



A bi-monthly newsletter from your local Council - Issue 40 - May (Haratua) / June (Pipiri) 2018

A look at the Putāruru water issue

The Boil Water notice issued in Putāruru during April and early May caused concern for some residents. Here is a recap of what happened, what actions we took, what is currently happening and our learnings.

At 9:05am on Friday 20 April, staff received notification from our independent laboratory that showed an E.coli count in the Pinedale 1 reservoir. The reservoir was immediately isolated, emptied and inspected. Dead mice were discovered and removed, the hole repaired and the reservoir was cleaned and disinfected.

Council contacted several organisations, including Waikato Regional Council, Waikato District Health Board, Rangiura and other vulnerable housing communities, daycares, medical facilities and local water bottling industries.

Boil water information was posted to our website at noon

that day and a mail drop was started to Putāruru residents at 1pm (this was completed on the Monday). Social media posts were made at the same time.

We started adding chlorine manually to Te Waihou supply.

Water tankers were available for free potable water at the Council office/library.

An Emergency Alert was sent out to cell phones within the Putāruru area* via the Ministry for Civil Defence and Emergency Management.

Two electronic notice boards were set up along main roads.

Social media and our website was updated and a second mail drop was carried out by Council staff on Friday 27 April asking residents to continue to boil water through the weekend.

On Monday 30 April, Council received confirmation that everything was in the clear and

that the boil water notice could be lifted.

We did a third and final mail drop on Monday afternoon to homes and businesses throughout Putāruru.

As a result of the decisive intervention by staff, we stopped the incident from developing into a worse situation.

What we learnt

While we got messages on our website and through social media within three hours of the result being known, we failed to appreciate the importance of completing the first Boil Water mail drop on the Friday. This left many in our community feeling uninformed, concerned and for some, frightened. Council apologies for this concern. The good news is that the issue had already been isolated.

Staff will be doing some work developing ready to use messages for this and other

incidents. Including a call to action to our community to help us spread the message would have been a great way to help get the message out on the Friday. We also acknowledge that there are a multitude of support agencies that we could have approached for assistance from Day 1.

Current situation

As a result of the findings report from Havelock North and on Ministry of Health recommendations, chlorination at Te Waihou headworks continues for the foreseeable future.

**The national text alert system is not available to all cell phones in New Zealand, it depends on make and model.*

Install Council's own mobile phone app Antenna to receive alerts on a range of Council related matters direct to your phone regarding addresses you log (see page 3).

Our thanks

Firstly to all the people - and there are many - who helped spread the word from Day 1. Huge appreciation.

Secondly, we would also like to thank all those people in our community who provided feedback. All feedback is being worked into our future incident planning processes.

And thirdly, our thanks to our own Council staff for stepping in and helping our community through this incident. Our 'business as usual' (BAU) does not stop when incidents like this occur and staff pulled out all the stops to help with the incidence while keeping the BAU ticking over.

IN brief

- The Putāruru Concept Plan has been developed by Pride in Putāruru, Putāruru Moving Forward and Council. This was recently available for public feedback. Over the coming weeks, the team will be collating this feedback.
- The Warm Homes Clean Air programme continues to replace old wood burners with new energy efficient devices through the Split the Bill scheme (37 homes from 1 July 2017) and the On the House scheme (15 homes from 1 July).

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IN house

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

Editorial: Communications staff, Kerry Fabrie and Sina Tolovae, 07 885 0340

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Tokoroa CBD Upgrade - Update



The first real changes to the Tokoroa CBD have been made with the removal of the trees in Leith Place, and Council is very pleased with the results and the positive feedback that has been coming in from the community.

"We have had many people come in to Council to tell us how lovely and open the area looks now and we couldn't agree more," commented Tokoroa CBD Upgrade Project Manager Sarah Flavall.

"Especially now with it being winter, we are getting all this beautiful light into the town centre, and we hope it gives our community a bit of a feeling for what the space could look like once the upgrade is complete."

During the tree removal process Council had to move two of the talking poles located in Leith Place to keep them safe from damage. The Raukawa pole is currently sitting in storage and will be reinstalled in Leith Place as part of the new Talking Pole Forest. The Wai Putāruru pole is also in storage and will be relocated to its new home, the South Waikato Indoor Pools in the coming weeks.



**artists impression of the Talking Poles Forest*

So what's next?

Over the next few weeks NZTA will be changing the road markings on the two-laned section that passes through Tokoroa. Lines will be removed and replaced with new markings that will delineate the new one lane layout.

This layout will help improve efficiency and safety through Tokoroa and locals should notice a big difference coming in and out of the town centre. Keep an eye on our Facebook page for more information.

Council is currently in the procurement stage for the build of the Tokoroa CBD Upgrade. Once a contractor has been selected it will be on to the big build!

Council will give the community and business owners plenty of notice before the build begins and will let you know of any important information you need to be aware of - such as road and pathway closures. However we intend to keep the disturbance as minimal as possible.



Tokoroa Skatepark build nears completion

The new Tokoroa Skatepark is really starting to take shape, with only weeks left on construction. The AMC team has been putting in the hard yards through rain and shine down at the site and it's really paying off.

Our Mayor and Councillors stopped by for a site visit in early May and were thrilled with the progress that has been made.

"We're very excited for our youth and skateboard enthusiasts to get in and use the park once it's complete," commented Mayor Jenny Shattock.

There was even a bit of banter about a skate-off between our Tokoroa and Putaruru Councillors... that could be interesting. We'll keep you posted!

Until then, keep an eye on Council's Facebook page for more updates and details on the opening. It's not far off now, so get those boards ready.





Antenno

Be informed. Get involved.

Antenno is a mobile phone app that Council has been using for a little over a year now.

It is a mobile app that assists councils and other organisations working in the public sector to get information out quickly to people in the community. Using Antenno allows our Council to not only send alerts and notifications but also receive feedback and input from the community, increasing awareness, satisfaction and engagement.

Antenno sends alerts and notifications for places and topics that individuals care about such as home, work, or school. It is free for people in the community to use and is already in use by a number of councils in New Zealand and Australia.

Log the addresses that are important to you (such as your home, your work address, child's school, rental property, Grandma's house etc). And do nothing else...

We send you alerts/notifications relevant to your addresses. You don't have to wade through screeds of Facebook posts, it appears direct to your phone as a notification. And it's something you 'need to know' because of the address you have logged. You can opt out of topics that aren't relevant to you at all or at a particular address, like dog registration reminders if you don't have a dog or recycling collection reminders to your work address only.

But wait... there's more

Antenno can now be used to report issues to Council. See a leaking water pipe? A roaming dog? Tree down on the road? Report it to Council via Antenno; it's really easy. You can send photos too.

People in the community can now notify Council immediately if they discover graffiti, potholes, dumped rubbish or other issues. It's much more convenient for people because they can report things when they find them, or take a photo and report later, they no longer need to find the right phone number and call us.

"Antenno for me as a Councillor has provided a new and very efficient way to report repairs and maintenance issues," said Councillor Petre Schulte. "I can take pictures of potholes for example and via Antenno, the relevant department is notified!"

Council is thrilled with the new feature and we look forward to receiving reports from our community via Antenno. What is even more exciting is that we got our first report on day one, within three hours of us notifying our existing users... that was pretty cool!

"This new feature couldn't be easier to use," said Garry Brunton, Switched on Tourism and Manager of the Tirau and Tokoroa i-SITES. "It is great to be able to snap a photo of something and log it through to Council straight away."

Install Antenno from Google Play or the App Store.

Council gets a new phone system

Council is excited to let our community know that we have moved to a more advanced telecommunications system to improve customer service and experience.

We transitioned to this new system during the last week in May. By the time you read this, we should be all switched over!

"The change is the first

phase of Council's improved customer focus strategy aimed to ensure that when you call us, you are put through to the right person easily, get the correct information and are able to tell us about your customer experience" said Andrew Robinson, Business Improvement Manager.

"We ask our community to be a little patient with us in the early

days," continued Mr Robinson. "Staff have been trained on the new system, but it is a drastic change and there may be a few teething problems."

Council's phone system was outdated and in need of replacement. As part of the All of Government scheme*, Vodafone's Telecommunications as a Service (TaaS) proposal was the successful tender.

TaaS offers new and useful customer service based improvement features that will be utilised from the outset and going forward. Some of these features include *in queue public messaging* that is useful for rubbish collection on a public holiday type of messages, *single number reach* which means that customers no longer phone a number, you phone a person and your call effectively 'hunts' for that person across several devices, and 'while you wait' messaging.

"The system will also provide for improvement in internal productivity with *video-conferencing* for meetings, so staff from outer locations can join meetings via phone link, rather than needing to travel to one place," said Mr Robinson.

* *The 'All of Government' Scheme is an all of government initiative that secures larger contracts for cost effective efficiencies across government and local government.*



Teach your kids to stay safe around dogs

Did you know that 77% of dog bites come from the family dog or a friend's dog?

With such a large percentage of dog bites coming from dogs you and your family may know or love, what can you do to help keep everyone safe?

It's easy - teach your family how to listen to what your dog is saying. Dogs use their whole bodies to show you how they're feeling - so just pay attention.

Dogs can be amazing at dealing with what a family can throw their way, but sometimes they may need your help.

Visit www.stopthe77.com for lots of handy tips and videos the whole family can enjoy!

Here are a few easy tips to help you, your family, and your dog!



Pet dogs gently with one hand, collar to tail (not on the head).



Always invite dogs into YOUR space instead of going into theirs.



Sit WITH dogs, not ON them.



DON'T go up to dogs when they're eating or chewing.



DON'T put your face in dogs' faces.



DON'T be bossy (or make dogs do things they don't want to).

Building the Tirau Domain

Council, the Tirau community, Tirau Community Board and Domain Action Group have been working together for a number of years to provide safe access to the Tirau Domain and develop the reserve to provide facilities for local sports, recreational and community events.

The main focus over the past few years has been around developing safer pedestrian access into the lower Domain area and planning for the construction of a walkway and bridge across the Oraka Stream to link the lower and upper areas.

With safer access into the lower Domain almost achieved, funding for the rest of the Domain has now been proposed for the next LTP.

Last year the most popular elements were incorporated into a concept landscape plan.

This plan has been refined by the Tirau Community Board and elements

grouped together in packages and prioritised.

During the month of May we asked to hear from our Tirau community about your thoughts on the concept landscape plan.

We asked you to decide which of the 22 proposed elements in their packages get delivered in which order, to allow the Domain to open progressively and for its facilities to grow according to the needs of the community.

Council staff are now busy working through your feedback and we will keep you updated on what happens next!



Burn wise this winter

Breathe easier this winter by burning only dry, seasoned wood.

Research has shown that the main source of air pollution in our district comes from non-compliant wood burners in our homes and the burning of wet wood, contributing 78% of the problem.

So help improve your health and our air quality by burning only dry wood.

And we can help you... by replacing your old fire place through one of our Warm Homes schemes.

BURN WISE

GOOD WOOD
from GREAT SUPPLIERS

- Tokoroa Firewood Ltd
0508 367 9663
- Balmoral Firewood Supplies
07 886 7550
- Central Bay Firewood
07 886 6387
- South Waikato Achievement Centre
07 886 8941

Let us help you stay warm this winter

If you have a non-compliant wood burner in your home, Council will pay up to a \$2,000 subsidy (or 50% of the total heating cost, whichever is the lowest) to remove the burner from your home and install a clean heat option in its place.

The remaining balance can be paid off immediately or through the rating system to be repaid over a nine year period.

You can install as many clean heating appliances as you wish as long as ALL non-compliant wood burners are removed or decommissioned.

Clean heat options available under this scheme are: wood burner, heat pump; gas or pellet fire.

Insulation is not required however, it is strongly encouraged. If you want to insulate, then you must do this at the time of application for heating.

To find out if you are eligible for this scheme, head over to our website and click on 'Warm Homes Clean Air Schemes' under the orange 'Apply for it' tab.

If you are not eligible for this scheme, Council has other schemes available to help you out. All information can be found on our website.

SPLIT THE BILL

@warmhomes.org.nz

LTP update

The Long Term Plan (LTP) process is just about complete.

We would like to thank everyone who took the time to read the Consultation Document and make your thoughts and ideas known. By the time you read this, we will have held the public hearings, had deliberations and be close to signing off the LTP 2018-28.

The LTP is our agreement with the community as to what services, activities and projects we will deliver over the coming 10 years, what it will cost and how it will be funded.

We have some big issues on our plate, such as wastewater treatment plant upgrades, solid waste management, district growth and economic development, infrastructure requirements related to growth, improving our resilience, building better relationships, developing a community engagement framework; all the while delivering our 22 existing services... it's going to be a busy few years!

Council will be adopting the LTP 2018-28 on Thursday 28 June.

Winter care on frosty roads

Winter has arrived! It's time to bring out the winter woolies, turn on the heater, and be careful on our roads.

When the weather is cold outside it's important to remember that some of our roads are prone to frost and ice and can be dangerous to drive on.

Council will be monitoring known problem roads in the district, however if you encounter ice on any roads please let Council know as soon as possible.

A quick and easy way to let us know about an icy road

is through the Antenna app. Antenna now lets users send reports through to Council via the report feature. Just let us know where the issue is - you can even snap a picture - send it our way and Council staff will be on the issue. Easy as that!

If you don't already have it, Antenna can be downloaded for free from the App Store and Google Play.

Here are a few road safety tips to keep you safe this winter:

- Reduce your speed
Slowing down is the most important thing you can do when

driving on an icy road. High speeds make it both easy to lose control and difficult to stop.

- Pay attention to the weather
Make the weather forecast part of your daily routine during the winter. Be aware of the conditions and prepare for them.
- Leave large following distances
Follow the four second rule.
- Avoid sudden braking

- Avoid sudden direction changes

- Ice can remain on the road all day
Watch out for shaded spots

- Look for shiny, wet patches on the road.



Civil Defence - getting prepared

We're fairly safe in the South Waikato. Coping with severe weather events - flooding, trees down etc - is probably our most prevalent issue.

Even so, emergencies can happen at any time, anywhere and it is a good idea to be prepared for them.

Here's some tips:

- Talk to your family about how you will get in touch and where you will meet up in an emergency if the phone lines and/or internet are down.
- Have a solar or battery powered radio so you can keep up with the latest news and alerts. You can also charge devices from the USB port in your car. Know which radio stations to tune in to for information during an emergency. These are listed on Council's website under Our Services - Civil Defence.

- If you have kids, make sure they are involved in the planning too. Talk to them in an honest (but not scary) way about what might happen in an emergency, what you can do to keep safe, and what your plan is for if you cannot get home. The more involved they are, the less scared they will be if an emergency does happen.

- If you have kids, make sure you know the school/day care's emergency plans and give the school names of three people who could pick the kids up if you cannot get there.

Make sure you have some basic supplies at home:

- Water for three days or more – make sure you have at least nine litres of water for every person. Save large fizzy and juice bottles, give them a good clean and fill them with water from the tap, replace every six months. Remember to also store water for your animals.
- Long lasting food that does not require cooking (unless you have a camping stove or BBQ), and food for babies and pets.
- Eat the perishable items and food from your fridge first. It will take two to three days for your freezer to fully defrost, so long as the door is shut, and depending on how full it is.

- Toilet paper and a large plastic bucket for an emergency toilet.
- Dust masks and work gloves.
- Candles, matches.
- Most of what you need is already in your cupboards, so try and bring those items together in an easy to locate place, in case the power goes out and you have to locate items in the dark.

And have a get-away bag ready to go if you need to evacuate:

- Torches and batteries
- Radio – with batteries
- Hand sanitiser
- Cash
- Copies of important documents and Photo ID (keep hard copies and online)
- Walking shoes, warm clothes, raincoat and hat
- First aid kit and prescription medicine
- Water and snack food (remember babies and pets too)

And remember, in an emergency phone lines can become overloaded quickly. Keep them clear so emergency calls can be made and, use text or online messaging to keep in touch.



The Plaza is a hive of activity with community groups holding a range of activities. There's bowling, scrabble, exercise classes and more...

So far this year we have hosted the Jubilation Choir, Raybon Kan and Nick Chao with a comedy show, a Scottish Fiddle Concert as well as some very well attended movies.

Unfortunately we have had two shows cancelled by their promoters due to low ticket sales. We wanted to let you how the process of hosting shows works. We purchase shows from Arts Markets and by direct contact with performers and promoters.

These two particularly shows were cancelled by promoters because early ticket sales weren't sufficient to meet the minimum sales requirement to proceed with a show.

If you're keen on a show, please purchase tickets early or contact us to register your interest by holding tickets.

SOUTH WAIKATO MUSIC SOCIETY EVENTS:

- Sunday 10 June, 2.30pm - Saxophone and Marimba Duo
- Saturday 7 July, 2.30pm - Trans-Tasman Piano Duo Glenn Riddle and Katherine Austin
- Saturday 11 August, 2.30pm - New Zealand Chamber Soloists Lara Hall (violin), James Tennant (cello), Katherine Austin (piano)
- Saturday 8 September, 2.30pm Richard Mapp (piano)

CONTACT US

07 8838596
0276 559715
Website: www.plaza.org.nz
Email: theplaza@plaza.org.nz
Facebook: [plazaputaruru](https://www.facebook.com/plazaputaruru)



WHAT'S THE PLAN STAN?

Te Wharekura o te Kaokaoroa o Paterere takes Kapa haka to the nationals!



The Mayor and Council staff were treated to a brilliant performance from the senior Kapa Haka group of Te Wharekura o te Kaokaoroa o Paterere.

The group are off to He Pouwhenua, He Puapua - the National Secondary Schools Kapa Haka Competition 2018 and wanted to showcase their skill and talent to Mayor Jenny. It was powerful, polished and brought tears to the eyes of some of those watching. If you ever get an opportunity to see them in action, don't miss it!

WHAT'S HOT

Congratulations to the ten lucky winners of the Community Civil Defence Wordsearch Competition - Anna Martin, Jordyn Shaw, Toby Christensen, Tommy Shaw, Mariya Aju, Aaron Rogers, April Dornan, Jake Anthony Shaw, Klee Begbie and Jay Lee Edwards. We received 55 entries to the competition and we hope everyone enjoyed completing it. →



Winter sports leagues have started at the Events Centre. It's pumping in the evenings.

Kelly's Aquafit class each Monday evening 6pm at the Pools.

The sunshine in the open and welcoming view into Tokoroa, we can see Leith Place!

Community feedback on the new LED streetlights: 1. "They are great, love how much brighter the streets are!" 2. "These lights are awesome. Huge difference in brightness." 3. "Fantastic! Energy saving and brighter!!"

Some of the trees removed from Leith Place have been donated to the Woodturners for their use.



↑ **Richard Gaby, Council's Community Liaison Officer, was on hand to read the very entertaining Hickory Dickory Dash by Tony Wilson to the children at Glenshea Kindergarten. Mayor Jenny read the same story to children at the Samoan Taumafai Aoga too! This storytime was part of the National Simultaneous Storytime event. During this event, the same story is read to children across New Zealand and Australia at the same time.**



↑ **Citizenship Ceremonies - haere mai to our new New Zealanders.**



↑ **Holsters donated rails for the Tokoroa skate park project, after existing ones earmarked to be used from the current skatepark weren't functional.**

Tokoroa Host Lions constructing seating for the Tokoroa skatepark project - what fantastic volunteer support for our newest youth facility. →



WHAT'S NOT



← **↑ Vandalism at the Memorial Sportsground... what a waste...**

Continued dumping at the Putāruru Transfer Station. HEADS UP - new improved camera coming... →

Damage to culverts along Key Road and Mamaku South Road due to heavy rains. In order to make these roads safe, we have had to narrow the roads in places. These will be repaired going forward, but not until the New Year. Please drive with care along these roads.

People who dump material at the Op Shops around town. When the stuff you dump can't be used, these **charity** organisations have to pay to dispose of it properly. Op Shops are always keen for good quality, second hand, reusable material, but not rubbish that people can't be bothered to get rid of responsibly!



IN brief continued...

- The April school holiday programme had an ANZAC theme, with children completing activity booklets over the two week period, and creating ANZAC wreaths during the craft session.
- Year to date, to end April users at the South Waikato Sport and Events Centre is trending higher with 38,809 users; compared to 36,631 from last year. And the same for the pools with 69,023, compared to 66,270.
- Micro-filtration and ultraviolet (UV) treatment is being installed at the Glenshea bore/reservoir.
- Council's website will soon have a new look and feel to it. This is part of planned upgrade to an improved platform with increased functionality and more modern interface. We are continually developing more and more online tools that will make transactions and engagement with our community easier and quicker.
- In collaboration with Raukawa the timber steps at Te Waihou Walkway's Blue Spring were removed. The area was levelled and the fence reinstated.

IN the know

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

IN view

If you would like to receive this newsletter in electronic format please email kerry.fabrie@southwaikato.govt.nz.

Councillor Column

Arama Ngapo-Lipscombe

Tēnā koutou katoa,

As you may be aware this is my first term as a South Waikato District Councillor. This is a position of privilege and it is my honour to serve the South Waikato District.

From a governance perspective as a District Councillor my colleagues and I have the responsibility to make decisions that impact on people's lives - whether it be regarding new gambling bylaws or approving expenditure for a new skate park.

An honest observation I make is that there is only so much that we have control or influence over. We rely on Council staff and other experts to guide us and assist us to make the best decisions we can as Governors of the District. We often have robust and challenging debates over issues and on matters that need to be voted on, it simply comes down to a majority vote. We each must exercise our votes wisely. Ultimately I use my vote to encourage a happy, supportive and safe community. I want us to be successful and encourage diversity. Our Long Term Plan consultation has recently come to an end and by the time you read this, the hearings held. I look forward to working with our community over the coming years.

I encourage all of us to be bold and brave in our thinking, think outside of the box to find solutions to the complex issues that we are facing. Take personal responsibility and act conscientiously. Help your neighbour, or someone you know who needs it. Criticise less and offer supportive and constructive feedback. Help me, help us make our District great, a community we can be proud of. A wise person once said "if you want to go fast - go alone, if you want to go far - go together".

Councillor Column

Herman van Rooijen

There is so much going on in our District, my first thought is: are we living up to our vision to be a healthy, vibrant community.

With autumn being here, time has come to turn our thoughts to tree planting, in gardens, on farms, along rivers. Trees are the lungs of the Earth and with our national aim being to plant a billion of them over the next 10 years, I would encourage YOU to get involved.

As some of you know, Thea and I have built a new home, and what a learning curve that has been. Some frustrations, but over all very positive. Our builder has used all local contractors and seeing the commitment from all those tradies to deliver a quality product was very pleasing. In particular I like to mention adult apprentices, there were two young family men on our build. With people like that involved, I feel positive about our future.

The myco plasma bovis outbreak in dairy herds is very concerning and I sincerely hope for all our sakes that we may be spared.

Council's focus at present recently has been on writing, the Long Term Plan ready for consultation. It has been an enormous effort by staff and Councillors and following community submissions, great to see so many people thinking long term for our district too. We want to capture our share of the growth which is happening all around us.

With winter nearly here, stay dry and warm and remember: the next season is spring!

Kia ora, Herman

Mayor Jenny Shattock

Phone: 0274 416 230
Email: jenny.shattock@southwaikato.govt.nz



Tokoroa

Wendy Cook

Phone: 021 719 093
Email: wendy@pockets.co.nz



Jeff Gash

Phone: 021 974 327
Email: jeff.gash@outlook.com



Marin Glucina

Phone: 021 284 3214
Email: glu@hotmail.com



Thomas Lee

Phone: 027 332 1292
Email: lee.whanautk@gmail.com



Bill Machen

Phone: 027 471 5899
Email: lilyandbill@xtra.co.nz



Arama Ngapo-Lipscombe

Phone: 0275 339 988
Email: arama@nll.co.nz



Putāruru

Gray Baldwin

Phone: 027 239 0497
Email: baldwin@xtra.co.nz



Adrienne Bell

Phone: 027 471 2404
Email: adriennejb@yahoo.co.nz



Herman van Rooijen

Phone: 027 246 6601
Email: vanrooijen@xtra.co.nz



Tirau

Peter Schulte

Phone: 021 434 933
Email: peter@otobahncoffee.com

