not progressed.
685	1,085	Development and financial contributions	713	1,622	910	Higher contributions received from significant development activity in Matamata and Morrinsville.
8,430	(2,500)	Increase/(decrease) in debt	7,145	7,500	356	\$7 million of LGFA debt due to mature in May 2021 was pre-funded (and subsequently invested) in July 2020. Otherwise, debt funding has not been required to be raised as budgeted due to delay in capital projects to date.
-	-	Gross proceeds from sale of assets	-	-	-	
-	-	Lump sum contributions	-	-	-	
-	(213)	Other dedicated capital funding	-	-	-	
11,157	(213)	Total sources of capital funding (C)	10,056	9,786		



Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020	Explanation of key variances to the budget
(\$000)	(\$000)		(\$000)	(\$000)	
		Sources of operating funding			
		Applications of capital funding			
		Capital expenditure			
-	-	- to meet additional demand	195	-	195
9,673	3,605	- to improve the level of service	8,148	4,520	3,628
7,086	3,998	- to replace existing assets	7,586	4,153	3,433
110	748	Increase/(decrease) in reserves	(981)	(756)	(225)
-	(3,486)	Increase/(decrease) of investments	-	8,889	(8,889)
16,868	4,865	Total applications of capital funding (D)	14,947	16,806	
(5,711)	(5,078)	Surplus/(deficit) of capital funding (C-D)	(4,891)	(7,020)	
-	-	Funding balance ((A-B) + (C-D))	-	-	

A number of Community Facilities projects have been delayed. The budgeted Matamata indoor sports facility has been moved to year 3 of the Long Term Plan. The Headon stadium project is almost completed, which was budgeted and carried forward from previous years. Morrinsville's Avenue Road North Stormwater disposal project has not progressed. A number of wastewater projects have been delayed and or will be reconsidered in the Long Term Plan. A number of water project carried forward from last year have been completed in the last six months.

Planned public toilet, playground, pools and renewals projects have not been undertaken during first half of the year. Roading renewal including pavement rehab and sealed road resurfacing typically happens in the second part of the year. Various water and wastewater reticulation and plant renewal projects have been delayed.

Additional cash was available for investment due to the LGFA loan maturing in May 2021 being pre-funded in July 2020.



TE PĀNUI O TE PĀNGA O TE PŪTEA | FUNDING IMPACT STATEMENT

TE REO TRANSLATION | COMMUNITY FACILITIES

Funding impact statement for the six months ended 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020	Explanation of key variances to the budget
(\$000)	(\$000)		(\$000)	(\$000)	
Sources of operating funding					
4,744	4,836	General rates, uniform annual general charges, rates penalties	5,081	5,113	33
32	43	Targeted rates	33	49	16
					\$12,500 grant received from Water Safety New Zealand and \$6,000 was received as an un-budgeted contribution from a Matamata business for kerb extension and the installation of balustrades in the CBD.
2	-	Subsidies and grants for operating purposes	2	23	21
1,485	1,573	Fees and charges	1,588	1,635	47
95	83	Internal charges and overheads recovered	105	52	(53)
-	-	Local authorities fuel tax, fines, infringement fee and other receipts	-	-	-
6,358	6,535	Total operating funding (A)	6,809	6,872	64
ApplicationS of operating funding					
					Property costs are higher than budgeted due to the demolition of Ngarua Hall of around \$150,000, design costs for the Heritage Tea House, Asbestos pre-demolition survey for the Skate Building, Domain House etc. charges such as asbestios removal from 96 Moorehouse Stret that will be recovered from Kiwi Rail. Cleaning costs have increased. Administration costs for EPH is higher than budgeted. Asset Management costs for the Morrinsville River Walk, Hetana Street innovation, Open Space Strategy etc. Also the maintenance costs of Firth Tower, Te Aroha Domain Museum and additional cleaning costs for the Matamata Civic Centre have exceeded the budget.
4,014	4,312	Payments to staff and suppliers	4,599	5,135	(537)
88	94	Finance costs	81	78	3
1,043	1,012	Internal charges and overheads applied	1,020	1,488	223
-	-	Other operating funding applications	-	-	-
5,144	5,418	Total applications of operating funding (B)	5,699	6,316	
1,214	1,117	Surplus/(deficit) of operating funding (A-B)	1,110	556	

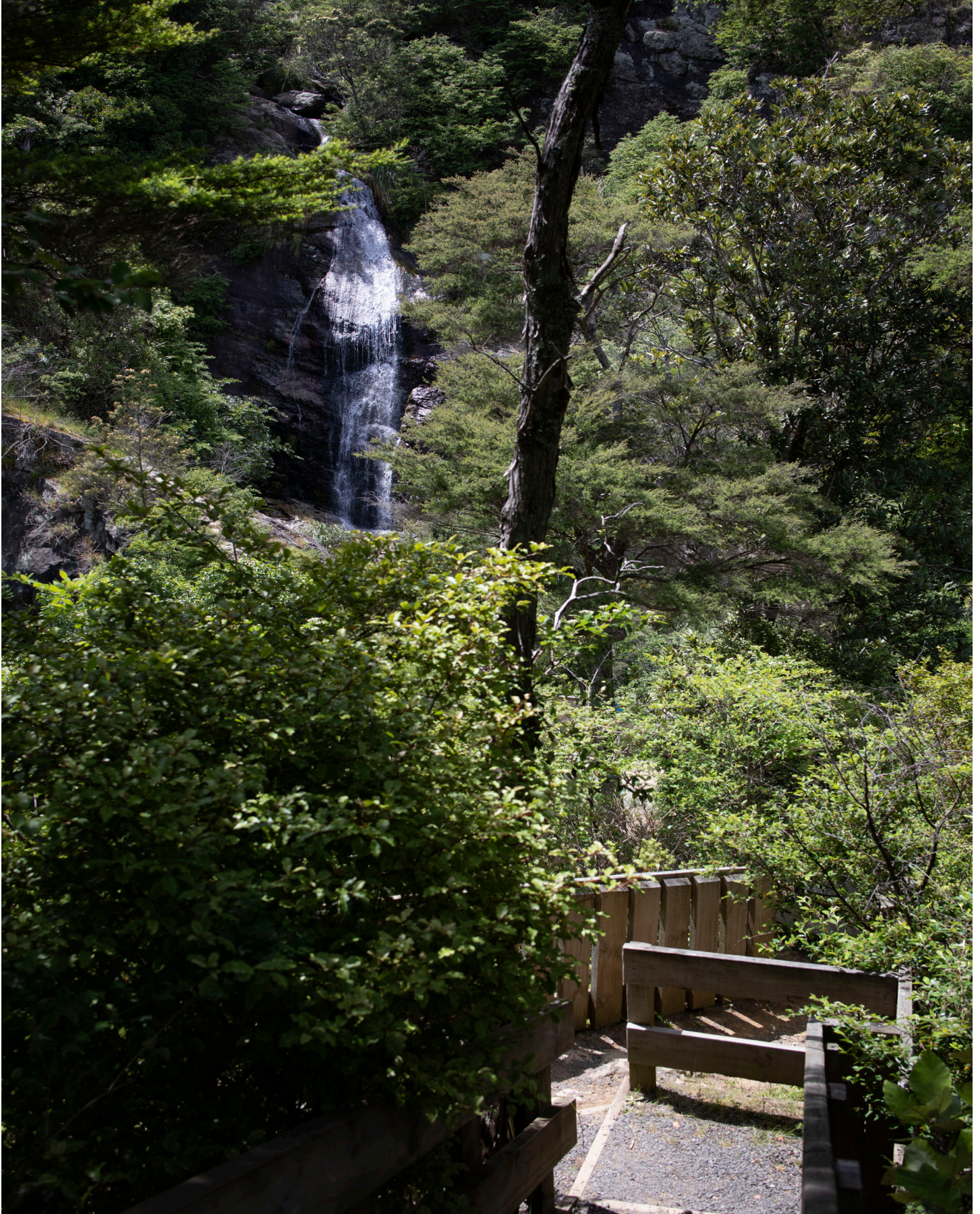
Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020	Explanation of key variances to the budget
(\$000)	(\$000)		(\$000)	(\$000)	
Sources of capital funding					
-	33	Subsidies and grants for capital expenditure	-	-	
28	135	Development and financial contributions	29	153	125 Higher contributions received from significant development activity in Matamata and Morrinsville.
2,585	(431)	Increase/(decrease) in debt	1,266	1,488	223
-	-	Gross proceeds from sale of assets	-	-	-
-	-	Lump sum contributions	-	-	-
-	-	Other dedicated capital funding	-	-	-
2,613	(263)	Total applications of capital funding (C)	1,294	1,641	347
Applications of capital funding					
Capital expenditure					
-	-	- to meet additional demand	-	-	
2,924	363	- to improve the level of service	1,441	1,572	(131) A number of Community Facilities projects have been delayed including the Howie Park entrance, car parking and loop track upgrade, Matamata Streetscape development, Waharoa rest area carpark project. The budgeted Matamata indoor sports facility has been moved to year 3 of the LTP. The Headon stadium project is almost completed, which was budgeted and carried forward from previous years.
723	491	- to replace existing assets	1,187	625	562 Planned public toilet, playground, pools and building renewals projects have not been undertaken during the first half of the year.
180	-	Increase/(decrease) in reserves	(224)	-	(224)
-	-	Increase/(decrease) in investments	-	-	-
3,827	854	Total application of capital funding (D)	2,404	2,197	207
(1,214)	(1,117)	Surplus/(deficit) of capital funding	(1,110)	(556)	
-	-	Funding balance ((A-B) + (C_D))	-	-	

TE REO TRANSLATION | STRATEGY AND ENGAGEMENT

Funding impact statement for the six months ended 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020	Explanation of key variances to the budget
(\$000)	(\$000)		(\$000)	(\$000)	
Sources of operating funding					
2,106	2,146	General rates, uniform annual general charges, rates penalties	2,397	2,407	11
-	-	Targeted rates	-	-	-
-	-	Subsidies and grants for operating purposes	-	100	100
					innovating Streets - Hetana Street grant has been received during the year \$40,000
88	369	Fees and charges	112	662	551
206	188	Internal charges and overheads recovered	274	284	11
-	-	Local authorities fuel tax, fines, infringement fee and other receipts	-	-	-
					Investment income is lower due to lower interest rates. Increases in longer dated swap rates has lead to a gain on our interest rate swap portfolio from the June 2020 valuation of \$530,000.
2,399	2,703	Total operating funding (A)	2,782	3,453	672
Applications of operating funding					
1,515	1,886	Payments to staff and suppliers	2,432	1,842	590
14	15	Finance costs	22	21	1
781	815	Internal charges and overheads applied	757	833	(77)
-	-	Other operating funding applications	-	-	-
					Election costs are budgeted over 3 years but will not be spent during this year. \$1.1 million budgeted for COVID-19 response will be spent later in the year.
2,309	2,716	Total applications of operating funding (B)	3,210	2,696	
90	(13)	Surplus/(deficit) of operating funding (A-B)	(428)	757	
Sources of capital funding					
-	-	Subsidies and grants for capital expenditure	-	-	-
-	-	Development and financial contributions	-	-	-
146	(2,136)	Increase/(decrease) in debt	332	5,526	5,195
					\$7 million of LGFA debt due to mature in May 2021 was pre-funded (and subsequently invested) in July 2020.
-	-	Gross proceeds from sale of assets	-	-	-
-	-	Lump sum contributions	-	-	-
-	-	Other dedicated capital funding	-	-	-
146	(2,136)	Total sources of capital funding (C)	332	5,526	5,195
Applications of capital funding					
Capital expenditure					
-	-	- to meet additional demand	-	-	50
-	681	- to improve the level of service	50	-	50
631	-	- to replace existing assets	722	679	43
(395)	656	Increase/(decrease) in investments	-	8,889	(8,889)

236	(2,149)	Total application of capital funding (D)	(97)	6,283	(6,380)
(90)	13	Surplus/(deficit) of capital funding	428	(757)	
-	-	Funding balance ((A-B) = (C-D))	-	-	



NGĀ RORI | ROADING

Funding impact statement for the six months ended 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020	Explanation of key variances to the budget
(\$000)	(\$000)		(\$000)	(\$000)	
Sources of operating funding					
3,735	3,806	General rates, uniform annual general charges, rates penalties	3,296	3,317	22
-	-	Targeted rates	-	-	-
1,320	1,084	Subsidies and grants for operating purposes	1,358	1,176	(182)
86	42	Fees and charges	98	47	(51)
127	231	Internal charges and overheads recovered	135	233	98
115	124	Local authorities fuel tax, fines, infringement fee and other receipts	128	111	(17)
5,381	5,287	Total operating funding (A)	5,014	4,884	(130)
Applications of operating funding					
3,129	2,696	Payments to staff and suppliers	3,180	2,817	363
187	200	Finance costs	175	168	7
475	451	Internal charges and overheads applied	479	509	(31)
-	-	Other operating funding applications	-	-	-
3,791	3,347	Total applications of operating funding (B)	3,833	3,494	
1,591	1,940	Surplus/(deficit) of operating funding (A-B)	1,181	1,390	
Sources of capital funding					
1,612	1,169	Subsidies and grants for capital expenditure	1,769	664	(1,105)
164	306	Development and financial contributions	171	427	257
638	(801)	Increase/(decrease) in debt	988	160	(828)
-	-	Gross proceeds from sale of assets	-	-	-
-	-	Lump sum contributions	-	-	-
-	-	Other dedicated capital funding	-	-	-
2,414	674	Total sources of capital funding (C)	2,927	1,251	(1,676)

Applications of capital funding					
Capital expenditure					
-	-	- to meet additional demand	131	-	
1,310	1,252	- to improve the level of service	973	1,232	(259)
2,740	1,362	- to replace existing assets	3,003	1,409	1,594
(46)	-	Increase/(decrease) in reserves	1	-	1
-	-	Increase/(decrease) in investments	-	-	-
4,004	2,614	Total application of capital funding (D)	4,108	2,641	1,467
(1,591)	(1,940)	Surplus/(deficit) of capital funding	(1,181)	(1,390)	
-	-	Funding balance ((A-B) = (C-D))	-	-	

Roading renewal including pavement rehab and sealed road resurfacing typically happens in the second half of the year.



TE PARA ME TE WHAKAHŌU | RUBBISH AND RECYCLING

Funding impact statement for the six months ended 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020	Explanation of key variances to the budget
(\$000)	(\$000)		(\$000)	(\$000)	
Sources of operating funding					
315	320	General rates, uniform annual general charges, rates penalties	346	349	3
128	130	Targeted rates	185	184	(1)
65	63	Subsidies and grants for operating purposes	65	58	(7)
768	467	Fees and charges	824	671	(153)
1	1	Internal charges and overheads recovered	1	1	1
-	-	Local authorities fuel tax, fines, infringement fees and other receipts	-	-	-
1,276	981	Total operating funding (A)	1,420	1,263	(157)
Applications of operating funding					
1,118	1,258	Payments to staff and suppliers	1,267	1,429	(162)
7	7	Finance costs	6	5	1
121	127	Internal charges and overheads applied	116	126	(10)
-	-	Other operating funding applications	-	-	-
1,245	1,392	Total applications of operating funding (B)	1,389	1,560	
32	(411)	Surplus/(deficit) of operating funding (A-B)	32	(297)	
Sources of capital funding					
-	-	Subsidies and grants for capital expenditure	-	-	-
-	-	Development and financial contributions	-	-	-
548	493	Increase/(decrease) in debt	269	326	58
-	-	Gross proceeds from sale of assets	-	-	-
-	-	Lump sum contributions	-	-	-
-	-	Other dedicated capital funding	-	-	-
548	493	Total sources of capital funding (C)	269	326	58
Applications of capital funding					
-	-	Capital expenditure	-	-	-
-	-	- to meet additional demand	-	-	-
575	82	- to improve the level of service	300	29	271
					Work has been completed on the installation of cameras at the transfer stations and tipping bins for the glass bay. Upgrades to the weighbridge software, a retaining wall at Waihou, and rebuilding of the scrap metal bay will happen by the end of the year.

-	-	- to replace existing assets	-	-	-
5	-	Increase/(decrease) in reserves	-	-	-
-	-	Increase/(decrease) in investments	-	-	-
580	82	Total application capital funding (D)	300	29	271
(32)	411	Surplus/(deficit) of capital funding	(32)	297	
-	-	Funding balance ((A-B) = (C-D))	-	-	



TE WAIMARANGAI | STORMWATER

Funding impact statement for the six months ended 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020	Explanation of key variances to the budget
(\$000)	(\$000)		(\$000)	(\$000)	
Sources of operating funding					
60	61	General rates, uniform annual general charges, rates penalties	72	72	1
368	371	Targeted rates	440	378	(62)
-	-	Subsidies and grants for operating purposes	-	-	-
-	-	Fees and charges	-	-	-
62	31	Internal charges and overheads recovered	62	62	-
-	-	Local authorities fuel tax, fines, infringement fee and other receipts	-	-	-
490	463	Total operating funding (A)	574	512	(62)
Applications of operating funding					
85	122	Payments to staff and suppliers	118	121	(3)
-	-	Finance costs	-	-	-
88	119	Internal charges and overheads applied	81	90	(9)
-	-	Other operating funding applications	-	-	-
173	241	Total applications of operating funding (B)	199	211	
317	222	Surplus/(deficit) of operating funding (A-B)	375	301	
Sources of capital funding					
430	-	Subsidies and grants for capital expenditure	430	-	The budgeted contribution for Morrinsville's Avenue Road North Stormwater disposal project has not been received as this project has not progressed.
12	16	Development and financial contributions	12	12	1
-	-	Increase/(deficit) in debt	-	-	-
-	-	Gross proceeds from sale of assets	-	-	-
-	-	Lump sum contributions	-	-	-
-	-	Other dedicated capital funding	-	-	-
442	16	Total sources of capital funding (C)	442	12	(430)
Applications of capital funding					
-	-	Capital expenditure	-	-	
-	-	- to meet additional demand	-	-	
480	12	- to improve the level of service	783	13	770
-	-	- to replace existing assets	-	-	-
279	226	Increase/(decrease) in reserves	34	300	(267)
-	-	Increase/(decrease) in investments	-	-	-
759	238	Total application of capital funding (D)	816	313	503
(317)	(222)	Surplus/(deficit) of capital funding	(375)	(301)	
-	-	Funding balance ((A-B) = (C-D))	-	-	

TE WAIPARA | WASTEWATER

Funding impact statement for the six months ended 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020	Explanation of key variances to the budget
(\$000)	(\$000)		(\$000)	(\$000)	
Sources of operating funding					
-	-	General rates, uniform annual general charges, rates penalties	-	-	-
3,201	3,235	Targeted rates	3,157	3,291	134
-	-	Subsidies and grants for operating purposes	-	-	-
341	317	Fees and charges	341	362	21
112	50	Internal charges and overheads recovered	149	49	(100)
-	-	Local authorities fuel tax, fines, infringement fee and other receipts	-	-	-
3,654	3,602	Total operating funding (A)	3,647	3,702	56
Applications of operating funding					
1,764	1,614	Payments to staff and suppliers	1,689	1,520	169
147	160	Finance costs	159	155	4
228	299	Internal charges and overheads applied	212	234	(22)
-	-	Other operating funding applications	-	-	-
2,139	2,073	Total applications of operating funding (B)	2,060	1,909	
1,515	1,529	Surplus/(deficit) of operating funding (A-B)	1,587	1,793	
Sources of capital funding					
-	-	Subsidies and grants for capital expenditure	-	-	
313	362	Development and financial contributions	326	638	313
2,719	(1,229)	Increase/(decrease) in debt	2,866	-	(2,866)
-	-	Gross proceeds from sale of assets	-	-	-
-	-	Lump sum contributions	-	-	-
-	-	Other dedicated capital funding	-	-	-
3,032	(867)	Total sources of capital funding (C)	3,192	638	(2,554)
Applications of capital funding					
-	-	Capital expenditure			
-	-	- to meet additional demand	25	-	
3,172	27	- to improve the level of service	3,605	363	3,242

Treatment plant costs are lower than budgeted at this point and staff charges are lower due to staff vacancies

Higher contributions received from significant development activity in Matamata and Morrinsville.

Rescheduling of capital and renewal projects has resulted in lower spending and lower debt requirements.

A number of projects have been delayed and or will be reconsidered in the LTP, including the Matamata wastewater treatment plant compliance upgrade works, Burwood Road Bulk sewer main, upgrade of Te Aroha falling main, upgrade of the Terminus Street pump station, and equipment for chemical dosing at Te Aroha plant.

Various reticulation and plant renewal projects have been delayed.

1,309	635	- to replace existing assets	1,149	450	699
67	-	Increase/(decrease) in reserves	(1)	1,618	(1,619)
-	-	Increase/(decrease) in investments	-	-	-
4,547	662	Total application of capital funding (D)	4,778	2,431	2,347
(1,515)	(1,529)	Surplus/(deficit) of capital funding	(1,587)	(1,793)	
-	-	Funding balance ((A-B) = (C-D))	-	-	



NGĀ WHAKAAETANGA ME NGĀ RAIHANA | CONSENTS AND LICENSING

Funding impact statement for the six months ended 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020	Explanation of key variances to the budget
(\$000)	(\$000)		(\$000)	(\$000)	
Sources of operating funding					
960	978	General rates, uniform annual general charges, rates penalties	1,033	1,039	7
-	-	- Targeted rates	-	-	-
-	-	- Subsidies and grants for operating purposes	-	-	-
838	1,165	Fees and charges	958	1,422	465
-	-	- Internal charges and overheads recovered	-	-	-
18	33	Local authorities fuel tax, fines, infringement fee and other receipts	18	14	(4)
1,815	2,176	Total operating funding (A)	2,008	2,478	467
Applications of operating funding					
1,072	1,216	Payments to staff and suppliers	1,262	1,581	(320)
-	-	- Finance costs	-	-	-
678	705	Internal charges and overheads applied	637	704	(68)
-	-	- Other operating funding applications	-	-	-
1,749	1,921	Total applications of operating funding (B)	1,898	2,285	
66	255	Surplus/(deficit) of operating funding (A-B)	110	190	
Sources of capital funding					
-	-	- Subsidies and grants for capital expenditure	-	-	-
-	-	- Development and financial contributions	-	-	-
-	-	- Increase/(decrease) in debt	-	-	-
-	-	- Gross proceeds from sale of assets	-	-	-
-	-	- Lump sum contributions	-	-	-
-	-	- Other dedicated capital funding	-	-	-
-	-	Total sources of capital funding (C)	-	-	-
Applications of capital funding					
Capital expenditure					
-	-	- to meet additional demand	-	-	-
-	-	- to improve the level of service	-	-	-
-	-	- to replace existing assets	-	-	-
66	255	Increase/(decrease) in reserves	110	190	(80)
-	-	- Increase/(decrease) in investments	-	-	-
66	255	Total application of capital funding (D)	110	190	(80)
(66)	(255)	Surplus/(deficit) of capital funding	(110)	(190)	
-	-	Funding balance ((A-B) = (C-D))	-	-	

WAI | WATER

Funding impact statement for the six months ended 31 December 2020

Annual Plan Budget December 2019	Actual December 2019		Annual Plan Budget December 2020	Actual December 2020	Explanation of key variances to the budget
(\$000)	(\$000)		(\$000)	(\$000)	
Sources of operating funding					
-	-	General rates, uniform annual general charges, rates penalties	-	-	-
2,528	2,440	Targeted rates	2,979	2,606	(373) Metered water consumption from industries is lower than budgeted and the last two quarterly meter readings for Morrinsville are still to be caught up on.
-	-	Subsidies and grants for operating purposes	-	2,470	2,470 Grant funding from the three water reforms has been received and was not budgeted for.
18	7	Fees and charges	-	3	3
26	25	Internal charges and overheads recovered	28	(95)	(123)
-	-	Local authorities fuel tax, fines, infringement fee and other receipts	-	-	-
2,572	2,472	Total operating funding (A)	3,007	4,984	1,978
Applications of operating funding					
1,278	1,630	Payments to staff and suppliers	1,580	2,141	(561) Three waters reform project costs of \$400,000 (funded by the subsidy received) have been spent to date that were not budgeted for. Treatment plant costs are higher by \$229,000 due to an increase in chemical and lab analysis costs. Hazardous Chemical Assessment, Topehaehae profiling, and comprehensive dam review. This also includes \$55,000 expensed from capital projects that will not proceed. These increased costs are partially offset by lower reticulation costs compared to budget to date.
107	114	Finance costs	151	144	7
301	289	Internal charges and overheads applied	350	369	(20)
-	-	Other operating funding applications	-	-	-
1,685	2,033	Total applications of operating funding (B)	2,080	2,654	
887	439	Surplus/(deficit) of operating funding (A-B)	927	2,330	
Sources of capital funding					
-	-	Subsidies and grants for capital expenditure	-	-	-
169	266	Development and financial contributions	176	392	215 Higher contributions received from significant development activity in Matamata and Morrinsville.
1,795	1,993	Increase/(decrease) in debt	1,426	-	(1,426) The delayed capital spending has resulted in lower debt requirements to date.
-	-	Gross proceeds from sale of assets	-	-	-
-	-	Lump sum contributions	-	-	-
-	-	Other dedicated capital funding	-	-	-
1,964	2,259	Total sources of capital funding (C)	1,602	392	(1,210)

Applications of capital funding

Capital expenditure

-	-	- to meet additional demand	39	-	
1,213	1,188	- to improve the level of service	996	1,311	(315)
1,684	1,510	- to replace existing assets	1,526	990	536
(45)	-	Increase/(decrease) in reserves	(33)	421	(454)
-	-	Increase/(decrease) in investments	-	-	-
2,851	2,698	Total application of capital funding (D)	2,528	2,722	(194)
(887)	(439)	Surplus/(deficit) of capital funding	(927)	(2,330)	
-	-	Funding balance ((A-B) = (C-D))	-	-	

Projects carried forward from last year including Treatment Plant Instrumentation, Pumps, Valves and Activators have been completed during the current year. The replacement of the switch board at the Morrinsville treatment plant, Waterworks Road has been completed.

Plant and reticulation renewal projects have been delayed compared to what was budgeted.



PERFORMANCE MEASURES

Below is a summary of Council's progress at the six month mark against its performance measures.

Not achieved
Not on track
On track
Information not yet available
Information not available

PERFORMANCE MEASURE	TARGET	TRACKING
Ngā Rawa ā-Hapori Community Facilities and Property		
Carparks and Street Furniture		
<p>90% or more of damage, vandalism and graffiti complaints regarding Council carparks and street furniture will be responded to within the assigned timeframe.</p> <p><i>Council received four (4) complaints about damage, vandalism and graffiti regarding Council carparks and street furniture. Two (2) of these complaints were not responded to within the prescribed timeframe.</i></p>	90% or more	50%
Ngā Urupā Cemeteries		
<p>Percentage of people who have visited a Council cemetery in the last year who are satisfied with the cemeteries.</p>	80% or more	85% of people are satisfied.
Te Whakahaere i te Whare me ngā Rawa Housing and Property Management		
<p>Percentage of elderly persons housing tenants who are satisfied with the standard of maintenance and accommodation.</p> <p><i>Elderly persons survey is carried out annually and is planned for March/April 2021.</i></p>	80% or more satisfied	Information not yet available.
<p>Rent charged for elderly persons housing will be below the market median for the district.</p> <p><i>The market median rent for a one bedroom flat is \$215, and a two bedroom is \$280. Our elderly person housing rent is currently \$180.</i></p>	Rents are below the market median	Elderly persons rent is below market median.
<p>At least 95% of elderly persons housing will be occupied.</p>	95% or more	95% or more
Ngā Wharepukapuka Libraries		
<p>The number of people visiting our libraries.</p> <p><i>Matamata - 18,754 Morrinsville - 24,975 Te Aroha - 13,844</i></p>	Visitor and online user numbers will be within 5% of the five year average. (96,528 is the six month average)	121,532 Visitor and online users.
<p>The number of people accessing library information online.</p> <p><i>Online users - 35,113</i></p>		
<p>The number of library members who have been active (used their library card) in the last 12 months.</p> <p><i>This statistic is not reliable this year as Kotui renewed memberships globally during lockdown to ensure digital resources could continue to be used. Renewal counts as activity meaning some borrowers may look active when they are not.</i></p>	2% increase from previous year 9,244 members (2019/20 benchmark)	39,098
<p>The percentage of users who are satisfied with library services.</p> <p><i>Of the 200 people surveyed 87% of users were either satisfied or very satisfied, 13% were neither satisfied nor dissatisfied.</i></p> <p><i>There were two comments received from users who were dissatisfied with services for various reasons e.g. very little in variation of book collection.</i></p>	90% satisfied or more	87% of users are satisfied.
Ngā Pāka me ngā Ara Parks and Tracks		
<p>Percentage of users satisfied with sports fields.</p> <p><i>Of the 200 people surveyed 80% were either satisfied or very satisfied, 6% were either dissatisfied or very dissatisfied and a further 13% were neither satisfied nor dissatisfied and 1% were unsure.</i></p> <p><i>One comment received for dissatisfaction referred to the field at Morrinsville having rubbish in the middle of the grounds, making it unsafe.</i></p>	80% or more of users satisfied	80% of users satisfied.
<p>Percentage of users satisfied with parks and reserves.</p> <p><i>Of the 200 people surveyed 82% were either satisfied or very satisfied, 6% were either dissatisfied or very dissatisfied, a further 11% were neither satisfied nor dissatisfied and 1% unsure.</i></p> <p><i>Council received four dissatisfied comments on our parks and for various reasons.</i></p>	80% or more of users satisfied	82% of users satisfied.
<p>Playground safety will be assessed on a regular basis.</p>	Inspections will be undertaken once every two weeks, and once every week during school holidays. An external audit will be undertaken annually to evaluate compliance with the relevant New Zealand standard.	On track

PERFORMANCE MEASURE	TARGET	TRACKING
Ngā Puna me ngā Puna Waiariki Pools and Spas		
Four independent safety and quality audits will be carried out on Swim Zone Te Aroha, Swim Zone Matamata and Te Aroha Mineral Spas. Two independent safety and quality audits will be carried out on Swim Zone Morrinsville. <i>During the first six months of the financial year, Watershed have completed audits for Te Aroha Mineral Spas, Swimzone Te Aroha, and Swimzone Matamata. Reports were completed for Morrinsville Swimzone in November 2020 due to their closure over winter.</i>	Achieved	On track
Percentage of users satisfied or very satisfied with pool facilities. <i>Of the 200 people surveyed 80% were either satisfied or very satisfied, 9% were either dissatisfied or very dissatisfied, a further 9% were neither satisfied nor dissatisfied, while 2% were unsure.</i>	80% or more of customers satisfied	80% of users are satisfied.
The number of customers using our pool facilities will be maintained. <i>Swim Zone Matamata - 50,991 Swim Zone Te Aroha - 15,228 Swim Zone Morrinsville - 4,742 Te Aroha Mineral Spas - 17,245</i> <i>From 1 July - 31 December 88,206 people visited Council Pools and Spa facilities.</i>	Visitor numbers will be within 5% of the five year average. (8,131 is the six month average)	On track.
Whareiti Iwi Whānui Public Toilets		
The number of complaints received regarding dissatisfaction with the cleanliness of public toilets. <i>Council received eight (8) complaints about the cleanliness of public toilets. Three (3) complaints were relating to the Domain House, the other five (5) complaints were spread over the District, including Herries Park, Lawrence Avenue and Hetana Street.</i>	20 or fewer complaints about cleanliness per year	Eight (8)
Ngā Wāhi ā-Rēhia, ā-Tuku Iho Recreation Facilities and Heritage		
90% or more of damage, vandalism and graffiti complaints regarding recreation and heritage facilities will be responded to within the assigned timeframe. <i>We received zero (0) complaints about damage, vandalism and graffiti regarding recreation and heritage facilities.</i>	90% or more	On track
Te Reo Translation Strategy and Engagement		
Te Ārai Mate Whawhati Tata Civil Defence		
We will have sufficient trained staff within the Thames Valley Emergency Management Operating Area. <i>No staff were trained in the first quarter, due to Civil Defence Emergency Management staff being prioritised to Regional COVID-19 resurgence planning.</i> <i>However, 67.65% staff were trained in the second quarter, to the level required to run a fully staffed, single shift Emergency Operating Centre in the Matamata-Piako District.</i>	65% or more	67.65%
Ngā Pāpāhonga me ngā Takahanga o te Wā Communications and Events		
Due to the uncertainty of COVID-19 and the restrictions applied on holding events, there was no event held for ANZAC Day. <i>The annual Business Night Out was held on 29 October 2020 at the Matamata-Piako Civic Memorial Centre. This was held in a slightly different format to previous years due to the uncertainty of holding events in COVID-19 restrictions. This event celebrates and recognises local business excellence, as well as providing an opportunity for business people to network with others from around the district.</i> <i>The official opening of the Hauraki Rail Trail Te Aroha to Matamata extension was held on Sunday, 1 November 2020. This was held in conjunction with Hauraki Rail Trail Trust. Simultaneous dawn blessings were performed in Matamata and Te Aroha for Iwi and invited guests with a public ceremony at Te Aroha Railway at 9.00am. This event celebrated the completion of a well known tourist attraction before the Summer holiday commenced.</i>	We will hold one function annually to recognise volunteers, ANZAC Day commemorations and two functions to contribute to economic development	On track.
We will develop one new digital service per year to allow customer to exchange money or information with Council. <i>Council launched a number of new digital services in 2020. Such as, an online grants portal which allows grant applicants to save, review, edit and copy their current and past grant applications; a website was launched for matamatapiako.nz as part of a tourism campaign to attract domestic visitors to the district; a petitions platform called "Your voice, your vision" was developed to allow customers to submit ideas to Council and others to vote in support ideas and to add comments. The platforms was used for a limited period for consultation ahead of Council's Long Term Plan.</i>	One new transaction or service per year	On track.
Percentage of residents who are satisfied with ease of access to Council information. <i>Of the 200 people who were surveyed, 59% were either satisfied or very satisfied, 8% were either dissatisfied or very dissatisfied, while 29% were neither satisfied nor dissatisfied and 4% did not know or use the service.</i>	65% or more of residents satisfied	59% of the community is satisfied.
Te Ārahitanga ā-Hapori Community Leadership		
Percentage of the community satisfied with the leadership of the Councillors and Mayor. <i>Of the 200 people surveyed, 65% were either satisfied or very satisfied, 5% were either dissatisfied or very dissatisfied, while 26% were neither satisfied nor dissatisfied and 4% were unsure.</i>	59% or more satisfied (2% improvement each year, 2018/19 benchmark)	65% of the community is satisfied.

PERFORMANCE MEASURE	TARGET	TRACKING
<p>Percentage of Te Manawhenua Forum members satisfied with progress made towards achieving the identified work streams.</p> <p><i>The Annual Survey of Te Manawhenua Forum members will be undertaken in mid 2021.</i></p>	16.66% or more of members satisfied (2% improvement each year, 2019/20 benchmark)	Information not yet available
<p>Monthly reporting to Council showing our progress towards health and safety targets.</p> <p><i>During the first quarter, three (3) reports were presented to Council. One of those was the combined quarterly reports for 2019/2020 while two (2) were for the months July and August.</i></p> <p><i>In the second quarter, three (3) reports were presented to Council. One was the quarterly report for July - September 2020, while the other two (2) were for the months October and November. The December report will be presented in February 2021..</i></p>	11 Reports to Council per year	On track
Ngā Rautakinga me ngā Mahere Strategies and Plans		
<p>Percentage of the community satisfied that they have been provided with an opportunity to be involved in consultation processes.</p> <p><i>Of the 200 people surveyed, 53% were either satisfied or very satisfied, 8% were either dissatisfied or very dissatisfied., while 29% were neither satisfied nor dissatisfied and 10% were unsure.</i></p>	52% (maintain 2015/16 benchmark)	53% of the community is satisfied.
<p>State of the Environment monitoring reports will be updated on Council's website each year.</p> <p><i>Due to staff capacity and workloads the report was not updated by November 2020. Staff are expecting to have the report done by February 2021.</i></p>	20 November each year	Not achieved.
Te Hanganga Infrastructure		
Ngā Rori Roothing		
<p>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.</p> <p><i>Comparison with 2019/2020 will be provided at the end of the financial year.</i></p>	A reduction in the number of fatal and serious crashes from the previous year	Information not yet available.
<p>The average quality of ride on a sealed local road network, measured by smooth travel exposure.</p> <p><i>This is a biennial survey which was undertaken in 2019/2020. The results show 97%, which is a decline since the 2016/2017 result of 99.3%.</i></p>	97% or more	97%
<p>The percentage of the sealed local road network that is resurfaced.</p> <p><i>During the period 1 July - 30 September, 1.55% of the sealed local road was resurfaced. While 2.35% of the sealed road network was resurfaced in the period 1 October - 31 December. A large portion of the work is scheduled to be undertaken in the second half of the year.</i></p>	8.5% or more	4.1%
<p>The percentage of footpaths within our district that fall within the level of service standard for the condition of footpaths that is set out in our relevant documents (such as our annual plan, activity management plan, asset management plan, annual works program or Long Term Plan).</p> <p><i>This is a biennial survey, which is scheduled for 2020/21.</i></p>	95% or more within the acceptable level of service	Information not available.
<p>The percentage of customer service requests relating to roads and footpaths that the territorial authority responds to within the time frame specified in the Long Term Plan.</p> <p><i>Four (4) urgent roading requests were received and responded to within the prescribed timeframes. 331 non-urgent roading requests were received, of which 298 were responded to within prescribed timeframes.</i></p>	90% of urgent requests responded to within one working day	100% (4/4)
	90% of non-urgent requests responded to within five working days	90.03% (298/331)
Te Para me te Whakahōu Rubbish and Recycling		
<p>Percentage of residents satisfied with kerbside, rubbish and recycling collection services and transfer stations.</p> <p><i>Of the 200 people surveyed, 65% were either satisfied or very satisfied, 11% were either dissatisfied or very dissatisfied, while 19% were neither satisfied nor dissatisfied and 5% were unsure or did not use the service.</i></p>	80% or more satisfied or very satisfied	65% of residents are satisfied.
<p>Number of complaints about kerbside refuse and recycling not collected on the usual collection day.</p> <p><i>During the period July to December we received 119 complaints about missed collection. This is an average of 20 complaints per month.</i></p>	20 or less complaints on average per month	20 complaints on average per month.
<p>Total quantity of kerbside household waste sent to landfill.</p> <p><i>This information will be reported on annually.</i></p>	Reduction of 1% per person per year	Information not yet available.
<p>Proportion of waste diverted (recycled or composted) from the transfer station and kerbside recycling collection service.</p> <p><i>During the period 1 October to 31 December, the total waste diverted from landfill was 38%. Due to changing government regulations globally there is a decrease in the types of recyclable materials that are able to be recycled. The change in material acceptance has caused a fluctuation of waste that can be diverted from landfill</i></p>	45% or more of the total waste diverted from landfill	38%

PERFORMANCE MEASURE	TARGET	TRACKING
Te Waimarangi Stormwater		
The number of flooding events that occur in our district. For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to our stormwater system).	0 flooding events 0 habitable floors affected	Zero (0)
Compliance with our resource consents for discharge from our stormwater system. (measured by the number of: abatement notices, infringement notices, enforcement orders, and convictions received in relation to those resource consents).	Zero	Zero (0)
The median response time to attend a flooding event, measured from the time that we receive notification to the time that the service personnel reach the site.	Median: 4 hours	Zero (0)
The number of complaints we received about the performance of our stormwater system (expressed per 1,000 properties connected to our stormwater system). <i>There were eighteen (18) complaints regarding the performance of the stormwater network during the period 1 July - 31 December.</i>	4 complaints per 1,000 connections per year (32 in total)	Eighteen (18)
Te Waipara Wastewater		
The number of dry weather sewage overflows from our wastewater system (expressed per 1,000 connections per year to our wastewater system). <i>There were nine (9) dry weather sewerage overflows from our wastewater system during the period 1 July - 31 December.</i>	1 compliant per 1,000 connections per year (8 total)	Nine (9)
Compliance with our resource consents for discharge from our wastewater. (measured by the number of: abatement notices, infringement notices, enforcement orders, and convictions received in relation to those resource consents).	Zero	Zero (0)
Where we attend to sewage overflows resulting from a blockage or other fault in our wastewater system, we will measure the following median response times:		
Attendance time: from the time that we receive notification to the time that service personal reach the site <i>There were eight (8) overflows resulting from blockage or other fault in our wastewater system. There is one (1) overflow outstanding.</i>	Median: 4 hours	0.27 hours (16 minutes)
Resolution time: from the time that we receive notification to the time that service personal confirm resolution of the blockage or other fault.	Median: 24 hours	3.32 hours (199 minutes)
The total number of complaints received by Council about any of the following (expressed as 1,000 connections per year):		
Sewage odour <i>One (1) complaint regarding the sewage odour.</i>		
Wastewater system faults <i>Three (3) complaints regarding wastewater system faults.</i>		
Wastewater system blockages <i>Eleven (11) complaints regarding wastewater blockages.</i>	17 complaints per 1,000 connections (128 total)	Fifteen complaints (15)
Council's response to issues with our wastewater system <i>Zero (0) complaints regarding our wastewater system</i>		
Wai Water		
The extent to which Council drinking water supply complies with:		
Part 4 of the drinking-water standards (bacteria compliance criteria). <i>The drinking water compliance report is completed annually and is expected to be completed in 2021.</i>	Compliant	Information not yet available
Part 5 of the drinking-water standards (protozoal compliance criteria). <i>The drinking water compliance report is completed annually and is expected to be completed in 2021.</i>		
The percentage of real water loss from Council's networked reticulation system (using minimum night flow analysis).	25% or less	Information not yet received
Where we attend a call-out in response to a fault or unplanned interruption to our networked reticulation system, we will measure the following median response times:		
Attendance for urgent call-outs: from the time that we receive notification to the time that service personal reach the site.	Median: 4 hours	0.5 hours (30 minutes)
Resolution of urgent call-outs: from the time that we receive notification to the time that service personnel confirm resolution of the fault or interruption.	Median: 24 hours	2 hours (120 minutes)
Where we attend to a call-out in response to a fault or unplanned interruption to our network reticulation system, we will measure the following median response times:		
Attendance for non-urgent call-outs: from the time we receive notification to the time that service personnel reach the site	Median: 3 working days	0.42 days (10.7 hours)
Resolution of non-urgent call-outs: from the time that we receive notification to the time that service personnel confirm resolution of the fault or interruption.	Median: 5 working days	0.63 days (15 hours)

PERFORMANCE MEASURE	TARGET	TRACKING
Wai Water		
The total number of complaints received by Council about any of the following (expressed per 1,000 connections per year):		
Drinking water clarity. <i>Seventeen (17) complaints regarding the drinking water clarity.</i>		64 complaints
Drinking water taste. <i>Five (5) complaints regarding the drinking water taste.</i>		
Drinking water odour. <i>Fiver (5) complaints regarding the drinking water odour.</i>	9 complaints per 1,000 connections across all categories (total of 72 complaints based on 8,000 connections)	
Drinking water pressure or flow. <i>Thirty five (35) complaints regarding the drinking water pressure or flow.</i>		
Continuity of supply. <i>Two (2) complaints regarding the continuity of supply.</i>		
Council's response to any of these issues. <i>Zero (0) complaints received about Council's response to any of these issues.</i>		
The average consumption of drinking water per day per resident within the district. <i>This information will be reported on annually.</i>	500 litres per urban resident per day	Information not yet available.
Ngā Whakaaetanga me ngā Raihana Consents and Licensing		
Te Whakahare Kararehe Animal Control		
Complaints will be investigated within set timeframes. <i>We received 281 animal control complaints during the period 1 July to 31 December. Of these 276 (93.63%) were responded to within the assigned timeframes. This includes dogs and stock control complaints.</i>	95% within adopted timeframes	98.22% response rate
Number of property visits per year <i>During the first six months of the year our animal control officers carried out 348 property visits: Matamata - 80 Morrinsville - 177 Te Aroha - 91</i>	At least 600 property visits per year	On track
Number of street patrols undertaken in each of the three main towns. <i>Our average street patrols per town per month is: Matamata - 30 Morrinsville - 37 Te Aroha - 22</i>	At least an average of 10 per month per town	On track
Ngā Whakaaetanga ā-Whare me te Mātai Building Consents and Monitoring		
Building consents processing timeframes. <i>During the first six months of the year we processed 206 building consents. Unfortunately, due to the number of building consents received, only 75.23% of these were processed within statutory timeframes. To address this, our building team will be appointing 2 contractors to process applications.</i>	100% of building consents will be processed within statutory timeframes	75.23%
Complaints to be responded to within 10 working days. <i>We received twenty (20) complaints about alleged illegal buildings and illegal swimming pools during the period 1 July - 31 December. 95% (19/20) complaints were responded to within 10 days.</i>	100% of complaints to be responded to within 10 working days	95%
Te Raihanatanga me te Uruhitanga Licensing and Enforcement		
Food premise, hairdressers and camping grounds will be inspected or audited in accordance with legislation. <i>Under the Health Act 1956 the majority of health licences are inspected in the second half of the financial year - we are on track to achieving this by June 2021.</i>	100% inspected or audited	On track
On, Off and Club alcohol licenced premises will be inspected annually to ensure they comply with alcohol licensing standards. <i>We space these inspections throughout the year, we are currently on track to having these all inspected by 30 June 2021.</i>	100% inspected annually	On track
Percentage of after-hours (between 5pm and 8am, weekends and public holidays) noise complaints responded to within two hours. <i>We received 96 after hours noise complaints during the period 1 July to 31 December. 100% of these were responded to within two hours.</i>	100% responded to within two hours	100%

PERFORMANCE MEASURE	TARGET	TRACKING
Ngā Whakaaetanga me ngā Raihana Consents and Licensing		
Ngā Whakaaetanga ā-Rawa me te Mātai Resource Consents and Monitoring		
Percentage of resource consents processed within statutory timelines.		
<p>From 1 July to 31 December we received 137 resource consent applications, of which 132 (96.4%) of these were processed within the specified timeframes.</p> <p><i>We received 137 resource consent applications of which 132 (96.4%) were processed within the prescribed timeframe.</i></p>	100%	96.4%
Percentage of land use consents monitored within four months of being granted.		
<p><i>During the period 1 July to 31 December 48/50 (96%) landuse consents were monitored within four months of being granted.</i></p>	100%	96%