



Agenda for a meeting of the Pokeno Community Committee to be held in the Pokeno Community Hall, Cnr Great South Road and Market Street, Pokeno on TUESDAY 14 AUGUST 2018 commencing at 7.00PM.

Information and recommendations are included in the reports to assist the committee in the decision making process and may not constitute Council's decision or policy until considered by the committee.

APOLOGIES			
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2. **CONFIRMATION OF STATUS OF AGENDA**

3. **DISCLOSURES OF INTEREST**

4.	<u>CONFIRMATION OF MINUTES</u>			
	Meeting held on Tuesday 10 July 2018	2		
5.	REPORTS			
5. I	Progressive Enterprises	6		
5.2	Speed Limit Bylaw Changes 2018	7		
5.3	Pokeno Works & Issues: Status of Items August 2018	44		
5.4	Year to Date Service Request Report	60		
5.5	Bank Account for Pokeno Community Committee	Verbal		
5.6	Update on Christmas Parade (Alan Johnstone)	Verbal		
5.7	Councillor's Report	Verbal		
5.8	Committee Reports	Verbal		
5.9	Next Meeting's Agenda Items			
5.10	General Business			

GJ Ion

CHIEF EXECUTIVE



Open Meeting

To Pokeno Community Committee

From Gavin Ion

Chief Executive

Date | 12 July 2018

Prepared by Lynette Wainwright

Committee Secretary

Chief Executive Approved Y

Reference # GOV0516

Report Title | Confirmation of Minutes

I. EXECUTIVE SUMMARY

To confirm the minutes of the Pokeno Community Committee meeting held on Tuesday 10 July 2018.

2. RECOMMENDATION

THAT the minutes of the meeting of the Pokeno Community Committee held on Tuesday 10 July 2018 be confirmed as a true and correct record of that meeting.

3. ATTACHMENTS

PCC Minutes 10 July 2018



POKENO COMMUNITY COMMITTEE

MINUTES of the monthly Pokeno Community Committee meeting held in the Pokeno Hall, Pokeno, on 10th July 2018, commencing at 7.00pm.

Committee Members Present: Helen Clotworthy, Tricia Graham, Morris Roberts

Ric Odom, Doug Rowe, Janet McRobbie, Charles Hackett,

WDC Staff in Attendance: Ian Cathcart, Leanne van den Bernd

Councillors in Attendance Cr J Church Cr S Henderson

Community Members Community Members attended.

<u>1 APOLOGIES</u>: Apologies received from Wayne Rodgers, Kris Hines, Todd Miller

Moved that the apologies be accepted: Helen Clotworthy

Seconded: Tricia Graham

2 CONFIRMATION OF THE STATUS OF THE AGENDA

It was moved that Leanne van den Bernd's presentation be moved to between item 4 and 5 **Moved** Helen Clotworthy **Seconded** Doug Rowe

3 DISCLOSURE OF INTEREST

There was no disclosure of interest

4. CONFIRMATION OF THE MINUTES

Moved Helen Clotworthy Seconded Janet McRobbie

5 FUNDING PRESENTATION

Leanne, who works at grass roots funding made a presentation of the types of funding available through council pointing to the number of contestable funds available which we need to be aware of. She suggested the possibility of holding a funding workshop which was well received.

Our immediate problem is for funding for incidental expenses and our concern that we get an equitable share. Leanne is able to action a grant of \$300 straight away for administration without going through the Grants Committee

Moved by Helen Clotworthy

That we apply for a grant of \$300 immediately then follow this up by an application for a larger grant.

Seconded Patricia Graham

Leanne to report back to the next meeting on matters referring to grants

6. GRAFFITI ON PIONEER ROAD UNDERPASS

Catherine Bircher a member of the Bluff Road Conservation Group spoke of the growing problem of graffiti on this underpass. They propose that a mural be put in this underpass to deter taggers. It is suggested that this reflect the local history and involve local Iwi, artists and schools. Leanne suggested that this could be a local Placemaking project and that we should be able to apply for funding. Catherine is able to identify locals with appropriate resources. It was suggested that Paul Heta work with her for Iwi input. Other key people that possibly could be of support are Adrian Clark and Gary de la Rue

A report to be brought back to the next meeting and Leanne van den Bernd to attend

7. SYNLAIT

John Roberts (Project Manager) gave an overview of this site which will be the company's second site. It is projected that it will be operational in 15months and will operate 24/7. John anticipated that it will employ local people.

8. POKENO PLAYCENTER

A letter has been received informing us of their need to close on the present site to make room for more school buildings. A letter to be sent to acknowledge this and offer our general support.

9 INFRASTRUCTURE PROJECT REVIEW

Ian indicated that there are a large number of significant projects planned for this area. A list should be available soon – potentially at the next meeting

10 WORKS AND ISSUES

The bins are to be relocated next week Storm water problems at the hall. Quotes are being obtained There is still problems with the lighting in the Hitchen Block

New issues

There are discussions about the design of the roading at the end of Hitchen Road. An email has been received from Haupai Montgomerie that expresses the concerns of local residents. This was passed on to Ian Cathcart.

Bakery Colours will these be in keeping with the colour palate that has been agreed on for the main street.

With the increase truck traffic seeking cheaper fuel there is a real dust problem at the Truck Stop and the road at the underpass after the motorway exit is degrading rapidly.

11 LTP UPDATE

No new information available

12 UPDATE ON XMAS PARADE

Alan has approached 2 companies for Traffic management plans. One of them Evolution has replied. The cost will be around \$1000 – until we get this no further plans can go ahead.

13 COUNCILLORS REPORTS

Boat Ramp maintenance at Leigh Atkins Reserve is being investigated.

A large shopping area is to be built at Drury

A discussion document regarding Public Transport is being developed – we need to put in a submission

Asbestos management reports are being developed for local halls/ it is not thought ours contains asbestos

Wastewater phase 3 is being developed. It is thought that about 16 households will connect

14 COMMITTEE REPORTS

Things have been quite for the Community Patrol

15 AGENDA ITEMS FOR THE AUGUST MEETING

Updates on Funding Updates on plans for Pioneer Rd Overbridge – Leanne to attend An update from Sports Waikato

There being no further business Helen thanked our guests and declared the meeting closed at 9.00pm the next meeting to be held on August 14th at 7pm



Open Meeting

To Pokeno Community Committee

From Tony Whittaker

General Manager Strategy & Support

Date | 3 August 2018

Prepared by Lynette Wainwright

Committee Secretary

Chief Executive Approved Y

Reference # GOV0516

Report Title Progressive Enterprises

I. EXECUTIVE SUMMARY

To advise members that Mr Peter Buchan and Mr Darryl Tutchen, representatives from Progressive Enterprises, will be in attendance at the meeting to provide an update on the proposed supermarket.

2. RECOMMENDATION

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

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Open Meeting

To Pokeno Community Committee

From Ian Cathcart

General Manager Service Delivery

Date 24 July 2018

Prepared by Gareth Bellamy

Road Safety Engineer

Reference # | PCC2018

Report Title | Speed Limit Bylaw Changes 2018

I. EXECUTIVE SUMMARY

This report is to advise the Committee that Gareth Bellamy, Road Safety Engineer or Jeannette Underwood, Consultant from GHD, will be in attendance at the meeting to provide an update on the Speed Limit Bylaw Changes 2018.

Staff are seeking early engagement feedback on the draft schedule (maps) for the 2018 proposed amendments to the Waikato District Council Speed Limit Bylaw 2011. Please note formal approval is not required at this stage, this is early engagement and the maps are subject to change following feedback received.

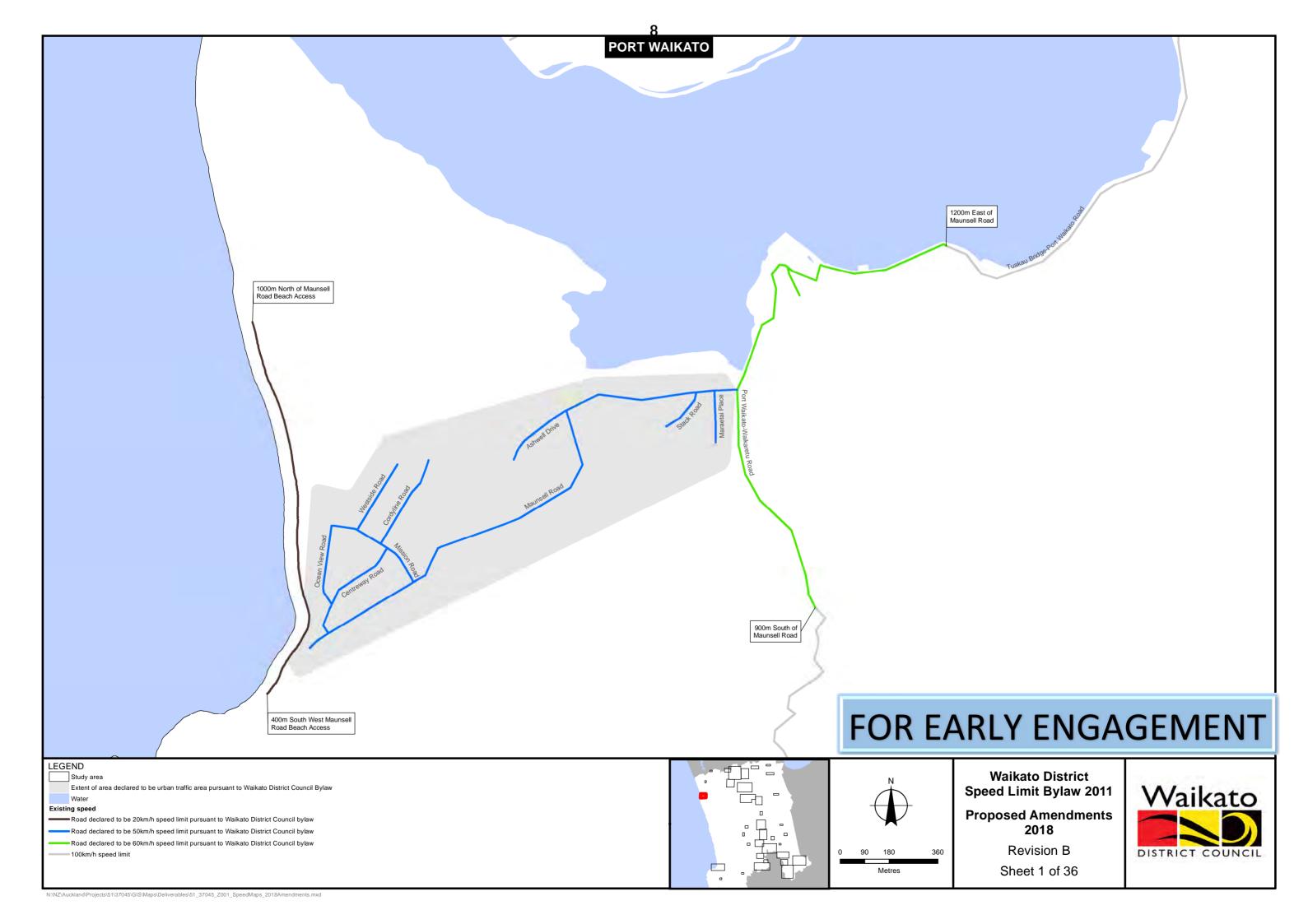
2. RECOMMENDATION

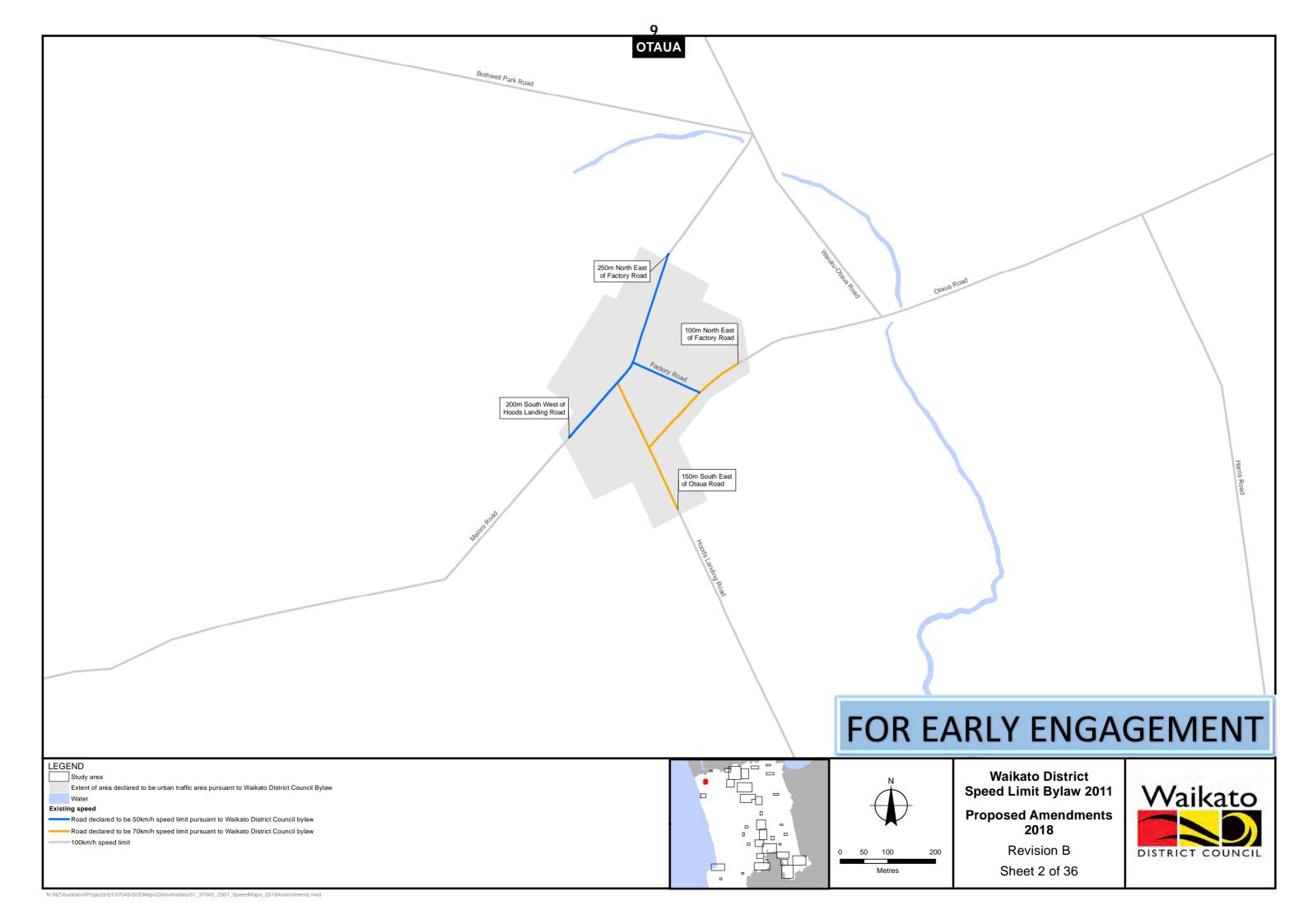
THAT the report from the General Manager Service Delivery be received.

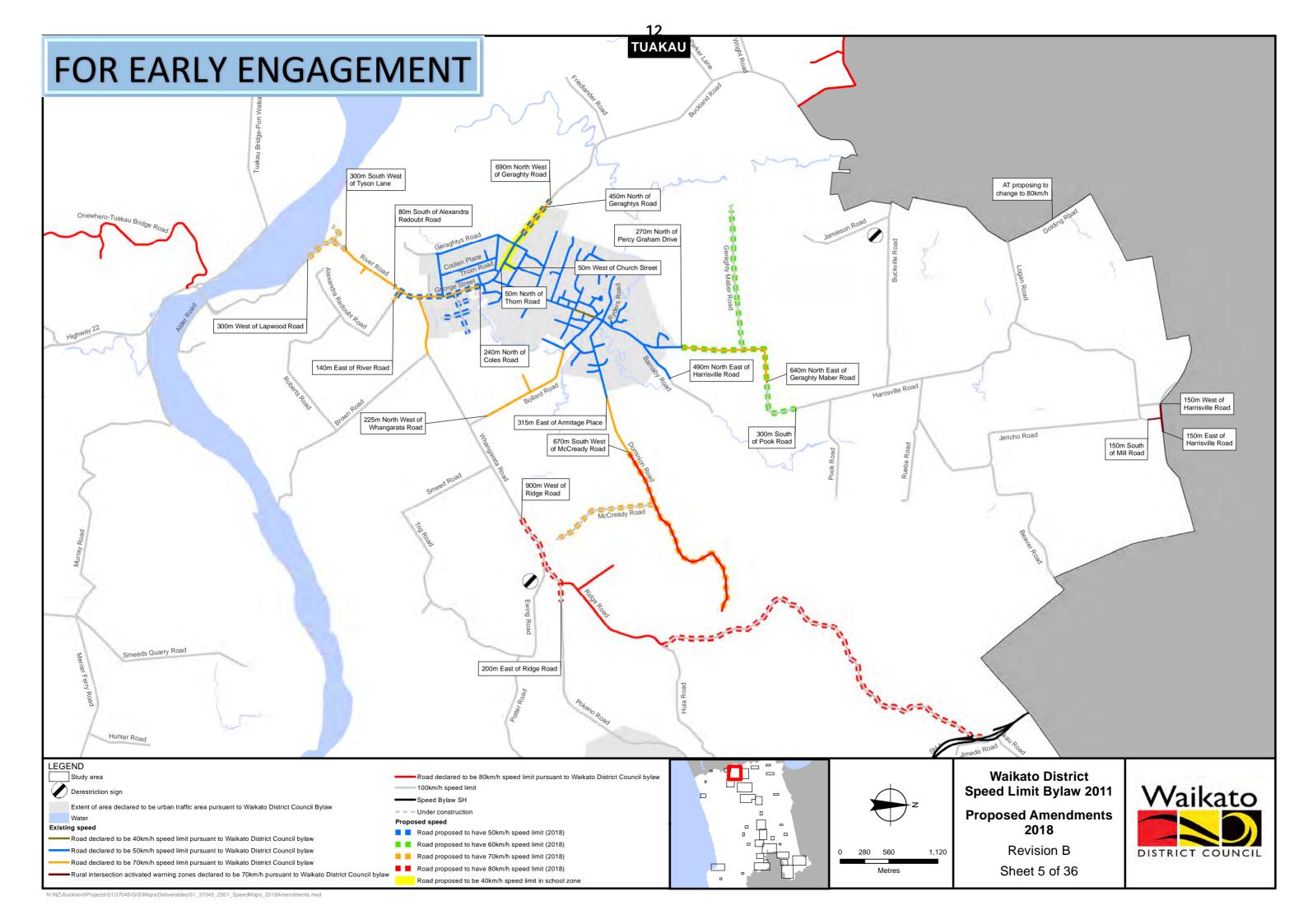
3. ATTACHMENTS

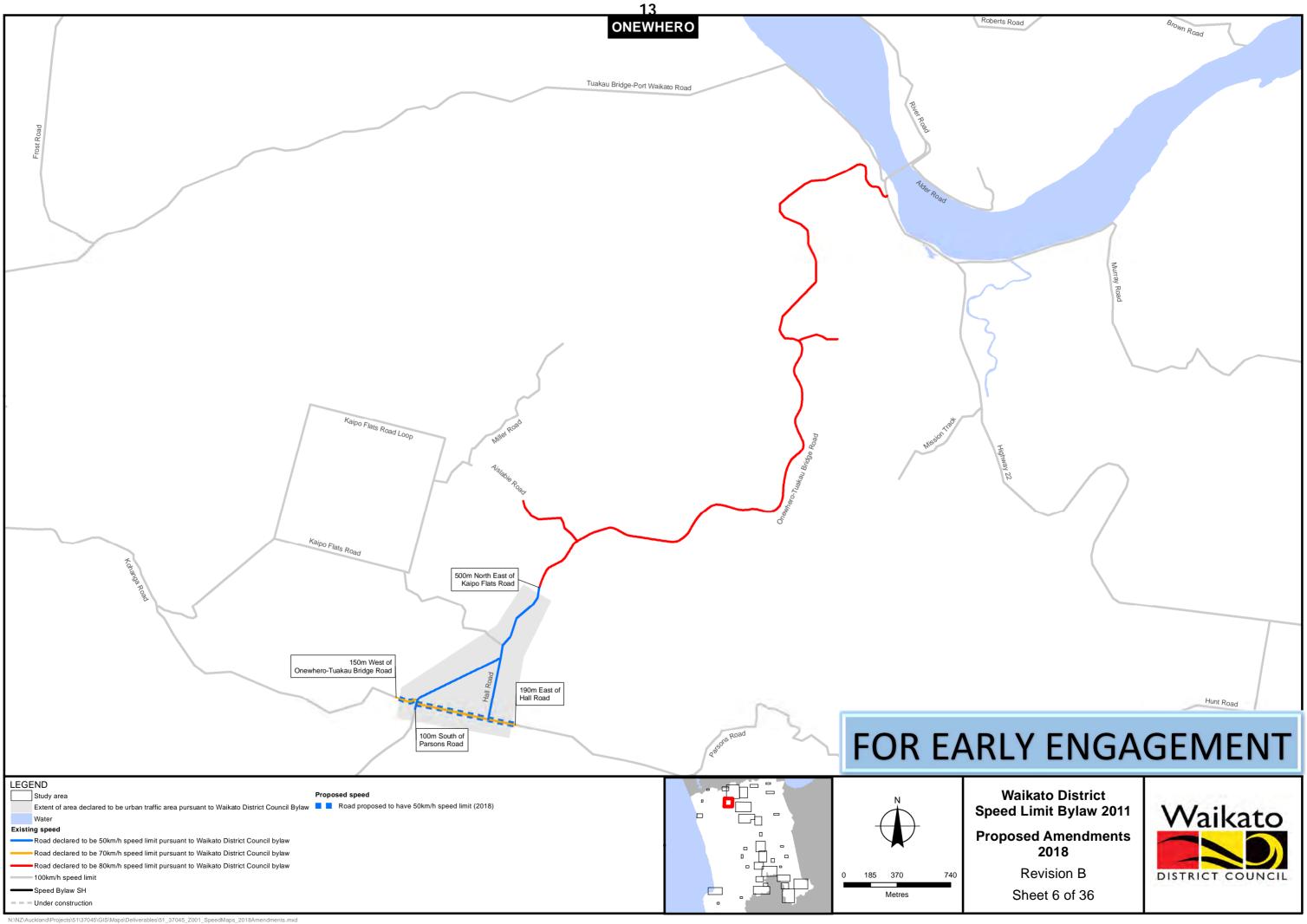
Maps

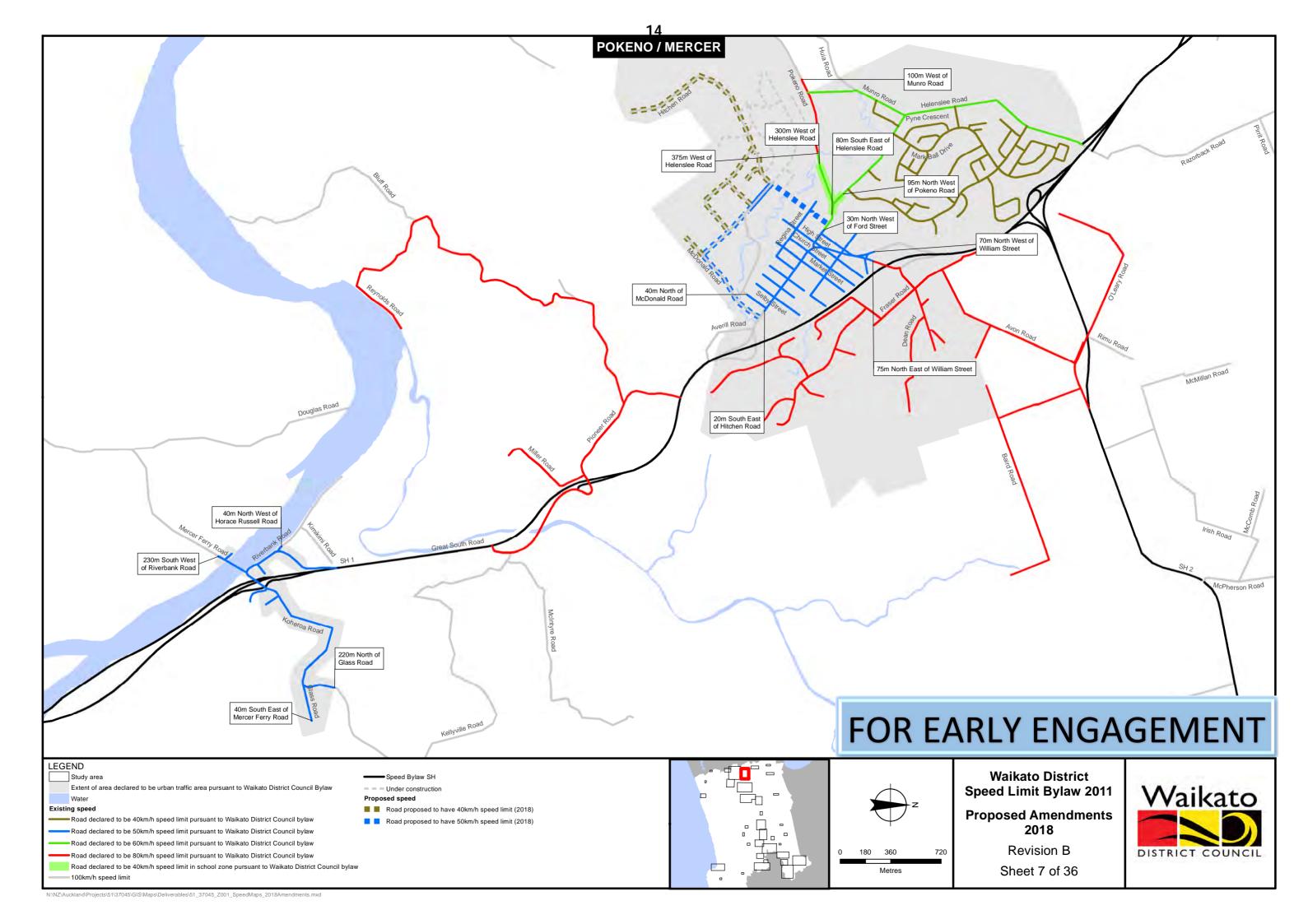
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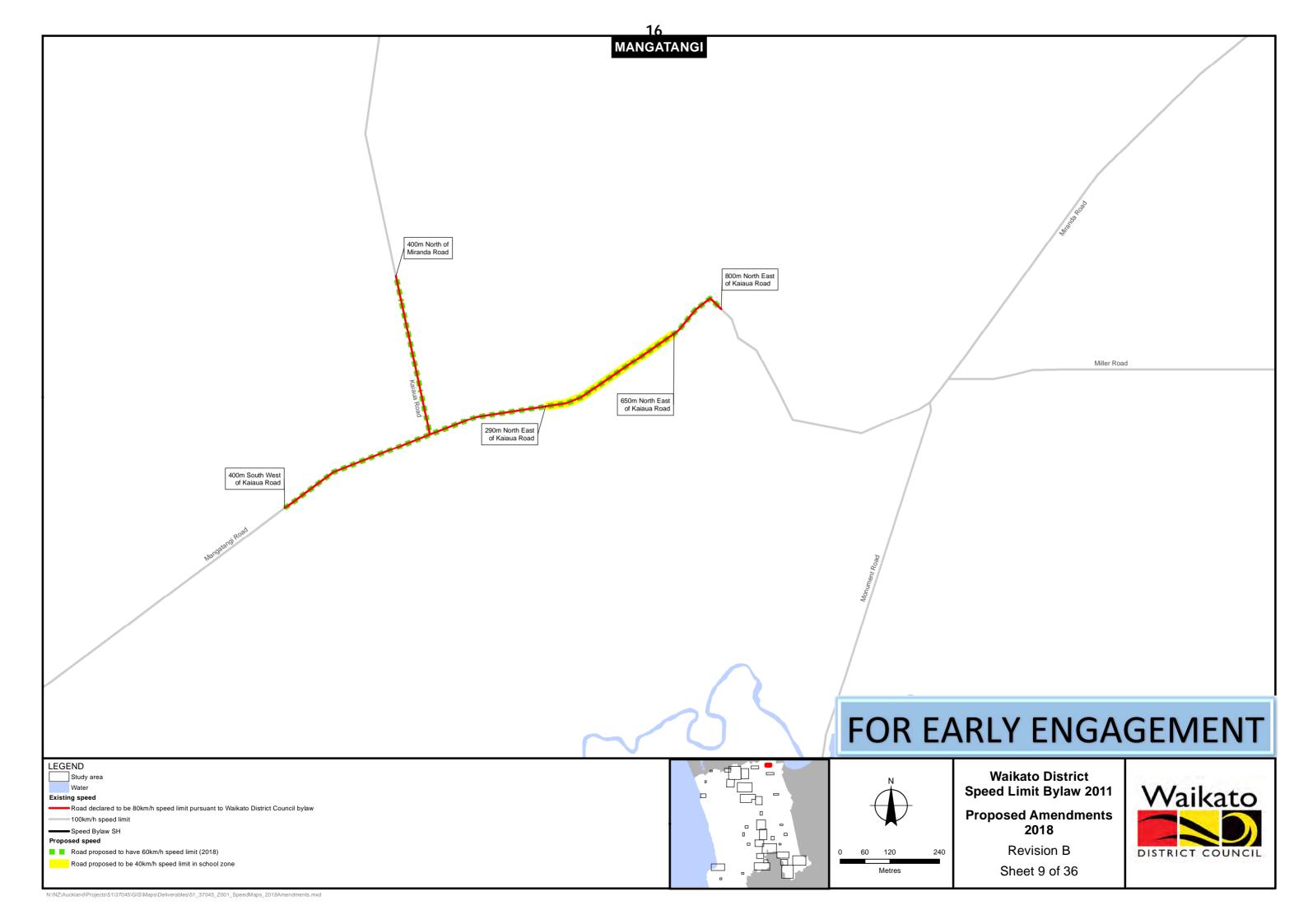


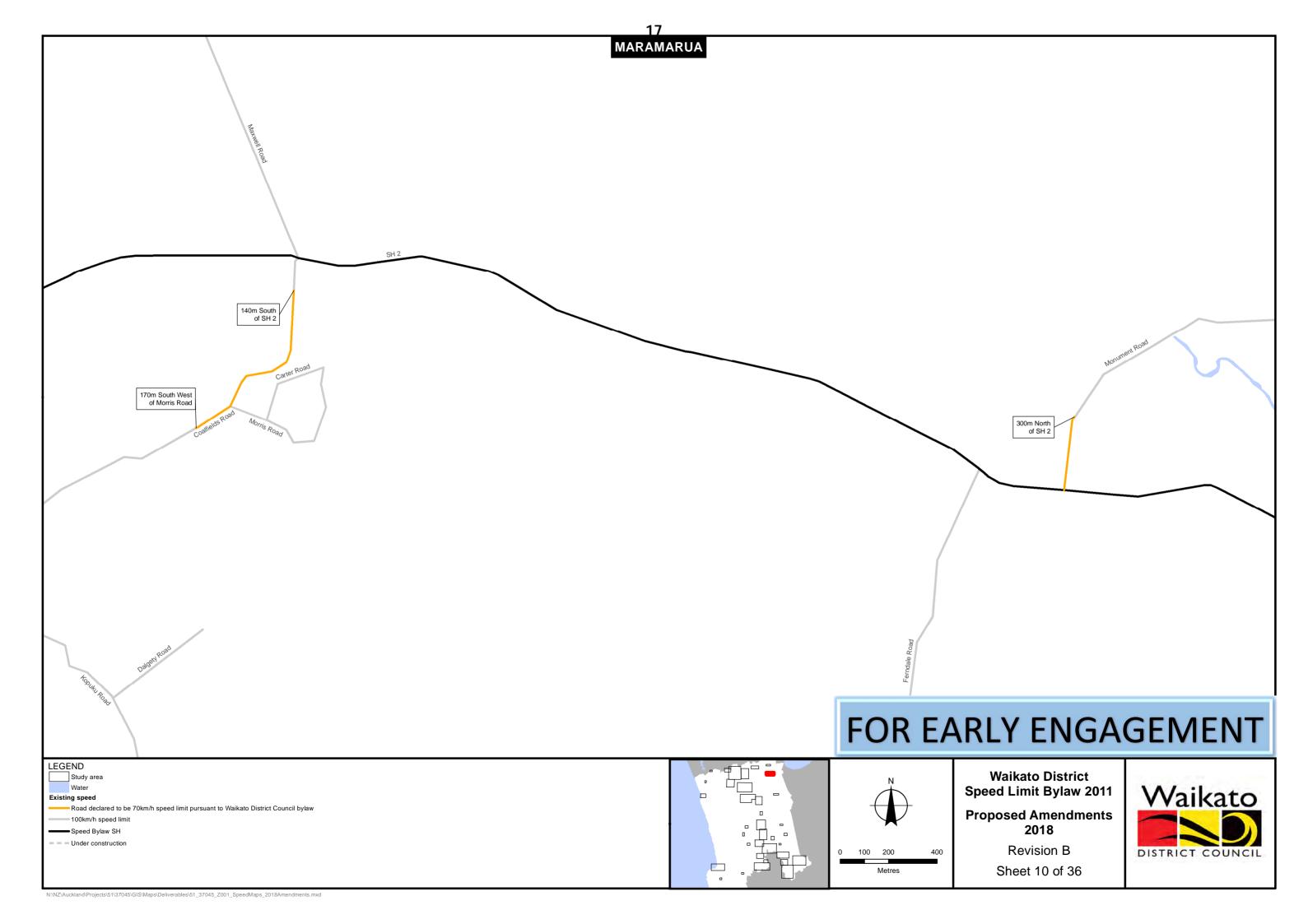


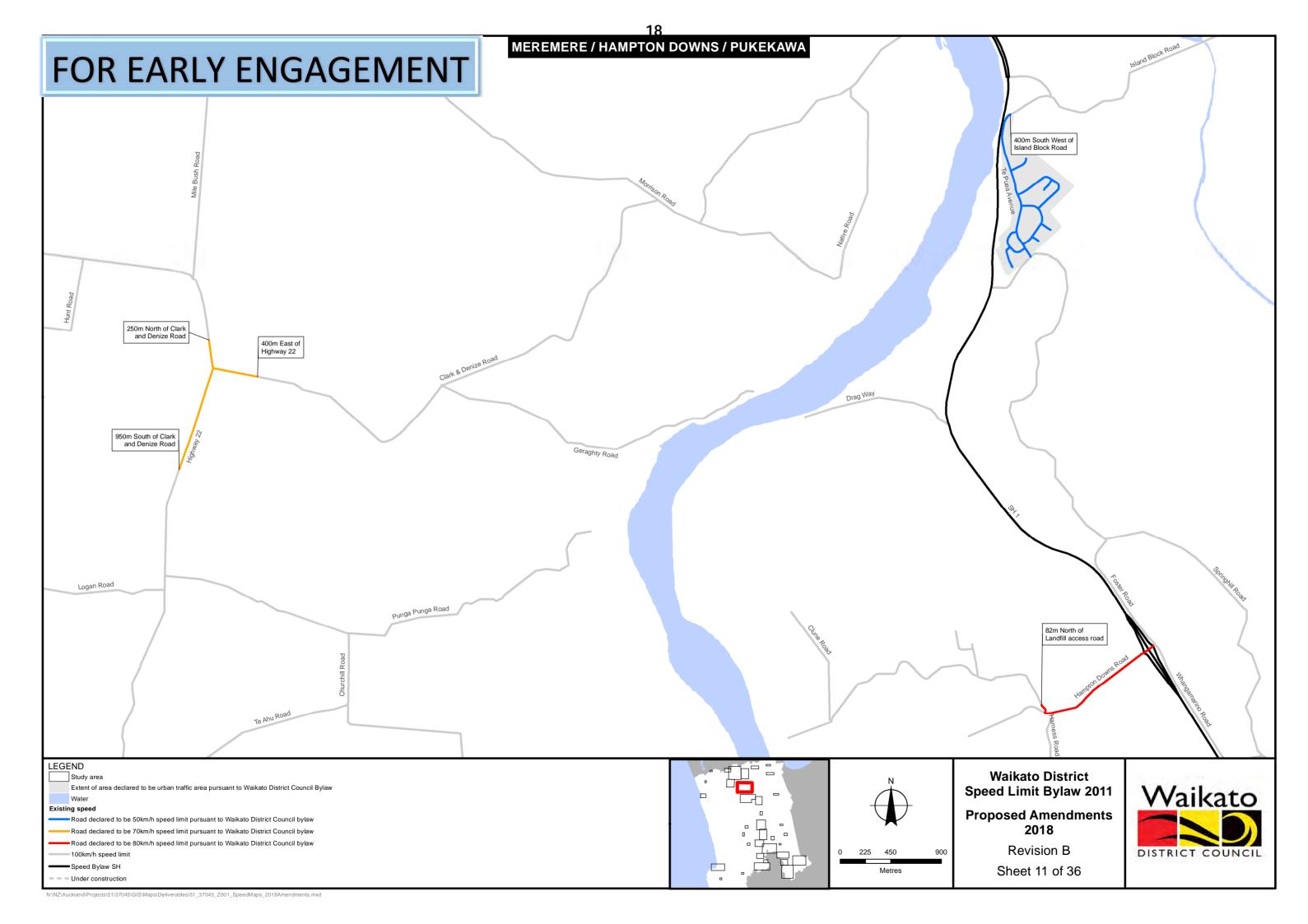


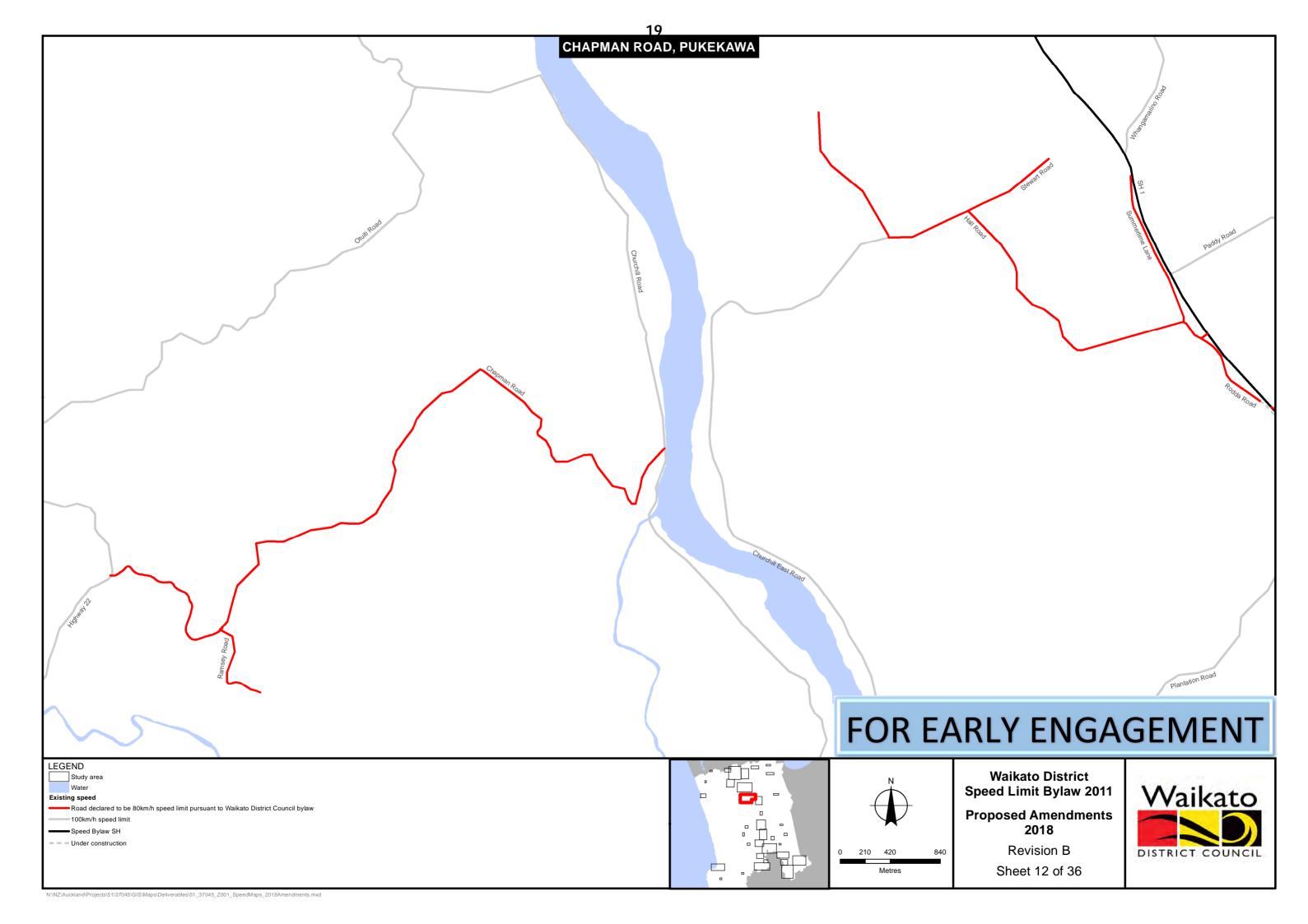


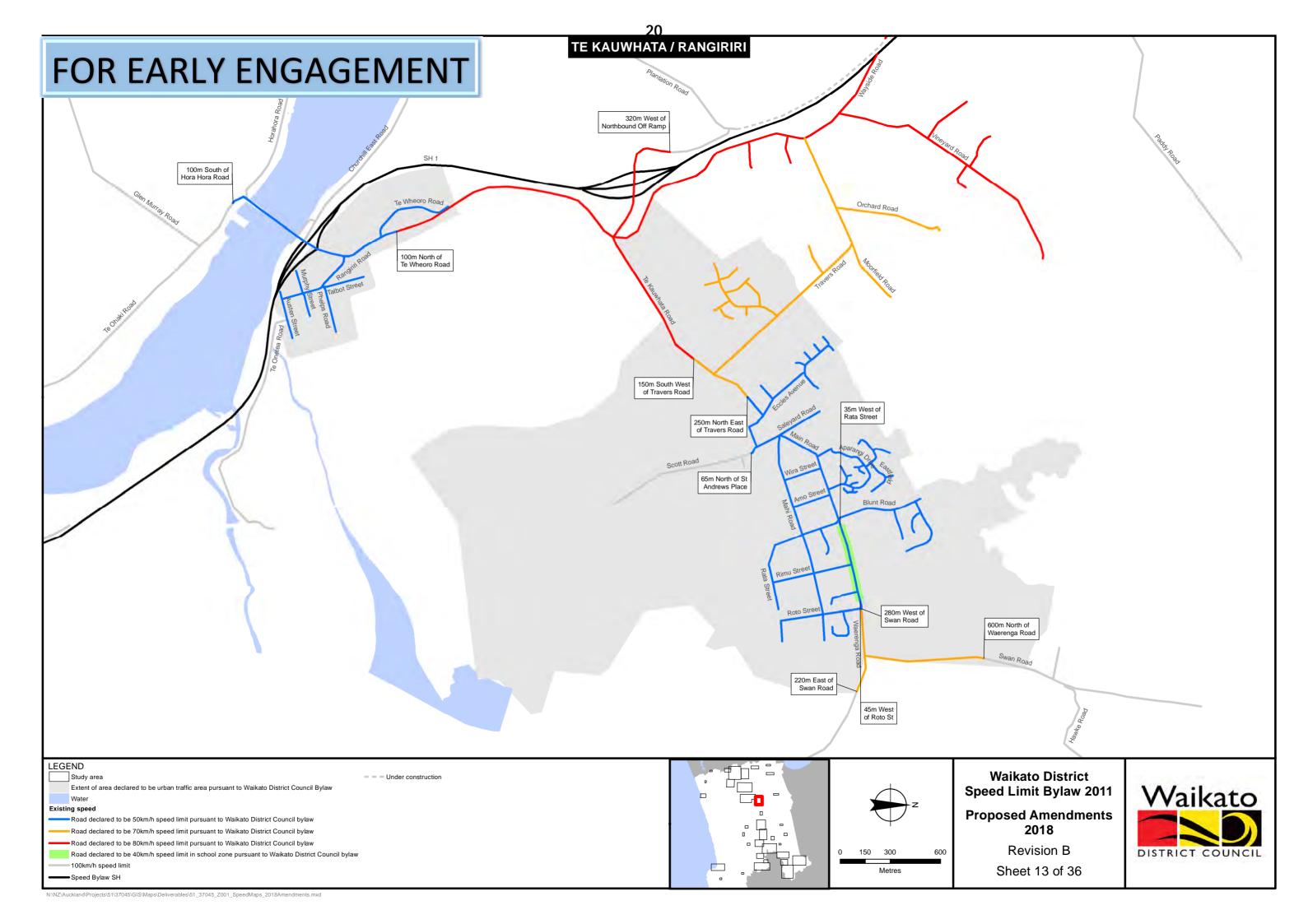


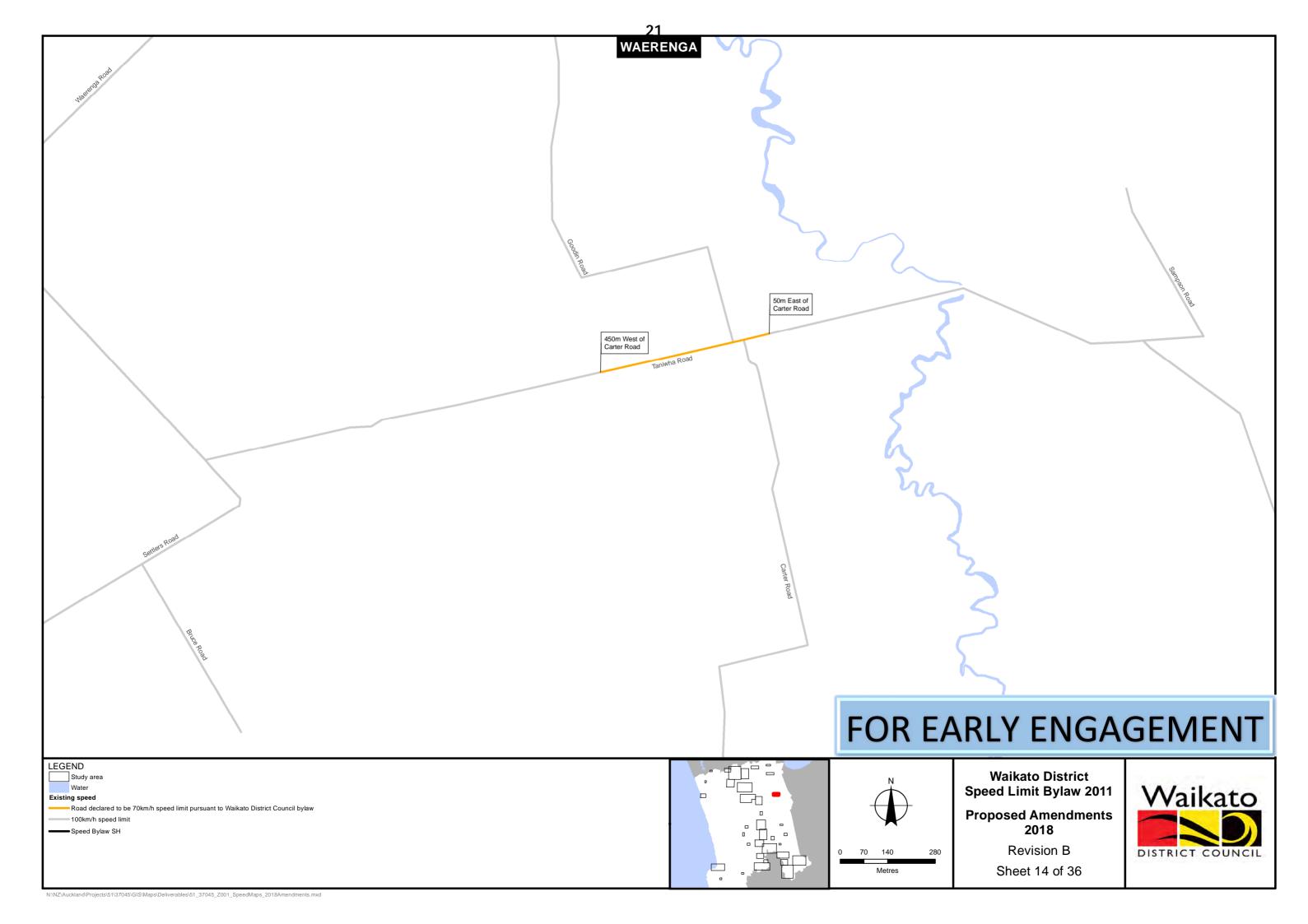


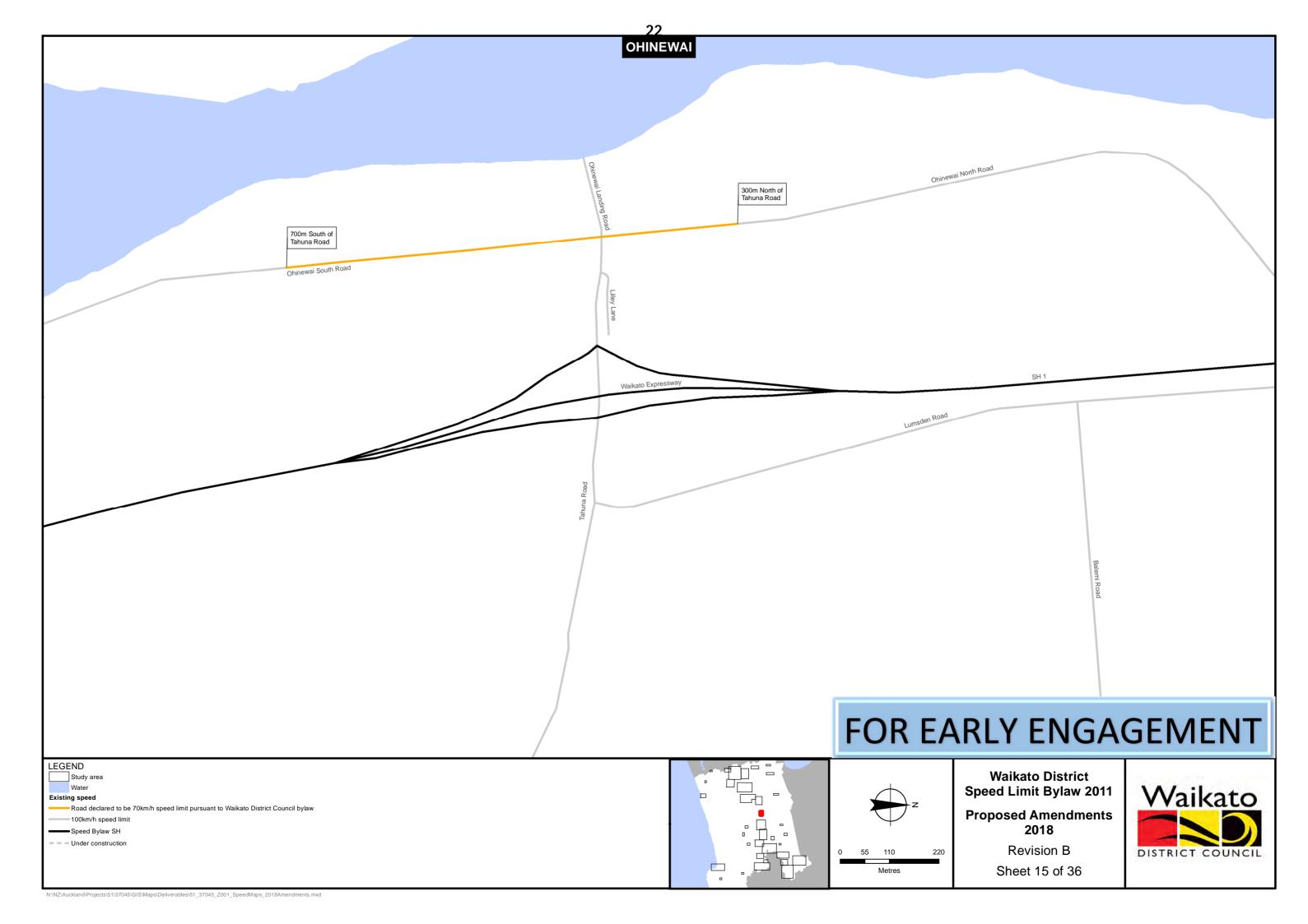




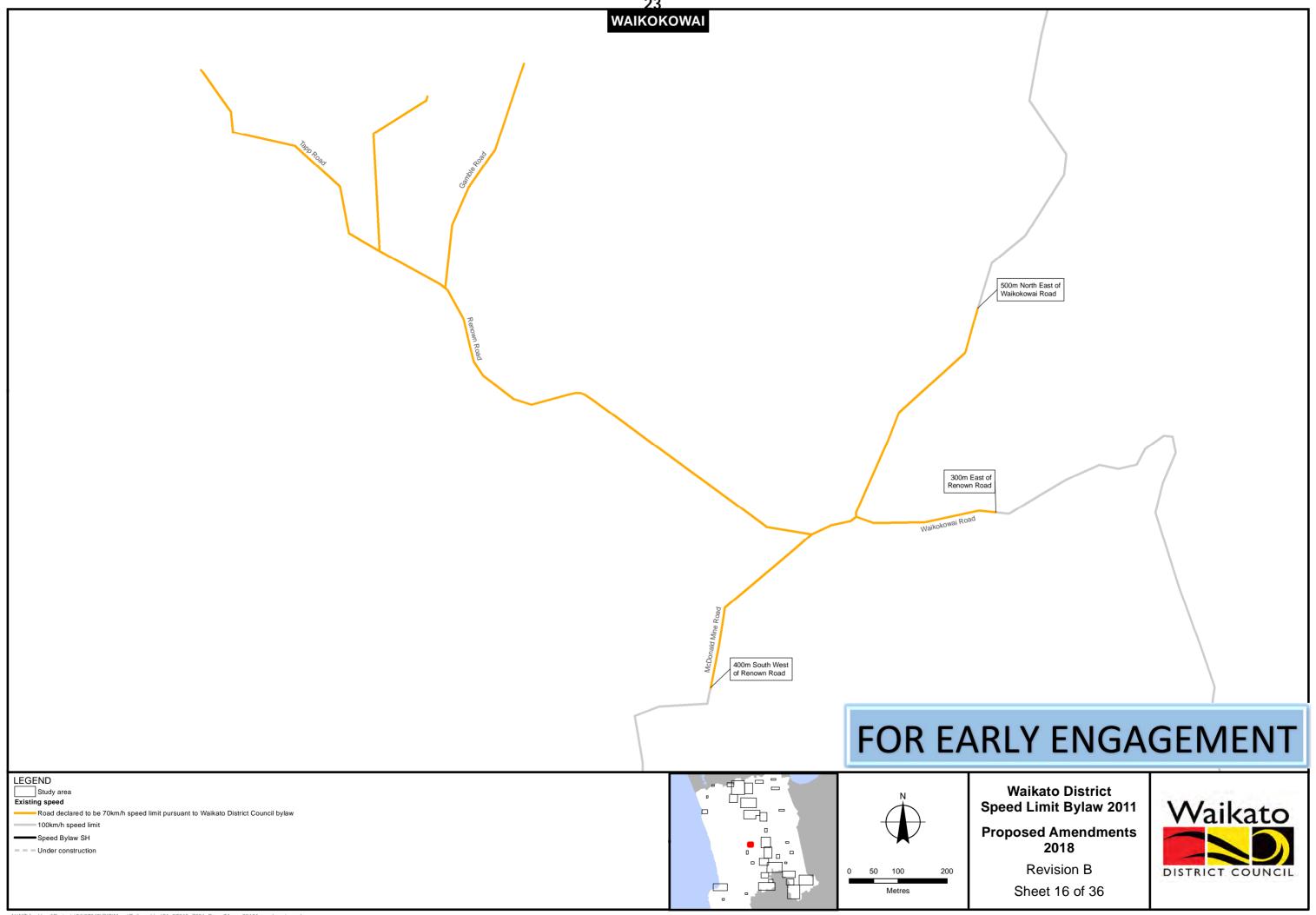


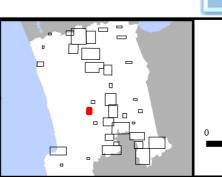








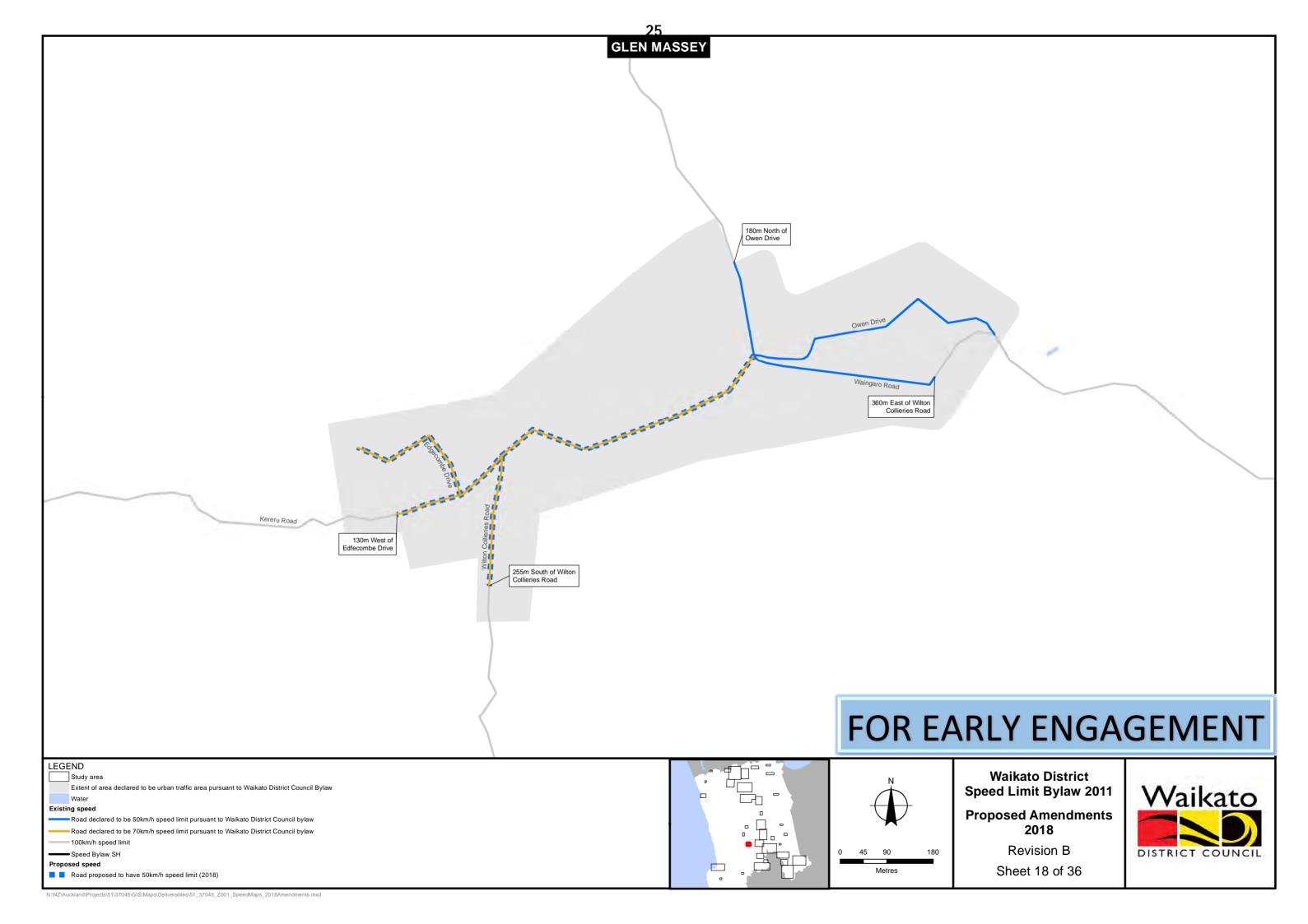


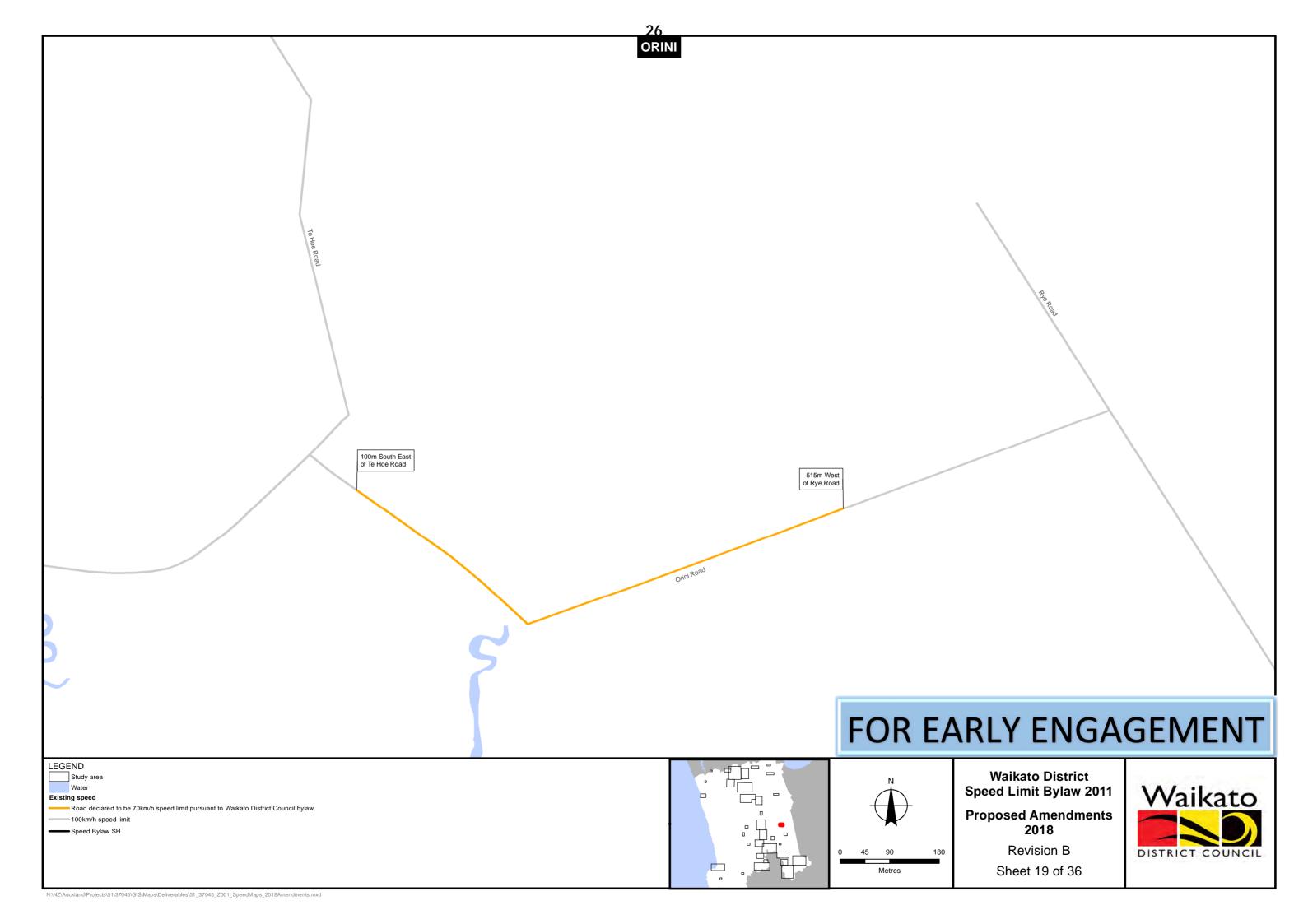


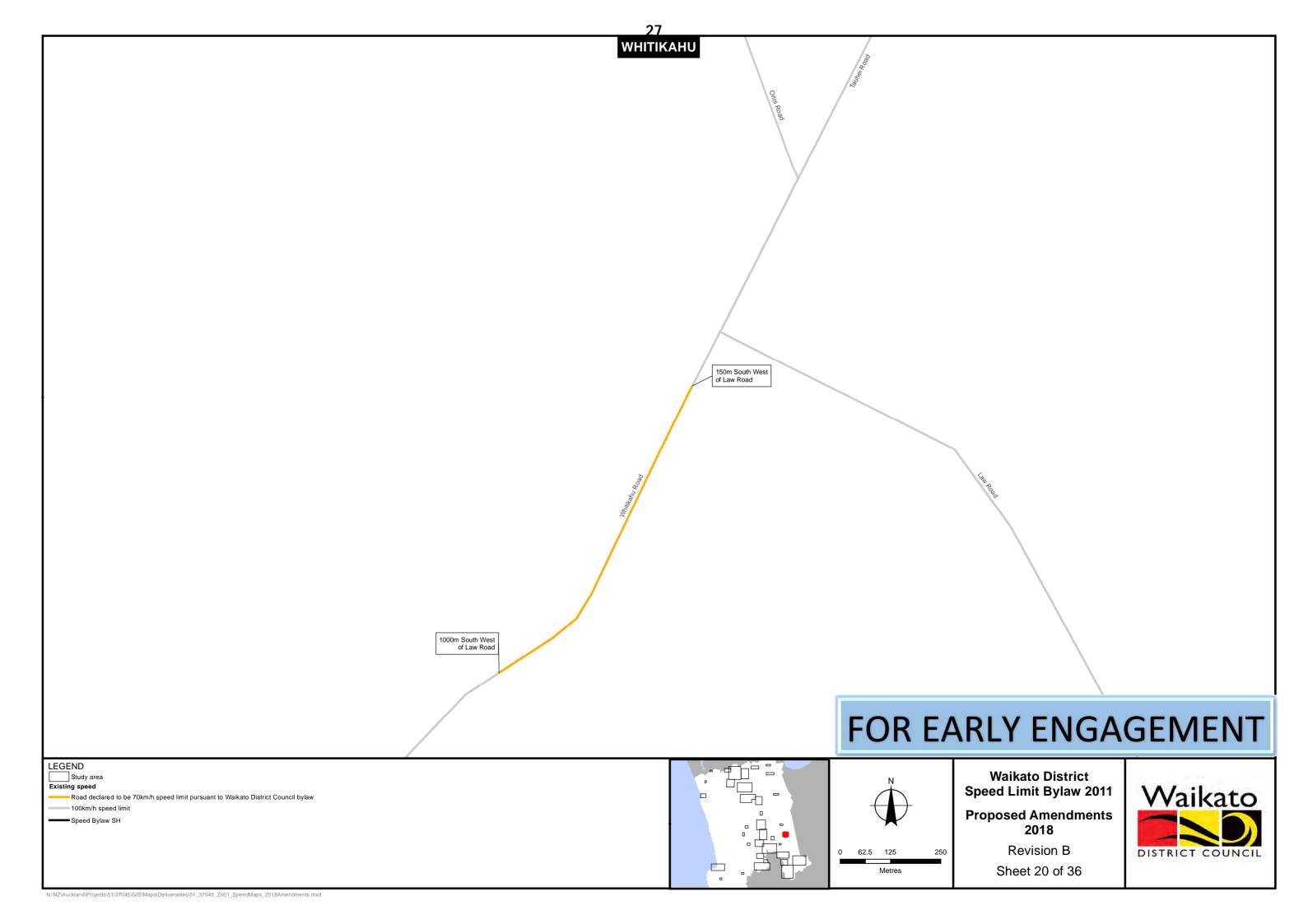
Proposed Amendments 2018

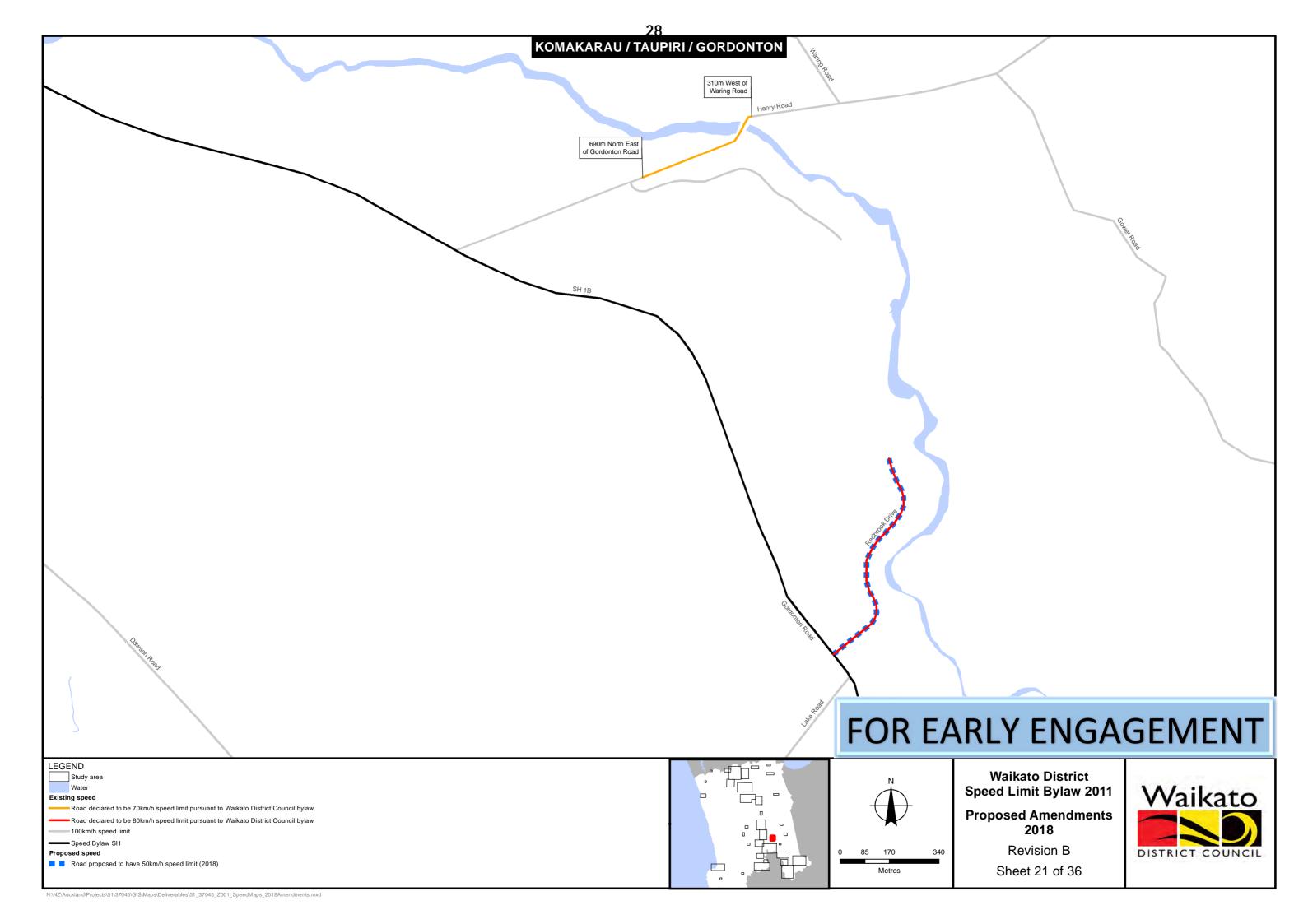
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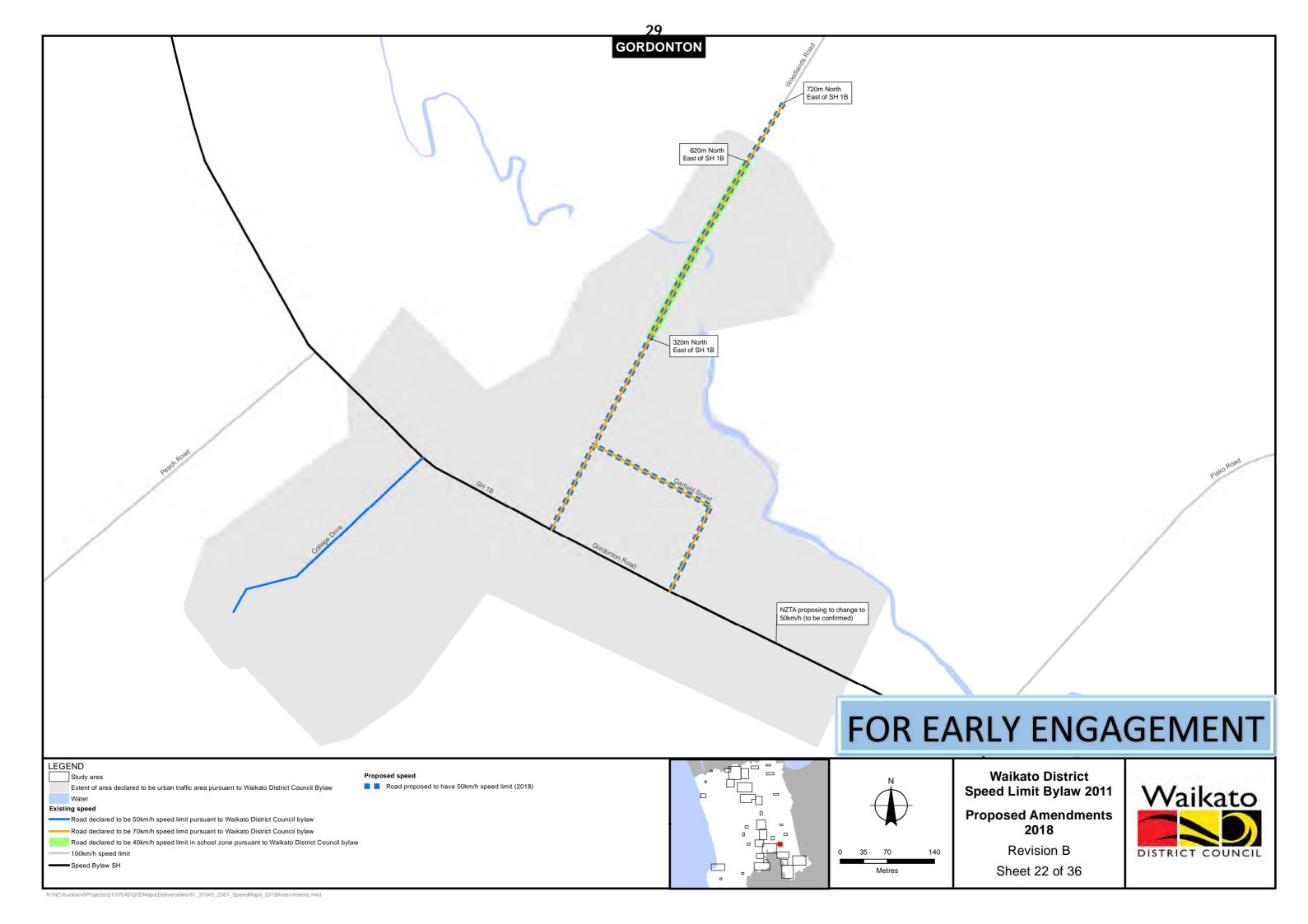


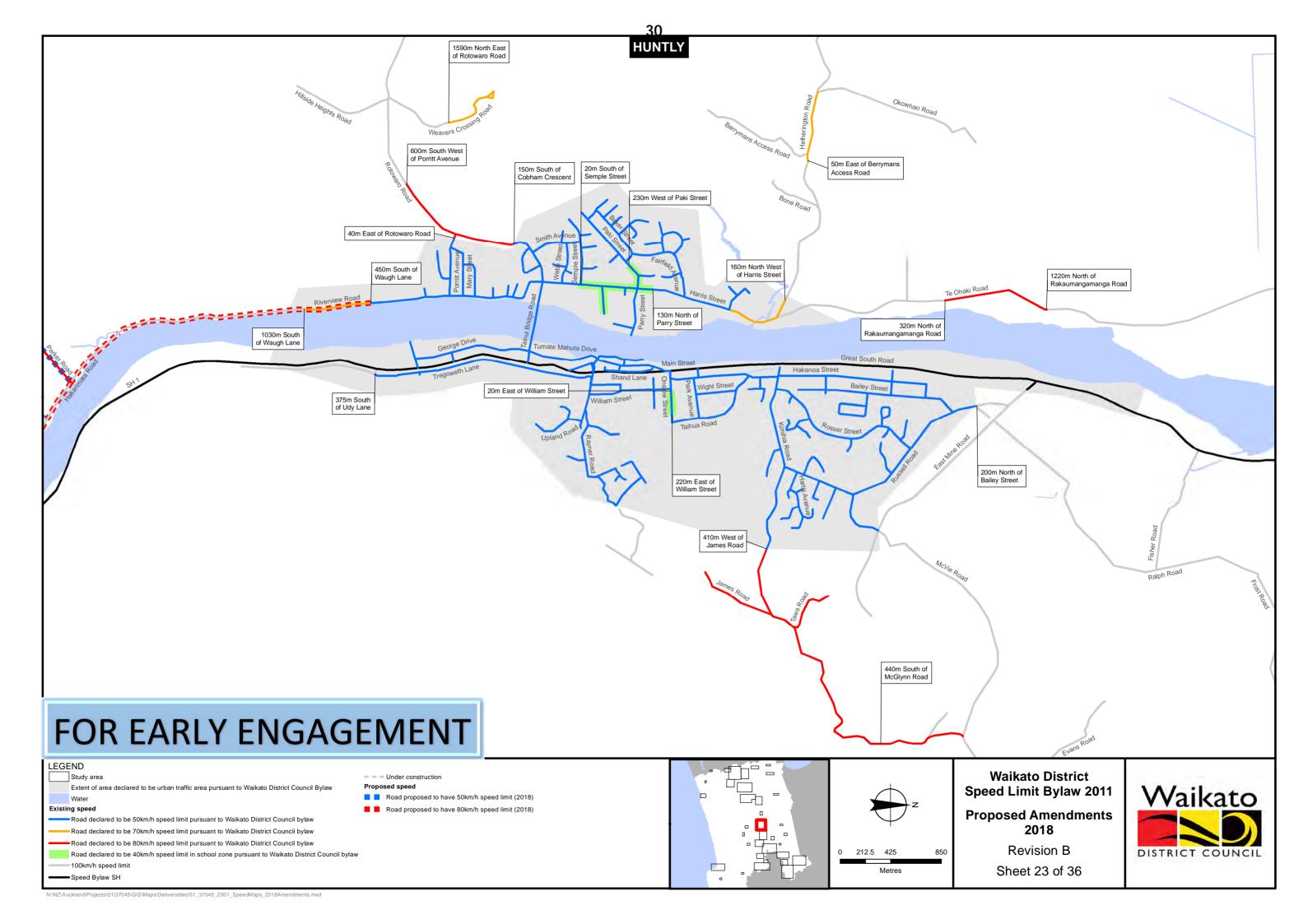


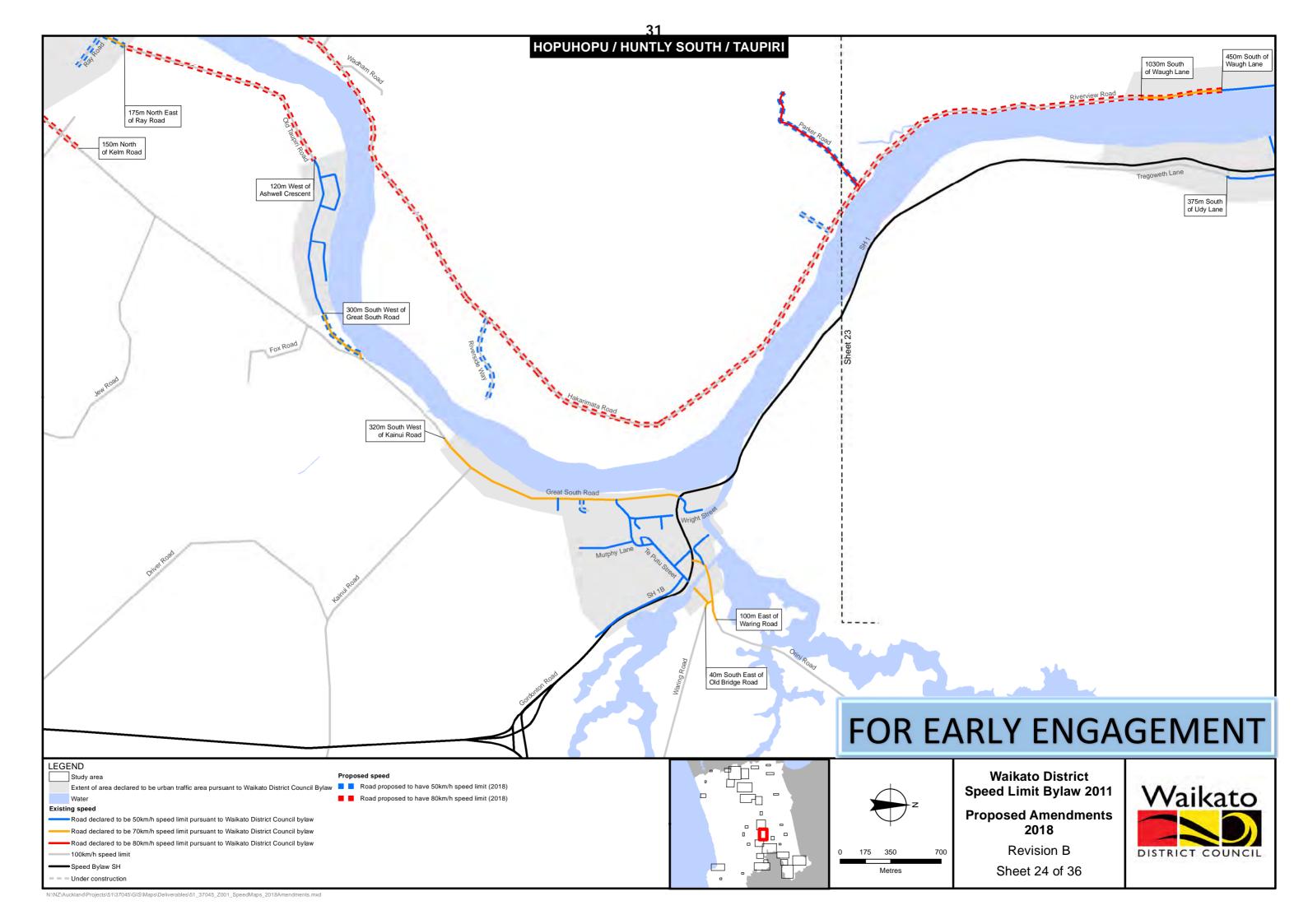


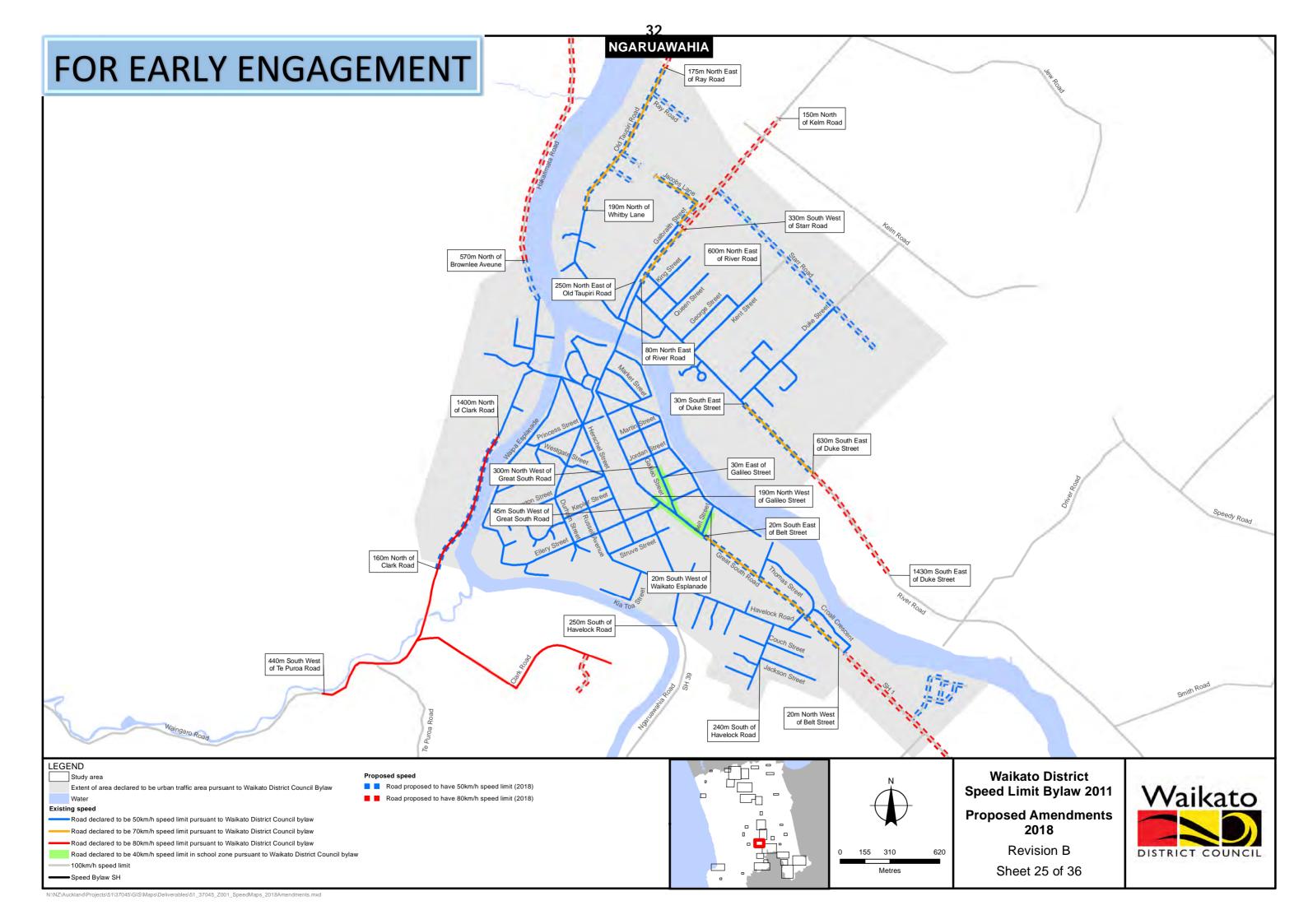


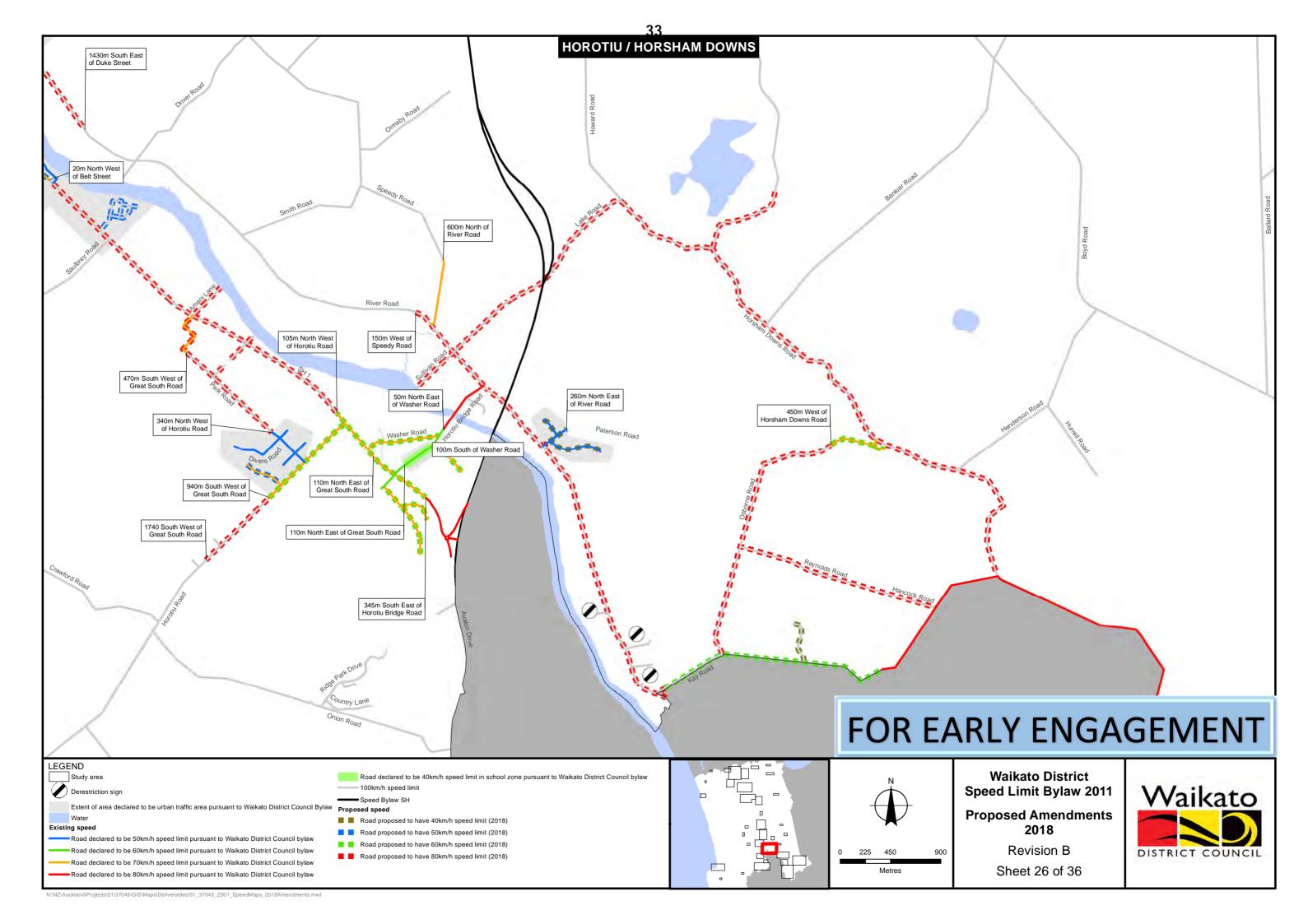


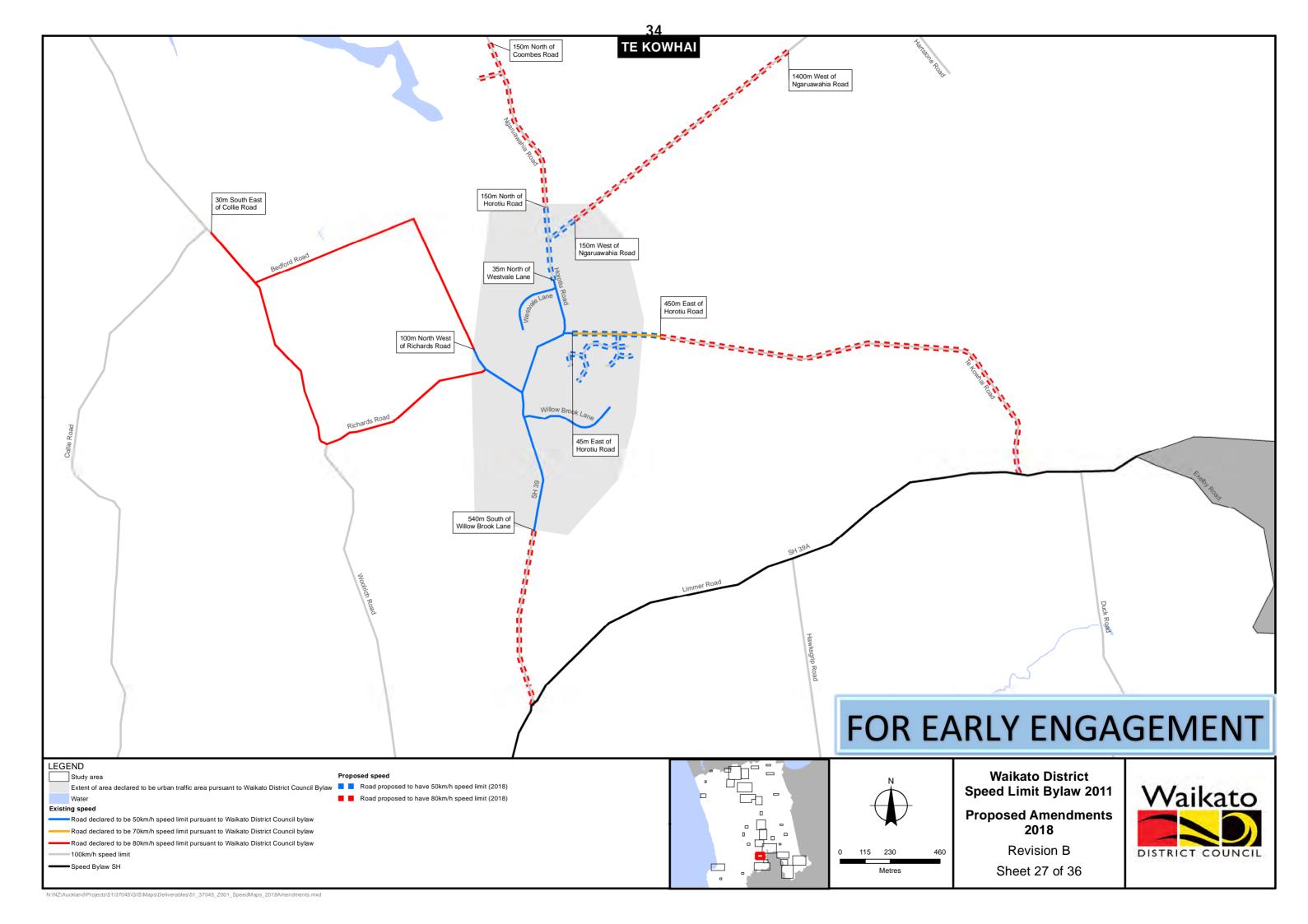


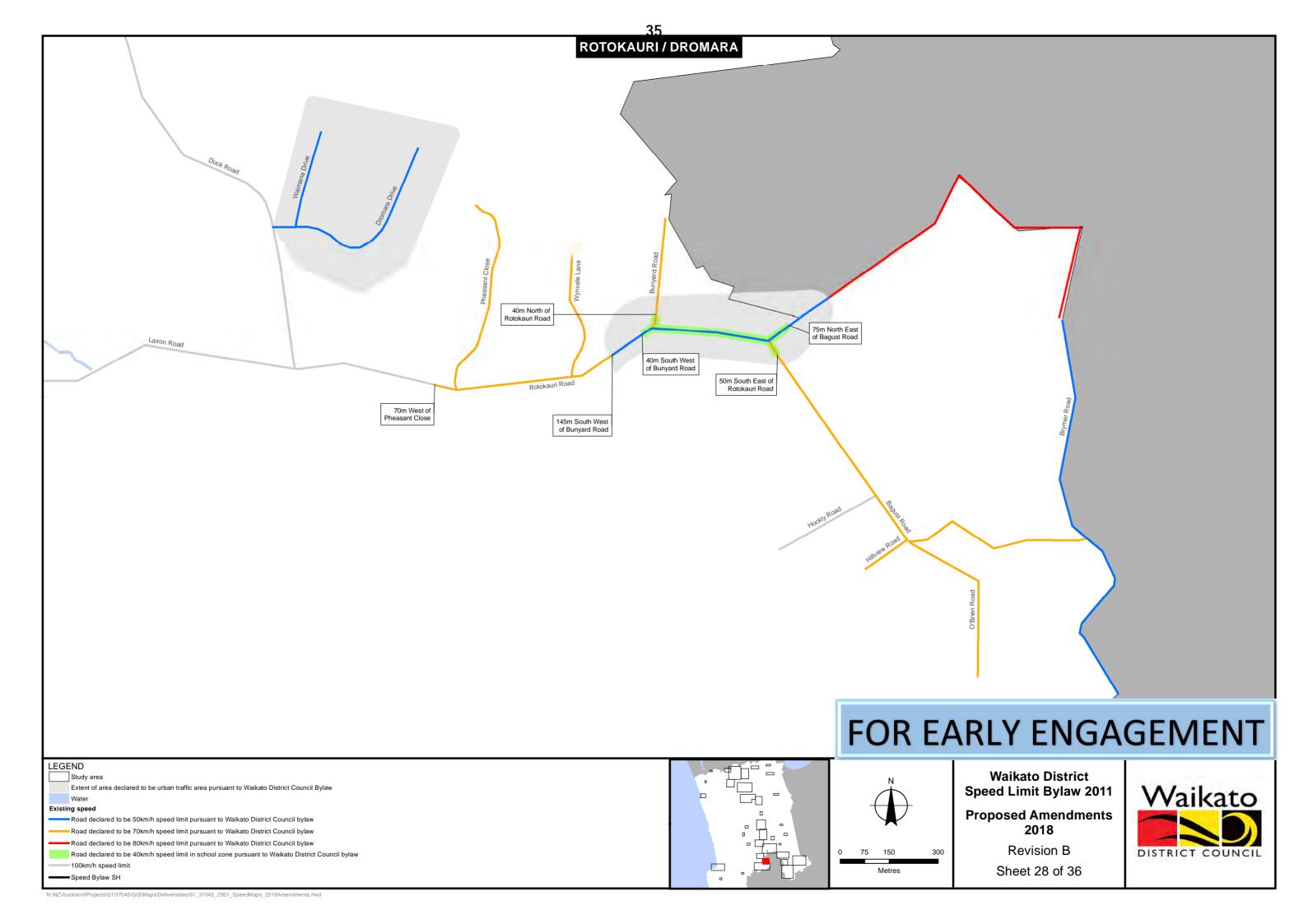


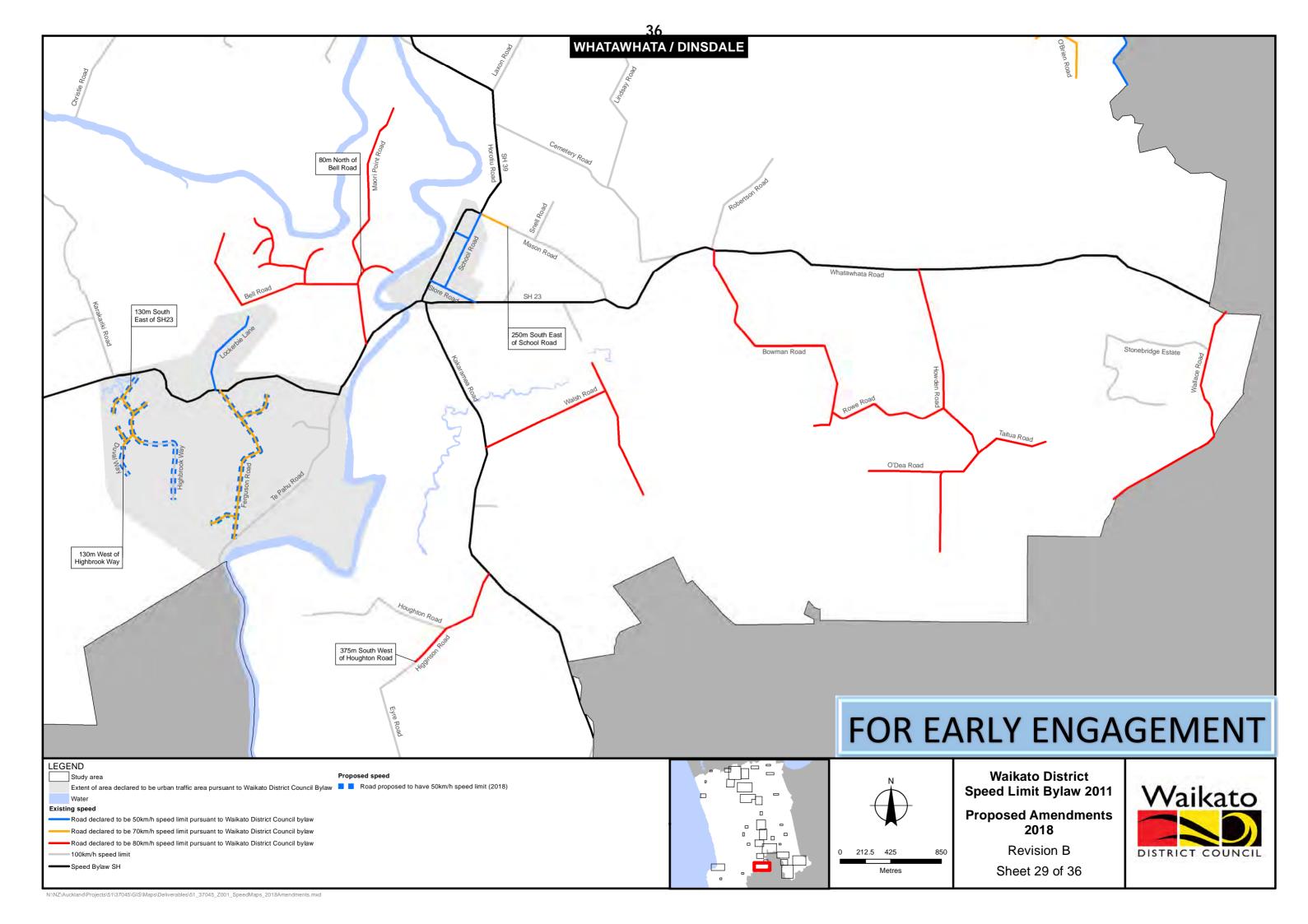


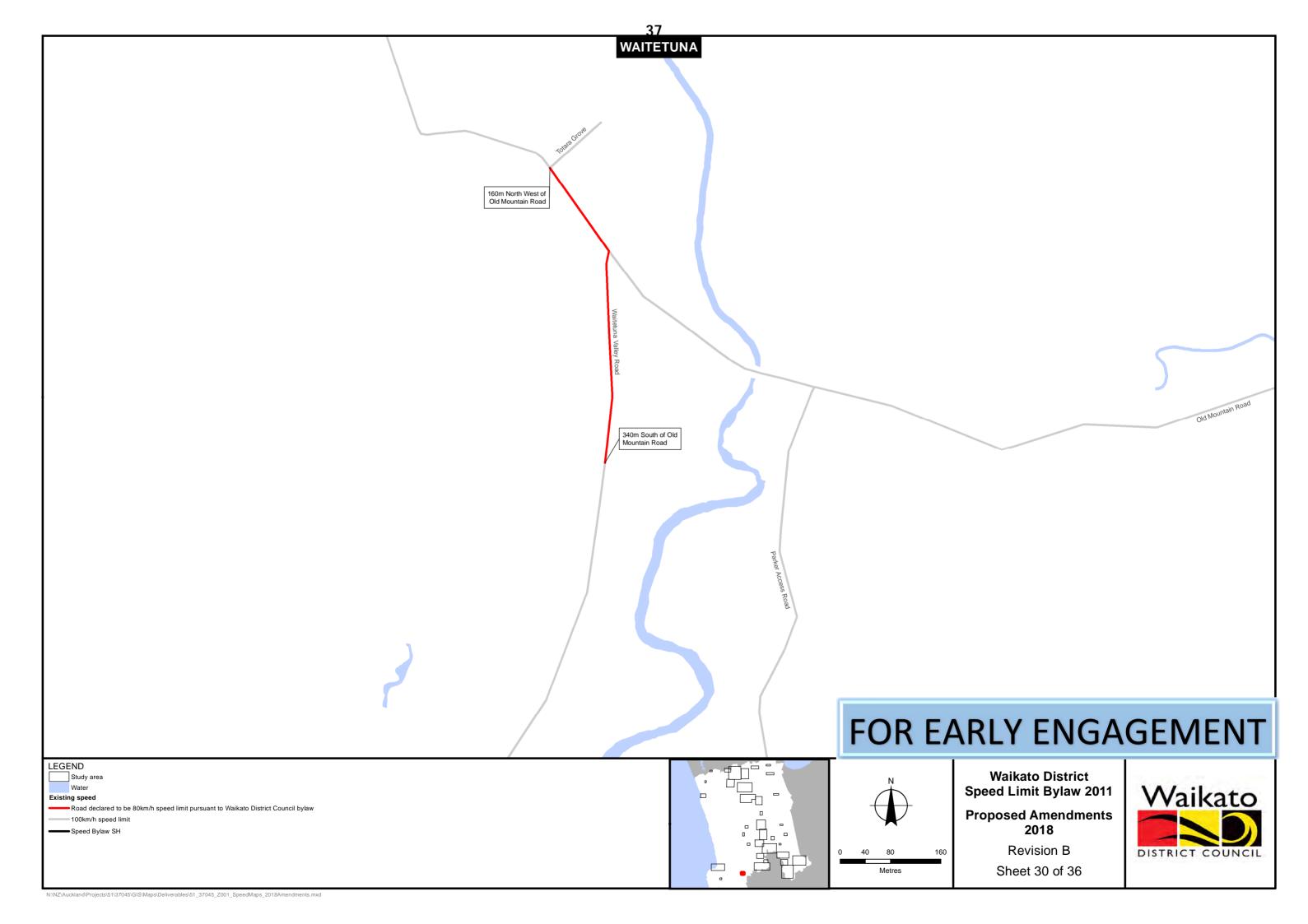


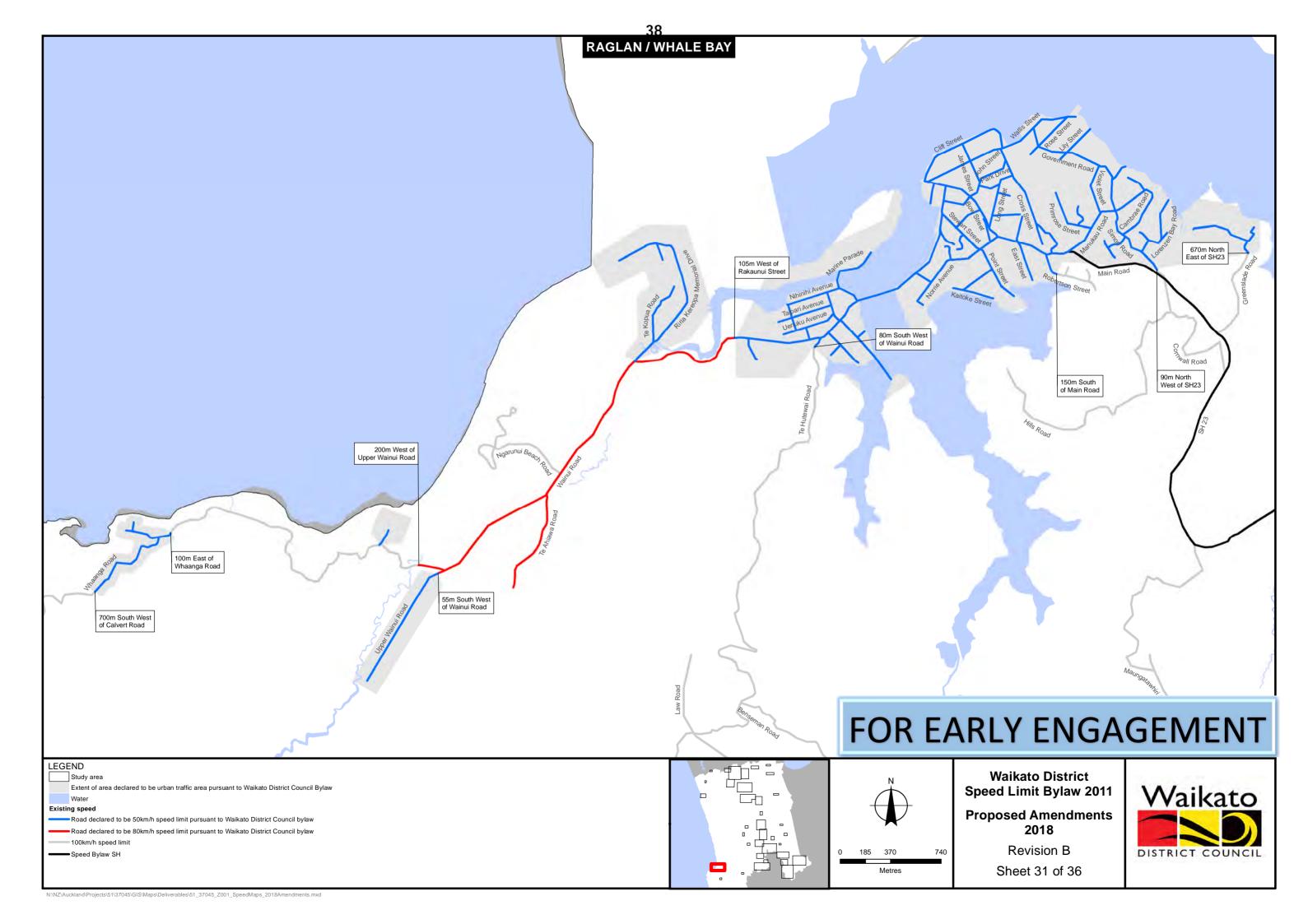


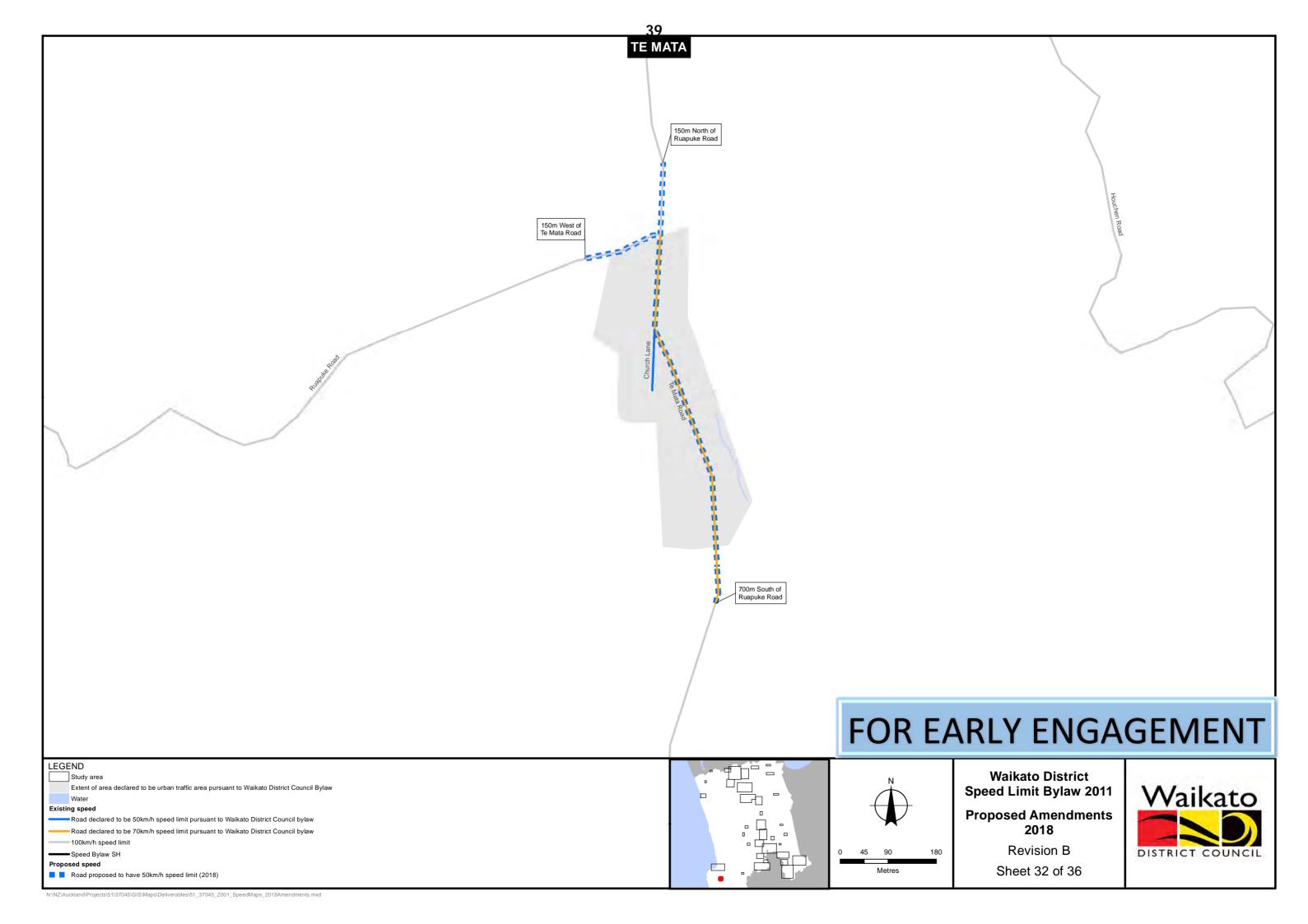


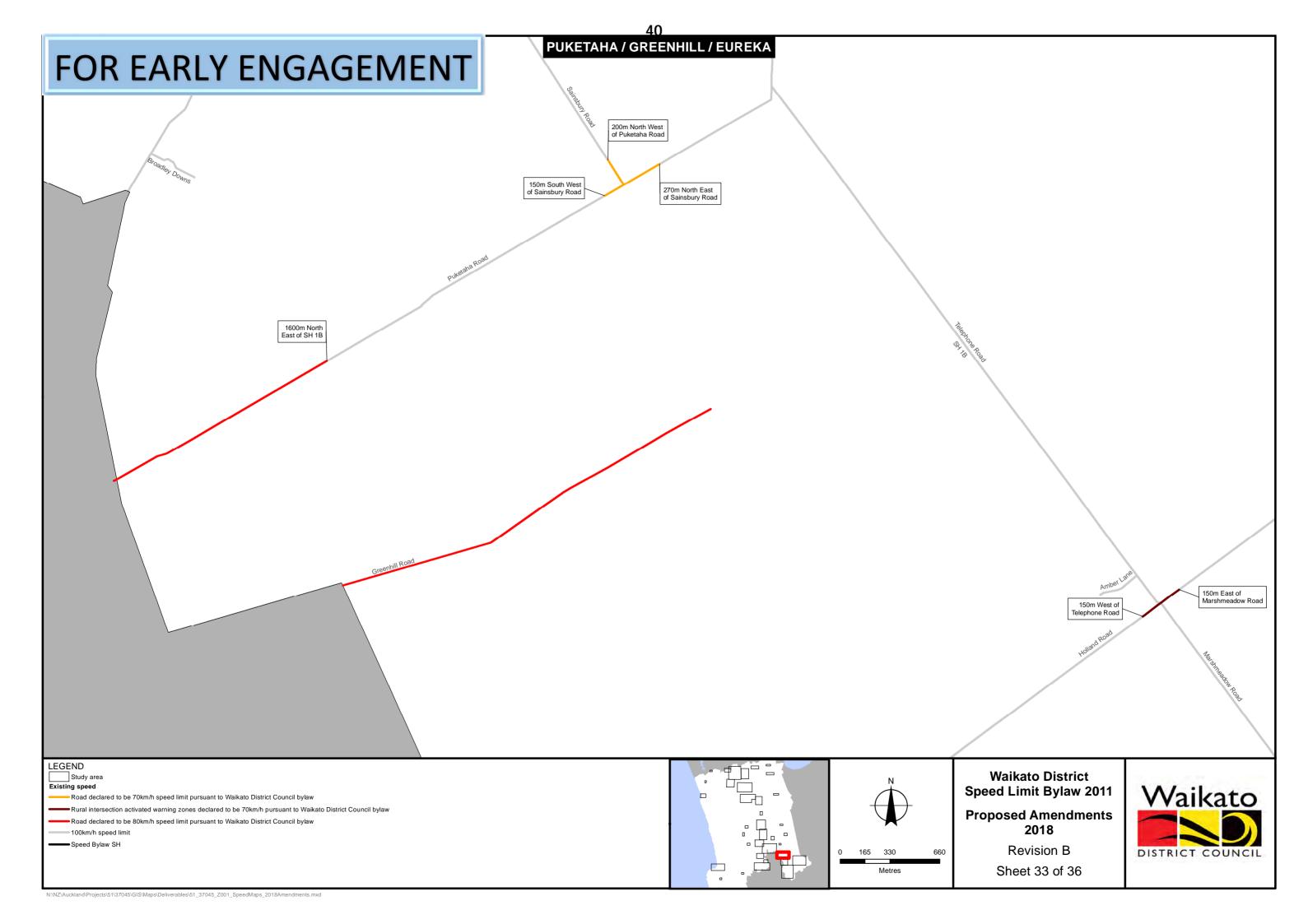


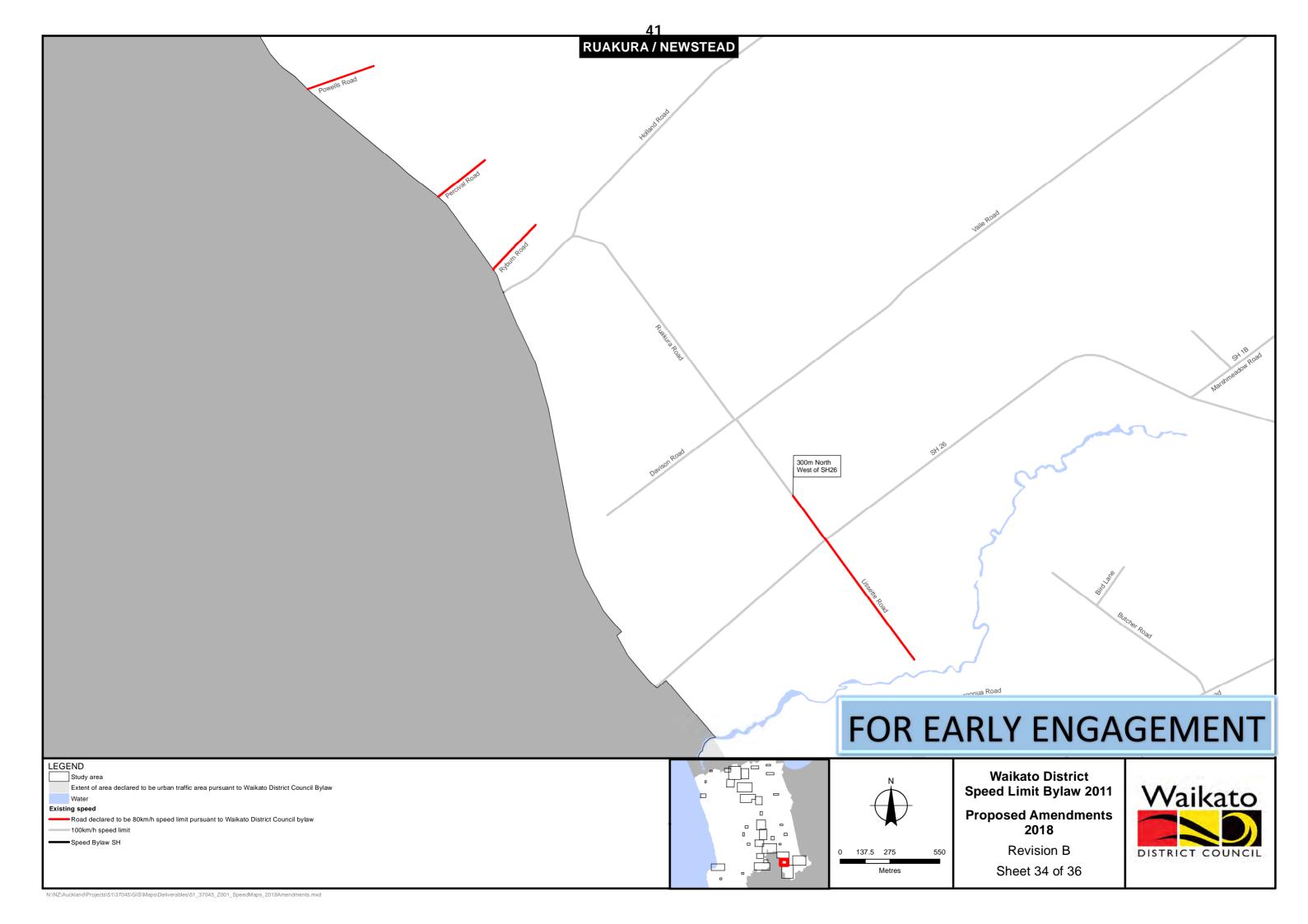


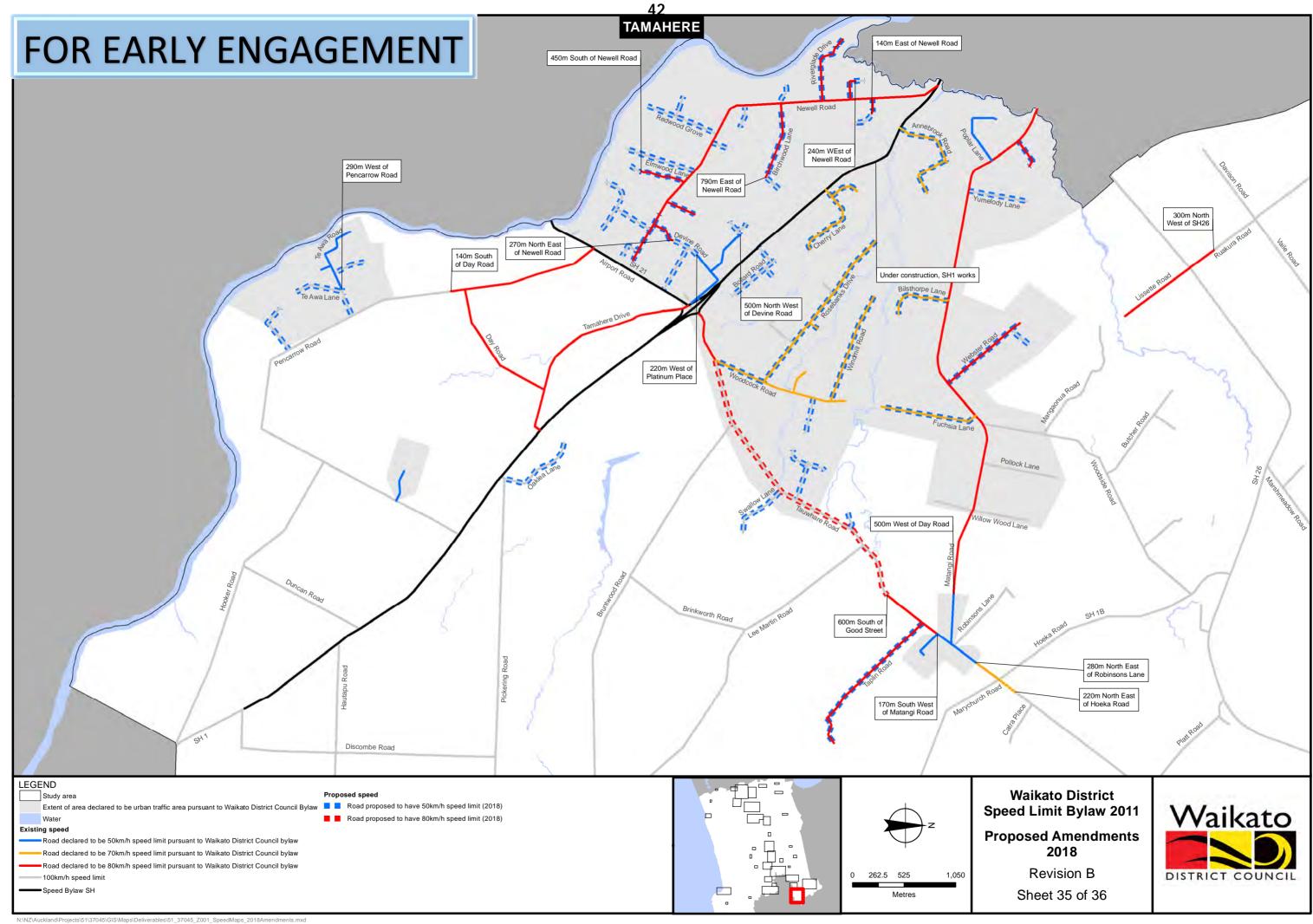


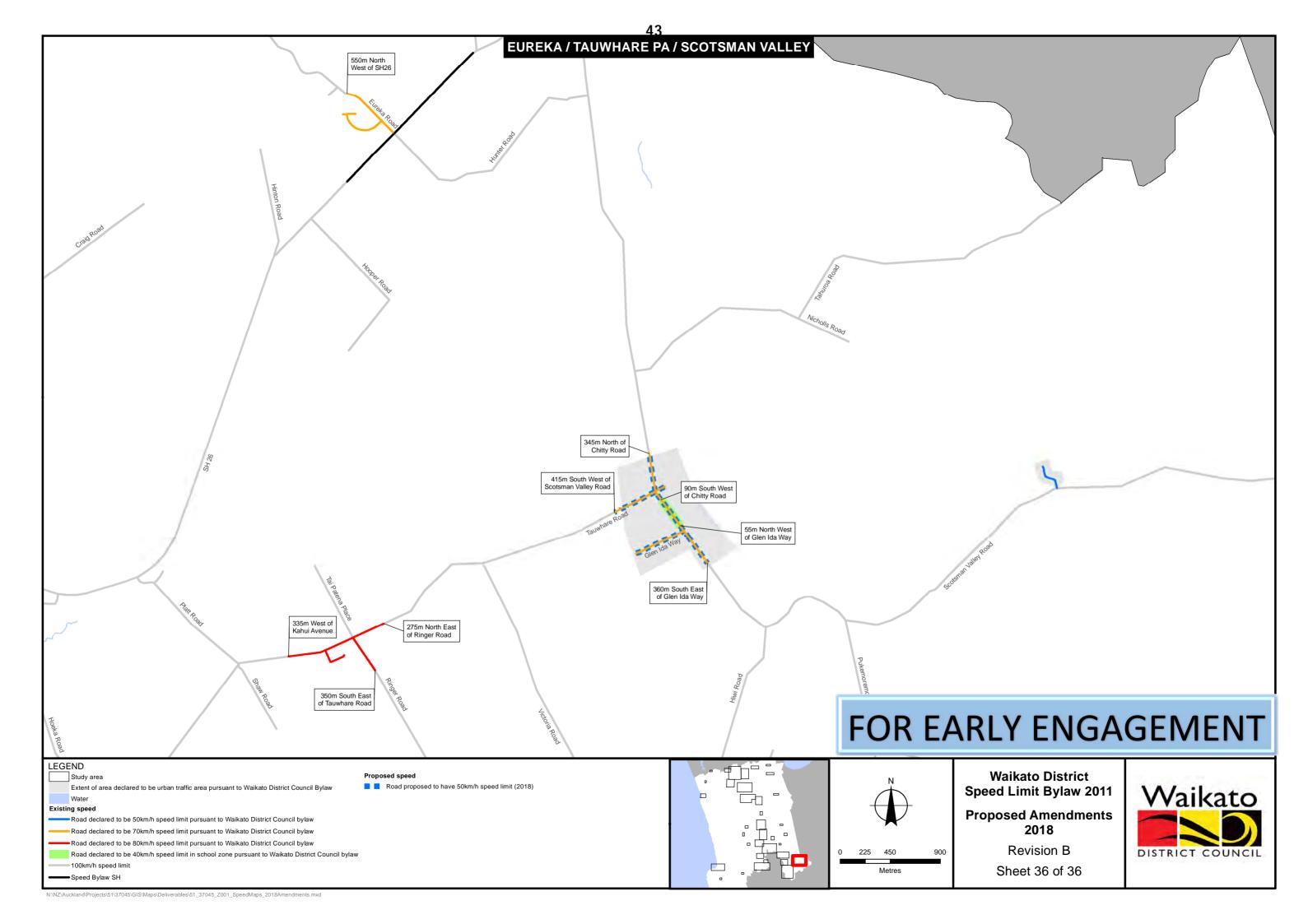














Open Meeting

To Pokeno Community Committee

From Ian Cathcart

General Manager Service Delivery

Date 30 July 2018

Prepared by Karen Bredesen

PA General Manager Service Delivery

Chief Executive Approved | Y

Reference/Doc Set # GOV0516

Report Title Pokeno Works & Issues: Status of Items August 2018

I. EXECUTIVE SUMMARY

To update the Committee on issues arising from the previous meeting.

2. RECOMMENDATION

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

3. ATTACHMENTS

Pokeno Works & Issues: Status of Items August 2018

Page I Version 4.0

REPORT:

Issue	Area	Action	Comments
Project Development	Strategy Support	Lianne van den Bemd, Community Development Advisor to work with Committee to develop the projects: 1. Graffiti Issue Painting underpass and problem areas with new murals. 2. Developing signage to recognise heritage sites in the village on a consistent basis with full coverage.	Graffiti Issue Staff have met on site to explore the placement of a community mural. They will be in touch with the community regarding the project in the coming weeks. Developing signage to recognise heritage sites Staff are meeting with the Queens Redoubt Trust and community members to initiate the project.
Constraints on Colour Palette in CBD	Customer/ Support/ Kelly Cattermole	The Bakehouse next to Pokeno Bacon is being refurbished: 1. What are the constraints on colour palette to be used on buildings in the CBD? 2. Will the Bakehouse have to conform? 3. What are the rules?	The refurbishments currently being undertaken at the Bakehouse are only internal and therefore they do not need to comply with the Central Business District's (CBD) colour palette. However, if alternations to the exterior of any kind are undertaken then they would need to comply with the CBD colours. Attached for the Committee's information is the Pokeno Town Centre Architectural Form, Materials and Signage Design Guide that was adopted by Waikato District Council in September 2015.
Hitchen Road Junction	Programme Delivery/ Paul MacPherson	Haupai Montgomery e-mail passed to lan Cathcart for investigation. Paul McPherson to provide update to lan Cathcart for forwarding to Haupai Montgomery.	Council is in the process of updating a previous traffic study for the Pokeno area. Once we have the study updated we will have a better understanding of how the intersection will work. The previous report indicated traffic lights would be needed at both Hitchen/Pokeno Rd and Helenslee Rd/Pokeno Rd intersections. The intention was to construct the intersections with give way controls but futureproof them by installing all the underground ducts and cables ready to install traffic lights when traffic volumes deemed it necessary. With the increase in total urban area proposed for Pokeno, the updated report is expected to recommend the traffic lights be installed

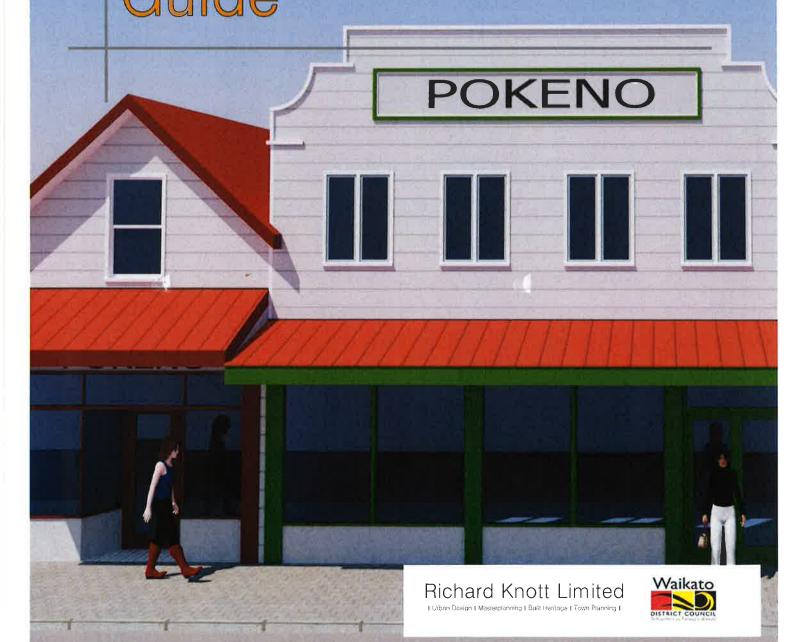
Issue	Area	Action	Comments
			immediately.
			Council will look at interim measures to make sure the intersection is safe including school children crossing Hitchen Rd intersection while the traffic report is updated and preliminary and detailed construction drawings are produced.
			Much of the stormwater works to support the urban upgrade works can be done prior to the detailed roading design, and the core stormwater system is expected to be designed and constructed this coming construction season.
			Response to enquiry on Hitchen/Pokeno Road was provided to Helen Clothworthy on 17 July 2018 to pass on to Haupai Montgomery.

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Adopted by WDC September 2015

Pokeno Town Centre

Architectural Form, Materials and Signage Design Guide





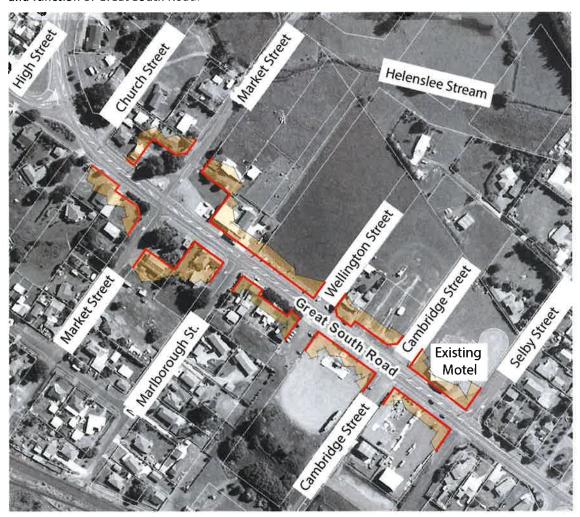
Above Aerial photograph of Pokeno's town centre/Great South Road showing existing Business and Recreational zoning (as at July 2015) and overlay of potential building layout as depicted in Appendix 29.2 of the District Plan.



1. Introduction

This design guide provides advice for developers regarding the architectural form, materials and signage that should be used for new business developments within Pokeno's main street. It is recommended that this guide apply to all Business-zoned properties that frame Market Square and those fronting Great South Road between Market Square and Selby Street.

The Council-owned properties opposite the cenotaph presently include the Pokeno Hall, associated parking areas and public conveniences. These properties comprise recreation-zoned land and legal (unformed) road. It is recommended that any future development of this Council land be consistent with the principles of this design guide to complement Market Square, the town centre appearance and function of Great South Road.



This illustration delineates in red the area of application for the design guide. Greatest consideration should be given to the Great South Road frontage with additional consideration given to elevations to side streets along with the design of roofs.

This design guide is intended to supplement the Waikato District Plan requirements in order to realise the Pokeno community's aspirations for a well-designed, coherent and visually attractive town centre.





Council's adoption of this design guide in 2015 is particularly important to the Pokeno community. This is largely due to the considerable extent of currently undeveloped Business-zoned land within the town centre and the opportunities that now exist for development given the main street's recent water and wastewater reticulation. There is benefit in applying this guide to a relatively 'fresh canvas' rather than trying to retrofit buildings at a later stage. The Council and the Pokeno community are therefore keen to set a yardstick for urban design as soon as possible. The chief objective of this design guide is to ensure that Pokeno's town centre respects the community's desire to have a small town that retains its country-style atmosphere.

Appendix 29.2 of the Waikato District Plan recognises the importance that the design of the streets, buildings and spaces has to the future vitality and economic potential of the town centre and sets out design assessment criteria which are used for the consideration of applications for properties within the Pokeno Business Zone. These design assessment criteria cover a wide range of matters to ensure that developments within the town centre area reflect good urban design practice.

Matters covered in Appendix 29.2 include:

- **Ensuring that the Great South** Road boundaries of sites between Market Square and Cambridge Street are lined with continuous building frontages to provide pedestrian amenity adjoining this main street.
- Requiring continuous verandahs along the front of these buildings and others within the Business zone to provide shelter for shoppers.
- Ensuring that buildings are designed so that the main entry to each building can be clearly seen and conveniently located.
- Making sure that outside storage areas are located out of
 - sight so that they do not have a negative effect on the character of the area.
- Emphasising the importance of the detailed design of each building, and how the articulation of their elevations, detailed design and materials are important to ensuring that the buildings are compatible with surrounding buildings
- The integration of signage into the building form, along with many other design assessment matters.

Selby Street Above: Plan extracted from Design Element 1; Site Planning, Appendix 29.2 of the Operative **District Plan**

Cambridge

Existing

Motel

Site

Church Street

Market Street

Market

Square

Marlborough Stree

There is no specific advice given within Appendix 29.2 regarding the materials which should be utilised, the architectural style adopted or the detailed design of signs on the buildings. WDC and the Pokeno Community have identified these as important matters. This guide therefore seeks to address these gaps and supplements (not supersedes) the requirements of Appendix 29.2.





2. Community Input

The guide has been produced with the input of the Pokeno community.

Following initial discussions with the Pokeno Community Group in 2014 regarding a potential design guide, the following opportunities were provided to secure further community input:

- 10th March 2015 attendance at the Pokeno Community Group's meeting to discuss the possible content of the guide and to obtain the Group's input into its contents.
- 11th April 2015 Public Open Day at the Pokeno Community Hall to ensure community input into the guide and specifically to identify what architectural styles and materials were thought most appropriate for the town centre.
- 12th May 2015 the Pokeno Community Group discussed the guide further at their meeting and various members completed feedback forms.
- 14th July 2015 presentation of the draft guide to the Pokeno Community Group to obtain feedback and comment on the draft guide.
- 12th August 2015 incorporation of final comments from Pokeno Community Group

3. Community Response

At the Public Open Day on the 11th April 2015, photographs of various New Zealand town centres were pinned up. Attendees were asked to consider three questions and to record their answers on record sheets provided:

- In relation to the buildings shown for each location in the photographs:
 - (a) What do you like about the buildings?
 - (b) What don't you like about the buildings?

e.g. materials, style, height, width and shop fronts

- Following this they were asked the general question:
 - (c) How would you like buildings to look in Pokeno?
 e.g. materials, style, height, width and shop fronts

The locations shown were Arrowtown, Botany Town Centre, Greytown, Matakana, Matamata, Queenstown, Oamaru, Palmerston, Papakura, Pegasus, Ponsonby, Te Anau, The Base (Hamilton) and Tirau.

In general there was greatest support for buildings which are of 'traditional' appearance, up to two storeys high, constructed with weatherboard elevations and reflect a small-town, country-style atmosphere.

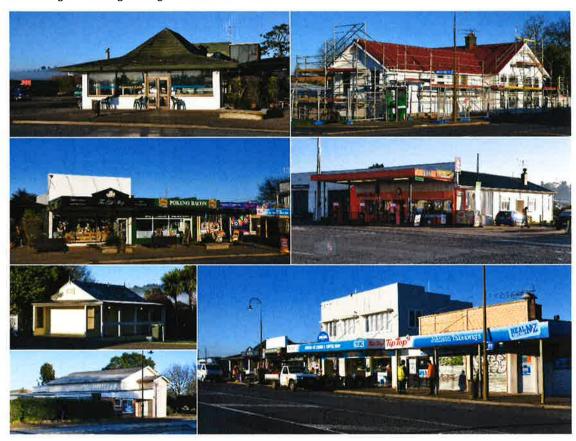


4. Existing Character

The existing town centre in Pokeno is set out alongside the historic Great South Road. As at July 2015 the town centre accommodates the following small businesses and public assets:

- One café
- Two takeaway/ice-cream shops
- Pokeno Bacon retail shop
- A dairy
- A superette/liquor store
- A service station and associated workshop
- A truck-stop
- A gift shop
- A butcher
- The Craft Co-op
- Pokeno Motel
- A real estate agency
- Pokeno Community Hall
- Market Square

Below: Images of existing buildings in Pokeno town centre



The existing businesses are located within a range of buildings which vary in design, age and materials. However, all of the buildings appear small scale and are appropriate to their rural town location. The older buildings, including the former Post Office (now a real estate agency and under





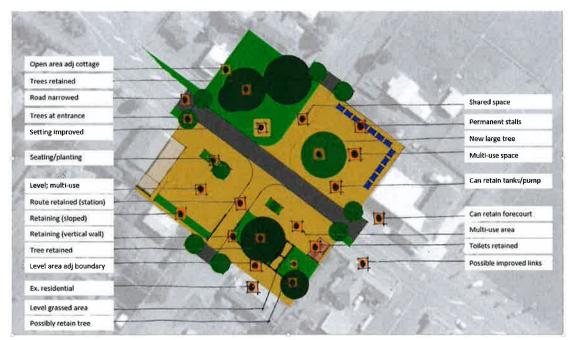
renovation), one of the takeaway buildings and parts of the service station and associated workshop, are single storey and have weatherboard elevations under profiled metal roofs. The other takeaway building has what appears to be plastered or patterned fibrolite elevations. Whilst the roof shape and form of these buildings varies, they are all traditional forms including gabled roofs (including with parapets) and hipped roofs.

The newest building within the area, the Pokeno Motel, reflects this same palette of materials and building shapes in its design.

It is considered important that this existing character influences the design of the new buildings developed for the area.

5. Concept Design for Pokeno's Market Square

A concept design has already been approved in principle by the Council for the upgrade of the Market Square located at the intersection of Great South Road and Market Street. This particular design (shown below) is supported by the Pokeno community and is the result of public consultation undertaken in 2014. It may be that this development progresses in stages as needs and costs dictate.





6. Architectural Style, Materials and Appearance

Following the consultation which has taken place with the Pokeno community along with an understanding of the existing buildings which provide the existing character of the area, ten key principles have been developed. All of these principles should be considered when designing new buildings for Pokeno's town centre area. Each principle has been carefully considered to ensure that it will not impose significant additional costs that might otherwise adversely affect a developer's intention to proceed and, in turn, possibly compromise the community's desire to soon have a vibrant and functional town centre that serves their immediate needs.

Principle 1

Reflecting Pokeno's Heritage as a Small Rural Town with a Countryside Atmosphere

It is expected that new buildings within Pokeno's town centre should have the appearance of buildings typical of a small rural town.

With the resident population of this town anticipated to reach 6000 within the identified Pokeno Structure Plan Area, it is important to respect the character of Pokeno as a small rural town having a countryside atmosphere. Without careful thought and consideration it would be relatively easy for developers and landowners to propose new buildings that are not in keeping with Pokeno's heritage or anticipated scale. For instance, whilst standard retail building designs used within Auckland may fit comfortably within a more built up urban centre, they could easily be out of context with the scale and appearance of urban development that is desired and expected by the Pokeno community.

Principle 2

Creating Interesting Street Frontages made up of Individual Buildings

Whilst developments may be proposed on sites with long street frontages, it is important to ensure that each developed street frontage takes on the appearance of a number of individual buildings. This will give the appearance that the area has been developed incrementally and give the street frontages a fine-grained scale and appearance.

It is recommended that each 'individual building' is between 6m and 12m in width.

Below: Indicative development along street frontage showing 'individual buildings' having a width of between 6m and 12m.







Principle 3

Individual buildings should vary in height and not seek to exactly match the height of their neighbour

Not seeking to exactly match the height and form of the neighbouring buildings will emphasise the individuality of each building.

Principle 4

The use of timber weatherboard and/or plaster for elevations and profiled steel for roofs

The use of weatherboard elevations with traditional red profiled steel roofs for the majority of buildings in the town centre will be in keeping with Pokeno's rural country town character. In line with the character of existing buildings in the town centre, a limited number of buildings should have plastered elevations.

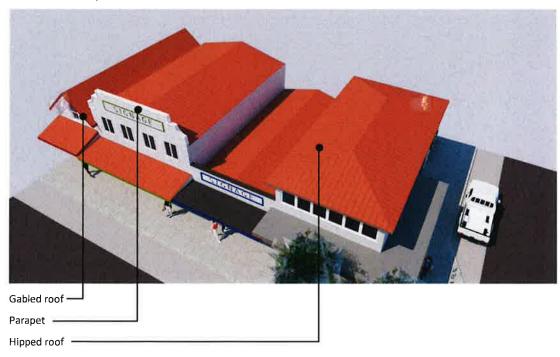
Windows, doors and other joinery should, where possible, be constructed in timber.

Principle 5

The Use of Traditional Roof Shapes

The use of traditional pitched roofs with gables or hipped shapes, with or without traditional parapets, will further emphasise the appropriateness of the buildings to this small rural town's location.

Below: Traditional pitched roofs







Principle 6

The Use of Traditional Style Shop Fronts

Where possible, traditional shop fronts should be incorporated into the building façade design. These should be constructed in timber to reflect the desired country town character.

Desirable features of a traditional shop front would therefore include:

- The use of pilasters and mullions to break up large areas of glass.
- The incorporation of a stallriser of a height suitable for the display of the goods to be sold in the shop. The stall riser should be made of durable materials that are easy to maintain.

Below: Traditional Style Shop Front



Principle 7

Colours and Finishes should reflect the Small Country Town Character of Pokeno

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Colours and finishes chosen for all elevations, windows, doors and other joinery should reflect the character of Pokeno as a small country town. Emphasis should therefore be placed on using:

- light greys or other neutral colours for elevations
- white or other neutral colours for windows
- rich, deep colours such as deep reds, blues and greens which complement Pokeno's country setting for doors, shopfronts and fascias etc.





Suggested colours for doors, shopfronts, fascias and other highlight areas include:















Note: colours above are taken from the Resene Heritage range - alternative brands are acceptable.

Suggested colours for external walls include:







Note: colours above are taken from the Resene paint range - alternative brands are acceptable.

Principle 8

Contemporary Buildings are acceptable but should still reflect the overall Materials and Shapes of other Buildings

Whilst the emphasis is on the creation of traditional building forms, contemporary buildings are not discouraged. However, use of the recommended palette of materials and shapes/forms encouraged by this guide should still be incorporated into any contemporary building to ensure consistency with other buildings that have a more 'traditional' character reflective of a small rural town.



Principle 9

Advertisements and Signage Integrated into the Design of the Building

The design of each building within the town centre should identify locations for business signage. Allowable signage would include:

- signs hanging/projecting below verandahs
- signs on shop front fascias and fascia boards
- signs that are appropriately located on building elevations and on building parapets
- signs in other locations which sympathetically integrate with the style of building.





Below Left: Sign projecting from building or hanging from underside of verandah. Also shown, sign attached to side elevation.

Below Right: Individual letters attached to top of verandah



Below: Fascia sign attached to parapet of building



Principle 10

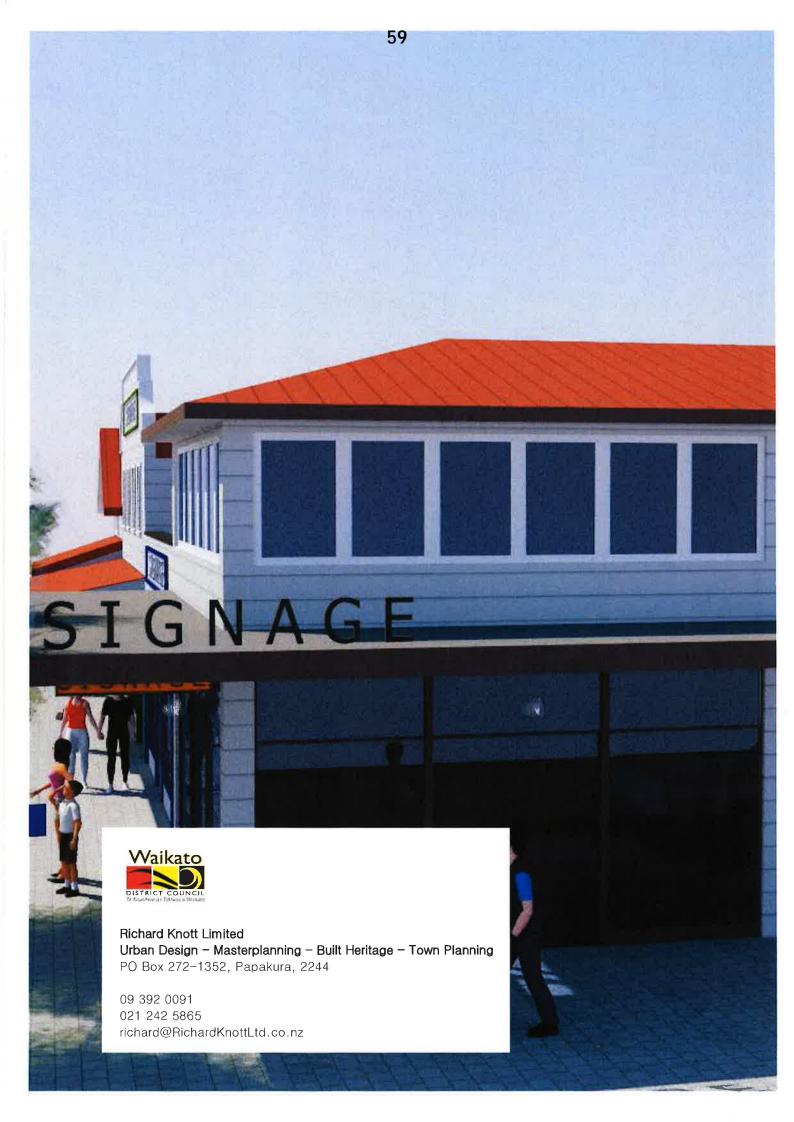
Limited Advertisements and Signage on Shop Windows

Windows for shops and business premises should not be dominated by advertisements. Instead, passers-by should be able to easily see inside the premises from footpath locations and employees should be able to easily see out. The need for clear and uncluttered windows will add to the interest of the town centre and also provide important passive surveillance which brings improved safety and security.





2 1





Open Meeting

To Pokeno Community Committee

From Tony Whittaker

General Manager Strategy & Support

Date | 16 July 2018

Prepared by Sharlene Jenkins

PA to General Manager Strategy & Support

Chief Executive Approved | Y

Reference/Doc Set # GOV0516

Report Title Year to Date Service Request Report

I. EXECUTIVE SUMMARY

To update the Committee on the Year to Date Service Request Report to 30 June 2018.

2. RECOMMENDATION

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

3. ATTACHMENTS

Year to Date Service Request Report for Pokeno Community Committee

Page I Version 4.0

Service Request Time Frames for POKENO Community Board

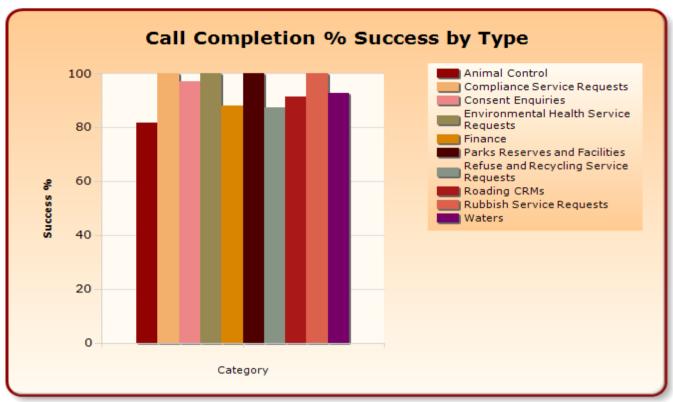
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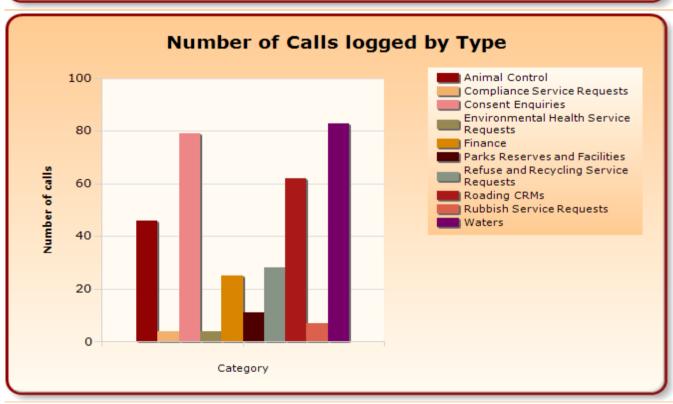
30/06/2018

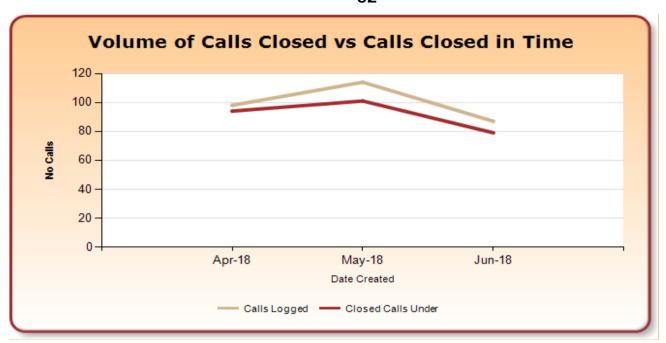
Waikato

7/16/2018 1:20:58 PM

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









			Ор	en	Clos	sed	
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	46	1	1	8	36	81.82%
	Animal Charges	10				10	100.00%
	Dog Property Visit	17	1	1	7	8	53.33%
	Dog Straying - Current	11			1	10	90.91%
	Dog/Animal Missing	2				2	100.00%
	Dogs Aggression - Current	1				1	100.00%
	Dogs Barking Nuisance	4				4	100.00%
	Livestock Trespassing - Current	1				1	100.00%
Compliance							
Service Requests	Summary	4	2			2	100.00%
	Compliance - Unauthorised Activity	3	1			2	100.00%
Canacat Enguisia	Non-animal bylaws	1	1				NaN
Consent Enquiries	Summary	70	4			74	07.000/
	Land Hazard Notifications	79	1	5	2	71	97.26%
	Onsite Services		4		1		100.00% 75.00%
	Planning Process	5 3	1	1	1	3 2	100.00%
	Property Information Request	26		1		25	100.00%
	Rural Rapid Number assignment & purchase of plates	1				1	100.00%
	Zoning and District Plan Enquiries	43		3	1	39	97.50%
Environmental							
Health Service	Summary	4				4	100.00%
Requests	Environmental Health Complaint	1				1	100.00%
	Noise complaints straight to contractor	3				3	100.00%
Finance					-		
	Summary	25			3	22	88.00%
Dayles Dagawas	Rates query	25			3	22	88.00%
Parks Reserves and Facilities	Summanu	11		4		40	400.000/
una ruemaes	Summary Parks & Reserves - Buildings	11		1		10	100.00% 100.00%
	Parks & Reserves - Council owned land	5				5	100.00%
	Parks & Reserves - Reserve	5		1		4	100.00%
Refuse and							
Recycling Service	Summary	28	1	3	3	21	87.50%
Requests	Inorganic Non-Collection	2	1	1			NaN
	New collections	5			1	4	80.00%
	Recycling Not Collected	11		1	1	9	90.00%
	Refuse - Non-Collection	8				8	100.00%
	Refuse & Recycling Contractor Complaints	1		1			NaN
	Refuse & Recycling Enquiries	1			1		0.00%

Roading CRMs		64					
	Summary	62		16	4	42	91.30%
	Footpath Maintenance - Non_Urgent	3		1	2		0.00%
	New Vehicle Entrance Request	42		9		33	100.00%
	Request 4 new street light path sign etc	3		1		2	100.00%
	Road Culvert Maintenance	4		1	1	2	66.67%
	Road Safety Issue Enquiries	1		1			NaN
	Roading Work Assessment Required - OnSite 5WD	5		2	1	2	66.67%
	Routine Roading Work Direct to Contractor 5WD Comp	2				2	100.00%
	Urgent Roading Work 4Hr Response	1		1			NaN
	Vegetation Maintenance	1				1	100.00%
Rubbish Service							
Requests	Summary	7	2	3		2	100.00%
	Illegal Rubbish Dumping	2				2	100.00%
	Inorganic Non-Collection	5	2	3			NaN
Waters							
	Summary	83		14	5	64	92.75%
	3 Waters Enquiry	4				4	100.00%
	3 Waters Safety Complaint - Urgent	1			1		0.00%
	Drinking water billing	6		1		5	100.00%
	Drinking Water Final Meter Read	53		11		42	100.00%
	Drinking Water Major Leak	5			3	2	40.00%
	Drinking Water minor leak	4				4	100.00%
	Fix Water Toby	1				1	100.00%
	New Drinking Storm Waste water connections	6				6	100.00%
	No Drinking Water	1			1		0.00%
	Stormwater Blocked pipe	2		2			NaN
Total		349	7	43	25	274	91.64%

Unincorporated Society Identification Requirements



How it works

To open new facilities with ASB for an Unincorporated Society ("Society"), we are required by law to verify the identity and address of both the Society and key individuals associated with the Society.

We collect information in three steps.



Step 01 - Identification

Society

We require a copy of the Society's articles, rules or constitution establishing the Society and authorising the opening of a facility, along with identifying the key individuals of the Society. If the Society is unable to provide one of the above, the Society will be identified via the key individuals as per steps below.

Key individual

Examples of the key individuals we will need to identify are listed below:

- · Officers of the Society
- · Persons acting on behalf of the Society, including FastNet Business administrators and users who authorise, and Visa Business card holders
- · Authorised signatories

At least one form of identification needs to contain a photo. Choose from one of the following sets (sets two and three require one primary and one secondary document).

	Primary Identification Document	Secondary Identification Document
Set One	✓ Passport (NZ or overseas) ✓ New Zealand Firearms Licence	Not Required
Set Two	✓ New Zealand driver licence	We will perform an electronic NZTA check. If the NZTA check does not bring up a match, then one of the following is required: ✓ Credit card (with matching signature and embossed name) ✓ Debit card (with matching signature and embossed name) ✓ SuperGold card ✓ Bank statement ✓ Government agency statement
Set Three	✓ New Zealand birth certificate ✓ Overseas full birth certificate ✓ Citizenship certificate (NZ or overseas)	 ✓ New Zealand driver licence ✓ Overseas driver licence (with photo) with an English translation (if required) and accompanied by an International Driving Permit ✓ 18+ card ✓ New Zealand Armed Forces ID ✓ New Zealand Police ID ✓ SuperGold card (with photo) ✓ Student ID (from NZ institutions only) with photo

Step 02 - Proof of address

We need to verify the physical address of the Society² and the physical address of all key individuals associated with the Society. Below are some examples of documentation that can be used to verify the key individuals' residential address.

	One item from either List A or List B	Important notes
List A	Bank statements or correspondence Government agency statement Registered KiwiSaver or superannuation scheme correspondence	These documents should be no more than 12 months old. The bank cannot accept digital versions. Must show your current residential address.
List B	 ✓ Local authority rates or water bill ✓ Utility bill (gas, power, fixed phone line, internet, SKY TV) ✓ Current insurance policy ✓ Signed tenancy or lease agreement 	These documents should be no more than 3 months old. Digital copies of utility statements and insurance policy are acceptable provided the statement shows you are taking responsibility for a fixed (non-moveable) service or fixed asset at that same address the statement would otherwise have been posted to. A tenancy or lease agreement must be signed by both the tenant(s) and landlord.

Step 0: Other magnification

If any identification documents are issued by a country other than New Zealand, Australia, The United Kingdom, Canada, France, Germany or the United States of America, we may need to ask you for additional information about your income or assets.

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Documents must be originals. We can also accept copies certified by a trusted referee. Please contact us for further information. Documentation in a foreign language must be accompanied by an independent and certified English translation provided to you by a professional translator.

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For any queries, call our contact centre on 0800 803 804, visit your nearest branch or contact your ASB Relationship Manager.





How it works

By law!, the Bank has to properly identify and collect information about you. We collect this in three steps.

Step 01. Identification



Step 02. Address



Step 03. Other information



Step 01 - Identification

At least one form of identification needs to contain a photo. Choose from one of the following sets (sets Two and Three require one Primary and one Secondary document).

	Primary Identification Document	Secondary Identification Document		
Set One	✓ Passport (NZ or overseas)✓ New Zealand Firearms Licence	Not Required		
Set Two	✓ New Zealand driver licence	 Credit card (with matching signature and embossed name) Debit card (with matching signature and embossed name) SuperGold card Bank statement Government agency statement Student ID (from NZ institutions only) with photo 		
Set Three	 ✓ Birth certificate (NZ or overseas) ✓ Citizenship certificate (NZ or overseas) 	 New Zealand driver licence Overseas driver licence (with photo) with an English translation (if required) and accompanied by an International Driving Permit 18+ card New Zealand Armed Forces ID New Zealand Police ID SuperGold card (with photo) Student ID (from NZ institutions only) with photo 		

Step 02 - Proof of address

	One item from either List A or List B	Important notes
List A	✓ Bank statements or correspondence ✓ Government agency statement ✓ Registered KiwiSaver or superannuation scheme correspondence ✓ IRD correspondence ✓ Current insurance policy	These documents should be no more than 12 months old. The bank cannot accept digital versions. Must show your current residential address.
List B	 ✓ Local authority rates or water bill ✓ Utility bill (gas, power, fixed phone line, internet, SKY TV) ✓ Signed tenancy or lease agreement ✓ Correspondence from a New Zealand educational institution (e.g. primary schools, secondary schools, tertiary institutions, that report under the Ministry of Education in NZ) 	These documents should be no more than 3 months old. Digital copies of utility statements and insurance policy are acceptable provided the statement shows you are taking responsibility for a fixed (non-moveable) service or fixed asset at that same address the statement would otherwise have been posted to. A tenancy or lease agreement must be signed by both the tenant(s) and landlord.

¹ The Anti-Money Laundering and Countering Financing of Terrorism Act 2009.