

Agenda for a meeting of the Taupiri Community Board to be held in the War Memorial Hall, Greenlane Road, Taupiri on **MONDAY, 15 FEBRUARY 2021** commencing at **6.00pm**.

Information and recommendations are included in the reports to assist the Board in the decision making process and may not constitute Council's decision or policy until considered by the Board.

1. APOLOGIES AND LEAVE OF ABSENCE

2. CONFIRMATION OF STATUS OF AGENDA

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6. REPORTS

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| 6.4 | Chairperson's Report | <i>Verbal</i> |
| 6.5 | Councillors' Report | <i>Verbal</i> |

7. PROJECTS

- | | | |
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| 7.1 | Parks & Reserves – Mr Van Dam/Ms Morley | <i>Verbal</i> |
| 7.2 | Taupiri School updates – Mr Lovell/Ms Ormsby-Cocup | <i>Verbal</i> |
| 7.3 | Taupiri Mountain (Maunga) – Ms Ormsby Cocup/ Ms Morley/ Ms Henry | <i>Verbal</i> |
| 7.4 | Emergency Procedures – Civil Defence – Ms Morley | <i>Verbal</i> |

- | | | |
|------|---|---------------|
| 7.7 | Roads – Pot holes/Intersections/Bridges – All members | <i>Verbal</i> |
| 7.8 | Halls – All members | <i>Verbal</i> |
| 7.9 | Mural Paintings – Ms Lovell | <i>Verbal</i> |
| 7.10 | Anzac Day – Ms Lovell | <i>Verbal</i> |
| 7.11 | Walkway/Cycle Track – All members | <i>Verbal</i> |

GJ Ion
CHIEF EXECUTIVE

Open Meeting

To	Taupiri Community Board
From	Gavin Ion Chief Executive
Date	2 February 2021
Prepared by	Matthew Horsfield. Democracy Advisor
Chief Executive Approved	Y
Reference #	GOV0506
Report Title	Confirmation of Minutes

1. EXECUTIVE SUMMARY

To confirm the minutes of a meeting of the Taupiri Community Board held on Monday 30 November 2020.

2. RECOMMENDATION

THAT the minutes of a meeting of the Taupiri Community Board held on Monday 30 November 2020 be confirmed as a true and correct record of that meeting.

3. ATTACHMENTS

TCB Minutes 30 November 2020.

MINUTES of a meeting of the Taupiri Community Board held in the Memorial Hall, Greenlane Road, Taupiri on **MONDAY, 30 NOVEMBER 2020** commencing at **6.00pm.**

Present:

Ms D Lovell (Chairperson)
Mr R Van Dam (Deputy Chairperson)
Cr JM Gibb
Cr EM Patterson
Mr H Lovell
Ms J Morley
Miss S Ormsby-Cocup
Ms J Henry

Attending:

Ms L Van Den Bemd (Community Development Advisor)
Ms S van der Westhuizen (Team Administrator)

APOLOGIES AND LEAVE OF ABSENCE

All members were present.

CONFIRMATION OF STATUS OF AGENDA ITEMS

Resolved: (Ms Lovell/Ms Henry)

THAT the agenda for a meeting of the Taupiri Community Board held on Monday, 30 November 2020 be confirmed and all items therein be considered in open meeting;

AND THAT all reports be received.

CARRIED

TCB2011/01

DISCLOSURES OF INTEREST

There were no disclosures of interest.

CONFIRMATION OF MINUTES

Resolved: (Cr Gibb/Mr Lovell)

THAT the minutes of a meeting of the Taupiri Community Board held on Monday, 19 October 2020 be confirmed as a true and correct record of that meeting.

CARRIED

TCB2011/02

PUBLIC FORUM

Agenda Item 5

There were no members of the public in attendance.

REPORTS

Transportation – Rail Link

Agenda Item 6.1

The report was received [*TCB2011/01 refers*] and Cr Patterson provided a verbal update. The following items were discussed:

- Commencement date for passenger service would be Monday, 15 March 2021. Weekend charter service starts in January 2021.
- There would be a Zoom meeting with Kiwi Rail on Tuesday, 19 January 2021.
- Approved ticket cost from Huntly to Papakura would be \$7.80 one way; Papakura to Britomart would range from \$3.00 to \$7.00 depending on card conditions. A senior citizen gold card concession would be \$2.00. Tickets would be sold on the train; there would be no ticket office on the Huntly platform.
- Train services would run at 5.45am and 6.30am, targeting workers. Each service would be able to carry 140 passengers; additional carriage can be connected if required. Service would include Wi-Fi and a café cart.
- A link to Auckland Airport was two years away as part of the stage 2 development. Bus services were available to the airport.
- Work was being done on electrification down to Pukekohe.
- Raahui Pookeka/Huntly was the proposed name for Huntly rail station.
- There would be a bus shelter and parking available at the Huntly station.
- The official opening would be in February 2021 on the platform.

Freedom Camping Bylaw Review

Agenda Item 6.2

The report was received [TCB2011/02 refers] and the following items were discussed:

- The Chair requested Board members to familiarise themselves with the Freedom Camping Bylaw due to the upcoming summer activity. The Bylaw stipulated restrictions on where freedom campers were allowed, and for how long.
- Importance of keeping Taupiri clean and avoid rubbish dumping.
- To consider making a submission on the Bylaw review proposed for February/March 2021.
- There were signs currently displayed identifying prohibited/restricted areas.
- Proposed government policy on requiring all campervan vehicles to be self-contained.
- Reference made to the changes to the Alcohol Control bylaw as well.

Year to Date Service Request Report to 30 September 2020

Agenda Item 6.3

The report was received [TCB2011/02 refers] and the following items were discussed:

- Reports were provided three times a year, identifying service requests that had closed off and which were outstanding.
- Concern expressed by Community Boards that the reports did not correctly identify when all service requests were satisfactorily completed. Staff were currently assessing whether there was a better process to track and record service requests.
- Process for logging a service request.

Mural Paintings in and around Taupiri

Agenda Item 6.4

The report was received [TCB2011/02 refers]. This item was discussed as part of the Chairperson's report.

Discretionary Fund Report to 19 November 2020

Agenda Item 6.6

The report was received [TCB2011/02 refers].

Resolved: (Ms Henry/Ms Morley)

THAT the Taupiri Community Board approve the payment of the invoice of \$300.00 from Menzshed Huntly for the 50 ANZAC crosses;

AND THAT the Taupiri Community Board resolves to return \$700.00 originally committed to the making of crosses for ANZAC Day 2019 (Ref TCB1808/04) back to the pool.

CARRIED**TCB2011/03**Taupiri Works and Issues Report - November 2020

Agenda Item 6.7

The report was received [TCB2011/02 refers] and the following items were discussed:

- Moss on Orini Road

ACTION: This item to be removed from the Works & Issues list.

- Taupiri School Updates – still to be completed.
 - Green boxes and murals– Community Development Advisor and the Chair to meet with the Taupiri School management in 2021.

ACTION: Issue on speed limit and safety outside the school to be documented as a separate issue going forward.

- Gordonton Bridge footpath
 - Retain on the Works & Issues report.
 - Issue had been lodged with NZTA.
- Hall Committee:
 - Still awaiting response from staff on whether contact had been made to the Hall committees; no spring cleaning had been completed yet.

ACTION: The Community Development Advisor to follow up with relevant staff and provide an update to the next Community Board meeting.

- Difficulties with hiring the community halls. It was suggested an online booking form should be used and managed by either the Hall Committee or Taupiri Community Board.

- Taupiri Expressway 100km speed sign

ACTION: This item to be removed from the Works & Issues list.

- Maaori cultural centre in Taupiri
 - To remain as outstanding until Board meets with the marae in 2021. Emphasis should be on the walkway and storyboard.
- Daffodil bulb volunteer planting day
 - Discussions ongoing with Technical Support Officer.
- Proposal for the Walkway and Cycle Track in Taupiri
 - Cr Patterson advised there was a site visit on Wednesday, 2 December 2020 between 10am-12noon at Taupiri Urupa Cemetery with the Messrs Graham.
 - Staff would attend with maps to get a better understanding.
- Murphy Lane gates

ACTION: This item to be removed from the Works & Issues list.

- Community Project Update – Huntly Railway Station:
 - Proposed CCTV and lighting in the area to improve safety.

Schedule of Meetings 2021

Agenda Item 6.8

The report was received [TCB2011/02 refers].

Resolved: (Mr Lovell/Ms Cocup)

THAT the Taupiri Community Board continues to hold its meetings at 6.00pm on a six-weekly cycle in 2021, on the following dates:

- **Monday 15 February 2021**
- **Monday 29 March 2021**
- **Monday 10 May 2021**
- **Monday 21 June 2021**
- **Monday 2 August 2021**
- **Monday 13 September 2021**
- **Tuesday 26 October 2021**
- **Monday 6 December 2021**

CARRIED

TCB2011/04

Item 6.5 was then considered by the Board.

Community Plan Booklet

Agenda Item 6.5

Tabled Item: Draft Community Plan Booklet

The report was received [TCB2011/02 refers]. Cr Gibb advised that a draft of the booklet had been circulated and feedback received.

- A hardcopy draft outline of the Community Plan booklet was provided to Community Board members to review over the Christmas/New Year period. The new Community Plan Booklet could be reviewed by the Board in February 2021.
- Support from the Communications team would be required in relation to formatting etc.
- Board members noted that the Community Plan covered a 10-year period and should be flexible to accommodate change.

ACTION: Any feedback from Board members on the draft Community Plan Booklet and pamphlet to be sent to Cr Gibb.

Chairperson's Report

Agenda Item 6.9

The Chair gave a verbal report and answered questions of the Board. The following matters were discussed:

- Gardens in Taupiri and when they are replanted. All the vegetables from the gardens are taken to a foodbank; plants were shared with residents in the community.
- Availability of green boxes and funding opportunities for mural paintings.
- AED defibrillator had been serviced.
- Invitation to Taupiri School end of year celebration on the 9 December at 10.00am. Board members were welcome to attend.
- Taco Bell blessing was held on Monday, 14 December 2020 and would be open to the public on Thursday, 17 December 2020 from 10am to 10pm.
- Chair's attendance at Grace Brady's farewell; Chair provided Grace a gift on behalf of the Community Board.

Councillors' Report
Agenda Item 6.10

Crs Gibb and Patterson provided a verbal update on Council issues.

- Meeting with residents at Horotiu School and concerns raised by residents in relation to outstanding CRMs and poor communication of issues happening in their community.
- Discussion on communications from the Community Board to residents to inform and update (e.g. mid-year letter drop).
- Meeting with Huntly Councillors on revocation of Huntly State Highway.
 - Poor condition of Taupiri section of highway.
 - Revocations were happening on the 30 June 2021. Major road repair scheduled from the BP service centre to the bridge.
 - Important for residents (from Taupiri to Gordonton) to be made aware of when and where roadworks would take place. It was noted that NZTA do not always notify Council.

ACTION: Cr Patterson to contact the Roding Team to enquire with NZTA about providing clear notifications in advance of roadworks being undertaken, in order that Community Boards and residents can be notified.

- Infrastructure Committee meeting
 - Disabled access to public transport - 60% subsidised by NZTA. Council funding to be considered as part of the next LTP. Ability to connect service across territorial authorities' boundaries.
 - Inorganic waste kerbside collection in April/May 2021. Future collections would be considered as part of the LTP due to only one contractor offering the service and non-alignment with Council's Waste Minimisation plan. Waikato District Council was only one of two councils which still provided such a service.

PROJECTS

Parks & Reserves

Agenda Item 7.1

Ms Morley provided a verbal update and responded to questions from Board members.

- Met with staff on 23 November 2020 to structure a plan.

ACTION: Ms Morley to circulate plan with Community Board members to seek feedback.

- Plans to open the park up and clear undergrowth. What would be undertaken by City Care and what could be completed by volunteers would be identified in the New Year.
- Issue with tagging at park located a Hopin Stopin Cafe.
- Second part of project proposed to tidy up the Gordon and Orini road area and plant some bulbs on the roundabout.

Taupiri School Updates

Agenda Item 7.2

Ms Ormsby-Cocup gave a verbal update and answered questions from the Board.

- School closing for the year on 10 December 2020.
- Small section to be drafted and added to the Community Plan.

Taupiri Mountain (Maunga)

Agenda Item 7.3

No discussion was held.

Emergency Procedures – Civil Defence

Agenda Item 7.4

No discussion was held.

Road Frontages/Gardens/Mowing

Agenda Item 7.5

No discussion was held.

Footpaths/Road signs/Lighting/Tunnels

Agenda Item 7.6

No discussion was held.

Roads – Potholes/Intersections/Bridges
Agenda Item 7.7

No discussion was held.

Halls
Agenda Item 7.6

Community Board to follow up with Ms McDonald in the New Year.

There being no further business the meeting was declared closed at 7.20pm.

Minutes approved and confirmed this day of 2021.

D Lovell
CHAIRPERSON

Open Meeting

To	Taupiri Community Board
From	Alison Diaz Chief Financial Officer
Date	03 February 2021
Prepared by	Julie Kelly Support Accountant
Chief Executive Approved	Y
Reference/Doc Set #	GOV0506
Report Title	Discretionary Fund Report to 28 January 2021

I. EXECUTIVE SUMMARY

The purpose of this report is to update the Board on the Discretionary Fund Report to 28 January 2021.

The Board is also asked to approve an invoice from Heart Saver NZ Limited for a set of electrode pads for the local AED device.

2. RECOMMENDATION

THAT the report from the Chief Financial Officer be received.

THAT the Taupiri Community Board approves payment to Heart Saver NZ Limited in the amount of \$130 (excluding GST) for a set of AED7000 Pediatric Electrode Pads.

3. ATTACHMENTS

- Attachment 1 - Discretionary Fund Report to 28 January 2021
- Attachment 2 – Invoice from Heart Saver (Pediatric Electrode Pads)

TAUPIRI COMMUNITY BOARD DISCRETIONARY FUND REPORT 2020/21 (July 2020 - June 2021)
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As at Date: 28-Jan-2021

			GL	1.208.1704
2020/21 Annual Plan				1,624.00
Carry forward from 2019/20				4,740.00
Total Funding				6,364.00
Income				-
Total Income				-
Expenditure				
23-Oct-20	Heart Saver NZ - Annual (AED) Performance Verification	TCB2009/04		149.00
23-Oct-20	Heart Saver NZ - Set of AED7000 Adult Electrode Pads	TCB2009/04		114.00
10-Nov-20	Menzshed Huntly - 50 ANZAC Crosses	TCB2010/04		300.00
Total Expenditure				563.00
Net Funding Remaining (Excluding commitments)				5,801.00
Commitments			<i>Amount including GST</i>	<i>Amount excluding GST</i>
19-Oct-20	Allocated to Chair to purchase miscellaneous items	TCB1708/03		100.00
	Less: Expenses - Jo Morley			(20.91)
				<u>79.09</u>
Total Commitments				79.09
Net Funding Remaining (Including commitments)				5,721.91

TAX INVOICE

Taupiri Community Board (Taupiri Dairy)
 C/-Waikato District Council
 Private Bag 544
 Ngaruawahia 3742

Invoice Date
 22/12/2020

Invoice Number
 57661

Reference
 TCB - Taupiri
 Community Board

Job Number
 9232

GST Number
 108-571-349

Heart Saver NZ Limited
 PO Box 407, Kumeu
 Auckland, 0841
 0800 2 DEFIB (33342)
 accounts@heartsaver.co.
 nz
 www.heartsaver.co.nz

Description	Quantity	Unit Price	Total
Set of AED7000 Pediatric Electrode Pads LOT: 302/10-20 EXP: 10/2022	1.00	\$125.00	\$125.00
Courier Fee	1.00	\$5.00	\$5.00
Sub Total ex GST			\$130.00
GST			\$19.50
Total inc GST			\$149.50

DUE DATE: 20/01/2021

Please remit payment via **Direct Credit** to:
 Heart Saver NZ Limited - Acc No **06-0185-0450170-00**

Credit Card payments incur a 3% transaction fee.
 Payments accepted via PayPal - please call 0800 2 DEFIB (33342)

Mail **Cheques** to PO Box 407, Kumeu, Auckland 0841

Please refer to www.heartsaver.co.nz for our Terms and Conditions

Open Meeting

To	Taupiri Community Board
From	Clive Morgan General Manager Community Growth
Date	14 December 2020
Prepared by	Lianne van den Bemd Community Development Advisor
Chief Executive Approved	Y
DWS Document Set #	GOV0506 / 2971012
Report Title	Works and Issues Report – February 2021

1. EXECUTIVE SUMMARY

To update the Taupiri Community Board on issues arising from the previous meeting and on contracts and projects underway in Taupiri.

2. RECOMMENDATION

THAT the report from the General Manager Community Growth be received.

3. ATTACHMENT

Taupiri Community Board's Works and Issues Report – February 2021

Taupiri Community Board's Works and Issues Report – February 2021

Issue and Action		Area	Status Update
1	<p>Community Plan</p> <p>July meeting Item 6.2 Community Plan requires updating. Action: Chair to contact staff in relation to Community Plan update.</p> <p>August meeting Chair has sent email to Melissa Russo, awaiting her reply. Chair understands if Council want to wait until COVID-19, Level 2 has been lifted. Melissa has advised that she will send the Chair a word formatted Community Plan document to start updating. Work had been carried out on the development of the Taupiri Community Plan. Action: Board to hold a workshop on the Community Plan.</p> <p>October meeting Workshop to be confirmed at the board's next meeting 19 October 2020.</p> <p>November meeting Community Plan booklet is an ongoing process, 10-year project which will continue to grow and needs to stay. The Board had their workshop on the 9 December 2020. Cr J Gibb gave a verbal update during the meeting and presented draft hardcopy for the board to review</p>	TCB	Ongoing 10-year project.

	Issue and Action	Area	Status Update
	during the break and feedback need to go to her for February 2021 meeting.		
2	<p>Taupiri School Updates</p> <p>July meeting Action Item 7.2 Ms Ormsby-Cocup to contact Taupiri school management about the painting of green boxes and murals on other buildings in Taupiri by the school children and to report back to the Board.</p> <p>August meeting Ms Ormsby-Cocup to provide a verbal update at the meeting.</p> <p>Action Item 6.6 Action: Cr Patterson to speak with staff and report back to the Board about speed levels and road safety, in consultation with the Chair and Ms Ormsby-Cocup.</p> <p>October meeting Green boxes – Mural paintings TBA. Board to set a date at the next meeting 19 October 2020.</p> <p>The Chair has met with Gareth Bellamy (from Council's Roding team) and Cr Patterson regarding the road outside the school and the speed limit.</p> <p>The board met with Gareth Bellamy on 5 October 2020 to look at options regarding how to minimise the speed</p>	TCB	Ongoing project, as requested, issues to remain on report as two separate items.

	Issue and Action	Area	Status Update
	<p>limit in and around Taupiri. This item will remain on TCB's W&I report until a solution has been agreed on.</p> <p>November meeting</p> <p>Taupiri School updates are ongoing project and not completed yet.</p> <ol style="list-style-type: none"> 1. Green Boxes and Mural – Lianne and the Chair to meet with the Taupiri School Management in 2021. 2. Rooding – Speed limit and safety outside the school is a different issue. Board has requested that these two issues be separated as two different issues. 		
3	<p>Gordonton Bridge footpath</p> <p>August meeting Action Item 6.4 Action: Staff to add surface maintenance at Gordonton Bridge footpath and 31 Great South Road.</p> <p>This item has been logged as an issue by the Chair.</p> <p>October meeting</p> <ol style="list-style-type: none"> 1) SHI / Gordonton Road bridge footpath requires clearing and tidying up, it is currently very slippery due to wet weather conditions. 2) Road outside 31 Great South Road is heaving in the middle. <p>Agenda Item 6.3 Action: Staff to provide an update by email to the Board</p>	Service Delivery	Ongoing project, Gordonton Bridge footpath.

	Issue and Action	Area	Status Update
	<p>members on all logged reports from the previous six months.</p> <p>November meeting Staff advise service requests need to be logged through the Council process so they can be actioned accordingly, as they do not belong on a Works and Issues report.</p> <p>Ongoing project:</p> <ul style="list-style-type: none"> • Await feedback from staff (Pauline). • Issues has been lodged with NZTA. • No further discussions about bridge. 		
4	<p>Hall Committee</p> <p>August meeting Action Item 6.4 Action: Cr Gibb to ask the Hall Committee about the Hall needing a spring clean.</p> <p>October meeting Cr Janet Gibb has spoken to the hall committee secretary (Val Windsor) to advise that the hall needs a spring clean.</p> <p>Action Item 6.2 Action: Staff to contact Deirdre McDonald to ask that an email be sent out to all Hall Committees suggesting a spring clean of halls</p> <p>November meeting Staff contacted Deirdre McDonald who contacted all Hall Committees requesting a spring-clean to be undertaken as soon as possible.</p>	Service Delivery / Lianne van den Bemd	Feedback has yet to be received from Deirdre McDonald as to whether she has contacted the Hall Committees. Spring cleaning has not been done yet. Lianne to follow up with Deidre.

	Issue and Action	Area	Status Update
	<ul style="list-style-type: none"> • People struggle to hire the community halls as it is difficult to get hold of a contact person/secretary (i.e. Kath/Val Windsor). This function should be lodge online and manage by the Taupiri Community Board when required to use the hall. • There is no notification when meetings are held. 		
5	<p>Maaori cultural centre in Taupiri</p> <p>August meeting The Board had been approached, with the proposal for a Maaori cultural centre in Taupiri.</p> <p>Action Item 6.6 Action: Board to hold a workshop on potential of Maaori cultural centre.</p> <p>October meeting The board to set a date at the next meeting being held on 19 October 2020.</p> <p>November meeting Remains in until Board has met with the Marae in 2021 about the community centre and Hopuhopu re: Museum based theme, emphasis should rather be on the walkway and story board.</p>	TCB	Further discussions with the Marae will be required in 2021, regarding a possible storytelling board on the walkway at Hopuhopu. TCB to confirm who will do this and when.

	Issue and Action	Area	Status Update
6	<p>Daffodil bulb volunteer planting day</p> <p>October meeting</p> <p>Suggested planting in April 2021, to advise of suitable planting locations.</p> <p>Agenda Item 6.3</p> <p>Action: Ms Morley to contact Kim Wood (staff) about suitable daffodil planting locations and to request contact details for City Care in relating to harvesting of plantings that may be repurposed in the community.</p> <p>November meeting</p> <p>Ms Morley to give a verbal update to the board at the meeting on 30 November.</p> <p>Ms J Morley need to contact staff (Kim Wood) to discuss where daffodil bulb will be planted.</p>	Ms Morley	Ms J Morley to contact Kim Wood regarding daffodil planting.
7	<p>Proposal for Walkway and Cycle Track in Taupiri</p> <p>October meeting</p> <p>Agenda Item 6.3</p> <p>Action: Cr Patterson and Chair to engage with Mr Craig Graham and Mr Fraser Graham on potential pathways on their land for the Walkway and Cycle Track.</p> <p>November meeting</p> <p>Cr Patterson provided a verbal update to the board at the meeting on 30 November, about some changing dynamics with rail and dates.</p> <ul style="list-style-type: none"> Site visit on Wednesday 4 December 2020, 10:00am – 12:00pm, at the Taupiri Urupa Cemetery, to engage with the Grahams and to show an interest in 	Cr Patterson / Chair	Ongoing project, needs to remain on report to track progress. Verbal update to be supplied by Cr Patterson regarding the site visit at the Taupiri Urupa Cemetery.

Issue and Action		Area	Status Update
	<p>what is being done. Staff will attend with maps, to get a better understanding, with ongoing discussions.</p>		
8	<p>Community Project Update – Huntly Railway Station:</p> <ul style="list-style-type: none"> • CCTV and lighting in that area, so cars will be safe refer to the attachment below. 	Cr Patterson	Ongoing project, regular feedback and updates to be provided when possible.

Service request reminder:

For all service requests submitted through Council's website, it is important to select your preferred method of communication, so that Council can contact you about your request and inform you about its progress.

Job log numbers:

Note: Job log numbers should only be referenced beside actions if an issue is ongoing.

Community Projects Update

Huntly Railway Station

Construction is on track for an end of November completion with just some minor works planned for December. Blessing of the Station by local Iwi is planned for 10 December 2020.

The start of the train service will likely be February 2021 due to KiwiRail line upgrades.



Completed railway platform



Park and Ride pavement nearing completion

Open Meeting

To	Taupiri Community Board
From	Tony Whittaker Chief Operating Officer
Date	12 January 2021
Prepared by	Sharlene Jenkins Executive Assistant
Chief Executive Approved	Y
Reference/Doc Set #	GOV0506
Report Title	Year to Date Service Request Report

1. EXECUTIVE SUMMARY

To update the Board on the Year to Date Service Request Report to 31 December 2020.

2. RECOMMENDATION

THAT the report from the Chief Operating Officer be received.

3. ATTACHMENTS

Year to Date Service Request Report for Taupiri Community Board

Service Request Time Frames for TAUPIRI²⁶ Community Committee

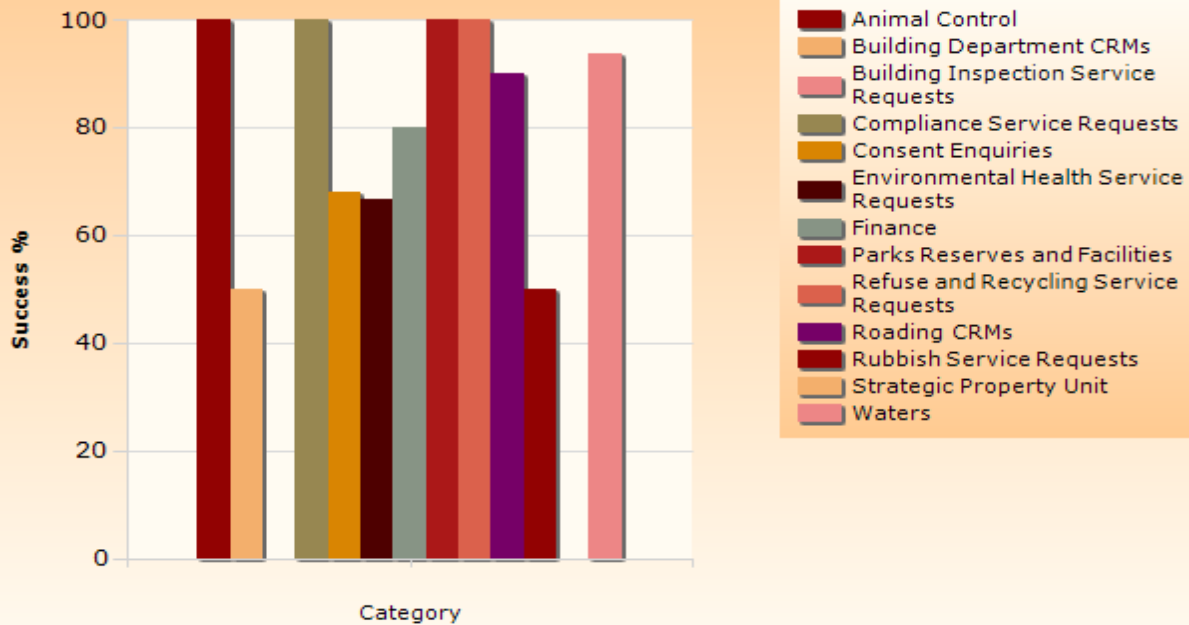
Date Range: 01/10/2020 to 31/12/2020



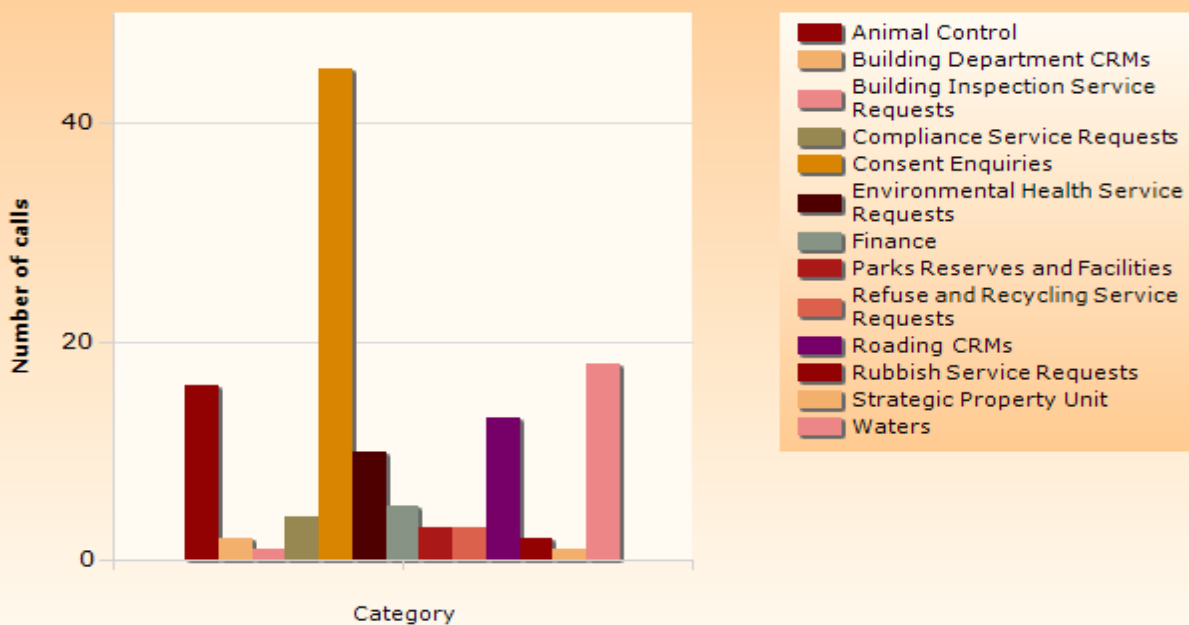
The success rate excludes Open Calls as outcome is not yet known.

1/12/2021 11:17:55 AM

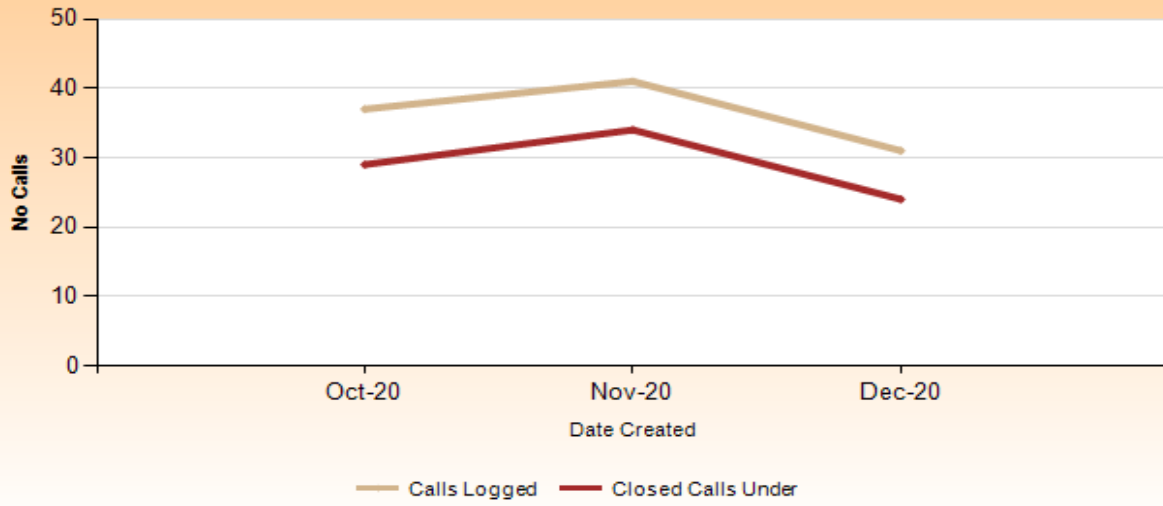
Call Completion % Success by Type



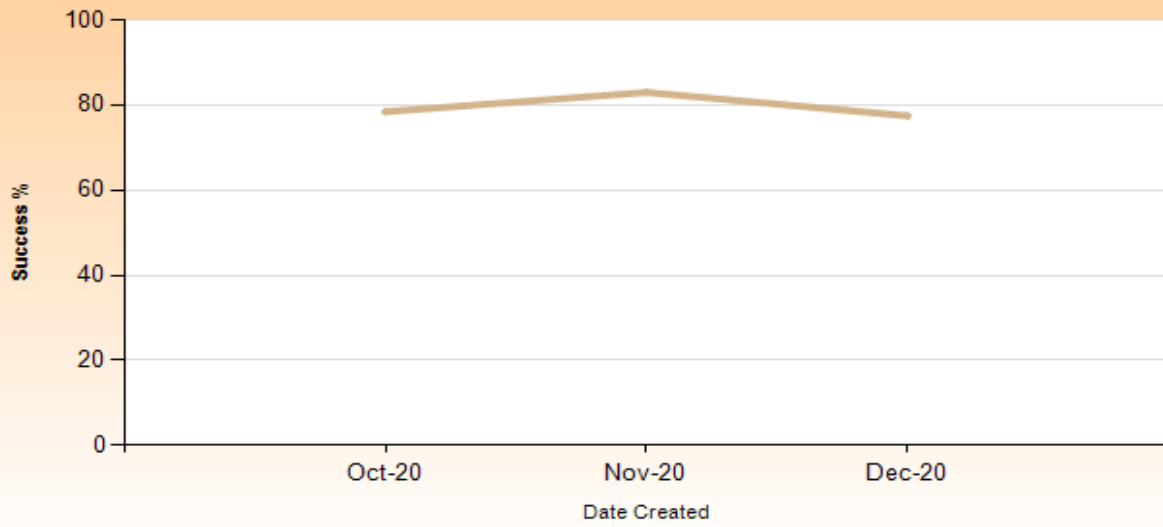
Number of Calls logged by Type



Volume of Calls Closed vs Calls Closed in Time



Completion Success per month



			Open		Closed		
Closed Calls are those calls logged during the time period that are now closed.	Open Calls are all the calls open and may have been logged at any time.	Number of Calls	Open Calls Over	Open Calls Under	Closed Calls Over	Closed Calls Under	Success Rate
Animal Control							
	Summary	16	2			14	100.00%
	Animal Charges	2				2	100.00%
	Dog Property Visit	4				4	100.00%
	Dog Straying - Current	3				3	100.00%
	Dog Straying - Historic	1				1	100.00%
	Dog/Animal Missing	2				2	100.00%
	Dogs Aggression - Current	1	1				0%
	Dogs Aggression - Historic	1				1	100.00%
	Livestock Trespassing - Current	2	1			1	100.00%
Building Department CRMs							
	Summary	2			1	1	50.00%
	Building near any Pipe/Infrastructure may req CCTV	1				1	100.00%
	PEO General Enquiry	1			1		0%
Building Inspection Service Requests							
	Summary	1	1				0%
	Building Inspection Service Requests	1	1				0%
Compliance Service Requests							
	Summary	4		1		3	100.00%
	Compliance - Unauthorised Activity	4		1		3	100.00%
Consent Enquiries							
	Summary	45		1	14	30	68.18%
	Planning Process	3			1	2	66.67%
	Property Information Request	17			5	12	70.59%
	Rural Rapid Number assignment & purchase of plates	1				1	100.00%
	Zoning and District Plan Enquiries	24		1	8	15	65.22%
Environmental Health Service Requests							
	Summary	10	4		2	4	66.67%
	Environmental Health Complaint	1			1		0%
	Noise Complaint - Environmental Health	2			1	1	50.00%
	Noise complaints straight to contractor	7	4			3	100.00%
Finance							
	Summary	5			1	4	80.00%
	Credit Control Query	1				1	100.00%
	Rates query	4			1	3	75.00%
Parks Reserves and Facilities							
	Summary	3				3	100.00%
	Parks & Reserves - Buildings	1				1	100.00%
	Parks & Reserves - Reserve Issues	2				2	100.00%

Refuse and Recycling Service Requests	Summary	3				3	100.00%	
	New collections	1				1	100.00%	
	Recycling Not Collected	1				1	100.00%	
	Rubbish bag sticker/tag orders - internal use only	1				1	100.00%	
Roading CRMs	Summary	13		3	1	9	90.00%	
	Boundary fences on roads - permanent & temporary	1		1			0%	
	New Vehicle Entrance Request	5		1		4	100.00%	
	Request 4 new street light path sign etc	1		1			0%	
	Road Safety Issue Enquiries	1				1	100.00%	
	Roading Work Assessment Required - OnSite 5WD	4			1	3	75.00%	
	Routine Roding Work Direct to Contractor 5WD Comp	1				1	100.00%	
Rubbish Service Requests	Summary	2			1	1	50.00%	
	Illegal Rubbish Dumping	2			1	1	50.00%	
Strategic Property Unit	Summary	1			1		0%	
	Paper Roads Enquiries CRM	1			1		0%	
Waters	Summary	18		2	1	15	93.75%	
	3 Waters Enquiry	1				1	100.00%	
	3 Waters Safety Complaint - Non Urgent	1				1	100.00%	
	Drinking water billing	3				3	100.00%	
	Drinking Water Final Meter Read	6		1		5	100.00%	
	Drinking Water minor leak	2		1		1	100.00%	
	Drinking Water Quantity/Pressure	1				1	100.00%	
	Fix Water Toby	1				1	100.00%	
	Wastewater Odour	1				1	100.00%	
	Wastewater Overflow or Blocked Pipe	2			1	1	50.00%	
	Total		123		7	7	22	87