

Agenda for a meeting of the Ngaruawahia Community Board to be held in the Committee Rooms 1 & 2, District Office, 15 Galileo Street, Ngaruawahia on **TUESDAY 4 MAY 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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*The Register of Interests for the Board is attached for information purposes and for members to update any interests they may have.*
  
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 Meeting held on Tuesday 23 March 2021
  
5. **PUBLIC FORUM**
  
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  - 6.6 Community Board Members' Report Verbal

GJ Ion  
**CHIEF EXECUTIVE**

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**Open Meeting**

<b>To</b>	Ngaruawahia Community Board
<b>From</b>	Gavin Ion Chief Executive
<b>Date</b>	23 April 2021
<b>Prepared by</b>	Matt Horsfield Democracy Advisor
<b>Chief Executive Approved</b>	Y
<b>Reference #</b>	GOV0303
<b>Report Title</b>	Register of Interests

**1. EXECUTIVE SUMMARY**

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A copy of the Register of Interests is attached for the Board's information. The register will be updated following receipt of information during the year.

**2. RECOMMENDATION**

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**THAT the report from the Chief Executive be received.**

**3. ATTACHMENTS**

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Register of Interests – Ngaruawahia Community Board.

## Register of Elected Members Interests - Community Boards

Name	Community Board	Financial Interests <i>Please refer to Statement Reference here.</i>		Non - Financial Interests								
		1 to 6	With the exception of	Companies		Employment	Other Organisations		Property	Gifts (received since 21 October 2019)	Payments for activities and services (since 21 October 2019)	Debts
				Director/Manager	Financial Interests		Trustee/Beneficiary	Governing Body				
<b>Kiri-Kauhrangi Breeze Morgan</b>	Ngaruawahia	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Greg Wiechern</b>	Ngaruawahia	No	N/A	• Wiechern Properties Ltd (Rental Properties)	• Wiechern Properties Ltd (Rental Properties)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Jack Ayers</b>	Ngaruawahia	No	N/A	N/A	N/A	N/A	• Waipa School Board of Trustees (Board Member)	N/A	N/A	N/A	N/A	N/A
<b>Rongo Kirkwood</b>	Ngaruawahia	No	N/A	• Riverbed Motel (Accommodation)	• Riverbed Motel (Accommodation)	• Trust Waikato (Community Trust)	N/A	N/A	N/A	N/A	N/A	N/A
<b>Dianne Firth</b>	Ngaruawahia	No	N/A	N/A	• Soalchery (Soap Making) • Snipits (Dress Making)	N/A	• Dianne Firth Family Trust (Trustee) • KH & CL Ulrich Trust (Beneficiary)	• Glen Massey School PTA (Treasurer) -Ngaruawahia High School Board of Trustees	1x Ngaruawahia (Beneficiary of Trust) 1x Hamilton (Beneficiary of Trust)	N/A	N/A	N/A
<b>Venessa Rice</b>	Ngaruawahia	No	N/A	N/A	N/A	• Ngaruawahia Community House (local community services and activities) • Ngaruawahia High School (Husband employed as groundsman)	N/A	Ngaruawahia Community Patrol	2x Ngaruawahia (Owner)	N/A	N/A	N/A

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### **Open Meeting**

<b>To</b>	Ngaruawahia Community Board
<b>From</b>	Gavin Ion Chief Executive
<b>Date</b>	23 April 2021
<b>Prepared by</b>	Matt Horsfield Democracy Advisor
<b>Chief Executive Approved</b>	Y
<b>Reference #</b>	GOV0508
<b>Report Title</b>	Confirmation of Minutes

### **1. EXECUTIVE SUMMARY**

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To confirm the minutes of a meeting of the Ngaruawahia Community Board held on Wednesday 23 March 2021.

### **2. RECOMMENDATION**

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**THAT the minutes of a meeting of the Ngaruawahia Community Board held on Wednesday 23 March 2021 be confirmed as a true and correct record of that meeting.**

### **3. ATTACHMENTS**

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NCB Minutes - 23 March 2021

**MINUTES** of a meeting of the Ngaruawahia Community Board held in the Committee Rooms 1 & 2, District Office, 15 Galileo Street, Ngaruawahia on **TUESDAY 23 MARCH 2021** commencing at **6.01pm**

**Present:**

Mr G Wiechern (Chairperson)  
Ms K Morgan  
Mr J Ayers  
Ms D Firth  
Ms R Kirkwood  
Ms V Rice

**Attending:**

Mr P Henckel (Turangawaewae Maori Wardens)  
Ms T Mercury  
  
Mr K Abbot (Projects & Innovation Manager)  
Mr M Horsfield (Democracy Advisor)

**APOLOGIES AND LEAVE OF ABSENCE**

**Resolved: (Ms Morgan/Ms Rice)**

**THAT** an apology be received from Cr Gibb and Cr Patterson.

**CARRIED**

**NCB2103/01**

**CONFIRMATION OF STATUS OF AGENDA ITEMS**

**Resolved: (Ms Morgan/Ms Firth)**

**THAT** the agenda for a meeting of the Ngaruawahia Community Board held on Tuesday 23 March 2021 be confirmed and all items therein be considered in open meeting;

**AND THAT** all reports be received.

**CARRIED**

**NCB2103/02**

## **DISCLOSURES OF INTEREST**

Mr Wiechern, Ms Kirkwood and Ms Rice advised members of the Board that they would declare a non financial conflict of interest in item 6.2 [*Ngaruawahia RSA and Memorial Club Inc – Installation of flags for ANZAC day*].

## **CONFIRMATION OF MINUTES**

**Resolved: (Ms Morgan/Ms Rice)**

**THAT the minutes of a meeting of the Ngaruawahia Community Board held on Tuesday, 9 February 2021 be confirmed as a true and correct record of that meeting.**

**CARRIED**

**NCB2103/03**

## **REPORTS**

Public Forum  
Agenda Item 5.1

*Turangawaewae Maori Wardens*

Mr Henckel addressed the Board on the following matters:

- Volunteer surveillance patrols – Focus was on morning patrols and patrolling around the Marae.
- Community concern regarding recent domestic violence stabbing event.
- High School children – Dangerous behaviour around train tracks.
- Turangawaewae Maori Wardens reliant on external funding.
- Turangawaewae Maori Wardens want to increase presence in the community.
- Helpful to have increased police presence in the community. Community appreciation that Police are seeking to restore local relationships.

Ms T Mercury

- Concern regarding robberies and assaults in the communities.
- Crime prevention public meeting will occur in a few weeks. Meeting will be supported and promoted by Community Board. The aim of the meeting is to facilitate community interaction.

- Police presented to the February Community Board meeting and explained the importance of the 105 crime line and where clusters of crime occur.
- Neighbourhood support was another useful tool to combat crime locally.
- Concern that gang activity had increased in Ngaruawahia.

#### Discretionary Fund Report to 10 March 2021

##### Agenda Item 6.1

The report was received [*NCB2103/02 refers*] and discussion was held.

- Belgravia Pool commitments progressing.
- Discretionary Fund commitments. Community Board will consider reallocations in the next financial year.

#### Ngaruawahia RSA and Memorial Club Inc – Installation of flags for ANZAC day

##### Agenda Item 6.2

The report was received [*NCB2103/02 refers*] and discussion was held.

- Ngaruawahia RSA expecting a large public attendance at this years ANZAC Day.
- Ngaruawahia has a strong historical connection with the defence forces.
- Memorial Club funds have already allocated towards other projects.
- Cheaper flag installation alternatives weren't available due to health and safety requirements.
- Flag Installation costs have remain consistent each year.

#### **Resolved (Ms Morgan/Ms Firth)**

**THAT an allocation of \$2750 is made to the Ngaruawahia RSA and Memorial Club Inc towards the cost to install the ANZAC flags.**

**CARRIED**

**NCB2103/04**

### Ngaruawahia Works and Issues Report

#### Agenda Item 6.3

The report was received [*NCB2103/02 refers*] and discussion was held.

- No date had been confirmed to repair the vandalism on the Cenotaph.

**ACTION:** Staff to ensure that the Cenotaph was cleaned and repaired before ANZAC Day

- Speed limit signage had been erected for the Glen Massey School. Legislative criteria exists for the installation of speed limits surrounding schools and was only applicable in certain areas.
- Te Mana O Te Rangi reserve – Sign unveiling needs to be further consulted with Kaumatua. Protocols need to be adhered to.

**ACTION:** Chair to continue working to confirm a date for the unveiling.

### Chairperson's Report

#### Agenda Item 6.4

The report was received [*NCB2103/02 refers*] and Mr Wiechern answered questions of the Board.

- Ngaruawahia Swimming Pool management. The contract with Belgravia Leisure ceases this year. There was community concern regarding the cleaning and maintenance of the pool. Swimming pool management did not communicate with the community. Private booking management needed to be reviewed.

### Councillors' Report

#### Agenda Item 6.5

No report was provided.

### Community Board Members Report

#### Agenda Item 6.6

Mr Ayres – Waipa Esplanade Public BBQ's

- BBQ's were not working as effectively as they should be. Mr Ayres had submitted a CRM regarding the issue.

Ms Firth – Photo Panels

- Ms Firth had contacted BP again and was waiting to hear back regarding retrieving the photo panels.





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**Open Meeting**

<b>To</b>	Ngaruawahia Community Board
<b>From</b>	Alison Diaz Chief Financial Officer
<b>Date</b>	12 April 2021
<b>Prepared by</b>	Julie Kelly Support Accountant
<b>Chief Executive Approved</b>	Y
<b>Reference/Doc Set #</b>	GOV0508
<b>Report Title</b>	Discretionary Fund Report to 12 April 2021

**1. EXECUTIVE SUMMARY**

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To update the Board on the Discretionary Fund Report to 12 April 2021.

**2. RECOMMENDATION**

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**THAT** the report from the Chief Financial Officer be received.

**3. ATTACHMENTS**

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Discretionary Fund Report to 12 April 2021

**NGARUAWAHIA COMMUNITY BOARD DISCRETIONARY FUND REPORT 2020/21 (July 2020 - June 2021)**
**As at Date: 12-Apr-2021**

			<b>GL 1.205.1704</b>
<b>2020/21 Annual Plan</b>			20,999.00
<b>Carry forward from 2019/20</b>			63,721.00
	<b>Total Funding</b>		<b>84,720.00</b>
<b>Income</b>			-
<b>Total Income</b>			-
<b>Expenditure</b>			
04-Dec-20	Payment to the Ngaruawahia Community House is approved for the amount of \$1000 (excluding GST) towards their Christmas Market Event 2020.	NCB2010/05	1,000.00
26-Feb-21	NZCB Conference 2021 registration and additional tickets for dinner and function	NCB2102/05	860.87
18-Mar-21	Reimbursement from GP & B Wiechern for additional tickets for dinner and function	NCB2102/05	(204.35)
<b>Total Expenditure</b>			<b>1,656.52</b>
<b>Net Funding Remaining (Excluding commitments)</b>			<b>83,063.48</b>
<b>Commitments</b>			
13-Nov-18	Te Mana o Te Rangi Reserve - includes \$500 commitment for an opening ceremony (NCB1906/04). 08/09/20 Commitment increased by \$20,000 (NCB2009/04)	NCB1811/04 NCB1906/04 NCB2009/04	40,000.00
04-Nov-19	Ngaruawahia Railway Bridge commitment: 50% subsidy of Ngaruawahia pool 18/19 (NCB1811/04) & 19/20. (NCB1911/09) <i>Less : Payments made to Belgravia Leisure for Pool Admissions (23/01/2020)</i> <i>Less : Payments made to Belgravia Leisure for Pool Admissions (28/02/2020)</i> <i>Less : Payments made to Belgravia Leisure for Pool Admissions (26/03/2020)</i>	NCB1811/04 NCB1911/09  NCB2006/04 NCB2002/01	10,000.00   (1,309.74) (903.97) (334.78) 7,451.51
01-Dec-20	Allocation of \$2,000 to the Ngaruawahia High School towards the costs relating to the Ngaruawahia Dog Agility Park project.	NCB2012/03	2,000.00
23-Mar-21	An allocation of \$2750 made to Ngaruawahia RSA and Memorial Club Inc towards the cost to install ANZAC flags.	NCB2103/4	2,750.00
<b>Total Commitments</b>			<b>52,201.51</b>
<b>Net Funding Remaining (Including commitments)</b>			<b>30,861.97</b>

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### **Open Meeting**

<b>To</b>	Ngaruawahia Community Board
<b>From</b>	Kurt Abbot Projects & Innovation Manager
<b>Date</b>	12 April 2021
<b>Prepared by</b>	Sharlene Jenkins Executive Assistant
<b>Chief Executive Approved</b>	Y
<b>Reference/Doc Set #</b>	GOV0508
<b>Report Title</b>	Ngaruawahia Works & Issues Report: Status of Items May 2021

## **1. EXECUTIVE SUMMARY**

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The purpose of this report is to update the Ngaruawahia Community Board on issues arising from the previous meeting and works underway in Ngaruawahia.

## **2. RECOMMENDATION**

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**THAT the report from the Projects & Innovation Manager be received.**

## **3. ATTACHMENTS**

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- Ngaruawahia Community Board Issues Register – May 2021
- Ngaruawahia Works as at 12 April 2021

## NGARUAWAHIA COMMUNITY BOARD ISSUES REGISTER – May 2021

Issue	Area	Action	Comments
Ngaruawahia Dog Agility Park Project	Operations Group / Service Delivery	<p>September 2018: The Community Board would like the old playground equipment to be repurposed for the Ngaruawahia Dog Run as dog agility equipment.</p> <p>There are plans to recycle what we can from the Ngaruawahia Playground and reuse some of it at the dog park on Ellery Street. There are some additional items that will need to be purchased to complete the project but this will be done in the near future.</p> <p>JULY 2020: Staff to continue to make efforts to contact the school and report back to the Board.</p>	<p>SEPTEMBER 2019: WDC staff are working with Ngaruawahia High School who have taken on the design, build and installation project of the dog agility equipment at Ngaruawahia Dog Park. This will earn them a large amount of their NCEA standards for this year. They will be engaging with the Community Board in the near future to progress this project.</p> <p>In addition to this, staff have been approached by the Ngaruawahia Christian Youth Camp regarding any remaining surplus equipment (old metal monkey bars etc) that are not able to be repurposed at the dog parks. Subject to Council resolution, it is planned that this equipment will be gifted to them in the near future rather than disposing of through scrap metal.</p> <p>FEBRUARY 2020: The Ngaruawahia High project is progressing well, but has been on hold due to the school holidays.</p> <p>The students have designed and mapped out their course and sought feedback from Council on any amendments needed prior to approval. This project should pick up momentum now that students have returned to school for Term 1.</p> <p>JUNE 2020: Our Project Development Team have provided feedback on the Ngaruawahia High design and requested more details.</p> <p>As Terms 1 and 2 were disrupted by COVID-19 restrictions, we have not yet received the details requested. We are re-engaging with Ngaruawahia High to support them to progress the project.</p> <p>JULY 2020: Staff have made a number of attempts to contact the Lead Teacher and School Office but have not had any response. Staff will visit the school at the beginning of Term 3 to enquire if the project is still part of the Schools plan for students to earn NCEA credits, or if the project is on hold.</p> <p>SEPTEMBER 2020: Staff will be in attendance at the September meeting to update the Board.</p> <p>OCTOBER 2020: The Ngaruawahia High School project lead teacher will be in attendance at the December Community Board meeting to update the Board.</p> <p>DECEMBER 2020: Ngaruawahia High School Lead Project teacher Adrian Reeves will be in attendance at the December Board meeting to discuss the project.</p>

Issue	Area	Action	Comments
	<p>Cr Patterson</p> <p>Cr Patterson</p> <p>Cr Patterson</p>	<p>DECEMBER 2020: Staff to support with security fencing and signage/communication with the public while install happening.</p> <p>DECEMBER 2020: Cr Patterson to investigate if the other half of original park equipment is available for NHS use.</p> <p>DECEMBER 2020: The Health &amp; Safety of volunteers are our responsibility. Could ask Citycare to help with erecting fences and providing an experienced person on site as part of their community support.</p> <p>Cr Patterson to discuss with Council staff.</p>	<p>JANUARY 2021: Meeting with staff, Cr Patterson and Ms Rice scheduled for 02 February.</p> <p>JANUARY 2021: Meeting with staff, Cr Patterson and Ms Rice scheduled for 02 February.</p> <p>JANUARY 2021: Meeting with staff, Cr Patterson and Ms Rice scheduled for 02 February.</p> <p>MARCH 2021: Cr Patterson and Ms Rice met with staff on 02 February. Will continue working with Ngaruawahia High School to support funding and general enquiries.</p>
<p>Cenotaph Vandalism</p>	<p>Open Spaces, Service Delivery</p>	<p>Staff were notified of the damage to the cenotaph on Tuesday April 23rd and despite us speaking to contractors straight away, we were unable to get it fully repaired in time for Anzac Day.</p> <p>To ensure that there was no disruption to the ceremony on the day contractors repaired the cracks and reinstated the plaque. The marble slab was removed and the mess was tidied up.</p> <p>Contact was made with the RSA to let them know what had happened and they provided us with photographs of the cenotaph from before the damage. Through this we discovered that two brass wreaths had also been stolen.</p> <p>Since then, we have been contacted by Chris Allen from Architectural Building Conservation Ltd. They have offered to repair the damage for free. The remaining pieces of Marble have been delivered to him in Paeroa.</p> <p>There was extensive damage to the stone and therefore we no longer have large enough pieces to be able to "glue" it all back together. Chris said that the quarry that supplied the</p>	<p>SEPTEMBER 2019: This is still ongoing. Staff are working with contractors to source stone and organise installation.</p> <p>FEBRUARY 2020: Due to the specialist nature of the work required to repair the cenotaph we have engaged a company, Architectural Building Conservation, to undertake this work.</p> <p>The stonework is relatively simple to repair, it took some investigation to source stone that matches. They are having issues finding someone to recreate the bronze wreathes/plaques, they have been waiting on their contact to return from holiday.</p> <p>We have decided to proceed with the repairs to the stonework while we continue to work with the contractor to find a solution to the replacement of the bronze wreathes.</p> <p>We were hoping that a historical or heritage organisation or museum have an existing wreath that is similar that we are able to make a mould of, but we are rapidly running out of places that may be able to provide this. We are now looking into having a sculptor create new wreaths with the old photos as reference.</p> <p>We are hoping that the new wreaths will be in place before Anzac Day.</p> <p>MARCH 2020: Replica bronze wreathes are being sculpted and cast. Still waiting on a quote to repair the stone work. Stone has been sourced.</p> <p>JUNE 2020: Replica bronze wreathes are now made, despite COVID-19 causing delays. The sculptor will deliver them to us once payment has been</p>

Issue	Area	Action	Comments
		<p>stone for these types of monuments around the country closed and it has been a struggle to match the marble since then.</p> <p>He will do some investigating, contact his suppliers and will let us know if he is able to source it, if the slab is repairable and if so, how long it will take. He is also going to find a supplier of the wreaths and will let us know the cost.</p> <p>MARCH 2021: Staff to ensure that the Cenotaph was cleaned and repaired before ANZAC day.</p>	<p>received. Once delivered we can obtain a quote for the stone work and get both the wreathes installed and the stonework repaired.</p> <p>JULY 2020: The stone has been milled and the wreaths are ready to go so repairs will begin as soon as the contractor is available to travel down.</p> <p>SEPTEMBER 2020: Waiting for contractor who has a backlog of work.</p> <p>OCTOBER 2020: The contractor has attended to undertake the repairs but discovered that a plaque had been attached where it did not belong. The plaque couldn't be removed until we confirmed how it was attached. This has now been confirmed and will be removed next week. The contractor will return once the plaque has been removed.</p> <p>DECEMBER 2020: The plaque has been removed. Awaiting contractor availability to complete the work.</p> <p>JANUARY 2021: The stone has been repaired and wreathes installed. There is still a plaque to be reattached. The plaque is damaged and may require repairs. The contractor has been engaged to undertake this work.</p> <p>MARCH 2021: Contractor has been delayed, work will be undertaken as soon as they are available.</p> <p>APRIL 2021: The contractor engaged to repair the plaque fell through. Another contractor has now been engaged. The Cenotaph will be repaired in time for ANZAC day.</p>
Speed Limits – Schools	Roading, Service Delivery	<p>JULY 2020: Staff to check the accuracy of District Mapping, in particular Glen Massey School on Waingaro Road and follow up on 40km school limit signage in Ngaruawahia.</p>	<p>SEPTEMBER 2020: Permanent speed limit changes for all Waikato district schools are being considered to ensure consistency across the district. We are waiting on guidance from the Ministry of Transport before presenting a report to Council for resolution change to the bylaw (likely to be October).</p> <p>OCTOBER 2020: A paper is being prepared for the November Policy &amp; Regulatory meeting for speed limit changes around all schools in the district.</p> <p>DECEMBER 2020: This report has been deferred until the New Year. Staff will provide a link to the report for the Board's information once it is presented to Policy &amp; Regulatory.</p> <p>JANUARY 2021: The implementation of the district-wide speed bylaw will be presented to Council in May 2021. The speed zones outside of schools are changing across the entire district and this is one of many proposed changes which will be put before Council for their approval.</p>

Issue	Area	Action	Comments
Te Mana O Te Rangi Reserve Update	Open Spaces, Service Delivery	<p>SEPTEMBER 2020: Update requested by the Chair.</p> <p>OCTOBER 2020: Staff requested to attend the Board's workshop on 03 November to provide an update on Te Mana O Te Rangi Reserve.</p> <p>FEBRUARY 2021: Staff to meet with Mana Whenua groups and advise the Community Board of the unveiling arrangements.</p> <p>MARCH 2021: Chair to continue working to confirm a date for the unveiling.</p>	<p>OCTOBER 2020: Survey and drone photos are complete. We now need to stitch the aerals together and overlay on the survey before we are ready for another hui to discuss engaging the specialist from Waikato Regional Council. This should be completed in the next couple of weeks.</p> <p>DECEMBER 2020: A Waikato Regional Council advisor has been engaged to provide development guidelines.</p> <p>JANUARY 2021: Development guidelines have been provided by Waikato Regional Council. Ngaruawahia Community Board is now working with Waikato District Council and Ngati Tamainupo to hold an event for unveiling the reserves signage. The signage will be installed by WDC shortly before the event.</p> <p>MARCH 2021: Staff have had discussions with the Ngaruawahia Community Board; Turangawaewae Kaumatua; Turangawaewae Trust Board; and Tamainupo Representatives. A plan for the unveiling / blessing is still to be confirmed.</p>
Daffodil Volunteer Planting Day 2021	Community Board / Open Spaces, Service Delivery	<p>OCTOBER 2020: The Community Board would like to organise a daffodil volunteer planting day in 2021.</p> <p>FEBRUARY 2021: Mr Ayres will be the contact person to lead the volunteer day. Waikato District Council to assist the lead with completing Health &amp; Safety Plan.</p>	<p>Staff would like to know if the Community Board is interested in organising a daffodil volunteer planting day for around April next year?</p> <p>The Community Board would need to commit approximately 2hours for 30 people (or break this down into a smaller group over a couple of days). Waikato District Council will supply 1500 bulbs if the community supplies the volunteers. 1500 daffodils is approximately 60m2.</p> <p>Open Spaces will confirm locations closer to the time, but it would likely be Waipa or Waikato Esplanade. If the Community Board is keen, Council will also get the approval of iwi and mana whenua.</p> <p>DECEMBER 2020: Staff are still to contact iwi and mana whenua.</p> <p>JANUARY 2021: Ngaruawahia Community Board to provide a contact person to lead the volunteer day. WDC to assist the lead with completing health and safety plan.</p> <p>MARCH 2021: Staff will be contacting Mr Ayres to discuss drafting a JSA (Job Safety Analysis).</p> <p>APRIL 2021: The JSA is complete. Daffodils will be delivered to the different groups across the district once they have been received, this should be in the next few weeks. Mr Ayres to confirm date of planting day.</p> <p><i>(Update as at 06 April)</i></p>



## **NGARUAWAHIA WORKS – 12 April 2021**

### **Bridges**

#### **Perry Bridge Lighting – Power System Replacement**

Grid tied solution is looking prohibitively expensive. Pricing of a compatible replacement off-grid solution to progress.

#### **Sportsfield Lighting – Paterson Park**

The kick-off meeting was carried out with preferred electrical contractor Elektron. They have reviewed Odyssey's lighting design and will visit the site to assess what can be re-used, and if the power supply is sufficient.

Elektron will report back outline scope, timeline, and costs for the project.

With lead-times for poles at 16 weeks and lights up to 20 weeks, procurement will likely take until September, with construction to follow.

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### **Open Meeting**

<b>To</b>	Ngaruawahia Community Board
<b>From</b>	Tony Whittaker Chief Operating Officer
<b>Date</b>	13 April 2021
<b>Prepared by</b>	Sharlene Jenkins Executive Assistant
<b>Chief Executive Approved</b>	Y
<b>Reference/Doc Set #</b>	GOV0508
<b>Report Title</b>	Third Quarter Service Request Report

### **1. EXECUTIVE SUMMARY**

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To update the Board on the Third Quarter Service Request Report to 31 March 2021.

### **2. RECOMMENDATION**

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**THAT** the report from the Chief Operating Officer be received.

### **3. ATTACHMENTS**

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Third Quarter Service Request Report for Ngaruawahia Community Board

# Service Request Time Frames By Ward for <sup>19</sup>

NGA

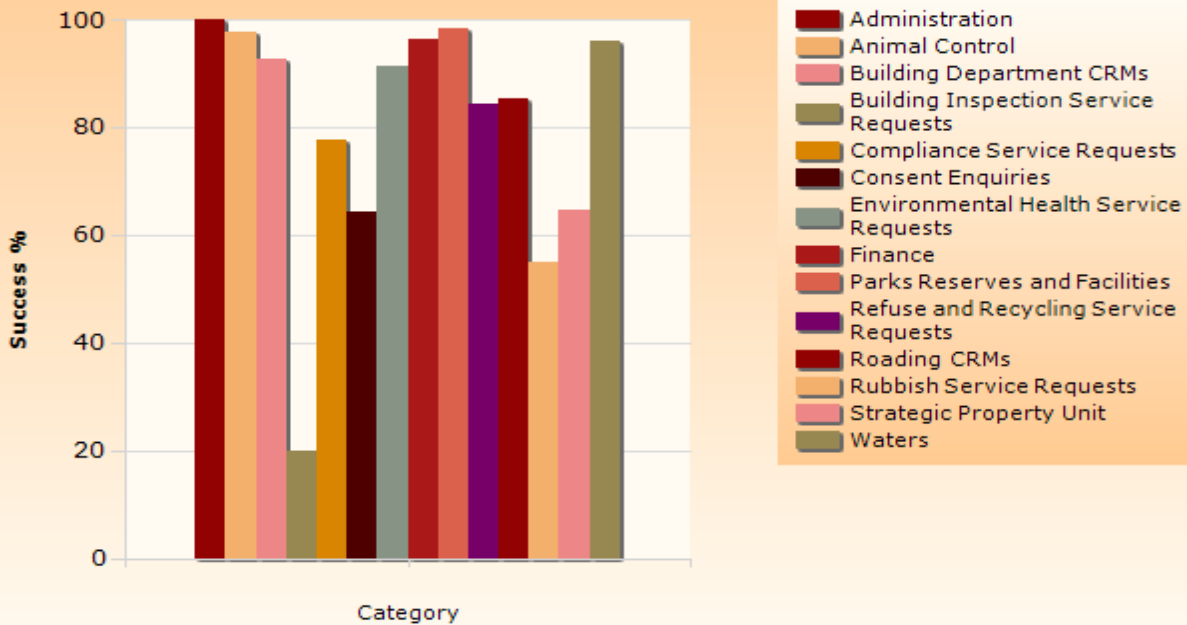


Date Range: 01/01/2021 to 31/03/2021

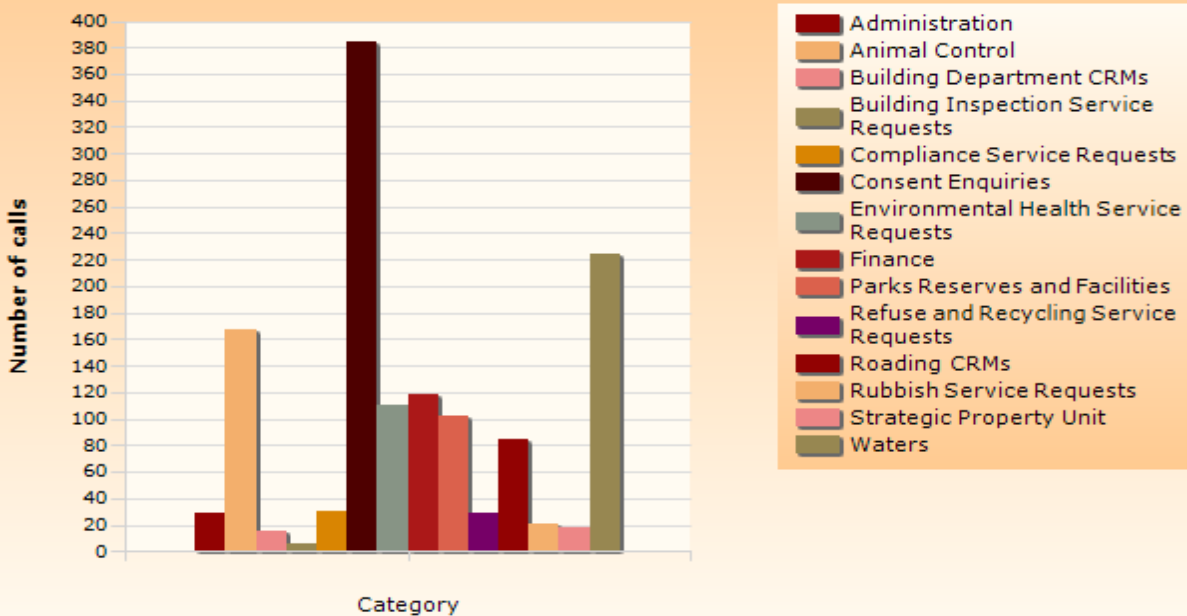
The success rate excludes Open Calls as outcome is not yet known.

4/13/2021 2:27:13 PM

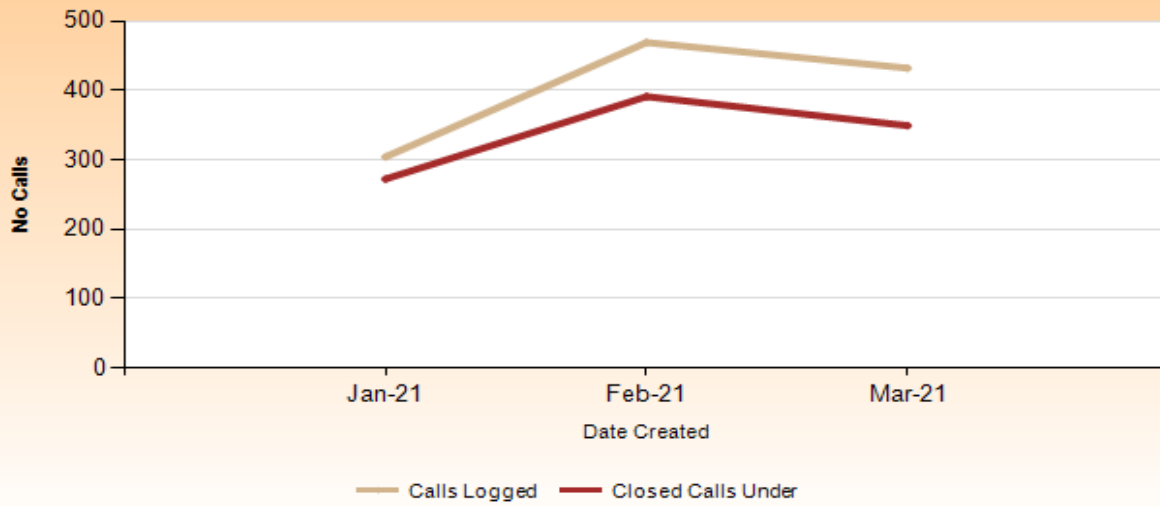
## Call Completion % Success by Type



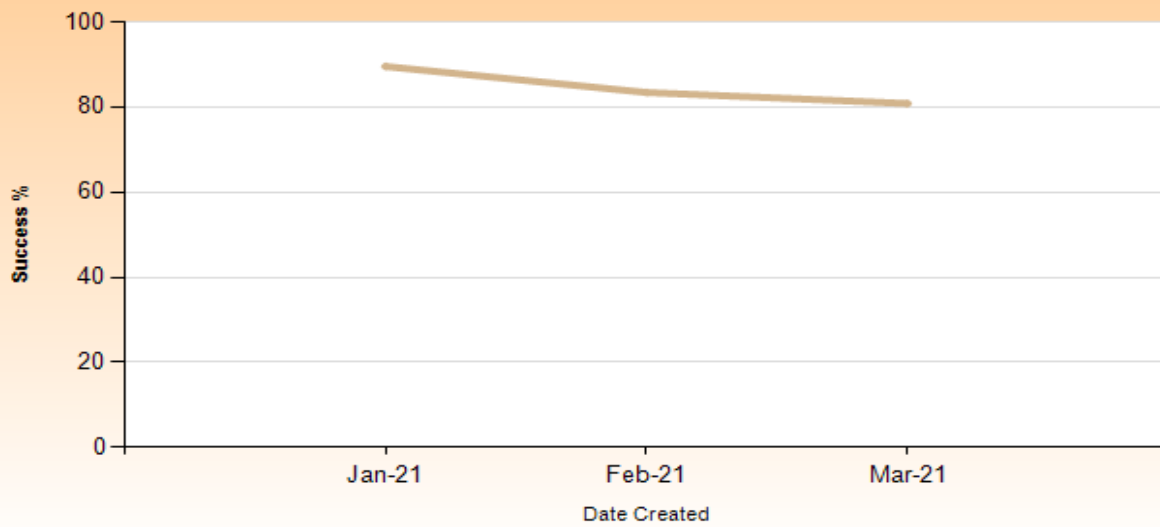
## Number of Calls logged by Type



### Volume of Calls Closed vs Calls Closed in Time



### Completion Success per month



			Open		Closed		
<b>Closed Calls</b> are those calls logged during the time period that are now closed.	<b>Open Calls</b> are all the calls open for the ward and may have been logged at any time.	<b>Number of Calls</b>	<b>Open Calls Over</b>	<b>Open Calls Under</b>	<b>Closed Calls Over</b>	<b>Closed Calls Under</b>	<b>Success Rate</b>
<b>Administration</b>							
	<b>Summary</b>	<b>29</b>				<b>29</b>	<b>100.00%</b>
	Pro rated rates for the period xx to xx	29				29	100.00%
<b>Animal Control</b>							
	<b>Summary</b>	<b>167</b>	<b>8</b>	<b>14</b>	<b>3</b>	<b>142</b>	<b>97.93%</b>
	Animal Charges	30	1		1	28	96.55%
	Dog / Cat Trap Required	3		2		1	100.00%
	Dog Control Assist Police	1				1	100.00%
	Dog Property Visit	20	1		1	18	94.74%
	Dog Straying - Current	31	1		1	29	96.67%
	Dog Straying - Historic	11	3			8	100.00%
	Dog Surrender	7				7	100.00%
	Dog Welfare - Immediate threat to life	2				2	100.00%
	Dog Welfare - Not immediate threat to life	2				2	100.00%
	Dog/Animal Missing	11				11	100.00%
	Dogs Aggression - Current	4	1			3	100.00%
	Dogs Aggression - Historic	7	1			6	100.00%
	Dogs Barking Nuisance	31		12		19	100.00%
	Livestock Trespassing - Current	7				7	100.00%
<b>Building Department CRMs</b>							
	<b>Summary</b>	<b>15</b>		<b>1</b>	<b>1</b>	<b>13</b>	<b>92.86%</b>
	Building near any Pipe/Infrastructure may req CCTV	1		1			0.00%
	PEO General Enquiry	14			1	13	92.86%
<b>Building Inspection Service Requests</b>							
	<b>Summary</b>	<b>6</b>		<b>1</b>	<b>4</b>	<b>1</b>	<b>20.00%</b>
	Building Inspection Service Requests	6		1	4	1	20.00%
<b>Compliance Service Requests</b>							
	<b>Summary</b>	<b>31</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>21</b>	<b>77.78%</b>
	Compliance - Animal By Law	6			3	3	50.00%
	Compliance - Unauthorised Activity	19	2	2		15	100.00%
	Freedom Camping incidents/complaints/queries	2			2		0.00%
	Illegal parking	2				2	100.00%
	Non-animal bylaws	2			1	1	50.00%
<b>Consent Enquiries</b>							
	<b>Summary</b>	<b>384</b>		<b>23</b>	<b>128</b>	<b>233</b>	<b>64.54%</b>
	Planning Process	10		1	4	5	55.56%
	Property Information Request	92		4	1	87	98.86%
	Rural Rapid Number assignment & purchase of plates	4				4	100.00%
	Zoning and District Plan Enquiries	278		18	123	137	52.69%

<b>Environmental Health Service Requests</b>	<b>Summary</b>	<b>111</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>98</b>	<b>91.59%</b>	
	Environmental Health Complaint	10	1	1	5	3	37.50%	
	Noise Complaint - Environmental Health	7		2		5	100.00%	
	Noise complaints straight to contractor	94			4	90	95.74%	
<b>Finance</b>	<b>Summary</b>	<b>118</b>		<b>5</b>	<b>4</b>	<b>109</b>	<b>96.46%</b>	
	Credit Control Query	66		2	3	61	95.31%	
	Rates query	52		3	1	48	97.96%	
<b>Parks Reserves and Facilities</b>	<b>Summary</b>	<b>102</b>	<b>1</b>	<b>28</b>	<b>1</b>	<b>72</b>	<b>98.63%</b>	
	Parks & Reserves - Boat Ramp and Jetty issues	1				1	100.00%	
	Parks & Reserves - Buildings	40	1		1	38	97.44%	
	Parks & Reserves - Graffiti	5				5	100.00%	
	Parks & Reserves - Lake Access	27		27			0.00%	
	Parks & Reserves - Non-urgent Public Toilet Issues	2				2	100.00%	
	Parks & Reserves - Reserve Issues	24		1		23	100.00%	
	Parks & Reserves-Council owned buildings on reserv	3				3	100.00%	
	<b>Refuse and Recycling Service Requests</b>	<b>Summary</b>	<b>29</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>22</b>	<b>84.62%</b>
New collections		3	1			2	100.00%	
Recycling Not Collected		4				4	100.00%	
Refuse - Non-Collection		10	1			9	100.00%	
Refuse & Recycling Contractor Complaints		1				1	100.00%	
Refuse & Recycling Enquiries		6			4	2	33.33%	
Rubbish bag sticker/tag orders - internal use only		5		1		4	100.00%	
<b>Roading CRMs</b>	<b>Summary</b>	<b>85</b>		<b>17</b>	<b>10</b>	<b>58</b>	<b>85.29%</b>	
	Boundary fences on roads - permanent & temporary	1				1	100.00%	
	Emergency Events - 1 Hr Response	7				7	100.00%	
	Footpath Maintenance - Non_Urgent	1				1	100.00%	
	New Vehicle Entrance Request	26		9		17	100.00%	
	Request 4 new street light path sign etc	4		2		2	100.00%	
	Road Culvert Maintenance	10		1	4	5	55.56%	
	Road Safety Issue Enquiries	8		2		6	100.00%	
	Roading Work Assessment Required - OnSite 5WD	11		2	2	7	77.78%	
	Routine Roding Work Direct to Contractor 5WD Comp	6			1	5	83.33%	
	Street Light Maintenance	4			1	3	75.00%	
	Urgent Roding Work 4Hr Response	2				2	100.00%	
	Vegetation Maintenance	5		1	2	2	50.00%	
	<b>Rubbish Service Requests</b>	<b>Summary</b>	<b>21</b>		<b>1</b>	<b>9</b>	<b>11</b>	<b>55.00%</b>
		Abandoned Vehicle	4		1	3		0.00%
Illegal Rubbish Dumping		17			6	11	64.71%	

<b>Strategic Property Unit</b>							
<b>Summary</b>	<b>18</b>		<b>1</b>	<b>6</b>	<b>11</b>	<b>64.71%</b>	
Council owned land CRMs	6			2	4	66.67%	
Lease and Licence Enquiry (Existing Lease/Licence)	3		1	1	1	50.00%	
New Lease/Licence Enquiry	2				2	100.00%	
Paper Roads Enquiries CRM	5			3	2	40.00%	
Pensioner Housing Issue Request	2				2	100.00%	
<b>Waters</b>							
<b>Summary</b>	<b>224</b>	<b>2</b>	<b>22</b>	<b>8</b>	<b>192</b>	<b>96.00%</b>	
3 Waters Enquiry	34			2	32	94.12%	
3 Waters Safety Complaint - Non Urgent	1				1	100.00%	
3 Waters Safety Complaint - Urgent	1				1	100.00%	
Drinking water billing	9		2		7	100.00%	
Drinking Water Final Meter Read	90		16		74	100.00%	
Drinking Water Major Leak	6				6	100.00%	
Drinking Water minor leak	47	1	1	2	43	95.56%	
Drinking Water quality	1				1	100.00%	
Drinking Water Quantity/Pressure	3				3	100.00%	
Fix Water Toby	9	1	1		7	100.00%	
New Drinking Storm Waste water connections	5				5	100.00%	
No Drinking Water	1				1	100.00%	
Stormwater Open Drains	3		1		2	100.00%	
Stormwater Property Flooding	2				2	100.00%	
Stormwater Property Flooding Urgent	3				3	100.00%	
Wastewater Odour	2				2	100.00%	
Wastewater Overflow or Blocked Pipe	6		1	3	2	40.00%	
Wastewater Pump Alarm	1			1		0.00%	
<b>Total</b>	<b>1340</b>	<b>16</b>	<b>119</b>	<b>193</b>	<b>1012</b>	<b>83.98%</b>	