

Agenda for a meeting of the Taupiri Community Board to be in the War Memorial Hall, Greenlane Road, Taupiri on **MONDAY, 14 FEBRUARY** 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

The register of interests is no longer included on agendas; however, members still have a duty to disclose any interests under this item.

4. CONFIRMATION OF MINUTES

Meeting held on Monday, 06 December 2021 3

5. PUBLIC FORUM

6. REPORTS

- | | | |
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| 6.1 | Community Led Development Work Programme | 10 |
| 6.2 | Discretionary Fund Report | 17 |
| 6.3 | Taupiri Works and Issues Report | 19 |
| 6.4 | Second Quarter Service Request Report to 31 December 2021 | 28 |
| 6.5 | Chairperson's Report | <i>Verbal</i> |
| 6.6 | Councillors' Report | <i>Verbal</i> |

7. PROJECTS

- | | | |
|-----|--|---------------|
| 7.1 | Parks & Reserves – Mr Van Dam/Ms Morley | <i>Verbal</i> |
| 7.2 | Community Planting and Maintenance – Ms Morley | <i>Verbal</i> |
| 7.3 | Taupiri School updates – Ms Ormsby – Cocup | <i>Verbal</i> |
| 7.4 | Taupiri Mountain (Maunga) – Ms Ormsby – Cocup/ Ms Morley/ Ms Henry | <i>Verbal</i> |

- | | | |
|-----|--|---------------|
| 7.5 | Emergency Procedures – Civil Defence – Ms Morley | <i>Verbal</i> |
| 7.6 | Road Frontages/Gardens/Mowing – All members | <i>Verbal</i> |
| 7.7 | Footpaths/Roads Signs/Lighting/Tunnels – All members | <i>Verbal</i> |
| 7.8 | Roads – Potholes/Intersections/Bridges– All members | <i>Verbal</i> |
| 7.9 | Halls – All members | <i>Verbal</i> |

GJ Ion
CHIEF EXECUTIVE

To | **Taupiri Community Board**
Report title | **Confirmation of Minutes**

1. Purpose of the report
Te Take moo te puurongo

To confirm the minutes for the meeting of the Taupiri Community Board held on Monday, 6 December 2021.

2. Staff recommendations
Tuutohu-aa-kaimahi

THAT the minutes for the meeting of the Taupiri Community Board held on Monday, 6 December 2021 be confirmed as a true and correct record.

3. Attachments
Ngaa taapirihanga

Attachment 1 – TCB Minutes, Monday, 6 December 2021

Date:	4 February 2022
Report Author:	Grace Shaw
Authorised by:	Gaylene Kanawa Democracy Team Leader

MINUTES for the meeting of the Taupiri Community Board held via Audio Visual Conference on **MONDAY, 6 DECEMBER 2021** commencing at **6.02pm**.

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

Attending:

Ms L Van Den Bemd (Community Development Advisor)
Ms N Armstrong-Nield (Iwi and Community Development Advisor)
Mr M Horsfield (Democracy Advisor)

APOLOGIES AND LEAVE OF ABSENCE

Resolved: (Mr Lovell/Ms Cocup Hughes)

THAT the apology for non-attendance from Ms Henry be received.

CARRIED

TCB2112/01

CONFIRMATION OF STATUS OF AGENDA ITEMS

Resolved: (Cr Gibb/Mr van dam)

THAT the agenda for the meeting of the Taupiri Community Board held on 6 December 2021 be confirmed and all items therein be considered in open meeting;

AND THAT all reports be received.

CARRIED

TCB2112/02

DISCLOSURES OF INTEREST

There were no disclosures of interest.

CONFIRMATION OF MINUTES**Resolved: (Cr Patterson/Mr Lovell)****THAT the minutes for a meeting of the Taupiri Community Board held on Tuesday, 26 October 2021 be confirmed as a true and correct record.****CARRIED****TCB2112/03****REPORTS****Discretionary Fund Report to 17 November 2021 (TABLED)**

Agenda Item 6.1

The report was received [*TCB2112/02 refers*] and the following discussion was held:

- AED defibrillator – The defibrillator was serviced on 2 December 2021. The payment will need to be paid with urgency.
- The defibrillator was donated by the Taupiri Squash Club.
- The battery will expire in March 2022, however Heartsaver will replace the battery at cost. The Board will pay for the \$10 courier fee when the battery is sent.
- Discussion regarding roll-over of discretionary funding. Community Board will take responsibility for their discretionary funding going forward.

Resolved: (Ms Lovell/Cr Gibb)**THAT the Taupiri Community Board approves an allocation from their Discretionary Fund:**

- to Heartsaver NZ Limited
- for the amount of \$154.22 (inc GST)
- towards the cost of servicing the Taupiri Community AED defibrillator.

CARRIED**TCB2112/04**

Taupiri Works and Issues Report

Agenda Item 6.2

The report was received [TCB21/12/02 refers] and the following discussion was held:

Community Plan – The project was ongoing and the Community Trust needs to be established before proceeding further with the Community Plan.

WEL Green Boxes – The project will be deferred till early 2022 due to COVID. Chorus had given permission for the mural on the Chorus building. Chorus would like to see the finalised design first but work was needed for what the mural will be and who will need to be consulted. Chorus will donate the graffiti guard for the mural.

Developments in Taupiri – Possibility of a development on the former butchers site on Te Putu St. Ms Morley confirmed she had spoken to the developers and that homes will be built on the site with the chance of a small supermarket being placed there. Bowling Club was looking to subdivide a portion of their land.

Te Putu Street Rail Bridge Painting/Wooden Railings – The work will not proceed until after March 2022. Staff were still waiting to hear feedback from Kiwirail for a works permit. Waikato District Alliance were aware that repairs were needed but it was noted that there were no health and safety issues with the bridge.

Taupiri School – Community Gardens Improvements and Picnic Tables – Huntly Menzshed were only going back to work in the orange alert level. Taupiri School had written to the Menzshed with the aim of beginning work at the beginning of Term 1, 2022.

Youth Advisor- Can be removed from the Works and Issues report.

ACTION: Youth Advisor section of the Works and Issues Report to be removed.

Neighbourhood Support – Information had been passed onto Mr Smith from Neighbourhood Support. No funding requests had been received from Mr Smith. Council was looking at organising a hui with Police and the community boards across the district.

Google Maps – Community Development Advisor wrote to LINZ. LINZ had nothing to do with updating Google Maps and noted it was a Google issue to update their maps.

Taraheke Dr Stormwater Drain Cover – Mr Lovell had contacted the project manager and was informed that the drain cover had to remain in place due to resource consent conditions while works were place. No timeline was provided for the removal of the drain covers. Flooding had been an issue on the street.

Schedule of Meetings

Agenda Item 6.3

The report was received [TCB2112/02 refers] and no discussion was held.

Resolved: (Cr Gibb/Cr Patterson)

THAT the Taupiri Community Board continues to hold its meetings at 6.00pm on a six-weekly cycle in 2022, on the following dates:

- **Monday, 14 February**
- **Monday, 28 March,**
- **Monday, 9 May,**
- **Monday, 20 June,**
- **Monday, 1 August, and**
- **Monday, 12 September.**

CARRIED**TCB2112/04**Chairperson's Report

Agenda Item 6.4

The Chair gave a verbal report and answered questions from the Board.

- Vaccine Passport – Vaccines passes were now required to stay at the Lake Hakanoa and Raglan Campgrounds and Board meetings
- There was a single case of COVID in Taupiri and the individual self-isolated. Important that the Board sets an example by mask wearing.
- Kainui Tennis Courts – Maintenance work was underway in December 2021.
- The Heritage Review, Speed Limit, Dog Control Policy and Easter Trading Bylaw reviews were open for public consultation. The Chair encouraged the board to make submissions. The Dog Control Policy review proposed to limit owners to two dogs on rural properties (not including working dogs).
- Christmas Cards will not be distributed this year.
- The Chair noted her thanks for the support of the board and staff.

Councillors' Report

Agenda Item 6.5

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

Cr Gibb – Encouraged the Board to make a collective submission into the bylaw reviews that were open for consultation, as well as submissions by each board member. Important that all views in the community were considered and represented. Important that the Board consider having input into the Heritage Review.

Cr Patterson – There had been alot of Council Zoom meetings. Looking forward to returning to having in person meetings.

PROJECTSParks & Reserves

Agenda Item 7.1

Mr Van Dam and Ms Morley provided a verbal update and answered questions from the Board.

- Bob Byrne Park had been tagged a few times. Ms Morley had been using the 'Snap, Send, Solve' App that notifies tagging. The parks were looking well maintained and managed.
- Avocado Trees on Murphy Lane – One of the eight trees had died.

Taupiri School Updates

Agenda Item 7.2

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

- The School had their end of year prizegiving on Wednesday 1 December.

Taupiri Mountain (Maunga)

Agenda Item 7.3

No update was provided.

Emergency Procedures – Civil Defence

Agenda Item 7.4

No update was provided.

To | **Taupiri Community Board**
Report title | **Community Led Development Workplan Presentation**

1. Purpose of the report
Te Take moo te puurongo

Attached is the presentation for the Community Led Development Workplan.

2. Staff recommendations
Tuutohu-aa-kaimahi

THAT the Community Led Development Workplan Presentation be received.

3. Attachments
Ngaa taapirihanga

Attachment 1 - Community Led Development Workplan Presentation.

Date:	4 February 2022
Report Author:	Grace Shaw
Authorised by:	Jason Marconi Economic Development Advisor



COMMUNITY LED DEVELOPMENT

Communities working together to achieve their visions and aspirations

Jason Marconi and Lianne Van Den Bemd, Waikato District Council 2022

What is community led development?

- Community voice and views
- Empowering community members
- Community led initiatives guided by local leaders
- Key questions to be addressed- then framed by aspirational goals or vision

What does the community development team do?

“Empowering communities to lead their own development”

- Empower and support communities to lead their own projects
- Connect project groups or individuals to other organisations that can assist
- Broker community / council conversations
- Link communities with funders

Our principles

- Build on existing strengths and assets
- Bring people together to share local visions
- Empower diverse and collaborative local leadership
- Create pathways for easy planning



Key Work Streams

- Provide community workshops that enable train groups increasing their capacity and skills
- Provide upskilling for specific needs through mentoring, coaching and '1 on 1' sessions
- Create a database of key agencies and organisations and build relationships
- Create strong internal (Council) relationships to streamline how the organisation can support community led projects
- Ensure Economic Development and Community Led Development are synergised
- Help community groups navigate through council processes
- Continuously improve communication mechanisms between communities and council

2022...

Workshop program

- 12 workshops covering governance, planning and funding.
- 4 'drop in' sessions
- Follow up: CLD advisors to support groups following workshops

Blueprints and other community aspirations

- Confirm community aspirations align with blueprint aspirations
- Identify key community leaders and groups who can lead these aspiration projects
- Support activation of community led projects
- Connect agencies and organisations to relevant projects

HOW CAN COMMUNITY BOARDS & COMMITTEES HELP?

- Connect community groups with the CLD team
- Promote the workshop program
- Fund/match fund locally led projects
- Communicate with CLD team when new community aspirations are identified
- A shift from 'business as usual' dominated board meetings to a community development focus



To	Taupiri Community Board
Report title	Discretionary Fund Report to 02 February 2022

1. Purpose of the report

Te Take moo te puurongo

The purpose of this report is to update the Taupiri Community Board on the Discretionary fund spend to date, commitments and balance as at 02 February 2022.

2. Staff recommendations

Tuutohu-aa-kaimahi

THAT the Discretionary Fund Report to 02 February 2022 be received.

3. Attachments

Ngaa taapirihanga

Attachment 1 – Discretionary Fund report to 02 February 2022

Date:	14 February 2022
Report Author:	Jen Schimanski
Authorised by:	Alison Diaz Chief Financial Officer

TAUPIRI COMMUNITY BOARD DISCRETIONARY FUND REPORT 2021/22 (July 2021 - June 2022)
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As at Date: 02-Feb-2022

	GL	1.208.1704	
2021/22 Annual Plan			1,624.00
Carry forward from 2020/21			4,527.00
Total Funding			6,151.00
Income			-
Total Income			-
Expenditure			
21-Dec-21 Payment to Heartsaver NZ Ltd from their Discretionary Fund in the amount of \$154.22 (including GST) towards the cost of servicing the Taupiri Community AED defibrillator.	TCB2112/04		134.11
Total Expenditure			134.11
Net Funding Remaining (Excluding commitments)			6,016.89
Commitments		<i>Amount including GST</i>	<i>Amount excluding GST</i>
19-Oct-20 Allocated to Chair to purchase miscellaneous items Less: Expenses - Jo Morley	TCB1708/03		100.00 (20.91) <hr style="width: 50%; margin-left: auto; margin-right: 0;"/> 79.09
26-Oct-21 Committed to a payment to the Community Development Advisor from their Discretionary Fund in the amount of \$150 (including GST) for the reimbursement of a Koha for the workshop held at Taupiri Marae on August 16 2021.	TCB2110/03		79.09 130.43
Total Commitments			209.52
Net Funding Remaining (Including commitments)			5,807.37

Open - Information only

To | **Taupiri Community Board**
Report title | **Works and Issues Report - January 2022**

1. Purpose of the report
Te Take moo te puurongo

To provide an update on issues arising from the previous meeting and works underway.

2. Staff recommendations
Tuutohu-aa-kaimahi

THAT the Works and Issues Report - January 2022 be received.

3. Attachments
Ngaa taapirihanga

Attachment 1 - Taupiri Community Board's Works and Issues Report - January 2022

Date:	14 February 2022
Report Author:	Lianne van den Bemd Community Development Advisor
Authorised by:	Clive Morgan General Manager Community Growth

Taupiri Community Board's Works and Issues Report - January 2022

	Issue and Action	Area	Status Update
1	<p>COMMUNITY PLAN (Community Plan booklet is an ongoing process)</p> <p>The Board had their workshop on 9 December 2020. Cr Gibb gave a verbal update during the meeting and presented a draft hard copy for the board to review during the break and feedback needs to go to her for February 2021 meeting. Cr Gibb will collate the additional information and send the updated draft booklet to Board members. Board members to provide feedback to Cr Gibb regarding draft booklet circulated at the end of 2020. Cr Gibb will collate the additional information and send the updated draft booklet to Board members.</p> <p>October Update The Community Trust needs to be established first before a booklet is published.</p> <p>December Update Ongoing.</p>	Taupiri Community Board	Ongoing
2	<p>WEL GREEN BOXES / CHORUS BUILDING - MURAL PAINTING</p> <p>Community Board need to meet with the Marae to discuss the mural. Feedback for input from Taupiri School yet to be received.</p>	Taupiri Community Board	Ongoing. Deferred until early 2022.

	Issue and Action	Area	Status Update
	<p>October Update Chorus had granted permission to allow a mural to be painted in the Chorus building, and Chorus will donate the painting guard. Chorus will need to sign off for the mural.</p> <p>December Update Ongoing. Due of COVID restrictions, in person meetings are not possible to discuss the details. This has been deferred until early 2022.</p>		
3	<p>PROPOSAL FOR WALKWAY AND CYCLE TRACK IN TAUPIRI</p> <p>Potential pathway on Mr Craig Graham and Mr Fraser Graham land for a Walkway and Cycle track.</p> <p>Action: June Cr Patterson would invite Craig and Fraser Graham to the public consultation meeting regarding proposed community projects. They are waiting to meet with NZTA representatives.</p> <p>October Update Not much can proceed without the establishment of the Community Trust. Craig and Fraser Graham were still waiting to meet with NZTA representatives.</p> <p>December Update Trust is being worked through and update will be provided once this work has been done.</p>	Cr Patterson	Ongoing

	Issue and Action	Area	Status Update
4	<p>COMMUNITY PLANTING AND MAINTENANCE</p> <p>Action: May</p> <ul style="list-style-type: none"> ▪ Daffodil bulbs were planted at Bob Byrne Memorial Park. ▪ Fruit tree planting and mulching to be the next stage of planting. <p>October Update Feijoa and Mandarin trees had been planted.</p> <p>December Update No response available.</p> <p>The parks were looking well maintained and managed.</p> <p>Avocado Trees on Murphy Lane – One of the eight trees had died.</p>	Ms Morley	Ongoing
5	<p>TE PUTU STREET RAIL BRIDGE PAINTING/WOODEN RAILINGS</p> <p>Action: March Staff to check the scheduled maintenance programme for the Te Putu Street Rail Bridge by Murphy Lane.</p> <p>May Update</p> <ul style="list-style-type: none"> ▪ There is no scheduled maintenance programme for the Te Putu Street Rail Bridge. ▪ A site inspection carried out by Council staff on 28 April 2021 identified several railings that need to be replaced, however it is in good structural condition. 	Cr Patterson / Service Delivery	Ongoing. The work will not likely occur until March 2022.

	Issue and Action	Area	Status Update
	<ul style="list-style-type: none"> ▪ It was noted that the railings could be water blasted and painted to be more cosmetic pleasing. There is no budget in this financial year to carry out these works, however Waikato District Alliance (WDA) will undertake some works to clean the ramp railings within the next month. <p>June Update</p> <ul style="list-style-type: none"> ▪ Cleaning completed, remainder sprayed with wet and forget including the Murphy Roadside. WDA will see how this looks over the next 3 months. ▪ Additional repairs are required on underside of rail bridge, but this will require engagement of sub-contractor and rail permits which will take some time to plan. Planning will not begin until after June due to existing workload. <p><i>(Please note that WDA must get a permit from KiwiRail before any works can be undertaken over any railways. This process is very slow).</i></p> <p>October Update Still waiting for response from KiwiRail regarding permit.</p> <p>December Update Update from Service Delivery</p> <ul style="list-style-type: none"> • The scheduled maintenance work will be combined with other repair work to be undertaken on the bridge piers that also requires KiwiRail permit and rail protection officer. • A permit has not been received yet. The work will not likely occur until March 2022. 		

	Issue and Action	Area	Status Update
	<p>Update from Cr Patterson</p> <ul style="list-style-type: none"> • Still waiting for permit to work from KiwiRail. • Still waiting to hear back from Waikato District Alliance. Will have up to date information to share with the Board in a verbal reply. 		
6	<p>TAUPIRI SCHOOL – COMMUNITY GARDEN IMPROVEMENTS AND PICNIC TABLES</p> <p>Action: May Ms Morley to investigate whether private businesses can contribute to reducing the costs of the project.</p> <p>October Update</p> <ul style="list-style-type: none"> ▪ Ms. Morley had contacted Bunnings and was informed they were still happy to donate materials such as pavers and timber for the project. However, nothing can occur during Level 3 COVID restrictions. ▪ Taupiri School had been in contact with Spring Hill, but the prison was not taking on any further work. ▪ Taupiri School may wish to approach the Menzshed in Huntly for help with construction of picnic table. <p>Action: Community Development Advisor to put Taupiri School in contact with the Menzshed for the construction of the picnic tables.</p>	Taupiri Community Board	Ongoing

	Issue and Action	Area	Status Update
	<p>December Update The contact details have been passed onto Sharnay Cocup on 9 November 2022: Bill Rosemann - Huntly Menzshed menzshedhuntly@gmail.com</p> <p>Huntly Menzshed were only going back to work in the orange alert level. Taupiri School had written to the Menzshed with the aim of beginning work at the beginning of Term 1, 2022.</p>		
7	<p>NEIGHBOURHOOD SUPPORT</p> <p>Action: October Community Development Advisor to provide the contact details for WEL Network Trust representatives to Mr Smith.</p> <p>December Update This information has been passed on to Mr Smith.</p> <p>No funding requests had been received from Mr Smith.</p> <p>Action Council to look at organising a hui with Police and the community boards across the districts.</p>	Lianne Van Den Bemd – Community Growth	Council has requested that a meeting be set for late February early March. Wayne Paxton, Communities Sergeant South, Tamaki Makaurau ki te Tonga and Council's Community Led Development team are organising this on behalf of the relevant Boards and Committees.

	Issue and Action	Area	Status Update
8	<p>CHAIRPERSON'S REPORT Addresses of new developments on Google Maps</p> <p>Action: October Community Led Development Advisor to contact the Senior Transportation Engineer regarding the process and the length of time for new addresses to come up on Google Maps.</p> <p>December Update</p> <ul style="list-style-type: none"> ▪ Reply from Anton Maris - Google is a third-party agency, they are independent of our information systems. Google will source many data sources to do their updates. One of their sources will be from LINZ who hold the national inventory of property, addresses and roads. Waikato District Council has no jurisdiction over Google data and how they manage it. https://www.linz.govt.nz/land/maps Phone 0800 665 463 ▪ Lianne sent the query to LINZ for a response. LINZ had nothing to do with updating Google Maps and noted it was a Google issue to update their maps. 	Lianne van den Bemd - Community Growth	All actions complete - Does the Board wish to remove the Google Maps item?

	Issue and Action	Area	Status Update
9	<p>CHAIRPERSON'S REPORT Taraheke Drive Stormwater Drain Cover</p> <p>Cover was still in place and rain was not draining away.</p> <p>Action: October</p> <p>Mr Lovell to follow up with contractors regarding the covers on the stormwater drain.</p> <p>December Update</p> <p>Mr Lovell questioned contractors and was informed covers need to stay in place to mitigate sediment accessing storm water catchment. He will raise again with contractors but understands it is a condition in the sediment control portion of Council's resources consent.</p>	Mr H Lovell	Ongoing. No timeline was provided for the removal of the drain covers.
10	<p>PARKS & RESERVES</p> <p>No daffodils have bloomed this year.</p> <p>Action: October</p> <p>Ms. Morley to ask the Open Spaces Project Coordinator as to why the daffodils have not bloomed.</p> <p>December Update</p> <p>No response available.</p>	Ms Morley	No response available. Verbal update?

To | **Taupiri Community Board**
Report title | **Second Quarter Service Request Report to 31 December 2021**

1. Purpose of the report
Te Take moo te puurongo

The purpose of this report is to update the Taupiri Community Board on the second quarter service request reporting for Taupiri.

2. Staff recommendations
Tuutohu-aa-kaimahi

THAT the Second Quarter Service Request Report to 31 December 2021 be received.

3. Attachments
Nгаа тааpирihanga

Attachment 1 – Second Quarter Service Request report

Date:	14 February 2022
Report Author:	Evonne Miller
Authorised by:	Sue O’Gorman General Manager Customer Support

Service Request Time Frames for TAUPIRI Community Committee

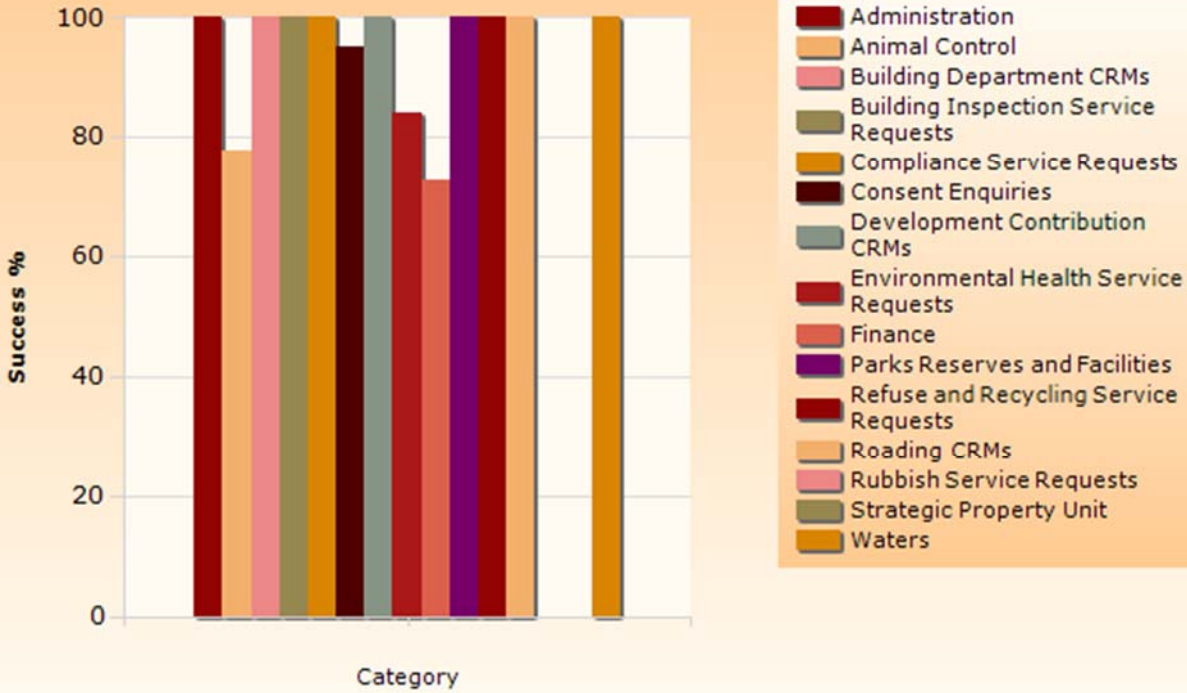


Date Range: 01/10/2021 to 31/12/2021

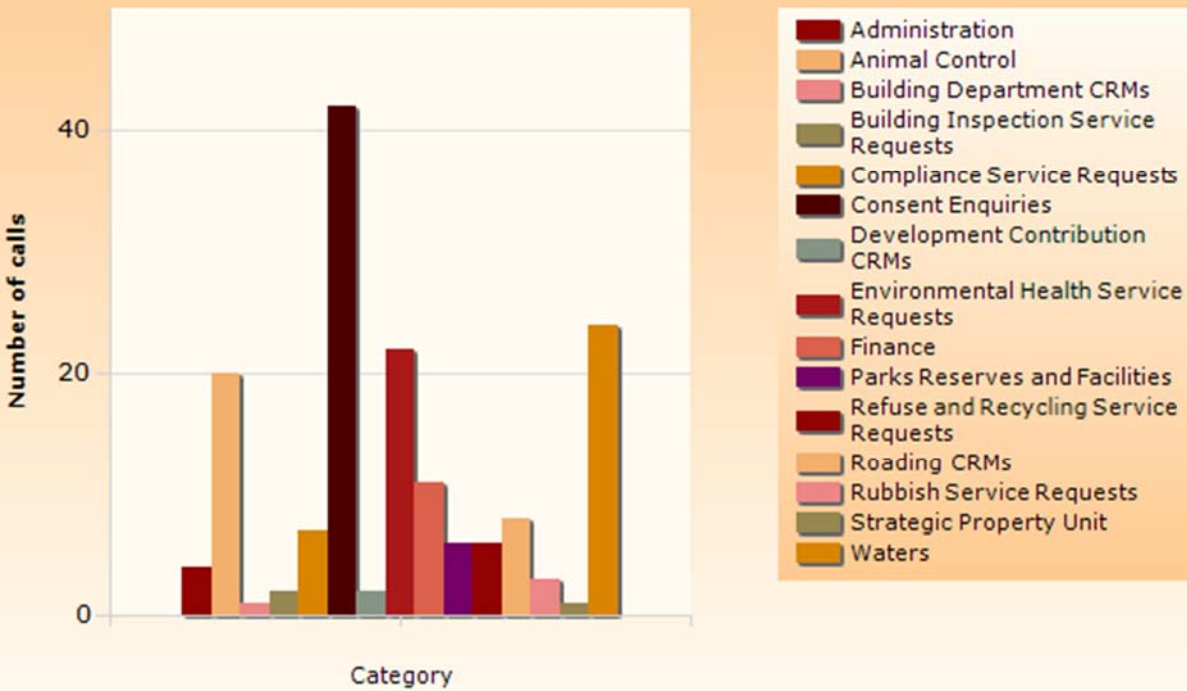
The success rate excludes Open Calls as outcome is not yet known.

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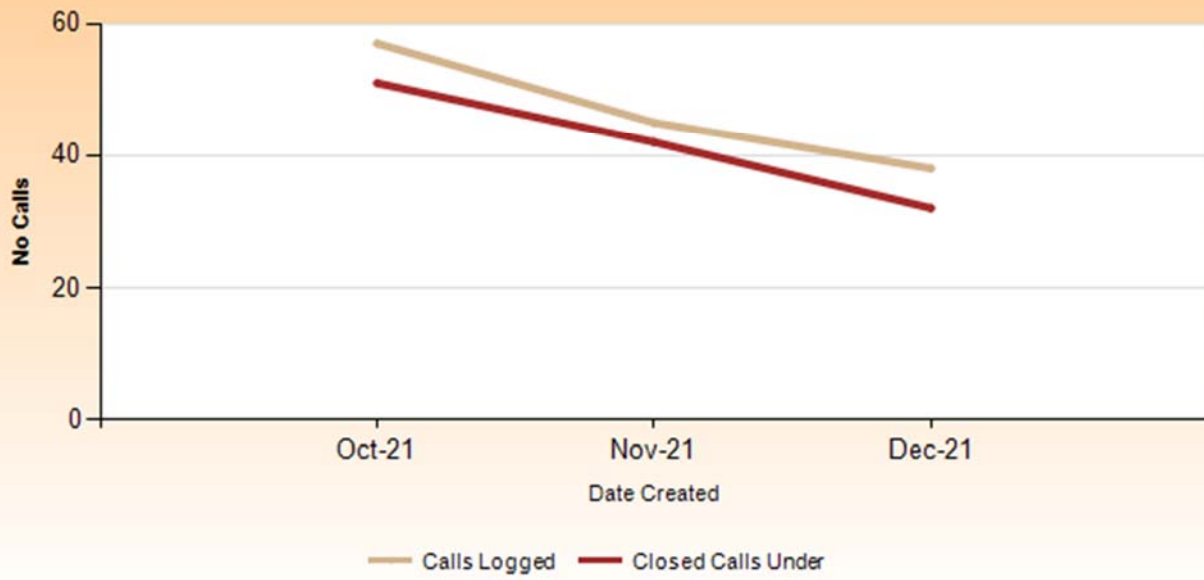
Call Completion % Success by Type



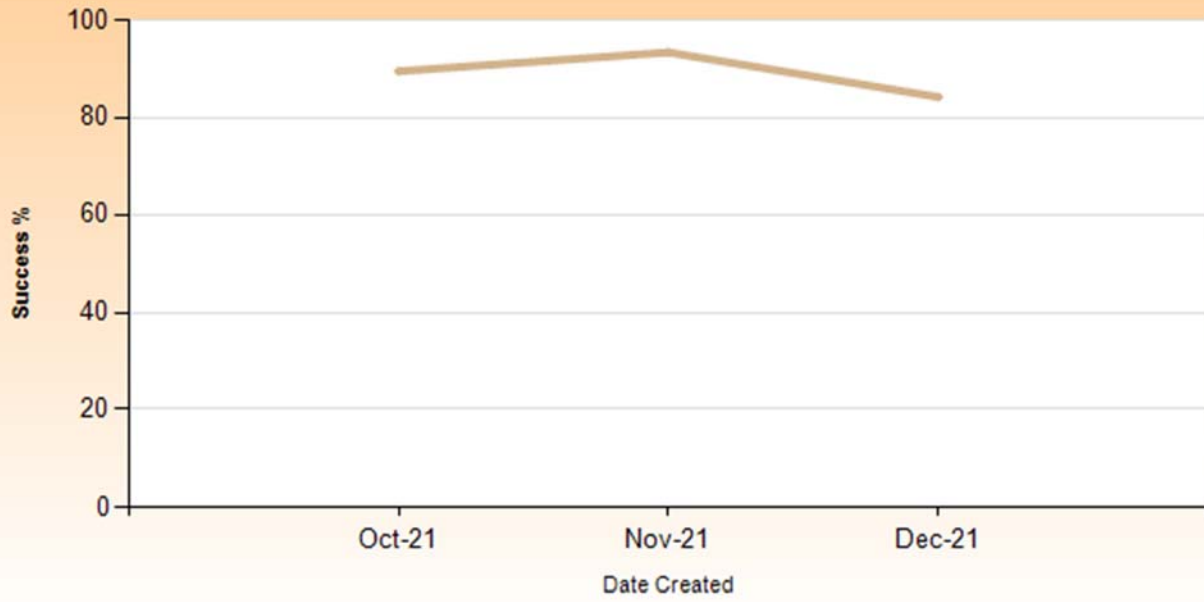
Number of Calls logged by Type



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 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	4				4	100.00%
	Pro rated rates for the period xx to xx	4				4	100.00%
Animal Control							
	Summary	20	1	1	4	14	77.78%
	Animal Charges	4				4	100.00%
	Dog / Cat Trap Required	1				1	100.00%
	Dog Straying - Current	8			2	6	75.00%
	Dog Straying - Historic	1			1		0.00%
	Dogs Aggression - Current	2	1			1	100.00%
	Dogs Aggression - Historic	2			1	1	50.00%
	Dogs Barking Nuisance	2		1		1	100.00%
Building Department CRMs							
	Summary	1				1	100.00%
	PEO General Enquiry	1				1	100.00%
Building Inspection Service Requests							
	Summary	2		1		1	100.00%
	Building Inspection Service Requests	2		1		1	100.00%
Compliance Service Requests							
	Summary	7	1	1		5	100.00%
	Compliance - Unauthorised Activity	6	1	1		4	100.00%
	Illegal parking	1				1	100.00%
Consent Enquiries							
	Summary	42		1	2	39	95.12%
	Property Information Request	10		1		9	100.00%
	Zoning and District Plan Enquiries	32			2	30	93.75%
Development Contribution CRMs							
	Summary	2	1			1	100.00%
	Development Contribution Enquiries	2	1			1	100.00%
Environmental Health Service Requests							
	Summary	22	3		3	16	84.21%
	Environmental Health Complaint	3			3		0.00%
	Noise complaints straight to	19	3			16	100.00%

	contractor	32					
Finance							
	Summary	11			3	8	72.73%
	Credit Control Query	6			2	4	66.67%
	Rates query	5			1	4	80.00%
Parks Reserves and Facilities							
	Summary	6	1	1		4	100.00%
	Parks & Reserves - Graffiti	2	1			1	100.00%
	Parks & Reserves - Lake Access	1		1			0.00%
	Parks & Reserves - Reserve Issues	3				3	100.00%
Refuse and Recycling Service Requests							
	Summary	6		1		5	100.00%
	New collections	1				1	100.00%
	Recycling Not Collected	3		1		2	100.00%
	Refuse - Non-Collection	2				2	100.00%
Roading CRMs							
	Summary	8		2		6	100.00%
	Bridge Maintenance Non-Urgent	1				1	100.00%
	New Vehicle Entrance Request	2		1		1	100.00%
	Road Culvert Maintenance	2				2	100.00%
	Roading Work Assessment Required - OnSite 5WD	2		1		1	100.00%
	Routine Roding Work Direct to Contractor 5WD Comp	1				1	100.00%
Rubbish Service Requests							
	Summary	3	1		2		0.00%
	Illegal Rubbish Dumping	3	1		2		0.00%
Strategic Property Unit							
	Summary	1			1		0.00%
	Council owned land CRMs	1			1		0.00%
Waters							
	Summary	24		3		21	100.00%
	3 Waters Enquiry	2				2	100.00%
	Drinking water billing	2				2	100.00%
	Drinking Water Final Meter Read	10		2		8	100.00%
	Drinking Water minor leak	2				2	100.00%
	Drinking Water quality	2				2	100.00%
	Fix Water Toby	3		1		2	100.00%
	No Drinking Water	1				1	100.00%
	Wastewater Odour	2				2	100.00%
Total		159	8	11	15	125	89.29%