



A bi-monthly newsletter from your local Council - Issue 30 - September/October 2016

## Welcome from our new Mayor Jenny Shattock

A week has passed very quickly since the election results became known and we have hit the ground running. Leading up to Christmas newly elected members are facing a busy time as we go into induction workshops, Council meetings, budget workshops and annual planning workshops. It is exciting times ahead and I am privileged to lead a team who want to continue to take our district forward.

I am thrilled and humbled at the support from the community at this election. I am excited to be your Mayor and to have the mandate from the district to build on the platform that has been set by our previous Council. All sitting councillors were re-elected and the voting turnout increased by 6% to 44.41% from the previous election.

The team is a mix of new and experienced which gives us a good balance and we have some excellent skills around the table. Each Ward has new members and I'm looking forward to new ideas and good debate.

I do want to acknowledge everyone who put their name forward for election to council. Congratulations to those who were successful and thank you to those who did not make it this time, but took the brave step of putting your name forward.

I want to acknowledge our previous Mayor Neil Sinclair and the work he has achieved for our district over the fifteen years he was on Council, twelve as Mayor. He has been an inspirational, innovative leader. We as a Council have achieved some significant milestones in our quest for more jobs and sustainability and I have learnt a huge amount under his guidance and support.

Going forward it was evident during the election that people wanted more opportunity for input into Council and better communication and I have taken that on board. There will be an opportunity prior to each Council meeting for half an hour, for people to speak at an open public forum. Anyone wishing to speak at that forum will need to phone Council to

book in a timeslot and I will also be re-introducing street meetings in each of our towns.

It was also evident that recognising unity across the district was important, however we do need to respect the individual identities and aspirations of each of our towns and a priority for our new Council will be supporting the projects that are underway in each community.

We have some big issues to face as a district in the near future. The impacts of the Healthy Rivers Wai Ora proposed changes to the regional plan which is out for consultation will have a significant impact on our economy and we need to be on the front foot to widen our economic base if it is adopted.

We also need to keep an eye on the proposed Local Government Amendment Act 2012 which has been deferred until March by Central

Government. If this piece of legislation goes through as it is, then local democracy will be seriously undermined, effectively it is amalgamation by stealth. We have submitted on this already, however there may be more to do.



"Finally I'd like to say thank you to everyone who supported me. I am looking forward to the next three years as Mayor of your Council, leading a team of talented and committed people. Thank you."

### IN brief

- A report from the South Waikato Investment Fund was tabled recently. Key updates highlighted included an agreement at Trust level to merge the DRIVE trust with the SWIF Trust, employment of a full time manager, the growth in the portfolio by \$4m and details about a few small investments.
- We allocated \$47,000 out of a possible \$50,000 during the most recent grant round. No applications were declined but one was referred to the Mayoral Fund as it was under \$500.

### IN side

- 2&3 Dog Bylaw review  
Congratulations
- 4&5 What's Hot and Not  
Putaruru Moving Forward
- 6&7 Perceptions Survey  
Leith Place
- 8 Snippets  
Councillor contacts

### IN house

Produced in-house for the South Waikato community by the South Waikato District Council.

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Print: GASP Designs

# Dog Bylaw possible review... does that put a wag in your tail?

Council is investigating a possible review of our Dog Bylaw. Our bylaw currently identifies areas for our community to exercise their dogs off leash, areas where dogs are permitted but must be leashed and areas where dogs are completely prohibited. Also the Dog Bylaw currently has district wide rules; we are keen for your feedback on whether we need different rules for different towns and communities, particularly in the CBD areas. Use the extra space at the end of the survey for comments on this.

## We want to know what you think... dog owners and non-dog owners.

Do we have it about right or are changes needed?

Please drop your feedback form off at the Council offices in Tokoroa or Putāruru or at The Dog (haha, how appropriate!) in Tīrau or complete the online survey at this link: [www.surveymonkey.co.nz/https://www.surveymonkey.com/r/SWdogbylaw](http://www.surveymonkey.co.nz/https://www.surveymonkey.com/r/SWdogbylaw). The current Dog Bylaw can be accessed at [www.southwaikato.govt.nz](http://www.southwaikato.govt.nz) - Our Council - Strategies, Plans, Policies and Bylaws.



### Respondent Details

Are you a dog owner? Please tick.  Yes  No

Where do you live?

<input type="checkbox"/> Tīrau	Rural or urban (please specify)	<input type="text"/>
<input type="checkbox"/> Putāruru		<input type="text"/>
<input type="checkbox"/> Arapuni		<input type="text"/>
<input type="checkbox"/> Tokoroa		<input type="text"/>

What don't you like about the dog off leash/exercise areas you have ticked (ie, what annoys you)? Please identify the reserve.

Are there any reserves that are currently dog off leash/exercise areas that you feel should not be? *A list of areas is available in the online survey and our website. See introduction paragraph.*  Yes  No

### Off leash/exercise areas

Council currently has a number of dog off leash/exercise areas across the district that are shared spaces (ie, walkers, cyclists, picnicking, exercising dogs etc). Please tell us which is/are your preferred area(s) to use for leisure or dog exercising and how often you use this area(s) - daily, twice a week, twice a month, twice a year.



Area	Usage frequency
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

What do you like about the dog off leash/exercise areas you have ticked (ie, why do you use them)? Please identify the reserve.

Name of reserve and why?



Are there any additional areas that you think would be suitable as dog exercise areas?  Yes  No

Name of reserve and why?

# CONGRATULATIONS

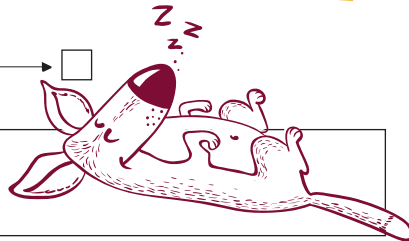


CONGRATULATIONS  
TO OUR NEW MAYOR  
JENNY SHATTOCK AND  
HER COUNCIL FOR  
THE 2016-19 TERM.

## Prohibited Areas

Council prohibits dogs in some areas and not others. There are a number of reasons why dogs are prohibited or not. What do you think? Tick the relevant box. If you have further comments (eg, different hours) include in the open box below.

	No dogs	Dogs allowed
Tokora CBD area (from 8am to 6pm) _____	<input type="checkbox"/>	<input type="checkbox"/>
Tirau CBD area (from 8am to 6pm) _____	<input type="checkbox"/>	<input type="checkbox"/>
Putāruru CBD area (from 8am to 6pm) _____	<input type="checkbox"/>	<input type="checkbox"/>
<i>Reasons for prohibiting from CBD areas - hygiene, highly populated business areas, dogs impeding spending in shops</i>		
All children's playgrounds _____	<input type="checkbox"/>	<input type="checkbox"/>
<i>Reasons for prohibiting from playgrounds - hygiene, kids playing, safety, jumping, conflict for dogs</i>		
All gym equipment areas _____	<input type="checkbox"/>	<input type="checkbox"/>
<i>Reasons for wanting to prohibit from gym areas (not currently in bylaw) - hygiene, people working out, safety, jumping, conflict for dogs</i>		
Outside dairies/neighbourhood shops _____	<input type="checkbox"/>	<input type="checkbox"/>
<i>Reasons for currently not prohibiting - outside of CBD areas, short visits</i>		



## Rural scenic walkways, trails & reserves

Dogs are currently discouraged on rural scenic walkways and reserves because of proximity to stock, safety, other users and dog litter. Should dogs be permitted on leash in these areas?  Yes  No

Where?

Why?

If yes, should we restrict times of days and times of year (ie outside peak tourist season, calving season etc)?

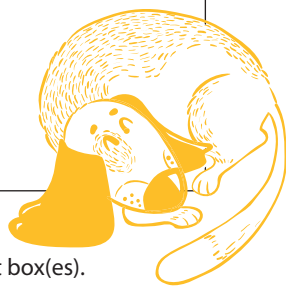
Restrict times of day (suggest hours)

No time of day restriction

Restrict season (clarify)

No restriction of season

Is there any other comment you would like to make?



## Future direction/contact

Please supply email details and tick the relevant box(es).

Email address

I want to receive the upcoming bylaw review updates.

I want to be part of a working group around the review.

I want to be entered into the \$50 supermarket draw.

## Feedback on this survey closes on Monday 21 November.

Drop off at Council offices in Tokoroa and Putāruru or The Dog in Tirau.

For the Tokoroa Ward, great to see familiar faces Bill Machen, Jeff Gash, Marin Glucina and Thomas Lee return to the table; and a warm welcome to new face Arama Ngapo-Lipscombe and Wendy Cook, who returns to Council after a two-term break.

For the Putaruru Ward, it is good to have sitting Councillors Herman van Rooijen and Adrienne Bell back on board

and great to see the new face of Gray Baldwin.

Tirau has a new Councillor - welcome to new face Peter Schulte and the Tirau Community Board members have three returning members - Cassandra Robinson, Derek Keesing and Clive Collingwood - and one new face in Sharon Burling-Claridge.

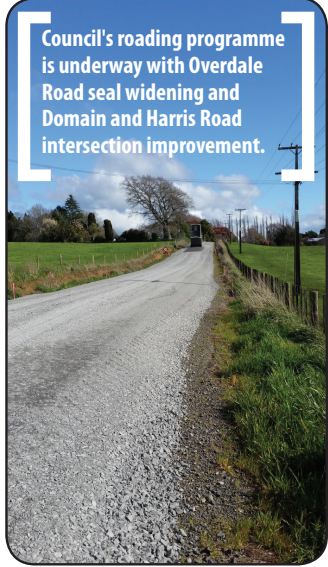
Welcome all!

A HEARTY WELL DONE TO THE SOUTH WAIKATO - VOTER TURNOUT INCREASED BY 6% WITH 44.41% OF ELIGIBLE VOTERS VOTING.

# WHAT'S HOT



Council staff planting out at Te Waihou.



Council's roading programme is underway with Overdale Road seal widening and Domain and Harris Road intersection improvement.



The signing of a Joint Management Agreement with Te Arawa River Iwi in late September. Pictured is ex-Mayor Neil Sinclair and Deputy Chair of TARIT, Eru George. The signing is testimony to the respectful and understanding relationship we share.

South Waikato initiatives, the Trade Training Centre and the Road Rail terminal were visited by neighbouring Mayors and Local Government NZ management - hailed as examples of best practice in community and economic development.

151 responses to the survey that Putāruru Moving Forward ran on the Putāruru Concept Plan. Great to see so many people wanting to have their say on how they would like to see Putāruru in the future. - well done Putāruru Moving Forward!

The Animal Control team visiting 249 properties in their Door to Door Dog Registration Check. Unregistered dogs at the start of this exercise numbered 451 and are down to 259 and counting, well done AC team.

Our first truly viral post - the video of a reunion between Carlyne and her stolen dog Hearty - reached 152,875 people, 59,000 views, 2,200 likes (on our page alone) and was shared 507 times! Nothing like a happy reunion to set social media off!

An excellent result by the Off-Licensed premises across the district in a recent Controlled Purchase Operation (which is where minors are sent to purchase alcohol). This means that our licensees are asking the right questions. Nicely done.

Council receiving an unqualified audit report for the 15-16 year.

Doggie doo bags at Lake Moananui.

The South Waikato Liquor Accord Group is keen to run the Be Safe Go Low campaign again. This campaign promotes the availability of low alcohol options in pubs, bars and restaurants.



# WHAT'S NOT

The number of people who have received dog registration notices, dog registration reminders, infringement notices for failing to register and who have STILL not registered their dog! The AC team don't like seizing and impounding

unregistered dogs, but it is our job to do so! Heads up, we're on the prowl - unregistered dogs will be seized and impounded until registration fees are paid.

The on-going rain has not helped with the pothole repairs.

# Putāruru speaks out on concept plan

Putāruru Moving Forward (PMF) is a group of local business and community people, working alongside Pride in Putāruru to develop a vision for the future of the Putāruru area. PMF was established to develop economic and social vibrancy in Putāruru. The group is developing a draft Concept Plan which they shared with the community to get input into identifying what is great about Putāruru and what can be improved.

The survey was distributed through the Putāruru community newsletter the Prattler, online and through retail shops in Putāruru. PMF was thrilled with the 151 responses they received, and acknowledge the careful thought and consideration that went into the responses. The survey covered nine questions focusing on finding out what people believed was important for Putāruru into the future, what they currently like about Putāruru, what improvements they thought were required and how they wanted to see Putāruru in years to come.

PMF members have collated the results from the survey, developed a list of common themes and will be reporting back to the community in full in the next issue of The Prattler. Council is summarising the results here for everyone in the South Waikato.

The list of common themes in the block alongside will be used to develop the Concept Plan and an 'action plan' of what needs to be done and when.

When asked what people would like Putāruru to be world famous for, three themes came through strongly. These were 'a central place to explore the outdoors', 'an interesting place to live' and 'pristine waterways that are accessible for recreation/tourism'.

People were asked to choose six strengths and six improvement areas from a list of social attributes. Almost 80% of people who responded to the survey felt that Putāruru's central location was a key strength, followed by Te Waihou Walkway and the Blue Spring (66%). 'A place for children to grow up' and 'a place for older people to live' were important to 46% and 41% of respondents, respectively.

There was no clear front runner in terms of areas that needed improvement. 'Job opportunities' ranked the highest (56%) with 'retail shopping' (53%) second, followed by 'supermarket' and 'main street'.

Respondents were fairly consistent in terms of where they wanted to see Putāruru in five years' time, wanting Putāruru to be vibrant, offering retail shopping, with no empty shops. Other themes that came through strongly here were wanting more activities for our children and young people to do, more job opportunities, more young families settling here, a well-maintained bustling town centre and more tourist opportunities with many dining out opportunities, good retail and accommodation options.

## Common Themes

- We need more things for our children and young people to do.
- More employment opportunities in our town are needed.
- We need to encourage and make it attractive for young families to settle in our towns.
- We need to create more opportunities to become a visitor destination by leveraging off Te Waihou and the Waikato River Trails.
- Our schools need to be supported by locals.
- More housing and section choices and improved housing stock are needed.
- Good quality accommodation is essential if visitors are going to stay here.
- More dining options are needed.
- Many of our shops are shut on the weekend and because of this, the town appears 'dead'.
- The artisan food and beverage theme seemed a good idea.
- We would like to see our retail shops, including the supermarket be well presented and provide a good mix of products for locals with friendly customer service.
- Appropriate facilities and services catering to the elderly are needed.
- Putāruru is a service town that strengthens our rural community.
- The benefits of our central location is maximised to encourage new commercial and logistics businesses.
- Putāruru is known as a central base to explore the great outdoors with great recreational activities.
- We should expand on our reputation for pure water.
- Visitors need to be able to access good quality information on what Putāruru has to offer.

Respondents were asked to rate the level of importance of five statements shown below with 1 being not important and 10 being very important/essential. The results from all respondents are averaged out.



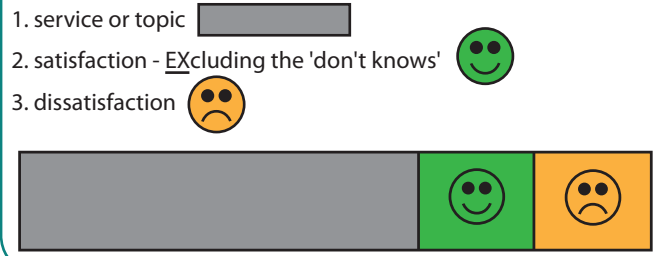
# Overall satisfaction with Council ranks high

In the past, Council has undertaken a Residents' Satisfaction Survey once every three years, during the development of the Long Term Plan. The survey is used to help Council improve the way it delivers its services and determine levels of service for our activities. The levels of service that we decide are then used to determine our performance measures/KPIs.

The providers of the Residents' Satisfaction Survey put a proposal to Council to change to a more regular satisfaction reporting regime called the 'Council perception monitor'. This will allow Council to regularly track our community's perception of Council. The survey that was completed in April was the first in this new regime. The second telephone survey was done in September/October and we are likely to see the results of the second quarter survey late in October.

## Explaining the tables

For some of the activities, there is a significant portion of the respondents who either didn't know about the activity, or hadn't used the service. This page shows tables with three colours:





Not all Council services and activities are surveyed. And we don't have the space in In Touch to include them all. We have selected some key ones, highlighted the areas that we are excelling in and noted the lowest ranked areas. The full results are on Council's website, along with a full summary document - [www.southwaikato.govt.nz](http://www.southwaikato.govt.nz) - Our District - District Stats - Perceptions Survey.



### Council's overall performance

		
Overall satisfaction	80%	20%
Reputation	76%	24%
Services and facilities	82%	18%
Value	77%	23%



### Communication and participation in decisions

		
Overall communication	72%	28%
Participation in decision making	69%	31%



### Our top performance areas

		
Libraries	98%	2%
SW Sport and Events Centre	96%	4%
Wastewater reliability systems	94%	6%
Kerbside rubbish collection	94%	6%
Reliability of water supply	94%	6%
Rural fire	93%	7%
Sportsgrounds	93%	7%
Cemeteries	93%	7%
Community Halls	92%	8%
Water pressure	91%	9%
Croad Place Recycling Centre	90%	10%
Liquor consents	90%	10%
Playgrounds	90%	10%

### Fair and reasonable rates

		
Overall value for money	77%	23%
The ease of making payments	90%	10%
Rates being fair and reasonable	67%	33%
Fees for other services (eg, pool entry fees, dog registrations, library book rentals etc) being fair and reasonable	82%	18%

### Our bottom performance areas

		
Adequacy of cycleways	49%	51%
Public toilets	56%	44%
Resource consents	64%	36%
Footpath maintenance	70%	30%
Health premises	70%	30%

The rest of our services and activities that we surveyed were ranked greater than 70% satisfaction, which overall is a pleasing result. The results of the upcoming surveys will allow us to start identify trending problem areas and opportunities for celebration.

## Who do we call?

402 telephone interviews were undertaken between April and May this year using landlines. This necessitated calling between 2,000 and 3,000 phone numbers. Approximately 400 people will be involved each survey. All participants are 'stood down' for a year after participating.

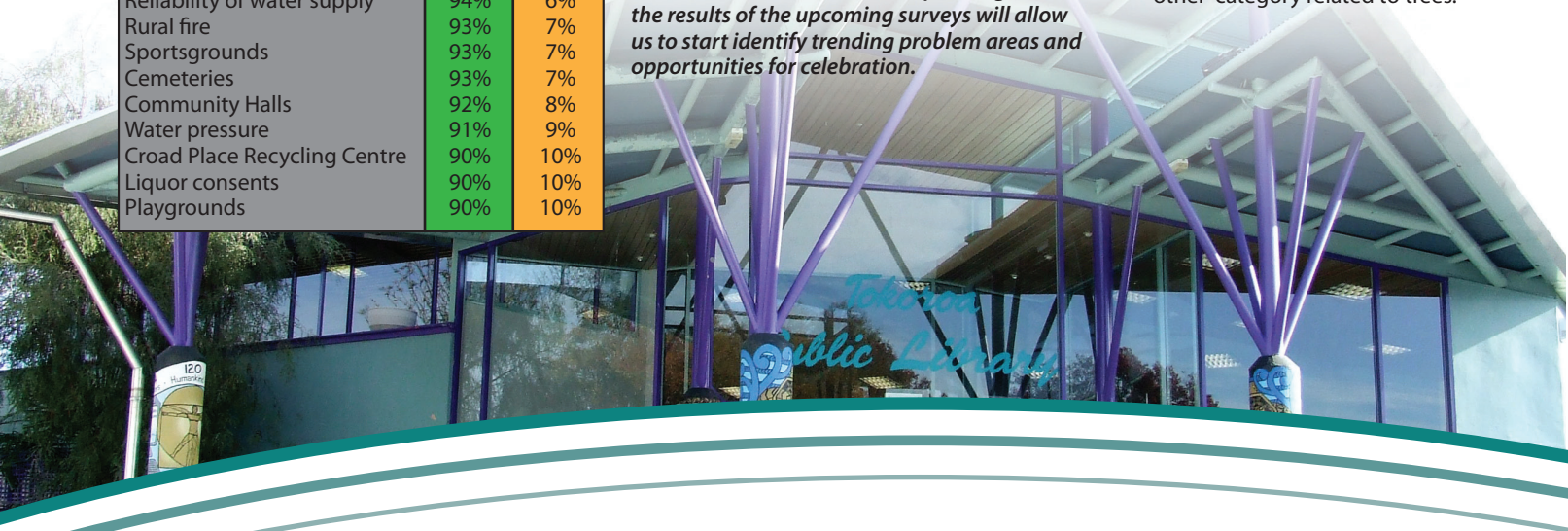
The quota we look for applies to age, demographic and ward and is weighted to account for discrepancies based on Census data; some people may be willing to be interviewed but that quota may already have been filled and the interview doesn't proceed. Elected members, staff and family are also excluded.

## Resolution of service requests and complaints

The satisfaction figures of those who have lodged a service request or a complaint are pretty low. In particular, people are least satisfied with: how long it took to resolve the matter (36%) and the resolution/outcome (41%). **This result is very concerning to Council and is a key focus area going forward.**

## Request for service of complaint

We gathered information on the number of respondents who had made a service request or a complaint to Council. We then asked what the request/complaint had been about. 21% of respondents had made a request or complaint, and 48% of those complaints related to 'other', 9% related to footpaths and 9% related to dogs. The most common complaint in the 'other' category related to trees.



# Council's Annual Report 2015-16 ticked off

South Waikato District Council's external auditor Deloitte presented Council's Annual Report 2015-16 audit on Thursday. Council was provided as clean audit report with some minor improvements noted.

"It is always encouraging when Council receives a good audit report," said Audit and Risk Committee Chairperson, Glenn Snelgrove. "The audit report noted a few minor matters for attention; but overall this is a sound audit report that reflects Council's business is undertaken

appropriately. As Chair I would like to see the minor points resolved next year and a project plan put in place to streamline the process."

The then Mayor Neil Sinclair, who is standing down from Council after four terms was again pleased with the good audit report saying, "In all the years I have been Mayor, Council has always received a sound audit report. This gives us as elected members, surety of our financial state and that staff

are following the law and acting appropriately."

Ex-Mayor Sinclair paid tribute to the staff involved in producing the report.

Auditors reviewed all aspects of the Annual Report. Key areas included reviewing the revaluation of infrastructural assets, ensuring that our rates are set through sound processes and at appropriate levels, ensuring that sensitive expenditure has appropriate controls, ensuring policies and

legislative compliance, check that our delegations policy has enough detail, our purchasing systems are sound and that Council has reliable IT controls in place.

Chairperson Mr Snelgrove opened the meeting briefly to members of the public, asking for queries on the audit report that the auditors could clarify for them. It was extremely encouraging that no queries resulted.

# TOKOROA CBD *upgrade*

*What do you want your town centre to look like?*

## DESIGN + DEVELOPMENT

Once the Consultative Urban Design process has been completed the design and development of the new Leith Place can begin. This is likely to take place in 2017.

*Come share your thoughts at our community workshops*



## WHERE WE ARE NOW... CONSULTATIVE URBAN DESIGN

And we need YOUR input! We want to build a town centre that our community and visitors will love, and you can help us create it. Thank you to those who came along to our first community workshop and got creative with us. Remember to come back for the second session...

## SOUTH WAIKATO SPORT & EVENTS CENTRE

7PM - 9PM

WEDNESDAY 30 NOVEMBER

## TOKOROA i-SITE + TOILETS

The demand for upgrades to the public toilets and i-SITE located in Leith Place highlighted the need to progress upgrades to the Tokoroa town centre.

6

5

4

3

2

1

## CONSULTATION

We brought these designs to you to hear your thoughts. It was clear from your feedback that what we had presented wasn't in line with what you, our community, wanted. **We listened to this and now we're heading back to the drawing board, and this time we want to take you with us...**

## LEITH PLACE PROJECT

Council began work on the Leith Place upgrade project, working alongside Bossley Architects to produce layout options for Leith Place. Three options were produced.

## TOKOROA CONCEPT PLAN

Our journey started with the Tokoroa Concept Plan in 2008. Within this plan Council identified Leith Place as a priority.



*The Journey*

## IN brief continued...

- Council was presented with two beautiful paintings by Terry Fergusson (The Bushmans Son) on long term loan. One of the paintings will be hung in the Council office and one in the events centre. Mayor Neil, on behalf of Council, was humbled by the gesture.
- The industry steering group of the Trade Training Centre along with management and tutors from Waiariki (now merged with Bay of Plenty Polytech) attended the meeting to appoint Mayor Neil Sinclair as Patron of the Trade Training Centre. Accolades for Neil's support, passion and commitment to the initiative were mentioned by the industry leaders and education sector representatives. Mayor Neil of course paid tribute to everyone involved but was honoured to have been appointed Patron.
- The Community Group will be leading the development of the entranceway into the Events Centre (where the East Bowling Club was situated). They will be looking to develop a Project Plan that will include community engagement.
- Council will be introducing a mobile phone public notification application called Antenno in the coming month to enhance community notification of events and services.

## IN the know

You can keep up to date with Council information via:  
[www.southwaikato.govt.nz](http://www.southwaikato.govt.nz)  
[@SouthWaikatoDC](http://www.facebook.com/SouthWaikatoDistrictCouncil)  
[info@southwaikato.govt.nz](mailto:info@southwaikato.govt.nz)

## IN view

If you would like to receive this newsletter in electronic format please email [kerry.fabrie@southwaikato.govt.nz](mailto:kerry.fabrie@southwaikato.govt.nz).



## Thank you Tokoroa Rotary!

The Tokoroa Rotary Club recently donated a defibrillator to South Waikato Indoor Pools. Defibrillators are increasingly common in the workplace and public spaces. The team at the pool are thrilled with the donation which could save a life... although we are hoping we won't have to use it!

## You Say...

“*South Waikato Council... The tulips in town are GORGEOUS... You people rock... Keep up the great work.... and those pool ladies... Carol and Sharon are awesome people who do a wonderful job. We live in a great area...*”  
 - Jenni Vaughan, Facebook

## Putāruru and Tirau summer pools open for the season Saturday 12 November!



Coming up at The Plaza!

The Monroes – Saturday 12 November 2016 at 8pm. Tickets \$25 (available from The Plaza, i-SITE Tokoroa, Diamond Jewellers Matamata and Eventfinda).



When The Monroes hit the stage, they want your jaw - and the rest of you - to hit the dance floor. That is their musical mission! A truly international act that is so much more than a cover band. They've performed extensively throughout the world. They have drawn on this experience and their band chemistry to come up with one of the most exciting entertainment experiences in New Zealand right now, guaranteed to get the party started. The Monroes are proud to have both female and male vocals giving them true versatility that covers many styles of music, but it is the stage show that the band are most proud of.

Energy, Excitement, Entertainment... And that's just adjectives brought to you by the letter E... This is one covers band that will excite your senses and exceed your expectations! What songs will you hear? Rock n Roll, Disco, Funk, 80's Pop, 90's Rock and even that tune you've been hearing on ZM all year....Don't miss the party of the year with The Monroes.



## Mayor Jenny Shattock

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