

LONG TERM PLAN 2024-2034 SUBMISSIONS

Volume 11

Submissions 571 to 630

From consultation 5 April to 6 May 2024

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Your details

| Full name (required) | Sylvia Morgan | |
|-----------------------------|--|---|
| Organisation (if applicable | a) | |
| Postal address | | |
| Phone | Email | |
| Hearing | | |
| | earing on Wednesday 22 and Thursday 23 May 2024 I will have 5-10 minutes to present your feedback to e. | |
| Would you like to present | t your views at the hearing? | |
| If yes, please make sure y | our contact details in the previous section are corre | ct so we can get in touch. |
| Yes (in person) | ☐ Yes (via Microsoft Teams) | ₩ No |
| About you | | |
| | understand which sectors of the community are prov approach. Your responses will not be made public v rted to the Council. | 그 이 이 아무리 그게 하는 그 그리고 있다. 그 그 그리고 그리고 하게 하는 |
| What is your age range? | | |
| | | |
| What is your ethnicity? (y | ou may tick multiple boxes) | |
| | | |
| What is your gender? | | |
| | | |
| Do you live with impairme | ents/long-term health conditions or do you identify a | s 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 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 a | nd archive |
|---|--|
| Town Hall (Consultation Document page | ges 13-18) |
| The Council's Preferred Option — In Town Hall on the current Town Hall Cost: \$42.6 million. | Demolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House |
| ☐ Alternative Option 1 — Demolish the refurbish the existing Municipal Buil Cost: \$49.9 million (noting high unc | e Town Hall and build a new Town Hall on the site; retain and ding including façade; and retain Waiata House. ertainty). |
| ☐ Alternative Option 2 — Demolish th buildings; retain Waiata House and Cost: \$3.57 million. | e Town Hall and Municipal Building and do not replace these the leased Queen Street office. |
| | Iternative Option 1 include provision and budget to retain timated cost to do this is \$1.97 million. Do you want to keep |
| ☑ Yes – keep the façade | ☐ No – do not keep the façade |
| Masterton District Library and Wairara | apa Archive (Consultation Document pages 19-24) |
| ☐ The Council's Preferred Option — Lextension to include the Archive. Cost: \$10.75 million. | Jpgrade and expand the Library and consider in future a further |
| Alternative Option 1 – Upgrade and Cost: \$14.66 million. | d expand the Library and include the Archive now. |
| ☐ Alternative Option 2 — Complete es Cost: \$2.3 million. | ssential Library repairs and maintenance only. |
| Big Decision 2: Town centre improv | vements (Consultation Document pages 25-28) |
| The Council's Preferred Option – Coin the town centre. There would be Cost: \$6.48 million | Complete essential work to improve water and roading infrastructure no other improvements to Queen Street. |
| Alternative Option — Complete essecentre, and redevelop the town centre. Cost: \$14.12 million. | ential work to renew water and roading infrastructure in the town tre to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (Co | onsultation Document pages 29-31) |
| ☐ The Council's Preferred Option — F contestable. Applications for this fun | unding for community groups and organisations would become ading would be considered annually. |
| | ng Council funding arrangements. (Note: there is currently a ne Long-Term Plan process and a smaller pool of annual |

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.

| beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) 5: Climate initiatives Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases Deyond 2025 when current funding expires. | The Council's Preferred Option | Alternative Option(s) |
|--|--|---|
| saving of \$35K) Cease funding for this (annual saving of \$40.5K) Welcoming | compared to 2023/24 (annual | ☐ Maintain funding |
| saving of \$40.5K) Seek further external funding beyond 2025 when current funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) Climate initiatives Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases Community-led Climate Initiatives Fund on the external funding ceases Community-led Climate Initiatives Fund by 50K to \$100K Community-led Climate Initiatives Fund on the external funding ceases on our website) | | ☐ Maintain funding |
| beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) Climate initiatives Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR Increase funding for facilitation by \$92K from 2026/27 and increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K Pages and charges (See proposed fees and charges on our website) | | ☐ Maintain funding |
| Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases OR Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K ees and charges (See proposed fees and charges on our website) | beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual | ☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires. |
| | Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, | by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives |
| | sed fees and charges for 2024/25? | |
| to increase people being able to use it. | | e station reduced |
| Yes | | Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) Cease funding for this (annual saving of \$35K) Cease funding for this (annual saving of \$40.5K) 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) Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases TGES (See proposed fees and charges for 2024/25? No |

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? Mever Never ☐ More than once a week ☐ Weekly ☐ Monthly

Page 7

LTP Submissions Volume 11

| How often, on average, have you v ☐ More than once a week | | | Navar |
|---|----------------------------|------------------------|-----------------------|
| ☐ More than once a week | ☐ Weekly | ☐ Monthly | ☐ Never |
| Have you used the Council's after h | | | |
| Yes | ☑ No | | on't know |
| Would you prefer to do more or les | s Council business online | e? | |
| ☐ More | ☐ Less | | bout the same |
| Do you have any other comments of customer services that you would li | | | ow? Or suggestions fo |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Is there anything else you would I | like to say as part of you | ur feedback on the 202 | 4-34 Long Term Plan? |
| | like to say as part of you | ır feedback on the 202 | 4-34 Long Term Plan? |
| | like to say as part of you | ır feedback on the 202 | 4-34 Long Term Plan? |
| | like to say as part of you | ır feedback on the 202 | 4-34 Long Term Plan? |
| Is there anything else you would l (attach separate pages if needed) | like to say as part of you | ır feedback on the 202 | 4-34 Long Term Plan? |
| | like to say as part of you | ur feedback on the 202 | 4-34 Long Term Plan? |
| | like to say as part of you | ur feedback on the 202 | 4-34 Long Term Plan? |
| | like to say as part of you | ur feedback on the 202 | 4-34 Long Term Plan? |
| | like to say as part of you | ur feedback on the 202 | 4-34 Long Term Plan? |
| | like to say as part of you | ır feedback on the 202 | 4-34 Long Term Plan? |
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| | like to say as part of you | ur feedback on the 202 | 4-34 Long Term Plan? |
| | like to say as part of you | ur feedback on the 202 | 4-34 Long Term Plan? |
| | like to say as part of you | ir feedback on the 202 | 4-34 Long Term Plan? |

MSTN.GOVT.NZ

@MastertonDC



#422 **572**

No

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Friday, May 03, 2024 10:21:18 AM

 Last Modified:
 Friday, May 03, 2024 10:28:20 AM

Time Spent: 00:07:02

IP Address:

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

Q1

Your details

Full name (required) Jill Lesley Morris

Postal address

Email

Phone

Q2

Q4

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?

What is your ethnicity? You may tick multiple boxes.

Q5What is your gender?

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

Q6

Town Hall (Consultation Document pages 13-18)

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

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?

No - do not 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 infrastructurein the town centre. There would be no other improvements to Queen Street.Cost: \$6.48 million.

Q11

Council Funding (Consultation Document pages 29-31)

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).

Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

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

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

016

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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: Get rid of Canadian Geese and increase water to avoid algae appearing. Clean lake at the park and get rid of rubbish in it **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 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?

Never

Q25

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?

Repair footpaths, loose bricks etc, trim trees at intersections and roundabouts

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

#243 **573**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, April 28, 2024 10:49:59 AM

 Last Modified:
 Sunday, April 28, 2024 11:05:16 AM

Time Spent: 00:15:17

IP Address:

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

Q1

Your details

Full name (required)

Email

Margaret Catherine Mudge

Q2

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.

No

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 newTown Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House.Cost: \$42.6 million.

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?

Yes - keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructurein 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

Alternative Option - Maintain funding

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)

016

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

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** Please tell us what you value and enjoy most about these lakes now: Beautiful walks right on our doorstep. Recreational uses - frisbee, remote controlled boats and waka ama. Habitat for fish and birds. I walk there at least twice a week 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** 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? **O25** 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 #256 **574**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Monday, April 29, 2024 3:09:09 PM

 Last Modified:
 Monday, April 29, 2024 3:17:56 PM

Time Spent: 00:08:47

IP Address:

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

Q1

Your details

Full name (required)

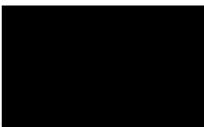
Organisation (if applicable)

Postal address

Email

Phone

John William Mudgway



Q2

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.

No

Q3

What is your age range?

Q4

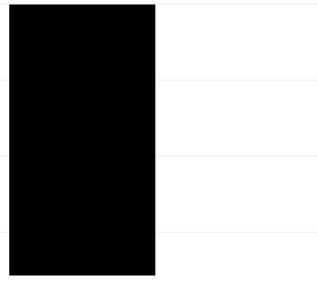
What is your ethnicity? You may tick multiple boxes.

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

Town Hall (Consultation Document pages 13-18)

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

Q8

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?

Yes - keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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.

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

Alternative Option - Maintain funding

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

Respondent skipped this question

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** 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** Other - please specify: n/a 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** 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 Respondent skipped this question

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 #293 **575**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 30, 2024 9:34:08 PM

 Last Modified:
 Tuesday, April 30, 2024 9:44:23 PM

Time Spent: 00:10:14

IP Address:

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

Q1

Your details

Full name (required)

Juliana Murphy

Email

Q4

Q5

Q6

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?

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?



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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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?

No - do not keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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

Q11

Council Funding (Consultation Document pages 29-31)

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).

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

Alternative Option - Maintain funding

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 Communityled 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 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 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:

It's a true asset to our community, enjoyed by all walks of life, including visitors to town. To lose this would be short sighted

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 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 #148 **576**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 23, 2024 12:18:05 PM

 Last Modified:
 Tuesday, April 23, 2024 12:42:17 PM

Time Spent: 00:24:11

IP Address:

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

Q1

Your details

Full name (required)

Postal address

Email

Phone

Sandra Murphy



Q2

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.

No



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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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?

No - do not keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructurein 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 Communityled 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 Don't know

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

Q18

Comments

A town hall is a luxury we can't afford in the current economic climate. We need facilities that have multi purposes - not sit empty for long periods and have gatherings for mostly elite members of the community. We need innovative thinking and money spent on any future structure not the consultants who have a poor record of getting things right. A town hall is a want not a need and there are other ways to gather people such as multi use buildings.

Infrastructure needs a large cash injection to bring it to a standard that is well overdue and will give the rate payers some peace of mind with any future climate issues.

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

Q22

Q23

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

They are an asset to the community and are used daily by a wide range of users. The green areas and lake provide areas for walking, running, biking, dogs, kayaking, waka ama, remote control boats, campers and toilet/ shower facilities. You can't beat the view of the lake and the mountains.

Visit the Queen Street Customer Service Centre

Pay by automatic payment or direct debit

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?

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

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

Keep in touch with the public. It's tough times and people need to know what and how decisions are being made to spend the public dollar.

#73 **577**

COMPLETE

Collector: Test Link (Web Link)

Started: Wednesday, April 17, 2024 6:23:22 PM Last Modified: Wednesday, April 17, 2024 7:28:47 PM

Time Spent: 01:05:25

IP Address:

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

Q1

Your details

Full name (required)

Postal address

Email

Phone

David Murray



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 Respondent skipped this question

What is your age range?

Q4 Other (please specify):

What is your ethnicity? You may tick multiple boxes.

New Zealander

Q5 Respondent skipped this question

What is your gender?

Q6 Respondent skipped this question

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

Q7Town Hall (Consultation Document pages 13-18)

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

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?

No - do not keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructurein 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 Communityled 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 No

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

Q18

Q19

Comments

Fees and other charges should be based on recovery of the actual cost to provide the service, and not be an arbitrary percentage or dollar increase.ssss

Page 4: Your thoughts to help shape our thinking

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 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 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 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?

Reduce your costs. Work smarter. Do more using less money. Find ways to improve the quality of what you do without increasing costs. And especially, do all the above at the same time.

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

- 1/ Don't assume that you will automatically get more money just because you think some project or other is worthy. In fact, you should assume that you will have smaller budgets to achieve the same levels of service.
- 2/ Maintenance of essential infrastructure is critically important and should be viewed as your top priority, while also finding ways to keep rates capped at present levels.
- 3/ Providing nice-to-have projects should be viewed as your least important activity especially if those nice-to-have projects would require an increased budget.
- 4/ Once you've returned all of our underground infrastructure into a good state of repair and operational condition then you can start to think about what optional projects such as replacing the demolished town hall, or a splash pad, or a new grandstand, or a nice new recreational park, etc Ratepayers might want to see progressed. Must-haves first. Want-to-haves last.

#244 **578**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 30, 2024 5:08:22 AM

 Last Modified:
 Tuesday, April 30, 2024 5:17:19 AM

Time Spent: 00:08:57

IP Address:

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

Q1

Your details

Full name (required) Gill Murray

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 newTown Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House.Cost: \$42.6 million.

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?

Yes - keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructurein 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

Respondent skipped this question

Q13

Service Area 2: Regional Walking and Cycling facilitation

Respondent skipped this question

Q14

Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

Q15

Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

Q16

Service Area 5: Climate initiatives

Respondent skipped this question

Page 3: Fees and Charges

Q17

No

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

Comments

I agree with the building upgrades but would like to see these substantially funded with fund raising. EVERYONE is financially struggling at the moment and increases to rates should be kept at a minimum.

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:

Pleasant place to go for a walk that is not on the street. Seeing the birds and trees

Q21 Visit the Council website

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

O22 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?

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) JANN Barbara Mirray

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 V

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 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)

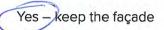
The Council's Preferred Option — Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.

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?



No - do not keep the façade

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

The Council's Preferred Option — Upgrade and expand the Library and consider in future a further extension to include the Archive.

Cost: \$10.75 million.

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

Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2,3 million.

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

The Council's Preferred Option — Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.

Cost: \$6.48 million

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

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

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

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

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

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

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

Fees and charges (See proposed fees and charges on our website)

| Do y | ou | support | our | proposed | fees | and | charges | for | 2024/ | 25? |
|------|----|---------|-----|----------|------|-----|---------|-----|-------|-----|
| , | | | | | | | 9 | | | |

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

√isit 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

1 Never

| How often, on average, have you vi | sited the Queen Street Cu | ıstomer Service Centr | e in the past 12 months? |
|-------------------------------------|-----------------------------|-----------------------|--------------------------|
| More than once a week | Weekly | Monthly | Never |
| Have you used the Council's after h | ours service in the past 12 | 2 months? | |
| Yes | No | ι | Don't know |
| Would you prefer to do more or less | Council business online? | | |
| More | Less | V | bout 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)

MSTN.GOVT.NZ

@MastertonDC



Your details

| Full name (required) | JOHN MURRAY | |
|------------------------------|---|-------------------------|
| Organisation (if applicable) | | |
| Postal address | | |
| Phone | Email | |
| Hearing | | |
| | ring on Wednesday 22 and Thursday 23 May 2024 for will have 5-10 minutes to present your feedback to elec | |
| Would you like to present | your views at the hearing? | |
| lf yes, please make sure yo | our contact details in the previous section are correct so | we can get in touch. |
| Yes (in person) | ☐ Yes (via Microsoft Teams) | No |
| About you | | |
| | nderstand which sectors of the community are providing pproach. Your responses will not be made public with yed to the Council. | |
| What is your age range? | | |
| | | |
| What is your ethnicity? (yo | u may tick multiple boxes) | |
| | | |
| What is your gender? | | |
| | | |
| | | |
| Do you live with impairment | ts/long-term health conditions or do you identify as tān | gata whaikaha/disabled? |

LTP Submissions Volume 11 Page 42

Your thoughts on the Big Decisions

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

| Big | Decision 1: Town Hall, library and a | archive |
|-----|---|---|
| Tow | p Hall (Consultation Document pages | 13-18) |
| | 그 사람이 하는 것이 없는 것이 되었다. 아이들에 가장 아이들은 사람들이 살아 있다면 하는 것이다. | olish the Town Hall and Municipal Buildings and build a new , retain the Municipal Building façade, and expand Waiata House. |
| r | | wn Hall and build a new Town Hall on the site; retain and g including façade; and retain Waiata House. inty). |
| b | Alternative Option 2 – Demolish the Tobuildings; retain Waiata House and the Cost: \$3.57 million. | own Hall and Municipal Building and do not replace these leased Queen Street office. |
| the | 그 그 사람이 가지 않는데 이번 보고 있는데 가입니다. 이 얼마나 하는데 그 살이 되는데 되어 먹는데 없다니다. | native Option 1 include provision and budget to retain ated cost to do this is \$1.97 million. Do you want to keep |
| N/ | es – keep the façade | ☐ No – do not keep the façade |
| Mas | terton District Library and Wairarapa | Archive (Consultation Document pages 19-24) |
| е | The Council's Preferred Option – Upgrextension to include the Archive. Cost: \$10.75 million. | ade and expand the Library and consider in future a further |
| | Alternative Option 1 — Upgrade and expost: \$14.66 million. | pand the Library and include the Archive now. |
| | Alternative Option 2 – Complete essen Cost: \$2.3 million. | ntial Library repairs and maintenance only. |
| Big | Decision 2: Town centre improvem | ents (Consultation Document pages 25-28) |
| ir | the Council's Preferred Option – Comp in the town centre. There would be no co Cost: \$6.48 million | plete essential work to improve water and roading infrastructure other improvements to Queen Street. |
| С | 마음에 있는 사람들이 있는 아이들 이 전략을 하고 있는데 하고 있는데 하지만 하지만 하는데 하고 하고 있다. | al work to renew water and roading infrastructure in the town o improve the 'look and feel' of that space. |
| Big | Decision 3: Council Funding (Consu | ultation Document pages 29-31) |
| | he Council's Preferred Option – Fund ontestable. Applications for this funding | ing for community groups and organisations would become g would be considered annually. |
| m | 그러워 시민들이 살아보다 그 사람이 가장 하면 하는 것이 되었다. 그런 그렇게 되었다고 있다고 있다고 있다고 했다. | Council funding arrangements. (Note: there is currently a ong-Term Plan process and a smaller pool of annual |

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

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

| Service areas | The Council's Preferred Option | Alternative Option(s) |
|---|---|---|
| 1: Wairarapa Economic Development Strategy | ☐ Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) | Maintain funding |
| 2: Regional Walking and Cycling facilitation | ☐ Cease funding for this (annual saving of \$35K) | Maintain funding |
| 3: Regional Positive Ageing facilitation | Cease funding for this (annual saving of \$40.5K) | ☐ Maintain funding |
| 4: Welcoming Communities facilitation | Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | ☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires. |
| 5: Climate initiatives | Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, | ☐ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund |
| | when external funding ceases | ☐ 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 rel | uctance to sh | en the 24/25 feet |
| and char | ges alongsid | the fresent charge |
| makes in | ne deeply su dy I Kave | voted against |
| proposed c | Langes. | O |

Your thoughts to help shape our thinking

| Henley Lake and Lake of Remem | brance (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 enjo | oy most about these la | akes now: | | |
| of the the nice | the vives (Consultation Documenter of how we deliver | er flow fend de, channel of the sam of flow, but nent page 42) our customer services. | water in an evolume The Reef the land | |
| most often? Please tick one option. | | or detivities, what charm | er do you doe | |
| ☑ Visit the Council website | | ☐ Phone | e the Council | |
| ☐ Visit the Council's social media pag | ges – e.g. Facebook c | r Instagram 🔲 Email | the Council | |
| ☐ Visit the Queen Street Customer Set | rvice Centre in person | | | |
| ☐ Other – please specify | | | | |
| When you need to report a problem we Please tick one option. | vith a Council facility o | r service, what channel c | do you use most often? | |
| Log a service request online | | ☐ Phone | e the Council | |
| ☐ Visit the Queen Street Customer Ser | rvice Centre | ☐ Email | the Council | |
| ☐ Other – please specify | | | | |
| When you need to pay your rates or p etc), what channel do you use most of | | | ation, consent fees, | |
| ☐ Pay via the Council's website | ☐ Pay in person | at the Queen Street Cus | stomer Service Centre | |
| Pay by automatic payment or direct | t debit | | | |
| How often, on average, have you accesstreet Customer Service Centre in the | | the Council's website o | r contacted the Queen | |
| ☐ More than once a week | ☐ Weekly | Monthly | ☐ Never | |

| How often, on average, have you visited t | the Queen Street Custo | mer Service Centre in the past 12 months? |
|---|---|---|
| ☐ More than once a week | ☐ Weekly | Monthly Rever Never |
| Have you used the Council's after hours s | service in the past 12 mo | onths? |
| ☐ Yes | No No | ☐ Don't know |
| Would you prefer to do more or less Cour | ncil business online? | |
| ™ More | Less | ☐ About the same |
| customer services that you would like the | Council to consider in | |
| dagree all ser one location. I luilding is an es | vices show I also ag sential in | eld be located in (114) ree a new Civil Defence vestment. |
| (attach separate pages if needed) I strongly belief Council should seigle blairarape Authority) with refresentation; be made by | continue to a Council effective there must | (gerhaps a miles y |
| | | |
| MSTN.GOVT.NZ | | MASTERTON |
| f @MastertonDC LTP Submissions Volume 11 | | DISTRICTOCOUNCIL |

| Your details | | 58 |
|--|---|--|
| | Moureen Murcay | |
| Full name (required) | The control of | |
| Organisation (if applicable) | | |
| Postal address | | |
| Phone | Email | |
| Hearing | | |
| The Council will hold a hearing their views in person. You will h via Microsoft Teams online. | on Wednesday 22 and Thursday 23 May 2024 for t ave 5-10 minutes to present your feedback to elect | hose wanting to present ed members in person or |
| Would you like to present your | views at the hearing? | |
| If yes, please make sure your co | ontact 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 under improve our engagement appro collated data will be reported to | stand which sectors of the community are providing each. Your responses will not be made public with y the Council. | g feedback so we can our submission. Only |
| What is your age range? | | |
| | | |
| What is your ethnicity? (you may | ay tick multiple boxes) | |
| | | |
| What is your gender? | | |
| _ | | |
| Do you live with impairments/lo | ong-term health conditions or do you identify as tān | igata whaikaha/disabled? |

LTP Submissions Volume 11 Page 47

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

Cost: \$3.57 million.

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

Yes - keep the façade

No - do not keep the façade

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

The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive.

Cost: \$10.75 million.

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

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

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

The Council's Preferred Option — Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.

Cost: \$6.48 million

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

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

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

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

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

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

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

Fees and charges (See proposed fees and charges on our website)

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

Yes

No

Don't know

Your thoughts to help shape our thinking

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

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

Destination for residents and visitors for shared walking, exercising (including cycling), camping

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

hly Karely Never

| How often, on average, have you vi | sited the Queen Street Cu | istomer Service Centre in the past 12 months? |
|-------------------------------------|-----------------------------|---|
| More than once a week | Weekly | Monthly Once. Never |
| Have you used the Council's after h | ours service in the past 12 | 2 months? |
| Yes | No | Don't know |
| Would you prefer to do more or less | s 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)

MSTN.GOVT.NZ

@MastertonDC



Your details

| Full name (required) | Richard dames Murray |
|------------------------------|----------------------|
| 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) | |
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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.



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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 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 a | nd archive |
|---|--|
| Town Hall (Consultation Document page | ges 13-18) |
| | Demolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House |
| | e Town Hall and build a new Town Hall on the site; retain and ding including façade; and retain Waiata House. ertainty). |
| ☐ Alternative Option 2 — Demolish th buildings; retain Waiata House and Cost: \$3.57 million. | e Town Hall and Municipal Building and do not replace these the leased Queen Street office. |
| | Iternative Option 1 include provision and budget to retain timated cost to do this is \$1.97 million. Do you want to keep |
| Yes – keep the façade | ☐ No – do not keep the façade |
| Masterton District Library and Wairara | pa Archive (Consultation Document pages 19-24) |
| The Council's Preferred Option – Uextension to include the Archive. Cost: \$10.75 million. | lpgrade and expand the Library and consider in future a further |
| ☐ Alternative Option 1 – Upgrade and Cost: \$14.66 million. | expand the Library and include the Archive now. |
| ☐ Alternative Option 2 – Complete es Cost: \$2.3 million. | ssential Library repairs and maintenance only. |
| Big Decision 2: Town centre improv | vements (Consultation Document pages 25-28) |
| | complete essential work to improve water and roading infrastructure no other improvements to Queen Street. |
| | ential work to renew water and roading infrastructure in the town tre to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (Co | onsultation Document pages 29-31) |
| The Council's Preferred Option — For contestable. Applications for this fun | unding for community groups and organisations would become ding would be considered annually. |
| | ng Council funding arrangements. (Note: there is currently a se Long-Term Plan process and a smaller pool of annual |

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.

| The Council's Preferred Option Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) Regional Walking and Cycling facilitation Regional Positive Ageing facilitation Regional Positive Ageing facilitation Seek further external funding by 20 per cent compared to 2023/24 (annual saving of \$35K) Cease funding for this (annual saving of \$35K) Cease funding for this (annual saving of \$40.5K) Seek further external funding beyond 2025 when current Provide Council funding of \$55 year from 2025/26 when external funding beyond 2025 when current | |
|--|----------------------------|
| Cease funding for this (annual saving of \$35K) 2: Regional Walking and Cycling facilitation 3: Regional Positive Ageing facilitation 4: Welcoming Compared to 2023/24 (annual saving of \$20K) Cease funding for this (annual saving of \$35K) Cease funding for this (annual saving of \$40.5K) Seek further external funding Provide Council funding of \$55 | |
| and Cycling facilitation Saving of \$35K) Cease funding for this (annual | |
| saving of \$40.5K) Seek further external funding Provide Council funding of \$55 | |
| | |
| funding expires. If further funding funding expires. cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | |
| Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Clir Initiatives Fund OR Increase funding for facilitation by \$92K from 2026/27 and increa Community-led Climate Initiativ Fund by 50K to \$100K | o limate n by ase |

LTP Submissions Volume 11

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? Morethan Missing Winds 11 ☐ Weekly Nervagie 55 ☐ Monthly

| How often, on average, have you v | risited the Queen Street (| Customer Service Centre | e in the past 12 months? |
|--|----------------------------|-------------------------|--------------------------|
| ☐ More than once a week | ☐ Weekly | ☐ Monthly | Never |
| Have you used the Council's after l | hours service in the past | 12 months? | |
| ☐ Yes | No | | on't know |
| Would you prefer to do more or les | ss Council business online | ? | <i>y</i> |
| ■ More | ☐ Less | □ A | bout the same |
| Do you have any other comments of customer services that you would I | | | ow? Or suggestions for |
| | | | |
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| | | | |
| Is there anything else you would (attach separate pages if needed) | like to say as part of you | r feedback on the 202 | 4-34 Long Term Plan? |
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@MastertonDC

Online 11



| Your details | | |
|---|---|----------------------------------|
| Full name (required) | Namada | |
| Organisation (if applicable) | | |
| Postal address | | |
| Phone | Email | |
| Hearing | | |
| 그 이 그리고 있는데 이 집에 가는 아이들이 아이들이 가는 아이를 하는데 하셨다. | on Wednesday 22 and Thursday 23 May 2024 fo ave 5-10 minutes to present your feedback to ele | |
| Would you like to present your | views at the hearing? | |
| If yes, please make sure your co | ntact details in the previous section are correct | so we can get in touch. |
| Yes (in person) | Yes (via Microsoft Teams) | No. |
| About you | | |
| 그렇다 그 바이스 내가 하나 하나요? 그런 하는 것이 하는 것 같아요? 그리고 하는 사람들이 다 하는 것 같아요? | tand which sectors of the community are provid ach. Your responses will not be made public wit the Council. | 사람들이 하다가 되는 것이 아니라 아니라 아니라 아니네요. |
| What is your age range? | | |
| | | |
| What is your ethnicity? (you ma | y tick multiple boxes) | 3.7 |
| | | |
| What is your gender? | | |
| | | |
| Do you live with impairments/lor | ng-term health conditions or do you identify as t | āngata whaikaha/disabled? |

LTP Submissions Volume 11 Page 57

Your thoughts on the Big Decisions

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

| Big | g Decision 1: Town Hall, library and archive |
|-----|---|
| Τον | wn 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). |
| 47 | 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. |
| Mu | e Council's Preferred Option and Alternative Option 1 include provision and budget to retain the inicipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the cade? |
| | Yes – keep the façade ☐ No – do not keep the façade |
| Ma | sterton District Library and Wairarapa Archive (Consultation Document pages 19-24) |
| 1 | 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. |
| Bi | Decision 2: Town centre improvements (Consultation Document pages 25-28) |
| ф | 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 | g Decision 3: Council Funding (Consultation Document pages 29-31) |
| 4 | The Council's Preferred Option — Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually. |
| | Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual |

contestable funding).

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

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

| Service areas | The Council's Preferred Option | Alternative Option(s) |
|---|---|---|
| 1: Wairarapa Economic Development Strategy | Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) | ☐ Maintain funding |
| 2: Regional Walking and Cycling facilitation | Cease funding for this (annual saving of \$35K) | ☐ Maintain funding |
| 3: Regional Positive Ageing facilitation | Cease funding for this (annual saving of \$40.5K) | ☐ Maintain funding |
| 4: Welcoming Communities facilitation | Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | Provide Council funding of \$55K per year from 2025/26 when external funding expires. |
| 5: Climate initiatives | Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, | ☐ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund |
| | when external funding ceases | ☐ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| Fees and cha | rges (See proposed fees and char | rges on our website) |
| Do you support our propos | sed fees and charges for 2024/25? | |
| ☐ Yes | No 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: 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

LTP Submissions Volume 11

| | isited the Queen Street | | |
|---|--|--|-------------------------|
| ☐ More than once a week | ☐ Weekly | ☐ Monthly | Never |
| Have you used the Council's after h | nours service in the past | 12 months? | |
| ☐ Yes | □ No | [| Don't know |
| Would you prefer to do more or les | c Council business onlin | ۵? | ž. |
| More □ More | Less | · . | |
| | | 54. | |
| Do you have any other comments of customer services that you would li | on how the Council deliving the Council to consider the Council to consider the Council to consider the consider the consider the consider the council to consider the council | rers customer services r der in future? | now? Or suggestions for |
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| Is there anything else you would | like to say as part of yo | ur feedback on the 202 | 24-34 Long Term Plan? |
| Is there anything else you would (attach separate pages if needed) | like to say as part of yo | ur feedback on the 202 | 24-34 Long Term Plan? |
| 이 일반 회사 회사 계획 경기 이번 시간 경기 가는 경기 경기가 되었다면 하다면 하지 않는데 하지 않는데 하지 않는데 하다 하다 때문에 다른데 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 | like to say as part of yo | ur feedback on the 202 | 24-34 Long Term Plan? |
| 그들은 경영 | like to say as part of yo | ur feedback on the 202 | 24-34 Long Term Plan? |
| (attach separate pages if needed) | | | |
| 이 일반 회사 회사 계획 경기 이번 시간 경기 가는 경기 경기가 되었다면 하다면 하지 않는데 하지 않는데 하지 않는데 하다 하다 때문에 다른데 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 하지 않는데 하지 | | | |
| (attach separate pages if needed) | | | |
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| (attach separate pages if needed) | | | |
| (attach separate pages if needed) | | | |
| (attach separate pages if needed) | | | |

MASTERTON DISTRIGT 6COUNCIL

MSTN.GOVT.NZ

f @MastertonDC

#260 **584**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Monday, April 29, 2024 6:08:44 PM

 Last Modified:
 Monday, April 29, 2024 6:16:40 PM

Time Spent: 00:07:56
IP Address:

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

Q1

Your details

Full name (required) Natasha

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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

Q8

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?

No - do not 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)

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.

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

Alternative Option - Maintain funding

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)

016

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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 No

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

Q18

Comments

Don't need a town hall. We are not in the dark ages anymore. If we were to need anything would be a convention centre for bands, shows etc for all to enjoy and attend. Town hall is a total waste of money. We're not in the ages of town meetings yet it's older people who fill out these forms and attend meetings and request this. Need more things to do, see enjoy for all and young people. Need more security at the skate park. More things to make masterton enjoyable a place people want to be and visit

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?

O20

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

Masterton is very limited for places to walk your dog infact this is one of the only places. Be a huge loss.

Q21 When you need information about Council services

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 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?

LTP Submissions Volume 11 Page 64

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?

After hours dog control

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) 1 21 6 | en Naylor | |
|----------------------------------|---|---------------------------|
| Organisation (if applicable) | | |
| Postal address | | |
| | | |
| Phone | Email ., | |
| Hearing | | |
| | on Wednesday 22 and Thursday 23 May 2024 for ove 5-10 minutes to present your feedback to elec | |
| Would you like to present your | views at the hearing? | |
| If yes, please make sure your co | ntact details in the previous section are correct s | so we can get in touch. |
| Yes (in person) | ☐ Yes (via Microsoft Teams) | No |
| About you | | |
| | tand which sectors of the community are providinach. Your responses will not be made public with the Council. | |
| What is your age range? | | |
| | | |
| What is your ethnicity? (you ma | y tick multiple boxes) | * |
| | | |
| What is your gender? | | |
| | | |
| Do you live with impairments/lo | ng-term health conditions or do you identify as tā | āngata whaikaha/disabled? |

LTP Submissions Volume 11 Page 66

Your thoughts on the Big Decisions

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

| Big Decision 1: Town Hall, library an | d archive |
|---|--|
| Town Hall (Consultation Document page | es 13-18) |
| | emolish the Town Hall and Municipal Buildings and build a new ite, retain the Municipal Building façade, and expand Waiata House. |
| | Town Hall and build a new Town Hall on the site; retain and ling including façade; and retain Waiata House. rtainty). |
| Alternative Option 2 – Demolish the buildings; retain Waiata House and the Cost: \$3.57 million. | Town Hall and Municipal Building and do not replace these ne leased Queen Street office. |
| Municipal Building façade. The estimat façade? | ernative Option 1 include provision and budget to retain the ed cost to do this is \$1.97 million. Do you want to keep the |
| Yes – keep the façade | ☐ No – do not keep the façade |
| Masterton District Library and Wairara | oa Archive (Consultation Document pages 19-24) |
| The Council's Preferred Option – Up extension to include the Archive. Cost: \$10.75 million. | ograde and expand the Library and consider in future a further |
| ☐ Alternative Option 1 – Upgrade and Cost: \$14.66 million. | expand the Library and include the Archive now. |
| ☐ Alternative Option 2 – Complete ess Cost: \$2.3 million. | sential Library repairs and maintenance only. |
| Big Decision 2: Town centre improve | ements (Consultation Document pages 25-28) |
| | omplete essential work to improve water and roading infrastructure o other improvements to Queen Street. |
| 경기가 그렇게 되었다. 이번 그는 내가 되었다면 하는 것이 없었다. 그런 사이에 가지 않는데 되었다면 되었다. | ntial work to renew water and roading infrastructure in the town re to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (Co | nsultation Document pages 29-31) |
| ✓ The Council's Preferred Option — Further contestable. Applications for this fundamental contestable. ✓ The Council's Preferred Option — Further contestable. ✓ The Council Preferred Option — Further contes | nding for community groups and organisations would become ding would be considered annually. |
| | g Council funding arrangements. (Note: there is currently a e Long-Term Plan process and a smaller pool of annual |

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.

| The Council's Preferred Option | Alternative Option(s) |
|---|---|
| Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) | ☐ Maintain funding |
| ☐ Cease funding for this (annual saving of \$35K) | Maintain funding |
| Cease funding for this (annual saving of \$40.5K) | Maintain funding |
| Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | Provide Council funding of \$55K per year from 2025/26 when external funding expires. |
| Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases | □ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund ○ OR □ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| sed fees and charges for 2024/25? | |
| □ No | ☑ Don't know |
| | |
| | Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) Cease funding for this (annual saving of \$35K) Cease funding for this (annual saving of \$40.5K) 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) Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases |

Your thoughts to help shape our thinking

| meniey take and take of Remembra | ince (Consultation Docu | ment page 42) | | | | |
|--|---|------------------------|----------------------|--|--|--|
| Would you prefer the Council to invest in and feel in the future if it would cost less | | s they are now or expl | ore a different look | | | |
| ☑ Invest in maintaining the lakes as the | y 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: | | | | | | |
| I frequently walk | around bo | th lakes a | nd | | | |
| usually meet se | | | veat | | | |
| facility | | | | | | |
| Is it not possible | to find so | ime under | ground | | | |
| water? | | | | | | |
| How we deliver customer services (Continued on the continued of the continued on the contin | w of how we deliver our | customer services. | do you use most | | | |
| often? Please tick one option. | | _/ | | | | |
| ☐ Visit the Council website | | Phone th | ne Council | | | |
| ☐ Visit the Council's social media pages | s – e.g. Facebook or Inst | agram 🔲 Email the | e Council | | | |
| ☐ Visit the Queen Street Customer Service | ce Centre in person | | | | | |
| Other – please specify | | | | | | |
| When you need to report a problem with Please tick one option. | a Council facility or serv | vice, what channel do | you use most often? | | | |
| ☐ Log a service request online | | Phone th | ne Council | | | |
| ☐ Visit the Queen Street Customer Service | ☐ Email the | e Council | | | | |
| Other – please specify | | | | | | |
| When you need to pay your rates or pay etc), what channel do you use most ofter | | | on, consent fees, | | | |
| Pay via the Council's website | ☐ Pay in person at the Queen Street Customer Service Centre | | | | | |
| Pay by automatic payment or direct d | ebit | | | | | |
| How often, on average, have you access Street Customer Service Centre in the pa | | Council's website or c | ontacted the Queen | | | |
| More than once a week LTP Submissions Volume 11 | ☐ Weekly | ☐ Monthly | Never Page 69 | | | |

| How often, on average, have you v | isited the Queen Street | Customer Service Centr | e in the past 12 months? | |
|---|---------------------------|------------------------|--------------------------|--|
| ☐ More than once a week | ☐ Weekly | ☐ Monthly | Never | |
| Have you used the Council's after I | nours service in the past | 12 months? | | |
| ☐ Yes | ☑ No | | ☐ Don't know | |
| Would you prefer to do more or les | s Council business onlin | e? | | |
| ☐ More | Less | | About the same | |
| Do you have any other comments customer services that you would I | | | ow? Or suggestions for | |
| | | | | |
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| | | | | |
| | | | | |
| (attach separate pages if needed) | | | | |
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#247 **586**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, April 28, 2024 6:56:15 PM

 Last Modified:
 Sunday, April 28, 2024 7:00:39 PM

Time Spent: 00:04:24

IP Address:

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

Q1

Your details

Full name (required)

Postal address

Email

Phone

Stephanie Neiman



Q2

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.

No



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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

Q8

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?

No - do not keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructurein 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 Communityled 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 No Do you support our proposed fees and charges for 2024/25? Q18 Comments Rates are too high. Pricing us out of our homes. 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: 021 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 Oueen 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

Lower our rates

It's pushing is out of our homes.

It's too much.. we are struggling

#89 **587**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Thursday, April 18, 2024 6:51:35 PM

 Last Modified:
 Thursday, April 18, 2024 7:08:21 PM

Time Spent: 00:16:45

IP Address:

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

Q1

Your details

Full name (required) Jo newbery

Postal address

Q2 No

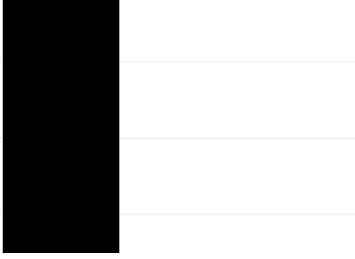
Would you like to present your views at the hearing?If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3
What is your age range?

What is your ethnicity? You may tick multiple boxes.

Q5What is your gender?

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

Q6

Q4

Town Hall (Consultation Document pages 13-18)

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

Q8

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?

No - do not keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructurein 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 Communityled 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 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 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: Lake usage for sporting/recreational activity promoting hauora within our community and enabling cultural activities to occur **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 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 #608 **588**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 2:12:15 PM

 Last Modified:
 Sunday, May 05, 2024 3:20:45 PM

Time Spent: 01:08:29

IP Address:

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

Q1

Your details

Full name (required)

Postal address

Email

Phone

Trish Newcombe



Q2

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.

No



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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

Q8

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?

No - do not keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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Q11

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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 Communityled 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

Comments

BUT

Refuse Station....well run..thank you

Rate Payers should NOT be providing for access computers for virtually no charge at the library

Dogs on leads should be enforced... larger fees charged for dogs running free and excreting on gardens

Water Meters a disgrace.... No plan by the council has been provided for water supply to hundeds of new houses etc

in the town now we the rate payers are having to be metered...All new houses should have a water tank.....Masterton was once one of the prettiest towns in the country...it won't be from now on will it....

Councillors please think before you spend money which is NOT yours alone

Page 4: Your thoughts to help shape our thinking

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

Q19

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

I used to enjoy walking there but the Canadian Geese have polluted the area..... so action is required!!!!

Q21

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

Other - please specify: I don't bother the council

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

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?

Placing electric car charging parks near to Briscoes is ridiculous...they are hardly occupied... while other vehicles cannot find a park....selfish move for the majority of ratepayers

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

When do we have an audience of 700 in this town

We donot require a new town hall.. We have Wai Col Assembly Hall and Rathkeale'S facilities and the Carterton Event Centre (which I have heard costs a great deal for the Carterton Council to maintain)

What is wrong with the stadium

Young folk prefer to have outdoor concerts nowadays

Wait until the Country climbs out of it's massive debt and the population can afford to pay higher rates before you think out side the square

PLEASE BE RESPONSIBLE!!!!

#122 589

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, April 21, 2024 5:31:13 PM

 Last Modified:
 Sunday, April 21, 2024 5:39:37 PM

Time Spent: 00:08:24
IP Address:

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

Q1

Your details

Full name (required) Andrea Newton

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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

Q8

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?

No - do not keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructurein 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 Communityled 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 No

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

Q18

Comments

My rates have gone up \$400 a year since I moved here. I cannot afford increases of this amount every year. It has made me start considering moving out of the district due to the cost of rates

Page 4: Your thoughts to help shape our thinking

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

Q19

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

Do NOT enjoy the aggressive bird life or the lake weed in Henley lake. I avoid the place due to the high number of aggressive birds

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 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?

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



Kym Fell Chief Executive Masterton District Council submissions@mstn.govt.nz

Tēnā koe Kym,

Submission on the Masterton District Council Long-Term Plan 2024-34 Consultation Document

Introduction

The Ngāti Kahungunu ki Wairarapa Tāmaki nui-a-Rua Settlement Trust is a Post Settlement Governance Entity who have settled with the Crown for historical Te Tiriti o Waitangi breaches. The Ngāti Kahungunu ki Wairarapa Tāmaki nui-a-Rua Settlement includes cultural redress, financial redress, commercial redress, and relationship arrangements with key government agencies through He Kawenata Hou. The Ngāti Kahungunu ki Wairarapa Tāmaki nui-a-Rua Settlement Trust is the mandated iwi authority for Ngāti Kahungunu ki Wairarapa.

The Ngāti Kahungunu ki Wairarapa lwi Development Trust is a subsidiary of the Ngāti Kahungunu ki Wairarapa Tāmaki nui-a-Rua Settlement Trust and has been established to deliver various components of the settlement for Wairarapa whānau, hapū and marae. In addition to this, we have been mandated to work directly with our three Wairarapa District Councils on matters regarding taiao (environment); three waters; district plan and resource consenting; te reo me ōna tikanga; culture and heritage; education; housing; and economic development (including tourism).

Long-Term Plan 2024-24

Rates Affordability

The MDC's proposed rates increases are not affordable for our whānau and wider community. Our whānau continue to be disproportionately affected by the cost of living crisis. They are experiencing high inflation, rising interest rates, ever increasing insurances and mortgage/rental costs as well as price hikes across various good and services. Proposed rates increases will negatively contribute to the existing cost of living crisis.

Key consultation issues

In terms of your key consultation issues:

Town Hall

- While we see the benefits of having a new Town Hall for our community and having the
 opportunity to develop the cultural narrative with Rangitane for a new town hall that we can
 see ourselves in, we can't support the costs associated with this project given the current
 cost of living crisis that disproportionately affects many of our whanau.
- We support 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. We are open to discussions.

Masterton District Library and Wairarapa Archive

We recognise that the Library and Archive are important community hubs but support
 Alternative Option 1 – Upgrade and expand the library and include the archive now. We are
 open to discussion, however the importance of maintaining our historical documents housed
 in the archives is important to us and our future generations.

Town Centre Improvements

- We support the alternative option of investing into the town centre to improve the look and feel of the space in addition to completing essential work to renew water and roading infrastructure in the town centre.
- The Town Centre needs to be a place that is inclusive of Wairarapatanga, to support the status and normalisation of reo Māori, not only by Mana Whenua and Rāwaho, but also non-Māori who are on their reo Māori learning journey.
- The Town Centre needs to be a place that attracts visitors as well as being a place where our whānau and community want to spend time and to support our local businesses.
- Council needs to work with building owners in the town centre to incentivise local businesses to be based in the town centre instead of moving out into the suburbs or industrial areas, leaving buildings on Queen Street empty.

Henley Lake and its surrounds are used by our whānau regularly (e.g. waka ama) and we support investment in maintaining Henley Lake.

Areas of priority for us

As part of the LTP 2024-34, areas of priority for us include:

- progressing a Memorandum of Partnership to formalise our relationship. This will include the Ngāti Kahungunu ki Wairarapa Iwi Representation to the Council.
- an on-going commitment from MDC to ensure that we are receiving resource consent applications so we can provide advice in a timely manner, including meeting legislative obligations under section 30 of the Ngāti Kahungunu ki Wairarapa Tāmaki nui-a-Rua Claims Settlement Act 2022.
- active participation as a representative on the Natural Resources Committee that sits under the Wairarapa Moana Statutory Board.
- being engaged on issues that relate to the matters we listed in the introduction section of this submission.

We do not wish to be heard at the LTP 2024-34 Hearing.

We look forward to a response.

Nāku. nā

Tia T**l**iuta

Pou Whakahaere (General Manager)

Ngāti Kahungunu ki Wairarapa Iwi Development Trust

Your details

| Full name (required) | NOBAL A | SIANIA | |
|--|-----------------------------|---|---|
| Organisation (if applicable) | * | | |
| Postal address | | | |
| Phone | | Email | |
| Hearing | | | |
| | | 2 and Thursday 23 May 2024 for to present your feedback to elect | |
| Would you like to present you | r views at the hea | nring? | |
| If yes, please make sure your o | contact details in th | he previous section are correct so | we can get in touch. |
| ☐ Yes (in person) | ☐ Yes (via Microsoft Teams) | | No No |
| About you | | | |
| These questions help us unde improve our engagement approcollated data will be reported to | roach. Your respor | ors of the community are providing nses will not be made public with y | g feedback so we can your submission. Only |
| What is your age range? | | | |
| | | | |
| What is your ethnicity? (you n | nay tick multiple b | poxes) | |
| What is your gender? | | | |
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| Do you live with impairments/l | long-term health c | onditions or do you identify as tār | ngata whaikaha/disabled? |
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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 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 Hous Cost: \$42.6 million. | e. |
| ☐ 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? | |
| Non-the-field | |
| ☐ 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 | ž |
| Alternative Option – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million. | |
| Big-Decision 3: Council Funding (Consultation Document pages 29-31) | |
| The Council's Preferred Option — Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually. | |
| ☐ Alternative Option — Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding). | |

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

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

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

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

Page 92

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| How often, on average, have you v | visited the Queen Street (| Customer Service Centre | e 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 No | | on't know |
| Would you prefer to do more or les | ss Council business online | e? | |
| ☐ More | Less | | |
| Do you have any other comments customer services that you would I | | | ow? Or suggestions for |
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| Is there anything else you would (attach separate pages if needed) | like to say as part of you | ur feedback on the 202 | 4-34 Long Term Plan? |
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Your details

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| Organisation (if applicable) | | |
| Postal address | | |
| Phone | Email | |
| Hearing | | |
| | on Wednesday 22 and Thursday 23 May 2024 for have 5-10 minutes to present your feedback to elec | |
| Would you like to present you | r views at the hearing? | |
| If yes, please make sure your o | contact details in the previous section are correct so | o we can get in touch. |
| Yes (in person) | Yes (via Microsoft Teams) | No. |
| About you | | |
| | rstand which sectors of the community are providing to be made public with to the Council. | |
| What is your age range? | | |
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| What is your ethnicity? (you n | nay tick multiple boxes) | |
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| What is your gender? | | |
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| Do you live with impairments/l | ong-term health conditions or do you identify as tār | ngata whaikaha/disabled? |
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|---|---|
| Town Hall (Consultation Document page | ges 13-18) |
| | Demolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House. |
| | e Town Hall and build a new Town Hall on the site; retain and Iding including façade; and retain Waiata House. ertainty). |
| Alternative Option 2 — Demolish th buildings; retain Waiata House and Cost: \$3.57 million. | ne Town Hall and Municipal Building and do not replace these the leased Queen Street office. |
| | Iternative Option 1 include provision and budget to retain timated cost to do this is \$1.97 million. Do you want to keep |
| ☐ Yes – keep the façade | ₩ No – do not keep the façade |
| Masterton District Library and Wairars | apa Archive (Consultation Document pages 19-24) |
| | Jpgrade and expand the Library and consider in future a further |
| ☐ Alternative Option 1 – Upgrade and Cost: \$14.66 million. | d expand the Library and include the Archive now. |
| Alternative Option 2 – Complete e. Cost: \$2.3 million. | ssential Library repairs and maintenance only. |
| Big Decision 2: Town centre improv | vements (Consultation Document pages 25-28) |
| | Complete essential work to improve water and roading infrastructure no other improvements to Queen Street. |
| | ential work to renew water and roading infrastructure in the town tre to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (Co | onsultation Document pages 29-31) |
| | funding for community groups and organisations would become and and an adding would be considered annually. |
| | ing Council funding arrangements. (Note: there is currently a ne Long-Term Plan process and a smaller pool of annual |

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

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

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

Fees and charges (See proposed fees and charges on our website)

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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: 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 6 MONTHIS

Page 97

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| How often, on average, have you v | isited the Queen Street (| Customer Service C | Centre in the past | 12 months? |
|--|---------------------------|--------------------|--------------------|-------------------|
| ☐ More than once a week | ☐ Weekly | ☐ Monthly | U ANNALL! | ever |
| Have you used the Council's after h | nours service in the past | | Lellering | |
| ☐ Yes | No | | ☐ Don't know | |
| Would you prefer to do more or les | s Council business onlin | e? | | |
| ☐ More | Less | | | |
| Do you have any other comments of customer services that you would I | | | ces now? Or sugg | gestions for |
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DISTRICT COUNCIL
Page 98

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#85 **593**

COMPLETE

Collector: Test Link (Web Link)

Started: Thursday, April 18, 2024 4:10:37 PM Last Modified: Thursday, April 18, 2024 4:34:16 PM

Time Spent: 00:23:38

IP Address:

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

Q1

Your details

Full name (required)

Organisation (if applicable)

Postal address

Email

Phone





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

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Q6

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Page 2: Your Thoughts on the Big Decisions

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Q8

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?

Yes - keep the façade

Q9

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Q10

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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

Alternative Option - Maintain funding

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 Communityled 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

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

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

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Visit the Council website

Q22

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Log a service request online

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?

Wore

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?

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?

Online forms would be great

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

Would be great to see a push for tourism, doesnt need to be crazy big international focus, we should service and sell ourselves to the local areas in Wellington and Manawatu and have decent funding for this. We have some amazing local events through all three districts that should be well promoted in the lower north. Our event in Jan drew 50% local crowd with 25% from WLG and 20% from Manawatu/Kapiti.

#557 **594**

COMPLETE

Collector: Test Link (Web Link)

Started: Saturday, May 04, 2024 11:41:39 AM Last Modified: Saturday, May 04, 2024 12:01:10 PM

Time Spent: 00:19:31

IP Address:

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

Q1

Your details

Full name (required) Nina

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?



Q7

Town Hall (Consultation Document pages 13-18)

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

Q8

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?

Yes - keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructurein 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 Communityled 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 No Do you support our proposed fees and charges for 2024/25? Q18 Comments There is no need for such a dramatic increase if only essential work is carried out vs vanity projects 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: 021 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 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 #609 **595**

COMPLETE

Collector: Test Link (Web Link)

Started: Sunday, May 05, 2024 3:59:28 PM **Last Modified:** Sunday, May 05, 2024 4:09:07 PM

Time Spent: 00:09:39

IP Address:

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

Q1

Your details

Full name (required) Robert John Notley

Postal address

Email

Phone

Q4

Q5

Q6

Q7

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?

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?



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

Q8

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?

No - do not keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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

Q11

Council Funding (Consultation Document pages 29-31)

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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 Communityled 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 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 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 think the lakes are attractive however I don't make use of them. **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: Use the Antenno app - surprised that's not an included When you need to report a problem with a Council facility channel. 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?

LTP Submissions Volume 11 Page 109

Q25

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

Never

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

In the current economic climate the council should be focusing on the essential services particularly infrastructure and postpone ANY projects that are not essential.

#612 **596**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 4:09:35 PM

 Last Modified:
 Sunday, May 05, 2024 4:20:00 PM

Time Spent: 00:10:24

IP Address:

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

Q1

Your details

Full name (required) Susan Notley

Postal address

Email

Phone

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

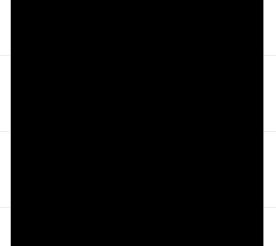
What is your ethnicity? You may tick multiple boxes.

Q5

Q6

What is your gender?

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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

Q8

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?

No - do not keep the façade

Q9

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

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

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Q13

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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 Communityled 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 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 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** Never How often, on average, have you accessed information from the Council's website or contacted the Oueen 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

The council should only be funding essentials at the moment - NO nice to haves.

Your details

| Full name (required) | Unity | Jean | Nuts | ford | |
|------------------------------|-------|-------|------|------|--|
| Organisation (if applicable) | | | | 1 | |
| 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 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 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 an | d archive |
|--|--|
| Town Hall (Consultation Document page | es 13-18) |
| | emolish the Town Hall and Municipal Buildings and build a new ite, retain the Municipal Building façade, and expand Waiata House. |
| | Town Hall and build a new Town Hall on the site; retain and ing including façade; and retain Waiata House. rtainty). |
| ☐ Alternative Option 2 — Demolish the buildings; retain Waiata House and the Cost: \$3.57 million. | Town Hall and Municipal Building and do not replace these ne leased Queen Street office. |
| | ernative Option 1 include provision and budget to retain mated cost to do this is \$1.97 million. Do you want to keep |
| ☐ Yes – keep the façade | ☐ No – do not keep the façade |
| Masterton District Library and Wairarap | pa Archive (Consultation Document pages 19-24) |
| The Council's Preferred Option – Up extension to include the Archive. Cost: \$10.75 million. | ograde and expand the Library and consider in future a further |
| ☐ Alternative Option 1 – Upgrade and Cost: \$14.66 million. | expand the Library and include the Archive now. |
| ☐ Alternative Option 2 – Complete ess Cost: \$2.3 million. | sential Library repairs and maintenance only. |
| Big Decision 2: Town centre improve | ements (Consultation Document pages 25-28) |
| | omplete essential work to improve water and roading infrastructure o other improvements to Queen Street. |
| | ntial work to renew water and roading infrastructure in the town re to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (Cor | nsultation Document pages 29-31) |
| ☐ The Council's Preferred Option — Fu contestable. Applications for this fund | nding for community groups and organisations would become ling would be considered annually. |
| 그래요 그리는 경기 내가 있었다. 그리는 이 경기 시간에 되어 있는 것이 되었다. 그리고 있는 것이 없는 것이 되었다. | g Council funding arrangements. (Note: there is currently a e Long-Term Plan process and a smaller pool of annual |

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

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

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

Fees and charges (See proposed fees and charges on our website)

| Do you support our propo | osed 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: 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 ☐ Email the Council ☐ Visit the Council's social media pages – e.g. Facebook or Instagram ☐ 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 LTP Submissions Volume 11 Page 118

| How often, on average, have you v | isited the Queen Street (| Customer Service Centr | e in the past 12 months? |
|---|----------------------------|------------------------|--------------------------|
| ☐ More than once a week | ☐ Weekly | ☐ Monthly | ☐ Never |
| Have you used the Council's after I | hours service in the past | 12 months? | |
| Yes | □ No | | on't know |
| Would you prefer to do more or les | s Council business online | e? | |
| ☐ More | Less | | |
| Do you have any other comments of customer services that you would I | | | ow? Or suggestions for |
| | | | |
| | | | |
| de la constant de la | | | |
| | | | |
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| | | | |
| | | | |
| Is there anything else you would (attach separate pages if needed) | like to say as part of you | ır feedback on the 202 | 4-34 Long Term Plan? |
| (and or open are pages in needed) | | | |
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MastertonDC

LTP Submissions Volume 11



Received 139pm on phone

TŌ WĀHI, TŌ MAHERE

YOUR PLACE, YOUR PLAN

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

This submission form allows you to give feedback on the Masterton District Council 2024-34 Long-Term Plan. Please read the <u>Consultation Document</u> before completing the form. You can make a submission in a number of ways:



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

Tell us what you think by 10am Monday 6 May 2024



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



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



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

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

Privacy statement

What we do with your personal information

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

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

MSTN.GOVT.NZ

@MastertonDC

LTP Submissions Volume 11

TE KAUNIHERA Å-ROHE O WHAKAORIORI

MASTERTON

DISTRICT 120 OUNCIL

#295 **598**

COMPLETE

Collector: Test Link (Web Link)

Started: Wednesday, May 01, 2024 7:50:23 AM Last Modified: Wednesday, May 01, 2024 7:57:35 AM

Time Spent: 00:07:12

IP Address:

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

Q1

Your details

Full name (required) Ashleigh O'Brien

Postal address

Email

Phone

Q4

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?

What is your ethnicity? You may tick multiple boxes.

Q5What 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 newTown Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House.Cost: \$42.6 million.

Q8

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?

Yes - 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 infrastructurein 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 Communityled 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

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:

triese 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 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 **#283 599**

COMPLETE

Collector: Test Link (Web Link)

Started: Monday, April 29, 2024 8:32:47 AM Last Modified: Tuesday, April 30, 2024 4:33:52 PM

Time Spent: Over a day

IP Address:

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

Q1

Your details

Full name (required) Colleen O'Brien

Postal address

Email

Phone

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.

Q5What 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

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

Q8

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?

Yes - keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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

Q11

Council Funding (Consultation Document pages 29-31)

Respondent skipped this question

Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

Q13

Service Area 2: Regional Walking and Cycling facilitation

Respondent skipped this question

Q14

Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

015

Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

Q16

Service Area 5: Climate initiatives

Respondent skipped this question

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 Respondent skipped this question 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** 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** Never How often, on average, have you accessed information from the Council's website or contacted the Oueen 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 Respondent skipped this question

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 #374 600

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Thursday, May 02, 2024 5:27:46 PM

 Last Modified:
 Thursday, May 02, 2024 6:14:44 PM

Time Spent: 00:46:58

IP Address:

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

Q1

Your details

Full name (required) MICHAEL JOHN OHARA

Postal address

Email

Phone

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

Q6

What is your gender?

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 newTown Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House.Cost: \$42.6 million.

Q8

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?

Yes - 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.

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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

Alternative Option - Maintain funding

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 Communityled 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 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

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

Henley Lake is a fantastic community facility, enjoyed by a large cross section of the community, bikers, walkers, dragon boaters, miniature power boat club. this has become an iconic part of our surroundings.

Queen Elizabeth parjk including the lake has been a family attraction for years and should be retained and enhanced for future generations.

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 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

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?

Q24 & 25 should have provided for 'other' rather than 'NEVER' Monthly is incorrect and Never is incorrect!

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) | Tenence D'Hara | |
|------------------------------|---|-------------------------|
| Organisation (if applicable) | | |
| Postal address | | |
| Phone | Email | |
| Hearing | | |
| | ing on Wednesday 22 and Thursday 23 May 2024 for the fill have 5-10 minutes to present your feedback to elected | |
| Would you like to present y | our views at the hearing? | |
| If yes, please make sure you | ur contact details in the previous section are correct so | we can get in touch. |
| Yes (in person) | ☐ Yes (via Microsoft Teams) | ₩ No |
| About you | | |
| | derstand which sectors of the community are providing oproach. Your responses will not be made public with yeld to the Council. | |
| What is your age range? | | |
| | | |
| What is your ethnicity? (you | ı may tick multiple boxes) | |
| | | |
| What is your gender? | | 1 0 |
| | | |
| Do you live with impairment | s/long-term health conditions or do you identify as tāng | gata whaka ha/disabled? |

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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 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 Hous 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? |
| lacksquare Yes – keep the façade $lacksquare$ No – do not keep the façade |
| Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24) |
| ☐ The Council's Preferred Option — Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million. |
| ☐ Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million. |
| Alternative Option 2 — Complete essential Library repairs and maintenance only. Cost: \$2.3 million. |
| Big Decision 2: Town centre improvements (Consultation Document pages 25-28) |
| The Council's Preferred Option — Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million |
| ☐ Alternative Option — Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million. |
| Big Decision 3: Council Funding (Consultation Document pages 29-31) |
| The Council's Preferred Option — Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually. |
| ☐ Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual |

contestable funding).

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

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

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

Fees and charges (See proposed fees and charges on our website)

|] 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: 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 ☐ 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? \square More than once a week ☐ Never ☐ Weekly ☐ Monthly

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| How often, on average, have you v | visited the Queen Street (| Customer Service Centre | e 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 | | on't know |
| Would you prefer to do more or les | ss Council business online | e? | |
| More | Less | | |
| Do you have any other comments customer services that you would | on how the Council deliv like the Council to consid | ers customer services ne er in future? | ow? Or suggestions fo |
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| s there anything else you would attach separate pages if needed) | | ur feedback on the 202 | 4-34 Long Term Plan? |
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MSTN.GOVT.NZ

@MastertonDC LTP Submissions Volume 11



Your details

| Full name (required) Bernice | Dorothy May Ol | sea | *** |
|--|--|--|-----|
| Organisation (if applicable) | | | |
| Postal address | | · | |
| | | | |
| Phone | Email | | *** |
| Hearing | | | |
| The Council will hold a hearing on Wed their views in person. You will have 5-10 via Microsoft Teams online. | 이 보고 있다. 내가 있어요? 이 없는 것 같아 그들은 그는 그는 그렇게 모든 때문을 가게 했다. | | |
| Would you like to present your views a | t the hearing? | | |
| If yes, please make sure your contact d | etails 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 wi improve our engagement approach. Yo collated data will be reported to the Co | ur responses will not be made pu | 그 경영에 나는 아이는 그가 살아갔다면 하고 하게 하지만 하지만 하게 되는 것이 없어지는 것이 없었다. 그리 | |
| What is your age range? | | | |
| | | | |
| What is your ethnicity? (you may tick n | nultiple boxes) | | |
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| What is your gender? | | | |
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| Do you live with impairments/long-term | health conditions or do you iden | tify as tāngata whaikaha/disabled | ? |
| | | | |
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Your thoughts on the Big Decisions

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|---|
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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). |
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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 — 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 |

LTP Submissions Volume 11 Page 139

contestable funding).

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

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

| Service areas | The Council's Preferred Option | Alternative Option(s) | |
|---|--|---|--|
| 1: Wairarapa Economic Development Strategy | Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) | ☐ Maintain funding | |
| 2: Regional Walking and Cycling facilitation | Cease funding for this (annual saving of \$35K) | ☐ Maintain funding | |
| 3: Regional Positive Ageing facilitation | Cease funding for this (annual saving of \$40.5K) | Maintain funding | |
| 4: Welcoming Communities facilitation | Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease | Provide Council funding of \$55K per year from 2025/26 when external funding expires. | |
| | projects and activities (annual /saving of \$55K from 2025/26) | | |
| 5: Climate initiatives | Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases | Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives | |
| Fees and cha | rges (See proposed fees and char | Fund by 50K to \$100K ges on our website) | |
| | sed 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: 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 San Branch Burgar - are sale of ☐ Visit the Council's social media pages – e.g. Facebook or Instagram ✓ Visit the Queen Street Customer Service Centre in person Other – please specify the same of the state of the same · delay en at year 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 Visit the Queen Street Customer Service Centre 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 in person at the Queen Street Customer Service Centre Pay via the Council's website 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? ✓ Monthly Weekly More than once a week

LTP Submissions Volume 11 Page 141

| How often, on average, have you v | isited the Queen Street (| Customer Service Centre | e in the past 12 months? |
|---|----------------------------|-------------------------|-----------------------------------|
| ☐ More than once a week | ■ Weekly | ✓ Monthly | ☐ Never |
| Have you used the Council's after h | nours service in the past | 12 months? | |
| ☐ Yes | No | | on't know |
| Would you prefer to do more or les | s Council business online | e? | e . |
| ☐ More | Less | | |
| Do you have any other comments of customer services that you would li | | | ow? Or suggestions for |
| | | | |
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| Is there anything else you would | like to say as part of you | ur feedback on the 202 | 4-34 Long Term Plan? |
| (attach separate pages if needed) | 1 11 | P | 7 11 11 |
| | Is there still | | i town Hall |
| Ret Times Age Thur | 5 18th April . C | Lactus Event | in liquidation. |
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#52 **603**

COMPLETE

Collector: Test Link (Web Link)

Started: Tuesday, April 16, 2024 2:14:33 PM Last Modified: Tuesday, April 16, 2024 2:22:21 PM

Time Spent: 00:07:48

IP Address:

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

Q1

Your details

Full name (required)

Email

Phone

Jordan Olsen



Q2

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.

No

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

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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?

Yes - keep the façade

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Q13

Service Area 2: Regional Walking and Cycling facilitation

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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 Communityled 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** 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** 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 Oueen 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

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Q28 Respondent skipped this question

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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

Your details

| Full name (required) Abby 0' Nei 11 |
|--|
| Organisation (if applicable) |
| Postal address |
| |
| PhoneEmail |
| 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 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 | d archive |
|---|--|
| Town Hall (Consultation Document page | s 13-18) |
| | molish the Town Hall and Municipal Buildings and build a new te, retain the Municipal Building façade, and expand Waiata House. |
| 이용하게 들어 내가 하지 않아 보다. 사이를 들어 들어 가게 하는 것이 하는 것이 하는 것이 없는데 되었다면 하다. | Town Hall and build a new Town Hall on the site; retain and ng including façade; and retain Waiata House. tainty). |
| ☐ Alternative Option 2 – Demolish the buildings; retain Waiata House and the Cost: \$3.57 million. | Town Hall and Municipal Building and do not replace these e leased Queen Street office. |
| 그리다는 마이에 그리고 어떻게 되었다면 하는데 하는데 하는데 하는데 하는데 하는데 어떻게 되었다. | ernative Option 1 include provision and budget to retain the ed cost to do this is \$1.97 million. Do you want to keep the |
| Yes – keep the façade | ☐ No – do not keep the façade |
| Masterton District Library and Wairarap | a Archive (Consultation Document pages 19-24) |
| ■ The Council's Preferred Option – Up- extension to include the Archive. Cost: \$10.75 million. | grade and expand the Library and consider in future a further |
| Alternative Option 1 – Upgrade and e Cost: \$14.66 million. | expand the Library and include the Archive now. |
| □ Alternative Option 2 – Complete esse Cost: \$2.3 million. | ential Library repairs and maintenance only. |
| Big Decision 2: Town centre improve | ments (Consultation Document pages 25-28) |
| · · | mplete essential work to improve water and roading infrastructure other improvements to Queen Street. |
| | atial work to renew water and roading infrastructure in the town e to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (Con | sultation Document pages 29-31) |
| ☐ The Council's Preferred Option — Fur contestable. Applications for this fund | nding for community groups and organisations would become ing would be considered annually. |
| . I ♥ | g Council funding arrangements. (Note: there is currently a Long-Term Plan process and a smaller pool of annual |

LTP Submissions Volume 11 Page 149

contestable funding).

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

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

| Service areas | The Council's Preferred Option | Alternative Option(s) |
|--|---|---|
| | | |
| 1: Wairarapa Economic Development Strategy | Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) | ☐ Maintain funding |
| 2: Regional Walking and Cycling facilitation | Cease funding for this (annual saving of \$35K) | Maintain funding |
| 3: Regional Positive Ageing facilitation | Cease funding for this (annual saving of \$40.5K) | ☐ Maintain funding |
| 4: Welcoming Communities facilitation | Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | ☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires. |
| 5: Climate initiatives | Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases | □ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund ○ OR □ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| Fees and cha | rges (See proposed fees and cha | rges on our website) |
| Do you support our propo | sed 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: 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. Phone the Council Visit the Council website ☐ 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. Phone the Council Log a service request online ☐ 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 LTP Submissions Volume 11

| How often, on average, have you | visited the Queen Street C | Customer Service Centre | |
|--|----------------------------|-------------------------|------------------------|
| ☐ More than once a week | ☐ Weekly | ☐ Monthly | Never |
| Have you used the Council's after | hours service in the past | 12 months? | |
| Yes | □ No | | on't know |
| Would you prefer to do more or les | ss Council business online | <u>-</u> ? | |
| ☐ More | Less | | bout the same |
| Do you have any other comments customer services that you would | | | ow? Or suggestions for |
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| Is there anything else you would (attach separate pages if needed) | | | |
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| Your details | | |
|---------------------------------|--|--------------------------|
| Full name (required) | Mistair JOHN O'NE | : 12 |
| Organisation (if applicable) | | |
| Postal address | | |
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| Phone | Email | |
| Hearing | | |
| | on Wednesday 22 and Thursday 23 May 2024 for have 5-10 minutes to present your feedback to elec | |
| Would you like to present you | r views at the hearing? | |
| If yes, please make sure your c | contact details in the previous section are correct so | we can get in touch. |
| Yes (in person) | Yes (via Microsoft Teams) | No |
| About you | | |
| | rstand which sectors of the community are providing roach. Your responses will not be made public with to the Council. | |
| What is your age range? | | - |
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| What is your ethnicity? (you m | nay tick multiple boxes) | |
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| What is your gender? | | |
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| Do you live with impairments/l | long-term health conditions or do you identify as tār | ngata whaikaha/disabled? |
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Your thoughts on the Big Decisions

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| Big Decision 1: Town Hall, library a | nd archive |
|---|---|
| Town Hall (Consultation Document page | ges 13-18) |
| The Council's Preferred Option — In Town Hall on the current Town Hall Cost: \$42.6 million. | Demolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House. |
| | e Town Hall and build a new Town Hall on the site; retain and lding including façade; and retain Waiata House. ertainty). |
| Alternative Option 2 – Demolish th buildings; retain Waiata House and Cost: \$3.57 million. | e Town Hall and Municipal Building and do not replace these the leased Queen Street office. |
| | Iternative Option 1 include provision and budget to retain the ated cost to do this is \$1.97 million. Do you want to keep the |
| ▼ Yes – keep the façade | ■ No – do not keep the façade |
| Masterton District Library and Wairara | apa Archive (Consultation Document pages 19-24) |
| | Jpgrade and expand the Library and consider in future a further |
| Alternative Option 1 – Upgrade and Cost: \$14.66 million. | d expand the Library and include the Archive now. |
| ☐ Alternative Option 2 — Complete es Cost: \$2.3 million. | ssential Library repairs and maintenance only. |
| Big Decision 2: Town centre improv | vements (Consultation Document pages 25-28) |
| | Complete essential work to improve water and roading infrastructure no other improvements to Queen Street. |
| | ential work to renew water and roading infrastructure in the town tre to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (Co | onsultation Document pages 29-31) |
| | unding for community groups and organisations would become adding would be considered annually. |
| | ing Council funding arrangements. (Note: there is currently a ne Long-Term Plan process and a smaller pool of annual |

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.

| | The Council's Preferred Option | Alternative Option(s) |
|---|---|---|
| 1: Wairarapa Economic Development Strategy | Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) | ☐ Maintain funding |
| 2: Regional Walking and Cycling facilitation | Cease funding for this (annual saving of \$35K) | Maintain funding |
| 3: Regional Positive Ageing facilitation | Cease funding for this (annual saving of \$40.5K) | ☐ Maintain funding |
| 4: Welcoming Communities facilitation | Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | Provide Council funding of \$55K per year from 2025/26 when external funding expires. |
| 5: Climate initiatives | Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases | Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| | ITGES (See proposed fees and charges for 2024/25? | rges on our website) |
| Yes | □ No | ☐ Don't know |
| Yes | | □ Don't know |
| Yes | | □ 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: 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?: ▼ Phone the Council Log a service request online ☐ 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

LTP Submissions Volume 11

| How often, on average, have you | visited the Queen Street (| Customer Service Centre | e 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 | □ D | on't know |
| Would you prefer to do more or les | ss Council business online | e? | |
| ☐ More | Less | Q P | about the same |
| Do you have any other comments customer services that you would | | | ow? Or suggestions for |
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| Is there anything else you would (attach separate pages if needed) | | | |
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Your details

| Eill name (required) | DA CONTRACTOR OF THE PARTY OF T | |
|------------------------------|--|-------------------------|
| Full name (required) | Moureen latricia O'Neil | |
| Organisation (if applicable) | | |
| Postal address | | 4 |
| Phone | Email | |
| Hearing | | |
| | aring on Wednesday 22 and Thursday 23 May 2024 for t will have 5-10 minutes to present your feedback to elect | |
| Would you like to present | your views at the hearing? | |
| If yes, please make sure yo | our contact details in the previous section are correct so | we can get in touch. |
| Yes (in person) | ☐ Yes (via Microsoft Teams) | □ No |
| About you | | |
| | nderstand which sectors of the community are providing approach. Your responses will not be made public with y ted to the Council. | |
| What is your age range? | | |
| | | |
| What is your ethnicity? (yo | ou may tick multiple boxes) | |
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| What is your gender? | | |
| | | |
| Do you live with impairmen | nts/long-term health conditions or do you identify as tān | gata 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 or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

| Bi | g Decision 1: Town Hall, library and archive |
|-----|--|
| То | wn Hall (Consultation Document pages 13-18) |
| V | 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 | e Council's Preferred Option and Alternative Option 1 include provision and budget to retain Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep e façade? |
| 1 | Yes – keep the façade |
| Ma | asterton 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. |
| V | Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million. |
| | Alternative Option 2 — Complete essential Library repairs and maintenance only. Cost: \$2.3 million. |
| Big | Decision 2: Town centre improvements (Consultation Document pages 25-28) |
| | The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million |
| | Alternative Option — Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million. |
| Big | Decision 3: Council Funding (Consultation Document pages 29-31) |
| | The Council's Preferred Option — Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually. |
| | Alternative Option — Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual |

contestable funding).

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

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

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

Fees and charges (See proposed fees and charges on our website)

| Yes | □ No | ☐ Don't know |
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Your thoughts to help shape our thinking

| Henley Lake and Lake of Rememb | orance (Consultation | n Document page 42) | |
|---|-------------------------------------|--|----------------------------|
| Would you prefer the Council to invest and feel in the future if it would cost le | t in maintaining the I | akes as they are now or | explore a different look |
| ☐ Invest in maintaining the lakes as th | ney are now | | |
| \square Explore a different look and feel in | future if it would cos | st less | |
| ☐ Don't know | | | |
| Please tell us what you value and enjo | y most about these | lakes now: | |
| They are a work leaple walking walk, picnic, to Masterton. | dogs, si | lace for fam not going to fabulous | ilies, or a addition |
| How we deliver customer services These questions will help inform a review When you need information about Coumost often? | ew of how we delive | r our customer services. | |
| ☑ Visit the Council website | | ☐ Phon | e the Council |
| ☐ Visit the Council's social media page | es – e.g. Facebook | or Instagram 🔲 Email | the Council |
| ☐ Visit the Queen Street Customer Serv | rice Centre in person | | |
| ☐ Other – please specify | | | |
| When you need to report a problem wit Log a service request online | h a Council facility o | | do you use most often?: |
| \square Visit the Queen Street Customer Serv | ice Centre | ☐ Email | the Council |
| ☐ Other – please specify | | | |
| When you need to pay your rates or pay etc), what channel do you use most ofte | / for another Counci n? | l service (e.g. dog registr | ation, consent fees, |
| Pay via the Council's website | ☐ Pay in persor | at the Queen Street Cus | stomer Service Centre |
| Pay by automatic payment or direct o | | | |
| How often, on average, have you access Street Customer Service Centre in the p | sed information fron ast 12 months? | n the Council's website o | r contacted the Queen |
| ☐ More than once a week | ☐ Weekly | ☐ Monthly | Never |

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| How often, on average, have you v | isited the Queen Street (| Customer Service Centre | e 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 | | on't know |
| Would you prefer to do more or les | ss Council business onlin | e? | |
| ☐ More | ☑ Less | | |
| Do you have any other comments customer services that you would | on how the Council deliv like the Council to consid | ers customer services n ler in future? | ow? Or suggestions for |
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| Is there anything else you would (attach separate pages if needed) | | ur feedback on the 202 | 24-34 Long Term Plan? |
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MastertonDC
LTP Submissions Volume 11



Your details

| Full name (required) | byn O'Neill | |
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| Organisation (if applicable) | | |
| Postal address | | |
| | | |
| Phone | Email | **** |
| Hearing | | |
| () [- 1] | on Wednesday 22 and Thursday 23 May 2024 for nave 5-10 minutes to present your feedback to elec | |
| Would you like to present you | r views at the hearing? | |
| If yes, please make sure your o | contact details in the previous section are correct so | o we can get in touch. |
| Yes (in person) | Yes (via Microsoft Teams) | No |
| About you | | |
| | rstand which sectors of the community are providin oach. Your responses will not be made public with o the Council. | |
| What is your age range? | | |
| | | |
| What is your ethnicity? (you m | nay tick multiple boxes) | |
| | | |
| What is your gender? | | |
| | | |
| Do you live with impairments/l | ong-term health conditions or do you identify as tā | ngata whaikaha/disabled? |

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|---|--|
| Town Hall (Consultation Document pag | ges 13-18) |
| | Demolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House |
| | e Town Hall and build a new Town Hall on the site; retain and ding including façade; and retain Waiata House. ertainty). |
| Alternative Option 2 – Demolish th buildings; retain Waiata House and Cost: \$3.57 million. | e Town Hall and Municipal Building and do not replace these the leased Queen Street office. |
| | Iternative Option 1 include provision and budget to retain the ated cost to do this is \$1.97 million. Do you want to keep the |
| Yes – keep the façade | ☐ No – do not keep the façade |
| Masterton District Library and Wairara | apa Archive (Consultation Document pages 19-24) |
| ☐ The Council's Preferred Option — Coxtension to include the Archive. Cost: \$10.75 million. | Jpgrade and expand the Library and consider in future a further |
| Alternative Option 1 — Upgrade and Cost: \$14.66 million. | d expand the Library and include the Archive now. |
| ☐ Alternative Option 2 — Complete e Cost: \$2.3 million. | ssential Library repairs and maintenance only. |
| Big Decision 2: Town centre impro | vements (Consultation Document pages 25-28) |
| | Complete essential work to improve water and roading infrastructure no other improvements to Queen Street. |
| | sential work to renew water and roading infrastructure in the town ntre to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (C | Consultation Document pages 29-31) |
| | Funding for community groups and organisations would become nding would be considered annually. |
| | ting Council funding arrangements. (Note: there is currently a he Long-Term Plan process and a smaller pool of annual |

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| Service areas | The Council's Preferred Option | Alternative Option(s) |
|---|---|---|
| 1: Wairarapa Economic Development Strategy | Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) | ☐ Maintain funding |
| 2: Regional Walking and Cycling facilitation | ☐ Cease funding for this (annual saving of \$35K) | ☑ Maintain funding |
| 3: Regional Positive Ageing facilitation | Cease funding for this (annual saving of \$40.5K) | ☐ Maintain funding |
| 4: Welcoming Communities facilitation | Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | Provide Council funding of \$55K per year from 2025/26 when external funding expires. |
| 5: Climate initiatives | Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases | □ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR □ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| Fees and cha | rges (See proposed fees and char | ges on our website) |
| Do you support our propos | sed 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: 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. Phone the Council Visit the Council website ☐ 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. ✓ Phone the Council Log a service request online ☐ 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

Monthly

Weekly

Street Customer Service Centre in the past 12 months?

More than once a week

| How often, on average, have you | visited the Queen Street (| Customer Service Centr | e 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 | | on't know |
| Would you prefer to do more or les | ss Council business online | e? | |
| ☐ More | Less | | About the same |
| Do you have any other comments customer services that you would | | | ow? Or suggestions for |
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| Is there anything else you would (attach separate pages if needed) | like to say as part of you | Ir teedback on the 202 | Plan? |
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Your details

| Full name (required) | SEAN CHAISTOPHER O'NEL | `LL |
|---------------------------------|--|-------------------------|
| Organisation (if applicable) | | |
| Postal address | | |
| Phone | Email | |
| Hearing | | |
| | on Wednesday 22 and Thursday 23 May 2024 for t nave 5-10 minutes to present your feedback to elect | |
| Would you like to present you | r views at the hearing? | |
| If yes, please make sure your o | contact details in the previous section are correct so | we can get in touch, |
| Yes (in person) | ☐ Yes (via Microsoft Teams) | M No |
| About you | | |
| | rstand which sectors of the community are providing oach. Your responses will not be made public with y o the Council. | |
| What is your age range? | | |
| | | |
| What is your ethnicity? (you m | nay tick multiple boxes) | |
| | | |
| What is your gender? | | |
| | | |
| Do you live with impairments/l | ong-term health conditions or do you identify as tān | gata whaikaha/disabled? |
| ☐ Yes ☐ No [| ☐ Prefer not to answer | |
| | - Yester no the subtile | |

Your thoughts on the Big Decisions

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

| Big Decision 1: Town Hall, library and | d archive |
|---|---|
| Town Hall (Consultation Document page | es 13-18) |
| | emolish the Town Hall and Municipal Buildings and build a new te, retain the Municipal Building façade, and expand Waiata House. |
| | Town Hall and build a new Town Hall on the site; retain and ng including façade; and retain Waiata House. tainty). |
| Alternative Option 2 – Demolish the buildings; retain Waiata House and th Cost: \$3.57 million. | Town Hall and Municipal Building and do not replace these e leased Queen Street office. |
| | ernative Option 1 include provision and budget to retain mated cost to do this is \$1.97 million. Do you want to keep |
| ☐ Yes – keep the façade | ☐ No – do not keep the façade |
| Masterton District Library and Wairarap | a Archive (Consultation Document pages 19-24) |
| ☐ The Council's Preferred Option — Up extension to include the Archive. Cost: \$10.75 million. | grade and expand the Library and consider in future a further |
| ☐ Alternative Option 1 – Upgrade and € Cost: \$14.66 million. | expand the Library and include the Archive now. |
| Alternative Option 2 – Complete essertions: \$2.3 million. | ential Library repairs and maintenance only. |
| Big Decision 2: Town centre improve | ments (Consultation Document pages 25-28) |
| | mplete essential work to improve water and roading infrastructure other improvements to Queen Street. |
| | atial work to renew water and roading infrastructure in the town to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (Con | sultation Document pages 29-31) |
| The Council's Preferred Option – Fur contestable. Applications for this fundi | nding for community groups and organisations would become ing would be considered annually. |
| | g Council funding arrangements. (Note: there is currently a Long-Term Plan process and a smaller pool of annual |

contestable funding).

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

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

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

Fees and charges (See proposed fees and charges on our website)

| Do you support our proposed fees and charges for 2024/25? | | | |
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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: 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 M 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? \square More than once a week ☐ Weekly ☐ Monthly

Page 171

LTP Submissions Volume 11

| low often, on average, have you vi | sited the Queen Street (| Customer Service Centre | e in the past 12 months? |
|--|---------------------------|-------------------------|--------------------------|
| More than once a week | ☐ Weekly | ☐ Monthly | ☑ Never |
| lave you used the Council's after h | ours service in the past | 12 months? | |
| Yes | ₩ No | | on't know |
| ould you prefer to do more or less | s Council business onlin | e? | |
|] More | Less | | |
| oo you have any other comments c ustomer services that you would li | | | ow? Or suggestions for |
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| s there anything else you would l | like to say as part of yo | ur feedback on the 202 | 4-34 Long Term Plan? |
| attach separate pages if needed) | : | | |
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@MastertonDC
LTP Submissions Volume 11

TE KAUNIHERA Ä-ROHE O WHAKAORIORI

MASTERTON

DISTRIGGT-COUNCIL

#61 609

COMPLETE

Collector: Test Link (Web Link)

Started: Wednesday, April 17, 2024 7:31:33 AM Last Modified: Wednesday, April 17, 2024 7:48:40 AM

Time Spent: 00:17:06

IP Address:

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

Q1

Your details

Full name (required)

Postal address

Email

Phone

Mark Orange



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

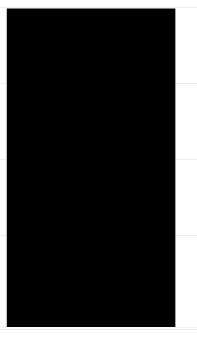
What is your ethnicity? You may tick multiple boxes.

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

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?

Respondent skipped this question

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructurein 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

Alternative Option - Maintain funding

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

Alternative Option - Maintain funding

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 Communityled 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 No

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

Q18

Comments

Your three options for the town hall are incorrect. We do not need a Masterton civic centre or town hall. Spend \$15K on rebranding the Carterton events centre to the Wairarapa Events centre. Amalgamate all 3 Wairarapa councils to reduce Council costs and treble salary positions. Stop wasting money on grand ideas (civic centre) when there are adequate private sector buildings avalible.

Page 4: Your thoughts to help shape our thinking

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

Q19

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

Walking the dog around them with out duress of push bikes and motor vehicles.

Q21

Q23

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

Other - please specify:

I dont do anything for Masterton as I didnt think they ran any events. I keep in touch wit hthe Caterton Events centre, soon to become the Wairarapa event centre

Q22 Phone the Council

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

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

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

Q28

online?

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?

Amalgamate all 3 Wairarapa Council and reduce salary over heads

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

Please do not waste my rate money on a town hall that is not needed. There have been reports with finding showing its not needed. Utilize the Carterton Events centre and private facilities such as Wairarapa Collage, Rathkeale collage and Solway park. A Masterton Town hall is not needed. demolish the current one, make it a green space. Stop being egotistical about Masterton the main town in Wairarapa, we should all be one pay our rates based on the districts combined costs.

#420 **610**

COMPLETE

Collector: Test Link (Web Link)

Started: Friday, May 03, 2024 10:23:36 AM **Last Modified:** Friday, May 03, 2024 10:27:41 AM

00:04:05 Time Spent:

IP Address:

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

Q1

Your details

Full name (required) Aynslie Isabel OReilly

Email Phone

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.

O3 What is your age range?

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Do you live with impairments/long-term health conditions



Page 2: Your Thoughts on the Big Decisions

Q7

Q6

Q4

Town Hall (Consultation Document pages 13-18)

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

Q8

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?

Yes - keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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.

Q11

Council Funding (Consultation Document pages 29-31)

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).

Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

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

Alternative Option - Maintain funding

Q15

Service Area 4: Welcoming Communities facilitation

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

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Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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 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** Never How often, on average, have you accessed information from the Council's website or contacted the Oueen Street Customer Service Centre in the past 12 months?

Never

Q25

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

What is your gender?

| Full name (required) | Traces orr | |
|-------------------------------|--|----------------------|
| Organisation (if applicable) | | |
| Postal address | | |
| Phone | Email | |
| Hearing | | |
| | ng on Wednesday 22 and Thursday 23 May 2024 for t I have 5-10 minutes to present your feedback to elect | |
| Would you like to present yo | our 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 | | |
| | erstand which sectors of the community are providing proach. Your responses will not be made public with y to the Council. | |
| What is your age range? | | |
| | | |
| What is your ethnicity? (you | may tick multiple boxes) | |
| | | |

LTP Submissions Volume 11 Page 181

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 or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

| Bi | g Decision 1: Town Hall, library and archive |
|----|---|
| To | own Hall (Consultation Document pages 13-18) |
| V | 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. |
| th | ne Council's Preferred Option and Alternative Option 1 include provision and budget to retain e Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep e façade? |
| | Yes – keep the façade ☑ No – do not keep the façade |
| Ņ | asterton District Library and Wairarapa Archive (Consultation Document pages 19-24) |
| 4 | 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. |
| Bi | g Decision 2: Town centre improvements (Consultation Document pages 25-28) |
| d | 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. |
| Bi | g Decision 3: Council Funding (Consultation Document pages 29-31) |
| V | 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.

| 1: Wairarapa Economic Development Strategy Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) Regional Walking and Cycling facilitation Cease funding for this (annual saving of \$35K) Regional Positive Ageing facilitation Cease funding for this (annual saving of \$40.5K) 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) Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund form \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
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| and Cycling facilitation 3: Regional Positive Ageing facilitation 4: Welcoming Communities facilitation 5: Climate initiatives 5: Climate initiatives Climate initiatives Saving of \$35K) Cease funding for this (annual saving of \$40.5K) 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) 5: Climate initiatives Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| Ageing facilitation 4: Welcoming Communities facilitation Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) 5: Climate initiatives Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) 5: Climate initiatives Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases Depond 2025 when current funding expires. year from 2025/26 when external funding expires. Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases OR Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| 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) |
| (See proposed lees 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 Write a letter ✓ 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 | d the Queen Street Cus | tomer Service Centre | e in the past 12 months? |
|--|--------------------------|----------------------|---|
| ☐ More than once a week | Weekly Once | ☐ Monthly | ☐ Never |
| Have you used the Council's after hours | s service in the past 12 | months? | |
| ☑ Yes | □ No | | on't know |
| Would you prefer to do more or less Co | nuncil husiness online? | | |
| ☐ More | Less | | |
| | | | 10.000.00000000000000000000000000000000 |
| Do you have any other comments on he customer services that you would like the | | | ow? Or suggestions for |
| customer services that you would like the | | Trataic. | |
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| Is there anything else you would like | to say as part of your f | eedback on the 202 | 4-34 Long Term Plan? |
| (attach separate pages if needed) | | | |
| If groups are Library the | continina | to use | the |
| It groups are | - | | 1 - 6 - |
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@MastertonDC



#289 **612**

COMPLETE

Collector: Test Link (Web Link)

Started: Tuesday, April 30, 2024 7:33:33 PM Last Modified: Tuesday, April 30, 2024 8:00:43 PM

Time Spent: 00:27:10

IP Address:

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

Q1

Your details

Full name (required) James Owen

Postal address

Email

Phone

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

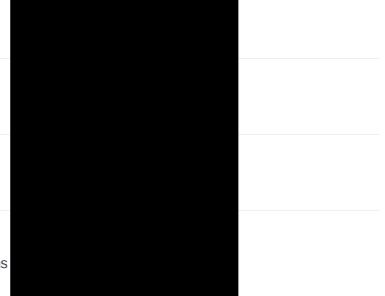
What is your ethnicity? You may tick multiple boxes.

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

Town Hall (Consultation Document pages 13-18)

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

Q8

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?

Yes - keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructurein 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)

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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?

Respondent skipped this question

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:

How the lakes look, all the wild life, the walking tracks

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?

Log a service request online

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 #225 **613**

COMPLETE

Collector: Test Link (Web Link)

Started: Thursday, April 25, 2024 11:51:03 AM Last Modified: Friday, April 26, 2024 6:15:35 PM

Time Spent: Over a day IP Address:

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

Q1

Your details

Full name (required) Kimberley Owen

Email

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.

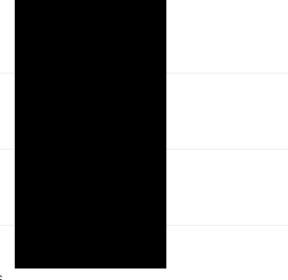
Q3
What is your age range?

Q4
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

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

Q6

Town Hall (Consultation Document pages 13-18)

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

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?

Yes - 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 infrastructurein 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 Communityled 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 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 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 Oueen 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

Would love to see the town hall in use again. Would prefer to do this up before thinking of expanding Waiata House

#288 614

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 30, 2024 7:26:02 PM

 Last Modified:
 Tuesday, April 30, 2024 7:32:35 PM

Time Spent: 00:06:32

IP Address:

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

Q1

Your details

Full name (required) Shannon Owen

Postal address

Email

Phone

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?

What is your ethnicity? You may tick multiple boxes.

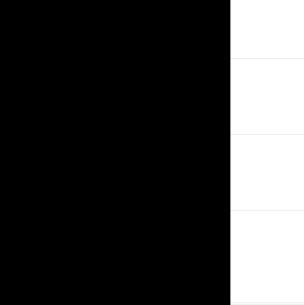
Q5

Q4

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

Town Hall (Consultation Document pages 13-18)

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

Q8

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?

Yes - keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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

Q11

Council Funding (Consultation Document pages 29-31)

Respondent skipped this question

Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

Q13

Service Area 2: Regional Walking and Cycling facilitation

Respondent skipped this question

Q14

Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

015

Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

Q16

Service Area 5: Climate initiatives

Respondent skipped this question

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 The wildlife that use both these lakes, and recreational users | lakes now: |
| Q21 When you need information about Council services, events or activities, what channel do you use most often? | Respondent skipped this question |
| Q22 When you need to report a problem with a Council facility or service, what channel do you use most often? | Respondent skipped this question |
| 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? | Respondent skipped this question |
| 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? | Respondent skipped this question |
| Q25 How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months? | Respondent skipped this question |

Respondent skipped this question

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

Q27

Respondent skipped this question

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

#227 **615**

COMPLETE

Collector: Test Link (Web Link)

Started: Saturday, April 27, 2024 7:27:34 AM Last Modified: Saturday, April 27, 2024 7:55:38 AM

Time Spent: 00:28:04

IP Address:

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

Q1

Your details

Full name (required)

Postal address

Email

Phone

Tracey Owen



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

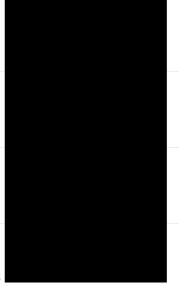
What is your ethnicity? You may tick multiple boxes.

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)

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?

Yes - keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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

Q11

Council Funding (Consultation Document pages 29-31)

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).

Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

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

Alternative Option - Maintain funding

Q15

Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

016

Service Area 5: Climate initiatives

Respondent skipped this question

Page 3: Fees and Charges

Q17

Respondent skipped this question

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

Comments

I'd like to see fees for refuse to the transfer station reduced so that more people are likely to use the service. \$76.40 for a trailer is a lot of money to take rubbish away.

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:

Being able to walk around both lakes, seeing wildlife using the area and seeing people using both lakes for recreation

Q21 Visit the Council website

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

O22 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 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?

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 support councils preferred option for the town hall, however I would like to see it done in two stages, stage 1 the townhall completed and stage 2 Waiata house.

Due to the large projects being undertaken I would like to see that unnecessary expenses are removed from the budget over the next 10 years, such as new flags around town, purchase of new equipment and furniture for Waiata house extension etc, we need to keep rates as low as possible for residents.

Your details

| Full name (required) MELVYN PAGE |
|--|
| 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? |
| |

LTP Submissions Volume 11 Page 202

Your thoughts on the Big Decisions

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

| Big Decision 1: Town Hall, library and archive |
|---|
| Town Hall (Consultation Document pages 13-18) |
| ☐ The Council's Preferred Option — Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million. |
| ☐ Alternative Option 1 — Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty). |
| Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. REGARDING THIS I Cost: \$3.57 million. MY COMMENTS ON THE LTP ON THE BACK I |
| 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 |
| 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 |

LTP Submissions Volume 11 Page 203

contestable funding).

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

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

| Service areas | The Council's Preferred Option | Alternative Option(s) |
|---|---|---|
| 1: Wairarapa Economic Development Strategy | Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) | ☐ Maintain funding |
| 2: Regional Walking and Cycling facilitation | Cease funding for this (annual saving of \$35K) | ☐ Maintain funding |
| 3: Regional Positive Ageing facilitation | Cease funding for this (annual saving of \$40.5K) | ☐ Maintain funding |
| 4: Welcoming Communities facilitation | Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | Provide Council funding of \$55K per year from 2025/26 when external funding expires. |
| 5: Climate initiatives | Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases | □ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR □ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| Fees and cha | rges (See proposed fees and char | rges on our website) |
| Do you support our propo | sed fees and charges for 2024/25? | |
| Yes | □ No | Don't know |
| T CANNOT | ACCESS WEBSIT | TE INFORMATION |
| | | |

LTP Submissions Volume 11 Page 204

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 SCENERY - AFTER THINKING BACI TIME HOW THE AREA WAS - AND WHAT A GREAT SHOWPIECE IT IS 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 Phone the Council Visit the Council website Email the Council ☐ Visit the Council's social media pages — e.g. Facebook or Instagram 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?: Phone the Council Log a service request online ☐ Email the Council ☐ Visit the Queen Street Customer Service Centre 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 in person at the Queen Street Customer Service Centre Pay via the Council's website 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?

Weekly

LTP Submissions Volume 11

More than once a week

Page 205

Never

Monthly

| Do you have any other comments on how the Courtoner services that you would like the Court | te in the past 12 r No usiness online? Less Council delivers ncil to consider in | □ Do | |
|--|---|-----------------------------------|-----------------------|
| Would you prefer to do more or less Council but More Do you have any other comments on how the Coustomer services that you would like the Court | No usiness online? Less Council delivers ncil to consider in | customer services non future? | w? Or suggestions for |
| Would you prefer to do more or less Council but More Do you have any other comments on how the Council but th | usiness online? Less Council delivers ncil to consider in | customer services no n future? | w? Or suggestions for |
| Do you have any other comments on how the Court customer services that you would like the Court | Less Council delivers noil to consider in | n future? | |
| Do you have any other comments on how the Court customer services that you would like the Court | Council delivers | n future? | |
| customer services that you would like the Cour | ncil to consider in | n future? | |
| | | | |
| | | | |
| | | | |
| s there anything else you would like to say as pattach separate pages if needed) | | | · |
| THE RATEPAYERS OF | - MASTE | RIVIN CAN | A NEW |
| AFFORD WHAT THE CO | 57 UF | BUILDING | 7 SUPER |
| TOWN HALL WOULD BE. | ME ISE | TIME ON IN | EXPENSES |
| WITH ALL THE OTHER | 2051 | NICHTMAR | E FOR ME. |
| IS BECOMING A WORK | CY ING | NITEG ON | TOPOF |
| WITH ALL THE WELLI | MIONE | FILESON | DE DOME |
| MASTERTON'S, SOMETH | ING ME | EEDS 10 | SK DUNL |
| ABOUT THAT SO PLE | EASE G | HVE SOME | |
| CONSIDERATION TO T | THE RAT | EPAYERS | 186 |
| MASTERTON WHO ARE | ESTRU | GGLING P | MOW AND |
| WILL BE IN A WORSE | | | |
| ARE PROPOSING GOES | | | |
| HARR PROPUBING GUE | | | |

MSTN.GOVT.NZ

@MastertonDC



| Your details | 1 | |
|--|--|--|
| Full name (required) | Marilyn Trances Palmer | |
| Organisation (if applicable) | | |
| Postal address | | |
| Phone | Email | |
| Hearing | | |
| | g on Wednesday 22 and Thursday 23 May 2024 for t have 5-10 minutes to present your feedback to elect | |
| Would you like to present you | ur views at the hearing? | |
| lf 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 unde improve our engagement app collated data will be reported | erstand which sectors of the community are providing proach. Your responses will not be made public with y to the Council. | g feedback so we can our submission. Only |
| 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 tān | gata whaikaha/disabled? |
| | | |

LTP Submissions Volume 11 Page 207

Your thoughts on the Big Decisions

Big Decision 1: Town Hall, library and archive

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

| Town Hall (Consultation Document pa | ages 13-18) |
|---|--|
| Town Hall on the current Town Hall Cost: \$42.6 million. | Demolish the Town Hall and Municipal Buildings and build a new Il site, retain the Municipal Building façade, and expand Waiata House |
| ☐ Alternative Option 1 – Demolish the refurbish the existing Municipal Bu Cost: \$49.9 million (noting high und | ne Town Hall and build a new Town Hall on the site; retain and ilding including façade; and retain Waiata House. certainty). |
| Alternative Option 2 – Demolish the buildings; retain Waiata House and Cost: \$3.57 million. | he Town Hall and Municipal Building and do not replace these I the leased Queen Street office. |
| | Alternative Option 1 include provision and budget to retain stimated cost to do this is \$1.97 million. Do you want to keep |
| Yes – keep the façade | ☐ No – do not keep the façade |
| Masterton District Library and Wairar | rapa Archive (Consultation Document pages 19-24) |
| ☐ The Council's Preferred Option — extension to include the Archive. Cost: \$10.75 million. | Upgrade and expand the Library and consider in future a further |
| Alternative Option 1 – Upgrade an Cost: \$14.66 million. | nd expand the Library and include the Archive now. |
| Alternative Option 2 – Complete e Cost: \$2.3 million. | essential Library repairs and maintenance only. |
| Big Decision 2: Town centre impro | vements (Consultation Document pages 25-28) |
| ▼ The Council's Preferred Option — 6 in the town centre. There would be Cost: \$6.48 million | Complete essential work to improve water and roading infrastructure no other improvements to Queen Street. |
| | sential work to renew water and roading infrastructure in the town ntre to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (C | onsultation Document pages 29-31) |
| The Council's Preferred Option — F contestable. Applications for this ful | Funding for community groups and organisations would become nding would be considered annually. |
| | ing Council funding arrangements. (Note: there is currently a he Long-Term Plan process and a smaller pool of annual |

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

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

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

Fees and charges (See proposed fees and charges on our website)

| Yes | □ No | ☐ Don't know |
|-------------------------|--|--------------|
| As long infrastructural | ar increase on tune which despu - re 150 loaks | rately needs |

Your thoughts to help shape our thinking

| Would you prefer the Council to invest in maintaining the lakes as the | |
|---|---|
| Would you prefer the Council to invest in maintaining the lakes as the and feel in the future if it would cost less? | ey are now or explore a dillerent look |
| 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 | |
| walking my dog & looking @ The great to see the different age grow | (usually) peaceful IT AINT BROKE DON'T |
| These questions will help inform a review of how we deliver our cust | |
| When you need information about Council services, events or activit | ies, 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 Instagra | am 🔲 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 Log a service request online | |
| | Phone the Council |
| ☐ Visit the Queen Street Customer Service Centre | Email the Council |
| ☐ Visit the Queen Street Customer Service Centre ☐ Other – please specify | |
| ☐ Other – please specify When you need to pay your rates or pay for another Council service etc), what channel do you use most often? ☐ Pay via the Council's website ☐ Pay in person at the Q | Email the Council |
| ☐ Other – please specify When you need to pay your rates or pay for another Council service etc), what channel do you use most often? ☐ Pay via the Council's website ☐ Pay in person at the Q | (e.g. dog registration, consent fees, ueen Street Customer Service Centre REGISTRATION ONLY |

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| ☐ 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 les | ss Council business online | 9? | | |
| More | Less | | | |
| Do you have any other comments customer services that you would I | | | ow? Or suggestions fo | |
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| MSTN.GOVT.NZ | | | TE KAUNIHERA Å-ROHE O WHAKA MASTERTO DISTRICT COUN | |

LTP Submissions Volume 11 Page 211 #98 **618**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Friday, April 19, 2024 8:32:09 PM

 Last Modified:
 Friday, April 19, 2024 8:55:51 PM

Time Spent: 00:23:42

IP Address:

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

Q1

Your details

Full name (required)

Postal address

Email

Phone

John Pansters

No



Q2

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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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?

No - do not keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructurein 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

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

Q16

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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

Comments

Fees seem excessive and there appear to be no opting out

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:

Current environment is dependent on maintaining adequate water which is not certain in the future as GWRC had indicated it would not renew the current water take from the ruamahanga. I would prefer the status quo remains but we should look at alternatives

Q21 Phone the Council

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

O22 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?

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

The current proposed rate increases are unsustainable for a property owner trying to survive on a pension. We have managed well without a town hall for the last 6 years and we have large venues in the Wairarapa college and Rathceale college auditoriums that are available for hire. I do not see new council facilities benefitting people other than council employees. Maintain what we have, fix the water and sewerage issues. We dont need nice to haves when we are struggling today trying to make ends meet

#423 619

COMPLETE

Collector: Test Link (Web Link)

Started: Friday, May 03, 2024 10:20:51 AM **Last Modified:** Friday, May 03, 2024 10:29:07 AM

00:08:15 **Time Spent:**

IP Address:

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

Q1

Your details

Full name (required) Jane McKay

Organisation (if applicable) Pariroa Farm

Postal address

Email

Phone

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?

Do you live with impairments/long-term health conditions

Q6 or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

Q8

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?

Yes - 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 infrastructurein 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)

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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

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

Q21

Respondent skipped this question

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

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

Other - please specify: Never use this service

Q22

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

Other - please specify: Never use this service

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

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 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) Ruth Parker |
|--|
| 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 tangata 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 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 Hous Cost: \$42.6 million. | se. |
| ☐ 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 infrastructur in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million | е |
| ☐ 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 | |

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mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual

contestable funding).

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

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

| Service areas | The Council's Preferred Option | Alternative Option(s) |
|---|---|---|
| 1: Wairarapa Economic Development Strategy | Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) | Maintain funding |
| 2: Regional Walking and Cycling facilitation | Cease funding for this (annual saving of \$35K) | Maintain funding |
| 3: Regional Positive Ageing facilitation | Cease funding for this (annual saving of \$40.5K) | Maintain funding |
| 4: Welcoming Communities facilitation | Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | Provide Council funding of \$55K per year from 2025/26 when external funding expires. |
| Fees and cha | Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases | □ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund ○ OR □ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| Do you support our propo | sed 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 v | isited the Queen Street (| Customer Service Centr | e 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 les | ss Council business online | e? | |
| ☐ More | Less | | |
| Do you have any other comments customer services that you would l | | | ow? Or suggestions for |
| | | | |
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| Is there anything else you would (attach separate pages if needed) | like to say as part of you | ır feedback on the 202 | 24-34 Long Term Plan? |
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#191 **621**

COMPLETE

Collector: Test Link (Web Link)

Started: Wednesday, April 24, 2024 1:39:22 PM Last Modified: Wednesday, April 24, 2024 1:55:35 PM

Time Spent: 00:16:13 IP Address:

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

Q1

Your details

Full name (required)

Email

Phone

Philip Charles Parkes



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

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?

Yes - keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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.

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

Alternative Option - Maintain funding

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

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

Page 3: Fees and Charges

Q17 Yes

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

Q18

Comments

As a superannuitant, on a fixed income, it is always difficult to pay increased rates each year but I understand that infrastructure needs to be maintained and upgraded. Nice to haves should come 2nd to keeping rate increases to a minimum.

Page 4: Your thoughts to help shape our thinking

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

Q19

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

I'll tell you what I don't like about Henley Lake in particular, is the state of the water quality, it's appalling. I enjoy the various walking tracks around Henley. QE2 Lake is an asset worth investing in.

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?

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?

Consider back office functions to a view to create efficiencies.

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) | Dhvuv | Patel | |
|------------------------------|-------|-------|--|
| 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





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 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 p | pages 13-18) |
| | – Demolish the Town Hall and Municipal Buildings and build a new all site, retain the Municipal Building façade, and expand Waiata House |
| | the Town Hall and build a new Town Hall on the site; retain and uilding including façade; and retain Waiata House. |
| | the Town Hall and Municipal Building and do not replace these d the leased Queen Street office. |
| | Alternative Option 1 include provision and budget to retain estimated cost to do this is \$1.97 million. Do you want to keep |
| ☑ Yes – keep the façade | ☐ No – do not keep the façade |
| Masterton District Library and Waira | arapa Archive (Consultation Document pages 19-24) |
| ☐ The Council's Preferred Option – extension to include the Archive. Cost: \$10.75 million. | - Upgrade and expand the Library and consider in future a further |
| ☐ Alternative Option 1 — Upgrade a Cost: \$14.66 million. | and expand the Library and include the Archive now. |
| ☑ Alternative Option 2 – Complete Cost: \$2.3 million. | essential Library repairs and maintenance only. |
| Big Decision 2: Town centre impr | rovements (Consultation Document pages 25-28) |
| | - Complete essential work to improve water and roading infrastructure e no other improvements to Queen Street. |
| | ssential work to renew water and roading infrastructure in the town entre to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (| Consultation Document pages 29-31) |
| | - Funding for community groups and organisations would become funding would be considered annually. |
| [하는 하다 사람이 아니다 그 아이들이 얼마나 아니다 아니다 아니다 아니다 아니다 아니다 아니다] | sting Council funding arrangements. (Note: there is currently a the Long-Term Plan process and a smaller pool of annual |

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.

| The Council's Preferred Option | Alternative Option(s) |
|---|---|
| Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) | ☐ Maintain funding |
| Cease funding for this (annual saving of \$35K) | ☐ Maintain funding |
| Cease funding for this (annual saving of \$40.5K) | ☐ Maintain funding |
| Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | ☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires. |
| ☐ Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases | □ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR □ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| rges (See proposed fees and char | rges on our website) |
| sed fees and charges for 2024/25? | |
| and the factor of the Autority was a name. | |
| ₩ No | ☐ Don't know |
| | compared to 2023/24 (annual saving of \$20K) Cease funding for this (annual saving of \$35K) Cease funding for this (annual saving of \$40.5K) 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) Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases |

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? M Phone the Council Visit the Council website ☐ 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?: M Phone the Council □ Log a service request online ☐ Email the Council ☐ Visit the Queen Street Customer Service Centre ☐ 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 in person at the Queen Street Customer Service Centre ☐ Pay via the Council's website

LTP Submissions Volume 11 Page 232

How often, on average, have you accessed information from the Council's website or contacted the Queen

☐ Weekly

☐ Monthly

M Never

M Pay by automatic payment or direct debit

☐ More than once a week

Street Customer Service Centre in the past 12 months?

| ☐ More than once a week | ☐ Weekly | ☐ Monthly | ☑ Never |
|---|---|--|-----------------------|
| Have you used the Council's after h | nours service in the past | 12 months? | |
| ☐ Yes | M No | | Don't know |
| Would you prefer to do more or les | s Council business online | 27 | |
| ☐ More | Less | | |
| Do you have any other comments c customer services that you would li | on how the Council delive ke the Council to consid | ers customer services n er in future? | ow? Or suggestions fo |
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| s there anything else you would l attach separate pages if needed) | ike to say as part of you | r feedback on the 202 | 4-34 Long Term Plan? |
| s there anything else you would l attach separate pages if needed) | ike to say as part of you | r feedback on the 202 | 4-34 Long Term Plan? |
| s there anything else you would l attach separate pages if needed) | ike to say as part of you | r feedback on the 202 | 4-34 Long Term Plan? |
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| s there anything else you would li attach separate pages if needed) | ike to say as part of you | r feedback on the 202 | 4-34 Long Term Plan? |

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@MastertonDC



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#57 **623**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 16, 2024 5:30:52 PM

 Last Modified:
 Tuesday, April 16, 2024 7:28:30 PM

Time Spent: 01:57:37

IP Address:

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

Q1

Your details

Full name (required)

Postal address

Email

Phone

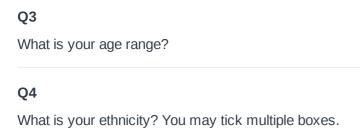
adrian patete



Q2

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.

No



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

Town Hall (Consultation Document pages 13-18)

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

Q8

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?

Yes - keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

The Council's Preferred Option – Complete essential work to improve water and roading infrastructurein 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)

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

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

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:

good for walks

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 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 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 #228 **624**

COMPLETE

Collector: Test Link (Web Link)

Started: Saturday, April 27, 2024 9:51:04 AM Last Modified: Saturday, April 27, 2024 10:34:11 AM

Time Spent: 00:43:07

IP Address:

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

Q1

Your details

Full name (required)

Barbara PAULUS

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

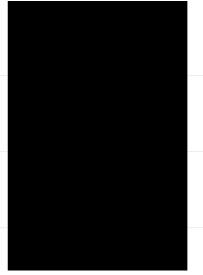
What is your ethnicity? You may tick multiple boxes.

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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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?

No - do not keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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

Q11

Council Funding (Consultation Document pages 29-31)

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).

Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

Q15

Service Area 4: Welcoming Communities facilitation

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

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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

Don't know

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

Comments

I could not find the proposed changes on the website quickly. A link included here would help to streamline the submission.

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:

Lake Henley provides a recreational space for multiple users and feeds into a wetland that has presumably positive effects on biodiversity in the region. I consider it more valuable to Masterton than any performance or function building could ever be.

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

022

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

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

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

Never

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?

Council frontline contacts are always helpful and respond within a good timeframe in my experience.

I would like to see different options for solid rubbish disposal for us rural folk. Replace PLASTIC council rubbish bags with a more sustainable and affordable options, e.g. stickers for our own paper bags (from animal feeds that many rural people have already and that are not more expensive for us than the council plastic rubbish bags) or set cost for a council provided or purchased bin that we can take to the transfer station.

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 feel very strongly that a functional and safe civil defence centre is essential and should not be linked to one or the other 'nice to have' performance venue or new council offices - not in this consultation document nor in real life. We live in a seismically active region and can look forward to the effects of climate change. A functional civil defence centre should not be negotiable, should be purpose built, earthquake/flood and cyclone proof. There should be no delay in planning and building it.

Cutting funding or making community funds contestible for proven, highly valuable community services run by volunteers is a terrible idea in my opinion. The costs are minimal compared to building a performance venue and the benefits enormous to a large proportion of the community. This is what a 'community' is, not a venue that large sections of our community would visit infrequently or in some cases never (due to cost of tickets).

Climate action by community groups should also be supported as well as funded within the council. These are issues that will affect future generations and council should not find itself on the wrong side of history in these matters.

Your details

| Full name (required) | Pearse, Susan | Mary |
|---|---|---|
| Organisation (if applicable) | | |
| Postal address | | |
| Phone | Email | |
| Hearing | | |
| The Council will hold a hearing their views in person. You will h via Microsoft Teams online. | on Wednesday 22 and Thursday 23 May 2024 fo nave 5-10 minutes to present your feedback to ele | r those wanting to present cted members in person or |
| Would you like to present your | views at the hearing? | |
| If yes, please make sure your o | ontact details in the previous section are correct s | so we can get in touch, |
| Yes (in person) | ☐ Yes (via Microsoft Teams) | II No |
| About you | | |
| These questions help us under improve our engagement appro collated data will be reported to | stand which sectors of the community are providing bach. Your responses will not be made public with the Council. | ng feedback so we can your submission. Only |
| What is your age range? | | |
| | | |
| What is your ethnicity? (you ma | ay tick multiple boxes) | |
| | | |
| What is your gender? | | - |
| | | |
| Do you live with impairments/lo | ng-term health conditions or do you identify as ta | ngata whaikaha/disabled? |
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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 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 a | nd archive |
|---|--|
| Town Hall (Consultation Document page | ges 13-18) |
| | Demolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House |
| | e Town Hall and build a new Town Hall on the site; retain and Iding including façade; and retain Waiata House. certainty). |
| Alternative Option 2 – Demolish the buildings; retain Waiata House and Cost: \$3.57 million. | ne Town Hall and Municipal Building and do not replace these the leased Queen Street office. |
| | Alternative Option 1 include provision and budget to retain stimated cost to do this is \$1.97 million. Do you want to keep |
| ☐ Yes – keep the façade | ☐ No – do not keep the façade |
| Masterton District Library and Wairar | apa Archive (Consultation Document pages 19-24) |
| ☐ The Council's Preferred Option — Uextension to include the Archive. Cost: \$10.75 million. | Jpgrade and expand the Library and consider in future a further |
| ☐ Alternative Option 1 — Upgrade and | d expand the Library and include the Archive now. |
| Alternative Option 2 – Complete e Cost: \$2.3 million. | ssential Library repairs and maintenance only. |
| Big Decision 2: Town centre impro | vements (Consultation Document pages 25-28) |
| | Complete essential work to improve water and roading infrastructure no other improvements to Queen Street. |
| | ential work to renew water and roading infrastructure in the town atre to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (C | onsultation Document pages 29-31) |
| | Funding for community groups and organisations would become nding would be considered annually. |
| | ing Council funding arrangements. (Note: there is currently a he Long-Term Plan process and a smaller pool of annual |

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

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

| Service areas | The Council's Preferred Option | Alternative Option(s) |
|---|---|---|
| 1: Wairarapa Economic Development Strategy | Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) | ☐ Maintain funding |
| 2: Regional Walking and Cycling facilitation | Cease funding for this (annual saving of \$35K) | Maintain funding |
| 3: Regional Positive Ageing facilitation | Cease funding for this (annual saving of \$40.5K) | Maintain funding |
| 4: Welcoming Communities facilitation | Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | ☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires. |
| 5: Climate initiatives | Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases | ☐ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR |
| | on external randing couses | ☐ 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: 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 changel 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 Home Budget Service 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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Page 245

| How often, on average, have you vi | sited the Queen Street (| Customer Service Centre | e in the past 12 months? |
|---|---------------------------|-------------------------|--------------------------|
| ☐ More than once a week | ☐ Weekly | Monthly | ☐ Never |
| Have you used the Council's after h | ours service in the past | 12 months? | |
| Yes | No | | on't know |
| Would you prefer to do more or less | s Counci business online | e? | |
| ☐ More | Less | | |
| Do you have any other comments of customer services that you would li | | | ow? Or suggestions for |
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| Is there anything else you would I | ike to say as part of you | ır feedback on the 202 | 4-34 Long Term Plan? |
| (attach separate pages if needed) | | | |
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Your details

| Full name (required) | PEDERSEN. | |
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| Organisation (if applicable) | 1 | |
| Postal address | | |
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| Phone . | Email | |
| Hearing | | |
| | ednesday 22 and Thursday 23 May 2024 for 10 minutes to present your feedback to elec | |
| Would you like to present your views | at the hearing? | |
| If yes, please make sure your contact | details in the previous section are correct s | o we can get in touch. |
| Yes (in person) | ☐ Yes (via Microsoft Teams) | INO. |
| About you | | |
| 하다 그 경우 가게 하면 하고 나타면서 얼마나 가는 다른 나는 사람이 되었다. 그렇게 되었다면 가게 되었다. | which sectors of the community are providir Your responses will not be made public with 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-ter | m health conditions or do you identify as tā | ngata whaikaha/disabled? |

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| ■ Alternative Option 2 – Demolish th buildings; retain Waiata House and Cost: \$3.57 million. | e Town Hall and Municipal Building and do not replace these the leased Queen Street office. |
| 그리고 있다면 하는 하는 아이들이 되고 있다면 하는 것이 되었다면 하는 것이 되었다면 하는데 되었다. 그렇게 되었다. | Iternative Option 1 include provision and budget to retain the ated cost to do this is \$1.97 million. Do you want to keep the |
| ✓ Yes – keep the façade | ■ No – do not keep the façade |
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| ☐ Alternative Option 1 – Upgrade and Cost: \$14.66 million. | d expand the Library and include the Archive now. |
| ☐ Alternative Option 2 — Complete es Cost: \$2.3 million. | ssential Library repairs and maintenance only. |
| Big Decision 2: Town centre improv | vements (Consultation Document pages 25-28) |
| TO THE STATE OF T | Complete essential work to improve water and roading infrastructure no other improvements to Queen Street. |
| | ential work to renew water and roading infrastructure in the town tre to improve the 'look and feel' of that space. |
| Big Decision 3: Council Funding (Co | onsultation Document pages 29-31) |
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| | ing Council funding arrangements. (Note: there is currently a ne Long-Term Plan process and a smaller pool of annual |

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| 3: Regional Positive Ageing facilitation | Cease funding for this (annual saving of \$40.5K) | ☐ Maintain funding |
| 4: Welcoming Communities facilitation | Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | Provide Council funding of \$55K per year from 2025/26 when external funding expires. |
| 5: Climate initiatives | Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases | □ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund ○ OR □ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |

Fees and charges (See proposed fees and charges on our website)

| Do you support our proposed f | ees and charges, for 2024/ | 25? | | |
|--|----------------------------|-----------|--------------|----------|
| Yes | ▼ No | | ☐ Don't know | |
| -Compost wante | disposal is | far too e | xpenive | - Are |
| you really one | couning people | to recyc | 167. | |
| | | | | |
| - Work with th | ose businesse- | to enco | wage H | e use |
| of non-planta | vourte. | | | |
| · Industry wants · Building want for those | e 2 strongly | encourac | je mor | 2 |
| · Bailding would | e freciely | g. and | lower | Fies |
| for those | doing so | | | |
| | | | | |
| LTP Submissions Volume 11 | | | | Page-249 |

Your thoughts to help shape our thinking

| Henley Lake and Lake of Remembran Would you prefer the Council to invest in n and feel in the future if it would cost less? | | |
|--|---|--|
| ✓ Invest in maintaining the lakes as they a | are now | |
| Explore a different look and feel in futu | re if it would cost less | |
| ☐ Don't know | | |
| Please tell us what you value and enjoy mo | ost about these lakes now: | |
| · Open Spaces | | |
| · Open Spaces · Wide public use - · Opportunity to man · wild. Life | walling boats ntain wether | rg etc. |
| - Lake of Remembras Fon a different a. | ngle. | insertique water |
| How we deliver customer services (Co | onsultation Document page 42 |) |
| These questions will help inform a review | of how we deliver our custome | er services. |
| When you need information about Council | services, events or activities, | what channel do you use most |
| often? | | |
| often? Visit the Council website | | Phone the Council |
| | – e.g. Facebook or Instagram | |
| ☐ Visit the Council website | | |
| ☐ Visit the Council website☐ Visit the Council's social media pages - | · Centre in person | ☐ Email the Council |
| □ Visit the Council website □ Visit the Council's social media pages - □ Visit the Queen Street Customer Service □ Other – please specify | · Centre in person | ☐ Email the Council |
| ☐ Visit the Council website☐ Visit the Council's social media pages -☑ Visit the Queen Street Customer Service | · Centre in person | ☐ Email the Council |
| □ Visit the Council website □ Visit the Council's social media pages - □ Visit the Queen Street Customer Service □ Other – please specify When you need to report a problem with a log a service request online □ Visit the Queen Street Customer Service | Centre in person Council facility or service, whe | Email the Council |
| □ Visit the Council website □ Visit the Council's social media pages - □ Visit the Queen Street Customer Service □ Other – please specify When you need to report a problem with a log a service request online | Centre in person Council facility or service, whe | Email the Council at channel do you use most often?: Phone the Council |
| □ Visit the Council website □ Visit the Council's social media pages - □ Visit the Queen Street Customer Service □ Other – please specify When you need to report a problem with a log a service request online □ Visit the Queen Street Customer Service | Centre in person Council facility or service, where Centre Concol touch or another Council service (e.g. | Email the Council at channel do you use most often?: Phone the Council Email the Council |
| □ Visit the Council website □ Visit the Council's social media pages - □ Visit the Queen Street Customer Service □ Other – please specify When you need to report a problem with a □ Log a service request online □ Visit the Queen Street Customer Service □ Other – please specify ○ When you need to pay your rates or pay for the please specify | Centre in person Council facility or service, where Centre Concol touch or another Council service (e.g. | Email the Council at channel do you use most often?: Phone the Council Email the Council |
| □ Visit the Council website □ Visit the Council's social media pages - □ Visit the Queen Street Customer Service □ Other – please specify When you need to report a problem with a log a service request online □ Visit the Queen Street Customer Service □ Other – please specify When you need to pay your rates or pay for etc), what channel do you use most often? | Centre in person Council facility or service, where Centre Toncol for another Council service (e.g. | Email the Council at channel do you use most often?: Phone the Council Email the Council dog registration, consent fees, |
| □ Visit the Council's social media pages - □ Visit the Queen Street Customer Service □ Other – please specify When you need to report a problem with a log a service request online □ Visit the Queen Street Customer Service □ Other – please specify □ When you need to pay your rates or pay for etc), what channel do you use most often? □ Pay via the Council's website | Centre in person Council facility or service, where concern the council service (e.g. Pay in person at the Queen bit | Email the Council at channel do you use most often?: Phone the Council Email the Council dog registration, consent fees, en Street Customer Service Centre |

Page 250

LTP Submissions Volume 11

| How often, on average, have you visited t | he Queen Street Custo | omer Service Centre i | in the past 12 months? |
|---|--------------------------|-----------------------|-----------------------------------|
| ☐ More than once a week | ☐ Weekly | Monthly | ☐ Never |
| Have you used the Council's after hours s | service in the past 12 m | onths? | |
| Yes | □ No | ☐ Do | n't know |
| Would you prefer to do more or less Cour | ncil business online? | | |
| ☐ More | Less | | |
| Do you have any other comments on how customer services that you would like the | Council to consider in | future? | |
| -I find the "month | Dy Wrap | a vocate o | f time. |
| - I find the "month | on info on | what the | council is |
| actually doing egle | potpeths - r | name the | street |
| ectually doing egfe Date-services report | what is bein | ng underte | der each |
| month | | | |
| - Street sign, Reserver | , planting | street tre | es |
| Is there anything else you would like to (attach separate pages if needed) | say as part of your fee | edback on the 2024 | -34 Long Term Plan? |
| | cial Halls in | she co not | ised |
| , suppost the directing, continue street tree. | programme | - what n | ralce, ou tour |
| a more desirable p | laco to 1:00 | , | |
| · Encorrage Home-ow | | | antings |
| · Daipouce rider ha | | | |
| due to exterive | interction | , - is H | r's being |
| done in the most | efection | icuner e | a vrigating |
| during the head | | | |
| The council show | • | A W | , , |
| ou rail serolles | · - more | 10076 il | re He train |
| trying to encoun | no than | spending | moneyon |
| trying to encoun | age an an | rlinz | |
| | | | TE KAUNIHERA Å-ROHE O WHAKAORIORI |
| MSTN.GOVT.NZ @MastertonDC | | | MASTERTON |
| LTP Submissions Volume 11 | | | DISTRIGT2GOUNCIL |

#623 **627**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 6:08:58 PM

 Last Modified:
 Sunday, May 05, 2024 6:38:46 PM

Time Spent: 00:29:48

IP Address:

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

Q1

Your details

Full name (required) Diane McMillan Percival

Postal address

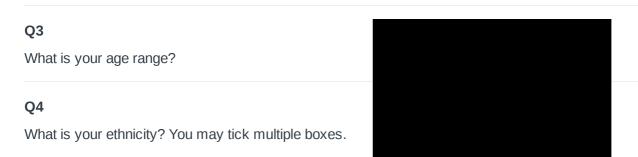
Email

Phone



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.



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

Town Hall (Consultation Document pages 13-18)

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

Q8

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?

Yes - keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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

Q11

Council Funding (Consultation Document pages 29-31)

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).

Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

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)

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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 Don't know

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

Q18

Comments

Please be wise stewards of the rate-payers money, in all that you do.

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?

mivest in maintaining the lakes as they are now

Q20

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

These lakes are a very great asset to Masterton City and environs. The daily walks around Henley or Queen Elizabeth are a positive contributor to my health and wellbeing.

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 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

#254 **628**

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 30, 2024 1:01:47 PM

 Last Modified:
 Tuesday, April 30, 2024 1:25:37 PM

Time Spent: 00:23:49

IP Address:

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

Q1

Email

Your details

Full name (required) Bruce Perry

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)

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?

Q9

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

Respondent skipped this question

Q10

Town centre improvements (Consultation Document pages 25-28)

Respondent skipped this question

Q11

Council Funding (Consultation Document pages 29-31)

Respondent skipped this question

Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

Q13

Service Area 2: Regional Walking and Cycling facilitation

Respondent skipped this question

Q14

Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

Q15

Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

Q16

Service Area 5: Climate initiatives

Respondent skipped this question

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

LTP Submissions Volume 11 Page 257

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

Q22

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

They are wonderful assets for those wanting space, beauty, peacefulness, a place to walk and the list goes on. The removal of the water would make absolutely no sense and would be impossible to reverse. While there are some potential issues going forward regarding the availability of water, there are always solutions and whatever the extra cost of maintaining them, I am sure the cost to the town would be far greater going forward should they be removed.

Q21 Respondent skipped this question

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

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?

Q26 Respondent skipped this question

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

Respondent skipped this question

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 #580 **629**

No

COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 9:21:13 AM

 Last Modified:
 Sunday, May 05, 2024 9:56:05 AM

Time Spent: 00:34:52

IP Address:

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

Q1

Your details

Full name (required) Karen Perry

Postal address

Email

Phone

Q2

Q4

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?

What is your ethnicity? You may tick multiple boxes.

Q5What is your gender?

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

Q6

Town Hall (Consultation Document pages 13-18)

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

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?

No - do not keep the façade

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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

Q11

Council Funding (Consultation Document pages 29-31)

Respondent skipped this question

Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

Q13

Service Area 2: Regional Walking and Cycling facilitation

Respondent skipped this question

Q14

Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

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

Respondent skipped this question

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? **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** 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** 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
Have you used the Council's after hours service in the

past 12 months?

No

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 | | 630 |
|-------------------------------|--|-------------------------|
| Full name (required) | volyn Peterson. | |
| Organisation (if applicable) | | |
| Postal address | | |
| Phone | Email | |
| Hearing | | |
| | ng on Wednesday 22 and Thursday 23 May 2024 fo I have 5-10 minutes to present your feedback to ele | |
| Would you like to present yo | ur 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 | | |
| | erstand which sectors of the community are providence. Your responses will not be made public with 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 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 Pecision 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). |

LTP Submissions Volume 11 Page 265

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

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

| Service areas | The Council's Preferred Option | Alternative Option(s) |
|---|--|---|
| 1: Wairarapa Economic Development Strategy | Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K) | Maintain funding |
| 2: Regional Walking and Cycling facilitation | Cease funding for this (annual saving of \$35K) | ☐ Maintain funding — ON W |
| 3: Regional Positive Ageing facilitation | Cease funding for this (annual saving of \$40.5K) | □ Maintain funding - Yedule for |
| 4: Welcoming Communities facilitation | Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26). | Provide Council funding of \$55K per year from 2025/26 when external funding expires. Increase funding for facilitation |
| 5: Climate initiatives Fees and cha | Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases | by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |
| | sed fees and charges for 2024/25? | |
| Yes | No | ☐ Don't know |
| | | |

Your thoughts to help shape our thinking

| Henley Lake and Lake of Remembrar Would you prefer the Council to invest in and feel in the future if it would cost less? Invest in maintaining the lakes as they Explore a different look and feel in future in the lakes as they. Don't know | maintaining the lakes as they are now — Quely E | re now or explore a different look Uzabeth maintaine | |
|--|---|--|--|
| Please tell us what you value and enjoy m | nost about these lakes now: | | |
| tasy access t | o everybodi | | |
| Open Space OM | the edge | of town | |
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| | | | |
| | | | |
| How we deliver customer services (C These questions will help inform a review | | | |
| When you need information about Counc often? Please tick one option. | il services, events or activities, | what channel do you use most | |
| ☐ 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 Other – please specify | 1 - | | |
| When you need to report a problem with Please tick one option. | a Council facility or service, who | at 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 fetc), what channel do you use most often | 그리고 있는데 이 그 이 없는데 그렇게 그렇게 하면 하는데 살아내고 살아가고 있다. | dog registration, consent fees, | |
| Pay via the Council's website | Pay in person at the Queen | n Street Customer Service Centre | |
| Pay by automatic payment or direct de | bit | | |
| How often, on average, have you accesse Street Customer Service Centre in the pa | | s website or contacted the Queen | |
| ☐ More than once a week | ☐ Weekly ☐ Mo | nthly | |
| RLDOVT SVI of STAVIS | MASSIMA, VOD | OVA WELS ON VOAD | |

| How often, on average, have y | you visited the Queen Street Custo | omer Service Centre in the p | ast 12 months? |
|--|--|--|--|
| ☐ More than once a week | □ Weekly — TIA (): | Monthly | Never |
| Have you used the Council's a | after hours service in the past 12 m | nonths? | ast 12 muths |
| ☐ Yes | No | ☐ Don't know | V |
| Would you prefer to do more | or less Council business online? | | |
| ☐ More | Less | ☐ About the | same |
| customer services that you we CYCLL TYAIL SCYVOOL) LYLL ON THE TYAI CAN IT DE CONTROL TYAIL TYAI | ents on how the Council delivers of ould like the Council to consider in ON Upply Plant Pl | future? AIM (NEAV F S VELS TV COUNCIL'S VE LIV WOVE SO FLAV PLAN AM LIVALI M TWS MA | evuvidga it encvoach sponsibilit medule iding ibut ttev. |
| For new u | yban builds | MOINA AN | ead |
| water coll | ection from | Voots s' | mould. |
| be compul | ISOVY (If building | g a New town l | rall has water considered. |
| Town Hall- | We need to | hide our t | The on |
| this issue | While the | LONDINY | iS |
| adjustina | Shifting. | Mu Drefe | INI |
| is for Av | row Mall bus | + MOINTS N | not the |
| MMe - The | WO ave other | er facilities | |
| avound Ha | e town the | 1 | used In |
| the meant | ime Use +M | S DIAG PT |)) |
| 1/12 //////// | (1) (14) (10) | Lave Day | b/os ba |
| VVXIVITEVIOVI | U. CLOV gyt | 7205 101001 | TV LLS DX |
| Vegay TOV It? | WULL A YAT | 2 earthquake | |
| MSTN COVENZ | of children | | HERA Å-ROHE O WHAKAORIORI |
| MSTN.GOVT.NZ f @MastertonDC | 10-50-5 | MA | STERTON |