



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 **MONDAY, 2 MAY 2022** commencing at **7.00PM**.

**1. APOLOGIES AND LEAVE OF ABSENCE**

**2. CONFIRMATION OF STATUS OF AGENDA**

**3. DISCLOSURES OF INTEREST**

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

**4. CONFIRMATION OF MINUTES**

Meeting held on Monday, 28 March 2022

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**5. PUBLIC FORUM**

**6. CORRESPONDENCE**

6.1 Inwards

6.2 Outwards

**7. REPORTS**

7.1 Councillors' Report

*Verbal*

7.2 Works & Issues Report

9

7.3 Third Quarter Service Request Report

39

- 7.4 Subcommittee Reports *Verbal*
- 7.4.1 Strategy & Growth
- 7.4.2 Finance
- 7.4.3 Facilities – update of Facilities Committee Helen Johnson
- 7.4.4 Events
- 7.4.5 Communications
- Website/Communications
  - Pokeno Community Facebook page
  - Contacting the Committee
- 7.5 Neighbouring Community Committees/Boards
- Mercer
  - Onewhero-Tuakau
- 7.6 Waikato District Plan changes, submissions processes, implications, actions *Verbal*
- 7.7 Other Business
- 8. PCC ACTION LIST**

GJ Ion  
**CHIEF EXECUTIVE**

**To** | **Pokeno Community Committee**  
**Report title** | **Confirmation of Minutes**

**1. Purpose of the report**  
**Te Take moo te puurongo**

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To confirm the minutes for the meeting of the Pokeno Community Committee held on Monday, 28 March 2022.

**2. Staff recommendations**  
**Tuutohu-aa-kaimahi**

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**THAT the minutes for the meeting of the Pokeno Community Committee held on Monday, 28 March 2022 be confirmed as a true and correct record.**

**3. Attachments**  
**Ngaa taapirihanga**

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Attachment 1 – PCC Minutes, Monday, 28 March 2022

Date:	2 May 2022
Report Author:	Grace Shaw Democracy Advisor
Authorised by:	Gaylene Kanawa Democracy Team Leader

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**MINUTES** of a meeting of the Pokeno Community Committee held in the Pokeno Community Hall, Cnr Great South Road and Market Street, Pokeno on **MONDAY, 28 MARCH 2022** commencing at **7.00pm**.

**Present:**

Allen Grainger(Chair)  
Helen Clotworthy(Deputy Chair)  
Ginny Bullock(Secretary)  
Ric Odom  
Tricia Burns  
Ian Davis  
Cecilia Heta  
Barry Birchall  
Crystal Cherrington  
Janet Baillie  
Bronwyn Heath  
Cr Jacqui Church

Visitors:

Mayor Allan Sanson  
Mrs Trish Sanson  
Hon Bill Birch  
Clive Morgan (WDC)  
Pamela Storey (WRC)  
Donna Tracey(WDC)  
Taljit Heera (WDC)  
Jenny Wild (Waka Kotahi)

**Apologies**

Paihere Clark, Cr Stephanie Henderson

Moved by Ric Odom, seconded Ginny Bullock.

**CARRIED**

**Confirmation of previous minutes 28 February**

Moved: Cecilia Heta, seconded Ian Davis

**CARRIED**

## **Disclosures of interest**

The register of disclosures of interests is no longer included on agendas but PCC members still have a duty to disclose any interests under this item to the Chairman

## **Public Forum**

### **Pokeno Public Realm Plan**

Introduced by Clive Morgan and presented by Donna Tracey and Taljit Heera.

Comprehensive plan for Pokeno for the next 25 years some of which is underway now. The plan includes Pokeno identity, connectivity including future possible rail station, growth, town centre enhancement including Market Square and Pokeno Hub, stream loop, active modes connectivity including cycle tracks and pedestrian access, transport and roading, and economy. The ongoing discussion of the truck stop is still continuing

There were a variety of questions from the 35 members of the public regarding various aspects of the Plan, in particular the spelling of Pookeno as name is gazetted as Pokeno. PCC was advised that name change to spelling of Pokeno is may be applied for by Manu Whenua representatives. The speed limit was also discussed in view of the plan to increase pedestrian access in town Centre and danger from speeding trucks to families

### **Update on SH1 between Papakura and Drury**

Presented by Jenny Wild (Waka Kotahi)

Short update showing upgrading and extending 2 to 3 lanes and allowing for future bus lanes and walking/biking strips and difficulties regarding places (Opaheke) around the stream which are of significant importance. She also advised increasing height of overbridge at Drury to allow electrification of railway lines and widening to allow another 2 lanes. She discussed closing SH1 under Park Estate Road to install new bridge. This is easier and safer to close SH1 between Papakura and Drury than do lane changes, etc

Question regarding feral cats and rodents alongside the railway line – advised to phone WDC 0800 number and get an order number or ask for Animal Control

After storm a couple of weeks ago, there is a large pond at the bottom of Hitchen Road which is filled with rubbish. Advised to contact council 0800 number and get an order number

### **WORKS AND ISSUES:**

Clive Morgan WDC advised there is a multi By-law policy programme

Munro Park upgrade delayed by up to a year by Covid at WDC and will have details for this at next PCC meeting

Helen Clotworthy asked if WDC had asked Pokeno youth what they wanted and suggested staff go on school buses to get ideas from the children/young people.

### **Tennis courts.**

Advice from Trevor Armstrong regarding re-surfacing of courts to include tennis, netball, basketball, futsal and volleyball. He gave a copy of plan to PCC members. There will also be an upgrade of fencing and tidying up the old pavilion. Work is to be started shortly

**Cenotaph**

Replanting around the Cenotaph underway in time for Anzac Day parade. The work to do up the area, plant grass under trees behind cenotaph and install vehicle proof bollards will be under way shortly (hopefully in time for Anzac Day).

**Correspondence**

In: Various emails from WDC forwarded by Secretary Ginny Bullock to committee members  
Out: Submissions to Environment Court.

No communications from Mercer or Onewhere-Tuakau Boards

**Councillor's Report****From Jacqui Church**

- Cr Church provided information on infrastructure spending 2021/22 at over \$152M. Covid delayed some projects so 66% will be delivered by June 2022.
- North Waikato boat ramp upgraded for use at all tides
- Tuakau skatepark ground is broken and build is underway
- Mentioned Pokeno upgrades as per Public Realm Plan, Library and Community Hub plan is now 2024 due to delays from Covid
- Market/Marlborough Streets are now mowable. Ideas for use required
- Transport. Suggests a visit to PCC but no immediate plans from Kiwirail to extend train lines past Pukekohe and other long distance options.
- Trails and Connectivity. Dutch Elm disease has spread from Auckland to Pokeno. So beware of walking through areas where elm trees are growing to prevent spread.
- Cr Church also said PCC should be aware of Enabling Housing Supply Act and the ramifications of this which could mean 3 storey properties on small sections.

**Chairman's Report**

Please to announce that sub-committees have been set up and hopefully will be underway very soon. He welcomed Mayor Sanson and his wife, Tricia, Hon Bill Birch, and Pamela Storey from WRC.

**Reports**

**Communications.** Helen Clotworthy (Chair) advised first meeting took place earlier this evening and brainstorming was done to collect ideas for future. Further advice to come

**Finance Committee**

Ric Odom Pokeno Community Committee Charitable Trust development is underway.

Trustees are  
Ric Odom

Allen Grainger  
 Helen Clotworthy  
 Ginny Bullock  
 Crystal Cherrington  
 Brenda Heath

Proposed to PCC as amended to include extra trustees by Ric Odom as per discussion at in committee meeting earlier, seconded by Allen Grainger. Approved unanimously

Ric to present documents to various authorities and will report back to PCC.

### **Totara Park**

Committee was not aware that electricity is now connected to BBQ's

### **New dog By-Law**

Submissions closed 23 February 2022 and decision will be made by early April

## **PCC ACTION LIST**

### **Kowhai Downs**

Report by next PCC meeting regarding terms of reference etc for waterfall and surrounding areas WDC to process liquor ban and produce signage and increase rubbish bins and collection days per week. WDC to advise when this will happen.

Helen Clotworthy advised that it is the old Flax Mill, not Flour Mill

### **Replacement toilets on Main Road**

Discussion regarding type of toilet and advised that cost of cleaning toilets around the district is extremely expensive once toilets are installed

### **Street lighting**

Particularly in Hitchen block. A brief discussion took place, along with traffic lights which are not connected to date.

## **OTHER BUSINESS**

### **Anzac Day**

Planting underway and hopefully fencing will be completed by this date too around grassed area

### **Environment Court**

Ric Odom advised that PCC is involved with appealing certain elements of the District Plan regarding residential in and around Pokeno including changes to zones south and west of the township and also to restrict building on hills above Pokeno to no more than 100m above sea level.

### **Park area where old toilets were prior to being demolished**

This area was a nice park but is now overgrown and looking very unkempt. Asked if WDC can look into tidying the area

### **Brief statement from Mayor Sanson**

Mayor Sanson advised that approximately half the staff at WDC are away with Covid and as a result, many projects have been delayed and only about half of the works planned for 2021/23 have started. Asked for understanding as staff under a lot of pressure

**Next Meeting:**

Meetings for 2022 were adjusted due to AGM being delayed due to Covid. They are usually 6 weekly, not 4 weekly. Next meeting will take place on Monday 02 May at Pokeno Hall at 7.00 pm Meeting dates for 2022 are:

- 20 June
- 01 August
- 12 September
- 25 October
- 05 December

There being no further business the meeting was declared closed at 9.15pm after Karakia.

Minutes approved and confirmed this                      day of                      2022.

**CHAIRPERSON**



**To** | **Pokeno Community Committee**  
**Report title** | **Pokeno Works and Issues Report – May 2022**

**1. Purpose of the report**  
**Te Take moo te puurongo**

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

**2. Staff recommendations**  
**Tuutohu-aa-kaimahi**

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**THAT the Pokeno Community Committee receives the Works and Issues Report – May 2022.**

**3. Attachments**  
**Ngaa taapirihanga**

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1. Pokeno Community Committee Works and Issues Report – May 2022
2. Bylaw Review Programme
3. Register of Policies

Date:	2 May 2022
Report Author:	Karen Bredesen, Personal Assistant to General Manager Service Delivery
Authorised by:	Clive Morgan, General Manager Community Growth



#	Issue and Action	Area	Status Update
	<p>The broader bin strategy is that users of parks are responsible for their own rubbish and therefore should be taking it home with them if there is no bin available. Hence please don't expect a proliferation of bins across all parks.</p> <p><b>February status update</b> A bin has been installed.</p> <p>The final draft report has been received and is currently being reviewed. Council staff will be meeting with the consultant in the coming weeks and anticipate that it will be shared by the next PCC meeting, if not before.</p> <p>Cushman &amp; Wakefield (a commercial real estate company) will be conducting a litter bin audit of the district, covering where the bins are situated; a condition assessment of them and contractors emptying them to prioritise a programme for replacement.</p>		
2	<p><b>Pokeno Main Street</b> Proposed that staff prepare one option based on road safety review etc such that this could potentially be added to or deducted from – rather than 2 options.</p> <p><b>Action: 6 September 2021:</b> In February 2022, Service Delivery to provide update regarding preferred option for communication with the community, as currently progressing design to a more developed stage.</p>	<p>Service Delivery</p> <p>Donna Tracey</p>	<p>Verbal update to be provided at the meeting 28 March.</p> <p>MAY 2022: The Pokeno Public Realm Concept Plan is now complete with indicative cross sections for Great South Road.</p>

#	Issue and Action	Area	Status Update
	<p><b>February status update</b> The Christmas break and work being done on the Market Square development has changed how we present this information.</p>	Ross Bayer	The concept design has not been completed. Staff are planning to have this available for the next meeting.
3	<p><b>Whangarata Cemetery</b> Keen to understand whether the cemetery could be used as a rec space for walking, etc while not needed as cemetery – appreciate this could be culturally insensitive Keen for gates to stop inappropriate vehicle use</p> <p><b>Action: 18 October 2021</b> Megan May to come up with plan for leashed dog walkers, general activities and other suggestions – Request to be advised of suggestions at next meeting.</p> <p><b>December status update</b> The Dog Control Bylaw is currently being reviewed and would be the appropriate mechanism to introduce this location as an exercise area for dog.</p> <p>This review and consultation is undertaken by the Animal Control team and Corporate Planners.</p> <p>The Community Connections team support the utilisation of this space for an alternate purpose until such time the area is required for cemetery purposes.</p>	<p>Service Delivery</p> <p>Melissa Russo – Corporate Planning Team Leader</p>	<p>Verbal updates to be provided at the meeting 28 March.</p> <p>MAY 2022: Through the Dog Control Bylaw, Whangarata Reserve has been designated a dog exercise area. The use of the reserve will change to a cemetery when the demand is met.</p>

#	Issue and Action	Area	Status Update
	<p><b>February status update</b></p> <p><b>Megan May</b> - Until the consultation is complete (refer to comment below for dates), staff are not in a position to make any decisions.</p> <p><b>Melissa Russo</b> - This has been a consideration in the review of the Dog Control Bylaw and Policy. Submissions are open until 26 January and hearings are scheduled for 22-24 February. It is anticipated Council will make a decision on the Bylaw before May.</p>		
4	<p><b>Website</b></p> <p>Agreed \$5000 subscription available to support the committee for establishment of community website. This is currently with Helen Clotworthy re way forward.</p> <p><b>December status update</b></p> <p>Pokeno Community Committee are in the early stages of engaging with a web designer, communication remains challenging, will access funds from Council in due course.</p>	PCC - Helen Clotworthy	Verbal update to be provided at the meeting.
5	<p><b>Kowhai Downs</b></p> <p>Concerned with LOS – Allen to send detail of issues for staff to explore.</p> <p><b>Action: 18 October 2021</b></p> <p>Tony to follow up on issues regarding storm water, drainage and other related matters.</p>	Ross Bayer – Service Delivery	Verbal updates to be provided at the meeting 28 March.

#	Issue and Action	Area	Status Update
	<p><b>December status update</b> The onsite meeting once able will address all issues.</p> <p><b>February status update</b> Spoke to Allen Grainger about his concerns re McIntosh Drive.</p> <p>Contacted Allen Grainger. A handout to residents around swale maintenance will be put together and shared with Allen prior to distribution.</p>	<p>Peter Henderson - Service Delivery</p>	<p>MAY 2022: <u>Maintenance of the stormwater swales in McIntosh Drive</u></p> <p>A letter will be sent to residents next week (week of 26/4/2022) requesting that they maintain the vegetation in the swales adjacent to their properties.</p>
6	<p><b>Street Lights</b> Needed at the top of Helenslee and turning down Munro Road towards Sports Park – consider this is a Council oversight</p> <p><b>December status update</b> Council have paid for these lights to be installed and we are waiting for the contractor to complete the work.</p> <p><b>February status update</b> The contract was not paid in last financial year, as requested and therefore the project has to be requoted. We will advise likely project timelines when the re-quote is received.</p>	<p>Ross Bayer - Service Delivery</p>	<p>Verbal update to be provided at the meeting 28 March.</p> <p>MAY 2022: These lights have been completed.</p>

#	Issue and Action	Area	Status Update
7	<p><b>Signage re Town Centre Plan</b></p> <p><b>Action: 18 October 2021</b> PCC keen to see some form of signage to show the community what is coming, particularly if it is staged eg Main St if entire Main St not being upgraded at once. They want Main St upgrade to be from Pokeno Road down as far as Selby St.</p> <p><b>December status update</b> Council is currently looking at options regarding the signage.</p> <p><b>February status update</b> Urban Design consultants Isthmus are currently completing their draft Public Realm Concept Plans for the Pokeno town centre and adjacent areas with inputs from Blueprinting, various departments in Council Iwi and Community Board representation. The Concept Plan will provide options for the transport network layouts, streetscape dimensions, as well as recommendations for retail and hospitality areas, community hub, railway station, bus routes and stops.</p> <p>The deliverables are due at the end of January. More information will be provided to the committee once the deliverables have been received and reviewed.</p>	<p>Paul MacPherson - Service Delivery Donna Tracey</p>	<p>The Strategic Planning Team will be presenting the Pokeno Public Realm Concept Plan at the March meeting.</p> <p>MAY 2022: The community are comfortable with this being digital now. Once staff get the Pokeno page up and running on WDC website we can use this page to show plans and provide updates on projects.</p>
8	<p><b>Town Centre Plan</b></p> <p><b>Action: 18 October 2021</b></p>	<p>Donna Tracey - Community Growth</p>	<p>The Strategic Planning Team will be presenting the Pokeno Public Realm Concept Plan at the March meeting.</p>

#	Issue and Action	Area	Status Update
	<p>The Committee want to know what the Town Centre Plan will include, ie Market Square, Train Station, and what timeframes are known.</p> <p><b>December status update</b> The Waikato District Growth and Economic Development Strategy 2070 (Waikato 2070) adopted by Council in May 2020 considers the matter of the Town Centre. Waikato 2070 includes a Pokeno Town Centre Development Plan, which identifies the location of the market square, future train station and future residential growth cells. Council is currently in the process of engaging an Urban Design consultant to develop a Public Realm Concept Plan and Streetscape Design for Pokeno.</p> <p><b>February status update</b> Progress has been made with the consultants, Isthmus and Flow to work on the draft Public Realm Concept Plan of the Pokeno CBD.</p> <p>Multiple workshops have been held with staff along with a Community Board representative and a local Mana Whenua representative. Donna and team would be more than happy to present to the Committee at the next best meeting.</p> <p>Community consultation process to be finalised.</p>		<p>MAY 2022: The Pokeno Public Realm Concept Plan is ready to upload onto the website – however, this has been placed on pause until we receive an outcome decision from Executive Leadership Team on the double vowel vs macron stance. I am urgently pressing this as I would like to be in a position to give a date to the community on when it will be up on the website.</p>



#	Issue and Action	Area	Status Update
9	<p><b>Cenotaph</b> Cenotaph (Development Adjacent to) – The Committee has real concerns about the development of the ‘Pokeno Plaza’ adjacent to the cenotaph.</p> <p><b>Action:18 October 2021 (from minutes)</b> Market Square – Urgent investigation request, as to why vehicles are allowed to park on the ‘grass’ area under the trees by the Cenotaph, stating this is a place of particular significance to the community and the level of destruction is extreme. Wants the illegally installed truckload of gravel removed and grass reinstalled, then wooden bollards installed with a gate to enable grass mowing to stop ongoing damage from vehicles.</p> <p><b>Additional notes</b> Has left Cenotaph area in a very poor state of repair and cars continue to park on area which now includes gravel/mud. PCC want area sectioned off urgently to eliminate further damage and keep the cars out. Bollards are long term but something temporary is needed in interim. Area to be remediated back to original grass. PCC has suggested that the ‘Plaza’ has insufficient car parks and/or less than consented. PCC believes they have been raising these issues since March and keen to see whether Alliance might help.</p>	<p>Kim Wood</p> <p>Caleb Ahu</p>	<p>Verbal update to be provided at the meeting 28 March.</p> <p>MAY 2022: This area is currently being worked on with completion due by Friday, bollards are being installed around the perimeter today (20/4/22) and gravel has been removed with new soil and hydroseeding of area completed to reinstate grass, gate should be available this morning and installed by the end of week. Time allowing the mowing strip will be poured around bollards but if this cannot be done fully by end of week it will be completed immediately after ANZAC day.</p>

#	Issue and Action	Area	Status Update
	<p><b>December status update</b> Staff have spoken to the developers and advised that this area is not a car park.</p> <p>Temporary concrete wheel stops have been installed to stop vehicles from driving onto this area.</p> <p>Once border restrictions are eased, staff will be in a position to assess the site and determine where bollards can be placed to avoid any detrimental effects on the root system of the notable trees in this area. Once this is completed, the area will be reinstated with grass.</p> <p><b>February status update</b> The Open Spaces Project Coordinator is meeting with Helen Clotworthy and Vik Goel on 25 January to determine bollard placement and discuss grass reinstatement and further potential desired outcomes for this space.</p>		
10	<p><b>Toilets</b></p> <p><b>December status update</b> Consultation will happen with the Community Committee before construction commences. At this stage, there will be an opportunity for this to be discussed with the Projects team.</p> <p><b>February status update</b> Total number of pans proposed for Pokeno is eight.</p>	Reuben Rink / Peter Clark - Service Delivery	<p>Verbal update to be provided at the meeting 28 March.</p> <p>MAY 2022: The Projects Manager will provide details on the options as soon as the consultation brochures are available from the supplier.</p>

#	Issue and Action	Area	Status Update
	Consultation documents will be supplied to the Community Board in February to work through the location, design and colour schemes for the replacement toilet buildings.		
11	<b>Kowhai Downs Walkway Safety Rail</b>	Cory Cullen	Works onsite of installing a Health and Safety handrail (by the old flour mill) at Kowhai Downs Walkway will start on Thursday 24 March. The walkway will be closed for approximately seven days.  MAY 2022: Works to install the safety rail are complete.
12	<b>Policy and Bylaw Work Programme</b>	Melissa Russo	See attachments to this report.

**COMMUNITY PROJECTS TEAM UPDATE** (As at 14 April 2022)**Kowhai Downs Health and Safety Improvements**

Works to install the safety rail are complete.



*Completed Safety Railing*

**Pokeno Tennis Courts**

The concept design has been accepted by Pokeno Tennis Club, and communications shared to Pokeno Committee and Pokeno School.

**Pokeno Sports Park – New Stream Commissioning**

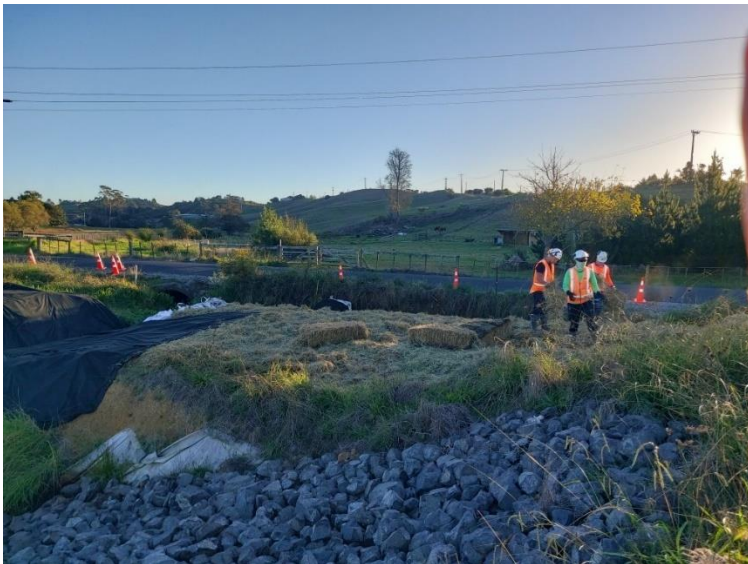
Works on enlivening the new stream have seen a collaborative effort between the Contractor, WRC, and WDC to ensure great environmental, ecological, and project outcomes are met. McKenzie and Parma have completed the works at the downstream end connecting the new alignment with the existing stream and stabilising the ground both below and above the expected water table. The upstream tie in has also undergone and continues extensive work, filling the existing stream for the first 50m. The remainder of the stream to be made redundant will be completed starting October during Phase 2 of the earthworks. Over pumping is being carried out to ensure continual flow downstream of the

works and the cut-off bund at the upstream tie in has had a channel dug down just above the water level creating an emergency spillway in the event of any heavy rain fall.

Once filling the existing stream for the first 50m is complete the Contractor will progress removing the upstream bund, shaping the channel to final design levels, and placing rock erosion protection below the expected water level. It is expected that all earthworks to shape the final tie in of the new stream is completed before 30 April. Only final rock placement above the water level is to be placed in May under a Winter Works consent.



*Downstream Tie-In.*



*Temp. Upstream Spillway*



*Filling Of Exist. Stream*

## **Pokeno Toilet Replacement**

The current covid environment has caused some delays in suppliers producing the brochures to consult with communities and selection of material and colour

options. The Project Manager will send out details on the options as soon as the brochures are available.

### **Pokeno Main Street Upgrade**

Preliminary and investigation works are continuing. Design work changes are being assessed following the public realm work done recently.

## Bylaw Review programme

Bylaw	Status	Priority	Full Review Date	Bylaw Revoked (full review + 2 years)	P&R to approve draft for consultation	Consultation	P&R to recommend adoption	Progress made at March 2022	Comments	Related legislation
Livestock Movement Bylaw	New	1	N/A	N/A	July 2021	October 2021	March 2022	The draft Bylaw was consulted on at the end of 2021. Due to staff resourcing, the hearing has been delayed and is now scheduled early April.	The Livestock Movement Policy and the Stock Underpass Policy is also reviewed concurrently with the bylaw.	Land Transport Act 1998
Speed Limit Bylaw	Expired	2	2016	2018	September 2021	October 2021	March 2022	The Speed Bylaw was consulted on between December 2021 and January 2022. A hearing was held on 17 February and deliberations are scheduled for 2 March.	Section 6 of the Land Transport (Speed Limits Validation and Other Matters) Act 2015 validates the Speed Limits Bylaw i.e., this bylaw can expire but cannot lapse	Land Transport Act 2015
Dog Control Bylaw	2 year grace period	3	2020	2022	October 2021	October 2021	Early 2022	The Dog Control Bylaw was consulted on between November 2021 and January 2022. A hearing was held on 22-24 February and deliberations are scheduled for 22 March.	Dog Control Policy must be reviewed at the same time (s.10AA Dog Control Act).	Dog Control Act 1996
Waste Management and Minimisation Bylaw	New	4	N/A	N/A	February 2022	February 2022	April 2022	No further progress on this Bylaw has been made. The review has been put on hold until the Government adopts their Emissions Reduction Plan (ERP) as the draft ERP signalled overlap with the current draft Bylaw.	Developing a bylaw is one of the action points included in the Waste Management and Minimisation Plan.	
Public Places Bylaw	2 year grace period	5	2021	2023					Work has not yet started on this bylaw review. Council resolved to begin this review in 2022 to allow other bylaw reviews to progress.	
Cemeteries Bylaw	2 year grace period	6	2021	2023				Initial scoping of this review has taken place.		
Reserves and Beaches Bylaw	2 year grace period	7	2021	2023					Work has not yet started on this bylaw review.	
Trade Waste and Wastewater Bylaw	2 year grace period	8	2021	2023					Work has not yet started on this bylaw review.	
Freedom Camping Bylaw	2 year grace period	9	2021	2023					Work has not yet started on this bylaw review. Awaiting direction following MBIE's consultation regarding 'Supporting Sustainable Freedom Camping Aotearoa New Zealand.'	
Alcohol Control Bylaw	Current	10	2025	2027					Review not required until 2025	
Keeping of Animals Bylaw	Current	11	2031	2033				The amended Keeping of Animals Bylaw 2015 was adopted by Council on 17 May 2021. Following adoption, a legal opinion on the adopted bylaw from a member of the public was received. Council's legal team are reviewing this legal opinion. Staff are investigating the scope and process for a review relating to the contested clauses.		
Stormwater Bylaw	Current	12	2026	2028					Review not required until 2028	

Water Supply Bylaw	Current	13	2031	2033					Review not required until 2033	
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**Register of Policies**  
**Updated: 8 March 2022**

	Overdue for review	Council (WDC/FDC)	Group	Policy Owner	Date approved	Next review date	On website	Required under Statute? If so, which act?	Comments	Status	Update since last Committee meeting?
	Policy is current										
	Ready to be revoked										
	Will be revoked										
	Under review										
Appointments to Community Boards and Other Committees Policy		WDC	Operations	Tony Whittaker (Chief Operating Officer)	Oct 2013	Oct 2016	No	Local Government Act Local Electoral Act		UNDER REVIEW	Reviewed policy will be brought to the March Policy and Regulatory Committee.
Cellular Network Site Policy		FDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 2008	Jan 2011	No	N/A		UNDER REVIEW	All property related policies are under review and will form part of a new general property management policy. Due to competing priorities, the review won't be complete until later this year.
Conferences and Seminars Policy – Attendance and Payment of Expenses (Including Local Government NZ Conferences)		WDC	Operations	Tony Whittaker (Chief Operating Officer)	Sept 2013	Sept 2016	No	N/A		UNDER REVIEW	Reviewed policy will be brought to the March Policy and Regulatory Committee
Dog Control Policy		WDC	Customer Support	Sue O'Gorman (Customer Support General Manager)	Apr 2015	With Dog Control Bylaw	Yes	Dog Control Act 1996	Currently being reviewed alongside Dog Control Bylaw	UNDER REVIEW	Hearings took place on 22, 23 and 24 February. Deliberations scheduled for March.
Easter Trading Policy		WDC	Customer Support	Sue O'Gorman	Apr 2017	Apr 2022	Yes	Shop Trading Hours Act		UNDER REVIEW	Policy was adopted by Council on 28 February.

## Register of Policies

Updated: 8 March 2022

<div style="display: flex; flex-direction: column; align-items: center; padding: 2px;"> <div style="width: 15px; height: 15px; background-color: #f8d7da; border: 1px solid black; margin-bottom: 2px;"></div> <div style="width: 15px; height: 15px; background-color: #d4edda; border: 1px solid black; margin-bottom: 2px;"></div> <div style="width: 15px; height: 15px; background-color: #fff3cd; border: 1px solid black; margin-bottom: 2px;"></div> <div style="width: 15px; height: 15px; background-color: #d4edda; border: 1px solid black; margin-bottom: 2px;"></div> <div style="width: 15px; height: 15px; background-color: #fff3cd; border: 1px solid black;"></div> </div>	Overdue for review	Council (WDC/FDC)	Group	Policy Owner	Date approved	Next review date	On website	Required under Statute? If so, which act?	Comments	Status	Update since last Committee meeting?
	Policy is current										
	Ready to be revoked										
	Will be revoked										
	Under review										
				(Customer Support General Manager)				1990			
	Leases to Individuals and Commercial Organisations Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 2010	Jan 2013	No	N/A		UNDER REVIEW	All property related policies are under review and will form part of a new general property management policy. Due to competing priorities, the review won't be complete until later this year.
	Leasing of Reserve Land Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 2010	Jan 2013	No	N/A		UNDER REVIEW	All property related policies are under review and will form part of a new general property management policy. Due to competing priorities, the review won't be complete until later this year.
	Licences – Grazing Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 1990	Jan 1993	No	N/A		UNDER REVIEW	All property related policies are under review and will form part of a new general property management policy. Due to competing priorities, the review won't be complete until later this year.

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Overdue for review															
Policy is current															
Ready to be revoked															
Will be revoked															
Under review															
Local Alcohol Policy	WDC	Customer Support	Sue O'Gorman (Customer Support General Manager)	Dec 2016	Dec 2022	Yes	Sale and Supply of Alcohol Act 2012		UNDER REVIEW	First workshop took place in early February. Staff are now drafting a revised policy. Second workshop scheduled for early April.					
Livestock Movement Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 2011	Jan 2014	No	N/A	Being reviewed alongside the Livestock Movement Bylaw	UNDER REVIEW	Consultation occurred September to November 2021. Hearings are scheduled for March.					
Notable Tree Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Nov 2014	Nov 2017	No	N/A		UNDER REVIEW	Review is underway noting that it will need to reflect the PDP and Heritage Policy.					
Property Management Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 2010	Jan 2013	No	N/A		UNDER REVIEW	All property related policies are under review and will form part of a new general property management policy. Due to competing priorities, the review won't be complete until later this year.					

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Reimbursements for Elected Members Policy	WDC	Operations	Alison Diaz (Chief Finance Officer)	Aug 2017	Aug 2020	No	N/A		UNDER REVIEW	Reviewed policy will be brought to the March Policy and Regulatory Committee
Road Closure for Motor Sport Events Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Mar 2012	Mar 2015	Yes	N/A		UNDER REVIEW	The review of this policy has recently commenced.
Road Naming Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Mar 2016	Oct 2018	Yes	N/A		UNDER REVIEW	Review has been delayed due to resourcing issues.
Sensitive Expenditure Policy	WDC	Operations	Alison Diaz (Chief Finance Officer)	Nov 2018	Nov 2021	Yes	N/A		UNDER REVIEW	Draft policy was presented to the December 2021 Audit and Risk Committee. Separate report on March Policy and Regulatory Committee meeting.
Stock Underpass Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Dec 2006	Dec 2009	No	N/A	Being reviewed alongside the Livestock Movement Bylaw	UNDER REVIEW	Consultation occurred September to November 2021. Hearings are scheduled for March.

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Policy is current										
Ready to be revoked										
Will be revoked										
Under review										
Stock Underpasses – Financial Assistance Policy	FDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 2002	Jan 2005	No	N/A	Being reviewed alongside the Livestock Movement Bylaw	UNDER REVIEW	Consultation occurred September to November 2021. Hearings are scheduled for March.
Street Lighting and Other Security/Amenity Lighting Policy	FDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 1997	Jan 2000	No	N/A		UNDER REVIEW	Currently determining if this policy can be revoked.
Te Reo Maaori Policy	WDC	Operations	Tony Whittaker (Chief Operating Officer)	Apr 2016	Apr 2019	No	N/A	A review of this policy will take place shortly	UNDER REVIEW	Draft policy has been drafted and presented to ELT in February.
Treasury Risk Management Policy (including Liability and Investment Policies)	WDC	Operations	Alison Diaz (Chief Finance Officer)	Dec 2018	Dec 2021	Yes	N/A		UNDER REVIEW	Reviewed policy going to March 2022 Policy and Regulatory Committee meeting
Vehicle Entrance Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 2009	Jan 2012	No	N/A	Currently being reviewed. Will be combined with the Vehicles Crossing Policy (FDC).	UNDER REVIEW	Review has been delayed due to resourcing issues.

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Policy is current										
Ready to be revoked										
Will be revoked										
Under review										
Appointing Directors and Trustees to Council Controlled Organisations Policy	WDC	Operations	Chief Executive Group	Feb 2014	Feb 2017	Yes	N/A		REVIEW	Review will take place early this year
Control of Business Advertising Signs/Displays in Public Places Policy	FDC	Customer Support	Sue O'Gorman (Customer Support General Manager)	Jan 1998	Jan 2002	No	N/A		REVIEW	Checking if this Policy can be revoked as it is covered by the Public Places bylaw.
District Minor Improvement Programme Policy	WDC	Operations	Unknown	Jan 2011	Jan 2014	No	N/A		REVIEW	Checking if this policy can be revoked. This funding has now been transferred to the Community Aspirations and Blueprints budget.
District Tree Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Apr 2015	Apr 2018	Yes	N/A		REVIEW	Needs a minor review. This will occur once the Proposed District Plan is approved.
Easements Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Dec 2014	Dec 2017	Yes	N/A		REVIEW	

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Overdue for review										
Policy is current										
Ready to be revoked										
Will be revoked										
Under review										
Funding for Road Closures for Community Events Policy	WDC	Community Growth	Clive Morgan (General Manager Community Growth)	Jan 2009	Jan 2011	No	N/A		REVIEW	The review of this policy will begin shortly.
Grass Verge Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Sep 2016	Oct 2019	Yes	N/A	This policy will be reviewed this year, noting that the policy works well and will only require minor changes.	REVIEW	
Heritage Policy	WDC	Community Growth	Clive Morgan (General Manager Community Growth)	Apr 2014	Apr 2017	Yes	N/A	Review has been delayed in order for the Heritage Strategy to progress. The strategy will provide direction to the policy review.	REVIEW	
Lump Sum Payment Policy (Rates)	WDC	Operations	Alison Diaz (Chief Finance Officer)	Jan 2004	Jan 2007	No	N/A		REVIEW	Review will take place this year.
Plaques, Memorials and Monuments Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Sep 2016	Sep 2019	Yes	N/A	Needs a minor review.	REVIEW	
Relocatable Home Parks and	FDC	Service Delivery	Roger MacCulloch	Jan 2009	Jan 2012	No	N/A		REVIEW	Review will begin shortly.

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Policy is current										
Ready to be revoked										
Will be revoked										
Under review										
Camping Grounds Policy			(General Manager Service Delivery)							
Road Closure for Motor Sport Events Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Mar 2012	Mar 2015	Yes	N/A		REVIEW	The review of this policy will begin shortly.
Sponsorship of, and Advertising On, Council Properties and Assets Policy	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 2002	Jan 2005	No	N/A		REVIEW	
Te Kaupapa Here o Ngaa Tohu Reorua - Bilingual Signage Policy	WDC	Operations	Tony Whittaker (Chief Operating Officer)	May 2017	May 2020	Yes	N/A	A review of this policy will take place shortly	REVIEW	
Climate Response and Resilience Policy	WDC	Community Growth	Clive Morgan (General Manager Community Growth)	Dec 2021	Dec 2022	Yes	N/A		CURRENT	Updated policy adopted by Council on 13 December 2021.
Code of Conduct	WDC	Operations	Tony Whittaker (Chief Operating	Dec 2019	Dec 2022	Yes	Local Government Act 2002		CURRENT	Will be reviewed after the October local body election





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Policy is current										
Ready to be revoked										
Will be revoked										
Under review										
Development or Financial Contributions	WDC	Community Growth	Clive Morgan (General Manager Community Growth)	Jan 2009	N/A	Yes	Local Government Act 2002		CURRENT	
Fraud Prevention Policy	WDC	Operations	Alison Diaz (Chief Finance Officer)	Jul 2021	Jul 2024	Yes	N/A		CURRENT	
Gambling Venues Policy	WDC	Customer Support	Sue O'Gorman (Customer Support General Manager)	Dec 2021	Dec 2024	Yes	Gambling Act 2003 and Racing Act 2003		CURRENT	Revised Policy was adopted by Council in December 2021.
Lead Developer Fund (Water/Wastewater) Policy	WDC	Watercare	Ian Cathcart (Special Infrastructure Projects Manager)	Nov 2021	Nov 2024	No	N/A		CURRENT	
Library Policy	WDC	Customer Support	Sue O'Gorman (Customer Support General Manager)	Oct 2019	Oct 2024	Yes	N/A		CURRENT	
Meremere Community Committee Charter	WDC	Operations	Tony Whittaker (Chief Operating	Mid- 2019	Mid - 2022	Yes	N/A		CURRENT	Will be reviewed in 2022

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Policy is current			Officer)							
Ready to be revoked	WDC	Community Growth	Clive Morgan (General Manager Community Growth)	Mar 2021	Mar 2024	Yes	N/A		CURRENT	
Will be revoked	WDC	Customer Support	Sue O'Gorman (Customer Support General Manager)	Jul 2019	Jul 2024	Yes	Psychoactive Substances Act 2013		CURRENT	
Under review	WDC	Operations	Alison Diaz (Chief Finance Officer)	Jun 2021	June 2024	Part of LTP	N/A		CURRENT	
	WDC	Operations	Alison Diaz (Chief Finance Officer)	Jun 2021	June 2024	Part of LTP	Local Government Act 2002		CURRENT	
	WDC	Community Growth	Clive Morgan (General Manager Community Growth)	Dec 2020	Dec 2023	Yes	Local Government Act 2002		CURRENT	
	WDC	Operations	Tony Whittaker (Chief	Sept 2018	Sept 2022	Yes	Local Government Act 2002		CURRENT	Will be reviewed after the October 2022 local body elections.

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	Overdue for review										
	Policy is current										
	Ready to be revoked										
	Will be revoked										
	Under review										
		Council (WDC/FDC)	Group	Policy Owner	Date approved	Next review date	On website	Required under Statute? If so, which act?	Comments	Status	Update since last Committee meeting?
				Operating Officer)							
Strategic Land Acquisition and Disposal Policy		WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Oct 2019	Oct 2024	Yes	N/A		CURRENT	
Te Kauwhata Community Committee Charter		WDC	Operations	Tony Whittaker (Chief Operating Officer)	Mid- 2019	Mid - 2022	Yes	N/A		CURRENT	Will be reviewed in 2022
Water Leak Remission Policy		WDC	Service Delivery	Ian Cathcart (Special Infrastructure Projects Manager)	Sept 2021	Sept 2024	Yes	N/A		CURRENT	
Risk Management Policy		WDC	Operations	Katja Jenkins (Risk Advisor)	Aug 2021	Aug 2026	Yes	N/A		CURRENT	
Application of Interest to Council Reserves Policy		WDC	Operations	Alison Diaz (Chief Finance Officer)	Jan 2010	Jan 2013		N/A		REVOKE	A separate revocation report is going to the February Policy and Regulatory Committee
Bus Shelter - Public and Private Policy		WDC	Service Delivery	Roger MacCulloch (General	Jan 2007	Jan 2010	No	N/A		REVOKE	A separate revocation report is going to the

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Policy is current			Manager Service Delivery)							February Policy and Regulatory Committee
Ready to be revoked	WDC	Watercare	Ian Cathcart (Special Infrastructure Projects Manager)	Nov 2021	Nov 2024	No	N/A		REVOKE	A separate revocation report is going to the February Policy and Regulatory Committee
Will be revoked	FDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Not stated	Not stated	No	N/A		REVOKE	A separate revocation report is going to the February Policy and Regulatory Committee
Under review	WDC	Operations	Alison Diaz (Chief Finance Officer)	Jan 2005	Jan 2008	No	N/A		REVOKE	A separate revocation report is going to the February Policy and Regulatory Committee
	FDC	Operations	Alison Diaz (Chief Finance Officer)	Jan 2009	Jan 2012	No	N/A		REVOKE	A separate revocation report is going to the February Policy and Regulatory Committee
	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 2014	Jan 2017	No	N/A		REVOKE	A separate revocation report is going to the February Policy and Regulatory Committee
	WDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 1998	Jan 2001	No	N/A		REVOKE	A separate revocation report is going to the February Policy and

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Policy is current			Manager Service Delivery)							Regulatory Committee
Ready to be revoked										
Will be revoked										
Under review										
Covenants Policy			Manager Service Delivery)							Regulatory Committee
Vehicle Crossings Policy	FDC	Service Delivery	Roger MacCulloch (General Manager Service Delivery)	Jan 1997	Jan 2000		N/A	Will be revoked and combined with WDC's Vehicle Entrance Policy.	WILL BE REVOKED	

<b>To</b>	<b>Pokeno Community Committee</b>
<b>Report title</b>	<b>Third Quarter Service Request Report to March 31 2022</b>

### **1. Purpose of the report**

#### **Te Take moo te puurongo**

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The purpose of this report is to update the Pokeno Community Committee on the third quarter service request reporting for Pokeno.

### **2. Staff recommendations**

#### **Tuutohu-aa-kaimahi**

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- **THAT the Pokeno Community Committee receives the Third Quarter Service Request Report to March 31 2022.**

### **3. Attachments**

#### **Ngaa taapirihanga**

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Attachment 1 – Third Quarter Service Request report

Date:	11 April 2022
Report Author:	Evonne Miller
Authorised by:	Sue O’Gorman General Manager Customer Support

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# Service Request Time Frames for POKENO Community Committee

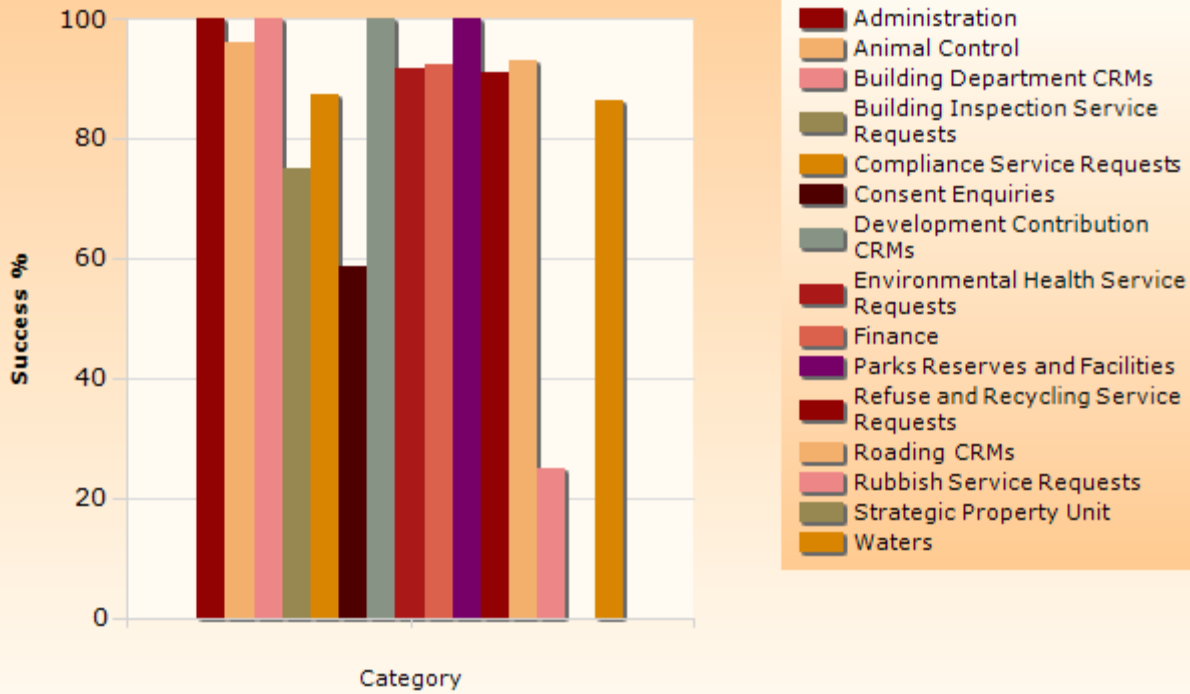


Date Range: 01/01/2022 to 31/03/2022

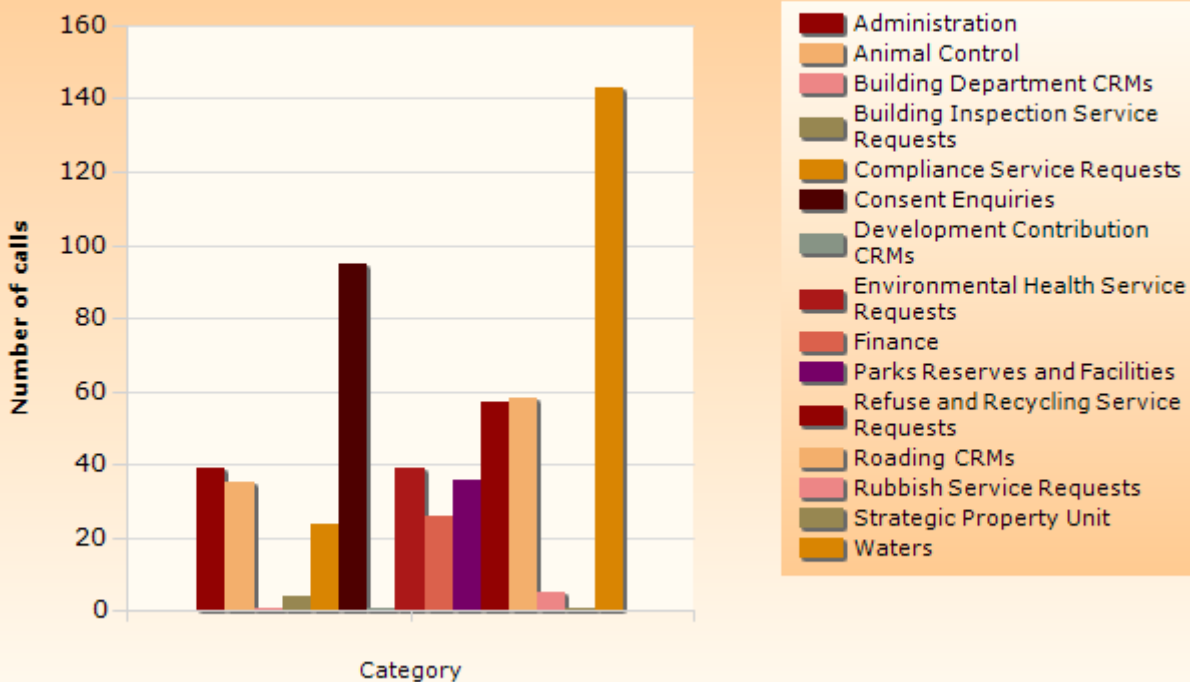
The success rate excludes Open Calls as outcome is not yet known.

4/11/2022 3:43:22 PM

## Call Completion % Success by Type

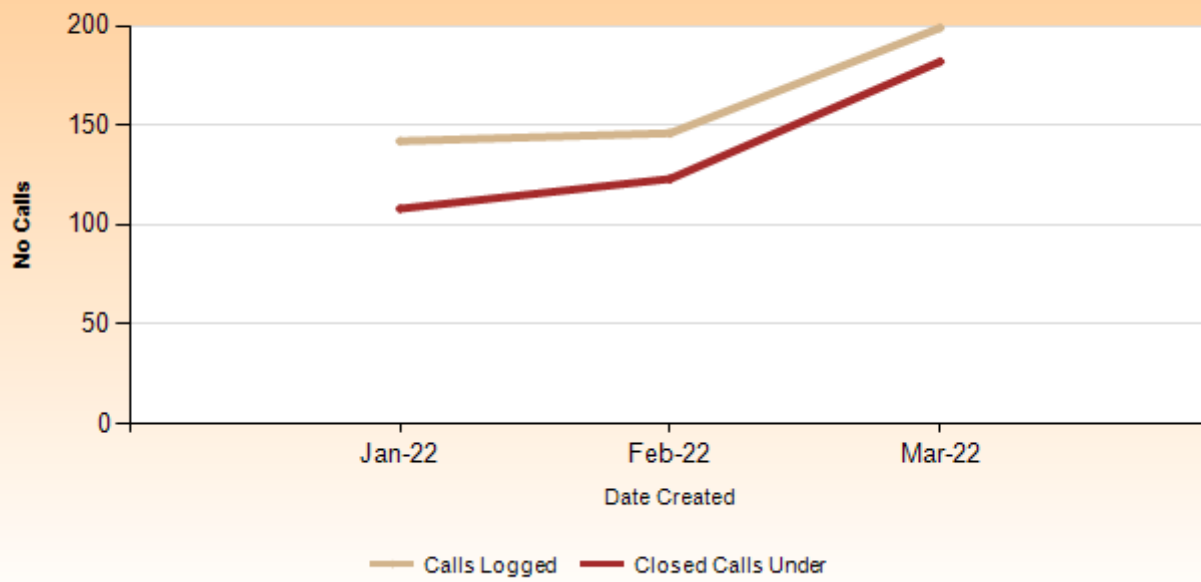


## Number of Calls logged by Type

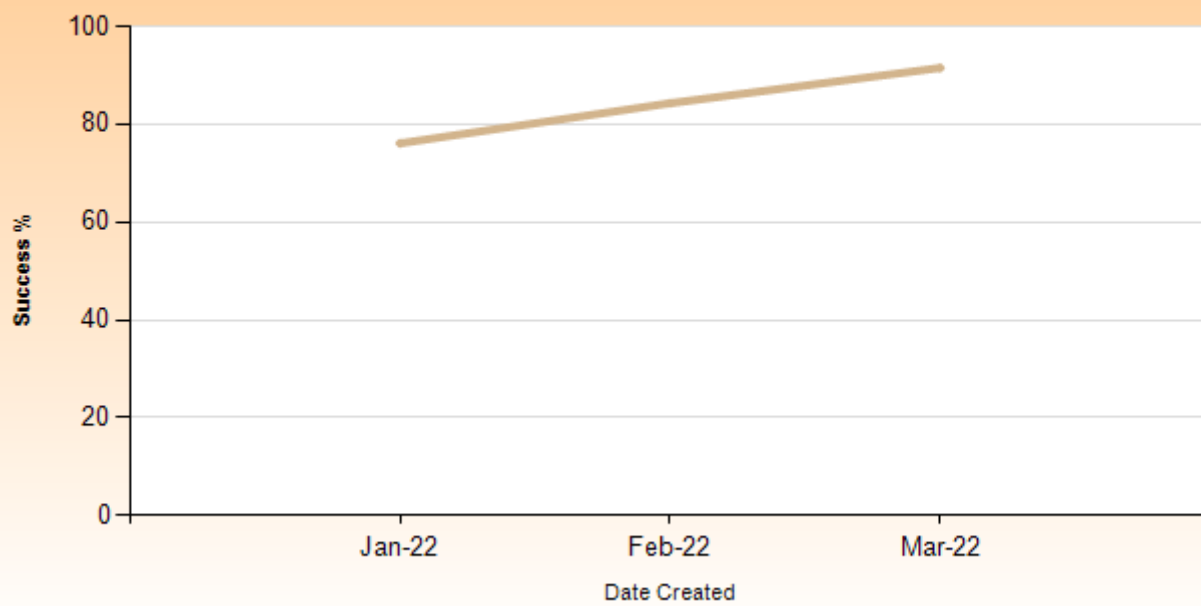




### Volume of Calls Closed vs Calls Closed in Time



### Completion Success per month



			Open		Closed		
<b>Closed Calls</b> are those calls logged during the time period that are now closed.	<b>Open Calls</b> are all the calls open and may have been logged at any time.	<b>Number of Calls</b>	<b>Open Calls Over</b>	<b>Open Calls Under</b>	<b>Closed Calls Over</b>	<b>Closed Calls Under</b>	<b>Success Rate</b>
<b>Administration</b>							
	<b>Summary</b>	<b>39</b>	<b>1</b>			<b>38</b>	<b>100.00%</b>
	Pro rated rates for the period xx to xx	39	1			38	100.00%
<b>Animal Control</b>							
	<b>Summary</b>	<b>35</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>26</b>	<b>96.30%</b>
	Animal Charges	1				1	100.00%
	Dog / Cat Trap Required	1		1			0.00%
	Dog Property Visit	3	1	1		1	100.00%
	Dog Straying - Current	6			1	5	83.33%
	Dog Straying - Historic	5				5	100.00%
	Dog Welfare - Immediate threat to life	1				1	100.00%
	Dog Welfare - Not immediate threat to life	3				3	100.00%
	Dog/Animal Missing	1		1			0.00%
	Dogs Barking Nuisance	11		4		7	100.00%
	Livestock Trespassing - Current	2				2	100.00%
	Livestock Trespassing - Historic	1				1	100.00%
<b>Building Department CRMs</b>							
	<b>Summary</b>	<b>1</b>				<b>1</b>	<b>100.00%</b>
	PRO General Enquiry	1				1	100.00%
<b>Building Inspection Service Requests</b>							
	<b>Summary</b>	<b>4</b>			<b>1</b>	<b>3</b>	<b>75.00%</b>
	Building Inspection Service Requests	4			1	3	75.00%
<b>Compliance Service Requests</b>							
	<b>Summary</b>	<b>24</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>14</b>	<b>87.50%</b>
	Compliance - Unauthorised Activity	19	6	1		12	100.00%
	Illegal parking	5	1		2	2	50.00%
<b>Consent Enquiries</b>							
	<b>Summary</b>	<b>95</b>		<b>3</b>	<b>38</b>	<b>54</b>	<b>58.70%</b>
	Planning Process	1			1		0.00%
	Property Information Request	22		3	3	16	84.21%
	Zoning and District Plan Enquiries	72			34	38	52.78%
<b>Development</b>							

<b>Contribution CRMs</b>	<b>Summary</b>	1	43				1	100.00%
	Development Contribution Enquiries	1					1	100.00%
<b>Environmental Health Service Requests</b>	<b>Summary</b>	39	2	1	3		33	91.67%
	Environmental Health Complaint	3			3			0.00%
	Noise Complaint - Environmental Health	4		1			3	100.00%
	Noise complaints straight to contractor	32	2				30	100.00%
<b>Finance</b>	<b>Summary</b>	26			2		24	92.31%
	Credit Control Query	17			1		16	94.12%
	Rates query	9			1		8	88.89%
<b>Parks Reserves and Facilities</b>	<b>Summary</b>	36		3			33	100.00%
	Parks & Reserves - Buildings	2					2	100.00%
	Parks & Reserves - Graffiti	4					4	100.00%
	Parks & Reserves - Reserve Issues	30		3			27	100.00%
<b>Refuse and Recycling Service Requests</b>	<b>Summary</b>	57	4	8	4		41	91.11%
	New collections	3					3	100.00%
	Recycling Not Collected	17	2	2	1		12	92.31%
	Refuse - Non-Collection	29	2	5	1		21	95.45%
	Refuse & Recycling Contractor Complaints	1		1				0.00%
	Refuse & Recycling Enquiries	6			2		4	66.67%
	Tuakau Wheelie Bins	1					1	100.00%
<b>Roading CRMs</b>	<b>Summary</b>	58	1	13	3		41	93.18%
	Boundary fences on roads - permanent & temporary	1					1	100.00%
	Footpath Maintenance - Non_Urgent	1		1				0.00%
	New Vehicle Entrance Request	23		7			16	100.00%
	Request 4 new street light path sign etc	3		3				0.00%
	Road Marking Sign & Barrier Maint Marker Posts	3		1			2	100.00%
	Road Safety Issue Enquiries	1			1			0.00%
	Roading Work Assessment Required - OnSite 5WD	6					6	100.00%
	Routine Roding Work Direct to Contractor 5WD Comp	3	1				2	100.00%
	Street Light Maintenance	12		1	2		9	81.82%
	Urgent Roding Work 4Hr	3					3	100.00%

	Response	44					
	Vegetation Maintenance	2				2	100.00%
<b>Rubbish Service Requests</b>							
	<b>Summary</b>	<b>5</b>		<b>1</b>	<b>3</b>	<b>1</b>	<b>25.00%</b>
	Abandoned Vehicle	2			2		0.00%
	Illegal Rubbish Dumping	3		1	1	1	50.00%
<b>Strategic Property Unit</b>							
	<b>Summary</b>	<b>1</b>			<b>1</b>		<b>0.00%</b>
	Paper Roads Enquiries CRM	1			1		0.00%
<b>Waters</b>							
	<b>Summary</b>	<b>143</b>	<b>15</b>	<b>9</b>	<b>16</b>	<b>103</b>	<b>86.55%</b>
	3 Waters Enquiry	4				4	100.00%
	3 Waters Safety Complaint - Non Urgent	1				1	100.00%
	Drinking water billing	6				6	100.00%
	Drinking Water Final Meter Read	48		9	1	38	97.44%
	Drinking Water Major Leak	9			2	7	77.78%
	Drinking Water minor leak	15				15	100.00%
	Drinking Water quality	3				3	100.00%
	Fix Water Toby	27	15			12	100.00%
	No Drinking Water	1				1	100.00%
	Wastewater Overflow or Blocked Pipe	8			2	6	75.00%
	Wastewater Pump Alarm	21			11	10	47.62%
<b>Total</b>		<b>564</b>	<b>31</b>	<b>46</b>	<b>74</b>	<b>413</b>	<b>84.80%</b>