

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, 27 JULY 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**

- 3. DISCLOSURES OF INTEREST** 2
The Register of Interests for the Board is attached for information purposes and for members to update any interests they may have.

- 4. CONFIRMATION OF MINUTES** 4
 Meeting held on Tuesday, 15 June 2021

- 5. PUBLIC FORUM**

- 6. REPORTS**
- 6.1 Discretionary Fund Report to 13 July 2021 9
- 6.2 Ngaruawahia Works and Issues Report: Status of Items July 2021 11
- 6.3 Fourth Quarter Service Request Report 18
- 6.4 Chairperson's Report Verbal
- 6.5 Councillors' Report Verbal
- 6.6 Community Board Members' Report Verbal

GJ Ion
CHIEF EXECUTIVE

Open Meeting

To	Ngaruawahia Community Board
From	Gavin Ion Chief Executive
Date	19 July 2021
Prepared by	Matt Horsfield Democracy Advisor
Chief Executive Approved	Y
Reference #	GOV0303
Report Title	Register of Interests

1. EXECUTIVE SUMMARY

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

THAT the report from the Chief Executive be received.

3. ATTACHMENTS

Register of Interests – Ngaruawahia Community Board.

Register of Elected Members Interests

Name	Community Board	Financial Interests Please refer to Statement Reference here.		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				
Kiri-Kauhrangi Breeze Morgan	Ngaruawahia	No	N/A	N/A	N/A	N/A	• Ngaruawahia Tu Tangata Trust (Trustee)	Turangaeawae Kohanga Reo (Co-Chair)	N/A	N/A	N/A	N/A
Greg Wiechern	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
Jack Ayers	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
Rongo Kirkwood	Ngaruawahia	No	N/A	• Riverbed Motel (Accommodation)	• Riverbed Motel (Accommodation)	• Trust Waikato (Community Trust)	• Ngaruawahia High School Board of Trustee (Board Member)	N/A	N/A	N/A	N/A	N/A
Dianne Firth	Ngaruawahia	No	N/A	N/A	• Soalchery (Soap Making) • Shipits (Dress Making)	N/A	• Dianne Firth Family Trust (Trustee) • KH & CL Ulrich Trust (Beneficiary)	• Glen Massey School PTA (Treasurer)	1x Ngaruawahia (Beneficiary of Trust) 1x Hamilton (Beneficiary of Trust)	N/A	N/A	N/A
Venessa Rice	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

YELLOW INDICATES THAT THE ELECTED MEMBER DID NOT SUBMIT A COMPLETED FORM

Open Meeting

To	Ngaruawahia Community Board
From	Gavin Ion Chief Executive
Date	19 July 2021
Prepared by	Matt Horsfield Democracy Advisor
Chief Executive Approved	Y
Reference #	GOV0508
Report Title	Confirmation of Minutes

1. EXECUTIVE SUMMARY

To confirm the minutes of a meeting of the Ngaruawahia Community Board held on Tuesday 15 June 2021

2. RECOMMENDATION

THAT the minutes of a meeting of the Ngaruawahia Community Board held on Tuesday 15 June 2021 be confirmed as a true and correct record of that meeting.

3. ATTACHMENTS

NCB Minutes – 15 June 2021

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

Present:

Mr G Wiechern (Chairperson)
Mr J Ayers
Ms D Firth
Ms R Kirkwood
Ms V Rice
Cr JM Gibb
Cr E Patterson

Attending:

Ms N Burwell (Citycare)
Mr G Andrews (Citycare)

Mr M Horsfield (Democracy Advisor)

APOLOGIES AND LEAVE OF ABSENCE

Resolved: (Cr Gibb/Ms Rice)

THAT the apologies from Ms N Armstrong-Nield, Ms K Morgan and Mr K Abbot be received.

CARRIED

NCB2106/01

CONFIRMATION OF STATUS OF AGENDA ITEMS

Resolved: (Cr Gibb/Ms Firth)

THAT the agenda for a meeting of the Ngaruawahia Community Board held on Tuesday 15 June 2021 be confirmed and all items therein be considered in open meeting;

AND THAT all reports be received.

CARRIED

NCB2106/02

DISCLOSURES OF INTEREST

There were no disclosures of interest.

Mr Wiechern requested his Register of Interests details be updated to remove the following non-financial interest.

- Employment – Motorhome Solar Ltd

ACTION: The Democracy Advisor to update the Register of Interest to include the changes noted by Mr Wiechern.

CONFIRMATION OF MINUTES

Resolved: (Cr Patterson/Ms Kirkwood)

THAT the minutes for the meeting of the Ngaruawahia Community Board held on Tuesday 4 May 2021 be confirmed as a true and correct record.

CARRIED

NCB2106/03

REPORTS

Public Forum
Agenda Item 5.1

The following items were discussed at the Public Forum

Citycare Waikato

- Citycare focused on the maintenance of facilities. Citycare has worked to remove graffiti on one of the main street roller-doors.

- Citycare can place anti-graffiti coatings on murals and other frequently graffitied areas.
- Citycare looks for opportunities to assist the community, such as providing paint for school and community projects such as murals. Additionally they partner with Schools to adopt areas for restoration and cleaning.
- Te Mana O Te Rangi Reserve– Discussed Citycare could help develop the reserve.
- Discussed working with Turangawaewae Marae about gardening along the Turangawaewae wall. Kuia were supportive of the Council developing and maintaining the garden.
- Reassurance was asked that newly planted daffodil bulbs will not be mowed over.

ACTION: Council to provide Citycare of Daffodil planting locations.

Discretionary Fund Report to 31 May 2021

Agenda Item 6.1

The report was received [NCB2106/02 refers] and the following discussion was held:

- Discretionary Fund was looking very healthy. Commitments were needed.
- Discussed a commitment for Security and CCTV Camera Surveillance. Camera Licensing Trust could liaise with Hamilton City Council to collaborate on technology.

Resolved: (Cr Gibb/Ms Firth)

THAT an commitment of \$25,000 be allocated from the Discretionary Fund to an ongoing Security Project in Ngaruawahia.

CARRIED

NCB2106/04

Ngaruawahia Works & Issues Report: Status of Items June 2021

Agenda Item 6.2

The report was received [NCB2106/02 refers] and the following discussion was held:

- Dog Agility Park – High School representatives will investigate budgeting for the park.
- Dog Park Carpark – Concern expressed regarding how cars can manouver in and out of the carpark.

Chairperson's Report

Agenda Item 6.3

The Chair provided a verbal report and answered questions of the Board.

- Board Chair had a discussion surrounding workshopping the state of the town centre and the need to consider a refresh.
- Discussion held surrounding the Representation Review and the importance of civic education and involvement with Community Boards.

Councillors' Report

Agenda Item 6.4

Crs Gibb and Patterson gave a verbal overview on current Council issues.

- Cr Patterson – Been busy with LTP Hearings/Deliberations and Solid Waste Subcommittees. Decisions have been made with the focus on long term beneficial outcomes.
- Cr Gibb – Been busy with District Plan and LTP Hearings.

Community Board Members' Report

Agenda Item 6.5

Members provided a verbal report on the following issues:

- Mr Ayres – Reinterated keeping the Daffodils undisturbed.
- Ms Kirkwood – Mihi to Cr Patterson & Gibb regarding their support for Maori Wards.
- Ms Rice – Focusing on the Dog Agility Park and the Town Security CCTV Cameras.
- Ms Firth – BP Photo Panels. A reference number has been provided and been informed BP is not liable for third party damage for the photo panels. Still yet to ascertain where the panels are kept.

There being no further business the meeting was declared closed at 7:12PM.

Minutes approved and confirmed this _____ day of _____ 2021.

Mr G Wiechern
CHAIRPERSON

Open Meeting

To	Ngaruawahia Community Board
From	Alison Diaz Chief Financial Officer
Date	13 July 2021
Prepared by	Julie Kelly Support Accountant
Chief Executive Approved	Y
Reference/Doc Set #	GOV0508
Report Title	Discretionary Fund Report to 13 July 2021

1. EXECUTIVE SUMMARY

To update the Board on the Discretionary Fund Report to 13 July 2021.

2. RECOMMENDATION

THAT the report from the Chief Financial Officer be received.

3. ATTACHMENTS

Discretionary Fund Report to 13 July 2021

NGARUAWAHIA COMMUNITY BOARD DISCRETIONARY FUND REPORT 2020/21 (July 2020 - June 2021)
As at Date: 13-Jul-2021

			GL 1.205.1704
2020/21 Annual Plan			20,999.00
Carry forward from 2019/20			63,721.00
	Total Funding		84,720.00
Income			-
Total Income			-
Expenditure			
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
28-Apr-21	Ngaruawahia RSA Anzac Day Flag installation	NCB2103/4	2,750.00
01-Jun-21	Payment to Clandon Daffodils Ltd of \$500 (incl GST) for the purchase of Daffodil bulbs for community planting.	NCB2105/04	434.78
Total Expenditure			4,184.78
Net Funding Remaining (Excluding commitments)			80,535.22
Commitments			
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
15-Jun-21	Commitment of \$25,000 allocated to an ongoing Security Project in Ngaruawahia	NCB2106/04	25,000.00
Total Commitments			74,451.51
Net Funding Remaining (Including commitments)			6,083.71

Open Meeting

To	Ngaruawahia Community Board
From	Kurt Abbot Projects & Innovation Manager
Date	12 July 2021
Prepared by	Sharlene Jenkins Executive Assistant
Chief Executive Approved	Y
Reference/Doc Set #	GOV0508 / 3155883
Report Title	Ngaruawahia Works & Issues Report: Status of Items July 2021

1. EXECUTIVE SUMMARY

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

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

3. ATTACHMENTS

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

NGARUAWAHIA COMMUNITY BOARD ISSUES REGISTER – July 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
	Cr Patterson	DECEMBER 2020: Staff to support with security fencing and signage/communication with the public while install happening.	JANUARY 2021: Meeting with staff, Cr Patterson and Ms Rice scheduled for 02 February.
	Cr Patterson	DECEMBER 2020: Cr Patterson to investigate if the other half of original park equipment is available for NHS use.	JANUARY 2021: Meeting with staff, Cr Patterson and Ms Rice scheduled for 02 February.
	Cr Patterson	DECEMBER 2020: The Health & 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. Cr Patterson to discuss with Council staff.	JANUARY 2021: Meeting with staff, Cr Patterson and Ms Rice scheduled for 02 February. 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.
Speed Limits – Schools	Roading, Service Delivery	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.	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). OCTOBER 2020: A paper is being prepared for the November Policy & Regulatory meeting for speed limit changes around all schools in the district. 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 & Regulatory. 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. JUNE 2021: This report is still to be presented to Council. JULY 2021: The staff report <i>Proposed 2021 Amendments to the Waikato District Council Speed Limits Bylaw 2011</i> has been submitted to the Policy & Regulatory Committee meeting on 21 July 2021.

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 & 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>

Issue	Area	Action	Comments
		JUNE 2021: Council to provide Citycare of Daffodil planting locations.	JULY 2021: All locations of Daffodil planting throughout the district, including Ngaruawahia were provided to Citycare on 16 June.
Thai Food Truck	Monitoring, Customer Support	MAY 2021: Staff to investigate issues regarding the location of the food truck and request they move to an alternative location.	<p>JUNE 2021: Council Monitoring staff have approached the food truck and although compliant from a parking and trading in public places perspective discussed traffic safety concerns as a result of the food truck location.</p> <p>The food truck has since moved to a new location.</p> <p>Council are keeping an eye on the new location as it seems to now be spot for car boot sales (plants being the most recent).</p> <p>No further complaints have been received since the food truck moved but our Compliance Officer is aware and regularly passes the new location.</p>

NGARUAWAHIA WORKS – 12 July 2021

Perry Bridge Lighting – Power System Replacement

Continuing discussions with specialist in off-grid solutions to replace the power supply and lights.

Sportsfield Lighting – Paterson Park

Elektron (preferred supply and installation contractor) have advised they'll be able to provide completed scope, design and pricing this month.

Waipa Esplanade Reserve Carpark

Nearing completion. Some work to be done to create a more gentle slope on the path while still allowing access for maintenance on side by side vehicle, and moving the mower access gates and bollards at the northern end.



Roadmarking completed

Dog Park Reserve Carpark

The contractors Traffic Management Plan is now with KiwiRail who are involved due to the proximity to the Level Crossing. A KiwiRail 'Permit to Enter' will be needed.

Ngaruawahia Aquatic Centre

Entranceway

This is a proposed new entranceway off Market Street to be designed and constructed to improve access to the pool. Currently scoping the works.

Building works

Currently receiving scoping for bleachers (seating) replacement, decking replacement, office window upgrades, painting/roofing works. Budget is \$20,000.

Open Meeting

To	Ngaruawahia Community Board
From	Tony Whittaker Chief Operating Officer
Date	12 July 2021
Prepared by	Sharlene Jenkins Executive Assistant
Chief Executive Approved	Y
Reference/Doc Set #	GOV0508
Report Title	Fourth Quarter Service Request Report

1. EXECUTIVE SUMMARY

To update the Board on the Fourth Quarter Service Request Report to 30 June 2021.

2. RECOMMENDATION

THAT the report from the Chief Operating Officer be received.

3. ATTACHMENTS

Fourth Quarter Service Request Report for Ngaruawahia Community Board

Service Request Time Frames By Ward for ¹⁹

NGA

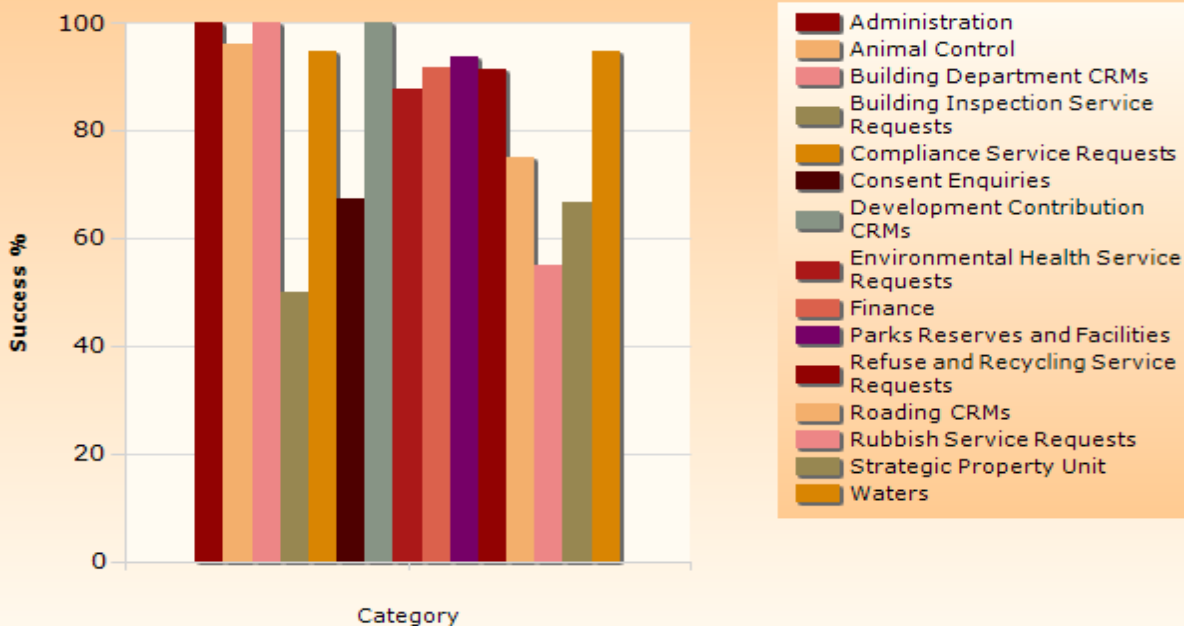


Date Range: 01/04/2021 to 30/06/2021

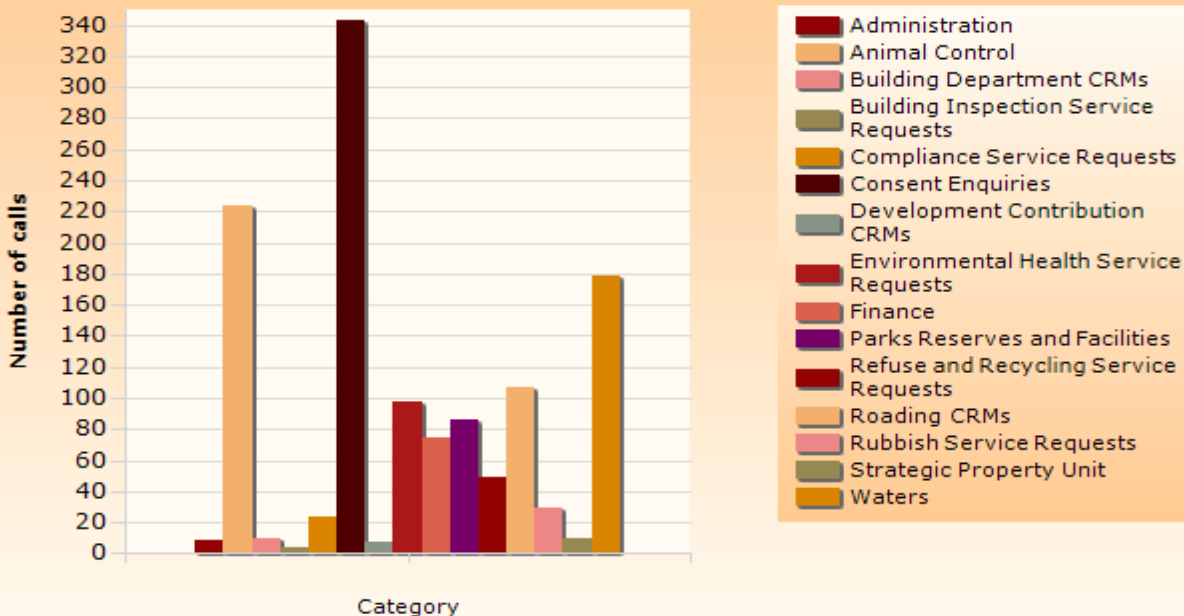
The success rate excludes Open Calls as outcome is not yet known.

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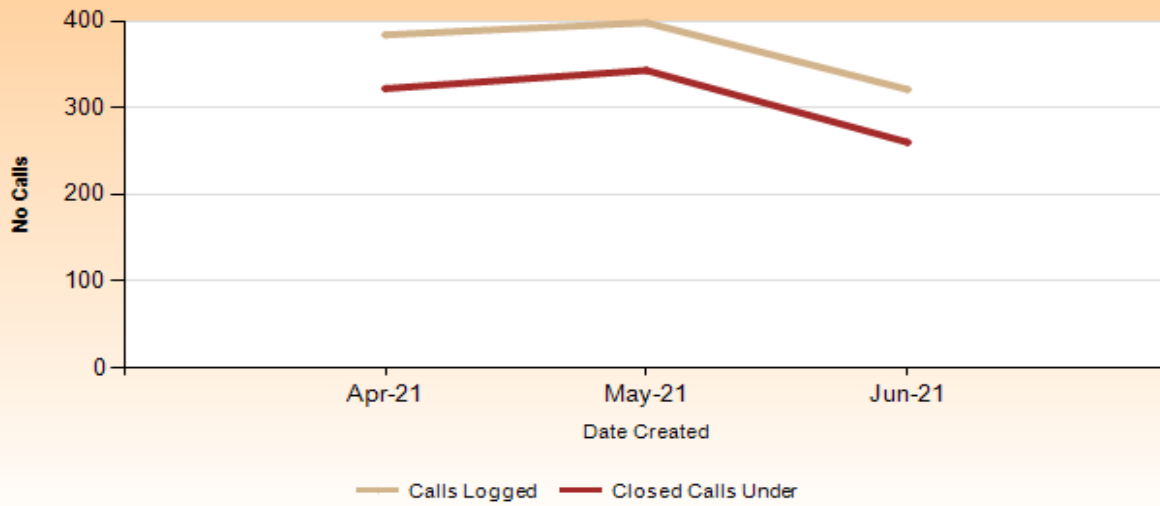
Call Completion % Success by Type



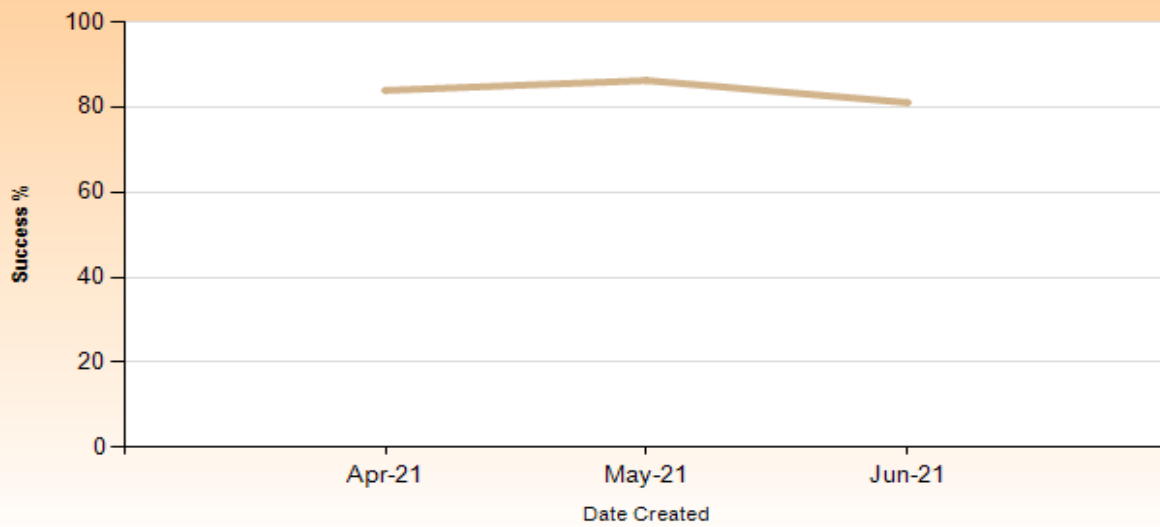
Number of Calls logged by Type



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 for the ward 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
Administration							
	Summary	9				9	100.00%
	Pro rated rates for the period xx to xx	9				9	100.00%
Animal Control							
	Summary	224	14	9	8	193	96.02%
	Animal Charges	62	4	1		57	100.00%
	Dog / Cat Trap Required	3				3	100.00%
	Dog Property Visit	23	4	1		18	100.00%
	Dog Straying - Current	40	1		3	36	92.31%
	Dog Straying - Historic	16	1		1	14	93.33%
	Dog Surrender	3				3	100.00%
	Dog Welfare - Not immediate threat to life	5				5	100.00%
	Dog/Animal Missing	18		2		16	100.00%
	Dogs Aggression - Current	10	2		1	7	87.50%
	Dogs Aggression - Historic	10	1		3	6	66.67%
	Dogs Barking Nuisance	27		5		22	100.00%
	Livestock Trespassing - Current	6	1			5	100.00%
	Livestock Trespassing - Historic	1				1	100.00%
Building Department CRMs							
	Summary	10				10	100.00%
	Building near any Pipe/Infrastructure may req CCTV	1				1	100.00%
	PEO General Enquiry	9				9	100.00%
Building Inspection Service Requests							
	Summary	4			2	2	50.00%
	Building Inspection Service Requests	4			2	2	50.00%
Compliance Service Requests							
	Summary	24	2	3	1	18	94.74%
	Compliance - Animal Bylaw	5		3		2	100.00%
	Compliance - Unauthorised Activity	16	2			14	100.00%
	Illegal parking	2				2	100.00%
	Non-animal bylaws	1			1		0.00%
Consent Enquiries							
	Summary	343		25	104	214	67.30%
	Planning Process	11		1	4	6	60.00%
	Property Information Request	106		3	5	98	95.15%
	Rural Rapid Number assignment & purchase of plates	2				2	100.00%
	Zoning and District Plan Enquiries	224		21	95	108	53.20%
Development Contribution CRMs							
	Summary	7	1			6	100.00%
	Development Contribution Enquiries	7	1			6	100.00%
Environmental Health Service Requests							
	Summary	98	6	3	11	78	87.64%
	Environmental Health Complaint	12	1	2	7	2	22.22%

	Noise Complaint - Environmental Health	10		1	2	7	77.78%
	Noise complaints straight to contractor	76	5		2	69	97.18%
Finance							
	Summary	75		2	6	67	91.78%
	Credit Control Query	35			3	32	91.43%
	Rates query	40		2	3	35	92.11%
Parks Reserves and Facilities							
	Summary	86	1	4	5	76	93.83%
	Parks & Reserves - Buildings	36	1		4	31	88.57%
	Parks & Reserves - Graffiti	2		1		1	100.00%
	Parks & Reserves - Non-urgent Public Toilet Issues	1				1	100.00%
	Parks & Reserves - Park Furniture	1			1		0.00%
	Parks & Reserves - Reserve Issues	39		3		36	100.00%
	Parks & Reserves - Urgent Public Toilet Issues	2				2	100.00%
	Parks & Reserves-Council owned buildings on reserv	5				5	100.00%
Refuse and Recycling Service Requests							
	Summary	49	1	1	4	43	91.49%
	Inorganic Non-Collection	4				4	100.00%
	New collections	13	1		3	9	75.00%
	Recycling Not Collected	7			1	6	85.71%
	Refuse - Non-Collection	13				13	100.00%
	Refuse & Recycling Contractor Complaints	2				2	100.00%
	Refuse & Recycling Enquiries	1				1	100.00%
	Rubbish bag sticker/tag orders - internal use only	9		1		8	100.00%
Roading CRMs							
	Summary	107	2	53	13	39	75.00%
	Emergency Events - 1 Hr Response	1			1		0.00%
	Footpath Maintenance - Non_Urgent	3		1		2	100.00%
	New Vehicle Entrance Request	33		16		17	100.00%
	Passenger Transport (incl Bus Shelters)	1		1			0.00%
	Request 4 new street light path sign etc	4		2		2	100.00%
	Road Culvert Maintenance	6		2	3	1	25.00%
	Road Marking Sign & Barrier Maint Marker Posts	1			1		0.00%
	Road Safety Issue Enquiries	6		4		2	100.00%
	Roading Work Assessment Required - OnSite 5WD	29	1	15	6	7	53.85%
	Routine Roding Work Direct to Contractor 5WD Comp	5		2		3	100.00%
	Street Light Maintenance	14		10	2	2	50.00%
	Urgent - Footpath Maintenance	2	1			1	100.00%
	Urgent Roding Work 4Hr Response	1				1	100.00%
	Vegetation Maintenance	1				1	100.00%
Rubbish Service Requests							
	Summary	29			13	16	55.17%
	Abandoned Vehicle	9			6	3	33.33%
	Illegal Rubbish Dumping	17			5	12	70.59%
	Inorganic Non-Collection	3			2	1	33.33%

Strategic Property Unit							
Summary	10		1	3	6	66.67%	
Council owned land CRMs	4		1	1	2	66.67%	
Lease and Licence Enquiry (Existing Lease/Licence)	2			1	1	50.00%	
New Lease/Licence Enquiry	1				1	100.00%	
Paper Roads Enquiries CRM	3			1	2	66.67%	
Waters							
Summary	179	3	20	8	148	94.87%	
3 Waters Enquiry	20				20	100.00%	
3 Waters Safety Complaint - Urgent	1			1		0.00%	
Drinking water billing	9		1		8	100.00%	
Drinking Water Final Meter Read	80		15		65	100.00%	
Drinking Water Major Leak	8			1	7	87.50%	
Drinking Water minor leak	24		1	1	22	95.65%	
Drinking Water quality	4		1		3	100.00%	
Drinking Water Quantity/Pressure	1			1		0.00%	
Fix Water Toby	8	1			7	100.00%	
New Drinking Storm Waste water connections	3				3	100.00%	
No Drinking Water	4			1	3	75.00%	
Stormwater Blocked pipe	2	1			1	100.00%	
Stormwater Open Drains	4		2	1	1	50.00%	
Stormwater Property Flooding	2				2	100.00%	
Wastewater Odour	1				1	100.00%	
Wastewater Overflow or Blocked Pipe	4			2	2	50.00%	
Waters - Drinking water new connection request	1				1	100.00%	
Waters - Waste water new connection request	2				2	100.00%	
Waters Pump Station jobs - only for internal use	1	1				0.00%	
Total	1254	30	121	178	925	83.86%	