



# **LONG TERM PLAN 2024-2034**

## **SUBMISSIONS**

### **Volume 10**

#### **Submissions 511 to 570**

From consultation 5 April to 6 May 2024

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## Your details

Full name (required)	<input type="text" value="DIANA MAGUIRE"/>		
Organisation (if applicable)	<input type="text"/>		
Postal address	<input type="text"/>		
Phone	<input type="text"/>	Email	<input type="text"/>

## 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?

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

What is your gender?

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



# 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](http://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	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input checked="" type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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:

*Good walking trails (& biking)  
natural beauty.  
Interesting wildlife  
attracts visitors*

## 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  
*Rarely.*

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?

*Please beautify the fountain in the town square, it looks like a broken pipe!*

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)

## Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone  Email

## Hearing

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Would you like to present your views at the hearing?

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Yes (in person)

Yes (via Microsoft Teams)

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**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)

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- 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.
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<b>3: Regional Positive Ageing facilitation</b>	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
<b>4: Welcoming Communities facilitation</b>	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
<b>5: Climate initiatives</b>	<input type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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.

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- 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)

#614

513

COMPLETE

Collector: Test Link (Web Link)  
 Started: Sunday, May 05, 2024 5:05:25 PM  
 Last Modified: Sunday, May 05, 2024 5:19:33 PM  
 Time Spent: 00:14:08  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) ANNE C MAJOR

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

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.

Q3

What is your age range? [REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes. [REDACTED]

Q5

What is your gender? [REDACTED]

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Page 3: Fees and Charges

**Q17**

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

**Yes**

**Q18**

Comments

**Respondent skipped this question**

Page 4: Your thoughts to help shape our thinking

**Q19**

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?

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

**Q20**

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

**Respondent skipped this question**

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Phone the Council**

**Q22**

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

**Phone the Council**

**Q23**

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?

**Pay by automatic payment or direct debit**

**Q24**

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?

**Never**

**Q25**

**Never**

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

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**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Moving all staff to Waiata House will improve staff morale and efficiency and save rent.

Moving the Archive into the Library now will be cheaper in the long term and increase efficiency for users.

I support David Borman's plans for a new town hall and retention of the facade as a large entertainment venue for the Wairarapa

---

#99

514

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, April 19, 2024 9:21:49 PM
Last Modified: Friday, April 19, 2024 9:35:49 PM
Time Spent: 00:13:59
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Danielle Malton
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes 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?

**Q9** **Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.**

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

**Q10** **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.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - 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)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

**Q17**

**Yes**

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

---

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Don't know**

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?

---

**Q20**

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

Definitely the area and atmosphere when walking around Henley, it's a beautiful space

---

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

Other - please specify:  
All of them

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

---

**Q23**

**Pay by automatic payment or direct debit**

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?

---

**Q24**

**Monthly**

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?

---

**Q25**

**Monthly**

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

---



**Q26**

**Yes**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission


I think we should focus on one project at a time and try knock each one out separately, we'll be able to do more and finish each project 100% before moving onto the next. I picked just demolish the old town hall building because then it can give the council a fresh start to think about the next steps after.

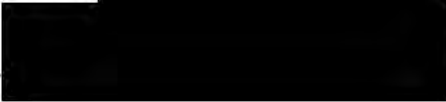

---

## Your details

Full name (required) Margaret Elizabeth MANLEY

Organisation (if applicable) .....

Postal address  .....

Phone  ..... Email  .....

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## 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).





# 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:

.....

.....

.....

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.....

.....

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?

- 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?:

- 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?

- 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
- or less*





#639

516

COMPLETE

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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Allen David Marsh  
 Organisation (if applicable) N/A  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>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.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>



**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Page 3: Fees and Charges

**Q17**

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

**Yes**

**Q18**

Comments

**Respondent skipped this question**

Page 4: Your thoughts to help shape our thinking

**Q19**

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**

**Q20**

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

**Respondent skipped this question**

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Phone the Council**

**Q22**

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

**Phone the Council**

**Q23**

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?

**Pay in person at the Queen Street Customer Service Centre**

**Q24**

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?

**Never**

**Q25**

**Monthly**

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

---

**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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?

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**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#638

517

COMPLETE

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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Lesley Marsh  
Organisation (if applicable) N/A  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>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.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

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

**Yes**

---

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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**

---

**Q20**

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

**Respondent skipped this question**

---

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Visit the Council website**

---

**Q22**

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

**Visit the Queen Street Customer Service Centre**

---

**Q23**

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?

**Pay by automatic payment or direct debit**

---

**Q24**

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?

**Monthly**

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**Q25**

**Monthly**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---

## Your details

Full name (required) ..... DONALD MARTIN .....

Organisation (if applicable) .....

Postal address ..... [Redacted] .....

Phone ..... [Redacted] ..... Email ..... [Redacted] .....

## 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.

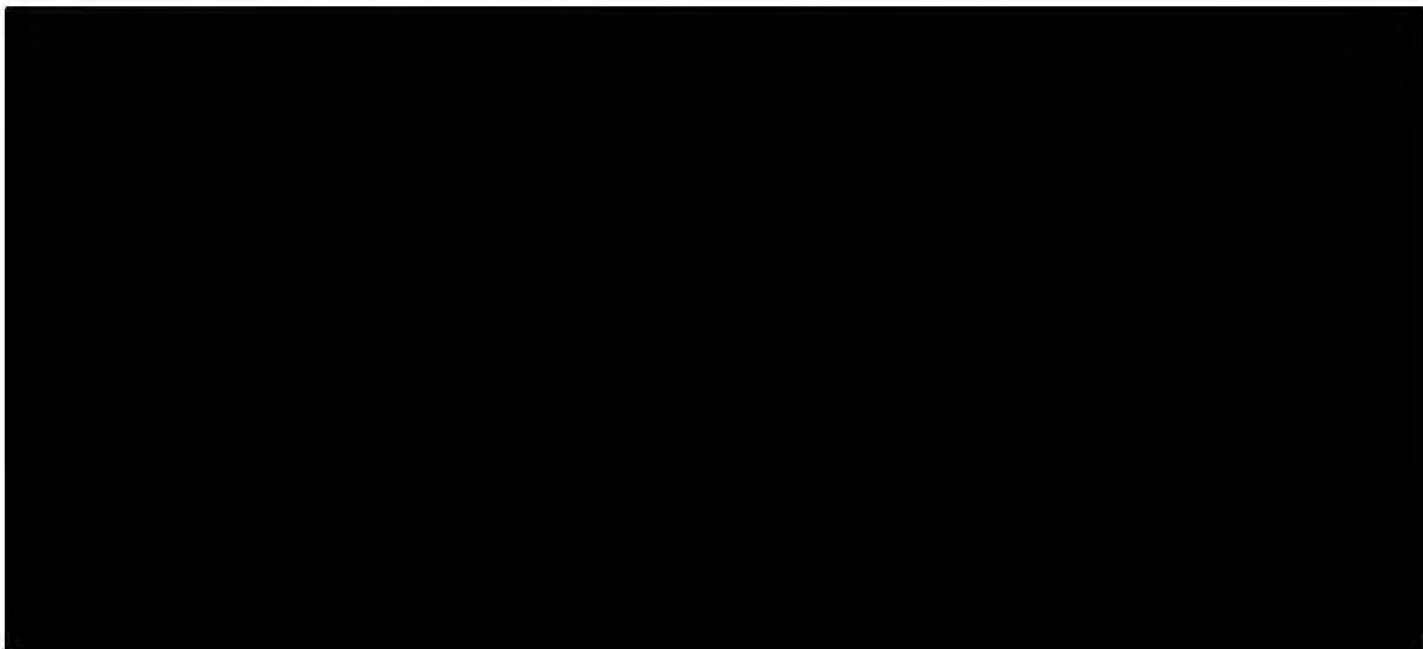
Would you like to present your views at the hearing?

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.





## 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](http://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).





# 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:

.....

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## 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?

- 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?:

- 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?

- 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





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519

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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Peter Martin
Organisation (if applicable) [Redacted]
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>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.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>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).</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K**

---

Page 3: Fees and Charges

**Q17**

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

**Don't know**

---

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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**

---

**Q20**

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

Beautiful views + bird life - very relaxing & enjoyed by thousands of walkers. Henley Lake is one of the best features in Masterton (+ QE2 Park Lake) attracting hundreds of visitors

---

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Phone the Council**

---

**Q22**

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

**Phone the Council**

---

**Q23**

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?

**Pay by automatic payment or direct debit**

---

**Q24**

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?

**Monthly**

---



**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Relieved to hear from Mayor water retention (dam) is to become a priority.

Relieved to hear also that no extension will be done to Hood Aerodrome

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#635

520

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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Sarah Martin
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes 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?

**Q9** **Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.**

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

**Q10** **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.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **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).**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - 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)**

Service Area 4: Welcoming Communities facilitation

**Q16** **Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K**

Service Area 5: Climate initiatives

**Q17**

**Yes**

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

---

**Q18**

Comments

I support as little increase in spending as possible in these financially uncertain times, apart from spending to mitigate climate change, and improve disaster responsiveness (but I cannot do that separately as an option). I support developing the library rather than the town hall as community groups would be able to use the new library facilities and we don't need a posh town hall venue.

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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?

---

**Q20**

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

I like the wetlands area but mostly avoid going there due to the large number of dogs. It's not pleasant. It would be nice to keep at least a small area of water/lake especially part of the Lake of Remembrance..and the train

---

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay in person at the Queen Street Customer Service Centre**

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?

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**Q24**

**Monthly**

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?

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**Q25**

**Monthly**

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

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**Q26**

**Yes**

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

---

**Q27**

**About the same**

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

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**Q28**

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?

██ I certainly don't support 2m for a new pound unless you do better

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Thank you for making the LTP, and responding to it, understandable. I appreciate what the Mayor and everyone involved with the LTP has done. It's been great. The District Plan was not in everyday language and was just about impossible. It seemed as though you didn't want people to respond. Overall, please save our money, and invest in dealing with climate change. The Town Hall facade really doesn't matter in the scheme of things.

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#63

521

COMPLETE

Collector: Test Link (Web Link)  
 Started: Wednesday, April 17, 2024 9:33:13 AM  
 Last Modified: Wednesday, April 17, 2024 10:03:30 AM  
 Time Spent: 00:30:16  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required)	Sheley Mason
Organisation (if applicable)	Festival Hire Wairarapa
Postal address	[REDACTED]
Email	[REDACTED]
Phone	[REDACTED]

Q2

No

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.

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions



<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

**Yes**

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

**Q18**

**Respondent skipped this question**

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

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?

**Q20**

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

Nothing in the future will cost less..... these are HUGE assets for our town and need to be used more. How about building the new Events Centre there!? How stunning woud it be to use this area, the view, the opportunities for businesses i.e. cafes around that area. The wasted space sitting there at the moment is a eye sore. It all links with the walking track to town thorough our stunning park and would be cost effective as these is no buildings remove to relocate. Think about creating future for growth, not just what is cost effective for now.

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Email the Council**

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

**Q23**

**Pay by automatic payment or direct debit**

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?

**Q24**

**Monthly**

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?

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**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Yes!!!! I would really like to see a experienced, passionate working group made to make the decisions around the town hall or new event centre. Both CDC and SWDC made silly mistakes which is going to cost them millions in the future due to their restrictions on their events centres. The council members are not experienced nor qualified to make this decision for our future. All other Wairarapa areas have created a name for themselves, Masterton has been stuck in the dark ages for too long. We have so much to offer from 1hr drive to one of the most popular beaches in NZ, to the hills or award winning wineries. Focus on a center that is not only going to cater for our community but also grow Masterton through conferences, visitors, shows and sports events. Get creative and think outside the box. This centre could create so many new and exciting opportunities for our community moving forward. Picture this, 400 guest conference, sitting in a open meeting space that overlooks Henly Lake one side, the Tararuas the other. For lunch or break out sessions they can sit at a cafe that goes over the water, they watch the wildlife, go for a walk around the tracks or they walk along the river walk, through the park to town for lunch. They visit Arotoi, the Shearing shed has demonstrations on, the end of town has been given a new lease of life with the building facades back to their original glory and new businesses proudly showcase what the community has to offer. Magic! The old town hall site is not large enough to sustain the growth that this new events centre should be needing to survive the next 300+ years!

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#259

522

COMPLETE

Collector: Test Link (Web Link)  
 Started: Monday, April 29, 2024 5:23:56 PM  
 Last Modified: Monday, April 29, 2024 5:27:33 PM  
 Time Spent: 00:03:36  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Andrew Croskery**  
 Organisation (if applicable) **Masterton Trust Lands Trust**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Respondent skipped this question

Town Hall (Consultation Document pages 13-18)

**Q8** Respondent skipped this question

The Council's Preferred Option includes 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?

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**Q9** 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.

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

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**Q10** Respondent skipped this question

Town centre improvements (Consultation Document pages 25-28)

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**Q11** Respondent skipped this question

Council Funding (Consultation Document pages 29-31)

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**Q12** Respondent skipped this question

Service Area 1: Wairarapa Economic Development Strategy

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**Q13** Respondent skipped this question

Service Area 2: Regional Walking and Cycling facilitation

---

**Q14** Respondent skipped this question

Service Area 3: Regional Positive Ageing facilitation

---

**Q15** Respondent skipped this question

Service Area 4: Welcoming Communities facilitation

---

**Q16** Respondent skipped this question

Service Area 5: Climate initiatives

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Page 3: Fees and Charges

**Q17** Respondent skipped this question

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

---

**Q18** Respondent skipped this question

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

Respondent skipped this question

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?

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**Q20**

Respondent skipped this question

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

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**Q21**

Respondent skipped this question

When you need information about Council services, events or activities, what channel do you use most often?

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**Q22**

Respondent skipped this question

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

---

**Q23**

Respondent skipped this question

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?

---

**Q24**

Respondent skipped this question

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?

---

**Q25**

Respondent skipped this question

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

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**Q26**

Respondent skipped this question

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

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**Q27**

Respondent skipped this question

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

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**Q28**

Respondent skipped this question

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?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

This submission is made by MASTERTON TRUST LANDS TRUST and is in relation to the Masterton District Library.

The Trust has a long history supporting libraries in Masterton. In-fact the Trust was instrumental in establishing Masterton's first "Literacy Institute" in 1872. The Masterton Trust Lands Act 2003 specifically identifies libraires as a function that the Trust can support.

We would like to see any library refurbishment and expansion delivering on the following contemporary themes:

1. Community hub spaces that can be used by community groups, and
2. Makerspace - a collaborative workspace for making, learning, exploring and sharing that uses high tech to no tech tools. This space should be open to children, adults, and entrepreneurs and have a variety of maker equipment including 3D printers, laser cutters, CNC machines, and even sewing machines. The ability to operate and teach in this space will be critical to its success.

We encourage you to engage with New Zealand's best designers to ensure a library of national class.

In conclusion, the Trust supports MDC's preferred option, to "Upgrade and expand the library and consider in the future a further extension to include the archive".

---

## Your details

Full name (required)	Marise Matthews	
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.

# 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](http://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	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input checked="" type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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:

Leave Henley lakes as is.  
Park will require a look.

## 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?

- 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?:

- 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?

- 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

Yearly

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

- N/A

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)

There's an event centre in Carterton that is under utilised, why would Masterton require a town hall that hasn't or isn't fit for use. Maybe a hall with kitchen facilities is ideal, but need to talk to the youth and decide about what's suitable for them.

#234

524

COMPLETE

Collector: Test Link (Web Link)  
 Started: Saturday, April 27, 2024 1:02:48 PM  
 Last Modified: Saturday, April 27, 2024 1:27:46 PM  
 Time Spent: 00:24:57  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Sharman May**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>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.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>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).</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council’s Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council’s Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council’s Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council’s Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

**Respondent skipped this question**

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Page 4: Your thoughts to help shape our thinking

**Q19**

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**

**Q20**

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

Great place to go walking and have picnics and BBQ's with family and friends

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Visit the Council website**

**Q22**

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

**Email the Council**

**Q23**

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?

**Pay by automatic payment or direct debit**

**Q24**

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?

**Monthly**

**Q25**

**Monthly**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---

## Your details

Full name (required) ..... Marie McAuliffe .....

Organisation (if applicable) .....

Postal address ..... [REDACTED] .....

Phone ..... [REDACTED] ..... Email ..... [REDACTED] .....

## 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?

[REDACTED]

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

[REDACTED]

What is your gender?

[REDACTED]

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

[REDACTED]



# 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](http://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)
<b>1: Wairarapa Economic Development Strategy</b>	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input checked="" type="checkbox"/> Maintain funding
<b>2: Regional Walking and Cycling facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
<b>3: Regional Positive Ageing facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
<b>4: Welcoming Communities facilitation</b>	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
<b>5: Climate initiatives</b>	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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

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# 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:

Henley Lake & Queen Elizabeth lake  
are unique to Masterston. The number of  
people walking around these facilities.  
The bird life on the lake add to  
the attraction.

## 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?

- 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?:

- 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?

- 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

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?

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**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)

The building of a new Town Hall is a must for our community, I know the costing is huge, but Masterton is losing out on events and revenue for our community.

There has been talk on using Wairarapa and Bathkeke college facility. This would not be practicable.

There has not been enough information on the facility would be a multi facility different groups a size of audience

Exciting Times ahead with a New Town Hall



It worked in Ashburton ??



#620

526

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 6:20:51 PM
Last Modified: Sunday, May 05, 2024 6:29:30 PM
Time Spent: 00:08:39
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Rowan McArthur

Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes 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?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

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

**Q10** **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.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **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).**

Council Funding (Consultation Document pages 29-31)

**Q12** **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires**

Service Area 4: Welcoming Communities facilitation

**Q16** **Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17** **No**

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



**Q18**

Comments

I would prefer to demolish town hall and extend waiata house for civil defence purposes but this not an option

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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?

---

**Q20**

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

I love queen elizabeth park and think this should be maintained even in drought Henley lake water levels should go up and down naturally

---

**Q21**

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

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

**Respondent skipped this question**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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?

---

**Q24**

**Monthly**

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?

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**Q25**

**Monthly**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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?

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**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#572

527

COMPLETE

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Started: Saturday, May 04, 2024 9:06:56 PM
Last Modified: Saturday, May 04, 2024 9:22:47 PM
Time Spent: 00:15:51
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Sean McBride
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

Q4

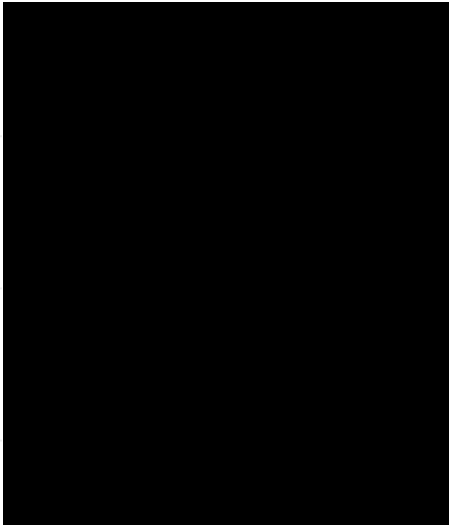
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes 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?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

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

**Q10** **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.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - 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)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

**Q17**

**Don't know**

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

---

**Q18**

**Respondent skipped this question**

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

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?

---

**Q20**

**Respondent skipped this question**

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

---

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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?

---

**Q24**

**Monthly**

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?

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

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**Q28**

**Respondent skipped this question**

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?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---



## Your details

Full name (required)

JENNIFER MCCAROLE

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?

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

What is your gender?

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

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

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)

# 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?

- 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?:

- 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?

- 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



**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)
<b>1: Wairarapa Economic Development Strategy</b>	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
<b>2: Regional Walking and Cycling facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
<b>3: Regional Positive Ageing facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
<b>4: Welcoming Communities facilitation</b>	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
<b>5: Climate initiatives</b>	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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 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](http://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).

#8

529

COMPLETE

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 Last Modified: Tuesday, April 09, 2024 12:24:11 PM  
 Time Spent: 00:58:57  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Justin McCarthy  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

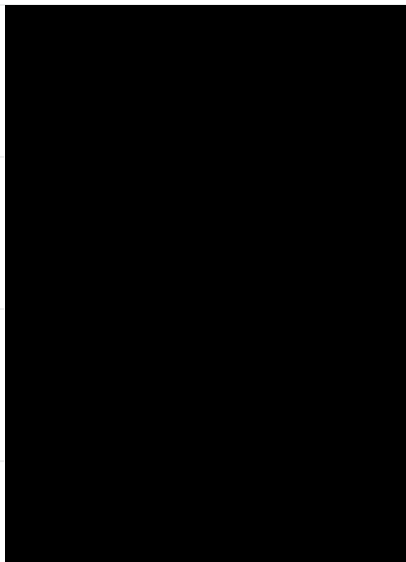
Q2

No

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.

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.



**Q8** **No – do not keep the façade**

The Council's Preferred Option includes 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?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

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

**Q10** **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.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **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).**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires**

Service Area 4: Welcoming Communities facilitation

**Q16** **Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17** **Yes**

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

**Q18**

Comments

Town Hall & Municipal Building - support alternative option 2. Our community cannot afford either of the other 2 options.

Library & Archive - support alternative option 2. Our community cannot afford either of the other two options and there are other spaces available to deliver programmes and activities.

Town Centre - agree with the preferred option. Would like to see improved cycling infrastructure included such as modern bike racks.

Community Group Funding - Do not support the preferred option. This means important work being carried out in our community may not continue due to inability to plan across a 3 year period.

Changes to services - do not support preferred option on changes 2-5. We need representation in this space to continue to educate, promote, coordinate cycling activities in Wairarapa. Without such roles we will have no one in Wairarapa Councils advocating for cycling and walking, no one to help implement the walking and cycling strategies. Wairarapa Road Safety Council is not resourced sufficiently to deliver this across the region, and there is no Wairarapa based role within GWRC.

Our older persons population is increasing significantly and dedicated resource is required to coordinate and deliver the outcomes regional Positive Ageing Strategy. Youth development is supported by MDC through provision of resource to deliver the Rangatahi Strategy, so unsure why there is not the same value placed on older persons.

Suggest funding should be sought for continuation of the Welcoming Communities programme, however the position should remain if funding cannot be secured. It is important that our refugee and migrant community are fully supported as they integrate into our district.

Very important to maintain Climate Change Activators - if MDC is committed to reducing emissions and the impact of climate change we need to continue to educate our community. Administering a grant fund instead of activation will still attract considerable costs for admin, marketing, promotion, education, reporting.

I do support change 1 to reduce contribution to WEDS.

I support the re-establishment of a Street Tree Advisory Group and when considering changes to methodology in managing the Masterton Street Tree population, they prioritise the health of the trees and look at alternatives to removal or pollarding. Following the removal of 10 mature 100+ year old trees from King Edward Street this year with limited engagement with the community we can summarise that every street tree in Masterton is under threat if the same methodology in dealing with stormwater issues is applied.

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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?

**Q20**

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

Value the open space of Henley Lake wider park, along with birdlife and recreation opportunities, disc golf, cycling, running. Would support establishment of a large wetland to resolve current consenting issues. I don't have a strong attachment to the Lake of Remembrance and would support investigation into alternate options.

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Log a service request online**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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?

---

**Q24**

**Never**

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?

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Number one priority for this council has to be affordability for our community. We have a very good events facility within 20 minutes.

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#6

530

COMPLETE

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Started: Monday, April 08, 2024 10:31:32 AM
Last Modified: Monday, April 08, 2024 12:06:58 PM
Time Spent: 01:35:25
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Kirsty McCarthy
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes 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?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

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

**Q10** **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.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **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).**

Council Funding (Consultation Document pages 29-31)

**Q12** **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires**

Service Area 4: Welcoming Communities facilitation

**Q16** **Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17** **Yes**

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

**Q18**

Comments



General comments:

Parks & Open Spaces Strategy - congratulations on completing this strategy as outlined in the "Looking Back" section. This was adopted in 2021 - when will the implementation plan be completed? When will Reserve Management Plans be completed? When will a working action plan be developed? Noting: "A key issue for the council is the need to provide and update its management plans. This has been identified in the council's Parks and Open Spaces Asset Management Plan, as a 'medium' level legal risk, modified to a 'low' level legal risk with ongoing action to update or complete all RMP's being a 'high' ongoing priority.

Recommendations for a suite of reserve management plans will be identified in the working action plan that will be developed to accompanying this strategy"

What is MDC's position on Five Towns Trail, given it is referred to a number of times in the Parks & Open Spaces Strategy and the Climate Action Plan?

I note your rates increases outlined in Years 5-10 are completely unrealistic.

I also note apart from the major infrastructure projects all other items being consulted on have a direct impact on community outcomes - ie they sit in the community team. To me this speaks to MDC no longer valuing community outcomes.

1. Town Hall & Municipal Buildings - I do not agree with the preferred option or alternative option 1. I do agree with alternative option 2. Our community can not afford a new facility, we have operated without one for many years now and there is a very good facility based in Carterton.

2. Library and Archive - I do not agree with the preferred option or alternative option 1. I do agree with option 2, to carry out essential R&M only. Preferred option and option 1 refer to "Fit for Purpose", this is a subjective term. Our community cannot afford the rates impact. There are other premises available to deliver community events and programmes, eg Coronation Hall, Long Room at Grandstand, delivery of outreach programmes into the community.

3. Town Centre - I agree with the preferred option. I would like to see provision for more/better bike racks throughout the town centre.

4. Funding for community groups - I do not support the preferred option. Three yearly funding for the organisations such as those listed as impacted by this option, means they have no surety of being able to continue beyond one year. For the organisations listed this will have a huge impact in being able to deliver ongoing services, and plan for the future, retain staff. This also creates additional administration work for MDC and organisations.

5. Change in services - I do not support ceasing funding for Change 2/3/4/5. These roles contribute to community wellbeing, social outcomes, health and wellbeing outcomes, physical activity outcomes, supporting our ageing population. By continuing these roles there is no impact on rates. Disestablishing change 2 & 3 roles will impact service levels at the cost of only \$7 per year.

Change 2: I do not support ceasing funding for Walking & Cycling roles. It is not clear in the consultation document that Walking & Cycling facilitation includes the Regional Trails Coordinator role. How does MDC plan to meet the outcomes of different strategies where walking and cycling is specified (Climate Action Plan, POSS) without coordination and education? There is only very limited support available through Wairarapa Road Safety Council, and no Wairarapa based Greater Wellington staff working in this space.

Change 3: I do not support ceasing funding for the Positive Ageing Coordinator Role. MDC has a commitment through the Regional Positive Ageing Strategy to support this work. Over the next 30 years our ageing population will increase to 24%. How will MDC plan and support this increase?

Change 4: I support the alternative option for the Welcoming Communities role to continue, however I would encourage further funding to be sought as well. This is an important role to support the wellbeing and integration of refugees, migrants and new folk in our community.

Change 5: I support alternative option 1 to increase funding for Climate activation facilitation. If MDC are committed to their Climate Change Action Plan, and reducing emissions they will support funding for staff to deliver on outcomes. The preferred option will still require administering, marketing, education with associated costs.

**Q19**

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

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?

---

**Q20**

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

Henley Lake - walking and cycling network, open space, bird life, biodiversity - the lake itself is not important to me, a wetland would be amazing and still support the activities above.

Lake of Remembrance - I appreciate the Lake aesthetically but am all for change if having a lake puts our rivers at risk.

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**Q21**

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

When you need information about Council services, events or activities, what channel do you use most often?

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**Q22**

**Log a service request online**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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?

---

**Q24**

**Never**

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?

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

Respondent skipped this question

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?

---

**Q29**

Respondent skipped this question

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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## Your details

Full name (required)	<input type="text" value="Meryl M&lt;sup&gt;c&lt;/sup&gt;Carthy -"/>		
Organisation (if applicable)	<input type="text"/>		
Postal address	<input type="text"/>		
Phone	<input type="text"/>	Email	<input type="text"/>

## 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?

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

What is your gender?

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



# 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](http://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 *Definitely !!*
- 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	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input checked="" type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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:

My grandkids love the playground, lake, etc + I would like those to be either the same, or better than now, if it would cost less.

## 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?

- 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 Newspaper items

\*When you need to report a problem with a Council facility or service, what channel do you use most often?:

- Log a service request online
- Phone the Council
- Visit the Queen Street Customer Service Centre
- Email the Council
- Other – please specify \*Not had to yet, but would use either of two marked

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?

- 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

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)

#345

532

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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Katrina McClelland**  
 Organisation (if applicable) **KatrinaM**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

**Respondent skipped this question**

Page 4: Your thoughts to help shape our thinking

**Q19**

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**

**Q20**

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

**Respondent skipped this question**

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Visit the Council website**

**Q22**

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

**Phone the Council**

**Q23**

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?

**Pay by automatic payment or direct debit**

**Q24**

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?

**Never**



**Q25**

**Never**

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

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**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

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?

I received an invoice for payment, but I was not notified in advance about the impending invoice or informed that there would be a charge for the swimming pool inspection. It's crucial for customers to be informed ahead of time about any upcoming invoices or charges they may incur, ensuring transparency and clarity in the billing process. You cannot expect customers to be checking a Facebook page - I was told the notification was posted on FB.

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**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#655

533

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Last Modified: Sunday, May 05, 2024 10:24:05 PM
Time Spent: 00:13:51
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Rhonda McCormick

Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

[Redacted]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>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).</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

**Don't know**

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

**Q18**

Comments

I would prefer less fees in general

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

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?

**Q20**

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

I love seeing the community out using and walking around both lakes,

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

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

**Q22**

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

**Phone the Council**

**Q23**

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?

**Pay by automatic payment or direct debit**

**Q24**

**Never**

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?

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

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**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#287

534

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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Adrienne Clare McClure**  
 Organisation (if applicable) **N/A**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>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.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

**Yes**

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

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

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?

**Q20**

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

Significant public amenity. Should be maintained.

**Q21**

**Email the Council**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Phone the Council**

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

**Q23**

**Pay by automatic payment or direct debit**

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?

**Q24**

**Monthly**

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?

**Q25**

**Monthly**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

I would like to compliment the Council on the work in maintaining Queen Elizabeth Park, the Kids Own Playground and Skate park. The new pedestrian bridge over the Waipoua River is a well used asset.

---

#286

535

COMPLETE

Collector: Test Link (Web Link)  
 Started: Tuesday, April 30, 2024 4:25:19 PM  
 Last Modified: Tuesday, April 30, 2024 4:56:49 PM  
 Time Spent: 00:31:30  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Keith Andrew McClure  
 Organisation (if applicable) N/A  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2 Yes (in person)

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions



<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

---

Page 3: Fees and Charges

**Q17**

**Yes**

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

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

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?

**Q20**

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

The lakes have significant amenity value. The parks are well utilised and should be maintained as they are now. The allocation of water is an issue but surely the community is entitled to expect that the existing water use should be recognised and continued.

**Q21**

**Email the Council**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Email the Council**

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

**Q23**

**Pay by automatic payment or direct debit**

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?

**Q24**

**Monthly**

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?

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**Q25**

**Monthly**

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

---

**Q26**

**Yes**

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

---

**Q27**

**About the same**

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

---

**Q28**

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?

In my view the current model of customer delivery service works well. The reception counter in the main Queen St office is appropriately staffed. The staff are experienced and knowledgeable. The Waiata House with it's electronic log in monitor works very well, is easy to use and ensures an electronic record of visitors. The email contact via the Council website works well. No change required.

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Town Hall and building projects;

In my view the Council needs to reduce capital expenditure on projects including the Town Hall and library extension and concentrate instead on the upgrading of the key infrastructure including water sewer and storm water.

So my view of the options is that Council should demolish the existing town hall and municipal building and return it to a green field site that can be maintained as such. Retain the land so that when and if economic circumstances allow then an appropriate building can be erected. Do not retain the old town hall facade.

Maintain Waiata House and the existing leased office in Queen St. (or purchase the Queen St building). There is community benefit in Council having a CBD presence.

Roading:

I would implore Council to cost and report to residents on the differential between coarse chip road seal and smooth asphalt/bitument mix (such as used on the recent Opaki Rd reseal). The use of chip seal is cheap and nasty and results in significant increased road noise. To say nothing of the fuel saving with bitumen roads.

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#585

536

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, May 06, 2024 8:53:34 AM
Last Modified: Monday, May 06, 2024 8:56:23 AM
Time Spent: 00:02:48
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Isabella McClymont

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes 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?

**Q9** **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.**

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

**Q10** **Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **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).**

Council Funding (Consultation Document pages 29-31)

**Q12** **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires**

Service Area 4: Welcoming Communities facilitation

**Q16** **Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17** **Yes**

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



**Q18**

Respondent skipped this question

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

Don't know

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?

---

**Q20**

Respondent skipped this question

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

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**Q21**

Visit the Council website

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

Other - please specify:  
Antenno

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

---

**Q23**

Pay via the Council's website

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?

---

**Q24**

Monthly

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?

---

**Q25**

Never

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

---

**Q26**

No

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

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**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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?

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**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#144

537

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 23, 2024 11:47:32 AM
Last Modified: Tuesday, April 23, 2024 11:58:03 AM
Time Spent: 00:10:30
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Adam McCormack
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes 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?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

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

**Q10** **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.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - 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)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

**Q17**

**No**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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?

**Q20**

**Respondent skipped this question**

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

**Q21**

**Visit the Queen Street Customer Service Centre in person**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Log a service request online**

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

**Q23**

**Pay in person at the Queen Street Customer Service Centre**

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?

**Q24**

**Weekly**

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?

**Q25**

**Monthly**

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



**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#656

538

COMPLETE

Collector: Test Link (Web Link)  
Started: Sunday, May 05, 2024 10:11:05 PM  
Last Modified: Sunday, May 05, 2024 10:25:31 PM  
Time Spent: 00:14:26  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Beryl McCormick**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

65+

What is your age range?

Q4

New Zealand European

What is your ethnicity? You may tick multiple boxes.

Q5

Female

What is your gender?

Q6

Yes

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>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).</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

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

Respondent skipped this question

---

**Q18**

Comments

Keep fees as low as possible please.

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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**

---

**Q20**

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

Community use of same is valued.

---

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Visit the Council website**

---

**Q22**

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

**Phone the Council**

---

**Q23**

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?

**Pay by automatic payment or direct debit**

---

**Q24**

**Never**

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?

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

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?

Multichoice options above fo not give any response from 12 annual to never.

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#268

539

COMPLETE

Collector: Test Link (Web Link)  
Started: Monday, April 29, 2024 9:26:36 PM  
Last Modified: Monday, April 29, 2024 9:47:17 PM  
Time Spent: 00:20:41  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Jordan McDowall**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

Yes (via Microsoft Teams)

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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).</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund**

---

Page 3: Fees and Charges

**Q17**

**Yes**

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

---

**Q18**

Comments

Our town/region is growing and the previous elected councils had predicted these issues but did next to nothing to properly prepare. Now we are seeing these issues begin to creep in. We have an aging population in the Wairarapa with the harsh realization that within the next twenty years many of this population will cease to exist. With family's and opportunities in small town from the city. We must prepare accordingly for community and economic growth in our region so we can grow or retain population.

Thanks,

Jordan McDowall

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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?

---

**Q20**

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

The community uses Henly lake frequently and it is used for Waka Ama which brings people to our region. The lake of remembrance is a waste of rate payers money and isn't big enough or available enough to the public.

---

**Q21**

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

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

**Phone the Council**

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

---

**Q23** **Pay by automatic payment or direct debit**

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?

---

**Q24** **Never**

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?

---

**Q25** **Never**

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

---

**Q26** **Yes**

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

---

**Q27** **More**

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

---

**Q28**  
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?

Be solution focused get the jobs done. We pay you and vote you to fix the problems. Stop listening to aging population who is out of touch with today's world and reality of our region.

---

**Q29** **Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#252

540

COMPLETE

Collector: Test Link (Web Link)  
Started: Monday, April 29, 2024 1:00:18 PM  
Last Modified: Monday, April 29, 2024 1:14:11 PM  
Time Spent: 00:13:53  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Neil McEwen  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions



<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>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.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

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

**Yes**

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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**

**Q20**

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

**Respondent skipped this question**

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Visit the Council website**

**Q22**

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

**Phone the Council**

**Q23**

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?

**Pay by automatic payment or direct debit**

**Q24**

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?

**Monthly**

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#402

541

COMPLETE

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Started: Friday, May 03, 2024 9:05:05 AM
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Time Spent: 00:10:59
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Paul Desmond McGruddy
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes 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?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

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

**Q10** **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.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - 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)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

**Q17**

**Don't know**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

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?

**Q20**

**Respondent skipped this question**

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

**Q21**

**Visit the Queen Street Customer Service Centre in person**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Visit the Queen Street Customer Service Centre**

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

**Q23**

**Pay by automatic payment or direct debit**

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?

**Q24**

**Never**

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?

**Q25**

**Never**

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



**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---

## Your details

Full name (required) ..... ALAN McGUINNESS .....

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.

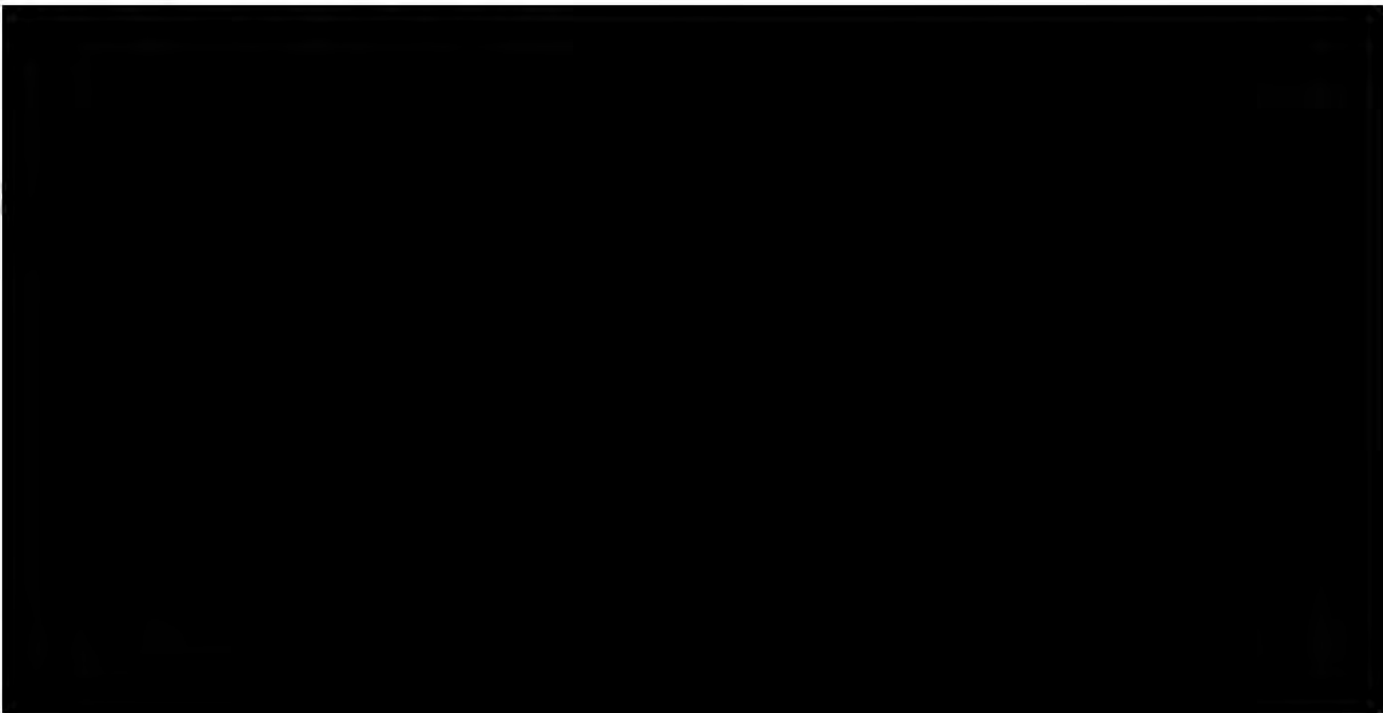
Would you like to present your views at the hearing?

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.



# 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](http://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)
<b>1: Wairarapa Economic Development Strategy</b>	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
<b>2: Regional Walking and Cycling facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
<b>3: Regional Positive Ageing facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
<b>4: Welcoming Communities facilitation</b>	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
<b>5: Climate initiatives</b>	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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

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# 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:

.....

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.....

.....

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?

- 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?:

- 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?

- 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







#654

543

COMPLETE

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Last Modified: Sunday, May 05, 2024 10:19:20 PM
Time Spent: 00:17:09
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Rachel Mckay
Email [Redacted]
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes 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?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

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

**Q10** **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.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **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).**

Council Funding (Consultation Document pages 29-31)

**Q12** **Respondent skipped this question**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **Respondent skipped this question**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Respondent skipped this question**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **Respondent skipped this question**

Service Area 4: Welcoming Communities facilitation

**Q16** **Respondent skipped this question**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17** **Respondent skipped this question**

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

**Q18**

Comments

Interestingly, these are increasing. As a Dog owner, I feel we get a raw deal as we do the right thing and get penalised for others who don't.

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Don't know**

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?

---

**Q20**

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

Walking with my dog and family around the lake

---

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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?

---

**Q24**

**Never**

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?

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

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?

We don't use them

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Let's focus on our needs rather than our wants! Why take away from community projects to get a town hall? get/invest in a great sound system in Wairarapa College Hall. This, in turn, will support our youth and save \$ we don't have for the Town Hall.

Library users, at a guess, are under-5s, their parents, or retirees. Everyone else uses school libraries or is too busy taking their children to sports or activities to go to the library. We all shop online as there is more choice.

I would like to know who you think would use a town hall.

It would be great to include all community members in a vote regarding the town hall

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#571

544

COMPLETE

Collector: Test Link (Web Link)  
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Last Modified: Saturday, May 04, 2024 8:21:35 PM  
Time Spent: 00:11:11  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Pauline McKenzie  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>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.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>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).</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>Respondent skipped this question</b></p>
<p><b>Q16</b> Service Area 5: Climate initiatives</p>	<p><b>Respondent skipped this question</b></p>



Page 3: Fees and Charges

**Q17**

**Yes**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

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?

**Q20**

**Respondent skipped this question**

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

**Q21**

**Email the Council**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Email the Council**

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

**Q23**

**Pay by automatic payment or direct debit**

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?

**Q24**

**Never**

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?

**Q25**

**Never**

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

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#586

545

COMPLETE

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Started: Sunday, May 05, 2024 11:20:53 AM  
Last Modified: Sunday, May 05, 2024 11:39:06 AM  
Time Spent: 00:18:12  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Trevor Spencer Colin McKeown  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

**Respondent skipped this question**

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Page 4: Your thoughts to help shape our thinking

**Q19**

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**

**Q20**

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

Appearance, bird life, walking, seeing people enjoying themselves.

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Phone the Council**

**Q22**

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

**Phone the Council**

**Q23**

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?

**Pay by automatic payment or direct debit**

**Q24**

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?

**Never**

**Q25**

**Never**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

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?

none

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**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

No

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#486

546

COMPLETE

Collector: Test Link (Web Link)  
Started: Friday, May 03, 2024 2:26:54 PM  
Last Modified: Friday, May 03, 2024 3:31:07 PM  
Time Spent: 01:04:13  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Jan McLaren  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
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<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
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<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

**Yes**

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

**Q18**

**Respondent skipped this question**

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

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?

**Q20**

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

Henley Lake is a beautiful asset to our town. Hundreds of people walk/ run/bike/exercise dogs there each week. Volunteers spend hours planting, gardening and improving the park. It gives peace and tranquility and should be treasured.

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Log a service request online**

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

**Q23**

**Pay by automatic payment or direct debit**

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?

**Q24**

**Monthly**

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?

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**Q25**

**Never**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

As a cyclist I am impressed with the cycling trails that other towns provide eg. Waikato river trail, Palmerston North to Linton trail. I am not sure how this is funded but we seem to be behind the eight ball. We have a lovely but short river track and the Fourth Street Reserve but there are few facilities other than that around Masterton. Greytown has a lovely trail that leads to Featherston eventually. In Masterton you are a moving target if you venture down High Street or head south on the main road. I believe there are previous plans to build trails but they have never eventuated. Masterton is on the Te Araroa Trail route to Wellington and yet all these passing cyclists have to deal with considerable traffic because there are few off-road trails. How about revisiting those plans and building a network which assures safe passage and encourages people to exercise without fear.

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#88

547

COMPLETE

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Started: Thursday, April 18, 2024 6:05:06 PM
Last Modified: Thursday, April 18, 2024 6:17:14 PM
Time Spent: 00:12:08
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Gary McLean

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

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.

**Q8** No – do not keep the façade

The Council's Preferred Option includes 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?

**Q9** Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.  
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** 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.  
Town centre improvements (Consultation Document pages 25-28)

**Q11** 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).  
Council Funding (Consultation Document pages 29-31)

**Q12** The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)  
Service Area 1: Wairarapa Economic Development Strategy

**Q13** The Council's Preferred Option - Cease funding for this (annual saving of \$35K)  
Service Area 2: Regional Walking and Cycling facilitation

**Q14** The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)  
Service Area 3: Regional Positive Ageing facilitation

**Q15** The Council's Preferred Option - 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)  
Service Area 4: Welcoming Communities facilitation

**Q16** The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases  
Service Area 5: Climate initiatives



**Q17**

**No**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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?

**Q20**

**Respondent skipped this question**

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

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Email the Council**

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

**Q23**

**Pay by automatic payment or direct debit**

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?

**Q24**

**Monthly**

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?

**Q25**

**Monthly**

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

**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

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?

the range of choices on when using council services is poor. I doubt any general person would be in the council weekly or fortnightly

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**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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## Gary Caffell

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**From:** Sally McLennan [REDACTED]  
**Sent:** Saturday, 4 May 2024 7:18 pm  
**To:** Gary Caffell  
**Subject:** Long term plan submission

Hi Gary

Can I please add these thoughts about Masterton to the council plan submission process?

I'm  
 Sally McLennan  
 [REDACTED]

I don't have much to add to what I'm about to say. I just want to put forward that it's really important to me that a few community treasures are funded and supported.

It's especially important because of our high suicide statistics in Masterton and the large number of people struggling in our communities whether financially, socially, or with wellbeing. Also, as a small city, resources for healing and growth/opportunities could be lacking. In their own way each of these strengthen Masterton immeasurably around these risk areas. I've seen it first hand, repeatedly. If anything growing these resources is really important.

1) The Fab Lab gives critical stem learning to many kids and adults. Its people have an incredible track record of teaching and have even provided some tech at their expense to create this opportunity. The skill level in staff is world class. Masterton needs to continue to fund it on a 3 year cycle and keep it as part of the library plan, please.

2) King St Art is a treasure and must be valued, protected, and funded.

3) Come sew with me nurtures, feeds, and teaches some of the most vulnerable. As with all these groups, except Hauora, I donated (in this case a sewing machine) and well remember how the kindness encountered during that donation process lifted me when I felt low. I don't know what would happen to the vulnerable people there if they couldn't access it.

4) Hauora is amazing. I don't know how it is funded but they do top notch Mahi in our community. If they need funding please fund them.

5) Rachel's Kitty Kat Rescues. Rachel is based in Upper Hutt but is seen around the Wairarapa rescuing cats with her team, much of which is Masterton based. She has in care currently 108 cats, many from/in Masterton, which has a particular problem. Her people respond to run over cats, microchip checks, trapping requests and general cat related cries for help in our community especially where SPCA has said they can't. I rescued cats in Masterton, by founding and running Dump Cats for 3 years. I rescued, desexed, and rehomed over 100 cats and burnt out. The need in the community is vast. The calls for help were constant and came at 1 or 4 am. I quickly realized that helping animals in distress was helping people in distress. I'd get a call for help and find I was visiting a home where women and children were scared and had too little. I'd meet a homeless guy who couldn't feed his dog. I'd meet a person who'd run over a cat and wanted to tell the owner but didn't know how. I'd change it in any way I could, and make people happy taking cats out of awful situations and putting them into great ones, along the way. Rachel now steps up in our community and to my knowledge is the only non profit aside from SPCA that does. She's stretched to breaking point right now. I don't know what her particular days here are like. Rescuers all have our own way of approaching rescue and our own experiences doing it. What I do know is that she's doing

amazing work and deserves recognition and support. Rescue is profoundly needed in our community and benefits many.

I hope you'll be able to present my words Gary and that they'll have an impact

In gratitude  
Sally

#397

549

COMPLETE

Collector: Test Link (Web Link)  
Started: Friday, May 03, 2024 8:00:43 AM  
Last Modified: Friday, May 03, 2024 8:10:57 AM  
Time Spent: 00:10:14  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Amanda McLeod

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>



**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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?

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

**Q20**

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

The outdoor trails

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Visit the Council website**

**Q22**

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

**Email the Council**

**Q23**

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?

**Pay in person at the Queen Street Customer Service Centre**

**Q24**

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?

**Weekly**

**Q25**

**Monthly**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#398

550

COMPLETE

Collector: Test Link (Web Link)  
Started: Friday, May 03, 2024 8:02:00 AM  
Last Modified: Friday, May 03, 2024 8:17:07 AM  
Time Spent: 00:15:07  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Angus McLeod

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
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<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

**Respondent skipped this question**

Page 4: Your thoughts to help shape our thinking

**Q19**

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?

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

**Q20**

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

**Respondent skipped this question**

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Phone the Council**

**Q22**

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

**Phone the Council**

**Q23**

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?

**Pay by automatic payment or direct debit**

**Q24**

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?

**Monthly**

**Q25**

**Monthly**

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

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**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---



### 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?

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

- Māori
- NZ European
- Pākehā
- Pacific Peoples
- Asian
- Other

What is your gender?

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

# 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](http://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	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input checked="" type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input checked="" type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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:

Urgently need water storage project to proceed.  
Then the lakes can be topped up when needed via  
the Opaki Water race network, at not a big cost.

## 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?

- 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?:

- 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?

- Pay via the Council's website
- Pay in person at the Queen Street Customer Service Centre
- Pay by automatic payment or direct debit

rates.

dog rego.

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

1/2 doz times a year.



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

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)

~~Has a plan to leave Town Hall as is and just earthquake strengthen it gone of the table.~~  
~~It may - be a cheap option to have a town hall still.~~  
~~- Satisfy those who don't want money spent.~~

All most every council in N2 has the same problem - rates increasing.  
Do all councils need more help from Central Government!

## Your details

Full name (required)

Seanette McNaue

Organisation (if applicable)

[Redacted]

Postal address

Phone

[Redacted]

Email

[Redacted]

## 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?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]



# 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](http://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	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input checked="" type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input checked="" type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
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**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:

Beauty, wild, life, and enjoyment of nature for all ages.

## 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?

- 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

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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?

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- 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

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)

Just remember that the Trust house ~~for~~ recreation centre and stadium will need to be upgraded in the next 10-20 yrs

## 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

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What is your age range?

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

What is your gender?

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



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- Yes – keep the façade  No – do not keep the façade

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

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

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- 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	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input checked="" type="checkbox"/> Maintain funding
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3: Regional Positive Ageing facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input checked="" type="checkbox"/> Maintain funding
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**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?

Please consider keeping  
The town hall

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)

Please keep our  
Town hall Gary  
cat file I have  
been a resident  
in Masterton for 37 years



#602

554

COMPLETE

**Collector:** Test Link (Web Link)  
**Started:** Sunday, May 05, 2024 2:07:08 PM  
**Last Modified:** Sunday, May 05, 2024 2:29:19 PM  
**Time Spent:** 00:22:10  
**IP Address:** [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

**Q1**

Your details

Full name (required) **Margaret medlin**  
Organisation (if applicable) **Leave blank if no company...**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

**Q2**

No

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.

**Q3**

What is your age range?

**Q4**

What is your ethnicity? You may tick multiple boxes.

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund**

---

Page 3: Fees and Charges

**Q17**

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

**No**

---

**Q18**

Comments

if rates are increasing anyway then why increase other fees just yet when the country is suffering enough. We do not own a dog or have a pool etc but maybe just let people enjoy some things and not penalise their happiness.

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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**

---

**Q20**

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

these are iconic parts of Masterton and have been visited by hundreds of thousands over the years. why take away the beauty and tranquility of those that are unable to travel further afield to enjoy such peaceful settings. Visitors come to see these also and use the facilities around them, including spending a good amount of money while they are here. Dont take away this natural setting or alter it, dont mess with what already works just to save a few dollars. smiles and happiness are priceless!

---

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Visit the Queen Street Customer Service Centre in person**

---

**Q22**

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

**Phone the Council**

---

**Q23**

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?

**Pay by automatic payment or direct debit**

---



**Q24**

**Monthly**

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?

---

**Q25**

**Monthly**

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

---

**Q26**

**Yes**

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

---

**Q27**

**About the same**

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

---

**Q28**

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?

keeping us truthfully informed and up to date on important issues...including the awful public transport service. we are still suffering for the error while installing 'new' tracks.

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Obviously we wish to keep our rates as low as possible as it is already stressful. Urgent work may be needed in many places but the rest needs to be shared and needed and used by all and not just a fanciful idea to serve only a few. thank you

---

#243

555

COMPLETE

Collector: Test Link (Web Link)  
Started: Tuesday, April 30, 2024 3:45:13 AM  
Last Modified: Tuesday, April 30, 2024 3:54:00 AM  
Time Spent: 00:08:46  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Rebecca Mellon  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

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.

**Q8**

**Yes – keep the façade**

The Council's Preferred Option includes 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?

**Q9**

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.**

**Q10**

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.**

**Q11**

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.**

**Q12**

Service Area 1: Wairarapa Economic Development Strategy

**The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

**Q13**

Service Area 2: Regional Walking and Cycling facilitation

**The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

**Q14**

Service Area 3: Regional Positive Ageing facilitation

**The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

**Q15**

Service Area 4: Welcoming Communities facilitation

**The Council's Preferred Option - 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)**

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

**Q17**

**Yes**

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

---

**Q18**

**Respondent skipped this question**

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

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?

---

**Q20**

**Respondent skipped this question**

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

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**Q21**

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

When you need information about Council services, events or activities, what channel do you use most often?

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**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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?

---

**Q24**

**Never**

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?

---

**Q25**

**Never**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---

## Your details

Full name (required) Gail Annette Melton

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?

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

What is your gender?

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



# 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](http://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).





# 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:

Would prefer to keep the lakes as they are now.  
Great walking area.  
BUT if money can be saved I would support exploring a different look.

## 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



### Your details

Full name (required) ..... *John Bunnard Melton* .....

Organisation (if applicable) .....

Postal address ..... [Redacted] .....

Phone [Redacted]

Email [Redacted]

### 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?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]



# 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](http://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)

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- 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)
<b>1: Wairarapa Economic Development Strategy</b>	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
<b>2: Regional Walking and Cycling facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
<b>3: Regional Positive Ageing facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
<b>4: Welcoming Communities facilitation</b>	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
<b>5: Climate initiatives</b>	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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

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# 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:

The ability to walk around them safely  
How well they are maintained

## 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





## Your details

Full name (required) Sandra Meo

Organisation (if applicable) .....

Postal address .....  
[Redacted]

Phone [Redacted] ..... Email [Redacted]

## 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.

[Redacted]

# 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](http://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.

\* At this stage do nothing

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.
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## 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)
<b>1: Wairarapa Economic Development Strategy</b>	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
<b>2: Regional Walking and Cycling facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
<b>3: Regional Positive Ageing facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
<b>4: Welcoming Communities facilitation</b>	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
<b>5: Climate initiatives</b>	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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

Not sure at stage.

# 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?

- Visit the Council website  Phone the Council
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- Other – please specify .....

When you need to report a problem with a Council facility or service, what channel do you use most often?:

- Log a service request online  Phone the Council
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- 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?

- 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





## Your details

Full name (required)	<input type="text" value="Michael Mercer"/>		
Organisation (if applicable)	<input type="text" value="-"/>		
Postal address	<input type="text" value=""/>		
Phone	<input type="text" value=""/>	Email	<input type="text" value=""/>

## Hearing

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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

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- 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.

*✓ Nothing*  
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.
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**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)
<b>1: Wairarapa Economic Development Strategy</b>	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
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<b>3: Regional Positive Ageing facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
<b>4: Welcoming Communities facilitation</b>	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
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**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?

- 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?:

- Log a service request online
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- 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?

- 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

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)



## Your details

Full name (required)

Warren James Mikoz

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?

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

What is your gender?

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

# 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](http://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)
<b>1: Wairarapa Economic Development Strategy</b>	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input checked="" type="checkbox"/> Maintain funding
<b>2: Regional Walking and Cycling facilitation</b>	<input type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input checked="" type="checkbox"/> Maintain funding
<b>3: Regional Positive Ageing facilitation</b>	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input checked="" type="checkbox"/> Maintain funding
<b>4: Welcoming Communities facilitation</b>	<input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
<b>5: Climate initiatives</b>	<input type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input checked="" type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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?

- 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?:

- 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?

- 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

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?

Yes our roads!  
Thanking you.  
W.J.M.

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)

The roads are so bad  
use owe me a  
wheel allignment!  
Thanking  
you.  
W.J.M.

#37

561

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, April 13, 2024 11:14:25 AM
Last Modified: Saturday, April 13, 2024 11:42:00 AM
Time Spent: 00:27:34
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Christopher David Miles
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes 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?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

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

**Q10** **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.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - 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)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives



**Q17**

**No**

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

---

**Q18**

Comments

the fees should remain the same. No change

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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?

---

**Q20**

**Respondent skipped this question**

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

---

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

**Log a service request online**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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?

---

**Q24**

**Monthly**

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?

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

I am a lifestyle block owner and the proposed 19% rate increase is absolutely day light robbery. Being a lifestyle block owner I supply my own water, sewerage, I don't have street lighting. The Council berm that is 250m long and 5m wide I mow on a regular basis.

When is this rates theft by council going to stop.

---

#34

562

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, April 12, 2024 9:00:35 AM
Last Modified: Friday, April 12, 2024 8:49:55 PM
Time Spent: 11:49:19
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Richard Miles
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.

<p><b>Q8</b></p> <p>The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b></p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b></p> <p>Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b></p> <p>Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b></p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b></p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b></p> <p>Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b></p> <p>Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>
<p><b>Q16</b></p> <p>Service Area 5: Climate initiatives</p>	<p><b>Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</b></p>

**Q17**

**No**

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

---

**Q18**

Comments

Council needs to continue to make savings for ratepayers whilst continuing with essential services to maintain our beautiful town to attract visitors and increasing our population and community development to further the rates collection from housing expansion. I would like to see a rates increase under 5% annually and no more.

Encouraging and promoting cycle ways, walkways, bridle ways will encourage the community to improve health and vitality by having better access to these types of facilities.

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

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?

---

**Q20**

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

The walkways, gardens, wildlife are big attractions as well as maintaining the health of the lakes for public use such as kayaking and dogs being able to drink from them when out walking.

---

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

**Log a service request online**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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?

---

**Q24**

**Monthly**

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?

---



**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

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?

Encouraging online services and ceasation of postal notices to save and reduce costs is preferable

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---

#21

563

COMPLETE

Collector: Test Link (Web Link)  
Started: Thursday, April 11, 2024 12:10:38 PM  
Last Modified: Thursday, April 11, 2024 12:21:27 PM  
Time Spent: 00:10:49  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Rodney Miller  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>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.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Page 3: Fees and Charges

**Q17**

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

**Yes**

**Q18**

Comments

**Respondent skipped this question**

Page 4: Your thoughts to help shape our thinking

**Q19**

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?

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

**Q20**

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

**Respondent skipped this question**

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

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

**Q22**

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

**Phone the Council**

**Q23**

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?

**Pay via the Council's website**

**Q24**

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?

**Monthly**

**Q25**

**Never**

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

---

**Q26**

**Yes**

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

---

**Q27**

**About the same**

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

---

**Q28**

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?

No

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Get on with it

---



## Your details

Full name (required)	Jennifer Mitchell	
Organisation (if applicable)	NA	
Postal address	[REDACTED]	
Phone	[REDACTED]	Email [REDACTED]

## 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?

[REDACTED]

[REDACTED] (multiple boxes)

### What is your gender?

[REDACTED]

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

[REDACTED]

# 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](http://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	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input checked="" type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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:

Henley Lake and the Lake of Remembrance are invaluable assets . They are both perfect as they are. No be altered.

HenleyLake: The walking paths .The feel of being in the natural surroundings with all the birdlife is so healing

Lake of Remembrance. This is such an attraction for families. The eels, and all the different waterbirds. The boats. Our visitors think it's wonderful.

## 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?

- 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?:

- 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?

- 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

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?

I am perfectly satisfied with their services right now.

**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)

I feel that the council need to get more in touch with the real people of Masterton and see that there who want you to put us all into huge debt at a time like this. The economic situation is the worst it's been time. So many people are losing their jobs, have massive mortgage payments and can't afford to eat w pay more rates for a Town Hall that only the elite will ever use.

It should be left until things improve. If you insist on building a monument now you will be making so mc peoples lives miserable. They will be losing their homes because of the huge rates increases that you will forcing on them.

Please reconsider your preferences.

Leave the luxuries like the town hall and all those other 'nice to haves' until the economic situation improv I was one of the 'hands around the town hall.' But that was several years and a completely different eco climate away.





## Your details

Full name (required) Ronald Keith Mitchell

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?



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



What is your gender?



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



# 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](http://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	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input checked="" type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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

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# 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:

The Lake and park areas are an icon and are a high draw card for the Masterton tourist influx. As well as an extremely well used facility for the community.

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?

- 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?:

- 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?

- 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  
*3-4 Times per year.*

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

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?

*I consider the customer service section of the council is of a very good standard, easy access and always very helpful.*

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)

*Times have changed, life has become very difficult for a large part of Masterton rate payers. They simply cannot sustain paying more and more rate increases. 'Stop' wait and think. Work on our infrastructure, roads, pipes etc. The town hall is a luxury we cannot afford. A further reason for waiting is the possibility (probably) of amalgamation and reasoning from there what could or should be actioned.*



#600

566

COMPLETE

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Last Modified: Monday, May 06, 2024 9:55:58 AM  
Time Spent: 00:48:16  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Karen Monks

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

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.

Q3

What is your age range? [REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes. [REDACTED]

Q5

What is your gender? [REDACTED]

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.

**Q8** No – do not keep the façade

The Council's Preferred Option includes 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?

**Q9** 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.  
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** 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.  
Town centre improvements (Consultation Document pages 25-28)

**Q11** 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).  
Council Funding (Consultation Document pages 29-31)

**Q12** The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)  
Service Area 1: Wairarapa Economic Development Strategy

**Q13** Alternative Option - Maintain funding  
Service Area 2: Regional Walking and Cycling facilitation

**Q14** The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)  
Service Area 3: Regional Positive Ageing facilitation

**Q15** The Council's Preferred Option - 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)  
Service Area 4: Welcoming Communities facilitation

**Q16** Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund  
Service Area 5: Climate initiatives

**Q17**

**Yes**

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

**Q18**

**Comments**

The town hall and associated buildings - Given the challenges we face in terms of water, sewerage and storm water., the climate change effects on people and infrastructure and the cost of living. It does not seem at all prudent or logical to be putting a large amount of money into the town hall solution. Mazlows hierarchy would suggest that a town hall is well above the level of where our need as a community is. We do not need a multipurpose performance or function space. It is a nice to have. Civil Defence does need space, that doesn't have to happen in a new town hall area.

The library - This is something the community does need. More than ever we need a modern library. However the options listed don't seem to encompass what a modern library is. There is no real mention of the FabLab, it has done amazing things for the community, teaching and helping people to bring their ideas to life. It is very technical and requires specialist teachers rather than librarians and this seems to be glossed over in all the documents. The FabLab is an excellent resource and needs to be supported fully.

Queen Street - It needs to be pedestrianised. But no council has ever been brave enough to propose this. Masterton is the perfect town for walking, e-bikes, electric scooters etc and the council is being nowhere near brave enough to change the town centre to adapt to this. Essential works will have to be done by the looks of it. Big changes are needed. Stop wimping out! Be bold, be brave, put on your big council pants and change our town. The centre of Dunedin is changing a street into a playground. Palmerston North has dedicated bike ones with raised bollards for safety. Our town is tiny and we could make wonderful. Never mind the town hall. Make moving through town more pleasant!

Funding - making all funding to all groups constantly contestable each year does not allow for future planning for those groups. The next problem is that big organisations like Destination Wairarapa would suck up more funds from the pool and leave less for smaller groups if the contestable pool remains the same size. Because currently those funds are separate to the funding pool. Climate change Funding - community led initiatives have those far not been inspiring. There is only so much composting that can be done. A facilitator led approach would be better.

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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?

**Q20**

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

More native wildlife in a wetland would be fantastic

**Q21**

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

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Log a service request online**

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

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**Q23**

**Pay by automatic payment or direct debit**

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?

---

**Q24**

**Never**

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?

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**Q25**

**Never**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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?

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**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#250

567

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Last Modified: Tuesday, April 30, 2024 12:18:22 PM
Time Spent: 00:21:10
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Wayne Montgomery
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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.



**Q8** **No – do not keep the façade**

The Council's Preferred Option includes 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?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

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

**Q10** **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.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - 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)**

Service Area 4: Welcoming Communities facilitation

**Q16** **Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**Yes**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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?

**Q20**

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

Excellent facilities at Henley Lake for walking and dog excersise.

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Phone the Council**

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

**Q23**

**Pay in person at the Queen Street Customer Service Centre**

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?

**Q24**

**Never**

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?

**Q25**

**Never**

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

**Q26**

**No**

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

---

**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Since 2011 my rates have increased in excess of 100%, this is becoming unsustainable. While I understand that the councils cost have increased I would doubt it would be this much. I would like to see a better effort from council on reducing our rates. The average households in Masterton cannot afford these increases. You have to take in consideration the long term cumulative percentage increases.

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#231

568

COMPLETE

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Last Modified: Saturday, April 27, 2024 11:14:53 AM  
Time Spent: 00:06:34  
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Mair Moorcock  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Respondent skipped this question

Town Hall (Consultation Document pages 13-18)

**Q8**

**Yes – keep the façade**

The Council's Preferred Option includes 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?

**Q9**

**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.**

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

**Q10**

**Respondent skipped this question**

Town centre improvements (Consultation Document pages 25-28)

**Q11**

**Respondent skipped this question**

Council Funding (Consultation Document pages 29-31)

**Q12**

**Respondent skipped this question**

Service Area 1: Wairarapa Economic Development Strategy

**Q13**

**The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

**Q14**

**Respondent skipped this question**

Service Area 3: Regional Positive Ageing facilitation

**Q15**

**Respondent skipped this question**

Service Area 4: Welcoming Communities facilitation

**Q16**

**Respondent skipped this question**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**Respondent skipped this question**

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

**Q18**

**Respondent skipped this question**

Comments



Page 4: Your thoughts to help shape our thinking

**Q19** **Explore a different look and feel in future if it would cost less**

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?

**Q20** **Respondent skipped this question**

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

**Q21** **Visit the Council's social media pages – e.g. Facebook or Instagram**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22** **Phone the Council**

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

**Q23** **Pay by automatic payment or direct debit**

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?

**Q24** **Monthly**

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?

**Q25** **Never**

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

**Q26** **No**

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

**Q27** **About the same**

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

**Q28**

Respondent skipped this question

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?

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**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Support David Bormans plans for town hall and library upgrade

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#664

569

COMPLETE

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Last Modified: Monday, May 06, 2024 7:52:43 AM  
Time Spent: 00:11:09  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Greg Morgan**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>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.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes 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?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>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.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - 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)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

**Yes**

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

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**Q18**

Comments

More funding for council tree removal and maintenance required. Many council trees are far too big as maintenance (annual pollarding) has not been done for many years. Some trees are now at the point they should be removed due to the size and location of them but no council funding is available.

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Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

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?

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**Q20**

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

Both lakes are a great asset to the community and wonderful to see so many families utilising these facilities, however they aren't as well maintained, especially the Lake of Remembrance, as they use to be.

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**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

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**Q22**

**Phone the Council**

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

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**Q23**

**Pay by automatic payment or direct debit**

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?

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**Q24**

**Monthly**

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?

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**Q25**

**Never**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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?

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**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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# 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](http://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)
<b>1: Wairarapa Economic Development Strategy</b>	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
<b>2: Regional Walking and Cycling facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
<b>3: Regional Positive Ageing facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
<b>4: Welcoming Communities facilitation</b>	<input checked="" type="checkbox"/> 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)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
<b>5: Climate initiatives</b>	<input type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> 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

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# 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:

Open space in town  
Suitable for some activities not catered for elsewhere (ballroom, fairs etc)  
(boating - no other place)

## 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 ..... *Not used solar (ratepayer since amalgamation)*

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
- once or twice a year*
- 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       *once or twice*       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?

*Maybe a smaller, black and white booklet saving costs.*

**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)

[Empty lined area for additional feedback]