

Chairpersons report December 2019 for period
5th December - 7th of February
By David Whyte

Connections with organisations

PGG Wrightson. Connected with their facebook chat / sent photos of the very tall grass, and dumped material at their West side entrance. Assumed that head office was in charge of property maintenance. Turns out it is local branch. So the info was sent to them. **Have noticed that the plastic and wood pallets have since gone, and some attempt at weed eating has occurred.**

This area behind bottle shop, engineering firms etc. is a mess. Maybe the councillor who works on this road could ask his neighbours if they need help cleaning it up / ask them to clean it up.

Countdown. Once again contacted countdown via facebook and photos about the pigsty that is the car park. Explained that once the bypass goes in, removing rubbish on other side of the fence next to the road is possible, and keeping the carpark clean is a priority for me. And that given the manager is a good manager (have talked to the manager before about parking stuff), that the rubbish most likely stems from a lack of resources allocated to the local store. And that could a senior manager call me. I was called from facebook folks and agreed to talk to the manager about this. If this doesn't result in regular action (in the past when I have complained it has been picked up, but I think it should be done regularly / proactively instead of the public having to complain. So if regular proactive rubbish pick up doesn't happen, then I will escalate my complaining.

Would like to visit in the future:

Ceramic bricks
Clay bricks
Quarry East
Sprouts place

Christmas cards. Was contacted by the council and had Christmas cards printed with all our names in it. Wrote a small **a small positive message about each mainstreet business** in each, then dropped them off in person. The idea being that **first contact with the new community board is a positive one.**

Work orders

Work orders raised / questions to council:

Stormwater system blocked (I cleared the leaves etc on two) Mary-Riverview road intersection. Even with stormwater grate cleared, water didn't disappear and only slowly flowed away.

Empty house on Ralph road possible rental income to fund youth worker

Street lights, whole sector out, around the roundabout south end of town
Street lights, two blown bulbs mainstreet

Smashed window screen glass in south carpark Vienna fry lane
Smashed clear glass bottle south end of town

Raised **oak tree around lake as possible protected tree**. The one close to the Gardens of the World, and it has a sign about its history and who planted it. It is on DOC land, so has some level of protection already. Protected trees can only be added with a district plan submission. Thus this could have been done as part of the PDP process, but now is too late. I don't know when the next opportunity to do this will be.

Raised a complaint about **lack of comm's**, when a Huntly resident was pushed back about a new no dumping sign, due to central govt legislation change to increase fine limits for dumping rubbish. WDC stated no new signs until legislation goes through. The resident asked for when this would be, and a year later had not heard. A WDC employee called me, apologised and stated signs would soon be going up. The resident should also be contacted.

Changed a policy at council. Again coming from a resident and his online discussion. The policy was for WDC employees and contractors they were not to pick up dumped rubbish or litter instead report it, so that rubbish could be assessed by team that goes through it for bills etc. To try and track down the person's responsible. However I was able to successfully convince WDC that for litter that the policy should be for employees and contractors to pick this up, since a beer bottle and other such litter isn't going to have any information that could lead to charging for litter. This was accepted and I was contacted by the Solid Waste Team leader

Talked to a **park planner** about plans for the walking area opposite Countdown / next to bridge. There are currently no long term plans for this area, as other areas are going to be worked on first. So there is a clean slate so to speak about community board engaging. The key technical challenge was, and is, the significant changes in water level and what plants can handle this.

Also discovered that a new person has come onto the parks team as Community Venues and Events team leader. To engage with the community and to encourage the local community getting involved in the local parks. She can cover things like H & S and work to get things going. So this is a helpful contact for any community project (river walk, fitness stations etc)

At the WDC meeting about community boards, connected with a person from Ng and she is involved in Trust Waikato. Trust Waikato have a significant grant budget, (millions) and may be a contact for projects.

Connected with some WDC employee about litter SH1 edge north / south of Huntly, and **having NZTA remove the litter it as part of hand over**. This has been added to the negotiation list. WDC and NZTA are negotiating regarding what standard the road should be passed over to WDC in. This hand over will take place mid 2020.

Prompted the engagement about what to plant in area trees removed next to SH1 opp Countdown

Transit / NZTA litter northern parts of Huntly. Have noticed areas where the ditches / road verges are sprayed instead of mown or left as green strip, that the litter looks really bad. The litter isn't hidden by the green growth. The lack of grass in the sprayed area will result in loss of carbon, so the soil shrinking and previously buried litter rising to the surface, and I think that the paper doesn't degrade as quickly in the sprayed areas. So have raised work orders for three areas north Huntly and will see where that goes. If this is a positive result, will raise for South Huntly roadsides.

An employee got back in touch with me. They don't do any work on the SH over the holiday season (ending 6th Jan). And jobs like these are conditional on other urgent work not consuming the hours. They are also working on proactive litter removal, but I doubt the change will occur before the bypass opens.

Contacted **Regional Council to spray out weeds** behind the **northern parking area** (44 mainstreet) and also going south from there to include behind K-Beez. Job allocated to a person

Raised work order for **blocked gutter on civic centre** (overflowing instead of going down drainpipe). Got call back, to make sure it wasn't just high volume rain event. But looks like been going on for some time.

Raised before Christmas that a large sector of lights were out on the mainstreet, clustered around the south roundabout. Indicating to me would be a fuse or other issue. Still out ?? need to check

Raised two blown light bulbs at the north end of town.

Glass in carpark and footpath

Community Liaison

Connected with a police person, about shoplift at super liquor with info about ID of young males, as suggested on the page.

New facebook group has set up called **Motorbike Madness** specifically to upload videos and photos of bikers and to encourage others to do so. Thus this information can be feed to the police and hopefully bikes removed from the community. Have emailed the police about this group.

Also forwarded high quality footage of a biker to a police person, from a community member (via a HCB member). This should give an ID.

After facebook conversation, connected with a resident **of Renown** about a 20 year issue she has had with storm water. It was clear from the facebook discussion in the Huntly group that she had made a concerted effort to connected with the council about this issue, multiple times. Thus I agreed to help her. Didn't realize until facebook chat and getting details from her that she wasn't a Huntly township resident. But figured I was in to deep to back out. **A very positive outcome.** Council made contact with her. And supposedly in March-April going to replace stormwater piping and hopeful solve the issue.

Attended **Christmas in the Park** with chair hat on, and fronted on stage with other community board members. Talked again to a new Huntly resistant who is setting up a couple of doors down from the old building on SH1. He is involved in new marketing team, which I need to find more about.

Water quality. There was complaints on the facebook group about Huntly water quality in January. My gut feel told me it was a beat up the council session rather than a specific problem. So said raise a CRM with the council (gave details how to) if you don't you are part of the problem. Pleased that **Very pleased to be proactively called by the council** about the last time a formal complaint was made, 4+ weeks before. So confirming that it wasn't a specific issue. Discussed with staff member about showing pipes with scale as part of a display / video to explain why Huntly sometimes has bouts of murky water.

Water quality, how do we improve impression in Huntly. Raised with someone from comm's and someone else (I think) will get back to me in due course.

Council meetings

Attended training 5th December

Report from **Infrastructure Committee** December 2019 with relevant Huntly information

- CCTV (supposedly) going live in March, which is different to February which was my previous understanding.
- \$160k allocated to Huntly War Memorial Hall, for further work and resources. The earthquake score of the Hall is currently 35, with minimum standard for a buildings us is 33, with recommended level being 66. My take from this is that by implication earthquake strengthening work is likely to be required sometime soon.
- Railway Station and park and ride. Negotiation ongoing with kiwi rail for lease of land for station and associated stuff. Capital costs are being estimated and negotiations between NZTA regarding costs is ongoing.



Huntly Grandstand Roof

Huntly Grandstand Roof Replacement (Expected completion June 2020) Contract 18/242 is out to public tender closing on 9 December at 2.00pm. Expected award date is 23 December. The Contract period is six weeks and is to be completed by 31 June 2020.

The contract includes:

- Supply and install safety barriers/fencing to secure the site from unauthorised person's entering the work site.
- Supply, install and maintain safety scaffolding including a working platform for works at height and to provide associated documentation.
- Uplift and disposal of existing roofing material and spouting, and replace on a like-for-like basis.
- Remove and reinstall or replace all tension wires to specifications.
- Corroded sections of structural steel to be replaced and protected from further corrosion. If the steel is sound sand or sandblast to remove corrosion, and prime with a zinc-rich primer.

- Paint with at least two coats of acrylic paint

Council meeting January 2020. Items of interest for Huntly

Consents issued in Nov / Dec

- Huntly college (Ministry of Education). Moving building / block R onsite. (closer to the road if I have understood the information correctly).
- 163 Tregoweth Expand an existing transport depot by constructing an additional warehouse for the storage and distribution of furniture in the Rural Zone
- Eastside Heights Limited. Multiple consents issued for subdivision for 38 lots, between 118 Riverview Road / 6 Waugh Lane.
- Liquor store at 4 Ralph Street, Application for Sale of Alcohol for an Off Licence on a site in the Business Zone pursuant to Section 100 of the Sale and Supply of Alcohol Act 2012. Approved (I think this means liquor licence was approved). And "Expand a liquor store in the Business Zone that fails landscaping and car parking provisions. "

Liquor licence – trebling of off licence selling space. There has been a notification for a current off licence holder to triple their floor space. This is an issue as most of the liquor problems in Huntly come from off site consumption of liquor. Fortunately the police and the health board have objected. Totally gutted that the board missed this notification, since I would strongly oppose it. It was likely that the public notification was in The Waikato Times. And given they only have to run the notification once, and submission close a week later, it isn't a very effective way of notification.

Connected a team member from WDC who deals with liquor licencing to see if local boards could be automatically notified of licence applications so they could respond as they see fit. Staff are looking into advertising locations to maximise visibility etc. For liquor licenses, so hopefully something will work out.

Have discussed with council about community boards being included in the notification process. Since one add buried in the back of a daily newspaper is hardly public notification any more. Council staff are looking at other notification options.

KPI's for the Chief Executive (Gavin Ion)

3.3 Waikato District Alliance –Conduct a review of the Waikato District Alliance contractual relationship to assess if it has delivered on expectations, and recommend a future direction (extend/retender/ change contractual arrangement).

The progress has been:

- Work is underway on the review in preparation for next year's decision to extend or review the arrangement.
- This review is looking at all aspects of the current arrangement including operational performance, zero harm performance and cultural alignment to Council.

It would seem logical that the community / community board could have input into this, to highlight the lack of service by cyclic and civil results. Thus sent in my report.

2.3 Blueprints - Demonstrate that the Blueprints project aligns with the Council vision, that it will inform the 2020-2030 LTP process, and that it will be communicated with our community.

The progress has been:

- Blueprints is informing work on the Hamilton to Auckland corridor spatial planning work.

- When the LTP is put together the work from Blueprints will be factored into work plans.
- The recent Joint Management Agreement meeting with Waikato-Tainui highlighted the alignment between the Tribe's five year plan and Blueprints.

Therefore we should be very careful and proactive that the Huntly Blueprint accurately reflects the communities desires and aspirations.

Attended Strategy and Finance

Have also connected for the first time with the Chair's of:

- Te Kauwhata community committee, and attended one of their meetings
- Raglan Community Board
- Whatawhata Community Committee
- Tamahere Community Committee

And have continue connection with the chair, from Ngaruawahia.

There is general consensus that the chairs at least should meeting periodically to learn from each other in progress towards goals.

Things for March agenda (carrying forward until space on agenda)

- Street names
- Individual goals
- Boundary of Huntly ward

Update February 2020. Have supplied this report to WDC. Given that the one of the Chief Executive KPI's is to review how the Waikato District Alliance service and if it "assess if it has delivered on expectations" I have forwarded a copy to his office. This has resulted in expected meetings.

Have also given a copy to some dude whose role and title I don't actually know, who is in the manger of many of the areas that are not performing well. I expect to be meeting with one of his team to work through the specifics.

I will continue to plug away at this, until at least something changes, so that when we put in CRM's we have a level of trust in the system that the job will actually be done.

Analysis of CRM's raised by Chair of Huntly Community Board from 2019
20th December 2019

Executive summary

Out of ~70 CRM's raised, ones that were completed by both council and contractor, 55 could be inspected by the customer. Of these 33 *were graded as a pass (60%) and 22 were graded as a fail (40%)*. This is clearly sub standard, and might be why some community boards focus on service request delivery.

The data was then sorted by contractor or responsible staff. Those contractors / staff that had more than three CRM's allocated to them were analysed for their success rate are redacted, but they had *100% or close to 100% success*.

However another *crew had ~10% success rate and another had 40% success rate*. Clearly this is shocking.

Full report:

The head of HR supplied me with a print out of all the CRM's that I had created from January through to 10th of December 2019. This list contained approximately 70 CRM's. The ones that were classed as open were discarded from the analysis. Also those with no completed date were discarded, since one cannot judge the success of a job if it isn't supposed to be finished!

The list was then read, and notes made from from memory if the job was completed in the field. Also a check was done through the township checking on those jobs that results were unknown. Clearly not all jobs could be checked, so jobs where I was unable to confirm the end result were also discarded from the analysis.

This left a total of 55 jobs, of which 33 were graded as a pass (60%) and 22 were graded as a fail (40%). If we assume that my CRM's are approximately representative of general public's CRM's this goes a long way to explain why there is so focus at a community board level on getting CRM's completed. Since only 2 out of every 3 jobs logged actually get done.

This also helps explain the disconnect that the chair has personally observed between the council produced summary's that are presented to the boards, showing success rates of CRM closures. These council produced reports are generally very positive across the board for council success. If one was to rely on these reports, instead of physically checking job completion rates in the field, one would erroneously conclude that the council was doing a very good job with CRM's.

The council summary included the Resolution and Responsible Staff data. This data was entered and sorted. Any contractor or staff that occurred 3 or more times, their company / team success rate was analysed. The total number of jobs, passed and failed, as well as the percentage, is included in the table. Obviously as the number of jobs increases the robustness of the pass / fail statistics improves. I have been told I must remove the names, so hence the table has been censored.

	Pass	Fail	% Pass	% fail
Team A	1	8	11.11	88.89
Team B	2	3	40.00	60.00
Team C	6	5	54.55	45.45
Team D	2.5	1.5	62.50	37.50
Team E	2	1	66.67	33.33
Team F	6.5	0.5	92.86	7.14
Team G	3	0	100.00	0.00
Team H	4	0	100.00	0.00

Table 1: Results broken down by contractor / responsible staff

Comments on the table:

- *Team A.* This has a large number of total jobs (9), and thus is a robust statistic. It shows large, systemic issues. I would be very interested to know if they billed for the jobs ‘completed’ but not done in the field. It also raises questions around follow up by the council. Clearly they cannot be trusted to complete jobs raised by the council, so need regular, random and rigorous inspections in the field to confirm the work is actually done!
- *Team B.* This again is a terrible record. The success rate is no where near where it should be
- *Team C.* This is approx 50 – 50, and was the highest number of jobs overall (11) so is unlikely to be a ‘random’ result. I did note that a noun was often in the comments, and I did wonder if there could have been further breakdown of the data, as I suspect these jobs were delegated and as such there could be areas that had high completions and conversely areas that had low completion. So further analysis would be wise before drawing a definite conclusion. However work is clearly required to increase the pass rate.
- *Team D.* The 0.5 data comes from where a solid attempt was made, but not fully completed. So wasn’t a full fail, but wasn’t a full pass either (there were 4 of the 55 that were divided this way, so not common).
- *Team E.* I was surprised that this wasn’t a higher success rate. The 1 failure, was made up of 2, 0.5 data points. So each job logged was completed to some degree just not enough to give a full pass. As a customer I was happy with the results from this department, so would have not flagged it as an area for improvement, although clearly some improvement can be made.
- *Team F.* this would have been 100%, but a work order I raised about a stop sign, and keep left sign. They fixed the stop sign, and put a keep left sign on it. Where as I was meaning the keep left sign at the other end of the traffic light, which I thought was obvious. So one could argue that it was the person (me) who wrote out the CRM didn’t make it clear enough. Lastly my experience with this team is that they have some amazingly quick turn around times often the next day which is very impressive.
- *Team G.* they will be pleased to see that result (as they should be)
- *Team H.* No surprises here. Have found the facebook group wonderful innovation. Have noticed they seem to do the job real quick, and overall very happy with this service.

So to conclude, the council in Huntly, has significant problems with service. The current systems do not include enough feedback into the system, so that the true state of affairs on the ground is known. Further analysis of the data has shown that particular contractors / departments have shocking completion rates. And the last conclusion is that departments / contractors provide an excellent service to the council and the public.