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Agenda for a meeting of the Meremere Community Committee to be held in the Meremere Community Hall, Heather Green Ave, Meremere on **THURSDAY 9 NOVEMBER 2017** commencing at **7.00pm**.

*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**

**4. CONFIRMATION OF MINUTES**

Meeting held on Thursday 14 September 2017 2

**5. REPORTS**

- 5.1. Meremere Works & Issues Report 6
- 5.2. Wastewater Overflow CIP Education Programme Update 10
- 5.3. Joint Community Board and Community Committee December Meeting 16
- 5.4. Councillor's Report Verbal
- 5.5. Discretionary Fund Report to 25 October 2017 18
- 5.6. Year to Date Service Request Report 20

**6. GENERAL BUSINESS**

GJ Ion  
**CHIEF EXECUTIVE**  
 Agenda2017\MMCC\171109 MMCC OP.dot

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**Open Meeting**

|                                 |                                     |
|---------------------------------|-------------------------------------|
| <b>To</b>                       | Meremere Community Committee        |
| <b>From</b>                     | Gavin Ion<br>Chief Executive        |
| <b>Date</b>                     | 2 October 2017                      |
| <b>Prepared by</b>              | Wanda Wright<br>Committee Secretary |
| <b>Chief Executive Approved</b> | Y                                   |
| <b>Reference #</b>              | GOV0510                             |
| <b>Report Title</b>             | Confirmation of Minutes             |

**1. EXECUTIVE SUMMARY**

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To confirm the minutes of the Meremere Community Committee meeting held on Thursday 14 September 2017.

**2. RECOMMENDATION**

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**THAT** the minutes of the meeting of the Meremere Community Committee held on Thursday 14 September 2017 be confirmed as a true and correct record of that meeting.

**3. ATTACHMENTS**

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MMCC Minutes

**MINUTES** of a meeting of the Meremere Community Committee held at the Meremere Community Hall, Heather Green Avenue, Meremere on **THURSDAY 14 SEPTEMBER 2017** commencing at **7.00pm**.

**Present:**

Mr J Katu (Chairperson)  
Cr J Sedgwick  
Mr D Creed  
Ms A Dobby (Secretary)  
Mr J Harman  
Mr J Ngatai

**Attending:**

Mr T Whittaker (General Manager Strategy & Support)  
Mr A Wilson (Waikato Regional Council)  
Miss A Dobby (Youth Representative)

**APOLOGIES AND LEAVE OF ABSENCE**

**Resolved: (Mr Katu/Mr Ngatai)**

**THAT** an apology be received from **Mr Brown, Ms Heta and Mrs Jenkin.**

**CARRIED on the voices**

**MMCCI709/01**

**CONFIRMATION OF STATUS OF AGENDA ITEMS**

**Resolved: (Cr Sedgwick/Mr Harman)**

**THAT** the agenda for a meeting of the Meremere Community Committee held on Thursday 14 September 2017 be confirmed and all items therein be considered in open meeting;

**AND THAT** all reports be received;

**AND FURTHER THAT** all youth members present be given speaking rights for the duration of this meeting.

**CARRIED**

**MMCCI709/02**

**DISCLOSURES OF INTEREST**

There were no disclosures of interest.

**CONFIRMATION OF MINUTES**

**Resolved: (Mr Creed/Mr Ngatai)**

**THAT the minutes of a meeting of Meremere Community Committee held on Thursday 10 August 2017 be confirmed as a true and correct record of that meeting.**

**CARRIED on the voices**

**MMCCI709/03**

**REPORTS**

Long Term Plan State of Play  
Agenda Item 5.1

The report was received [*MMCCI 709/02 refers*].

The General Manager Strategy & Support gave a verbal presentation and answered questions from the Board.

Proposed 2017 Amendments to the Waikato District Council Speed Limits Bylaw 2011  
Agenda Item 5.2

The report was received [*MMCCI 709/02 refers*] and discussion was held.

Update on North Waikato Public Transport Review  
Agenda Item 5.3

The report was received [*MMCCI 709/02 refers*] and discussion was held.

Works & Issues Report  
Agenda Item 5.4

The report was received [*MMCCI 709/02 refers*] and discussion was held.

Councillor's Report  
Agenda Item 5.5

Cr Sedgwick gave a verbal report and answered questions of the Committee.



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### **Open Meeting**

|                                 |  |
|---------------------------------|--|
| <b>To</b>                       | Meremere Community Committee                   |
| <b>From</b>                     | Tim Harty<br>General Manager Service Delivery  |
| <b>Date</b>                     | 30 October 2017                                |
| <b>Prepared by</b>              | Jacki Remihana<br>Programme Delivery Manager   |
| <b>Chief Executive Approved</b> | Y  |
| <b>Reference #</b>              | GOV0510 / 1806297                              |
| <b>Report Title</b>             | Meremere Works & Issues Report – November 2017 |

### **1. EXECUTIVE SUMMARY**

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To update the Committee and provide information on works and issues raised at previous meetings.

### **2. RECOMMENDATION**

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**THAT** the report from the **General Manager Service Delivery** be received.

### **3. ATTACHMENTS**

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- Works and Issues report

## Works and Issues Report

|    | Issue   | Area             | Action   |
|----|---|------------------|--|
| I. | <p>Gorse on the roadside on Springhill Road leading to the village. This is on Council land, could we please address the gorse.</p> <p>09.03.17<br/>Committee want to know state of the native trees, can these be saved and the gorse removed?</p> <p>11.05.17<br/>What landscape options are there for this site to alleviate further issues<br/>Can this be stepped to make it more accessible?<br/>What would the requirements be eg<br/>TMPs, dumping of waste etc</p> | Service Delivery | <p>A light chemical control spray of the gorse has been completed. It is however apparent that any heavy chemical application in the area will have a devastating effect on the planted native trees within the vicinity.</p> <p>The Alliance is keen to understand the Community Board's expectations, as frequent manual control of pest plants is an expensive exercise.</p> <p>Site visit undertaken, some natives are surviving; however it will be a major exercise to remove the gorse and keep the natives that have survived. An option could be to spray it out, remove dead vegetation and replant.</p> <p>The Open Spaces Team Leader, Duncan MacDougall will contact Jim Katu regarding the wants/needs/requirements for this area.</p> <p>Additional comment 14/09: I have spoken with Jim around the gorse on Spring Hill Road. He was just wanting advice and options around how the gorse along spring hill road could be cleared/removed. I said we would come up with a few ideas for options/initiatives to remove the gorse and send it through to him.</p> <p>NOVEMBER:<br/>Options for the removal of the gorse will be provided to Jim early November.</p> |

|    | Issue  | Area                          | Action   |
|----|--|-------------------------------|--|
| 2. | <p>Te Puea Avenue at the Island Block Road end. There are still issues around pooling of water</p> <p>Can the owners of cars on the corner of Te Puea Avenue and Heather Green Avenue be asked to keep their cars off the footpath (this seems to be an ongoing issue and one for which a Service Request has previously been raised).</p> | Service Delivery              | <p>As previously reported, the current plan is to install an additional 60m of stormwater pipe and two new manholes, draining into the existing system. This solution will ensure that road drainage is independent to both the power station site and adjacent state highway road reserve.</p> <p>Project is planned to be completed during week of 17 March 2017.</p> <p>Project has been rescheduled due to the weather events that have hit the district - now scheduled for the new construction season starting September 2017.</p> <p><i>Additional comment 14/09: Waters Team will action the solution as soon as ground conditions allow. Unfortunately similar to the March delay, the persistent wet weather means that we cannot start the ground works required. FYI: we need approximately 2 weeks of dry weather to allow the digger works to take place.</i></p> <p><b>NOVEMBER:</b></p> <p>As previously reported, ongoing clean-up from recent weather events have hampered progress on this project. Hopeful to have a confirmed project commencement date by mid-November.</p> <p>Parking Wardens have visited the site. Any vehicles parked on the footpath will be ticketed. The owner has been written to informing them that they cannot park on the footpath.</p> |
| 3. | Naho Place<br>Street sign required and area needs to be maintained   | Service Delivery<br>– Roading | <p>Waikato District Alliance will programme sign. Inspector will be dispatched to ascertain maintenance requirements.</p> <p><i>Additional comment 14/09: Naho Place has been entered onto the cyclic maintenance schedule and will be included in the regular patrols for roading related defects and litter. The sign has been</i></p>   |



|    | Issue  | Area                            | Action   |
|----|--|---------------------------------|--|
|    |  |                                 | <p><i>ordered but I have yet to receive information on when we will receive it. Road name blades are not "off the shelf" signs like the regulatory and permanent warning signs so have to be made specifically. Mike is chasing the signs supplier (Directionz) to find out when we could expect the sign to go up. I will let you know if I hear before your meeting tonight.</i></p> <p><b>NOVEMBER:</b><br/>Sign installed and road is on the maintenance list.</p> |
| 4. | <p>Naho Place<br/>Can the fence posts and gate into Naho place be removed. The posts are actually in the road.</p> | <p>Service<br/>Delivery/WDA</p> | <p><b>NOVEMBER:</b><br/>This work will be completed within the next month.</p>   |



### **Open Meeting**

|                                 |   |
|---------------------------------|---|
| <b>To</b>                       | Meremere Community Committee                          |
| <b>From</b>                     | Gavin Ion<br>Chief Executive                          |
| <b>Date</b>                     | 27 October 2017                                       |
| <b>Prepared by</b>              | Teresa Hancock<br>Communications Advisor              |
| <b>Chief Executive Approved</b> | Y   |
| <b>Reference #</b>              | GOV0510   |
| <b>Report Title</b>             | Wastewater Overflow CIP Education Programme<br>update |

## **I. EXECUTIVE SUMMARY**

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A workshop with Community Board/Committee “champions” was held on 11 October 2017 at Waikato District Council. The workshop discussed the roll out of the Wastewater Overflow CIP Education Programme to the rest of the district.

This report updates each of the Council’s Community Boards and Community Committees with what has been happening in the public education programme and what the next steps are.

At the workshop there was representation from the Onewhero-Tuakau Community Board, Te Kauwhata Community Committee, Huntly Community Board, Taupiri Community Board and the Ngaruawahia Community Board along with Councillors Main and Thomson.

Council staff hope that these champions can now be the point of contact between Council and each of the communities regarding wastewater education.

Speaking at the workshop, Councillor Thomson indicated that the wastewater education programme is one of the biggest ways Council and the community can work together to reduce the number of overflows across the district.

She highlighted that 81% of overflows are caused by blockages – people putting stuff down the loo and kitchen sink that just shouldn’t be there.

The solution is simple - education. Changing behaviour, especially when it comes to people’s toilet behaviour, won’t be easy but preventing what is put down the loo other than the ‘3 Ps’ (pee, poo and paper) will go a long way to reducing the overflows that do happen. The remaining overflows are caused by the network which is being improved under the Continuous Improvement Programme (CIP).

Under the CIP, the wastewater education programme has a budget of \$100,000 per year. This will be spent on collateral (posters, stickers, fridge magnets – the list is endless), education in schools, advertising and some additional staffing to manage these activities.

The campaign is currently active in Raglan and a roll out to the rest of the district will start early 2018. Buy-in from each of the Community Boards and Community Committees is important to ensure the success of the programme.

Those who attended the workshop were happy to have the same 'look and feel' as what is being used in Raglan. Examples such as posters and cistern stickers are attached to this report.

The next steps for Community Boards and Committees include completing the "collateral wish list" which is also attached. This will identify what material each board and committee want for their community, for example posters, banners, fliers, or stickers. Help is also needed to identify where material should go i.e. public toilets, plumbing businesses, real estate agents, cafes etc (and how many).

### **Update on Raglan campaign**

Cr Thomson and the Raglan Community Board held a stall over the Labour weekend and shared the wastewater education messaging with visitors and locals.

A "residents pack" will be distributed to all Raglan residents before Christmas which will include a '3 P's' and a 'Think at the Sink' flier, a 'Think at the Sink' fridge magnet and a '3 P's' toilet sticker. A letter will also be included that explains the campaign messaging and the importance of everyone getting on board. If successful, this will be rolled out to the other townships next year, as budget allows.

Posters and poster holders, fliers and brochures will be distributed to public toilets, businesses and accommodation providers before the end of summer.

## **2. RECOMMENDATION**

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**THAT the report on the wastewater education programme be received and the collateral 'wish list' be completed by each Community Board and Community Committee and returned to Teresa Hancock in the WDC Communications Team.**

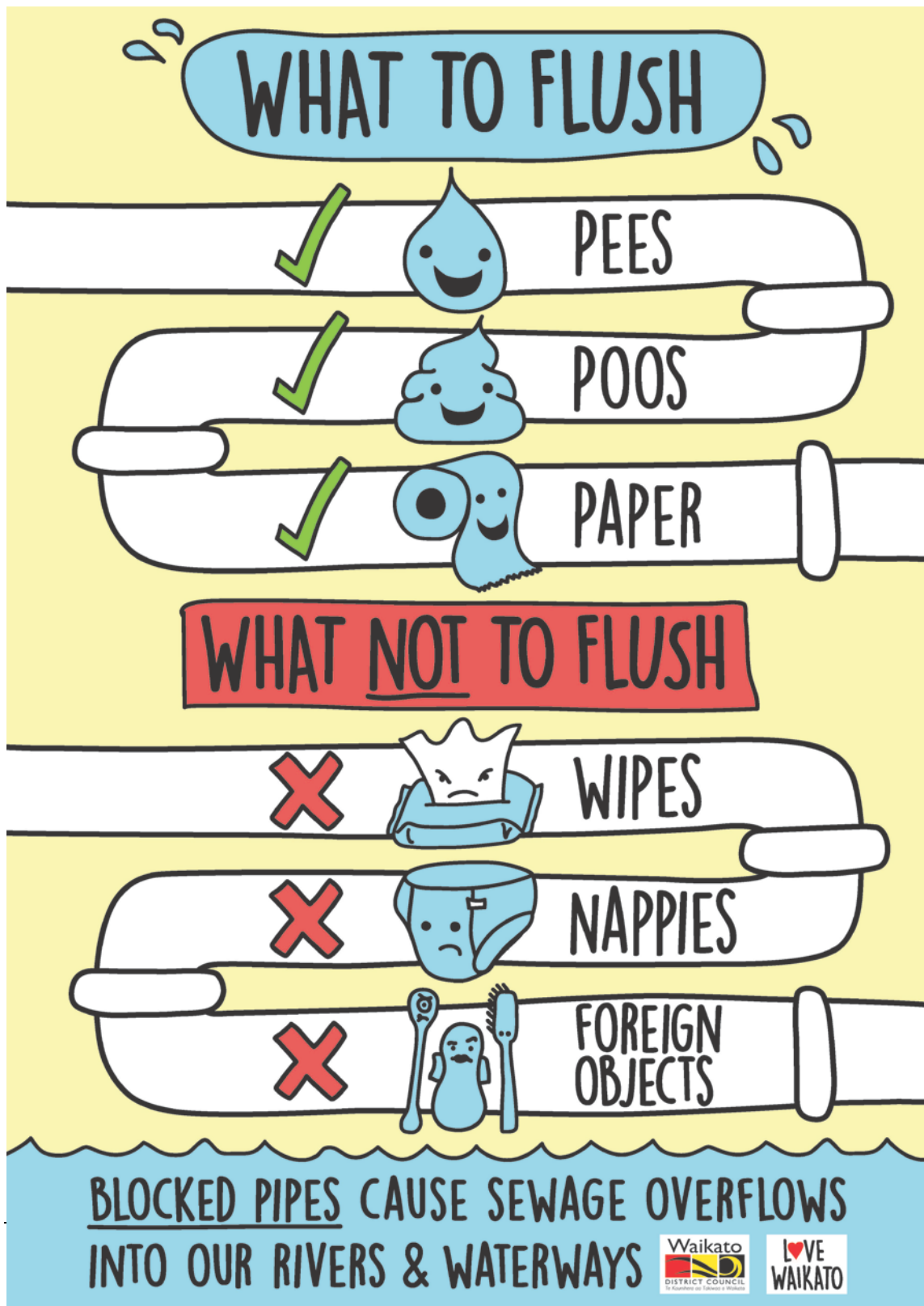
## **3. ATTACHMENTS**

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- Examples of collateral
- Collateral wish list

Examples of collateral

3 P's poster



Think at the Sink poster



3 P's cistern sticker





Newspaper advertorial

# Ponder on the porcelain and think at the sink

You don't need to engage your brain much to go to the toilet or do the washing up.

But Waikato District Council is asking its residents and ratepayers to do exactly that as it embarks on a public education programme all about wastewater.

Wastewater is the water that is disposed of into sewer pipes from homes and business. It comes from toilets, sinks, showers, washing machines and industrial activities.

Council is currently running its Wastewater Overflow Continual Improvement Programme which is an extensive package of work that involves a series of projects that will improve its wastewater infrastructure.

One of the more surprising statistics that the community may not be aware of is that a staggering 80% of wastewater



Wipes and nappies that are flushed down the toilet contribute towards many blockages in wastewater pipes.

overflows in the Waikato district from 2014 to 2016 were caused by blockages.

There are two main causes of these blockages:

- Foreign objects such as wipes, clothing, sanitary pads and nappies being flushed down toilets.

- And grease, oil and food scraps being poured down the kitchen sink.

Sewer pipes are generally only 15-20cm in diameter and clearly not designed to carry objects like wipes, nappies and sanitary pads.

If cooking oil or grease from cooking meat is poured down the sink, it solidifies as it cools into a disgusting mass of congealed fat, (sometimes referred to as fatbergs).

As this is happening, foreign

objects like wipes get stuck on to the lumps of fat and that causes the lumps of fats to grow, eventually blocking a pipe and causing a spillage of raw sewage on to land or into our waterways.

While Council staff are busy improving the state of our wastewater pipes, the community can play its part in reducing the number of sewage spillages.

And it really is quite simple. Only flush the three P's down the loo – pees, paper (of the toilet variety) and poo.

Dispose of things like wipes, nappies and sanitary pads in the rubbish bin.

And we should also pull the plug on pouring oil, cooking fats or food scraps down the kitchen sink.

You can soak up leftover oil with paper towels or let grease from cooking meat solidify in a container and put them in the bin.

Basically the message in the kitchen is – don't forget you oughta, pour nothing but water down the drain.

Sewage spillages damage our precious environment. They also cost everyone money.

If Council's operational goals of improving our wastewater network can be combined with the community's efforts in the bathrooms and kitchens of their own homes, it's a win-win for the people of Waikato district and the environment that we live in and hold so dear.

**WHAT TO FLUSH**

- ✓ PEES
- ✓ POOS
- ✓ PAPER

**WHAT NOT TO FLUSH**

- ✗ WIPES
- ✗ NAPPIES
- ✗ FOREIGN OBJECTS

**BLOCKED PIPES CAUSE SEWAGE OVERFLOWS INTO OUR RIVERS & WATERWAYS**

Waikato DISTRICT COUNCIL | LOVE WAIKATO

Collateral wish list to be completed and returned:

| <b>Collateral</b>                              | <b>Number required</b> | <b>Available now</b> |
|--|------------------------|----------------------|
| A4 What to Flush/What not to Flush poster      |                        | Yes                  |
| A3 What to Flush/What not to Flush poster      |                        | Yes                  |
| DLE What to Flush/What Not to Flush            |                        | Yes                  |
| A4 Think at the Sink poster                    |                        |                      |
| A3 Think at the Sink poster                    |                        |                      |
| A3 poster holder                               |                        |                      |
| A4 poster holder                               |                        |                      |
| DLE Think at the Sink                          |                        |                      |
| What to Flush cistern sticker                  |                        |                      |
| What to Flush/What not to Flush pull up banner |                        | I available          |
| Think at the Sink fridge magnet                |                        |                      |
| Email signature                                |                        |                      |
| Brochure                                       |                        |                      |
| Letterhead                                     |                        |                      |
| Anything else?                                 |                        |                      |

Please list events in your area over summer you'd like to have a presence at:

### **Open Meeting**

|                                 |   |
|---------------------------------|---|
| <b>To</b>                       | Meremere Community Committee                                      |
| <b>From</b>                     | Tony Whittaker<br>General Manager Strategy & Support              |
| <b>Date</b>                     | 09 October 2017   |
| <b>Chief Executive Approved</b> | Y   |
| <b>Reference #</b>              | GOV0510   |
| <b>Report Title</b>             | Joint Community Board and Community Committee<br>December Meeting |

## **I. EXECUTIVE SUMMARY**

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We have been running joint Community Board and Community Committee sessions with Council now for over a year. The purpose of these sessions was to enable Council to keep the respective community representatives informed of key issues, and to enable a sharing of views and ideas among community representatives. The feedback we have received so far has been positive and that those that do attend are enjoying them.

Although it is appreciated that time is precious leading up to Christmas, Council would like to host all Community Board and Community Committee representatives at one last joint meeting prior to the end of the year. Council will hopefully have completed its detailed Long Term Plan budget deliberations by 15 December and hence would like to share the results of this with you, and to celebrate the end of another challenging year.

In lieu of the above, it is suggested that Community Boards and Community Committees might reconsider whether they have a meeting in December and attend the joint session instead. We appreciate you will need to be cognisant of any key decisions required in December, to enable this to work. This would also provide some relief from preparing December agendas etc.

If Community Boards and Community Committees are in agreement to meet jointly, this meeting could be held in Ngaruawahia on Tuesday, 19 December 2017 at 6.00pm.

It is recommended that unless there are pressing matters for Community Boards and Community Committees to attend to at their December meetings, they agree to not meet as planned, but attend a joint meeting instead.

## **2. RECOMMENDATION**

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**THAT the report from the General Manager Strategy & Support be received;**



**AND THAT the Meremere Community Committee agrees to support the joint meeting of Community Boards and Community Committees on Tuesday, 19 December;**

**AND FURTHER THAT the Meremere Community Committee supports not having an individual meeting in December.**

### **3. ATTACHMENTS**

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NIL

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**Open Meeting**

|                                 |  |
|---------------------------------|--|
| <b>To</b>                       | Meremere Community Committee                         |
| <b>From</b>                     | Tony Whittaker<br>General Manager Strategy & Support |
| <b>Date</b>                     | 25 October 2017                                      |
| <b>Prepared by</b>              | Julienne Calambuhay<br>Management Accountant         |
| <b>Chief Executive Approved</b> | Y  |
| <b>Reference/Doc Set #</b>      | GOV0510 / 1839063                                    |
| <b>Report Title</b>             | Discretionary Fund Report to 25 October 2017         |

**1. EXECUTIVE SUMMARY**

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To update the Committee on the Discretionary Fund Report to 25 October 2017.

**2. RECOMMENDATION**

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**THAT the report from the General Manager Strategy & Support be received.**

**3. ATTACHMENTS**

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Discretionary Fund Report to 25 October 2017

## MEREMERE COMMUNITY COMMITTEE DISCRETIONARY FUND 2017/2018

|   | GL            | I.209.1704       |
|---|---------------|------------------|
| <b>Commitments from Committee Meeting Minutes &amp; Other Information</b>   |               |                  |
| <b>2017/18 Annual Plan (including Salaries)</b>   |               | 6,421.00         |
| <b>Carry forward from 2016/17</b>   |               | 8,929.26         |
| <b>Total Funding</b>  |               | <b>15,350.26</b> |
| <b>Expenditure</b>  |               |                  |
| 03-Jul-17 Contact - credit 5/5/2017 - 30/6/2017   |               | (29.31)          |
| 10-Jul-17 Marina Whihongi -travel to China  | MMCCI706/04   | 1,000.00         |
| 03-Aug-17 Contact - July 2017   |               | 58.66            |
| 25-Aug-17 Meremere Youth Town account - plywood & hinges  | MMCCI708/04   | 68.76            |
| 29-Sep-17 Contact - August 2017   |               | 56.31            |
| 02-Oct-17 Tuakau Glass & Glazing - reglazing of the gym windows   | MMCCI709/04   | 180.60           |
| 02-Oct-17 Youth Town Account - cost of padlocks, plywood, hinges and screws for cupboards                           | MMCCI709/04   | 421.39           |
| <b>Total Expenditure</b>  |               | <b>1,756.41</b>  |
| <b>Income</b>   |               |                  |
| <b>Total Income</b>   |               | -                |
| <b>Net Expenditure</b>  |               | <b>1,756.41</b>  |
| <b>Net Funding Remaining (Excluding commitments)</b>  |               | <b>13,593.85</b> |
| <b>Commitments</b>  |               |                  |
| 09-Mar-17 Reconnection of power for the Tennis Pavillion  | MMCCI703/04/2 | to be confirmed  |
| 11-May-17 Commitment for Pika Hema  | MMCCI705/05/4 | 50.00            |
| 11-May-17 Commitment for MYG Youth Group  | MMCCI705/05/4 | 200.00           |
| 08-Jun-17 Youthtown account - purchase 10 tables @ \$45 each  | MMCCI706/04   | 450.00           |
| 10-Aug-17 Vivienne Milton - plates & cutlery for Community hall (\$569 less \$300 already paid for cooking classes) | MMCCI708/04   | 269.00           |
| 14-Sep-17 Youthtown account - further purchase 10 tables @ \$45 each  | MMCCI709/04   | 450.00           |
| 14-Sep-17 Meremere Christmas party  | MMCCI709/04   | 600.00           |
| <b>Total Commitments</b>  |               | <b>2,019.00</b>  |
| <b>Net Funding Remaining (Including commitments) as of 25 October 2017</b>  |               | <b>11,574.85</b> |

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**Open Meeting**

|                                 |  |
|---------------------------------|--|
| <b>To</b>                       | Meremere Community Committee                                 |
| <b>From</b>                     | Tony Whittaker<br>General Manager Strategy & Support         |
| <b>Date</b>                     | 17 October 2017  |
| <b>Prepared by</b>              | Sharlene Jenkins<br>PA to General Manager Strategy & Support |
| <b>Chief Executive Approved</b> | Y  |
| <b>Reference/Doc Set #</b>      | GOV0510 / 1834882  |
| <b>Report Title</b>             | Year to Date Service Request Report                          |

**1. EXECUTIVE SUMMARY**

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To update the Committee on the Year to Date Service Request Report for Meremere.

**2. RECOMMENDATION**

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**THAT** the report from the **General Manager Strategy & Support** be received.

**3. ATTACHMENTS**

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Year to Date Service Request Report for Meremere

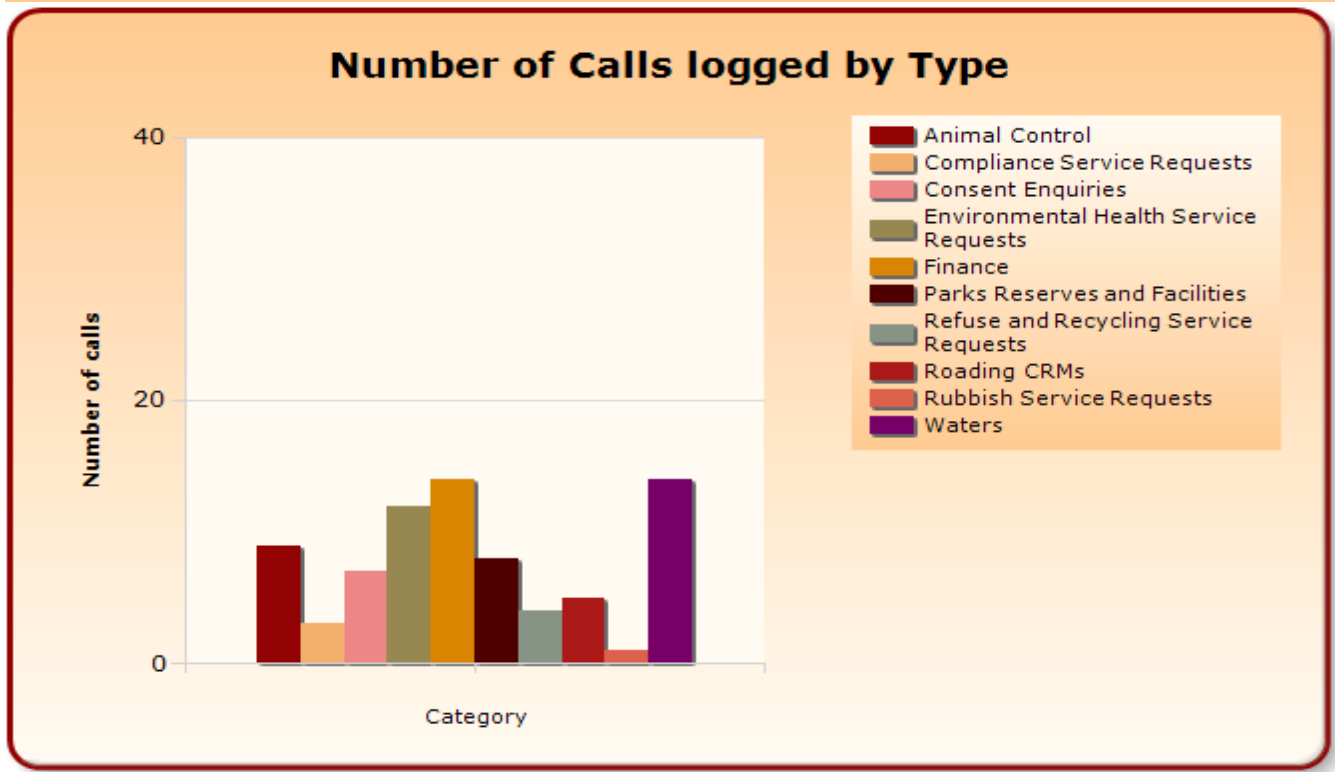
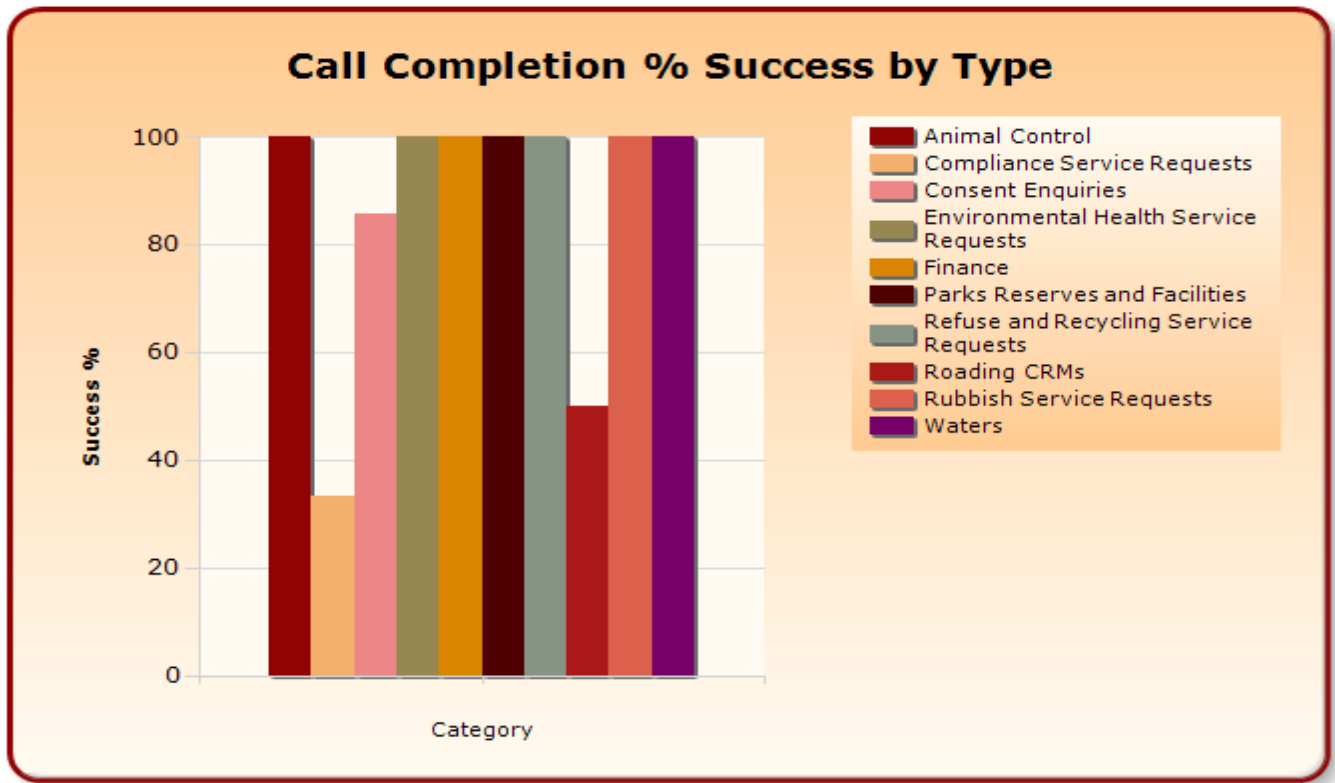
# Service Request Time Frames for MEREMERE Community Board

Date Range: 01/07/2017 to 30/09/2017

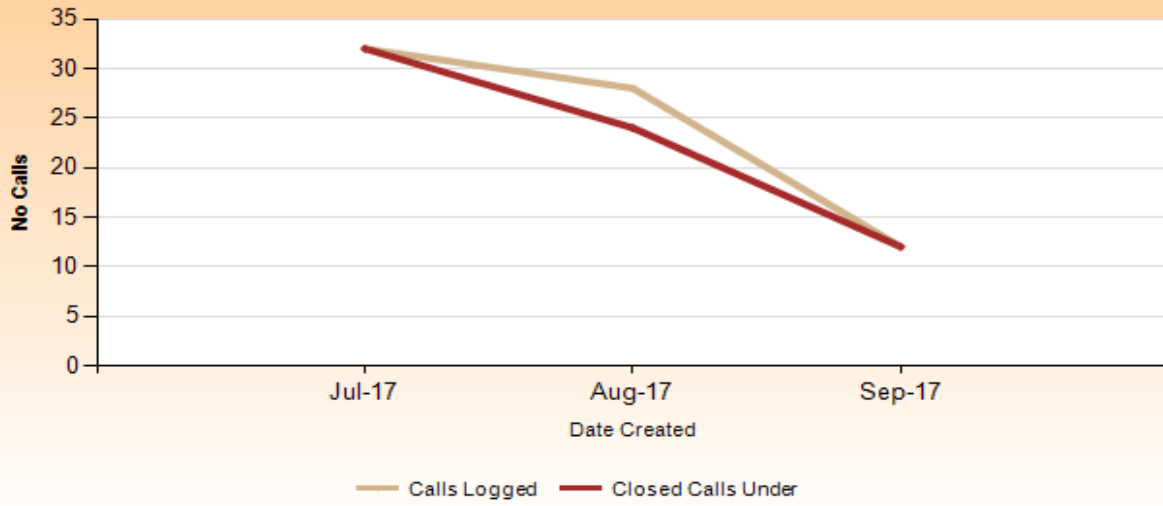


10/17/2017 2:44:17 PM

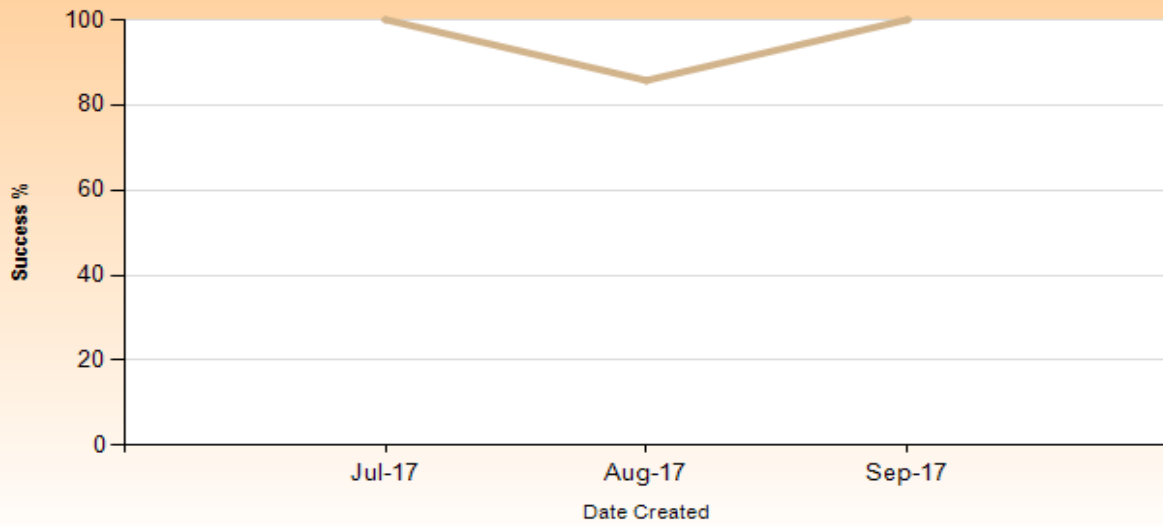
The success rate excludes Open Calls as outcome is not yet known.



### 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>Animal Control</b>  |   |                        |                        |                         |                          |                           |                     |
|  | <b>Summary</b>  | <b>9</b>               |                        | <b>1</b>                |                          | <b>8</b>                  | <b>100.00%</b>      |
|  | Dog Property Visit  | 2                      |                        |                         |                          | 2                         | 100.00%             |
|  | Dog Straying - Current  | 1                      |                        |                         |                          | 1                         | 100.00%             |
|  | Dog Straying - Historic   | 1                      |                        | 1                       |                          |                           | NaN                 |
|  | Dog Surrender   | 1                      |                        |                         |                          | 1                         | 100.00%             |
|  | Dog Welfare - Immediate threat to life  | 1                      |                        |                         |                          | 1                         | 100.00%             |
|  | Dog/Animal Missing  | 1                      |                        |                         |                          | 1                         | 100.00%             |
|  | Dogs Barking Nuisance   | 1                      |                        |                         |                          | 1                         | 100.00%             |
|  | Livestock Trespassing - Current   | 1                      |                        |                         |                          | 1                         | 100.00%             |
| <b>Compliance Service Requests</b>   |   |                        |                        |                         |                          |                           |                     |
|  | <b>Summary</b>  | <b>3</b>               |                        |                         | <b>2</b>                 | <b>1</b>                  | <b>33.33%</b>       |
|  | Compliance - Animal By Law  | 1                      |                        |                         | 1                        |                           | 0.00%               |
|  | Compliance - Unauthorised Activity  | 1                      |                        |                         |                          | 1                         | 100.00%             |
|  | Illegal parking   | 1                      |                        |                         | 1                        |                           | 0.00%               |
| <b>Consent Enquiries</b>   |   |                        |                        |                         |                          |                           |                     |
|  | <b>Summary</b>  | <b>7</b>               |                        |                         | <b>1</b>                 | <b>6</b>                  | <b>85.71%</b>       |
|  | Planning Process  | 1                      |                        |                         |                          | 1                         | 100.00%             |
|  | Property Information Request  | 5                      |                        |                         |                          | 5                         | 100.00%             |
|  | Zoning and District Plan Enquiries  | 1                      |                        |                         | 1                        |                           | 0.00%               |
| <b>Environmental Health Service Requests</b>   |   |                        |                        |                         |                          |                           |                     |
|  | <b>Summary</b>  | <b>12</b>              |                        |                         |                          | <b>12</b>                 | <b>100.00%</b>      |
|  | Noise complaints straight to contractor   | 12                     |                        |                         |                          | 12                        | 100.00%             |
| <b>Finance</b>   |   |                        |                        |                         |                          |                           |                     |
|  | <b>Summary</b>  | <b>14</b>              |                        |                         |                          | <b>14</b>                 | <b>100.00%</b>      |
|  | Rates query   | 14                     |                        |                         |                          | 14                        | 100.00%             |
| <b>Parks Reserves and Facilities</b>   |   |                        |                        |                         |                          |                           |                     |
|  | <b>Summary</b>  | <b>8</b>               |                        |                         |                          | <b>8</b>                  | <b>100.00%</b>      |
|  | Parks & Reserves - Buildings  | 5                      |                        |                         |                          | 5                         | 100.00%             |
|  | Parks & Reserves - Graffiti   | 1                      |                        |                         |                          | 1                         | 100.00%             |
|  | Parks & Reserves - Reserve Issues   | 2                      |                        |                         |                          | 2                         | 100.00%             |
| <b>Refuse and Recycling Service Requests</b>   |   |                        |                        |                         |                          |                           |                     |
|  | <b>Summary</b>  | <b>4</b>               |                        |                         |                          | <b>4</b>                  | <b>100.00%</b>      |
|  | Refuse - Non-Collection   | 1                      |                        |                         |                          | 1                         | 100.00%             |
|  | Refuse & Recycling Contractor Complaints  | 1                      |                        |                         |                          | 1                         | 100.00%             |
|  | Refuse & Recycling Enquiries  | 2                      |                        |                         |                          | 2                         | 100.00%             |
| <b>Roading CRMs</b>  |   |                        |                        |                         |                          |                           |                     |
|  | <b>Summary</b>  | <b>5</b>               |                        | <b>3</b>                | <b>1</b>                 | <b>1</b>                  | <b>50.00%</b>       |
|  | Footpath Maintenance - Non_Urgent   | 1                      |                        |                         |                          | 1                         | 100.00%             |
|  | Request 4 new street light path sign etc  | 1                      |                        |                         | 1                        |                           | 0.00%               |
|  | Roading Work Assessment Required - OnSite 5WD   | 2                      |                        | 2                       |                          |                           | NaN                 |
|  | Vegetation Maintenance  | 1                      |                        | 1                       |                          |                           | NaN                 |

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|                                 |                                 |           |  |          |          |           |                |
|---------------------------------|---------------------------------|-----------|--|----------|----------|-----------|----------------|
| <b>Rubbish Service Requests</b> |                                 |           |  |          |          |           |                |
|                                 | <b>Summary</b>                  | <b>1</b>  |  |          |          | <b>1</b>  | <b>100.00%</b> |
|                                 | Illegal Rubbish Dumping         | 1         |  |          |          | 1         | 100.00%        |
| <b>Waters</b>                   |                                 |           |  |          |          |           |                |
|                                 | <b>Summary</b>                  | <b>14</b> |  | <b>1</b> |          | <b>13</b> | <b>100.00%</b> |
|                                 | 3 Waters Enquiry                | 2         |  |          |          | 2         | 100.00%        |
|                                 | Drinking Water Final Meter Read | 7         |  |          |          | 7         | 100.00%        |
|                                 | Drinking Water minor leak       | 3         |  |          |          | 3         | 100.00%        |
|                                 | No Drinking Water               | 1         |  |          |          | 1         | 100.00%        |
|                                 | Stormwater Property Flooding    | 1         |  | 1        |          |           | NaN            |
| <b>Total</b>                    |                                 | <b>77</b> |  | <b>5</b> | <b>4</b> | <b>68</b> | <b>94.44%</b>  |