

**Ā MĀTOU MAHI**  
**WHAT WE DO**



## Significant judgements used in how we measure performance

We have made a number of judgements in selecting, measuring, aggregating and presenting performance measures throughout our groups of activities, these are outlined below.

### Community Facilities and Property

There are no mandatory performance measures in relation to this group of activity so judgement has been used based on;

- Perception of measures that are important and of interest to the community, measures include useage of facilities, satisfaction with facilities, safety requirements and response times to complaints.
- Expected levels of service from the community.

### Strategy and Engagement

There are no mandatory performance measures in relation to this group of activity so judgement has been used based on;

- Perception of measures that are important and of interest to the community, measures include effective training and responses, satisfaction with engagement and leadership, digital improvements and safety requirements.
- Expected levels of service from the community.

### Roading, Stormwater, Wastewater and Water

These groups of activities all have mandatory performance measures as set out by the Department of Internal Affairs and all of these measures have been included. We have not identified any significant areas not covered by these measures as they cover quality of service, response times to requests and significant events such as serious crashes, flooding events, wastewater overflows, water compliance and consumption.

### Rubbish and Recycling

There are no mandatory performance measures in relation to this group of activity so judgement has been used based on;

- Perception of measures that are important and of interest to the community, measures include usage and satisfaction with facilities.
- Expected levels of service from the community.
- Contractual arrangement.

### Consents and Licensing

There are no mandatory performance measures in relation to this group of activity so judgement has been used based on;

- Legislative requirements, particularly in regards to building and resource consents and various licensing requirements.
- Perception of measures that are important and of interest to the community, measures include response times to complaints, visits and patrols.
- Expected levels of service from the community.

Judgement on targets have been made using historical evidence and technical expertise. Judgements on presentation have been made using best practice for readability and understanding using 'plain english'.

# COMMUNITY FACILITIES AND PROPERTY

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# COMMUNITY FACILITIES AND PROPERTY GROUP

## What we do

Community Facilities and Property is about providing facilities for sport, recreation and cultural activities, affordable housing for elderly people, and buildings and facilities that enable us to provide a range of services to the community. The activities responsible for this are Carparks and Street Furniture, Cemeteries, Housing and Property Management, Libraries, Parks and Tracks, Pools and Spas, Public Toilets and Recreation Facilities and Heritage.

## Why do we do these activities

Community Facilities and Property supports community wellbeing by providing facilities to promote healthy communities, social connections and economic opportunities such as promoting the District as a tourist destination. The Activity also provides Parks and Open Spaces that supports environmental wellbeing through enhancing biodiversity. The Activity also looks after some of the cultural heritage of the District such as the various Heritage Trails, Te Aroha Domain and Firth Tower, and provides facilities that supports the arts and crafts. These activities all help make Matamata-Piako District The Place of Choice.

## Our vision and community outcomes

Council has developed a vision to make Matamata-Piako 'The Place of Choice' – Lifestyle – Opportunities – Home. Further details on this strategic vision are set out in Section 1 of this plan. Community Facilities and Property contributes to this overall vision by providing places for people to participate in sport, recreation and cultural activities, play, relax, experience nature or access information. The activity also beautifies our towns, protects sensitive environments, provides facilities for visitors and supports economic growth.

### Community Facilities and Property contributes to the following Community outcomes



#### Connected Infrastructure

Infrastructure and services are fit for purpose and affordable, now and in the future ✓

Quality infrastructure is provided to support community wellbeing  
We have positive partnerships with external providers of infrastructure to our communities ✓



#### Economic Opportunities

Our future planning enables sustainable growth in our District ✓



#### Healthy Communities

Our community is safe, healthy and connected ✓

We encourage the use and development of our facilities ✓



#### Environmental Sustainability

We support environmentally friendly practices and technologies ✓



#### Vibrant Cultural Values

We promote and protect our arts, culture, historic and natural resources ✓



## Key drivers

For Community Facilities and Property our key drivers are:



### Growth and demand



### Compliance



### Resilience



### Affordability

## Our responses

**We will comply with legislative requirements and meet appropriate standards** - we will keep up with changes to legislation and respond accordingly. This includes continuing to undertake earthquake-prone building assessments and developing a response programme to deal with earthquake-prone buildings. We are also progressively developing an asbestos management plan for Council buildings with procedures for identifying and dealing with asbestos in Council-owned buildings.

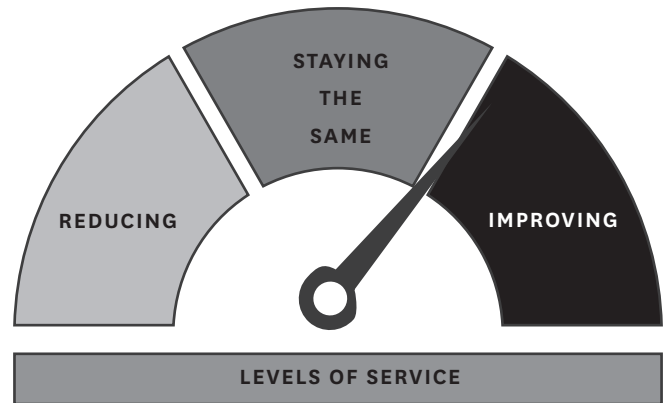
**We will plan for sustainable growth and manage demand, and we will provide additional capital and operational expenditure over the next 30 years** - We are planning for population growth and growth in visitor numbers we are running on the assumption that visitor numbers will pick back up in time. This means that we need to increase the capacity and availability of many of our recreational facilities such as parks and tracks, public toilets, carparks, town centre revitalisations, and sports/event centres.

The ageing population may also mean increased demand for our elderly persons housing as well as improved accessibility to Council buildings and facilities. We will continue to monitor and review demand. We also expect to see an increasing demand for burial plots at our cemeteries, with a trend towards more ashes internments.

With the growing population and development of new technologies, we also expect that we need to review the wider community facilities and corporate property portfolio including office space, works depots and library buildings.

In response to changing sport and recreation trends, and changing demands for our sporting facilities and parks and reserves, we developed a District Sports Facilities and Development Plan in 2018 and reviewed our Open Spaces Strategy in 2020/21.

**We will maintain or improve levels of service** - this means we will maintain our Community Facilities and Property infrastructure to the expected levels of service for which our community is willing to pay. This could mean an improvement to levels of service in some areas.



### Our infrastructure will support or improve public health benefits

We provide places and facilities for people to engage in sports, recreation, and social activities, which in turn provide physical and mental health benefits. We provide a network of public toilets and cemeteries to promote public health.

### We will maintain our assets to deliver appropriate levels of service

We will provide for the replacement of assets at the end of their useful life, where there is a definite need and it is cost-effective to replace it. This means that we will undertake programmed maintenance and renewal works for our Community Facilities and Property assets.

### We will optimise our investment and apply sound asset management practices to our planning and we will smooth our costs where possible over time

We will continue to undertake regular condition assessments of our assets and monitor performance, capacity and use of our facilities. This will inform our renewal and maintenance programming to ensure we maximise the useful life of our assets for the benefit of our community.

## Significant effects

Our activities have the potential to have both positive and negative effects on the community. The significant negative effects of Community Facilities and Property are identified below, along with how we respond to them.

WELLBEING	POTENTIAL NEGATIVE EFFECTS	POSITIVE RESPONSES
SOCIAL	The location and design of community facilities and property could result in anti-social behaviour (such as vandalism, graffiti and bullying).	CPTED (crime prevention through environmental design) studies will be undertaken on public toilets each year to identify improvements that can be made to reduce anti-social behaviour and increase safety. The development of new facilities will take CPTED principles into account.
SOCIAL	Health issues could be caused by public toilets and cemeteries if services are not adequately provided.	We will ensure staff are trained, our facilities are monitored/audited, and a timely response to complaints/customer requests.
SOCIAL ECONOMIC	Our community facilities and property may be under or over used due to their location, size and distribution.	We will periodically review our use and distribution of facilities to ensure we have the right number, size and location of facilities.
SOCIAL ECONOMIC	The age and design of some housing units, corporate buildings and other facilities may lead to increased maintenance and energy costs.	We will endeavour to lessen maintenance costs through renewals and proactive maintenance. We will participate in energy efficiency audits and implement energy saving methods where practicable.
ENVIRONMENTAL	Parks may become restricted in their use or unattractive if they are not adequately managed during extreme weather conditions (such as drought or ongoing rain).	We will use drought resistant species for all new and replacement plantings, micro-irrigation to minimise water wastage, alter the water restriction rules to allow for some level of watering during less severe drought conditions if necessary; design structures in flood-prone areas to cope with flood events.
ENVIRONMENTAL	Modifying native ecosystems to maintain/create tracks.	We try to use methods that cause the least possible damage to the ecosystem (e.g. replanting natives) and consult with relevant stakeholders.
SOCIAL CULTURAL	Potential loss of historical burial information.	A new computerised recording system is used; old burial records are archived using recommended methods.

## How will we fund it?

Our approach to funding is set out in the Revenue and Financing Policy.

## Assessment of public toilets and cemeteries

Under section 125 of the Local Government Act 2002 we are required, from time to time to assess the provision of water and other sanitary services within the District to determine the adequacy of those services. The first full sanitary services assessment was completed in 2005 that assessed the quality and adequacy of our public toilets and cemeteries. The most recent assessment was done in 2018/19. The Public Toilet and Cemeteries Sanitary Services Assessment 2018/19 report addressed the legislative requirements and sets out the strategic direction for the provision and delivery of these services. This has been reflected in the projects programmed for 2021-31.

### Public Toilets

Given the assessment was completed in 2018/19 Council has already looked at implementing some of the suggestions such as upgrading the Waharoa Rest Area toilets.

The Public Toilet and Cemeteries Sanitary Services Assessment 2018/19 assessed the distribution, condition and performance of the current toilet network. It made recommendations on toilet upgrades and the provision of additional toilets to meet expected future demand.

### Cemeteries

The outcome of the Public Toilet and Cemeteries Sanitary Services Assessment 2018/19 of the District's cemeteries was that the quality and performance of all cemeteries meet industry best practices and no significant issues were identified. Council's current planned expansions will provide adequate future capacity.





# CARPARKS AND STREET FURNITURE

Carparks and Street Furniture is about providing convenient facilities for locals and visitors. This includes providing parking in our three main towns and street furniture (like seats, picnic tables, drinking fountains, signs and bollards) to improve safety, and public art. We have several dedicated parking sites in town centres and at larger parks and facilities as well as more than 600 items of street furniture.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives. The following identifies the key legislation, strategies, policies and plans that link to and provide direction for the Carparks and Street Furniture activity.

### National

Local Government Act 2002

### Council strategies, policies and plans

District Plan

Signage Strategy 2016

Parks and Open Spaces Strategy 2021

General Policies Reserve Management Plan 2019

Parks and Open Spaces Activity Management Plan 2021-51

Public Safety Bylaw 2014

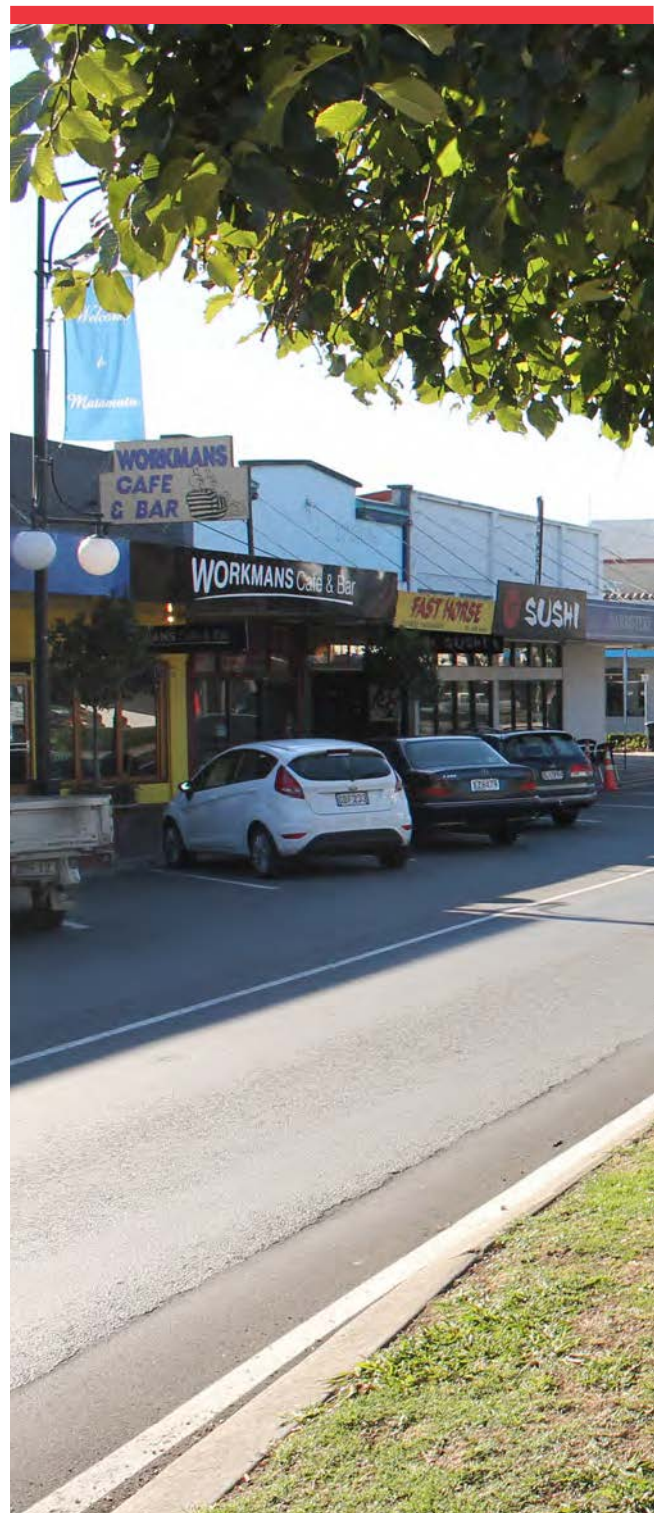
Public Amenities Bylaw 2014 (Amended 2019)

Waste Management and

Minimisation Plan 2021-27

## DID YOU KNOW?

We increased the capacity of the Wairere Falls Carpark from around 30 to almost 100 vehicles. Monitoring data has shown the new carpark is well used despite the decrease in international visitor numbers due to Covid-19.





## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets.

Projects	What is this project about?	What drives this project? (%)			Budget (\$000)			
		Growth	Increased level of service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Town centre revitalisations</b>	Redevelopment of the Matamata, Morrinsville and Te Aroha CBDs (\$2.5 million between 2024/25 and 2028/29)		100			600		2,500
<b>Street furniture renewals</b>	Replacing street furniture in our towns. \$40,000 budgeted every year			100	40	40	40	280
<b>Wairongomai carpark</b>	Upgrade of the Wairongomai carpark to meet increasing demand. The \$260,000 is budgeted for 2024/25		100					260
<b>Internal roads and carparks</b>	Allowing for resealing of internal roads in parks and carparks situated inside or next to parks. \$35,000 budgeted every year between 2024/25 to 2030/31		100		35	35	35	245
<b>Bulk Funds CFB</b>	This funding is for minor or unplanned works and currently also funds renewals that fall outside the renewal plans/renewal budgets. Potential projects are assessed against criteria before being approved. \$30,000 budgeted every year		100		30	30	30	210
<b>Puriri St. Te Aroha carpark and track access</b>	Develop an off-street parking area on Council land in Puriri Street that will also provide an alternative access point to the walking, tramping and mountain bike tracks along Mt Te Aroha. Budgeted \$50,000 to be spent in 2025/26		100					50
<b>Waharoa rest area carpark upgrade</b>	Upgrade the existing carpark at Waharoa Rest Area, North of Matamata, to meet increasing demand		50	50	200			
<b>Total key capital projects</b>					<b>305</b>	<b>705</b>	<b>105</b>	<b>3,545</b>
<b>Total key capital projects (including inflation)</b>					<b>305</b>	<b>726</b>	<b>111</b>	<b>4,044</b>

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target			Additional information
		2018/19	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	
We will provide well maintained carparks and street furniture and will respond to vandalism and graffiti in a timely manner.	90% or more of damage, vandalism and graffiti complaints regarding Council carparks and street furniture will be responded to within the assigned timeframe*.	92.3%	72.2%		90% or more			To ensure our facilities are safe and maintained to an acceptable standard, we will respond to complaints in a timely manner. Our response rate will be measured by generating a report from our Customer Request Management (CRM) system.

*Expected response times		
Complaint type	During work hours (Monday to Friday 7AM - 4PM)	After hours/weekend/statutory holiday
Safety related - an immediate risk to safety, likely to cause harm to users, (e.g. broken glass, discarded needles, severe structural damage).	2 work hours or less	2 work hours or less, counted from the start of the next working day.
Other (e.g. graffiti, blown light bulb, other minor maintenance issues).	2 working days or less	2 working days or less, counted from the start of the next working day.



# CEMETERIES



Cemeteries provide spaces for the dignified burial of bodies and interment of ashes, contributing to the social and cultural wellbeing of the community. Our cemeteries provide land for traditional burials as well as areas for ashes burials, ashes interments and memorials.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives. This diagram identifies the key legislation, strategies, and policies and plans that link to and provide direction for the Cemeteries Activity.

### National

Local Government Act 2002  
 Health Act 1956  
 Burial and Cremation Act 1964  
 Reserves Act 1977  
 Resource Management Act 1991

### Council strategies, policies and plans

Sanitary Services Assessment 2019  
 Cemeteries Policies and Procedures Manual 2010  
 Business Continuity Plan for Cemeteries 2020 (Pandemic Plan)  
 Parks and Open Spaces Activity  
 Management Plan 2021-51

## DID YOU KNOW?

Monumental masons complete the installation of plaques and headstones and other monuments within our cemeteries. This is to ensure a consistent standard of installation.



## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets.

Projects	What is this project about?	What drives this project? (%)			Budget (\$000)			
		Growth	Increased level of service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Ashes Walls</b>	Install additional ashes walls at cemeteries as required to meet increasing demand. \$60,000 budgeted every second year		100		60		60	180
<b>Piako Cemetery expansion</b>	Expand the capacity of the Piako Cemetery by developing cemetery land. Spend in 2030/31		100					50
<b>Total key capital projects</b>					<b>60</b>	<b>0</b>	<b>60</b>	<b>230</b>
<b>Total key capital projects (including inflation)</b>					<b>60</b>	<b>0</b>	<b>63</b>	<b>274</b>

## Levels of service

What you can expect and how you will know we are meeting your expectations

Levels of service	How we measure performance	Previous years				Target				Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	2024-31		

Cemeteries will be maintained to a high standard.	Percentage of people who have visited a Council cemetery in the last year who are satisfied/very satisfied with the cemeteries	89%	87%		80% or more				We aim to maintain cemeteries at a standard that satisfies cemetery visitors and shows respect to our deceased. We measure this through our annual resident survey
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# HOUSING AND PROPERTY MANAGEMENT

We own and manage a variety of land and buildings. This activity manages 109 Elderly Persons Housing (EPH) units providing affordable and convenient accommodation options for elderly people living in the urban environment who wish to have a quiet, maintenance-free, supportive living environment. The activity is also responsible for corporate buildings used to deliver services to the community including Council offices, depots and an animal pound. We also have 21 community halls, mainly located in rural areas; while we own the halls, the individual halls are operated by hall management committees. There is also a range of land (such as undeveloped reserves and general property) and buildings (such as clubrooms on parks and general property) that we lease to others until we need them.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives. This diagram identifies the key legislation, strategies, policies and plans that link to and provide direction for the Housing and Property Management activity.

### National

Local Government Act 2002  
Property Law Act 2007  
Residential Tenancies Act 1986  
Reserves Act 1977  
Public Works Act 1981  
Public Bodies Leasing Act 1969  
Airport Authorities Act 1966  
Building Act 2004

### Regional

Waikato Regional Plan

### Council Strategies, policies and plans

Parks and Open Spaces Strategy 2021  
General Policies Reserve Management Plan 2019  
Passive Reserves Management Plan 2009  
Community Facilities and Buildings Activity Management Plan 2021-51

## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets, or to deliver an improved level of service.

Projects	What is this project about?	What drives this project? (%)			Budget (\$000)			
		Growth	Increased level of service	Renewal	2021/22	2022/23	2023/24	2024-31
Elderly Person Housing	Refurbish the existing elderly person housing*			100	506*	133*	13*	1,756*
	This project plans to develop and implement a plan for more Elderly Person Housing units in the District. (\$1.5M in 2024/25)*	100				600*		1,500*

\*NOTE EPH facilities are a ring-fenced activity and over time, they are self-funded from rental income. This means that these projects won't have a direct impact on rates.

Projects	What is this project about?	What drives this project? (%)			Budget (\$000)			
		Growth	Increased level of service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Future proofing corporate property</b>	Ensure that Council corporate properties (like council offices) continue to provide efficient, cost-effective and safe and compliant services to our community.		100		250			
<b>Total key capital projects</b>					<b>756</b>	<b>733</b>	<b>13</b>	<b>3,256</b>
<b>Total key capital projects (including inflation)</b>					<b>756</b>	<b>754</b>	<b>13</b>	<b>3,697</b>

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years		Target				Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	
<b>We will provide housing that meets the needs of elderly people</b>	Percentage of elderly persons housing tenants who are satisfied/very satisfied with the standard of maintenance and accommodation.	86.56%	93.22%	80% or more satisfied/very satisfied				We provide elderly persons housing so elderly people can have access to good quality affordable housing. This is measured by an annual survey of elderly persons housing tenants undertaken in April each year
<b>We will provide affordable elderly persons housing</b>	Rent charged for elderly persons housing will be below the market median for the District.	Achieved	Achieved	Rents are below the market median				Our policy is to set elderly persons housing rents below the market median for the District to ensure it is affordable. This is measured through an audit of our annual accounts and review of annual market median rents as supplied by the Ministry of Building, Innovation and Employment
<b>Elderly Persons Housing will be well utilised</b>	At least 95% of available elderly persons housing will be occupied	96%	99.4%	95% or more				High occupancy rates of elderly persons housing will ensure we are providing affordable housing in the District. This is measured through our internal records of occupancy.

# LIBRARIES

We have libraries located in Matamata, Morrinsville and Te Aroha, which stock over 50,000 items plus a digital library. Our public libraries have been supplying our communities with library services for over 100 years. Libraries today retain their traditional services to the community through providing material to support lifelong learning and recreation. Our libraries also provide community spaces serving all members of the public through the provision of literacy services, digital programmes and technology and spaces for people to gather.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives – the following identifies the key legislation, strategies, and policies and plans that link to and provide direction for our Libraries activity.

### National

Local Government Act 2002  
 Copyright Act 1994  
 Films, Videos and Publication Classification Act 1993  
 Privacy Act 2020  
 Public Libraries of New Zealand: a strategic framework 2020-25  
 National library strategic directions to 2030  
 Digital Inclusion Alliance Aotearoa  
 New Zealand Libraries Partnership Programme (supporting Covid relief)

### Regional

Waikato Local Authority Shared Services (LASS)

### Council Strategies, policies and plans

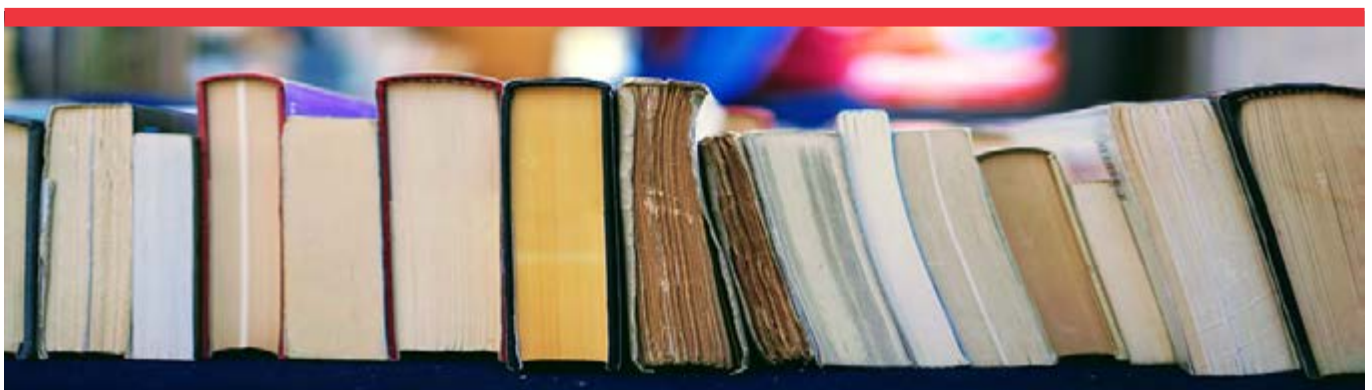
**Community Facilities and Buildings Activity Management  
 Plan 2021-51**

## DID YOU KNOW?

Each year there are over 200,000 visits to our libraries (in person and online) and over 70,000 Wi-Fi/computer sessions.

Users have access to thousands of eBooks and eAudio items and other online resources, and the libraries still hold over 50,000 physical items.

In the year to 30 June 2019, over 150,000 library items were issued.



## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets, or to deliver an improved level of service.

Projects	What is this project about?	What drives this project? (%)			Budget (\$000)			
		Growth	Increased level of service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Libraries Building renewals</b>	Annual programme of building renewals.			100	85	29	2	452
<b>Morrinsville Library Upgrade</b>	Update Morrinsville library facilities to meet the changing community expectations and requirements of building regulations. There is \$150,000 budgeted for 2024/25.		100					150
<b>Total key capital projects</b>					<b>85</b>	<b>29</b>	<b>2</b>	<b>602</b>
<b>Total key capital projects (including inflation)</b>					<b>85</b>	<b>30</b>	<b>2</b>	<b>684</b>

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target				Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	2024-31	
<b>Our library services will be accessible to the community</b>	Visitor and online user numbers will be within 5% of the five year average	191,262	183,938		Within 5% of 5 year average				For libraries and library services to contribute to community wellbeing they need to be available for people to access information. This is measured through door count records, website visitor statistics and our customer survey
<b>Our library resources will support community needs</b>	The percentage of users who are satisfied/very satisfied with library services.	85%	80%		90% satisfied/very satisfied				



# PARKS AND TRACKS

We provide a variety of parks for the community to use and enjoy for a variety of sport and recreation activities. Playground and skate park facilities provide opportunities for recreation, physical development and social activities for children and young people. Our tracks provide opportunities for walking, cycling and experiencing nature. Many of our tracks are developed and maintained in partnership with volunteer community groups. Our Parks and Tracks also offer attractions and activities for the increasing number of visitors to our District.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives. This diagram identifies the key legislation, strategies, policies and plans that link to and provide direction for the Parks and Tracks activity.

### National

Reserves Act 1977  
Local Government Act 2002  
Resource Management Act 1991  
Treaty of Waitangi settlements

### Regional

Waikato Regional Plan  
Waikato Regional Pest Management Strategy  
Waikato Regional Sports Facility Plan

### Council strategies, policies and plans

General Policies Reserves Management Plan 2019  
Active Reserves Management Plan 2009  
Passive Reserves Management Plan 2009  
Firth Tower and Stanley Landing Historic Reserves Management Plan 1998  
Te Aroha Domain Management Plan 2006  
Matamata Aerodrome Management Plan 2010  
Parks and Open Spaces Strategy 2021  
Signage Strategy 2016  
Tree Strategy 2010  
Parks and Open Spaces Activity Management Plan 2021-51  
Public Amenities Bylaw 2014

## Parks and Open Spaces Strategy 2021

Council's Parks and Open Spaces Strategy 2021 guides the provision and development of parks and tracks. In developing this strategy our current park network was assessed against recreation trends and forecasted demographic changes

This assessment found our current park provisions to be generally adequate; however, it identified a need for additional linkage parks, to link up existing parks or walking tracks in Matamata, Morrinsville and Te Aroha. In line with this strategy, we're proposing to develop additional linkage parks by 2033 – this includes land that we already own, but currently lease out. We would also need to purchase additional land to fill the gaps in some areas. We plan to provide additional playgrounds and improve some existing playgrounds.

We are planning various park-related improvements at Te Aroha Domain, including interpretive signage, upgrades to the footpaths, entrances, and landscaping to improve the appearance and functionality of the park.

Future projects have been included in this LTP and the Infrastructure Strategy. You can also find a copy of the Parks and Open Spaces Strategy on our website [www.mpd.govt.nz](http://www.mpd.govt.nz).



## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets.

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Destination Playgrounds</b>	Development of at least destination playground. (\$3 million between 2024/25 and 2026/27)	100			-	-	-	3,000
<b>Morrinsville Recreation Ground Development</b>	Add a walkway along the perimeter and improve linkages to other areas. (\$1 million split over seven years)	100			-	250	-	1,000
<b>Matamata Inner and Outer Walk Ways</b>	Connect existing parks and tracks to create an inner walkway circuit between 2024/25 and 2027/28.	100			-	-	-	775
<b>Morrinsville Linkage Parks &amp; Walk Ways</b>	Council plans to add a 2km walk way between the Rushton and Studholme Street intersection to Pinehurst Crescent and back to Hangawera Road. This is in relation to the anticipated growth in Lockerbie. Budgeted \$590,000 between 2024/25 and 2027/28.	100			-	-	-	590
<b>Te Aroha Domain Redevelopment</b>	Improvements within Te Aroha Domain (e.g. asset and landscape improvements).	50	50		-	-	500	-
<b>Skate Park Redevelopment</b>	Renew skate park facilities when they reach the end of their life. Budgeted \$250,000 in 2026/27 and 2029/30			100	-	-	-	500
<b>Playground Renewals</b>	Replacement of equipment as needed. \$45,000 budgeted every year			100	45	45	45	315
<b>Tracks &amp; Track Structures capital improvements from independent condition assessments</b>	Implementation of improvement programme as recommended by condition assessment of the tracks. \$40,000 budgeted every year	100			40	40	40	280
<b>Te Aroha Linkage Walk Ways</b>	Allow for 1.5km of additional walk ways around Te Aroha (Spending between 2029/30-2030/31)	100			-	-	-	345
<b>Morrinsville Playgrounds</b>	Develop two new playgrounds or one destination playground in the northern part of Morrinsville in response to development.	100			-	-	300	-
<b>Matamata Playgrounds</b>	Two new neighbourhood playgrounds for Matamata	100			-	100	200	-
<b>Paths on Reserves</b>	Fixing and resurfacing \$30,000 budgeted every year	100			30	30	30	210
<b>Howie Park Entrance, Track Upgrade</b>	Improvement of the gate, paths and entrances. \$300,000 in 2027/28	50	50		-	-	-	300

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Te Aroha Domain Footpath Renewal</b>	Resurface and/or improve the footpaths surfaces for the Te Aroha Domain Spend \$200,000 in 2024/25-2025/26			100	50	-	-	200
<b>Provision of More Playgrounds</b>	Plan for two additional neighbourhood playgrounds. \$240,000, half in 2027/28 and half in 2029/30	100			-	-	-	240
<b>Dog exercise areas</b>	Scope for Council to develop dog exercise areas at appropriate locations	100			-	-	200	-
<b>Playground Improvements</b>	Includes upgrading accessibility and safety surfaces and other minor improvements to existing playgrounds. \$20,000 budgeted every year	100			20	20	20	140
<b>Tracks and Track Structure Renewals</b>	Fixing and replacing track structure and resurfacing tracks as needed. \$15,000 budgeted every year			100	15	15	15	105
<b>Total key capital projects</b>					<b>200</b>	<b>500</b>	<b>1,350</b>	<b>8,000</b>
<b>Total key capital projects (including inflation)</b>					<b>200</b>	<b>515</b>	<b>1,425</b>	<b>9,144</b>





## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target			Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	
<b>We will provide good quality sports field facilities to meet the needs of users</b>	Percentage of users satisfied/very satisfied with sports fields	81%	78%	80% or more of users satisfied/very satisfied				Sports fields are provided to support the health and wellbeing of the community by providing space for people to play sports and participate in active recreation. This is measured through our Annual Resident Survey
<b>We will promote and encourage the community to use our parks and reserves</b>	Percentage of users satisfied/very satisfied with parks and reserves	78%	78%	80% or more of users satisfied/very satisfied				Ensuring parks are attractive and well maintained will encourage people to use them more regularly. This is measured through our Annual Resident Survey
<b>Our public playgrounds will be safe</b>	Playground safety will be assessed on a regular basis	Achieved	Not Achieved*	Inspections will be undertaken once every two weeks, and once every week during school holidays. An external playground audit will be undertaken annually to evaluate compliance with the relevant New Zealand Standard				We will ensure that our play equipment is maintained to an acceptable standard to ensure that they are fit for purpose and do not pose an unacceptable level of risk to users. This will be measured through inspection and safety audit records that assess compliance with the current NZ playground safety standard NZS 5828:2015. All new playgrounds shall comply with NZS 5828:2015

\*On track before Covid-19 lockdown





# POOLS AND SPAS

Pools and Spas contribute to the health and wellbeing of our community by providing opportunities for swimming and relaxation. There is a current trend away from traditional team sports to more casual and informal recreation activities such as swimming.

SwimZone Matamata and SwimZone Morrinsville mainly provide swimming opportunities for the local population, offering larger pools for lane swimming as well as toddler pools. SwimZone Te Aroha is considered more of a tourist facility, aimed at visitors to the region and locals who currently enjoy the level of service the facility offers. The Te Aroha Mineral Spas are also a popular tourist attraction for both domestic and international tourists.

## Swim Zone Matamata

Swim Zone Matamata's indoor pool roof needed replacing, and we had previously obtained cost estimates for this work. Funding was allocated in 2020/21 to complete this work as part of our planned renewals programme. However, before proceeding, we noted additional signs of deterioration of the roof structure and investigated further. These investigations concluded that the indoor pool and connected buildings are earthquake prone. We had an updated estimate for the roof replacement ranging between \$3 and \$6 million which represented an increase on previous estimates. The existing indoor pool has been in operation for 40+ years and we need time to work through the costs and benefits of various investment options carefully to ensure Council is making the right decision for the community. As we have not made any decisions about proceeding with the roof replacement, we have not included the costs of roof replacement in our Long Term Plan financial forecasts.

On 28 April 2021 Council made the decision to close the indoor pool immediately, and we will proceed to remove the roof to address the immediate safety risk. The outdoor pool is heated and will be used right through winter. The dive pool, which is usually closed during

winter, has been opened up to allow us to continue to provide services such as learn to swim and exercise classes all year round. This is being heated to a largely similar temperature as the indoor pool was. We are also undertaking some minor improvements (including additional covered areas) in the vicinity of the dive pool to provide for customer/swimmer comfort. These changes mean we can continue to provide pool facilities and maintain our levels of service and will allow Council time to work through with the Community to consider the best long term option for the Matamata community.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives – the following identifies the key legislation, strategies, policies and plans that link to and provide direction for the Pools and Spas activity.

### National

Local Government Act 2002  
Reserves Act 1977  
Building Act 2004

### Regional

Waikato Regional Plan  
Waikato Regional Sports Facility Plan  
Waikato Regional Aquatics Strategy

### Council Strategies, policies and plans

Te Aroha Domain Management Plan 2006  
Active Reserves Management Plan 2009  
Community Facilities and Buildings Activity Management Plan 2021-51

## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets, or to deliver an improved level of service.

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Development of Spas - Physical works</b>	Investing in improving and increasing capacity of the Spas.	100			2,000	7,000	8,381	-
<b>Morrinsville Pool Development</b>	Business case to be developed to choose between a 25m covered pool or improve the 50m pool or just having more amenities for other users to enjoy. (\$10 million over 2028/29-2030/31)		50	50	-	-	-	10,000

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Provision of more amenities for our pools (i.e. Splash pads)</b>	Additional amenities such as the inclusion of splash pads at our pools (\$420,000 over 2025/26 and 2027/28)		100		-	-	210	420
<b>Pools &amp; Spas</b>	Additional amenities such as the inclusion of splash pads at our pools (\$420,000 over 2025/26 and 2027/28)		50		52	118	42	408
<b>Te Aroha Pool Improvements</b>	Accessibility improvement, such as ramps, elevators. Improve the change rooms, such as adding family changing rooms.		50	50	-	-	500	-
<b>Toddler Pool Shade Covers</b>	To provide partial shade near toddler pools. \$15,000 each year for the first five years of the plan.		100		15	15	15	30
<b>Total key capital projects</b>					<b>2,067</b>	<b>7,133</b>	<b>9,148</b>	<b>10,858</b>
<b>Total key capital projects (including inflation)</b>					<b>2,067</b>	<b>7,341</b>	<b>9,654</b>	<b>13,412</b>

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target				Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	2024-31	
<b>Our facilities will be safe for facility users and staff.</b>	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.	Achieved	Not Achieved			Achieved			Professional pool operation and management ensures people’s safety will not be put at risk while using our pools. This is measured through records of quarterly external audits. Audit also assesses against NZS 5826:2010 (Pool Water Quality).
<b>We will provide well maintained aquatic facilities in the District.</b>	Percentage of users satisfied or very satisfied with pool facilities.	72%	73%	80% or more of customers satisfied/very satisfied					We will have good pool facilities that meet the expectations of users. This is measured through our Annual Resident Survey.
<b>We will promote and encourage our community to use aquatic facilities.</b>	The number of customers using our pool facilities will be maintained.	198,099	159,047	Visitor numbers will be within 5% of the five year average					This is measured through pool attendance records. Each visit is counted as one, the figures do not differentiate between residents and out of District visitors.

# PUBLIC TOILETS

Our public toilets provide residents and visitors access to safe, clean and convenient toilet facilities. We currently provide 20 public toilet facilities across the District. We are experiencing an increasing trend in visitor numbers which impact on some of our high profile public toilet facilities. We also have a number of older toilets that require replacement or upgrades to meet modern standards and expectations.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives – the following identifies the key legislation, strategies, policies and plans that link to and provide direction for Public Toilets.

### National

- Local Government Act 2002
- Building Act 2004
- Health Act 1956

### Council Strategies, policies and plans

- Community Facilities and Buildings Activity Management Plan 2021-51
- General Policies Reserves Management Plan 2009
- Sanitary Services Public Toilets and Cemeteries Assessment 2019



## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years		Target			Additional information	
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23		2023/24
<b>Our public toilets will be maintained to acceptable standards</b>	The number of complaints received regarding dissatisfaction with the cleanliness of public toilets	38 complaints	11 complaints					Our public toilets will be maintained to ensure the health and wellbeing of our community is not negatively affected. This is measured through our Customer Request Management system
				20 or fewer complaints about cleanliness per year				

## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets, or to deliver an improved level of service.

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Toilet Upgrades (various)</b>	Modernise and/or replace existing toilets. \$100,000 proposed to be spent every year		100		100	100	100	700
<b>Public Toilets</b>	Building renewals (e.g. reroofing or recladding).			100	22	9	16	159
<b>New Public Toilets/Change rooms for Swap Park</b>	Develop public toilet facilities and change rooms at Swap Park. Spending planned for 2025/26		100		-	-	-	125
<b>Morrinsville CBD Toilets</b>	Redevelop old toilet block and potentially provide more modern toilets. This may involve modification of the old toilets or demolition and replacement with new toilets.		100		-	120	-	-
<b>Baby change facilities</b>	Provide baby change tables at public toilets where applicable		100		10	10	10	-
<b>Total key capital projects</b>					<b>132</b>	<b>239</b>	<b>126</b>	<b>984</b>
<b>Total key capital projects (including inflation)</b>					<b>132</b>	<b>245</b>	<b>134</b>	<b>1,148</b>

## DID YOU KNOW?

We have 20 public toilet facilities in our District.



# RECREATION FACILITIES AND HERITAGE

Recreation Facilities and Heritage is about recreation opportunities as well as promoting and preserving our cultural heritage and encouraging tourists to our District. Our recreation facilities include an aerodrome, campgrounds, event centres, museums and information centres.

The Waharoa (Matamata) Aerodrome provides for recreational aviation and related activities. The Aerodrome is managed through a Co-Governance committee with Ngāti Hauā Iwi Trust which was established under the Ngāti Hauā Claims Settlement Act 2014. The committee includes representatives from Council and Ngāti Hauā Iwi Trust. Have a look at our Community Leadership activity for more information.

Campgrounds are provided at the Matamata Aerodrome and Morrinsville Recreation Ground (Morrinsville facilities are only available by prior arrangement). Event centres such as the Westpac Morrinsville Event Centre, Matamata's Headon Stadium and Silver Fern Farms Events Centre in Te Aroha provide indoor sports opportunities as well as venues for events such as conferences and civic ceremonies. Te Whare Whakamaharatanga o te Hāpori o Matamata-Piako (Matamata-Piako Civic and Memorial Centre) which opened in 2018 also provides conference facilities and meeting rooms.

We also own a number of heritage buildings. The historic Cadman Bath House building in Te Aroha Domain is leased to the Te Aroha and District Museum Society to operate as a museum. A similar arrangement applies to the Firth Tower Museum in Matamata where several buildings are leased to the Matamata Historical Society who run the museum. The Morrinsville Historical Society owns and operates its own building on land leased from us. We provide annual grants to the three museums.

There are three information centres in the District. We own and operate the Te Aroha i-SITE and provide the building for the Matamata i-SITE which is operated by the Matamata Chamber of Commerce. The Morrinsville i-SITE building is owned and operated by the Morrinsville Chamber of Commerce on land leased by Council. We also provide grants to these information centres to help with their operating costs.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives – the following table identifies the key legislation, strategies, policies and plans that link to and provide direction for Recreation Facilities and Heritage activity.

### National

Local Government Act 2002  
Reserves Act 1977  
Building Act 2004  
Heritage New Zealand Pouhere Taonga Act 2014  
Ngāti Hauā Claims Settlement Act 2014 (for Waharoa Aerodrome Co-governance)  
Resource Management Act 1991

### Regional

Regional Sports Facility Plan 2014  
Regional Sports Strategy ("Moving Waikato 2025")  
Hamilton-Waikato Tourism Opportunities Plan

### Council Strategies, policies and plans

District Sports Facility & Development Plan 2018  
Active Reserves Management Plan 2009  
Matamata Aerodrome Management Plan 2010  
Firth Tower and Stanley Landing Reserve Management Plan 1998  
Community Facilities and Buildings Asset Management Plan 2021-51  
Te Aroha Domain Management Plan 2006



## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets.

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Te Aroha Civic Facilities</b>	Looking into a new building that may possibly integrate the museum, i-Site and library. \$4 million split between 2026/27 and 2027/28	100						4,000
<b>Matamata Indoor Sports*</b>	Increased indoor sports courts for Matamata	100					2,000	
<b>Aerodrome redevelopment</b>	Infrastructure operational improvements will be necessary at the aerodrome to change the user demographic. \$500,000 in 2024/25	100						500
<b>Matamata-Piako Civic and Memorial Centre Stage*</b>	Council to provide funding toward a stage, to be accompanied by community funding.	100					200	
<b>Infrastructure for self-contained motor caravans</b>	Provide additional facilities aimed at motor caravans. Spending in 2024/25.	100						100
<b>Total key capital projects</b>					<b>0</b>	<b>0</b>	<b>2,200</b>	<b>4,600</b>
<b>Total key capital projects (including inflation)</b>					<b>0</b>	<b>0</b>	<b>2,322</b>	<b>5,259</b>

\*The budgeted amount above represents Council's contribution towards the project. Additional funding will be sought from external funding providers and partners if required.

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target			Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	
<b>We will provide well-maintained recreation and heritage facilities and will respond to complaints about damage, vandalism and graffiti in a timely manner.</b>	90% or more of damage, vandalism and graffiti complaints regarding recreation and heritage facilities will be responded to within the assigned timeframe*.	84.2%	75%		90% or more			To ensure our facilities are safe and maintained to an acceptable standard, we will respond to complaints in a timely manner. Our response rate will be measured by generating a report from our Customer Request Management system

### \*Expected response times

Complaint type	During work hours (monday to friday 7AM - 4PM)	After hours/weekend/statutory holiday
<b>Safety related - an immediate risk to safety, likely to cause harm to users, (e.g. broken glass, discarded needles, severe structural damage).</b>	2 (work) hours or less	2 (work) hours or less, (counted from the start of the next working) day.
<b>Other (e.g. graffiti, blown light bulb, other minor maintenance issues).</b>	2 (working) days or less	2 (working) days or less, (counted from the start of the next working day).





# STRATEGY AND ENGAGEMENT

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# STRATEGY AND ENGAGEMENT GROUP

## What we do

Strategy and Engagement is about making good decisions for the future of our community. The activities responsible for this are Civil Defence Emergency Management (CDEM), Communications and Events, Community Leadership, and Strategies and Plans.

## Why do we do these activities

These activities ensure our community are informed of Council activities and can be involved in open and transparent decision making - this helps us plan for the long term to ensure that our communities grow and develop in an integrated and sustainable way. The Local Government Act 2002 also has a significant impact on these activities, as it sets a number of legislative requirements that we must meet.

## Our vision and community outcomes

Council’s vision is to make Matamata-Piako ‘The Place of Choice; Lifestyle – Opportunities – Home’. More information on this strategic vision is in Section 1 of this LTP. Strategy and Engagement contributes to this overall vision by providing leadership and the strategic direction needed to ensure our community thrives and is prosperous.

### Communications and Engagement contributes to the following Community outcomes

	Civil Defence Emergency Management	Communications and Events	Community Leadership	Strategies and Plans
 <p><b>Economic Opportunities</b> We are a business friendly Council</p> <p>Our future planning enables sustainable growth in our District</p>		✓	✓	✓
 <p><b>Healthy Communities</b> Our community is safe, healthy and connected</p> <p>We encourage the use and development of our facilities</p>	✓	✓	✓	✓
 <p><b>Vibrant Cultural Values</b> We value and encourage strong relationships with Iwi and other cultures, recognising wāhi tapu and taonga/significant and treasured sites and whakapapa/ancestral heritage.</p> <p>Tangata Whenua with Manawhenua status (those with authority over the land under Māori lore) have meaningful involvement in decision making.</p>			✓	✓

## Key drivers

For Strategy and Engagement our key drivers are:



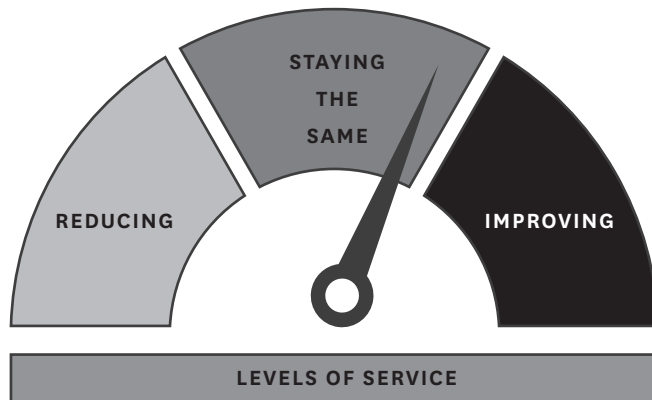
**Resilience**



**Growth and demand**



**Compliance**



## Our responses

**Being prepared** – We need to make sure we are in the best position we reasonably can be in case of an emergency.

Demand for CDEM preparedness for emergencies doesn't necessarily change with population change but increases when other emergency events happen. To manage these pressures we are working to educate our community on ways to be prepared for emergencies. We also aim to have an increasing percentage of our staff trained in CDEM through new staff training and continual upskilling of existing staff as CDEM courses are developed.

**Keeping up to date with legislation changes and respond accordingly.**

One of the main drivers for these activities is the legislation that they work within - primarily the Civil Defence Emergency Management Act 2002, Local Government Official Information and Meetings Act 1987, Local Electoral Act 2001, Local Government Act 2002, Local Government (Rating) Act 2002 and the Resource Management Act 1991. We keep ourselves well informed of any potential changes, we engage with central government and neighbouring councils, as well as our own national bodies to make sure we can manage any changes.

**Planning for sustainable growth** – We are planning for population growth and demand by making sure we have sufficient staff and resources in place to manage demand and expectation.

Our population and number of dwellings are predicted to increase slowly, this doesn't necessarily have a significant impact on these activities, but it is positive for our economic growth.

Changes in social trends and technologies also influence community expectations about how they are informed, and how they can participate in democracy and consultation processes. We are planning continual improvement to our online services and how we reach our community in response to an increasing use of the internet.

Planning for sustainable, affordable growth is important, our District Plan is the regulatory tool that allows this to happen, we've taken in to account changes in population and demand for land for various activities – such as residential growth, as part of planning this document, key growth projects are discussed in the Infrastructure Strategy and the Infrastructure and Community Facility activities. As part of preparing this LTP we have assumed no changes to this activity – however - Central Government has signalled an intention to make significant changes to the Resource Management Act 1991, if these changes happen they could change the way our District Plan activity is delivered.

## Significant effects

Our activities have the potential to have both positive and negative effects on the community. The significant negative effects of the Strategy and Engagement activities are identified below, along with how we respond to them.

WELLBEING	POTENTIAL NEGATIVE EFFECTS	CIVIL DEFENCE EMERGENCY MANAGEMENT	COMMUNICATIONS AND EVENTS	COMMUNITY LEADERSHIP	STRATEGIES AND PLANS	POSITIVE RESPONSES
SOCIAL CULTURAL	Our communication and opportunities for engagement may not reach the whole community, including Iwi		✓	✓	✓	We will build and maintain Council/community relationships that can contribute to community wellbeing and strong strategies and plans. People will be informed about activities and have the opportunity to participate in decision making. We will engage with Te Manawhenua Forum mo Matamata-Piako and post-treaty settlement Iwi entities to understand consultation needs. This involvement will give the community a strong sense of social and cultural wellbeing
SOCIAL ECONOMIC ENVIRONMENTAL CULTURAL	If our planning documents are inadequate or fail to meet statutory requirements there could be negative impacts on all aspects on wellbeing, social, economic, environmental and cultural				✓	Effective planning documents allow us to manage our environment, and provide for resilient, safe and growing communities. We will continue to review and monitor our plans to ensure they meet the needs of our community, enable sustainable growth and contribute positively to all aspects of community wellbeing
SOCIAL ECONOMIC ENVIRONMENTAL	Community safety could be put at risk by poor emergency planning	✓				We are prepared for civil defence emergencies. We will continue to ensure processes are in place to respond to natural disasters and civil defence emergencies, through response planning, training exercises and community education. This will have a positive impact on community social wellbeing with people feeling they are prepared to cope should a disaster happen. Planning for recovery will also have positive impacts on economic and environmental wellbeing

### How will we fund it?

Our approach to funding is set out in the Revenue and Financing Policy.



# CIVIL DEFENCE

Civil Defence Emergency Management (CDEM) is the responsibility of regional, city and District councils who must plan and provide for CDEM within their Districts. Our CDEM role includes community, organisational and business readiness, including public education and awareness, training and exercises and local response and recovery planning.

We are part of the Waikato CDEM Group (the Group), which includes the Waikato Regional Council and all ten District/city councils, as well as emergency services, welfare agencies and lifeline utility providers. The Group looks after 24,000 square kilometres and works closely with research institutions, utility operators and central government to reduce risks and improve community resilience.

The National Emergency Management Agency was established on 1 December 2019 replacing the Ministry of CDEM and is charged with providing strong, national leadership of our emergency management system.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives. The following identifies the key legislation, strategies, policies and plans that link to and provide direction for the Civil Defence activity.

### National

Civil Defence Emergency Management Act 2002  
National Civil Defence Emergency Management Plan 2015  
Public Education Programme Strategy 2016-2019  
National Disaster Resilience Strategy

### Regional

Waikato CDEM Group Plan 2016-2021  
Waikato CDEM Group Recovery Plan 2013  
Waikato CDEM Group Evacuation Plan 2012  
Welfare Coordination Group (WCG) Plan 2016-2021

### Council Strategies, Policies and Plans

Matamata-Piako Local Recovery Plan

The CDEM activity plans for emergencies, both internally by having sufficiently trained staff and externally by educating the wider community on the need for being prepared. Our planning is shaped by both the National and Regional plans but with a local emphasis on the communities within our District. We also work in partnership with other councils around us to ensure we have well integrated CDEM planning. If an emergency happens in our District we need to know that our neighbouring councils are also well prepared to help us and vice-versa.

## Our projects for the next 10 years

There are no major projects forecast for the next ten years for CDEM. Running emergency exercises, responding to events, CDEM training and the regular review of our local and regional plans are the core of this activity ensuring systems are in place for coordinating emergency management. Building community resilience, hazard identification and community engagement/education is a key focus for the future. We also plan to develop a Disaster Recovery Plan for our District. It is widely acknowledged that the better a community is prepared and readied to look after itself for at least three days, the more effective the recovery phase will be.

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target				Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	2024-31	
We will be prepared to assist the community in the event of an emergency	The evaluation of annual exercise as a measure of effectiveness of training		New Measure		Baseline assessment	Increasing trend	Increasing trend	Greater than 60% (advancing)	We need to have the right staff with the right training to activate a CDEM response to an emergency in the Matamata-Piako District. We participate in an annual exercise so staff have practice at activating an Emergency Management response so they are prepared for a potential emergency. Measured through an evaluation by Civil Defence Emergency Management professionals.

Our Civil Defence role is more than just responding in an emergency – it also includes community, organisational and business readiness.

# COMMUNICATIONS AND EVENTS

Communications and Events is responsible for keeping the community informed and actively encouraging people to engage with Council. This involves working with local media, developing plans and materials to engage with the community, marketing Council's facilities, and engaging on social media. It also includes the delivery of Council's Digital Strategy, implementing improvements to make it easier for customers to do business with us or participate in our processes.

Communications and Events also support events at Council facilities and work to attract new events to the District (contributing to economic development), as well as organising events such as the Business Night Out, Industry Training Graduation, ANZAC Day civic ceremonies, citizenship ceremonies, and more.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives - the following identifies the key legislation, strategies, policies and plans that link to and provide direction for the Communications and Events activity.

### National

Local Government Act 2002  
 Local Government Official Information and Meetings Act 1987  
 Unsolicited Electronic Messages Act 2007  
 Civil Defence Emergency Management Act 2002  
 Copyright Act 1994  
 Privacy Act 2020  
 Public Records Act 2005  
 New Zealand Government Web Toolkit

### Regional

Local Authority Shared Services initiatives

### Council Strategies, policies and plans

Significance and Engagement Policy  
 Digital Strategy  
 Information Management Strategy  
 Records Policy  
 Social Media Policy  
 Media Policy

We are working in partnership with other Waikato councils to identify potential collaboration opportunities for campaigns and digital services. In response to changing technology and community expectations we are providing more digital services, whilst still ensuring that those who prefer other, more traditional types of communication are also still catered for.

The provision of digital services reflects our Digital Strategy, which aims to provide our staff and customers with the best digital services in local government – with a focus on making it quicker, easier, and more convenient for people to access council services.

## DID YOU KNOW

- 9,000 people use Council's website every month
- 50% of the people who use our website are using it on their mobile phone
- 300 people attend the Business Night Out every year



## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below.

Projects	What is this project about?	Budget \$000			
		2021/22	2022/23	2023/24	2024-31
<b>Economic Development</b>	We have set aside funding to continue to work alongside Te Waka and Hamilton Waikato Tourism to support economic development in our District	65	65	65	455
<b>Events</b>	Each year we run events to promote economic development, recognise volunteers within our community, and commemorate Waitangi Day and ANZAC Day	55	55	55	385
<b>Digital Strategy</b>	The Digital Strategy provides a roadmap of improvements to existing digital services and development of new services	60	82	137	224
<b>Total key operational projects</b>		<b>180</b>	<b>202</b>	<b>257</b>	<b>1,064</b>
<b>Total key operational projects (including inflation)</b>		<b>180</b>	<b>208</b>	<b>271</b>	<b>1,230</b>



## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years				Target			Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	2024-31	
<b>We will hold events to contribute to economic development, recognise volunteers, and remember our history</b>	We will hold one function annually to recognise volunteers, ANZAC Day commemorations and two functions to contribute to economic development	Achieved	*Not Achieved			We will hold one function annually to recognise volunteers, ANZAC Day commemorations and two functions to contribute to economic development			Council events provide opportunities for the community to get together and celebrate the success of groups and individuals who help make our community a vibrant place. Currently we hold the Business Night Out, Industry Training Graduation, Volunteer Morning Tea, and ANZAC Day civic ceremonies. This is measured by the number of events held annually
<b>We will continue developing online services so residents and ratepayers can access information and interact with Council at any time, from anywhere</b>	We will develop one new digital service per year to allow customer to exchange money or information with Council		Achieved			One new transaction or service per year			Council's websites are key business tools to provide information and electronic services to the community. They allow people to find the information they need and to interact with Council at their own convenience. This is measured through our internal records
<b>We will make Council information easy for people to find and access</b>	Percentage of residents who are satisfied/very satisfied with ease of access to Council information	62% of residents satisfied	58% of residents satisfied	65% or more of residents satisfied/very satisfied			65% or more of residents satisfied/very satisfied		Communications ensure the public are informed on Council activities and promote and encourage community participation. This is measured through our customer survey

\*Business Night Out was held however the Industry Training Graduation, Volunteer event, ANZAC Day Civic Ceremonies were all unable to occur as planned due to the Covid-19 pandemic lockdown

## DID YOU KNOW?

Nearly **7,000** people follow Matamata-Piako District Council on Facebook.

# COMMUNITY LEADERSHIP

Community Leadership is responsible for involving the community in decision making. Communities elect members to represent them and to make decisions on their behalf. This involves providing leadership for the community as a whole and involving people in decision making processes.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives - the following identifies the key legislation, strategies, policies and plans that link to and provide direction for the Communications and Events activity.

### National

Local Government Act 2002  
 Local Electoral Act 2001  
 Local Government Official Information and Meetings Act 1987  
 Local Authorities (Members' Interests) Act 1968

### Regional

Regional Triennial Agreement

### Council Strategies, Policies and Plans

Significance and Engagement Policy  
 Code of Conduct for Elected Members  
 Governance Statement  
 Standing Orders

We are working in partnership with other agencies and Waikato councils to identify collaboration opportunities for involving people in local democracy. We also work closely with the Electoral Commission whose role in local elections is to ensure that the electoral roll is up to date and provided to each council. We also work with the Department of Internal Affairs to host citizenship ceremonies - this public ceremony is a very important step in the process of becoming a New Zealand citizen and for our community to welcome new citizens on behalf of all New Zealanders.

Council supports a wide range of groups in the community through various types of grants to help achieve a variety of outcomes for the District. More information on this can be found under the Strategies and Plans activity.

## DID YOU KNOW?

In the 2019 elections, 52% of the District voted, with nearly 12,000 voting papers received.



## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below.

Projects	What is this project about?	Budget \$000			
		2021/22	2022/23	2023/24	2024-31
Triennial elections	To carry out the triennial local government elections where the community elect the Mayor and Councillors	55	55	55	385
Te Manawhenua Forum mo Matamata-Piako	Te Manawhenua Forum mo Matamata-Piako is a standing committee of Council.	30	32.5	35	277.5
Representation review	A review of how the District is represented by elected members is undertaken every six years. This is funded through the Strategy and Plans activity				
Pre-election reports	These are prepared prior to the triennial elections to provide the community with up to date information including financial and non-financial information				
<b>Total key operational projects</b>		<b>85</b>	<b>87.5</b>	<b>90</b>	<b>662.5</b>
<b>Total key operational projects (including inflation)</b>		<b>85</b>	<b>90</b>	<b>95</b>	<b>775</b>



## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target			Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	
<b>People will have confidence in their local elected members</b>	Percentage of the community satisfied with the leadership of the Councillors and Mayor	55%	50%	2% improvement each year		55%		For people to participate in the democratic process they need to be confident that we will listen to and respect ideas from the community. Measured by the Annual Customer Survey
<b>Council will involve Tangata Whenua with Mana whenua status in the decision making process</b>	Percentage of Te Manawhenua Forum members who complete the survey are satisfied/very satisfied that Tangata Whenua with Mana whenua status are recognised and have meaningful involvement in decision making			New Measure		75% or more satisfied/very satisfied		By involving Tangata Whenua with Mana whenua status in the decision making process we can ensure that we are making informed and representative decisions on behalf of the community. Measured through members that complete an annual survey of Te Manawhenua mo Matamata-Piako Forum members
<b>We will provide a safe working environment with an aim to ensure that every person working on, near, or visiting our sites goes home healthy and safe every day</b>	Monthly reporting to Council showing our progress towards health and safety targets	11 reports tp Council per year	11 reports tp Council per year	11 reports to Council per year		11 reports to Council per year		Reporting progress on health and safety targets is key in ensuring Council is focussing on safety of employees and the wider community. This is measured through Council reporting. Note: December and January monthly reports are combined into one due to the holiday period each year
<b>We will provide timely responses to official information requests</b>	Percentage of official information requests responded to within legislative timeframes			New Measure		100% of official information requests responded to within legislative timeframes		Providing timely responses to official information requests (under the Local Government Official Information and Meetings Act) ensures our community are receiving any information they've requested in a timely manner. This is measured through our internal records

# MĀORI ENGAGEMENT IN DECISION MAKING

Part of our vision is to support the cultural wellbeing of our District; to support this we have specifically identified that:

- We promote and protect our arts, culture, historic, and natural resources.
- We value and encourage strong relationships with Iwi and other cultures, recognising wāhi tapu and taonga/significant and treasured sites and whakapapa/ ancestral heritage.
- Tangata Whenua with Mana whenua status (those with authority over the land under Māori lore) will have meaningful involvement in decision making.

Our current focus in trying to achieve these outcomes we are working on improving our relationships with Iwi. As part of this work, Council has built in ongoing funding for an Iwi Liaison role (first funded in 2020/21) and is increasing operating funding for working with our governance group Te Manawhenua Forum mo Matamata-Piako.

**Te Manawhenua Forum mo Matamata-Piako** - Te Manawhenua Forum mo Matamata-Piako (Forum) is a standing committee of Council that has been developed under a Heads of Agreement with the Forum. The purpose of the Forum is to facilitate Mana whenua contribution to our decision making.

## Resource Management Act 1991 (RMA)

We are currently undertaking a rolling review of the District Plan. As part of this we are working with Iwi to review the Papakainga provisions.

The RMA also provides for the development of Mana Whakahono a Rohe. The purpose of a Mana Whakahono a Rohe is to provide a mechanism for councils and Iwi to come to agreement on ways Tangata Whenua may participate in RMA decision-making, and to assist councils with their statutory obligations to Tangata Whenua under the RMA. Council expects these agreements to be developed in the near future.

## Treaty of Waitangi settlements

Treaty of Waitangi claims and settlements have been a significant feature of New Zealand race relations and politics since 1975. Over the last 30 years New Zealand governments have provided formal, legal and political opportunities for Māori to seek redress for breaches by the Crown of the guarantees set out in the Treaty of Waitangi.

Iwi in and around the Matamata-Piako District are currently negotiating with the Crown and are at various stages of settling Treaty of Waitangi claims. While these agreements are between the Crown and Iwi, we will be affected by the outcome of these settlements, particularly where Iwi are seeking co-governance of natural resources.

## Hauraki Treaty of Waitangi Settlements

In 2009, the 12 Iwi of Hauraki formed the Pare Hauraki Collective for the purpose of negotiating a Treaty settlement. The 12 iwi are Ngāti Hako, Ngāi Tai ki Tāmaki, Ngāti Hei, Ngāti Maru, Ngāti Paoa, Ngāti Porou ki Hauraki, Ngāti Pūkenga, Ngāti Rāhiri Tumutumu, Ngāti Tamaterā, Ngāti Tara Tokanui, Ngāti Whanaunga and Te Patukirikiri. The areas of interest of the Iwi of Hauraki extend from the Mahurangi coast in the north to the western Bay of Plenty and include the islands of the Hauraki Gulf/Tīkapa Moana. On 1 October 2010, the Crown and the Pare Hauraki Collective signed a Framework Agreement which outlined the process for ongoing negotiations towards settlement of shared claims and included the potential elements of a collective settlement.

On 22 July 2011, the Iwi of Hauraki all signed Iwi-specific Agreement in Principle Equivalent which expanded upon the framework agreement and included iwi specific offers to negotiate further redress. On 22 December 2016, the Crown and the Pare Hauraki Collective initialled the Pare Hauraki Collective Redress Deed (the Deed). The Deed has been ratified by the members of the Iwi of Hauraki. The Deed includes both cultural redress and commercial redress. It does not include financial redress, which each of the 12 Iwi of Hauraki will receive through their Iwi-specific settlements. The full and final settlement of historical Treaty of Waitangi claims of the Iwi of Hauraki will be made through Iwi-specific settlements.



### Ngāti Haua Treaty of Waitangi Settlement

Council was engaged in the Ngāti Haua Treaty of Waitangi settlement negotiations. The Ngāti Haua Claims Settlement Act 2014 was passed into law in December 2014. The Act gives effect to the deed of settlement signed on 18 July 2013 in which the Crown and Ngāti Haua agreed to the final settlement of the non-raupata historical Treaty of Waitangi claims. The settlement package includes recognition of breaches of the Treaty of Waitangi, cultural and spiritual redress in the return of significant sites and financial redress. One site of significance to Ngāti Haua is the Waharoa (Matamata) Aerodrome. As part of settlement, the Council, the Crown and Ngāti Haua agreed that a co-governance committee called the Waharoa (Matamata) Aerodrome Committee comprising of Ngāti Haua and Council representatives (the Committee) would be established for the Waharoa Aerodrome.

The Committee was created in 2015 by legislation under the Ngāti Haua Claims Settlement Act 2014. The Committee comprises of the Mayor, Deputy Mayor, one Council appointed member and three members appointed by the Ngāti Haua Iwi Trust Board trustees. The functions of the Committee, as set out in the Ngāti Haua Claims Settlement Act 2014 are to:

- Make recommendations to Council in relation to any aspect of the administration of Waharoa Aerodrome land,
- Make final decisions on access and parking arrangements for the Raungaiti Marae land that affects the Waharoa Aerodrome,
- Perform the functions of the administering body under section 41 of the Reserves Act 1977 in relation to any review of the reserve management plan that has been authorised by Council,
- Perform any other function delegated to the committee by Council.

Council has incorporated the statutory acknowledgements, as they relate to the District in Appendix 10 of the Matamata-Piako Operative District Plan. More information on the statutory acknowledgements for Ngāti Haua can be found in the Ngāti Haua Claims Settlement Act 2014 ([www.legislation.govt.nz](http://www.legislation.govt.nz)).

### Ngāti Hinerangi Treaty of Waitangi Settlement

Ngāti Hinerangi are an Iwi based in Matamata with an area of interest extending from the eastern Waikato to Tauranga including part of the Kaimai Range. In 2014, the Crown recognised the mandate of the Ngāti Hinerangi Trust to represent Ngāti Hinerangi in negotiating a comprehensive historical Treaty settlement. The Crown signed Terms of Negotiation with the Ngāti Hinerangi Trust in February 2014.

In December 2015, the Crown and Ngāti Hinerangi signed an agreement in principle which formed the basis for this settlement. On 14 December 2018, Ngāti Hinerangi and the Crown initialled a Deed of Settlement. On 4 May 2019, Ngāti Hinerangi and the Crown signed a Deed of Settlement. On 21 July 2020 the Ngāti Hinerangi Claims Settlement Bill had its second reading. The Ngāti Hinerangi Claims Settlement Act received royal assent 12 April 2021.

### Raukawa Treaty of Waitangi Settlement

The Crown has settled the claims of the Raukawa Iwi with legislation to give effect to the deed of settlement signed on 2 June 2012 in which the Crown and Raukawa agreed to the final settlement of the historical claims of Raukawa. The Raukawa Claims Settlement Act 2014 passed into law in March 2014. There were no specific arrangements between Council and Raukawa, such as those in the Ngāti Hāua Claims Settlement Act 2014. As with other settlement processes, Raukawa may now be in a position to consider developing documents such as Iwi Management Plans for the areas of their rohe (ancestral lands) that fall within the Matamata-Piako District. Raukawa have also released Te Rautaki Taiao a Raukawa (Raukawa Environmental Management Plan) 2015. Council has been required to include statutory acknowledgements of the Crown in its District Plan.

The purpose of the statutory acknowledgement is to:

- Require relevant consent authorities including Council, the Environment Court and Heritage New Zealand Pouhere Taonga to have regard to the statutory acknowledgement
- Require relevant consent authorities to record the statutory acknowledgement on statutory plans that relate to the statutory areas. Also for a period of 20 years from the effective date
- To provide the trustees with summaries of resource consent applications or copies of notices of applications for activities within, adjacent to or directly affecting the areas listed below
- Enable the trustees and any member of Raukawa to cite the statutory acknowledgment as evidence of the association of Raukawa with a statutory area
- The statutory acknowledgements for Raukawa in the Matamata-Piako District cover:
  - Part of the Kaimai-Mamaku Conservation Park
  - The Okauia and Taihoa geothermal fields
  - Parts of the Waihou River and its tributaries
  - Part of Lake Karapiro

More information on the statutory acknowledgements for Raukawa can be found in the Raukawa Claims Settlement Act 2014 ([legislation.govt.nz](http://legislation.govt.nz)) and Appendix 10 of the Matamata-Piako Operative District Plan ([mpdc.govt.nz](http://mpdc.govt.nz)).

# STRATEGIES AND PLANS

There are four key documents that are developed under the Strategies and Plans activity:

- The LTP - this is our 10 year business plan that provides the vision and direction for the District; we prepare these once every three years.
- The Annual Plan - this is prepared in the years between LTP to plan projects and budgets for the year ahead; any variations from the LTP are highlighted in the Annual Plan.
- The Annual Report - this is produced every year to let the community know whether we have done what we said we would in the LTP/ Annual Plan.
- The District Plan - We monitor the effectiveness and efficiency of the District Plan and are required to begin a review every 10 years to ensure the District Plan reflects the needs of our community. District Plan changes must follow the process outlined in the Resource Management Act 1991.

We also ensure that our policies and bylaws are up to date - for example, the Gambling Venue Policy is reviewed every three years, and we must review our bylaws every 5 - 10 years.

The LTP and District Plan are two key documents for us in achieving integrated planning, not just between the activities that we undertake, but also at a regional and national level. The District Plan forms part of a hierarchy of resource management documents, that regulate the protection of our environment, and the way and means in which growth and development can occur. With the completion of Treaty Settlements, it is anticipated that Iwi Management Plans, and Catchment Management Plans created through Treaty Settlement co-governance agreements will become more prominent in this planning framework. In addition to regional collaboration, through spatial planning and collaboration on policy development, the National Planning Standard will also achieve some consistency for planning documents across the country. It is anticipated that this will achieve efficiency and consistency in some aspects of our regulatory functions.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives – the following identifies the key legislation, strategies, policies and plans that link to and provide direction for the Strategies and Plans activity.

### National

Local Government Act 2002  
Resource Management Act 1991  
Hauraki Gulf Marine Park Act 2000  
National Environmental Standards  
National Policy Statements  
Treaty of Waitangi settlements

### Regional

Waikato Regional Policy Statement  
Waikato Regional Plan  
Waikato Regional Spatial Planning work  
Waikato Regional Economic Strategy  
Adjoining Council District Plans

### Council Strategies, policies and plans

District Plan  
LTP, Annual Plan, and Annual Report  
Bylaws  
Various strategies, policies and plans

## DID YOU KNOW?

COUNCIL HAS UNDERTAKEN OVER **25** PLAN CHANGES SINCE THE DISTRICT PLAN BECAME OPERATIVE IN 2005

## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below.

Projects	What is this project about?	Budget \$000			
		2021/22	2022/23	2023/24	2024-31
<b>Discretionary funding</b>	Council funds a range of organisations within the District – from grants to specific community groups to contestable funds, and supporting Hamilton and Waikato Tourism Limited	540	540	540	3,780
<b>District Plan Review</b>	Council has committed to a rolling review of the District Plan and will process plan changes in accordance with the Resource Management Act 1991	200	200	200	1,400
<b>District Plan – National Planning Standards</b>	The national planning standards were introduced through the 2017 amendments to the RMA. They aim to make RMA plans more consistent with each other and faster to use as they outline the mandatory format. To be funded from reserves	300	300	300	1,075
<b>Iwi Settlement Legislation</b>	Settlement legislation requires resourcing and collaboration to achieve intended outcomes	50	50	50	350
<b>Regional collaboration</b>	We have set aside funding to work on regional collaboration projects with other councils. One of the projects is the development of the Waikato Plan	50	50	50	350
<b>Regional Resource Management Act</b>	This fund allows resources to engage with the Waikato Regional Council over changes to the Regional Plan and implementation of the Policy Statement	50	50	50	350
<b>Long Term Plan</b>	Our ten year strategic plan, which is reviewed every three years	45	45	45	315
<b>Policy and Bylaws</b>	We need to undertake a review of a range of policies (for example the Gambling, TAB, Dogs, Earthquake Prone, Dangerous and Insanitary Buildings Policies, the Legal Highs (Local Approved Products) Policy, Local Alcohol Policy) and Bylaws during the life of this plan. We will also need to undertake a review of our representation arrangements in 2024 and 2030, and produce a pre- election report prior to each of the triennial elections	22	22	22	154
<b>Hauraki Gulf Forum</b>	This fund covers Council's contribution towards the operation of the Hauraki Gulf Forum	12	12	12	84
<b>Annual Plan</b>	Our annual budgeting plan, which is completed in the years in between a LTP	10	10	-	50
<b>Annual Report</b>	The Annual Report lets the community know how we have performed compared to budgets and performance targets.	7	7	7	49
<b>Total key operational projects</b>		<b>1,286</b>	<b>1,286</b>	<b>1,276</b>	<b>7,957</b>
<b>Total key operational projects (including inflation)</b>		<b>1,286</b>	<b>1,323</b>	<b>1,347</b>	<b>9,280</b>

Other key projects include completing State of the Environment monitoring, and progressing discussions and any co-governance models which come out of Treaty Settlements.

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target			Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	
<b>Our community will have the opportunity to participate in Council consultation processes</b>	Percentage of the community satisfied that they have been provided with an opportunity to be involved in consultation processes	56%	40%		52% (maintain benchmark)			The information and advice we provide will ensure that people are able to participate and feel well informed when we are preparing plans and strategies. Measured through our customer survey. Benchmark based on 2015/16 results
<b>We will provide an annual update on progress on land use and development, and the protection of natural and physical resources of the District</b>	State of the Environment monitoring reports will be updated on Council's website each year	19 November	21 November		20 November each year			Monitoring and reporting on the state of our environment allows us to identify if we are achieving our objectives to protect the environment and highlights any issues that need to be addressed during District Plan reviews. We update results of this monitoring onto our website annually. We will also report on trends that we identify through our monitoring in the Annual Report

## DID YOU KNOW?

THIS ACTIVITY IS RESPONSIBLE FOR MANAGING OVER 45 DIFFERENT REPORTS, PLANS, STRATEGIES, POLICIES AND BYLAWS - MOST OF WHICH WE ARE REQUIRED TO DO BY LAW.



# DISCRETIONARY FUNDING

Council supports a wide range of groups in the community, through discretionary and contestable funding to help achieve a variety of outcomes for the district.

In 2020 Council adopted new community funding assistance policies. Community groups and not-for-profit organisations were invited to apply for the Multi Year Grant alongside the consultation on the Long Term Plan. The funding recipients and the grant funding are listed below, as are the contestable funds open for applications throughout each financial year.

ORGANISATION	Approved funding \$'000			
	2020/21	2021/22	2022/23	2023/24
<b>Campbell Park Charitable Trust – owns and operates the Campbell Park sports fields in Morrinsville</b>	5	6	6	6
<b>Community Ward Grants Matamata (Single Year)</b>	10	10	10	10
<b>Community Ward Grants Morrinsville (Single Year)</b>	10	10	10	10
<b>Community Ward Grants Te Aroha (Single Year)</b>	10	10	10	10
<b>Citizens Advice Bureau Matamata – provides impartial advice to the community</b>	6	6	6	6
<b>Citizens Advice Bureau Te Aroha – provides impartial advice to the community</b>	4	4	4	4
<b>Creative Waikato - provides support, builds capability and advocates in respect of the arts for our community</b>	4	5	5	5
<b>Future Te Aroha – runs youth programmes and events</b>	5	6	6	6
<b>Hamilton &amp; Waikato Tourism</b>	150	150	150	150
<b>Keep Matamata Beautiful – undertakes beautification activities in the town</b>	3	2	2	2
<b>Keep Te Aroha Beautiful – undertakes beautification activities in the town</b>	3	3	3	3
<b>Life Education Trust Waikato East – provides education programmes to school children</b>	5	15	15	15
<b>Matamata Centennial Drive Development Society Incorporated – takes care of the gardens in Centennial Drive, Matamata</b>	1.5	1.5	1.5	1.5
<b>Matamata Chamber of Commerce</b>	75	125*	125	125
<b>Matamata College – a contribution to the end of year prize giving</b>	.3	.3	.3	.3
<b>Matamata Community Patrol – provides street patrols and support to police</b>	2	3	3	3
<b>Matamata Resource Centre (Railside by the Green) – provides advice and social support services in Matamata</b>	5	5	5	5



ORGANISATION	2020/21	2021/22	2022/23	2023/24
Matamata Historical Society Incorporated – operates the Firth Tower site alongside Council, and preserves the heritage of the Matamata ward	12	12	12	12
Morrinsville Art Gallery Charitable Trust – operates the Wallace Gallery, Morrinsville	20	30*	30	30
Morrinsville Chamber of Commerce	75	125*	125	125
Morrinsville College – a contribution to the end of year prize giving	.3	.3	.3	.3
Morrinsville Community House Incorporated – provides advice and social support services in Morrinsville	5	5	5	5
Morrinsville Community Patrol – provides street patrols and support to police	2	3	3	3
Morrinsville Historical Society Incorporated – operates the Morrinsville Museum and preserves the heritage of the Morrinsville ward	12	20	20	20
Natural and Built Environment (previously Significant Natural Features, Heritage Buildings Protection and Reduce Resource Consent Application Cost)	45	45	45	45
Pan charges remission	7.5	7.5	7.5	7.5
Rates remissions – pan charges for Pohlen and Te Aroha Hospitals	7.5	7.5	7.5	7.5
Sport Waikato – provides sport programmes and supports sports in the Waikato Region	84	59	59	59
Te Aroha College – a contribution to the end of year prize giving	.3	.3	.3	.3
Te Aroha & District Museum Society – operates the Te Aroha and Districts Museum and preserves the heritage of the Te Aroha ward	12	17.5	17.5	17.5
Te Aroha Community Patrol – provides street patrols and support to police	2	3	3	3
Te Aroha Mountain Bike Club Incorporated – looks after mountain bike tracks in the Kaimai Ranges in Te Aroha	4	-	4	4
Te Miro Mountain Bike Club Incorporated – looks after mountain bike tracks in the Te Miro Forest in the Morrinsville ward	7	7	7	7
Waikato Regional Council – provides the EnviroSchool programme in our local schools	13	14	15**	16**
Tom Grant Drive Incorporated - takes care of the gardens in Tom Grant Drive, Matamata	1.8	1.8	1.8	1.8

\*Partly funded from COVID-19 Reserves; Matamata Chamber of Commerce (\$50,000), Morrinsville Chamber of Commerce (\$50,000) and Morrinsville Art Gallery Charitable Trust (\$10,000)

\*\*Enviroschools is funded from the Waste Minimisation Levy received from Central Government, and future allocation of funding is dependent on government guidelines.



# INFRASTRUCTURE

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# ROADING

## What we do

We own and maintain 1,008 kilometres of local roads within the District, including 956 kilometres sealed and 52km unsealed roads. These are all the roads in the District except for state highways (which include Broadway and Firth Street in Matamata, Allen Street in Morrinsville and Whitaker/Kenrick Streets in Te Aroha), which are managed by the Waka Kotahi (NZTA). The Roding network also covers the cycleways and footpaths, and includes bridges and structures, street lighting, road signage and markings, and on street parking within the road corridor.

## Why do we do these activities

Roads provide for a wide variety of users, with diverse needs including private and commercial car drivers and passengers, freight operators, public transport users, farm and machinery operators, cyclists and pedestrians. They also support and enable economic growth and, when designed appropriately, enhance living environments and amenity. In addition to providing access to properties, the road corridor is also where utilities are usually located (e.g. gas, power, telecommunications, water, sewer and stormwater).

## Our vision and community outcomes

Council has developed a vision to make Matamata-Piako 'The Place of Choice' – Lifestyle – Opportunities – Home. Further details on this strategic vision are set out in Part 1 of this plan. Roding contributes to this overall vision by providing transportation connections that enable our community to safely travel to and from their destination, transport goods and services and support economic growth.

### Roding contributes to the following Community outcomes



#### Connected Infrastructure

Infrastructure and services are fit for purpose and affordable, now and in the future.  
 Quality infrastructure is provided to support community wellbeing  
 We have positive partnerships with external providers of infrastructure to our communities



#### Economic Opportunities

Our future planning enables sustainable growth in our District



#### Healthy Communities

Our community is safe, healthy and connected



## KEY DRIVERS

For roading our key drivers are:



**Growth and demand**



**Compliance**



**Resilience**



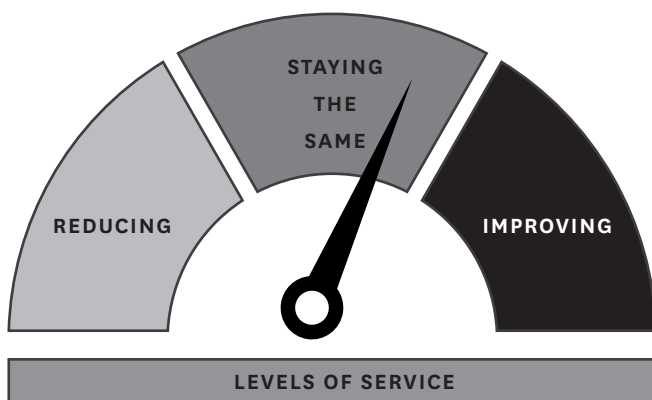
**Affordability**

## Our responses

We will comply with national standards - this means we will keep up to date with legislation changes and respond accordingly.

We will plan for sustainable growth and manage demand, and we will provide additional capital and operational expenditure over the next 30 years - we are planning for population growth and increasing traffic volumes by implementing a capital works programme to accommodate and enable development. We will continue to increase our asset knowledge by investing in high speed data collection on our roads and complete bridge inspections.

We will maintain or improve levels of service - this means we will maintain our overall roading infrastructure to the expected levels of service that our community is willing to pay for. This could mean an improvement to levels of service in some areas and a reduction in others.



## DID YOU KNOW?

We maintain over 1,000km of road. That's longer than the North Island, which is 829km long from top to southern tip!

Our infrastructure will support or improve public health benefits -we will continue to undertake road safety improvement to ensure our community remains safe on our roads. We will also continue to improve and expand our cycleway network and footpaths to encourage cycling and walking as a mode of transport. A key focus going forward is ensuring that connectivity for walking within our urban centres is provided in a safe manner.

We will maintain our current assets to meet the level of service set out by NZTA through the One Network Road Classification framework.

We will provide for the replacement of assets at the end of their useful life - This means that we will undertake programmed maintenance and renewal works for our roading assets. Our road network includes critical assets such as bridges and structures that are vital to ensure our key transport routes have minimal impact and alternative routes are provided during an emergency. We will continue completing a detailed inspection programme on our bridges to ensure we complete any maintenance and renewals as required.

We will optimise our investment and apply asset management practices to our planning and we will smooth our costs where possible over time - We will work closely with NZTA to develop our road works programme and ensure we maintain 51% funding subsidy from NZTA for eligible projects and programmes of works. Projects that are not eligible for NZTA funding such as the Cycleway proposal to Morrinsville is subject to completing a business case and then potentially community consultation to determine whether the community are willing to pay for that service. We will also be pursuing alternative funding for the proposed cycleway from Matamata to Piarere as this aligns with national and regional cycling strategy outcomes.



## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives – the following identifies the key legislation, strategies, policies and plans that link to and provide direction for the roading activity.



### National

- Local Government Act 1974
- Resource Management Act 1991
- Land Transport Management Act 2003
- Local Government Act 2002
- Traffic Regulations Act 1976 and Land Transport (Road User) Rules
- Government Policy Statement on Road Transport Funding
- One Network Road Classification System
- Road Safety and Strategy

### Regional

- Regional Land Transport Plan
- Regional Walking and Cycling Strategy
- Regional Road Safety Strategy
- Regional Public Transport Plan
- Waikato Regional Policy Statement
- Waikato Regional Plan

### Council Strategies, policies and plans

- Draft Walking and Cycling Strategy
- Matamata-Piako Signage Strategy
- Town Strategies
- District Plan growth areas and population projections
- Roading Activity Management Plan 2021-51
- Infrastructure Strategy 2021-51

## Significant effects

Our activities have the potential to have both positive and negative effects on the community. The significant negative effects of Roding are identified below, along with how we respond to them.

WELLBEINGS	POTENTIAL NEGATIVE EFFECTS	POSITIVE RESPONSES
<b>SOCIAL CULTURAL</b>	Roding development can impact on culturally significant and productive land	We will track and record all the consultation procedures and results for each affected iwi for all projects outside the existing road reserve. We will comply with the requirements of the Resource Management Act 1991
SOCIAL	Road and environmental factors can contribute to crashes (particularly those that involve loss of control) and cause people to be killed or injured on roads each year	We will undertake crash reduction studies and route security projects and maximise funding for safety works to help reduce road accidents in our District
<b>SOCIAL ECONOMIC</b>	Economically, the cost of desired infrastructure improvements may exceed the communities ability to pay	We will consult with the community on all costs and options for Levels of Service through the LTP process
<b>SOCIAL</b>	The particular needs of pedestrians and cyclists can conflict with other forms of traffic	We will concentrate on providing additional connectivity by focusing on providing safe routes for pedestrians

## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets.

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth*	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Sealed Road Pavement Rehabilitation (Rehabs)</b>	The renewal programme for sealed road pavement considering data from dTIMS			100	2,085	2,411	2,388	19,026
<b>Sealed Road Resurfacing (Reseals)</b>	The renewal programme for reseals, or simply known as the sealing program, \$2,500,000 each year			100	2,500	2,500	2,500	17,500
<b>NZTA Funded - Low Cost Low Risk Projects</b>	Road upgrades concerning, road markings, safety improvements, low cost low risk projects, electronic signs etc.		100		785	785	750	6,750
<b>Traffic services renewals</b>	The renewal programme for the replacement of damaged streetlight poles, new edge marker posts, signs renewals,			100	300	300	300	2,100
<b>Drainage Renewals</b>	The renewal programme for replacing or upgrading drainage (i.e. culverts) as needed			100	184	141	257	1,799
<b>Matamata to Piarere Cycleway***</b>	Construction of a cycleway from Matamata to Piarere, potentially to link with the existing cycleways in the District, \$750,000 in 2025/26, \$1,250,000 in 2026/27		100		-	-	-	2,000
<b>Foot Path Renewal - District</b>	This is a District wide roading renewal programme for footpaths , (business as usual), \$189,000 each year.			100	89	89	89	1,323
<b>Seal Widening District wide - Capital</b>	This is a roading programme that aims to make the seal width wider (approx half a metre either side usually) in our District, as part of rehab	30	70		160	160	160	1,120
<b>Streetlighting District wide - Capital</b>	This is a roading programme that aims to providing streetlighting in our District	5	95		110	110	110	770
<b>Station Road Upgrade</b>	Two stages, widening and upgrade of station road to cater for the new developments around the area. \$300,000 in 2025/26	20	80		-	730	-	300

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth*	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Waharoa - Matamata Walkway</b>	Constructing a 6km (approx) walkway from Waharoa to Matamata budgeted in 2024/25		100		-	-	-	700
<b>Structures component replacements (Structural Renewals)</b>	The renewal programme for the replacement of any structures components such as railings, bridge railings etc,			100	62	80	62	434
<b>Footpath - District wide</b>	This is a roading programme that aims to potentially widen footpaths and create footpaths in our District	5	95		55	55	55	385
<b>Kerb and Channel district wide</b>	This is a roading programme that aims to add more kerbs and channels on roads in our District	5	95		55	55	55	385
<b>Hinuera to Station Road Link</b>	Eldonwood South - Collector Road Widening Additional widening of the road from the upgrades required by the direct developers to allow a Collector Road to be constructed to provide additional linkage for this area	100			-	100	100	300
<b>Unsealed Road Metalling (Metalled Road Resurfacing)</b>	The renewal programme for unsealed road metalling under the maintenance contract			100	50	50	50	350
<b>Station to Peria Road Link Matamata - Capital</b>	Road linking - additional widening of the road from the upgrades required by the direct developers to allow a Collector Road to be constructed to provide additional linkage for this area	60	40		60	60	60	240
<b>Haig Road Upgrade</b>	Road upgrades in conjunction with the developments in the area	100			-	335	-	-
<b>Hangawera Road to Snell</b>	Road linking - additional widening of the road from the upgrades required by the direct developers to allow a Collector Road to be constructed to provide additional linkage for this area	60	40		-	-	-	300
<b>Tower Road Parking Bays</b>	Parking bays, intersection and pedestrian crossing. \$25,000 in 2024/25	100			-	300	5	25
<b>Smith Street Upgrade</b>	Road upgrades, \$260,000 in 2030/31		100		-	-	-	260

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth*	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Everad Avenue Intersection Upgrade</b>	Road upgrades, \$257,000 in 2030/31		100		-	-	-	257
<b>Waharoa Rooding Projects</b>	This is aimed to provide roading infrastructure to cater for industrial growth or development in the Waharoa area. \$250,000 in 2024/25	10	90		-	-	-	250
<b>Forest Area - Rooding Improvement Projects</b>	Upgrades to corners or gradings for the forestry industry (tree harvesting), \$250,000 in 2030/31		100		-	-	-	250
<b>Matamata Pedestrian Connectivity</b>	Additional infrastructure to provide better walking and cycling connectivity within Matamata		100		-	250	-	-
<b>Hampton Terrace Upgrade</b>	Road upgrades in conjunction with the developments in the area, \$190,000 in 2027/28	100			-	-	-	190
<b>Avenue Road North Upgrade</b>	Widening and kerb and channel, \$120,000 in 2025/26	70	30		-	-	-	120
<b>Banks/Burwood Intersection Upgrade</b>	Road upgrades in conjunction with the developments in the area, \$115,000 in 2027/28	75	25		-	-	-	115
<b>Te Aroha to Matamata Offshoots Minor Upgrades Cycleway</b>	Signage and minor upgrades		100		100	-	-	-
<b>Total key capital projects</b>					<b>6,595</b>	<b>8,511</b>	<b>6,941</b>	<b>57,249</b>
<b>Total key capital projects (including inflation)</b>					<b>6,595</b>	<b>8,758</b>	<b>7,325</b>	<b>66,809</b>

\* Growth projects are funded by development contributions

\*\*51% subsidy is received from Waka Kotahi (NZTA) for this work.

\*\*\*The budgeted amount above represents Council's contribution towards the project. Additional funding will be sought from external funding providers and partners.

## How will we fund it?

Our approach to funding is set out in the Revenue and Financing Policy.

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target			Additional information	
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24		2024-31
<b>We will provide a roading network that is safe for all users</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*	Increase of eight serious or fatal crashes from the previous year (Total – 29)	Decrease of 6 serious or fatal crashes from previous year (Total 23)	Two less crashes from the previous year that are serious or fatal on Council roads				A reduction in the number of fatal and serious crashes from the previous year	This does not differentiate between crashes due to road factors and any other reason (e.g. driver error). Measured by Waka Kotahi (NZTA) statistics
<b>We will provide a roading network that is maintained and developed to provide smoothness and comfort</b>	The average quality of ride on a sealed local road network, measured by smooth travel exposure*	Not measured	96.76%	97% or more				97% or more	This survey is conducted every two years. Well maintained roads and footpaths provide smoothness and comfort. Measured by a smooth travel exposure analysis
	The percentage of the sealed local road network that is resurfaced*	7.94%	6.6%	8.5% or more				6.7% or more	Measured through our internal records
	The percentage of footpaths within our District that fall within the level of service or 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 LTP)*	99.4%	Not measured	95% or more within the acceptable level of service				95% or more within the acceptable level of service	Measured by an assessment of our footpaths. Footpaths are given a grade from 1 (excellent condition) to 5 (very poor condition). Ratings 1 to 3 (excellent to fair) are considered to fall within the level of service
<b>We will provide a reliable roading network and will respond to customer service requests in a timely manner</b>	The percentage of customer service requests relating to roads and footpaths to that the territorial authority responds within the time frame specified in the LTP*	100% of Urgent 95.4% of non-urgent	100% of Urgent 83.2% of non-urgent	90% of urgent requests responded to within one working day 90% of non-urgent requests responded to within five working days					We aim to investigate customer requests within appropriate timeframes. Some complaints can be resolved quickly; others can take time to work through. Measured by our Customer Request Management system

\* These are mandatory performance measures that have been introduced for all councils around New Zealand.





# RUBBISH AND RECYCLING

## What we do

We currently provide kerbside rubbish and recycling collection services to over 9,500 properties across the District, as well as operating three transfer stations located at Matamata, Morrinsville and Waihou. We provide waste minimisation and sustainability education to schools across the District. We also have three closed landfills at Matamata, Morrinsville and Te Aroha that we monitor under the terms of their resource consents to ensure they do not endanger the environment or public health.

## Why do we do these activities

Our day to day lives generate a lot of waste that must be managed for the health of our community and our environment. We are committed to providing and promoting sustainable waste management options to protect our environment for current and future generations. As part of the 2017 Eastern Waikato Waste Minimisation Management Plan (WMMP) we have committed to reduce the total amount of general waste sent to landfill from our District.

## Our vision and community outcomes

Council has developed a vision to make Matamata-Piako ‘The Place of Choice’ – Lifestyle – Opportunities – Home. Further details on this strategic vision are set out in Part 1 of this plan. The Rubbish and Recycling Activity contributes to this overall vision by providing kerbside collection and refuse disposal facilities. The Activity ensures the safe disposal of rubbish and recycling, supporting environmentally friendly practices and technologies and protected public health.

Rubbish and Recycling contributes to the following Community outcomes			
	<b>Connected Infrastructure</b>	Infrastructure and services are fit for purpose and affordable, now and in the future. Quality infrastructure is provided to support community wellbeing	✓ ✓
	<b>Healthy Communities</b>	Our community is safe, healthy and connected	✓
	<b>Environmental Sustainability</b>	We support environmentally friendly practices and technologies	✓

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives. This diagram identifies the key legislation, strategies, and policies and plans that link to and provide direction for Rubbish and Recycling activity.

<b>National</b>
Local Government Act 2002 Health Act 1956 Resource Management Act 1991 Waste Minimisation Act 2008
<b>Regional</b>
Waikato Regional Plan Waikato Regional Policy Statement
<b>Council Strategies, policies and plans</b>
Eastern Waikato Waste Management and Minimisation Plan 2017 Solid Waste Bylaw 2017

## KEY DRIVERS

For Rubbish & Recycling our key drivers are



### Growth and demand



### Compliance

## Our responses

### We will plan for sustainable growth and manage demand

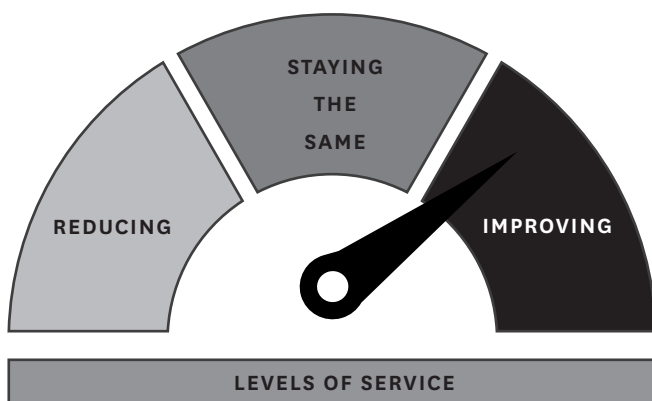
While we expect to see medium growth in both population and dwelling numbers, particularly in urban areas served by our kerbside collection services, the amount of waste generated may not necessarily correspond to the population projections. We are committed to meeting our obligations and targets set through the WMMP and we will be implementing various initiatives over the next ten years to encourage waste minimisation and increase awareness about recycling and refuse alternatives. Many of these activities will be funded from the waste minimisation levy we receive from central government.

### We will maintain or improve levels of service

We will maintain existing level of service for our kerbside collection of rubbish and recycling. We have included in our budgets funding to upgrade our three transfer stations. This means we will improve the layout and traffic flows in and out of the transfer stations and better accommodate refuse facilities on site to further encourage waste minimisation. We are planning to move from Transfer Stations to Resource Recovery Centres.

### We will comply with national standards

This means we will keep up to date with legislation changes and respond accordingly. We will continue to meet the conditions of our resource consents for our closed landfills for discharge of leachate to ground, discharge of contaminants to air and discharge/diversion of stormwater (for Matamata and Morrinsville). We have set aside budgets to renewing these consents when required.



### Assessment of Waste Management and Minimisation Plans

Council is required to develop and adopt a Waste Management and Minimisation Plan (WMMP) under s44 of the Waste Minimisation Act 2008. The purpose of a Waste Management and Minimisation Plan is to set out the goals and actions we have put in place to minimise the amount of waste going to landfill in our District. The Local Government Act 2002 requires us to identify and explain any significant variations between our Asset Management Plan for Rubbish and Recycling and our Waste Management and Minimisation Plan adopted under section 43 of the Waste Minimisation Act 2008.

Council reviewed its WMMP during 2020 and consulted on the Draft WMMP alongside the Long Term Plan Consultation. The revised WMMP was adopted 30 June 2021 and replaced the 2017 Plan. We have completed an assessment of the Solid Waste Asset Management Plan 2020 and the 2021 WMMP and determined that there are no significant variations.

The WMMP has a vision of 'ZERO WASTE 2038; working towards a low-waste future and a circular economy'. In summary, the goals of the WMMP are

- to minimise waste sent to landfill
- implement new initiatives to assist in reducing, reusing and recycling wastes
- Minimise environmental harm and protect public health

In addition to the changes occurring in the sector, Tirohia Landfill, where we currently dispose of our waste, is due to close no later than 2038 and that means our waste will need to be transported a greater distance increasing our costs. This new WMMP has been developed for Matamata Piako District, to initiate activities within our District to meet our own communities' needs. It will allow us to incorporate new waste minimisation services that are 'fit for the future'. It will also allow us to continue to collaborate with Thames-Coromandel District Council, Hamilton City Council and other like-minded organisations on waste minimisation initiatives.

It is based on a collaborative model where, council, business, Iwi, community groups and householders can all work together to build new waste minimisation services, grow local economic development, building community resilience at the same time. We will ensure everyone has access to recycling, resource recovery and waste management services. That businesses and individuals understand that reducing and minimising waste is their responsibility, as well as ours, and that valuable resources are reused or recycled and don't go to landfill.

We consulted on the draft WMMP alongside this LTP. We have used the draft WMMP as the basis of our planning for Rubbish and Recycling in this LTP.

## Significant effects

Our activities have the potential to have both positive and negative effects on the community. The significant negative effects of rubbish and recycling are identified below, along with how we respond to them.

WELLBEINGS	POTENTIAL NEGATIVE EFFECTS	POSITIVE RESPONSES
<b>SOCIAL ENVIRONMENTAL</b>	People dumping rubbish illegally due to increased cost of using waste facilities	Competitive prices, provision of free drop off for recycling. Competitively tendered contracts. Efficient management of facilities and services
<b>SOCIAL ENVIRONMENTAL</b>	Increase in solid waste disposed to landfill due to lack of community participation in waste minimisation	Community education. Increasing waste disposal costs. Provision of free drop off for recycling

## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets, or to deliver an improved level of service.

Projects	What is this project about?	What drives this project? (%)			Budget (\$000)			
		Growth	Increased level of service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Matamata Transfer Station</b>	Develop a Resource Recovery Center		100				4,000	
<b>Morrinsville Transfer Station</b>	Develop a Resource Recovery Center		100					2,000
<b>Te Aroha Transfer Station</b>	Upgrade the transfer station to meet modern standards		100				500	
<b>Capital works associated with new service for kerbside collection</b>	Capital works associated with new service for kerbside collection		100			530		
<b>Total key capital projects</b>					0	530	4,500	2,000
<b>Total key capital projects (including inflation)</b>					0	545	4,749	2,163

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years				Target			Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	2024-31	
<b>We will provide kerbside rubbish and recycling collection services to urban and rural townships and transfer stations.</b>	Percentage of users satisfied/very satisfied with kerbside rubbish and recycling collection services.		New measure		Baseline	Maintain baseline		In 2024/25, add a 2% increase to baseline figure, then maintain at that level	Reliable kerbside rubbish and recycling services contribute to providing a healthy and safe environment. Measured through our resident survey.
<b>We will provide transfer stations for the community that allow for the Reuse and Recovery of materials.</b>	Percentage of residents satisfied with transfer stations.		New measure		Baseline	Maintain baseline		In 2024/25, add a 2% increase to baseline figure, then maintain at that level	Transfer stations provide options for the disposal and recovery of materials. Measured through our resident survey.
<b>We will encourage residents to minimise waste disposal to landfill by providing more sustainable waste management options.</b>	Total quantity of kerbside household waste sent to landfill	48.94kgs of waste per person per year sent	45.2kgs of waste per person per year sent	Reduction of 1% per person per year (from previous year)*		Reduction of 1% per person per year (from previous year)*		Reduction of 2% per person per year (from previous year)*	Measured through our records of monthly weighbridge quantities of kerbside and transfer station recyclables.
	Proportion of waste diverted (recycled or composted) from the transfer station and kerbside recycling collection service.	36.84%	35.6%	45% or more	40% or more	45% or more	47% or more		

\*Based on total District population from Statistics New Zealand estimates as at the start of the financial year.

## How will we fund it?

Our approach to funding is set out in the Revenue and Financing Policy.





# STORMWATER

## What we do

We currently have stormwater drainage systems in Matamata, Morrinsville, Te Aroha, Waharoa and a limited system in Hinuera. These systems include a mix of pipes, open channels and drains. We work to ensure there are adequate services and staff to respond to storm events, and implement maintenance programs to ensure our systems remain in good condition.

We work collaboratively with Waikato Regional Council as they also own, manage and maintain parts of the drainage system (some streams and most rivers). Maintaining all of our assets involves undertaking scheduled and unscheduled maintenance and repair work. We have renewal strategies to allow for the progressive replacement of assets as they are required.

## Why do we do these activities

Stormwater systems safely and efficiently drain surface water to minimise flooding in our communities. We aim to ensure stormwater is well managed, and work with property owners to improve stormwater and reduce flooding. The main purpose is to ensure that we are looking after our environment in a sustainable but also affordable manner for the short and long term.

## Our vision and community outcomes

Council has developed a vision to make Matamata-Piako 'The Place of Choice' – Lifestyle – Opportunities – Home. Further details on this strategic vision are set out in Part 1 of this plan. Stormwater contributes to this overall vision by providing stormwater drainage for our urban centres, which protects people and properties from flooding and supports the health and wellbeing of our communities, making our towns desirable places to live.

### Stormwater contributes to the following Community outcomes



#### Connected Infrastructure

Infrastructure and services are fit for purpose and affordable, now and in the future.  
Quality infrastructure is provided to support community wellbeing  
We have positive partnerships with external providers of infrastructure to our communities



#### Economic Opportunities

Our future planning enables sustainable growth in our District



#### Healthy Communities

Our community is safe, healthy and connected



## Key drivers

For Stormwater our key drivers are:



**Growth and demand**



**Compliance**



**Resilience**



**Affordability**

## Our responses

### We will comply with national standards

This means we will keep up to date with legislation changes and respond accordingly. We will continue to meet our consent conditions for stormwater discharge, one of which expires in 2024. We have included funding in our budget to renew this consent and include it in our comprehensive consent for stormwater.

Treaty of Waitangi settlement processes is likely to result in greater involvement of Iwi in the management of our water resources (including our consents to discharge to waterways). Please refer to our Community Leadership activity for more information on Iwi involvement in Council decision making.

The National Policy Statement for Freshwater Management 2020 provides local authorities with direction on how to manage freshwater under the Resource Management Act 1991. Regional Councils are required to implement the Freshwater NPS in their policies and plans as promptly as is reasonable in the circumstances, so that it is fully completed by no later than 31 December 2025. If councils consider this to be impractical or likely to result in lower quality planning, they may extend their implementation programme to 31 December 2030.

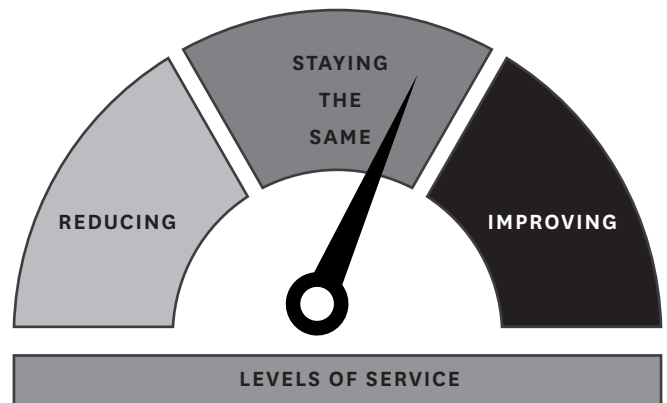
The Waikato Regional Council have advised the Ministry for the Environment that they expect to implement their programme by 2030. They intend to prepare Plan Changes involving the Waihou-Piako catchments over the coming years. Council will need to be involved in the decision making for this Plan Change and could involve changes to our current consents to require additional treatment of stormwater and wastewater.

### We will plan for sustainable growth and manage demand

As a result of the projected population increase and intensified land use we will need to ensure that the stormwater system can meet the increased demand, particularly within existing and proposed growth areas. Our existing stormwater systems were designed to earlier standards and to upgrade the systems to current standards is uneconomical in most cases. While surface flooding is not considered ideal by many people, it is a legitimate, cost effective way to handle stormwater for short periods of time during severe storms. Similarly, due to the limited capacity of our existing stormwater network, soakage is the preferred method of disposal as this is more affordable and manageable. New developments will be required to manage their stormwater on-site through soakage or other means.

### We will maintain levels of service

This means we will maintain our stormwater infrastructure to ensure it continues to deliver the current level of service to our community. Maintenance of stormwater infrastructure on private land is the responsibility of the landowner. Council has allocated some capital funds to provide improvements to the network where it is cost effective and can provide some mitigation measures.



### Our infrastructure will support or improve public health benefits and environmental outcomes

We will maintain our stormwater infrastructure to ensure it continues to deliver the current level of service to our community.

### We will optimise our investment and apply asset management practices to our planning

We will continue to undertake programmed maintenance and renewals to ensure our assets continue to deliver level of service now and in the future.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives. The following identifies the key legislation, strategies, and policies and plans that link to and provide direction for the Stormwater activity.

### National

Local Government Act 1974  
 Local Government Act 2002  
 Heath Act 1956  
 Resource Management Act 1991  
 National Policy Statement for Freshwater Management 2020  
 Treaty of Waitangi

### Regional

Waikato Regional Plan  
 Waikato Regional Policy Statement

### Council Strategies, policies and plans

District Plan and Development Manual  
 Stormwater Bylaw 2009  
 Infrastructure Strategy 2021-51  
 Water and Sanitary Services Assessment 2017  
 Stormwater Asset Management Plan 2021-51

## DID YOU KNOW?

There are **10km** of open stormwater drains in the District?

## Significant effects

Our activities have the potential to have both positive and negative effects on the community. The significant negative effects of Stormwater are identified below, along with how we respond to them.

WELLBEINGS	POTENTIAL NEGATIVE EFFECTS	POSITIVE RESPONSES
<b>SOCIAL ENVIRONMENTAL</b>	Poor management of the stormwater system will lead to flooding, which can affect life and property.	We will continue to monitor the effects of every flood and assess the practicalities of mitigating it efficiently and effectively. We have emergency plans in place to respond to flooding.
<b>SOCIAL ENVIRONMENTAL</b>	Discharge of contaminated stormwater into waterways and lakes without treatment can pollute our environment.	We will comply with Waikato Regional Council consent conditions, continue with our environmental monitoring programme and work towards long term reduction of stormwater through the use of onsite storage and disposal

## Water and Sanitary Services Assessment

Council completed a full review of its Water and Sanitary Services Assessment in 2017. There are no significant variations between this assessment and this LTP.

## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets.

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Minor Stormwater Upgrades Annually</b>	Stormwater upgrades associated with levels of service increase around the District		100		100	200	100	700
<b>Stormwater Plant Renewals</b>	To renew existing stormwater assets			100	135	135	135	270
<b>Tower Road Development</b>	Stormwater upgrades to accommodate growth around the area	80	20		0	400	0	0
<b>Matipo St SW Pond</b>	Stormwater upgrade to prevent the pond in the reserve from backfeeding from the Matipo line and overflowing into the Earl Rd. Line (possibly a flap gate or check valve on Matipo outline into the manhole)		100		0	0	200	0
<b>Eldonwood South Development</b>	Stormwater upgrades to accommodate growth around the area	80	20		100	0	0	0
<b>Total key capital projects</b>					<b>335</b>	<b>735</b>	<b>435</b>	<b>970</b>
<b>Total key capital projects (inflation included)</b>					<b>336</b>	<b>757</b>	<b>461</b>	<b>1,116</b>

\* Growth projects are funded by development contributions

### How will we fund it?

Our approach to funding is set out in the Revenue and Financing Policy.



## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target				Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	2024-31	
<b>We will have an effective stormwater system that provides an appropriate level of protection to minimise harm.</b>	<p>The number of flooding events* that occur in our District.</p> <p>For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to our stormwater system)**.</p>	0	0	0	0 flooding events				Our stormwater network helps to prevent flooding in our urban areas. This is measured by our Customer Request Management system.
<b>We will protect the environment from stormwater contaminate discharging into waterways.</b>	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			Stormwater systems discharge treated stormwater in to the environment. The quality and quantity must meet the appropriate standard. This is measured by internal Council records.
<b>We will have reliable stormwater systems and will respond to requests for service from our residents in a timely manner.</b>	The median response time to attend a flooding event*, measured from the time that we receive notification to the time that service personnel reach the site.**	0 hours	Median: 1 hr 13.5 min	Median: 4 hours		Median: 4 hours			People expect that their property will be safe from flooding (and its potential health and social wellbeing impacts) when it rains. This is measured by our Customer Request Management system.
<b>Residents will be satisfied with the overall performance of the stormwater system.</b>	The number of complaints we received about the performance of our stormwater system, (expressed per 1,000 properties connected to our stormwater system).**	5 complaints per 1,000 connections per year	5.38 complaints per 1,000 Connections per year	4 complaints per 1000 connections per year (32 in total)		4 complaints per 1,000 connections per year (32 in total)			

\*A flooding event is defined as an overflow of stormwater from Council's stormwater system that enters a habitable floor (the floor of a building including a basement, but does not include ancillary structures such as standalone garden sheds or garages)

\*\*These are mandatory performance measures that have been introduced for all councils of New Zealand.



# WASTEWATER

## What we do

We own and operate wastewater treatment plants (WWTP) in Matamata (which also treats wastewater from Waharoa and Raungaiti), Morrinsville (which also treats wastewater from Rukumoana), Te Aroha, Tahuna and Waihou. The Morrinsville treatment plant also treats and disposes of rural septic tank waste. Approximately 50% of the wastewater treated in Morrinsville is from local industry. Industrial and commercial wastewater is regulated through tradewaste agreements and our Tradewaste Bylaw which ensure companies pay for the cost of processing their own waste.

The efficient operation and maintenance of our wastewater network is achieved by providing adequate backup facilities, equipment, machinery and staff to handle any break down of the service. Corrective and preventative maintenance programmes are in place to ensure our systems remain in good condition.

## Why do we do these activities

Our wastewater services ensure that wastewater (sewage and the grey water that goes down your drains) is collected, treated and disposed of appropriately. The treatment is particularly important as after wastewater is treated it is discharged into waterways. We aim to ensure wastewater is well managed for the wellbeing of our community and our environment.

## Our vision and community outcomes

Council has developed a vision to make Matamata-Piako 'The Place of Choice' – Lifestyle – Opportunities – Home. Further details on this strategic vision are set out in Part 1 of this plan. Wastewater contributes to this overall vision by providing wastewater treatment and discharge services to support healthy communities and environment.

### Wastewater contributes to the following Community outcomes



#### Connected Infrastructure

Infrastructure and services are fit for purpose and affordable, now and in the future.  
Quality infrastructure is provided to support community wellbeing



#### Economic Opportunities

Our future planning enables sustainable growth in our District



#### Healthy Communities

Our community is safe, healthy and connected



#### Environmental Sustainability

We support environmentally friendly practices and technologies



## KEY DRIVERS

For wastewater our key drivers are:



**Growth and demand**



**Compliance**



**Resilience**



**Affordability**

## Our responses

### We will comply with national standards

This means we will keep up to date with legislation changes and respond accordingly. Regional Councils are required to implement the Freshwater NPS in their policies and plans as promptly as is reasonable in the circumstances.

The Waikato Regional Council have advised the Ministry for the Environment that they expect to implement their programme by 2030. They intend to prepare Plan Changes involving the Waihou-Piako catchments over the coming years. Council will need to be involved in the decision making for this Plan Change and could involve changes to our current consents to require additional treatment.

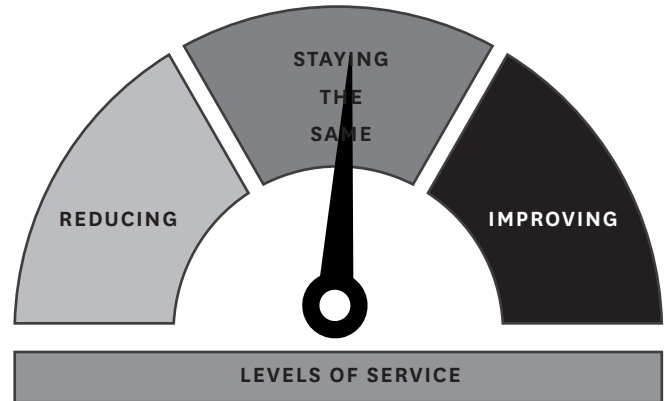
We will comply with our resource consents, and have included budgets to implement improvements to our treatment facilities to ensure compliance with potential new environmental standards

### We will plan for sustainable growth and manage demand, and we will provide additional capital and operational expenditure over the next 30 years.

We are planning for population growth and increasing residential demand for wastewater services by implementing a capital works programme to accommodate and enable development as permitted in our District plan. Demand from local industry has a strong influence on this activity. We have worked in partnership with large industry to upgrade the Morrinsville wastewater treatment plant, and we accept tradewaste from other companies through tradewaste agreements and our Tradewaste Bylaw (which ensure companies pay for the cost of processing their own waste). We will continue to monitor demand for industrial services, and engage with major industries to seek partnership and investment if and when additional industry services are required.

### We will maintain or improve levels of service

This means we will maintain our wastewater infrastructure to the expected levels of service for which our community is willing to pay. This could mean an improvement to levels of service (perceived or real), resulting from increasing compliance requirements as previously discussed.



### Our infrastructure will support or improve public health benefits and environmental outcomes

This means we will continue to protect the health and wellbeing of our community by ensuring wastewater is collected, treated and disposed of appropriately. We will protect our environment from sewer system overflows and inflow and infiltration of stormwater into the sewer system. We will investigate the feasibility of future discharge of treated wastewater to land.

### We will maintain our current assets to maintain levels of service; and we will provide for the replacement of assets at the end of their useful life

This means that we will undertake programmed maintenance and renewal works for our wastewater assets. Our wastewater network includes critical assets such as treatment plants and pump stations that are vital to ensure we can continue to safely treat and discharge wastewater during an emergency and able to support community recovery following an event.

### We will optimise our investment and apply asset management practices to our planning and we will smooth our costs where possible over time

We monitor the conditions and performance of our assets (such as wastewater mains) and programme maintenance and replacement to meet the required level of service, in the most cost effective manner, for present and future customers. We undertake thorough asset management planning to assess priorities for maintenance and renewals, analysing trends and demand to ensure investment is timely and appropriate to maximise the benefit from our assets. We will monitor demand for industrial services, and engage with major industries to seek partnership and investment if and when additional industry services are required.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and District wide priorities and objectives. The following identifies the key legislation, strategies, and policies and plans that link to and provide direction for the Wastewater activity.

### National

National Policy Statement on Freshwater Management 2020  
Treaty of Waitangi  
Local Government Act 2002  
Health Act 1956  
Resource Management Act 1991

### Regional

Waikato Regional Plan  
Waikato Regional Policy Statement

### Council Strategies, policies and plans

Wastewater Bylaw 2008  
Trade Waste Bylaw 2011  
Infrastructure Strategy 2021-51  
Wastewater Asset Management Plan 2021-51  
Water and Sanitary Services Assessment 2017

## Water and Sanitary Services Assessment

Council completed a full review of its Assessment of Water Services in 2017. There are no significant variations between this assessment and this LTP.



## Significant effects

Our activities have the potential to have both positive and negative effects on the community. The significant negative effects of wastewater are identified below, along with how we respond to them.

WELLBEINGS	POTENTIAL NEGATIVE EFFECTS	POSITIVE RESPONSES
<b>SOCIAL ENVIRONMENTAL</b>	Poor management of our wastewater systems could pollute the environment or cause health risks.	We will ensure we comply with our resource consents for all wastewater treatment plant discharges to protect the environment and the health and wellbeing of our community.
<b>SOCIAL ENVIRONMENTAL</b>	Discharge of poorly treated bio solids to land could pollute the environment or cause health risks.	We will implement bio solids management with wastewater treatment plant upgrades.
<b>SOCIAL ENVIRONMENTAL</b>	Overflows from our wastewater network that discharge to land or water could pollute the environment or cause health risks.	We will ensure that any pump station overflows are reported and resolved within a short space of time. To minimise the risk of overflows, our renewals strategy incorporates investigation of flows, standby generators and storage requirements.

## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets.

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth*	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Waste Water Plant Renewals</b>	This is the renewal programme for the waste water plant components			100	2,062	2,062	2,062	10,093
<b>Matamata Waste Water Treatment BNR Plant / Waihou Discharge</b>	Major plant upgrades for the Matamata Waste Water Treatment Plant and to accommodate upgrades to discharge at Waihou		80	20	-	-	-	11,000
<b>Waste Water Retic Renewals</b>	This is the renewal programme for the waste water retic components			100	1,645	1,645	1,645	5,822
<b>Te Aroha Waste Water Treatment Plant MBR / Anoxic Upgrade</b>	Major plant upgrades for Te Aroha Waste Water Treatment Plant		100		-	-	-	5,200
<b>Morrinsville Waste Water Treatment Plant Upgrade*</b>	Major plant upgrades for the Morrinsville Waste Water Treatment Plant, 2025/26 and 2026/27		80	20	-	-	-	4,000
<b>Tower Road Pump Station and Rising Main</b>	Tower road pump station and new rising main to be connected to the Wastewater treatment plant	80	20		-	-	-	3,200
<b>Upgrade of Te Aroha Falling Main</b>	Upgrade of the Te Aroha Falling Main line, 2024/25 - 2025/26	50	50		-	-	-	3,000
<b>Burwood Rd Bulk sewer</b>	Installation and upgrade to account for growth in the Matamata south area (Eldonwood area)	80	20		1,200	1,200	-	-
<b>Morrinsville NW Sewer Main</b>	This is for a new pipeline to service the Lockerbie development	100			1,900	-	-	-

\* Growth projects are funded by development contributions



Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth*	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Waihou Waste Water Treatment Plant Upgrade</b>	Major plant upgrades for the Waihou Waste Water Treatment Plant		100		300	500	200	-
<b>Review Radio Communications</b>	Software upgrades related to SCADA and telemetry to improve waste water compliance, data collection and alarms and alarm analysis etc, 2024/25		100		-	-	-	880
<b>Replace Site Remote Terminal Unit's (New Components)</b>	Procurement and installation of new site remote terminal units, to be delivered in conjunction with site remote terminal units (RTU) replacement/renewals, 2026/27		100		-	-	-	583
<b>Te Aroha Waste Water Treatment Plant Overflow Screening / Valve on Old Pipe Inlet</b>	Adding an overflow screen and valve on the inlet to prevent overflows, 2025/26		100		-	-	-	500
<b>Network Resilience Improvements for Wastewater</b>	Purchase and deployment of generators and replacement of SCADA system		100		484	-	-	-
<b>Overflow Screening and Flowmeter at Allen St. Pump Station</b>	Adding an overflow screen and flow meter at Allen St. Pump station to prevent overflows of raw influent into the Piako River occur frequently with screenings seen frequently on the river banks over the years.		100		300	-	-	-
<b>Waste Water Pipe Size Increases Associated with New Subdivisions</b>	District wide installation of new and larger pipe sizes to cater for growth in new subdivisions			100	50	50	50	350
<b>Upgrade Communication Backbones</b>	Software upgrades related to SCADA and telemetry to improve waste water compliance, data collection and alarms and alarm analysis etc.		100		200	-	-	-
Te Aroha Waste Water Treatment Plant Suez Membranes	Installation of new Suez membranes at the Te Aroha Waste Water Treatment Plant, 2025/26		100		-	-	-	100

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth*	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
Install flowmeters on Sewer Pumpstations	Installation of new flow meters on sewer pump stations, 2024/25		100		-	-	-	100
Tahuna Waste Water Treatment Plant Suez Membranes	Installation of new Suez membranes at the Tahuna Waste Water Treatment Plant, 2027/28		50	50	-	-	-	50
Undertake Compliance Data Software Programming	Software upgrades related to SCADA and telemetry to improve waste water compliance, data collection and alarms and alarm analysis etc, 2024/25		100		-	-	-	50
<b>Total key capital projects</b>					<b>8,141</b>	<b>5,457</b>	<b>3,957</b>	<b>44,928</b>
<b>Total key capital projects (including inflation)</b>					<b>8,141</b>	<b>5,615</b>	<b>4,248</b>	<b>51,428</b>

\*\*\*The budgeted amount above represents Council’s contribution towards the project. Additional funding will be sought from external funding providers and partners.

# DID YOU KNOW?

THAT THERE ARE A TOTAL OF **5** WASTEWATER TREATMENT PLANTS IN THE DISTRICT?

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target				Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	2024-31	
<b>We will have an effective wastewater system that provides an appropriate level of protection.</b>	The number of dry weather sewage overflows from our wastewater system, (expressed per 1,000 connections per year to our wastewater system)*	1.5 complaints per 1,000 connections	2.25 complaints per 1,000 connections		1 complaint per 1,000 connections per year (8 total)				Dry weather applies to days when less than 1mm of rain has fallen during a continuous 24 hour period. This is measured by our Customer Request Management system
<b>We will protect the environment by ensuring our wastewater is properly treated before being discharged to our environment.</b>	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	1		Zero				Properly treating wastewater means the number of contaminants is minimised before the treated wastewater is discharged. Waikato Regional Council monitors our resource consents and provides an assessment on the year's compliance. This is measured by our internal records
<b>We will have reliable wastewater systems and will respond to requests for service from our residents in a timely manner.</b>	Attendance time: from the time that we receive notification to the time that service personnel reach the site*  Resolution time: from the time that we receive notification to the time that service personnel confirm resolution of the blockage or other fault*	167 minutes	37 minutes		Median: 4 hours				Overflows can occur. It is important that the community is aware of this and these events are recorded, reviewed and mitigated where practical. Overflows into dwellings are the most serious as they present an immediate danger to health. Measured by our Customer Request Management system
		17.5 hours	3.5 hours		Median: 24 hours				

\* These are mandatory performance measures that have been introduced for all councils around New Zealand

Levels of service	How we measure performance	Previous years			Target				Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	2024-31	

The total number of complaints received by Council about any of the following (expressed as 1000 connections per year).\*

**We will have reliable wastewater systems and will respond to requests for service from our residents in a timely manner.**

Sewage odour	3.12 complaints per 1,000 connections	3.4 complaints per 1,000 connections	16 complaints per 1,000 connections	16 complaints per 1,000 connections (128 total)	Wastewater services ensure our community is protected from the risk of infectious diseases spread by wastewater. This is measured by our Customer Request Management system
Wastewater system faults					
Wastewater system blockages					
Council's response to issues with our wastewater system					

\* These are mandatory performance measures that have been introduced for all councils around New Zealand

## How will we fund it?

Our approach to funding is set out in the Revenue and Financing Policy.



# WATER

## What we do

We own and operate seven water supply schemes in the District - in Matamata (including Waharoa and Raungaiti), Morrinsville, Te Aroha (including Te Aroha West) and four small schemes in Te Poi, Tahuna and Hinuera. Each area has one or more treatment plants, and the District has a total of 331 km of pipes (excluding service lines). We provide water 24 hours a day, seven days a week.

Risk assessment and risk management is extremely important for the Water Activity, as clean water is essential during emergencies (such as earthquakes). We have prepared a “Business Continuity Plan – Water” to ensure the supply of potable water during and after events such as droughts, prolonged power outages, volcanic activity, pandemics and other emergencies. We also have Water Safety Plans for each of our reticulated water networks to ensure safe drinking water can be provided to our community.

## Why do we do these activities

The Water activity ensures our communities are supplied with clean, safe drinking water to ensure the health and wellbeing of our residents. Our approach to managing our Water activity and network aligns with national and regional drivers. It recognises that the use of water is not unlimited and it is a very valuable resource that needs to be protected and managed in a sustainable manner for the community today and tomorrow.

## Our vision and community outcomes

Council has developed a vision to make Matamata-Piako ‘The Place of Choice’ – Lifestyle – Opportunities – Home. Further details on this strategic vision are set out in Part 1 of this plan. Water contributes to this overall vision by providing clean, safe and reliable water supply to our community to support healthy communities.

Water contributes to the following Community outcomes			
	<b>Connected Infrastructure</b>	Infrastructure and services are fit for purpose and affordable, now and in the future. Quality infrastructure is provided to support community wellbeing We have positive partnerships with external providers of infrastructure to our communities	✓ ✓ ✓
	<b>Economic Opportunities</b>	Our future planning enables sustainable growth in our District	✓
	<b>Healthy Communities</b>	Our community is safe, healthy and connected	✓
	<b>Environmental Sustainability</b>	We support environmentally friendly practices and technologies	✓



## Key drivers

For water our key drivers are:



**Growth and demand**



**Compliance**



**Resilience**



**Affordability**

## Our responses

### We will comply with national standards

We will keep up to date with legislation changes and respond accordingly. We will comply with our resource consents, and have included budgets to implement improvements to our treatment facilities to ensure compliance with national standards. The 2016 incident of contaminated water supply in Havelock North and the subsequent inquiry into how this happened has driven changes to the Drinking Water Standards 2005 (Revised 2018). The inquiries recommendation included the following:

- make the compliance with drinking water Standards mandatory
- establish a dedicated drinking water regulator
- establish an aggregated, dedicated water suppliers.

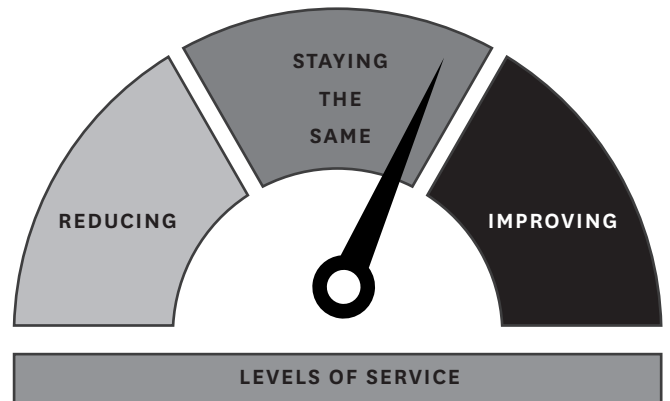
The Government announced in 2019 that a new regulatory framework for ensuring drinking water safety and improving environmental outcomes for wastewater and stormwater. The new system is to be overseen by dedicated Regulator to lead change and drive improvement. We have included budget to continue to ensure we provide safe, clean drinking water to our communities.

### We will plan for sustainable growth and manage demand and we will provide additional capital and operational expenditure over the next 30 years

We are planning for population growth by implementing a capital works programme to accommodate and enable development. The increase in residential demand as a result of growth can be supplied within our existing resource consents for water. Our ability to provide for industrial growth and consumer expectations is limited by our ability to get permission from the Regional Council to take more water. We will continue to monitor demand for industrial services, and engage with major industries to seek partnership and investment if and when additional industry services are required. This is further discussed in the Infrastructure Strategy.

### We will maintain or improve levels of service

We will maintain our water infrastructure to the current levels of service. As the industry standards puts stricter requirements on the taking of, treatment and supply of drinking water, and the treatment of wastewater this may result in improvements to levels of service.



### Our infrastructure will support or improve public health benefits

We will continue to supply safe, clean drinking water to our community to support their health and wellbeing. This means operating and maintaining equipment, machinery and backup facilities, and training staff to respond rapidly in the event of a problem.

### We will maintain our current assets to maintain levels of service and we will provide for the replacement of assets at the end of their useful life

We will undertake programmed maintenance and renewal works for our water assets. Over the past three years, investment into upgrading our assets at the water treatment plants has been undertaken to improve our compliance with the Drinking Water Standards and to improve resilience. We have identified a need to secure additional water sources for Morrinsville to cope with 30 year demand, and consents have been sought from the Waikato Regional Council for two additional bores in Morrinsville.

Funding in the LTP includes development of the Treatment Plants at these sites. This will also assist with providing additional resilience during drought events over summer and although not eliminating water restrictions during summer, it will likely reduce the requirements for extreme water restrictions. More information on this is in the Infrastructure Strategy.

### We will optimise our investment and apply asset management practices to our planning and we will smooth our costs where possible over time

We monitor the conditions and performance of our assets (such as water mains) to manage them in the most cost effective manner, for present and future customers.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and district wide priorities and objectives. The following identifies the key legislation, strategies, and policies and plans that link to and provide direction for the water activity.

### National

- National Policy Statement for Freshwater Management 2020
- Treaty of Waitangi
- Local Government Act 2002
- Health Act 1956
- Resource Management Act 1991

### Regional

- Waikato Regional Plan
- Waikato Regional Policy Statement

### Council Strategies, policies and plans

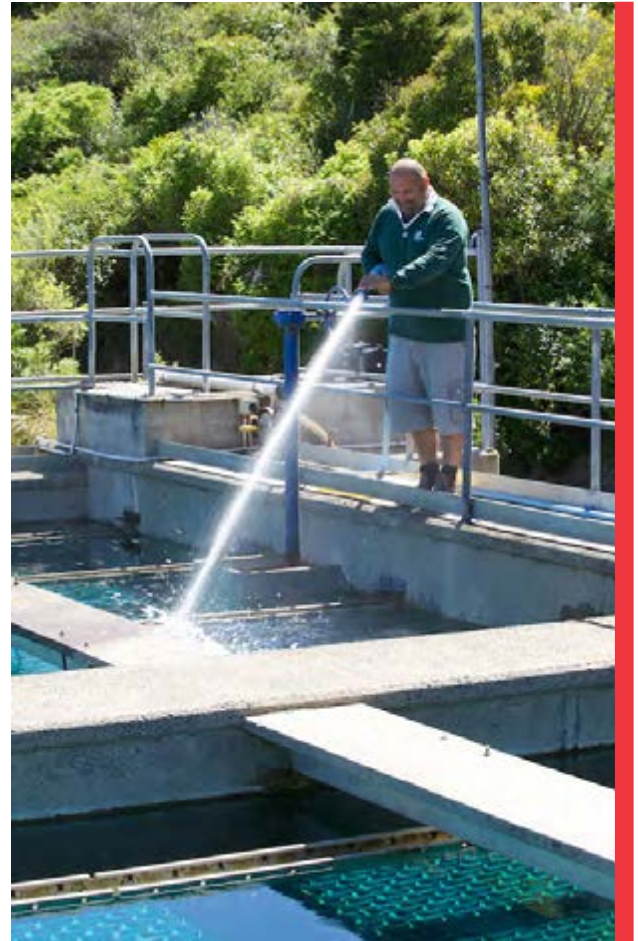
- District Plan and Development Manual
- Water Bylaw 2008
- Water and Sanitary Services Assessment 2017
- Water Activity Management Plan 2021-51
- Infrastructure Strategy 2021-51

## Significant effects

Our activities have the potential to have both positive and negative effects on the community. The significant negative effects of water are identified below, along with how we plan to manage and maintain them.

## Water and Sanitary Services Assessment

Council completed a full review of its Assessment of Water Services in 2017. There are no significant variations between this assessment and this LTP.



### WELLBEINGS

### POTENTIAL NEGATIVE EFFECTS

### POSITIVE RESPONSES

#### SOCIAL ENVIRONMENTAL

Poor management of our water treatment plants could pollute the environment.

Maintain current resource consents for all water treatment plant discharges.

Complete upgrades of treatment plants to ensure compliance with resource consents.

#### SOCIAL ENVIRONMENTAL

Poor management of and competition for water could impact on the way we all use water.

The amount of water we 'take' to treat is controlled through resource consents. We are developing a Water Demand Management Plan that is likely to include water reduction/efficiency strategies, securing future water sources and monitoring demand.

## Our projects for the next 10 years

Key projects to be undertaken in the next 10 years are outlined below, including whether the project is required as a result of growth, improved level of service or to renew/replace existing assets.

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Water Retic Renewals</b>	This is the renewal programme for the water retic components			100	1,899	1,899	1,899	6,667
<b>Water Plant Renewals</b>	This is the renewal programme for the water plant components			100	803	803	803	6,599
<b>Morrinsville Additional Bore Pump and Water Treatment Plant 1</b>	Purchase of land and construction of the additional bore pump and water treatment plant	50	50		500	-	2,500	1,500
<b>Morrinsville Additional Water Treatment Plant 2</b>	Development and construction of a new water treatment plant in Morrinsville	50	50		-	-	1,500	-
<b>Treated Water Storage Construction 1</b>	Initial costs to prepare and plan for the construction of a treated water storage tank this is to prevent water supply issues as we only have 24 hours worth of treated water storage, 2024/25 - 2025/26		100		-	-	-	1,000
<b>HSNO Upgrades</b>	Upgrades associated with compliance to the Hazardous Substances and New Organisms Act (HSNO) on all of our sites, 2021-22 - 2025/26		100		200	200	200	400
<b>Taharoa Rd Industrial Ringmain</b>	Upgrades associated to having a back up line for Morrinsville and a second water supply to the industrial area		100		-	-	400	600
<b>Waharoa Airfield bore supply develop and construct Treatment Plan - consent expires 2025</b>	Development and construction of a bore and water treatment plant at the Waharoa Airfield.	100			-	-	150	650
<b>Morrinsville Water Treatment Plant UV</b>	Upgrades associated with the installation of ultra violet technology in the Morrinsville Water Treatment Plant to improve water quality		100		-	-	-	750
<b>Te Aroha Water Treatment Plant UV</b>	Upgrades associated with the installation of ultra violet technology in the Te Aroha Water Treatment Plant to improve water quality, 2024/25		100		-	-	-	750

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Water Pipe Size Increases Associated with New Subdivisions - District wide</b>	District wide installation of new and larger pipe sizes to cater for growth in new subdivisions	50	50		75	75	75	525
<b>Matamata South Bore</b>	Upgrades associated with having another bore to service Matamata South and increases capacity	100			-	-	-	550
<b>Raw Water Intake Compliance</b>	Upgrades and changes required to comply with consent conditions regarding intakes (i.e. fish pass structures, wires, mesh screens, data collection/reporting etc.), 2024/25 - 2025/26		100		-	-	-	500
<b>Sludge and Waste Handling Implementation</b>	Fund activities associated with desludging and de watering the sludge, 2024/25		100		-	-	-	500
<b>Water Pipe Size Increases Associated with Renewals</b>	District wide installation of new and larger pipe sizes from renewals		100		40	40	40	280
<b>Eldonwood South - WM upgrade. 200 ring main</b>	Upgrades associated with upgrading the water main to 200mm at Eldonwood South to account for growth and increased levels of service	60	40		360	-	-	-
<b>Minor Compliance Upgrade Water Projects</b>	Upgrading of backwash discharge metering, backwash treatment upgrade, mobile chlorination dechlorination rig and other minor compliance upgrades for water, 2024/25		50	50	-	-	-	350
<b>Network Resilience Improvements for Water</b>	Development of bore sites to improve network resilience, replace SCADA and replace old meters		100		344	-	-	-
<b>Reticulation On Line Monitoring</b>	Upgrades associated with improving lab sampling and analysis, with a secondary benefit of having less site visits		100		-	-	250	-

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
<b>Tower Road – upgrade 200mm WM</b>	Upgrades associated with upgrading the water main to 200mm at Tower road to account for growth and increased levels of service	60	40		-	175	-	-
<b>Gross Pollution Monitoring (Conductivity and PH Probes)</b>	Upgrades associated with adding gross pollution monitoring instrumentation such as conductivity and PH probes which will improve raw water quality monitoring		100		-	-	150	-
<b>Reticulation Monitoring</b>	Upgrades associated with improving lab sampling and analysis, with a secondary benefit of having less site visits		100		-	150	-	-
<b>Implement Water Loss Strategy</b>	Upgrades and efforts to implement water loss strategy in the form of installation of meters and reviewing SCADA processes		100		50	50	50	-
<b>Lime Dosing Tank Duplication - Te Aroha</b>	Construction of a spare lime tank to avoid topping up every few days and prevent inconsistent lime slurry strength which causes blockages		100		-	100	-	-
<b>Powdered Activated Carbon</b>	Upgrades and changes required to use powdered activated carbon to reduce geosmin on water sources		100		-	-	100	-
<b>Raw Water Monitoring (NZDWS and Consent Compliance) (S:CAN's)</b>	Upgrades to improve raw water monitoring at Water Treatment Plant sites, improves detection and resolution of anomalies		100		-	-	100	-
<b>Rolleston Street Generator</b>	Installation of a power generator at Rolleston street, to be used in the event of power outages		100		-	-	100	-
Lime Dosing Tank Duplication - Tills Road	Construction of a spare lime tank to avoid topping up every few days and prevent inconsistent lime slurry strength which causes blockages		100		-	100	-	-

Projects	What is this project about?	What drives this project			Budget (\$000)			
		Growth	Increased Level of Service	Renewal	2021/22	2022/23	2023/24	2024-31
TA WTP Old Res. Seismic Upgrades	Upgrades to improve seismic resilience by looking into having new overflow pipes, ladders, edge protections, minor sealing, etc.		50	50	80	-	-	-
<b>Total key capital projects</b>					<b>4,351</b>	<b>3,592</b>	<b>8,317</b>	<b>21,621</b>
<b>Total key capital projects (including inflation)</b>					<b>4,351</b>	<b>3,696</b>	<b>8,776</b>	<b>24,598</b>



## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target				Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	2024-31	
We will provide safe and reliable water for household and business use (serviced properties)	The extent to which Council's drinking water supply complies with: - Part 4 of the drinking-water standards (bacteria compliance criteria), and - Part 5 of the drinking- water standards (protozoal compliance criteria).**			Not Compliant	Compliant				The Department of Health provides this information on compliance for the supply and delivery of water so that communities can be informed on the water quality they are receiving.
We will ensure that our water assets are well maintained and managed and that the assets are maintained and replaced when required	The percentage of real water loss from Council's networked reticulation system (using minimum night flow analysis).	24.9%	20.6%	25% or less		25% or less			This will be measured using the minimum night flow analysis as per the Department of Internal Affairs guidelines
	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								
We will provide reliable water systems that our community can count on	Attendance for urgent call- outs: from the time that we receive notification to the time that service personnel reach the site**	25 minutes	30 minutes		Median: 4 hours or less				If there are any unplanned supply issues we need to respond quickly to make sure people have a continuous supply of water. This is measured by our Customer Request Management system
	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**	3 hours and 36 minutes	2 hours and 37 minutes		Median: 24 hours or less				

\* Growth projects are funded by development contributions

\*\* These are mandatory performance measures that have been introduced for all councils around New Zealand

## How will we fund it?

Our approach to funding is set out in the Revenue and Financing Policy.

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years		Target				Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	
<b>We will provide reliable water systems that our community can count on</b>	Attendance for non-urgent call-outs: from the time that we receive notification to the time that service personnel reach the site*	1.95 working days	1.61 working days	Median: 3 working days or less				If there are any unplanned supply issues we need to respond quickly to make sure people have a continuous supply of water. This is measured by our Customer Request Management system
	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*	3.03 working days	1.61 working days	Median: 5 working days of less				
<b>Council will provide safe and reliable water for household and business use (serviced properties)</b>	The total number of complaints received by Council about any of the following: (expressed per 1,000 connections per year)*							
	Drinking water clarity:							
	Drinking water taste:			9 complaints per 1,000 connections across all categories (total of 72 complaints based on 8,000 connections)				This is measured by our Customer Request Management system
	Drinking water odour:							
	Drinking water pressure or flow:							
	Continuity of supply:	8.87 complaints per 1,000 connections	7 complaints per 1,000 connections					
Council's response to any of these issues:								
<b>Council's water assets are managed adequately for the future</b>	The average consumption of drinking water per day per resident within the District*	457 litres per urban resident per day	452 litres per urban resident per day	500 litres per urban resident per day				

\* These are mandatory performance measures that have been introduced for all councils around New Zealand



# CONSENTS AND LICENSING

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# CONSENTS AND LICENSING GROUP

## What we do

Consents and Licensing is about carrying out our regulatory functions that we have an obligation to perform under legislation. The activities responsible for this are Animal Control, Building Consents and Monitoring, Licensing and Enforcement and Resource Consents and Monitoring.





## Why do we do these activities

The Consents and Licensing activity group ensures we are protecting the natural resources of the District, keeping our communities safe and healthy, and balancing the different needs and interests of people and businesses in our community. Legislation also has a significant impact on these activities, as it sets a number of legislative requirements that we must meet.

## Our vision and community outcomes

Council's vision is to make Matamata-Piako 'The Place of Choice; Lifestyle – Opportunities – Home'. More information on this strategic vision is in Part 1 of this plan. Consents and Licensing contribute to this overall vision by providing regulatory services that contribute to making Matamata-Piako a desirable place to live.

### Consents and licensing contributes to the following Community outcomes

		Animal Control	Building Consents and Monitoring	Licensing and Enforcement	Resource Consents and Monitoring
	<b>Economic Opportunities</b> We are a business friendly Council Our future planning enables sustainable growth in our District		✓ ✓	✓	✓ ✓
	<b>Healthy Communities</b> Our community is safe, healthy and connected	✓	✓	✓	✓
	<b>Environmental Sustainability</b> We support environmentally friendly practices and technologies Development occurs in a sustainable and respectful manner considering kawa/protocol and tikanga/customs.				✓ ✓
	<b>Vibrant Cultural Values</b> We promote and protect our arts, culture, historic and natural resources				✓

### Key drivers

For Consents and Licensing our key drivers are:



**Growth and demand**

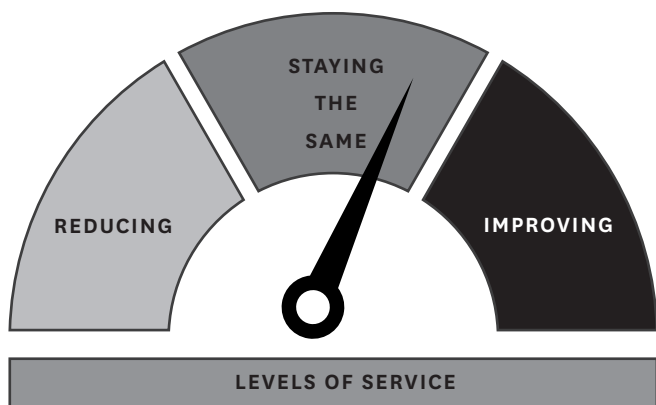


**Compliance**

### Our responses

#### Maintaining levels of service

By maintaining our levels of services to the community we can ensure we comply with relevant legislation and standards.



#### Compliance with national standards/legislation

This means we will keep up to date with legislative changes and respond accordingly

The main drivers for these activities is our legislative framework, including – but not limited to the:

- Local Government Act 2002,
- Resource Management Act 1991,
- Building Act 2004,
- Dog Control Act 1996,
- Impounding Act 1955,
- Health Act 1956,
- Sale and Supply of Alcohol Act 2012 and
- Food Act 2014.

We face ongoing pressure to comply with increasing environmental, health and other standards. How we meet those standards and the cost of doing so is a challenge that we have to manage.

#### Planning for sustainable growth

We are planning for population growth and demand by making sure we have sufficient staff and resources in place.

Our population and number of dwellings are predicted to increase at a steady pace, which will have an impact on these activities. This may increase the number of health and alcohol licences, and resource and building consents we process. It may also result in the continued increase in the number of dogs in our District. The increasing trend of an ageing population, decreasing number of people in each household, and general increase and diversity of the population also needs to be provided for in our approach to regulation to ensure we meet the needs of our community.

National and local economic conditions can also have a more significant impact on demand for our regulatory services than the growth of our population, with consent activity rising and falling based on the strength of the economy. The influence of the economy on demand can be seen in the number and value of building consents processed over time.

The need for regulatory services is also linked to community expectations and the behaviour of individuals in our community – for example, in Animal Control, owner behaviour (the number of complaints we receive and offences we need to respond to) rather than the number of registered dogs will influence the amount of resources we need to meet our levels of service for this activity.



## Significant effects

Our activities have the potential to have both positive and negative effects on the community. The significant negative effects of Consents and Licensing are identified below, along with how we respond to them.

WELLBEINGS	POTENTIAL NEGATIVE EFFECTS	ANIMAL CONTROL	RESOURCE CONSENTS AND MONITORING	BUILDING CONTROL AND MONITORING	LICENSING AND ENFORCEMENT	POSITIVE RESPONSES
<b>Social</b>	Poor quality of and untimely response to investigations of complaints could result in safety threats to our community and a rise in antisocial behaviour	✓	✓	✓	✓	<p>Good regulatory frameworks improve, promote and protect public health and the environment community wellbeing and reduce antisocial behaviour within the District.</p> <p>We provide a 24/7 service for our most time-sensitive issues (animal and noise complaints).</p> <p>We undertake patrols of the District for animal control.</p> <p>We undertake staff training to ensure legislative requirements are understood.</p> <p>We work with stakeholders, such as the police to ensure licence holders comply with their obligations</p>
<b>Environmental Economic</b>	Poor consenting decisions and inspection procedures can delay and add costs to development, put users at risk and harm the environment		✓	✓	✓	<p>Effective monitoring of the District and timely responses to complaints keep our community safe and help to protect the environment.</p> <p>We work with other councils to collaborate on best practice and consistency in our processes.</p> <p>Accreditation as a 'Building Control Authority' and agency recognised under the Food Act ensures our processes are robust, leading to improved services.</p> <p>Auditing and peer review of our processes and decisions ensure we are making good decisions</p>
<b>Cultural</b>	Failure to involve Iwi and the community in the decision making process		✓			<p>Consulting with Iwi and the wider community through agreed processes increases the opportunities for them to be involved in decision making</p>

### How will we fund it?

Our approach to funding is set out in the Revenue and Financing Policy.

# ANIMAL CONTROL

Many people enjoy the company of their pets and as a rural District, livestock are essential to our economy. Most owners look after their animals responsibly, however this is not always the case and dogs and livestock can sometimes become a nuisance in the community. Animal Control is there to help responsible dog owners and to ensure that uncontrolled animals don't cause a problem for others through nuisance or injury to any person or other animal.

We have two Animal Control Officers and a part-time administration support, whose job is to make sure people control their animals, are meeting laws and regulations, and don't create problems for others. We have contracted out our after-hours service, ensuring 24 hours, seven days a week service. We also have one dog pound and stockyard that services the whole District.

Most of the work undertaken by the Animal Control Officers centres on the administration of the Dog Control Act 1996 – ensuring that dogs are registered, catching wandering dogs, providing owners with information on pet care and following up on complaints about dogs ranging from barking to aggressive behaviour. The Animal Control Officers do not respond to complaints about animal welfare and neglect, these are referred to the SPCA for investigation.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and district wide priorities and objectives. This diagram identifies the key legislation, strategies, policies and plans that link to and provide direction for the Animal Control activity.

Animal Control is a regulatory function driven by legislation; policy direction from central government has meant a focus on councils providing a good quality service for businesses and households, which we are achieving. We also aim to improve the range of services available online for dog owners in the coming years.

**DID YOU KNOW?**  
 At 30 June 2020 we had  
**5,389**  
 Dogs registered in the Matamata-Piako District.



## Our projects for the next 10 years

There are no major projects forecast for the next 10 years for Animal Control primarily because we provide a service to the community. The core function of this department is to administer, implement and enforce the Dog Control Act 1996 and Impounding Act 1955.

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target			Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2024-31	
Any disturbances caused by animals will be investigated quickly and efficiently	Complaints will be investigated within set timeframes.	93.25%	96.6%	95% within adopted timeframes* (see table below)				One of our main responsibilities is following up on complaints made about animals, from wandering stock to barking or attacking dogs. We aim to investigate the complaint and let the complainant know what action (if any) we have taken or intend to take within adopted timeframes. Some complaints can be resolved quickly, others can take time to work through with animal owners and may involve court action. This is measured by our Customer Request Management system
We will carry out regular property visits to ensure dog owners are responsible	Number of property visits per year	621	471*	At least 600 property visits per year				Property visits let us check that dogs are appropriately housed and secured on their property. Both of these help to reduce the number of problems caused by animals in our community. This is measured by our Customer Request Management system
We will carry out regular street patrols to keep the streets free from stray animals	Number of street patrols undertaken in each of the three main towns	Over the average of 10 per month per town		At least an average of 10 per month per town				Street patrols allow our staff to check if there are wandering animals that could pose a risk to our community and take appropriate action to mitigate this if required

\*Impacted by Covid-19

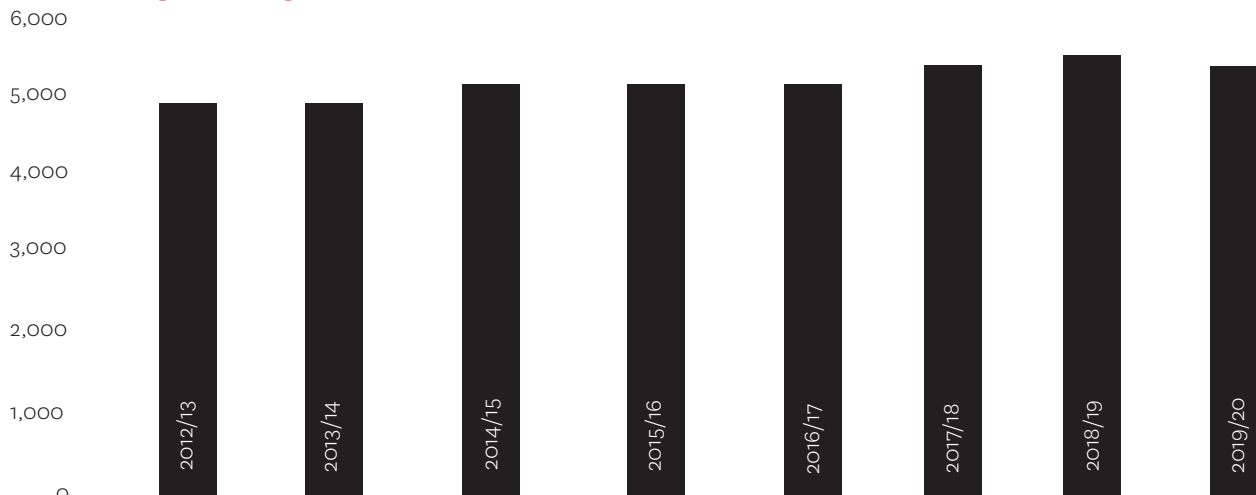


## Animal control response times

Complaint type		Notification type	0800 - 1700 hours	1700 - 0800 weekend / holiday
Dog bite person	Current incident	Phone	1 hour	1 hour
	Reported incident	CRM	4 hours	Next working day
Aggressive dog	Current incident	Phone	1 hour	1 hour
	Reported incident	CRM	4 hours	Next working day
Attacked Stock	Current incident	Phone	1 hour	1 hour
	Reported incident	CRM	4 hours	Next working day
Attacked other animal / bird	Current incident	Phone	1 hour	1 hour
	Reported incident	CRM	4 hours	Next working day
Barking dog	Current incident	Phone	1 hour	1 hour
	Reported incident	CRM	4 hours	Next working day
Wandering dog	Current incident	Phone	1 hour	1 hour
	Caught in a trap	CRM	1 hour	1 hour
	Reported incident	CRM	Next working day	Next working day
Wandering stock	Current incident (on road)	Phone	1 hour	1 hour
	Reported incident	CRM	Next working day	Next working day
Unregistered dog			24 hours	
Animal welfare		CRM	4 hours	Next working day

CRM means our Customer Request Management system. Aggressive means a dog rushed a person/vehicle or displayed threatening behaviour. Current incident means the incident is happening now and the dog is an immediate danger to the public. Reported incident means an incident is reported that happened sometime in the past, but is not a current threat to the public.

### Number of registered dogs at 30 June



# BUILDING CONSENTS AND MONITORING

A home is the single most expensive purchase that most New Zealanders are likely to make. Other buildings are an essential part of the occupation and use of land. Building Control ensures the buildings in our District meet the safety and quality standards set out under the Building Control Act 2004 and the Building Code. We work with the community and the building industry to ensure all buildings are safe, healthy and durable for their intended life.

We process building consents and inspect building work at critical phases of the project. We also carry out audits to make sure that commercial building owners comply with their Building Warrants of Fitness requirements, check swimming pool compliance and investigate complaints about illegal building work, taking enforcement action where necessary.

Building Consents and Monitoring is a regulatory function driven by legislation; policy direction from central government has meant a focus on councils providing a good quality service for businesses and households, which we are achieving. Regionally we are focusing on collaboration with other councils.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and district wide priorities and objectives. This diagram identifies the key legislation, strategies, policies and plans that link to and provide direction for Building Consents and Monitoring.

### National

Building Control Act 2004 and Building Code  
Building (Earthquake-prone Buildings) Amendment Act 2016

### Regional

Regional collaboration with Hauraki, Otorohanga, Waikato, Waipa, Thames-Coromandel and Waitomo District Councils and Hamilton City Council

### Council Strategies, policies and plans

Dangerous, Affected and Insanitary Buildings Policy 2019

## DID YOU KNOW?

In 2019/20 we processed building consents for building work valued at over

**\$193 million**

## Our projects for the next 10 years

There are no major projects forecast for the next 10 years for the Building Consents and Monitoring activity primarily because we provide a service to the community. The core function of this department is to administer, implement and enforce the Building Act 2004. As part of the improvement of the online services we offer, we plan to increase information available online as part of the building consent process.

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years				Target				Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22 Target	2022/23 Target	2023/24 Target	2024-31 Target		
Building consents will be administered quickly and efficiently	Building consent processing timeframes	99.9%	99.5%	100%	100%	100%	100%	100%	100%	<p>By processing building consents on time we contribute to the timely completion of building projects. By ensuring buildings meet Building Code requirements we ensure that buildings are safe and more sustainable (for example they meet improved building insulation requirements) and contribute to the health and wellbeing of our community. This is measured by a monthly statistical report.</p> <p>Currently the statutory timeframes for processing building consents are:</p> <ul style="list-style-type: none"> <li>- 10 working days for building consents with a national multiple use approval (a type of consent where the building design has been approved for repeat use)</li> <li>- 20 working days for all other building consents</li> </ul>
We will respond to complaints of alleged illegal/unauthorised activity	Complaints to be responded to within 10 working days	66%	52%	100%	100%	100%	100%	100%	100%	<p>In fulfilling our enforcement role under the Building Act 2004 in a timely manner we help to reduce the incidence of illegal and dangerous building work in the District. One of our main roles is to regulate compliance with building code standards. We sometimes get complaints from the community about illegal or dangerous building work or swimming pools</p> <p>We will investigate the complaint to determine if building work is illegal or dangerous and let the complainant know what action we are taking. Issues regarding illegal building work can be complicated and it can take time to reach a resolution with the building owners. This is measured through our Customer Request Management system</p>



# LICENSING AND ENFORCEMENT

The Licensing and Enforcement activity plan groups together a number of activities that contribute to the health and safety of our communities. We are responsible for inspecting business with alcohol licenses to ensure they meet the required standards and interviewing potential managers to make sure they are suitable, have the right qualifications and are aware of their responsibilities under the Sale and Supply of Alcohol Act 2012.

We are responsible for health licenses, including inspecting/auditing all food premises, hairdressers, camping grounds and funeral directors within the District.

This activity is also responsible for noise control in our community, which is a 24 hour, seven day a week service responding to excessive or unreasonable noise. After hours noise control complaints are handled by our security contractors.

Licensing and Enforcement also monitors and responds to complaint about breaches of our bylaws, and have responsibilities under several other Acts such as the Gambling Act 2003, Psychoactive Substances Act 2013, Prostitution Reform Act 2003 and Hazardous Substances and New Organisms Act 1996.

Licensing and Enforcement is a regulatory function driven by legislation; recent changes and policy direction from central government have meant a focus on councils providing a good quality service for businesses and households, which we are achieving. Regionally we are focusing on collaboration with other councils to share resources when needed.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and district wide priorities and objectives. This diagram identifies the key legislation, strategies, policies and plans that link to and provide direction for the Licensing and Enforcement activity.

### National

Resource Management Act 1991  
 Sale and Supply of Alcohol Act 2012  
 Health Act 1956  
 Food Act 2014  
 Local Government Act 2002  
 Gambling Act 2003  
 Psychoactive Substances Act 2013  
 Prostitution Reform Act 2003  
 Hazardous Substances and New Organisms Act 1996

### Regional

Shared Service Agreements and Forum

### Council Strategies, policies and plans

Local Alcohol Policy  
 Consolidated Bylaws  
 Gambling Policy  
 Psychoactive Substances Policy

## Our projects for the next 10 years

There are no major projects forecast for the next 10 years for the Licensing and Enforcement activity primarily because we provide a service to the community. The core function of this department is to administer, implement and enforce various pieces of legislation and policies. As part of the improvement to Council’s online services we offer, we plan to increase the information about licenses available online, and enable licensees to submit and track their application and make payments online.

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years			Target			Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	
We will inspect or audit all food premises, hairdressers, funeral directors and camping grounds in the District to ensure they are running in accordance with the Health Act and/or health regulations	Food premises, hairdressers, funeral directors and camping grounds will be inspected or audited in accordance with legislation	100%			100% inspected or audited			<p>Inspecting/auditing food premises, hairdressers, funeral directors and camping grounds in the District gives residents confidence that they can safely use these facilities.</p> <p>If a premise doesn’t meet the required standards, the owners are given an opportunity to fix any problems and it is re-inspected/audited. Under the Food Act 2014, premises that are covered by national programmes can elect to be audited by independent auditors other than Council.</p> <p>This is measured by an internal monitoring system</p>
We will ensure that all premises in the District with alcohol licences are operating responsibly	On, Off and Club* alcohol licenced premises will be inspected annually to ensure they comply with alcohol licensing standards	100%			100% inspected annually			<p>Licensed premises that do not comply with alcohol licensing standards can contribute to illegal activities and antisocial behaviour</p> <p>If a premises does not comply with the conditions of its licence the owners will be given an opportunity to rectify any problems. Ongoing non-compliance may result in an inspector making an application to the Alcohol Regulatory and Licensing Authority for the suspension or cancellation of the premises’ alcohol licence</p> <p>It is noted that for special licences the application is made to the District Licensing Committee.</p> <p>This information will be collected through an internal monitoring system</p>

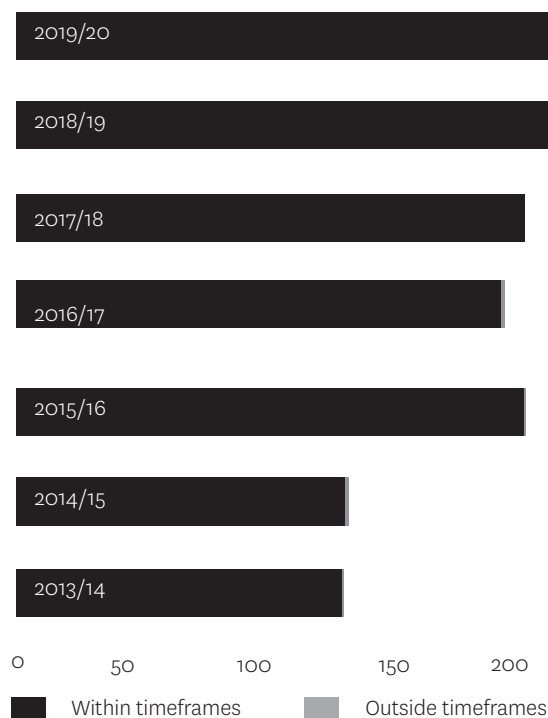
\*Club alcohol licenced premises excludes those Clubs that have been assessed as a ‘very low’ risk rating by Council.

Levels of service	How we measure performance	Previous years			Target			Additional information
		2018/19 Actual	2019/20 Actual	2020/21 target	2018/19	2019/20	2024-31	
We will act on all noise complaints we receive.	Percentage of after-hours (between 5pm and 8am, weekends and public holidays) noise complaints responded to within two hours	100%			100% responded to within two hours			<p>By acting on noise complaints, we will be preventing antisocial behaviour that can negatively impact people's health and wellbeing. This information will be collected through an internal monitoring system. After hours responses to noise complaints are made by our security contractors. These calls are usually about loud stereos and parties</p> <p>During working hours (8am-5pm) staff respond to complaints. Complaints during the day usually relate to general household noise or ongoing noise associated with business operations. Noise complaints are investigated and complainants are advised of the action we have taken. Some complaints are easy to resolve, such as stereos, others can take some time to resolve, such as ongoing business noise</p>

# RESOURCE CONSENTS AND MONITORING

Resource Consents and Monitoring helps look after our natural and physical resources for future generations. This activity is responsible for administering the District Plan, advising customers on District Plan and Resource Management Act 1991 requirements, processing applications for land use and subdivision consents, monitoring compliance with land use and subdivision consent conditions, investigating breaches of the District Plan, and taking enforcement action where necessary.

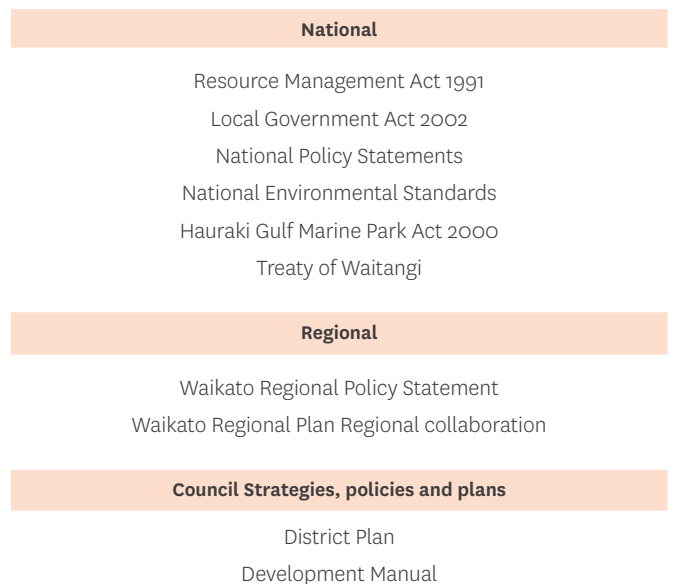
## Resource consents processed each year



The table above shows the number of consents processed each year since 2013. Given the relatively steady trends of resource consents received we anticipate that we will be able to meet demand in the short to medium term from existing resources. Unexpected increases in demand will be managed by employing external resource management consultants.

## Key legislation, strategies, policies and plans

Our planning and operating environments are shaped by a wider context of national, regional and district wide priorities and objectives. This diagram identifies the key legislation, strategies, policies and plans that link to and provide direction for Building Consents and Monitoring.



Resource Consents and Monitoring is a regulatory function driven by legislation, recent changes and policy direction from central government have meant a focus on councils providing a good quality service for businesses and households, which we are achieving. Regionally we are focusing on collaboration where this can be achieved.

## Our projects for the next 10 years

There are no major projects forecast for the next 10 years for the Resource Consents and Monitoring activity primarily because we provide a service to the community. The core function of this department is to administer, implement, educate and enforce various pieces of legislation and policies. As part of the improvement of the online services we offer, we plan to increase information and resource consent applications and payments online.

## Levels of service

What you can expect and how you will know we are meeting your expectations.

Levels of service	How we measure performance	Previous years				Target			Additional information
		2018/19 Actual	2019/20 Actual	2020/21 Target	2021/22	2022/23	2023/24	2024-31	
<b>Resource consents will be administered quickly and efficiently</b>	Percentage of resource consents processed within statutory timelines	99%	99.5%			100%			Resource consents need to be completed within statutory timeframes to ensure development projects are able to be completed seamlessly. The 2009 amendment to the Resource Management Act 1991 requires us to refund a portion of the costs on any resource consents that are not processed within the statutory timeframe. This is monitored through an internal management system
<b>We will monitor land use consent compliance.</b>	Percentage of land use consents monitored within four months of being granted	100%	100%			100%			The community can rely on us to monitor compliance of resource consents to ensure the consent conditions are met to mitigate any adverse effects. We undertake an initial visit to see if or how works are progressing and to remind the applicant of all the conditions of consent and ensure compliance with these. Should non-compliance be identified at this time, we will work with the applicant to rectify the issues. If this cannot be achieved, we will take enforcement action under the Resource Management Act 1991. This process is monitored through an internal management system



