

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 13 FEBRUARY 2018** commencing at **6.15pm**.

Note: A public forum will be held at 5.45pm prior to the commencement of the meeting

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 Tuesday 5 December 2017 2

5. REPORTS

- | | | |
|------|--|--------|
| 5.1 | Discretionary Fund Report to 31 January 2018 | 7 |
| 5.2 | Youth Action Group's Report | 9 |
| 5.3 | LTP Update | Verbal |
| 5.4 | Ngaruawahia Works and Issues Report | 12 |
| 5.5 | Ngaruawahia Community Board Resolution/Action Register | 16 |
| 5.6 | Year to Date Service Request Report | 21 |
| 5.7 | Public Forum | Verbal |
| 5.8 | Chairperson's Report | Verbal |
| 5.9 | Councillors' Report | Verbal |
| 5.10 | Community Board Members' Report | Verbal |

GJ Ion
CHIEF EXECUTIVE

Agenda2018\NCB\180213 NCB OP.dot

Open Meeting

To	Ngaruawahia Community Board
From	Gavin Ion Chief Executive
Date	6 December 2017
Prepared by	Wanda Wright Committee Secretary
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 5 December 2017.

2. RECOMMENDATION

THAT the minutes of a meeting of the Ngaruawahia Community Board held on Tuesday 5 December 2017 be confirmed as a true and correct record of that meeting.

3. ATTACHMENTS

NCB Minutes

MINUTES of a meeting of the Ngaruawahia Community Board held in the Committee Rooms 1 & 2, District Office, 15 Galileo Street, Ngaruawahia on **TUESDAY 5 DECEMBER 2017** commencing at **6.18pm**

Present:

Mr J Whetu (Chair)
Cr JM Gibb
Cr E Patterson
Mrs W Diamond
Mr BJ Sherson
Mrs J Stevens

Attending:

Mr GJ Ion (Chief Executive)
Mrs W Wright (Committee Secretary)
7 Members of the public

APOLOGIES AND LEAVE OF ABSENCE

Resolved: (Mr Whetu/Cr Gibb)

THAT an apology be received from Ms Kirkwood.

CARRIED on the voices

NCB1712/01

CONFIRMATION OF STATUS OF AGENDA ITEMS

Resolved: (Mr Whetu/Ms Diamond)

THAT the agenda for a meeting of the Ngaruawahia Community Board held on Tuesday 5 December 2017 be confirmed and all items therein be considered in open meeting;

AND THAT all reports be received.

CARRIED on the voices

NCB1712/02

DISCLOSURES OF INTEREST

There were no disclosures of interest.

CONFIRMATION OF MINUTES**Resolved: (Mr Whetu/Ms Diamond)**

THAT the minutes of a meeting of the Ngaruawahia Community Board held on Tuesday 14 November 2017 be confirmed as a true and correct record of that meeting.

CARRIED on the voices**NCB1712/03****REPORTS**

Updates on Te Mana o Te Rangi Reserve and The Point
Agenda Item 5.1

The Chair and the Chief Executive gave verbal updates and answered questions from the Board.

Waikato District Plan Review - Update
Agenda Item 5.2

The report was received [NCB1712/02 refers] and discussion was held.

Update on LTP
Agenda Item 5.3

The Chief Executive gave a verbal update and answered questions from the Board.

Discretionary Fund Report to 20 November 2017
Agenda Item 5.4

The report was received [NCB1712/02 refers] and discussion was held.

Ngaruawahia Works and Issues Report
Agenda Item 5.5

The report was received [NCB1712/02 refers] and discussion was held.

Resolved: (Mr Whetu/Cr Patterson)

THAT the following items be deleted from the Works and Issues Report:

- **Item 2 – Light on the Cross**
- **Item 3 – The Point**
- **Item 6 – Princess Street level crossing &**
- **Item 7 – Town Clock**

CARRIED on the voices**NCB1712/04**

Ngaruawahia Community Board Resolution/Action Register
Agenda Item 5.6

The report was received [NCB1712/02 refers] and discussion was held.

Code of Conduct
Agenda Item 5.7

The report was received [NCB1712/02 refers] and discussion was held.

Resolved: (Cr Patterson/Ms Diamond)

THAT the updated Code of Conduct attached to the Agenda report be adopted by the Ngaruawahia Community Board.

CARRIED on the voices

NCB1712/05

Public Forum
Agenda Item 5.8

The following items were discussed at the public forum:

- Parking along the side of Waingaro Road – blocking views. The volume of traffic has increased and there is no place to cross the road safely
- Driveway entrances are too steep/sharp where it meets the roads and residents are asking Council what can be done about it as it causes damages to the cars
- Requests for toilets between Ngaruawahia & Horotiu along the Te Awa Walkway
- Maple trees – query re costs being followed up again
- Memorial Hall – where are things at?
- Representatives of 25 families seeking access to the cycleway from where they live. Access sought via Smith Road for children going to school etc. What else can be done?
- Safety cones/rails on Horotiu Bridge; too short; really dangerous

Chairperson's Report
Agenda Item 5.9

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

Councillors' Report
Agenda Item 5.10

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

Open Meeting

To	Ngaruawahia Community Board
From	Tony Whittaker General Manager Strategy & Support
Date	31 January 2018
Prepared by	Julienne Calambuhay Management Accountant
Chief Executive Approved	Y
Reference/Doc Set #	GOV0508
Report Title	Discretionary Fund Report to 31 January 2018

1. EXECUTIVE SUMMARY

To update the Board on the Discretionary Fund Report to 31 January 2018.

2. RECOMMENDATION

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

3. ATTACHMENTS

Discretionary Fund Report to 31 January 2018

NGARUAWAHIA COMMUNITY BOARD DISCRETIONARY FUND 2017/2018

			GL 1.205.1704
2017/18 Annual Plan			20,999.00
Carry forward from 2016/17			37,439.11
			<u>58,438.11</u>
Total Funding			<u>58,438.11</u>
Expenditure			
04-Aug-17	Contribution towards adult playground fitness equipment	NCB1511/06/2	10,000.00
12-Sep-17	NZCB Conference (Methven, May 2017) - Mr Sherson's accommodation expenses	NCB1709/04	150.00
16-Nov-17	Ngaruawahia Community House Inc - Christmas on Jesmond Street event	NCB1711/06	5,000.00
06-Dec-17	Contribution towards outdoor fitness stations along Waikato Esplanade	NCB1711/05	4,782.00
			<u>19,932.00</u>
Total Expenditure			<u>19,932.00</u>
Income			
Total Income			<u>-</u>
Net Expenditure			<u>19,932.00</u>
Net Funding Remaining (Excluding commitments)			<u>38,506.11</u>
Commitments			
09-Sep-14	Commitment for workshop costs/room - ongoing	NCB1409/06/2	100.00
09-Sep-14	Commitment for information signage boards	NCB1409/06/2	5,000.00
10-Nov-15	Commitment for workshop expenses - ongoing	NCB 1511/06/2	300.00
14-Jun-16	Te Mana o Te Rangi Reserve	NCB1606/06/1	8,000.00
09-May-17	Table fee for tea and coffee per meeting - ongoing	NCB1705/04/2	10.00
14-Nov-17	Commitment towards the expenditure of maintenance for the town	NCB1711/05	1,500.00
			<u>14,910.00</u>
Total Commitments			<u>14,910.00</u>
Net Funding Remaining (Including commitments) as of 31 January 2018			<u>23,596.11</u>

Open Meeting

To	Ngaruawahia Community Board
From	Tony Whittaker General Manager Strategy & Support
Date	01 February 2018
Prepared by	Shannon Kelly Youth Engagement Advisor
Chief Executive Approved	Y
DWS Document Set #	GOV0508
Report Title	Youth Action Group's Report

1. EXECUTIVE SUMMARY

The purpose of this report is to provide the Ngaruawahia Community Board with the Youth Action Group's Report prepared by Cory Newport.

2. RECOMMENDATION

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

AND THAT if there are any new issues identified in the **Youth Action Group's Report** that the **Board** agrees on, be added to the **Committee's Works and Issues** report so that progress on implementation can be monitored.

3. ATTACHMENTS

Ngaruawahia Youth Action Group Report

Ngaruawahia Youth Action Group Report



	Identified Issue	Projects we should do	Background into Why	Progress/Outcome/Thoughts
1	We felt that Youth in Ngaruawahia need something to do.	Ngaruawahia Youth Retro Gaming Olympics. In collaboration With OMGTech!	<ul style="list-style-type: none"> Our group was approached by Kawana from OMGTech! who provided us with some resources and funding to hold our tech event for youth. Embrace the Future decided to go forth with Kawana as the initial intentions were well thought out for a collaborative event. 	<ul style="list-style-type: none"> Project was completed. The event did not attract as many youths as expected so the potential of the event was not meet. Advertisement, open communication needs to be conducted early in projects between those included and the community.
2		Frame Your Town.	Beautification of our town with youth inspiration.	<ul style="list-style-type: none"> The project has not been completed. Embrace the Future has come to the conclusion that we will no longer continue with Frame Your Town Project this year (2018) and will look into it again in the next 12 months. Although we had good intentions at the start of this project, we've come to realise the constraints and problems that have arisen in the production side of making the frame.

3	Empowering Youth through the arts	Film Festival	Embrace the Future will provide an opportunity for the youth of creative passions to create a short film showcasing their town.	Embrace the Future will provide an opportunity for the youth of creative passions to create a short film showcasing their town.
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FACILITATED QUESTIONS:

What do you love most about your town?

The Community is a great place to be when in a positive light. This community comes together and supports one another.

What are the biggest issues and concerns young people have in Ngaruawahia?

- The influx of drugs in the town.
- The risk of jumping off the railway bridge.
- Safety of youth at the Skate Park.

Why are these issues for young people in Ngaruawahia?

- Drugs impact other social and economic issues such as poverty, money issues and violence in families.
- Can lead to injury and possible death of youth. Impacts the train drivers who feel responsible.
- Many youths get injured at the skate park and fights break out between youth.

What do you think could be done about the issue in Ngaruawahia?

- More opportunities for free services of rehabilitation, Counselling etc.
- The Council to build a safe jumping platform.
- Install lights for night riders and cameras for surveillance purposes.

Who do you think could help in making these concerns/ projects right?

The Council. Wider organisations.

Open Meeting

To	Ngaruawahia Community Board
From	Gavin Ion Chief Executive
Date	31 January 2018
Chief Executive Approved	Y
DWS Document Set #	NCB2017; GOV0508
Report Title	Ngaruawahia Works and Issues Report

1. EXECUTIVE SUMMARY

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

2. RECOMMENDATION

THAT the report from the Chief Executive be received.

3. ATTACHMENTS

- Issues Report

	Issue	Area	Action
I	<p>Patterson Park netball courts – the courts have been resealed but the surface is not level, as they are used by four netball clubs this needs to be addressed prior to the winter.</p> <p>The work has been completed and the issue of an un-level surface remains.</p>	Service Delivery	<p><u>August 2017</u> Original topography survey of the netball courts (which design was based on) showed a number of height inconsistencies between 10mm and 50mm over the area of the court. The surface was uneven and there was no level fall over the length of the court. The original court surface had large depressions where water would pond.</p> <p>Now the courts are designed and constructed to have a 0.5% grade to allow water to run off. This has improved the surface of the courts and reduced the amount of ponding significantly.</p> <p><u>September 2017</u> Photos of Patterson Park Courts received from Kiri Morgan August 23rd and awaiting a response.</p> <p><u>November 2017</u> The Long Term Plan held an allocation for the upgrade of the Ngaruawahia Netball Courts of \$180,236.</p> <p>Staff approached the project by determining what type of upgrade could be accommodated within that budget allocation.</p> <p>Staff assessed two options:</p> <ol style="list-style-type: none"> 1. Reshape and reseal court to improve drainage, replace nets, hoops signs etc. 2. Full NZ Netball specification rebuild, plus replace nets, hoops, signs etc. <p>Assessment of costs for each option was completed by an external consultant. The costs for meeting NZ Netball</p>

	Issue	Area	Action
			<p>specification was excessive and would exceed budget (est. by Waikato District Alliance is approximately \$300,000 total project cost). The cost for option one fell inside budget and was completed at a total cost of \$152,000.</p> <p>The courts have been shaped as best as possible to shed water during rainfall events. Staff will continue to inspect through rainfall events to ensure that site drainage is effective and operating as expected. Staff are also happy to meet with netball club/teams representatives and discuss options moving.</p> <p>A full copy of the consultant review and as built drawings are attached for information.</p> <p><u>December</u> A site meeting has been organised for early December with Kiri Morgan, Mark Janssen and Tim Harty.</p>
2	<p>Major H&S issue: Roading to review safety of River Road from 70km sign to Duke Street.</p> <ol style="list-style-type: none"> 1) Islands 2) Signage 3) Speed 4) Lighting (corner Great South Road and River Road intersection) 5) Tyre truck parked near the corner of River Road and Great South Road. <p>1, 2, 3, 4: Community Board maintain that this is not safe. A member has</p>	Service Delivery	<p>The Safety Engineer has visited the site and investigated the speed data from traffic counts. The Safety Engineer reports that the operating speed is below the posted speed limit, however he notes that there are some vehicles that exceed the limit. Lighting and signage is reported as adequate and functional and meets requirements, however additional speed limit repeater signs are recommended in the section adjacent to the school. The safety engineer notes that the section of River road adjacent to the school has a high number of school children crossing and may warrant a school activated warning sign, this will be investigated further.</p> <p>The Safety Engineer, as well as Council Monitoring staff have undertaken site visits to observe the truck noted, however, on those visits the truck was not present. We will continue to monitor this.</p> <p>The Road Safety Engineer will undertake a night time</p>

Issue	Area	Action
requested that roading consider that the safety engineer does a night time assessment and also look at painting the front side of the islands in white paint, or at the least a waterblast. Could roading confirm if this could be looked at over the coming month?		assessment within 14 days and report back to the Board on the findings. <u>February 2018</u> The Safety Engineer undertook a night time inspection in December 2017. The lighting levels comply with standards for that road. Some of the median islands require white paint on the kerb noses and this has been requested to be undertaken during the next cyclic run.

Open Meeting

To	Ngaruawahia Community Board
From	Gavin Ion Chief Executive
Date	31 January 2018
Chief Executive Approved	Y
DWS Document Set #	GOV0508
Report Title	Ngaruawahia Community Board Resolution/Action Register

1. EXECUTIVE SUMMARY

To update the Ngaruawahia Community Board Resolution/Action Register.

2. RECOMMENDATION

THAT the report of the Chief Executive be received.

3. ATTACHMENTS

	Project	Action required	Refer to	Up-dated	Action
1	Beautifying the Riverbank [NCB03/23/10]	Ngaruawahia Community Plan 'Clean up the river and riverbanks'. Planting on River Road side.	SD	1 June 2017	<i>This work has been completed.</i>
	A pontoon on Waipa River in relation to launching canoes particularly for the Waipa School	A pontoon on Waipa river is suggested to enable Waipa Primary students and the wider community access to the river for waka-ama and other water sports.	NCB	1 May 2017	<i>This project is currently not funded in the LTP and therefore the Community Board will either need to apply for funding at the next LTP (2018) or lead and fund the project as a Board initiative.</i>
2	Green Belt [NCB1304/06/6]	Investigate proposed green belt around township.	S&S	1 June 2017	<i>A green belt is an area of open land around a city or town on which building is restricted. Rules in the District Plan help ensure that fragmentation of the rural land around Ngaruawahia township is avoided, thus providing a</i>

Project		Action required	Refer to	Up-dated	Action
					<i>rural interface at the town's northern entrance that supports this green belt concept. District plan rules ensure residential growth occurs within defined zones.</i>
3	Centennial Park toilet [NCB1302/06/8]	Installation of toilet	SD	1 May 2017	<i>A report is being presented to the NCB on placement of this facility.</i>
4	Wedding Quarry	Wedding Quarry – over spraying of the quarry appears to be causing erosion and is visually unpleasant, is there anything that can be done about this?	CS	1 August 2015	<i>Council is unable to undertake any formal action for activity. There is no breach of the District Plan. We understand that it is for weed control purposes and is authorised by Waikato Regional Council. Slip noted and followed up via Works and Issues report. August 2017 – this is WRC issue and can't be progressed by NCB.</i>
5	Adult fitness trail	The adult fitness trail would install fitness equipment on a suitable site to encourage adults to exercise as part of the cycle way and the Hakarimata stairs.	SD	1 June 2017	<i>\$10K granted from the Community Wellbeing Trust. Awaiting further funding and council advice on suitable sites. The Te Awa cycleway is recommended by parks and facilities as a suitable site for the proposed fitness trail. Wendy Diamond provided update at NCB workshop. 13/06/2017 - \$40K received from WEL Energy Trust.</i>
6	Te Mana o Te Rangi Reserve development	The beautification of the old dump site to enable recreational enjoyment and to comply with the landfill aftercare management plan.	SD	16 March 2017	<i>Board have been through consultation and will put project forward as LTP item.</i>
7	The Point – photo frame	The Youth Action Group is investigating the opportunity to erect a giant photo frame at The Point.	S&S	9 May 2017	<i>Embrace the Future (ETF) have made contact with WDC Iwi Liaison to ensure that ETF are not crossing any cultural and sacred boundaries. Are awaiting response. ETF have approved initial design for community consultation and have engaged with Community Development Coordinator to initiate the Placemaking process for this. 9/05/2017 – Youth Action Group advise</i>

Project		Action required	Refer to	Up-dated	Action
					<p>the project is on hold until further notice.</p> <p>13/06/2017 - The Community Board continue to support and encourage the Youth Group to move this forward.</p>
8.	Light on the Cross	Light on the cross at the top of the water reservoir on the Hakarimata walkway is not working. A service request has been lodged by Pastor David Wells.			<p><u>August 2017</u> The cross is not a Council asset, however staff are happy to work with the Community Board if there is a desire to keep operational, however external funding will need to be sourced.</p> <p>Councillor Patterson has gained further insight into the history of the cross and also discussed with Tim Harty.</p> <p><u>September 2017</u> This will be progressed by Councillor Patterson.</p> <p><u>December 2017</u> Councillor Patterson continues to progress.</p>
9.	The Point	Concerns about the Squash Club, Rowing Club & Dog Sheds – conditions, appearance & upkeep. The NCB are asking for the details of the lease conditions and arrangements in place.			<p><u>August 2017</u> The Point is currently undergoing a draft management plan process where all leases are being considered, and during this process all expired and current leases will look to be aligned. This will include the way that repairs and maintenance are carried out for those buildings that Council own (the kennel club) and those that we do not (the squash and rowing clubs). In the meantime, the property maintenance team will review the buildings with a view to determining what, if anything requires immediate attention while the management plan process continues.</p> <p><u>September 2017</u> After looking into the leases of the occupants at The Point, and discussions with the wider Parks and Facilities unit, conversations regarding the recently commenced Reserve Management Plan process for The Point were raised. The Reserve Management Plan has been out for its initial public consultation round which closed 7th July 2017. The Reserves Planner is now</p>

Project	Action required	Refer to	Up-dated	Action
				<p>working through integrating the key themes from the first round and it will go out for a second round according to Strategy as soon as this has happened.</p> <p><u>November 2017</u> Until the Reserve Management Plan is finalised there will be no changes to the agreements or current occupation. The Reserve Management Plan may have effect on those occupants and it is unreasonable to expect the occupants to outlay costs with no guarantee of occupation following the Reserve Management Plan coming into effect.</p> <p>The draft Reserve Management Plan for The Point is due to be completed by the end of January 2018. It will then go out for public consultation after approval from the 2018 February Council meeting. A presentation will be made to the February Community Board meeting. Consultation would be over February-April 2018 period, review submissions in April-May, hearings if required in May, final plan will go back to Council for adoption in June-July 2018. The Board will be kept informed of progress.</p> <p><u>February 2018</u> Staff are meeting with the Chair of the Community Board this month to discuss the draft Reserve Management Plan for The Point. The process and timeframes will be agreed post this discussion to ensure the draft plan addresses the initial issues/concerns from the community.</p>
10	Princess Street Level Crossing	Princess Street level crossing – uneven and repair likely to fail. Have staff managed to contact Kiwirail?		<p>Staff have tried contacting Kiwirail on two occasions regarding the defects and are awaiting a response.</p> <p><u>December 2017</u> Kiwirail consider the crossing to be adequate. Staff continue to discuss the matter with Kiwirail and monitor the crossing.</p>
11	Ngaruawahia Town Clock			<p>The town clock has had a lot of water damage to the electronics and drive mechanism. The clock needs to be removed and refurbished. An inspection</p>

Project		Action required	Refer to	Up-dated	Action
					<p><i>has been completed and staff are awaiting a quote from the contractor.</i></p> <p><u>November 2017</u> <i>Community Board want staff to be aware and vigilant when working on this site as it believes a time capsule is still buried beneath the clock – please acknowledge this is part of the project planning. Staff are only looking at replacing the clock not the structure.</i></p>

Open Meeting

To	Ngaruawahia Community Board
From	Tony Whittaker General Manager Strategy & Support
Date	24 January 2018
Prepared by	Sharlene Jenkins PA to General Manager Strategy & Support
Chief Executive Approved	Y
Reference/Doc Set #	GOV0508
Report Title	Year to Date Service Request Report

1. EXECUTIVE SUMMARY

To update the Board on the Year to Date Service Request Report to 31 December 2017.

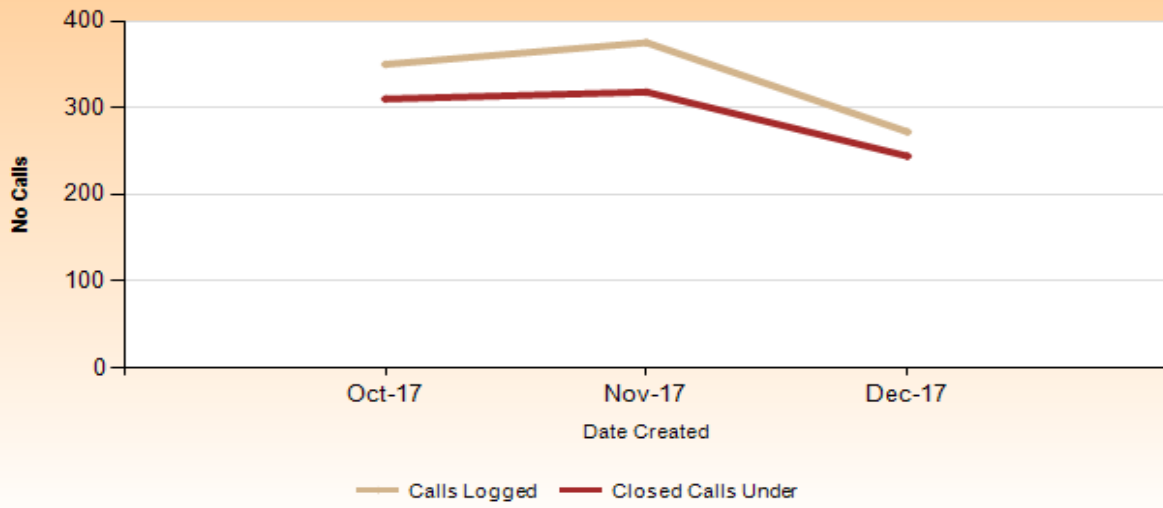
2. RECOMMENDATION

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

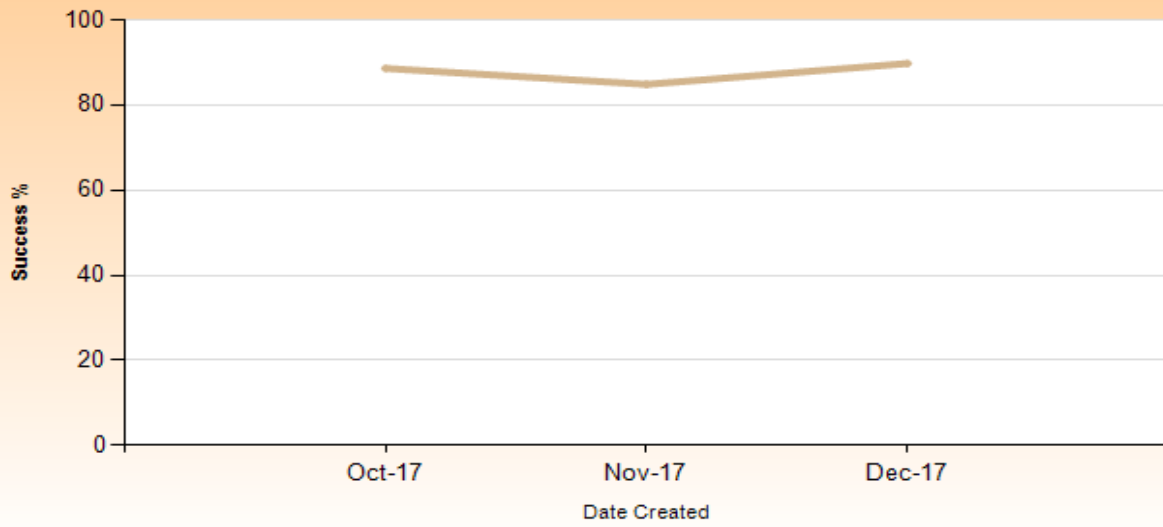
3. ATTACHMENTS

Year to Date Service Request Report for Ngaruawahia Community Board

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
Animal Control							
	Summary	167		5	20	142	87.65%
	Animal Charges	37			1	36	97.30%
	Dog / Cat Trap Required	2		1		1	100.00%
	Dog Group Education Visit	1				1	100.00%
	Dog Property Visit	25			6	19	76.00%
	Dog Straying - Current	33		1	7	25	78.13%
	Dog Straying - Historic	10			2	8	80.00%
	Dog Surrender	2				2	100.00%
	Dog Welfare - Immediate threat to life	2				2	100.00%
	Dog/Animal Missing	13		1		12	100.00%
	Dogs Aggression - Current	10			2	8	80.00%
	Dogs Aggression - Historic	3				3	100.00%
	Dogs Barking Nuisance	23		2		21	100.00%
	Livestock Trespassing - Current	5			2	3	60.00%
	Livestock Trespassing - Historic	1				1	100.00%
Building Inspection Service Requests							
	Summary	10		2	4	4	50.00%
	Building Inspection Service Requests	10		2	4	4	50.00%
Compliance - Fire Permits							
	Summary	1		1			NaN
	Existing resource consents	1		1			NaN
Compliance Service Requests							
	Summary	31	3	2	7	19	73.08%
	Compliance - Animal By Law	2				2	100.00%
	Compliance - Environmental Spill	1				1	100.00%
	Compliance - Unauthorised Activity	15	3	2		10	100.00%
	Compliance - Urban Fire Hazard (Dry conds only)	4			4		0.00%
	Illegal parking	9			3	6	66.67%
Consent Enquiries							
	Summary	364	2	18	38	306	88.95%
	Land Hazard Enquiries	1				1	100.00%
	Onsite Services	17	1			16	100.00%
	Planning Process	53		6	3	44	93.62%
	Property Information Request	85		3	5	77	93.90%
	Rural Rapid Number assignment & purchase of plates	4			3	1	25.00%
	Zoning and District Plan Enquiries	204	1	9	27	167	86.08%
DNU - Animal Control							
	Summary	1	1				NaN
	Dog straying	1	1				NaN
DNU - Parks Reserves and Facilities							
	Summary	1	1				NaN
	Trimming of vegetation - Urban	1	1				NaN

Environmental Health Service Requests	Summary	103	1	1	3	98	97.03%
	Environmental Health Complaint	7		1	1	5	83.33%
	Noise Complaint - Environmental Health	2	1			1	100.00%
	Noise complaints straight to contractor	94			2	92	97.87%
Finance	Summary	43			6	37	86.05%
	Rates query	43			6	37	86.05%
Parks Reserves and Facilities	Summary	86	3	5	22	56	71.79%
	Parks & Reserves - Buildings	27			17	10	37.04%
	Parks & Reserves - Council owned land	4			1	3	75.00%
	Parks & Reserves - Graffiti	6			1	5	83.33%
	Parks & Reserves - Lake Access	7	3	4			NaN
	Parks & Reserves - Non-urgent Public Toilet Issues	2				2	100.00%
	Parks & Reserves - Reserve Issues	33		1	2	30	93.75%
	Parks & Reserves - Urgent Public Toilet Issues	5			1	4	80.00%
	Parks & Reserves-Council owned buildings on reserv	2				2	100.00%
	Refuse and Recycling Service Requests	Summary	35	4	3	4	24
New collections		1				1	100.00%
Recycling Not Collected		8		1	1	6	85.71%
Refuse - Non-Collection		10	2	2		6	100.00%
Refuse & Recycling Contractor Complaints		3			1	2	66.67%
Refuse & Recycling Enquiries		5	1		2	2	50.00%
Rubbish bag sticker/tag orders - internal use only		8	1			7	100.00%
Roading CRMs	Summary	69		21	12	36	75.00%
	New Vehicle Entrance Request	2		1		1	100.00%
	Request 4 new street light path sign etc	5			1	4	80.00%
	Road Culvert Maintenance	10		7	2	1	33.33%
	Road Marking Sign & Barrier Maint Marker Posts	3		2		1	100.00%
	Road Safety Issue Enquiries	6		1	1	4	80.00%
	Roading Work Assessment Required - OnSite 5WD	13		2	5	6	54.55%
	Routine Roding Work Direct to Contractor 5WD Comp	9		1		8	100.00%
	Street Light Maintenance	10		7		3	100.00%
	Urgent - Footpath Maintenance	2				2	100.00%
	Urgent Roding Work 4Hr Response	3				3	100.00%
	Vegetation Maintenance	6			3	3	50.00%
	Rubbish Service Requests	Summary	21		1		20
Abandoned Vehicle		8		1		7	100.00%
Illegal Rubbish Dumping		13				13	100.00%
Traffic	Summary	1				1	100.00%
	Illegal parking	1				1	100.00%

26

Waters							
Summary	169	6	25	9	129	93.48%	
3 Waters Enquiry	23	3	1	2	17	89.47%	
3 Waters Safety Complaint - Non Urgent	1				1	100.00%	
Drinking water billing	4		1		3	100.00%	
Drinking Water Final Meter Read	55		16		39	100.00%	
Drinking Water Major Leak	7	1			6	100.00%	
Drinking Water minor leak	25		1	1	23	95.83%	
Drinking Water quality	2				2	100.00%	
Drinking Water Quantity/Pressure	3		1		2	100.00%	
Fix Water Toby	3				3	100.00%	
New Drinking Storm Waste water connections	4				4	100.00%	
No Drinking Water	9		1		8	100.00%	
Stormwater Blocked pipe	1				1	100.00%	
Stormwater Open Drains	7		2		5	100.00%	
Stormwater Property Flooding	4		2		2	100.00%	
Wastewater Odour	1				1	100.00%	
Wastewater Overflow or Blocked Pipe	6			1	5	83.33%	
Wastewater Pump Alarm	1	1				NaN	
Waters Pump Station jobs - only for internal use	13	1		5	7	58.33%	
Total	1102	21	84	125	872	87.46%	