
TŌ WĀHI, TŌ MAHERE

YOUR PLACE, YOUR PLAN

Masterton District Council Long-Term Plan 2024-34 submission form

This submission form allows you to give feedback on the Masterton District Council 2024-34 Long-Term Plan. Please read the [Consultation Document](#) before completing the form. You can make a submission in a number of ways:



Complete our online submission form at: mstn.govt.nz



Download a fillable pdf submission form or write your feedback in an email, and send to: submissions@mstn.govt.nz



Phone us on 06 370 6300 between 9am and 4:30pm Monday to Friday (excluding public holidays).



Pick up a submission form from the Masterton District Library or Customer Service Centre at 161 Queen Street. You can also print out our printer-friendly form from the website. Post it to Masterton District Council, PO Box 444, Masterton 5840, or drop it off to our Customer Service Centre.

Please provide your feedback by 10am Monday 6 May 2024.

Privacy statement

What we do with your personal information

All submissions will be made available to the public via the Council website. Your name, organisation (if applicable) and feedback will be included in public documents. All other personal details will remain private. If you have extenuating circumstances, please contact us prior to the submission closure date to request that your name be withheld.

The Privacy Act 2020 applies when we collect personal details. Further information is available by searching Masterton District Council Submission Policy on the Council website: www.mstn.govt.nz

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Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone

Email

Hearing

The Council will hold a hearing on Wednesday 22 and Thursday 23 May 2024 for those wanting to present their views in person. You will have 5-10 minutes to present your feedback to elected members in person or via Microsoft Teams online.

Would you like to present your views at the hearing?

If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Yes (in person)

Yes (via Microsoft Teams)

No

About you

These questions help us understand which sectors of the community are providing feedback so we can improve our engagement approach. Your responses will not be made public with your submission. Only collated data will be reported to the Council.

What is your age range?

Under 20

20-29

30-39

40-49

50-59

60-64

65+

What is your ethnicity? (you may tick multiple boxes)

Māori

NZ European

Pākehā

Pacific Peoples

Asian

Other

What is your gender?

Male

Female

Another Gender

I refer to myself as

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Yes

No

Prefer not to answer

Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website www.mstn.govt.nz or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.

Alternative Option 1 – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

Yes – keep the façade

No – do not keep the façade

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.

Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.

Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million

Alternative Option – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

Big Decision 3: Council Funding (Consultation Document pages 29-31)

The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.

Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

Big Decision 4: Changes to services (Consultation Document pages 32-37)

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	Maintain funding
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	Maintain funding
4: Welcoming Communities facilitation	Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

Fees and charges (See proposed [fees and charges](#) on our website)

Do you support our proposed fees and charges for 2024/25?

Yes

No

Don't know

Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrance (Consultation Document page 42)

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

Invest in maintaining the lakes as they are now

Explore a different look and feel in future if it would cost less

Don't know

Please tell us what you value and enjoy most about these lakes now:

How we deliver customer services (Consultation Document page 42)

These questions will help inform a review of how we deliver our customer services.

When you need information about Council services, events or activities, what channel do you use most often? Please tick one option.

Visit the Council website

Phone the Council

Visit the Council's social media pages – e.g. Facebook or Instagram

Email the Council

Visit the Queen Street Customer Service Centre in person

Other – please specify

When you need to report a problem with a Council facility or service, what channel do you use most often? Please tick one option.

Log a service request online

Phone the Council

Visit the Queen Street Customer Service Centre

Email the Council

Other – please specify

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? Please tick one option.

Pay via the Council's website

Pay in person at the Queen Street Customer Service Centre

Pay by automatic payment or direct debit

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

More than once a week

Weekly

Monthly

Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

More than once a week

Weekly

Monthly

Never

Have you used the Council's after hours service in the past 12 months?

Yes

No

Don't know

Would you prefer to do more or less Council business online?

More

Less

About the same

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?

(attach separate pages if needed)