



LONG TERM PLAN 2024-2034

SUBMISSIONS

Volume 12

Submissions 631 to 690

From consultation 5 April to 6 May 2024

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

Q1

Your details

Full name (required) Chris Peterson
 Organisation (if applicable) Member of Sustainable Wairarapa, Forest & Bird, Pukaha to Kawakawa (P2K)aWairarapa, F&B,
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Q2

Yes (in person)

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7</p> <p>Town Hall (Consultation Document pages 13-18)</p>	<p>Respondent skipped this question</p>
<p>Q8</p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Respondent skipped this question</p>
<p>Q9</p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</p>
<p>Q10</p> <p>Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11</p> <p>Council Funding (Consultation Document pages 29-31)</p>	<p>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).</p>
<p>Q12</p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13</p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14</p> <p>Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15</p> <p>Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16</p> <p>Service Area 5: Climate initiatives</p>	<p>Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</p>

Q17

Yes

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

Q18

Comments

My perspective on the Town Hall are more nuanced than the tick box approach allows so will submit in a separate email

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:

Both lakes are great amenities for the town as they are but accept that with climate change and changing regulations it may well not be possible to maintain water to them over periods in summer and that alternative supply is likely to be difficult and expensive so accept that at least a partial conversion from lake to wetland is being planned. Understand that this can be achieved while also continuing to provide high standard amenity values. Would hope that change is mostly required at Henley and that the Park lake can be kept much as is.

Q21

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

Other - please specify:
Use several of these options roughly equally. Believe it is important to keep an in-person option. There are still many people who are not IT conversant!

Q22

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

Other - please specify:
As for question above

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?

While it may be less costly and more efficient to do everything online, many older people, including myself, find doing things online stressful and would like to see the more traditional approaches also kept while we are still about. It is more inclusive

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

From: [Chris](#)
To: [Submissions Sub](#)
Subject: Fwd: LTP submission - supplementary to tick-box version already submitted
Date: Monday, 6 May 2024 9:54:44 am

----- Forwarded message -----

From: Chris Peterson [REDACTED]
Date: Mon, 6 May 2024 at 09:39
Subject: LTP submission - supplementary to tick-box version already submitted

[REDACTED]

From: Chris [REDACTED]
Date: 5 May 2024 at 2:13:42 PM NZST
To: [REDACTED] [REDACTED]

1. Supplementary submission to MDC LTP to sit alongside the tick-box form already submitted.
2. Much of the following is or would be supported by Sustainable Wairarapa, F&B and P2K (Pukaha to Kawakawa) but not necessarily all of it.
3. The context we ask to be kept in mind in considering the points made are the Deprivation Index which show that there are many in the urban area who are financially and socially disadvantaged, that NZ will continue to be progressively more bi and multi-cultural, and that, perhaps as never before, we face a future that is uncertain with a 'perfect storm' of climate and other disruptive stressors.
4. Council are to be congratulated for the considerable effort made to encourage people to submit.
5. TOWN HALL. With sadness and huge reluctance SW supports option 3, demolition, SW is keen to learn the findings of an updated demand analysis. If that endorsed the conclusions of

the Horwath reports then I/SW can't see how an expenditure of some \$40million plus can be justified for what would in effect be an expensive white elephant. Particularly at this time when so many are really struggling, when the community is facing big infrastructure expenditures, and the prospect of more frequent extreme weather events. Arguably these considerations should have priority now as never before along with strategies that reduce inequality.

6. The fact that there hasn't been a town hall facility since 2016 and, really, has it been missed, must be pertinent.

7. If it were rebuilt, it is still on the wrong side of Chapel St and removed from Queen St. where the foot traffic is and should be encouraged to be to support retail.

8. Now that the Library is to remain perhaps the Council's Customer Service Centre should be located there.

9. Just maybe it also time (now or never possibly?) to reconsider whether there is still merit in the Regent Live Theatre proposal that not too long ago had the support of many in the town from the Mayor and council down. That would presumably bring an increase in foot traffic at that end of town, an important consideration. In Palmerston North an almost identical theatre has been renovated and is now a valued amenity. But it would be expensive.

10. Should the decision be to retain the facade and rebuild then it would be great if council would look to engage architects who would truly realize the stated objective "to utilize Green Building design concepts for efficiency and environmental benefit" (Report to council, 7/6/23). Let whatever is built be a statement showing that the town embraces a future which is more in balance with Nature and is accepting of the importance of working to a zero-emissions future. If towns build their town halls to brag let that be our bragging point!

11. LIBRARY. Great the Library is staying where it is. But best do it once and do it right and add the archive now when it only amounts to a rate increase from \$1.30pw to \$1.90! That is also cheaper and more efficient in the long run.

12. TOWN CENTRE. Support the preferred Option1. Maybe then when it is considered in the next LTP or whenever there will be more support for pedestrianisation!

13. COUNCIL FUNDING. Support leaving the funding model as is. Yes, there may well be an element of inequity in it but having some certainty about funding allows for better planning and the drag of continual funding applications is the bane of community organizations, often driven by volunteers, who just want to get on and do what they are passionate about.

14. CHANGE OF SERVICES. Whenever there is an economic downturn it is tempting to look to cut back services to save money but that austerity response is such a disappointing reaction. All of the services in line for cuts here have had a lot invested in them to date and represent the best efforts and good work of those involved. The cuts suggested only amount to savings of far less than \$1pw for ratepayers it would seem! Such cuts may sound ok - provided one is not a cyclist or walker, not older, and not a migrant, new to our country and our culture!

15. CLIMATE ACTIONS. The words in the consultation document are encouraging with the frequent references to climate change and the Mayoral message asserting that "all the while keeping challenges such as climate-resilience front-of-mind". But words are just words unless backed by actions and actions require funding, planning and coordination. While much appreciated \$50k for the Community-Led Initiatives is really just a drop in the bucket with the growing awareness and concern in the wider community about the realities of climate change. People are wanting to get involved in doing things that will contribute to the changes needed to avert the worst. But to be most effective those efforts need the kind of support that has been provided by the council facilitators, [REDACTED]. Council is therefore urged to dig deep and go for Alternative option 2 and funding of \$142,000 (Remembering that the full amount will not be required until April 2026).

16. Also in relation to Climate Change, Council is encouraged to look for some standout project which will convey to the wider

community the seriousness and urgency it sees in this 'climate emergency'. The community look to their council for leadership on such all-important issues that will increasingly affect "everything, everywhere, all at once". Perhaps it could be some sort of solar heating for the Rec Centre pools? But consideration is also needed for many other things such as safe cycleways for safe commutes, food waste collections and composting, an on-demand around-town bus service as is being trialled in Wellington, and other such initiatives.

17. In short everything the council does or supports needs to be considered in light of its climate change implications.

18. However, behaviour change across the community will also be necessary and council is urged to support TakeTheJump which is a programme designed to gently encourage and facilitate such across the board changes in our everyday behaviours .

19. Perhaps one of the most important climate actions might be to look at an immediate and urgent plan to increase the urban tree cover to mitigate the heat island effect that ambient heat will become so much more intolerable with the projected increase in very hot days;

20. The world - Wairarapa included - also faces a Biodiversity crisis, separate from but overlapping with the climate one. Good to see in this respect council support for P2K's urban trapping initiative to suppress rats and other pests. Hopefully that support will continue.

21. HOMEBUSH. SW believes it is time to pause and review this so far expensive project. Separate to this submission is one of our members, Don Bell's views on how the ongoing discharge to the Ruamahanga river can be significantly reduced with the potential to produce biochar. SW urges council to engage with us and all interested parties to create an efficient and cost effective solution.

22. SW strongly supports the creation of an enlarged reservoir at Kaituna. This option we believe will be a much cheaper and be delivered in a timely manner.

23. SW also suggests that such a reservoir could be utilised by the Carterton urban community.

24. SW strongly supports the aggressive plan to reduce leaks in the pipe networks.

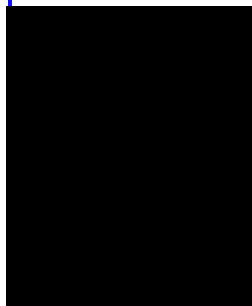
25. SW does not support further investment by the council in large water storage projects We note that to date no potential irrigators have committed funds to this project.

26. SW suggests that nature based solutions offer opportunities for all sectors across the district .

27. Thanks for the opportunity to make a submission

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Chris Peterson



Your details

632

Full name (required) MR LEON ASHLEY PETERSON

Organisation (if applicable)

Postal address

[Redacted]

Phone ..

[Redacted]

Email ..

[Redacted]

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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

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

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes No Don't know

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Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

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How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify

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

- Log a service request online Phone the Council
- Visit the Queen Street Customer Service Centre Email the Council
- Other – please specify *Talk to a current councillor*

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? *I'm not involved in any of the above. (Not even rates!)*

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

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

- More than once a week Weekly Monthly Never

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

- More than once a week
- Weekly
- Monthly
- Never

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

- Yes
- No
- Don't know

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

- More
- Less
- N. A.

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

NO

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Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?
(attach separate pages if needed)

YES

- 1) KEEP FAB LAB'S 3 year funding cycle
- 2) KEEP FAB LAB in the library extension

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

Q1

Your details

Full name (required) James Philps
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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.</p>
<p>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?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</p>

Page 3: Fees and Charges

Q17

Yes

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

Q18

Comments

I think that the proposal published in the mid week paper and explained by David Borman is excellent. The sooner we start this work the better.

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

The lakes are iconic and a magnificent addition to the natural environment here in Masterton. We thoroughly enjoy walking around the lakes and enjoying the beautifully maintained grounds. The lakes are a real feather in the cap of our town.

Q21

Visit the Queen Street Customer Service Centre in person

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

Q22

Visit the Queen Street Customer Service Centre

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

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

No thanks. lets start building the Town hall

#333

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 1:55:12 PM
Last Modified: Thursday, May 02, 2024 2:09:16 PM
Time Spent: 00:14:04
IP Address: [Redacted]

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

Q1

Your details

Full name (required) joanna philps
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Comments

n/a

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:

A beautiful place to walk, ride a bike meet people and enjoy nature. It is the jewel in the crown of Masterton.

Q21

Visit the Council website

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

Q22

Log a service request online

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

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

#653

635

COMPLETE

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

Q1

Your details

Full name (required) Derek Pickup
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 No – do not keep the façade

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

Q9 The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

Q10 The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.
Town centre improvements (Consultation Document pages 25-28)

Q11 Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).
Council Funding (Consultation Document pages 29-31)

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

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

Q14 Alternative Option - Maintain funding
Service Area 3: Regional Positive Ageing facilitation

Q15 The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)
Service Area 4: Welcoming Communities facilitation

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

Q17

No

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

Q18

Comments

The parking infringement fees should be at least 3 x what they are but also remove the different tiers. There is no incentive to do the right thing.

I would also like to see the removal of all parking meters and have parking spaces as timed to simplify parking in the town center, timed spaces would be in the below categories.

- 30 min quick park
- 1.5 hours.
- 3 hours.
- Unrestricted parking.

My recommendation for infringement would be:

- Not more than 30 min should be \$50
- Anything over 30 min \$150.00 (x by consecutive days)

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:

Henley Lake and the Lake of Remembrance are lovely places in concept, but the geese foul up the walkways at Henley and the. I also don't see the viability of continuing to support a man-made water lake, especially given climate change. Both seem to work against each other. Which one are you going to support?

Q21

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

Other - please specify:
has not occurred yet, but if I cant find what I need online then I would go to the Queen Street office

Q22

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

Other - please specify:
log a service request on line, but most like whatever method get the message across.

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

No

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

Q27

More

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

Q28

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

Anything that can reduce the cost to the user would be appreciated.

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

It seems there isn't a compelling business case for constructing a town hall, as highlighted by David Paris, the town hall would have periods of closure. It is impractical to invest significant funds in a partially operational building. Additionally, the Horwath report, although dated, contains valuable insights that cannot be overlooked.

On the financial front, a loan of \$42,600,000 at 5% over 25 years would entail the community paying a staggering \$113,074,115.81, alongside ongoing annual operational costs of \$3.2 million and a relatively low revenue, leaving this building as an ongoing cost the ratepayer.

Examining the impact on average urban residential property, as outlined in the Long-Term Plan (LTP), over 5 years with a compounding rate of 6.6% on \$230, the approximate increase amounts to 41.997% or \$326.79 by year 5.

To summarize, the town hall project appears inadequately planned, and the prospect of a partially closed facility is deemed unacceptable. While supporting the concept on this site may be viable in the future with the right approach and timing, it is presently not feasible.

I envision transforming the site into a vibrant green space, complete with lush trees and well-maintained grass areas. This space could serve as a versatile venue for various events, markets, and food trucks, fostering community engagement and enjoyment. Moreover, it lays the foundation for future development with a forward-thinking vision.

Regarding the municipal building expansion, I propose treating it as a separate project. Consolidating the Queen Street office with Waiata House is a logical step, offering potential savings by eliminating the \$170k outgoing rent. While there will be operational costs associated with the new extension, I believe the efficiencies gained from having all council business operations under one roof will lead to significant savings in the long run. This consolidation not only streamlines operations but also enhances collaboration and effectiveness within the council.

The library serves as a dynamic community hub, offering a wide range of activities and services. I believe there's significant value in modernizing and expanding its offerings to meet the diverse needs of the community better. It should be a place where people can gather, engage in activities, read, hold meetings, and participate in learning opportunities.

However, I don't see the value in including the archives within the library's development plans. The current building housing the archives has relatively low rent at \$70k, whereas including the archives in the library project would incur an additional \$4 million in costs. Given that the current lessor has a stable tenant and the building was vacant for a considerable time, it seems unlikely that they would agree to move the council.

Instead, I suggest revisiting the issue of the archives after the amalgamation takes place. As the Wairarapa Archives, it should primarily serve the Wairarapa region, and it's reasonable to question why Masterton ratepayers should foot the bill for its inclusion in the library project.

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone

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 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?

- ask David Borman for a quote now.*
- Yes – keep the façade *done* No – do not keep the façade
- He would have it for \$2,000,000*

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

Yes

No

Don't know

Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

Henley lake is not safe for dogs.
I think it is a complete waste of money
I begrudge paying more on my Rates.
Please put a stop on this to Wellington Council.

How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website
- Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram
- Email the Council
- Visit the Queen Street Customer Service Centre in person

Other – please specify

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

- Log a service request online
- Phone the Council
- Visit the Queen Street Customer Service Centre
- Email the Council

Other – please specify

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

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

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

- More than once a week
- Weekly
- Monthly
- Never

Don't have web site.

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less About the same

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

When I pay the Rates, I have been to see the Mayor about the Water pipes in Lowes place I found out they are Esbestos. I have been in with 14 Letters it is coming up 7 yrs. there has been 3 leaking pipes under the road, they have been ^{here} three trucks & a digger, How many more Patches will be done?

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)

Re ANZ Bank are being Pd a Lot ^{of} rent, with that keep going up. you want to ^{Spend} Millions & Millions in Mnst. How do you think the elderly can keep paying more & more Rates, when they only have Super to pay all these rising costs, are there no firm Quotes these days? Business people are closing their doors. I have ask three people are they going to fill in these forms, their reply was what's the use the Council will do what they want to do. Cut down on some Councilors. that will save some money

#329

637

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

Q1

Your details

Full name (required) Lauren Pollard

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

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

Q10 **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

Q15 **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

No

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

Q18

Comments

Stop wasting money and proposing huge expenditure on the town hall when everyone is suffering from the increased cost of living crisis and the recession. There is little benefit in spending such extortionate amounts. Most Mastertonians won't benefit at all. Seeing such huge amounts being proposed to be spent hits hard to those struggling to buy the basics

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:

Nice to walk around

Q21

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

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

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

#613

638

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

Q1

Your details

Full name (required) Sarah Porter
Organisation (if applicable) Emerge Aotearoa 140920
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.</p>
<p>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?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>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)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Don't know

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

Given how far we are from the coast it is great to have a body of water that we can look at and walk around

Q21

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

Visit the Queen Street Customer Service Centre in person

Q22

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

Visit the Queen Street Customer Service Centre

Q23

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

Pay by automatic payment or direct debit

Q24

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

Monthly

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

#117

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

Q1

Your details

Full name (required) **Maureen Potts**
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

They are a great asset in many ways to the community bringing pleasure to all ages.

Q21

Phone the Council

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

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

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

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

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

Thank the Council members for their considered collaboration consultation and work in putting this document together for the community to participate in.

#438

640

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, May 03, 2024 11:15:12 AM
Last Modified: Friday, May 03, 2024 11:28:43 AM
Time Spent: 00:13:30
IP Address: [Redacted]

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

Q1

Your details

Full name (required) TWINKLE POULOSE

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

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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.</p>
<p>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?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>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).</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>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)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

No

Q18

Comments

Rates increase on the water by meter is not supported.

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:

More beautification needed

Q21

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

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

Q22

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

Phone the Council

Q23

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

Pay by automatic payment or direct debit

Q24

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

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?

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) Ruben James Pouzau

Organisation (if applicable) [REDACTED]

Postal address [REDACTED]

Phone [REDACTED] Email [REDACTED]

Hearing

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

Would you like to present your views at the hearing?

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

- Yes (in person) Yes (via Microsoft Teams) No

About you

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

[REDACTED]

Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website <INSERT>. 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 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
- 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 to 'look and feel' of that space.
Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes No Don't know

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Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

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How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify

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

- Log a service request online Phone the Council
- Visit the Queen Street Customer Service Centre Email the Council
- Other – please specify

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

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

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

- More than once a week Weekly Monthly Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

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No
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Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?
(attach separate pages if needed)

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Time Spent: 00:30:44
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Cameron Price
Postal address [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8

Yes – keep the façade

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

Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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

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

Q15

Service Area 4: Welcoming Communities facilitation

The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)

Q16

Service Area 5: Climate initiatives

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

Q17

Yes

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

Q18

Comments

The look and feel of masterton is essential to invest in to ensure that it remains a desirable location for the people living here and to encourage people to move to. This includes how to main centre looks, what is on it, and maintaining the lake and parks all of which provide the residents with a range of third spaces and activities.

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:

They provide a critical third space for the residents that doesn't directly cost the individual money when they use it. This is important for people of all ages. It disincentivizes youth crime by providing free entertainment. It allows for boat racing and fishing, something which is a common sight and keeps the general population happy and entertained.

The lake is one of my favourite things about Masterton, particually on a sunny day/evening sitting by it with a coffee/food or going for a walk around it with my dog.

The lake and accompanying parks where a significant attractor when my partner and I decided to move here and would hate to see such a lovely part of the town go due to a lack of investment.

Keeping it as a wetland as an alternative while better than nothing would be a big step back for the community.

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

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

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?

While your website is outdated, it does everything that it needs to and makes interactions easy

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

Preserving the looks and feel of the town and maintaing good third spaces that provide community activies is worth the costs involved even if it means a high rate of rates increases.

#645

643

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 8:40:05 PM
Last Modified: Sunday, May 05, 2024 9:10:22 PM
Time Spent: 00:30:17
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Justin Bradshaw Price
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

These bodies of water need better management, I would like to see more money allocated to get them back to what they've been in the past ie: the Lake of Remembrance emptied and cleaned yearly

Q21

Visit the Council website

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

Q22

Log a service request online

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

More

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

Q28

Respondent skipped this question

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

Q29

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

As a parent of preschoolers I would very much like to see a new town hall built as quickly as possible. The town hall was the heart of the town with so many things showing there - kapa haka competitions, the dance schools pantomimes, model train fair, cat show, bird show, school science fair, concerts, opera, prize givings, balls, funerals, markets ... and as someone in the building trade I fully support Dave Borman and his comments that the local trades are screaming out for work and they will used. The way this council has included our people and our experts on the town hall project has been superb. Do it once - do it right.

Your details

Full name (required) LYNN FRIDAY

Organisation (if applicable)

Postal address [Redacted]

Phone [Redacted] Email [Redacted]

Hearing

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

Would you like to present your views at the hearing?

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

- Yes (in person)
- Yes (via Microsoft Teams)
- No

About you

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

What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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

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

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes No Don't know

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Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

Henley lake has the potential to attract more families if the childrens play area was improved. Also the walking tracks need upgrading especially the lower lying part which end up underwater when it rains for 2-3 days and are then unusable.

How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website
- Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram
- Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify

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

- Log a service request online
- Phone the Council
- Visit the Queen Street Customer Service Centre
- Email the Council
- Other – please specify

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

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

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

- More than once a week
- Weekly
- Monthly
- Never

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

- More than once a week
 - Weekly
 - Monthly
 - Never
- 2-3 year*

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

- Yes
- No
- Don't know

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

- More
- Less
- 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?

The Public Toilets on Dannister Street.
I would like the toilets to remain open
until 5pm in the summer months. People are out
shopping longer and with children. Christmas shopping,
people on holiday etc. I think at least Nov, Dec, Jan, Feb,

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)

What provision has been made for 'PARKING' in the
proposal for the new Town Hall should it go ahead?

Your details

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Full name (required) ROBERT EMLYN FRIDAY

Organisation (if applicable)

Postal address [REDACTED]

Phone [REDACTED] 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?

[REDACTED]

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

[REDACTED]

What is your gender?

[REDACTED]

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

[REDACTED]

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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

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

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes
 No
 Don't know

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Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

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How we deliver customer services (Consultation Document page 42)

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

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

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

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- 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
- RARELY
- Never

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

- More than once a week Weekly Monthly *RARELY* Never

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

- Yes No Don't know

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

- More Less About the same

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

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Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?
(attach separate pages if needed)

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Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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Would you like to present your views at the hearing?

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

- Yes (in person) Yes (via Microsoft Teams) No

About you

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

What is your gender?

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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

Build something behind it later (Council offices)

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
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Fees and charges (See proposed [fees and charges](#) on our website)

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

Yes

No

Don't know

Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

*Exercise, Recreation, Contemplation
Socialising with others. Dog exercise
Both a great community facilities*

How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website
- Phone the Council
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- 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
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- Pay by automatic payment or direct debit

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

- More than once a week
- Weekly
- Monthly
- Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?
(attach separate pages if needed)

Rates held at zero increase or in line with inflation at most. Serious consideration given to spending in a restrained & prudent manner on must haves including water & infrastructure. We've done without a town hall for a number of years. It doesn't seem to be an essential. There are other existing options for theatre/concerts.

PSA submission on LTP 2024-34

About the PSA

The New Zealand Public Service Association Te Pūkenga Here Tikanga Mahi (the PSA) is the largest trade union in New Zealand with over 92,000 members, including over 10,000 working in local government.

For 110 years people have joined the PSA to negotiate their terms of employment collectively, to have a voice within their workplace, and to have an independent public voice on the quality of public and community services and how they're delivered.

The PSA in Whakaoriori/Masterton

The PSA represents several hundred members who live and work in Masterton, 77 of whom work for Masterton District Council.

All these members have a strong interest, as residents of Masterton, in the Plan and its aspirations and intentions. Members employed by Masterton District Council have an additional interest in how the Plan will affect their jobs, working conditions, and the important work they do for the benefit of their community.

Our views on the proposed Long-Term Plan

This submission is intended as a collective submission, and has been prepared after consultation with PSA members at the Council. Individual members may hold differing views.

The PSA supports the Council's aim to keep rates increases to a minimum through prudent expenditure, but while maintaining services to the community and fair, market-driven remuneration for staff.

However, we note that many of the achievements highlighted in the Looking Back section of the consultation document cover activities for which there is no longer full support in the proposed LTP.

Specifically, the consultation documents highlights:

Masterton District Climate Action Plan, Corporate Carbon Emissions Reduction Plan – In the LTP consultation document it is proposed to cease funding a climate activator while increasing funding for community-led initiatives. While the PSA supports increasing community-led activity, without a facilitator to coordinate the assessment and management of community funding, the effectiveness is in peril. Without a facilitator, the Climate Action Plan also risks becoming a document that simply gathers metaphorical dust.

Whitipoua walking and cycling bridge – This is highlighted in the Looking Back section, but in the LTP it is proposed to cease Masterton District Council's share of funding for a regional walking and cycling facilitator. This would reduce the service level and does not align with the aim to facilitate more walking and cycling across the district.

As part of an equitable approach to reducing emissions PSA supports the Free Fares campaign coalition's call for free or subsidised public transport for some of our most vulnerable people. Funding has ceased for subsidised fares across the region. If there is no capacity for the Council to consider its own public transport subsidies, continuing the support active transport such as walking and cycling will also have positive benefits for the community, accessibility, and the environment.

Positive ageing - The vision of the future set out in the consultation document forecasts an ongoing increase in the average age of our population, and yet it is proposed to cease funding of the Council's share of a positive ageing facilitator. Again, this does not make sense if there is a true desire to plan for the future for an ageing population.

The total funding for these initiatives is relatively small, but the impacts can be considerable.

The Council has in place a Climate Action Plan, and Wellbeing Strategy, Cycling Strategy, all of which require dedicated expertise to drive them forward. This should be reflected in the LTP.

Archive charges – Care is required with the proposal to introduce a charge for Archive research services, to ensure continued free access to information and records that have often been provided to the Archive by the whānau of those seeking it.

In Summary

We understand the positions we advocate for in this submission – around fair pay, adequate resourcing, and climate action – cost money. We believe these costs are justified, and that investing now is likely to be more affordable in the long run. We support raising rates to enable the Council to fully fund its public and community services, pay its workers fairly and resource them adequately, do its fair share to mitigate climate change, and maintain essential infrastructure rather than making future generations pick up the bill.

We appreciate the opportunity to submit on the Long-Term Plan consultation document.

For further information on our submission, please contact Susan Heron, PSA Organiser,
[REDACTED]

PUBLIC LIBRARIES NEW ZEALAND

SUBMISSION TO MASTERTON DISTRICT COUNCIL LONG TERM PLAN 2024-2034

ABOUT PUBLIC LIBRARIES NEW ZEALAND

Public Libraries New Zealand (PLNZ) is the key sector advocate for public libraries, and particularly the current and emerging leaders in New Zealand public libraries. PLNZ has 307 members covering all New Zealand local authorities and public library services.

PLNZ is a not-for-profit association registered under the Incorporated Societies Act with its vision that all New Zealanders have equitable access to public libraries to enhance the wellbeing of their communities. PLNZ supports the development of consistently excellent public library services throughout Aotearoa New Zealand.

Public libraries represent the largest library sector in New Zealand in terms of registered and active members (1.4M), collections (10M physical items, 12.6M digital items), service locations (340, including mobile libraries), visitation (25M physical visits, 33.4M virtual visits); usage (34.5M physical loans, 16.7M digital loans/downloads) and staffing (2,360 FTE).

In particular, PLNZ supports local public libraries and their leaders through the collection and secure storage of data on library usage, funding and performance for benchmarking and the development of evidence-based business cases as well as the provision of networking and professional development opportunities. In 2023/24, PLNZ is expanding the range of data collected to include specific output data on community impact as well as the development of local surveying on the community impact of public libraries.

WHY PUBLIC LIBRARIES ARE FUNDAMENTAL TO LOCAL COMMUNITIES

Public libraries are integral to their local communities in providing community spaces and public programmes for all ages, access to technology and support in its use as well as a safe, respectful and supportive space for all members of the community.

Public Libraries are one of the most heavily used and highly valued community services provided by New Zealand local authorities.

In the report of the research project *Libraries as a Vehicle for Service Delivery* (January 2023) commissioned by Local Government New Zealand (LGNZ) and undertaken by consultants Frank Advice, the researchers identified that libraries make a significant and evolving contribution to community wellbeing.

In addition, this research identified that libraries have a key role in 'addressing the gaps in digital inequity and civic participation' with libraries acting as a 'digital safety net', a 'forum for both formal and informal support' as well as operating as 'trusted providers of government services'.

Importantly, the report identified that libraries are increasingly 'operating as information intermediaries' and that 'delivering through libraries can lower operating costs for central/local government.'

With particular reference to Council Annual and Long Term Planning, the researchers identified that 'library funding was usually short-term or time-limited' and that 'long-term, secure funding enables more effective and sustainable service delivery through libraries'.

The report reviewed recent economic analyses of New Zealand and Australian public libraries, using either a cost-benefit analysis approach or a social return on investment model. This review confirmed that 'public libraries provide vital services to their local communities, have direct and indirect economic value and investment in libraries has positive results'.

Complementing the research undertaken in this report, the consultants provided a series of case studies of New Zealand public libraries across the country, showcasing the role of libraries in modelling bicultural engagement and commitment; collecting and preserving the social and cultural heritage of the local community; libraries as a hub for lifelong learning as well as the extensive outreach and mobile services provided by public libraries.

In addition, in October 2022, Taituarā released the *Living Libraries* report on the value of libraries in Aotearoa, which was compiled from the responses to a series of surveys of General Managers, Finance Managers and Library Managers from New Zealand Councils. This report also includes a series of case studies of innovative and exemplary service provision by New Zealand public libraries.

The Chief Executive of Taituarā commented that '... libraries are seen as vital community assets. These assets belong to everyone in the community and are often valued as places for community groups to meet. Being accessible free of charge, libraries provide an inclusive, safe space for families to read and access information. They are at the centre of their communities and are useful for other agencies co-locating within the library space to reach people in a partnership approach.'

'Libraries provide digital resources and information free of charge. It is increasingly evident that they have become an important point of access to essential online public services through freely available internet in libraries'.

Key findings of the *Living Libraries* research report on the value of libraries are that they 'support learning for life; champion the growth of a nation of readers by encouraging reading for pleasure and improving literacy; support children and families, helping them to develop and thrive in their community; enhance community resilience in times of crisis by providing a trusted safe place in the community; enhance digital equity and inclusion by being trusted providers of information; support and enhance economic and community development by providing access to job information and access to business support; provide community hubs, connecting people and services, and are trusted partners in the community'.

RESPONSE TO LONG TERM PLAN OPTIONS AND PROPOSALS

Public Libraries New Zealand (PLNZ) is pleased to make a submission to the Masterton District Council on its 2024-2034 Long Term Plan, with specific reference to library services.

PLNZ commends the Masterton District Council on its forward thinking to consider options for the redevelopment of its library and archives facilities.

The LTP Consultation Document confirms that the 'Masterton District Library building is no longer fit for purpose. The current size and layout limits opportunities for the display of materials, places for

study, and space for programmes and events. The library building also has a range of maintenance issues that need to be addressed urgently. These include water damage, leaks in the building, mould in the basement, replacing the roof, heating and cooling system replacement, and improved accessibility at the front entrance to the library’.

In addition, the ‘Wairarapa Archive (the archive) is dedicated to collecting and preserving records and documents reflecting Wairarapa’s unique heritage. In April 2021, the building the Council leased for the archive was found to be earthquake-prone. The archive now operates out of a different, leased building that is separate to the library’.

The Council has identified three options for consultation as part of the 2024-2034 LTP. These are:

The **Council Preferred Option** is to upgrade the current facilities requiring repair and expand the current library space by 442 m². In the meantime, the archive would remain in its current temporary location with an extension to include the archive to be considered at a later time.

The projected costs for this phased approach would be \$10.75 million loan funded and \$0.5m from reserves. Operating costs for the expanded facility are projected to be \$0.8m more per annum by year 3 (2026/27) (mostly debt servicing). The community impact of this proposal would be a 2% increase in rates, equating to \$70 more per annum (\$1.30 per week) by year 3 (2026/27) for the average urban residential property.

Council has also proposed an **Alternative Option 1**, which is to upgrade and expand the library, and include the archive now. Under this option, the library would be upgraded and expanded by a total of 1080 m² to include the archive as well as increased library space. This project would include the current essential maintenance and building improvements.

The projected cost for this integrated development would be \$14.66 million loan funded and \$0.5m from reserves, with operating costs \$1.1m more per annum by year 3 (2026/27) (mostly debt servicing). The community impact would be an increase of 2.9% in rates or an estimated \$99 more per annum (\$1.90 per week) by year 3 (2026/27) for the average urban residential property.

Additionally, Council has proposed an **Alternative Option 2** which is to complete essential library repairs and maintenance only, with no increase in available space while the archive would remain in its current location, if the lease can be extended. The projected cost of this option would be \$1.8m additional debt.

Of these three options, PLNZ urges the Masterton District Council to support **Alternative Option 1**, including the essential repairs and maintenance to the current Masterton Library and expansion of library space as well as the integrated development with the Wairarapa Archive.

Not only would this option achieve Council’s longer term objectives for upgraded and enhanced library and archive facilities in an integrated project, this option will mitigate the risks of being unable to renew the current lease for the temporary archive facility; remove the risk, rather the certainty, of unknown cost increases for the subsequent development of the archive facility and the risk of deterioration of archive materials due to storage in temporary and inadequate facilities.

Additionally, the integrated library and archive facility will provide a community destination and one-stop-shop for community to access library and archive collections and facilities, enabling the integration of physical and digital access for the Masterton community.

The difference in projected costs between the integrated development (**Alternative Option 1**) and the phase development (**Council Preferred Option**) is a 0.9% increase in rates revenue, equating to \$29 per annum (or \$0.60 per week) by year 3 (2026/27) for the average urban residential property.

This difference roughly equates to the cost of five espresso coffees or one paperback novel per annum, a modest concession per residential urban property per annum to reduce the risks and inevitable cost increases associated with the Council Preferred Option, while delivering a wonderful integrated facility for the Masterton community.

In the event that Council, does not support the Alternative Option 1, PLNZ urges the Council to revert to its Preferred Option for a phased development.

PLNZ considers that **Alternative Option 2** should be discarded as it delivers only a minimal solution by undertaking essential repairs while perpetuating the space shortages, inadequate facilities and operating inefficiencies in the current library space and embedding the fragmented access to library and archive facilities and services for years to come.

In our view, **Alternative Option 2** represents a poor investment in community facilities and access to information and services, and a stop gap measure at best.

Thank you for the opportunity to make a submission to the Council 2024-2034 LTP process.

Bernie Hawke

Executive Director
Public Libraries New Zealand

#212

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

Q1

Your details

Full name (required) **Chloe Pullman**
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

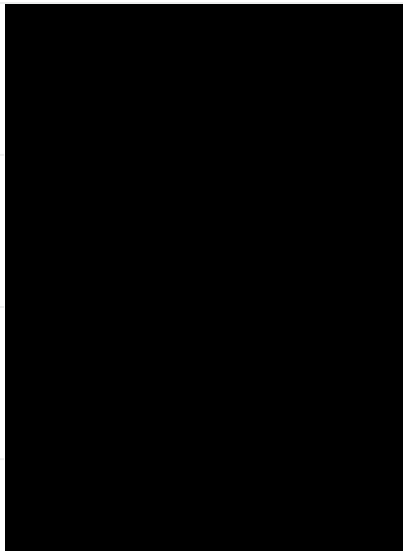
Q2

No

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

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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).</p>
<p>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?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>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.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</p>

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

Email the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

Don't know

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

**Submission re Lake of Remembrance
To Masterton District Council for their Long Term Plan
From Queen Elizabeth Park Boats**

We would advocate that the Council NOT turn the Lake of remembrance into a wetland for the following reasons

History

The lake is an integral part of the Park and a venue for boating activities for more than 120 years . its significance as a Lake of Remembrance will be lost.

Aesthetics

It is a beautiful lake for families to picnic by, feed the ducks, walk around and for the miniature train to journey around. Adults and children marvel at the eels in the lake. The wonderful landscaping carried out around the lake a few year ago would be wasted

Unique attraction

QE Park is one of only four venues across new Zealand with pedal boats and the only one in the lower North Island. Other pedal boats can be found at Taupo, Christchurch and Te Anau. Only the Christchurch location and the Masterton one offer retro pedal boats for hire and Masterton and Te Anau have the only swan boats .

Economic benefits

The pedal boats are a draw card for local, regional and international visitors. Over 10,000 people use the pedal boats each year . Many visitors come from Wellington, and Manawatu bringing business to the town for retailers, food outlets ,fuel stations and other attractions such as mini golf, the pool, the shearing museum and art gallery. Domestic and overseas visitors alike enjoy this iconic Kiwi experience.

The boats host school groups both from the Wairarapa and further afield, community groups such as Camp Quality for children with cancer, community days eg Trust funded community day, local council and business groups and the occasional wedding

Infrastructure

If the lake was cleaned out, deepened and relined with clay there would not be the leakage currently experienced and the lack would retain the water at an operating level during the summer. This would set the lake up to be maintained for another twenty years . Other councils are able to maintain their lakes, Whanganui, Hamilton, New Plymouth, Western Springs.

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

- Yes (in person) Yes (via Microsoft Teams) No

About you

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

What is your age range?

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

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 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.

SEE ATTACHED ADDENDUM

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.

SEE ATTACHED ADDENDUM

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes
 No
 Don't know

Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

First Priority would be to retain the main Henley Lake as it is - ie full of water. - Its a beautiful well used facility - Not so important for the wetlands as this could have a different look - Important to maintain the walking/cycling track in the entire area

How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website
- Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram
- Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify

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

- Log a service request online
- Phone the Council
- Visit the Queen Street Customer Service Centre
- Email the Council
- Other – please specify

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

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

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

- More than once a week
- Weekly
- Monthly
- Never

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

- More than once a week Weekly Monthly Never

2/3 Times a Year

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

- Yes No Don't know

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

- More Less

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

No.

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)

See Attached Addenda.

ADDENDA TO SUBMISSION

Firstly I would like to congratulate the Council on the quality of the “Your Place Your Plan” document containing the various options and proposals.

These options and ideas are a far cry from those put forward in the 2018 Long Term Plan which seemed to be based on the theme of “taking us to the water” and “connecting the CBD to QE2 park” Neither of which were practical nor workable.

I feel we can all now focus on sensible practical options put forward by locals who know the town rather than an out of touch expensive Auckland consultant company.

Whilst I firmly believe that the number one priority of the Council should be to provide adequate infrastructure and services for our community, I believe they need to urgently make a decision on matters put forward in their long term plan proposal .

In particular in regards to The Town Hall and Library.

I referred to my previous submission dated April 2018 and basically the only thing that has changed between now and then is the cost of doing the job! Ie The content of both submissions are pretty much the same.

For goodness sake lets stop “kicking the can down the road” and get on with actually doing something

1. THE TOWN HALL

I am concerned that these words conjure up the idea of a stand alone large auditorium which may be used infrequently.

In reality I believe the building could/should be designed as multi purpose facility indeed catering for large audiences but also able to be used for groups of various sizes and needs. Perhaps more correctly termed a “Civic Centre”

A question people are asking is Do we need such a building?

My observation is that many successful and vibrant towns throughout NZ and indeed the world have a “central heart” with a Town Square, Events

Centre /Town Hall, Council Offices “I Site,” Library, all within close proximity and in a central, easily accessed and highly visible location.!!

For these reasons I believe Yes we do need such a complex and Yes it will be used. Basically if its not there we cant use it and have nothing to offer.

This has to a large extent existed in the past, but now with the LTP up for review I believe we have a great opportunity to create something really special that will make a statement and be of benefit to our community and town for years to come.

We must think past the “now “and look to the “future!”

There is no doubt in my mind that the existing site as proposed for this new building is the right one.

It is near the CBD, is highly visible, on the natural SH2 entry into town , close proximity to the train station and adjacent to the Town Square and Council occupied Waiata house.

Lets now take advantage of these factors and create something unique and meaningful that we and our generations to come can be proud of.

Simply demolishing it and leaving it as a vacant site I believe would be a tragedy and a huge missed opportunity.

Taking it a step further I have always believed that our ‘I Site’ is in the wrong location. It is currently out of the way and difficult for visitors to locate.

It is simply not visible enough to be found and used effectively.

Most visitors to town enter via SH2 and Chapel Street and this is where this facility should be. I am sure that if it was within this new development or nearby it would be used considerably more and result in many more visits to our attractions and more overnight stays

The Facade: I believe it is critical to retain this attractive facade. The retention of facades has been done successfully in many places throughout the country including the old BNZ in Wellington.

If the cost to do this is in the vicinity of the \$1.97 mill as suggested then I believe it is worth every cent of that .

We have already lost a number of character, heritage buildings in town and in the face of onerous earthquake strengthening requirements there will be

more to go..so I believe the retaining of the facade in this very high profile corner site overlooking the square is paramount.

For all the above reasons I fully support the Councils Preferred Option at a cost of \$42.6 million

Whilst I acknowledge this is a considerable cost and long term debt to our community, I feel when put into perspective it maybe not that great .

That is ...to achieve all this (based on the figures provided), the cost to each ratepayer household equates to less than a cup of coffee per week per household, and that I am told is based on capital and interest repayment. In my opinion that's not a bad outcome for what we will get and future generations inherit!

LIBRARY AND ARCHIVES

In support of my option within the submission "Alternative Option 2" rather than the Councils preferred option, I base this largely on a matter of priorities.

That is, I believe it is far more important to spend money within the CBD .than spend money on extending the library.

Surely that will result in benefitting a lot more people and a wider group than library users and really is that extension that pressing?

There are a lot of businesses struggling within the CBD right now some have closed and there will be more to come.

The result is vacant shops, landlords without income to pay for earthquake strengthening or means to upgrade their buildings, derelict buildings, Landlords and business owners struggling with rates and insurance, increased crime etc etc.

All in all a very unattractive state of affairs for shoppers, business owners and visitors.

As well as attending to essential service upgrades I believe Council need to give some uplift to this area and need to be seen as supporting our struggling retail sector.

So as I see it, it is far more important to spend the additional \$8.45 million in the CBD than on the library extension. (Difference between the Preferred option and Alternative option 2)

Putting it simply I think the need to improve the CBD and help the overall business sector far out weighs the library need.

I think other matters of a general nature to consider here is that with the surge in digital print does the same need exist for book display and storage?

Also surely with the new civic centre and extension to Waiata House this will provide space to be used for various programmes and activities (a stated advantage of the library upgrade)

Is this not to some extent a double up of what is being provided.

If the cheaper option of simply completing essential repairs and maintenance was carried out, it means we still have a satisfactory functioning library with adjacent land to expand to if and when deemed necessary. Is for the library need and perhaps the Archives?

As far as the Archives is concerned I question the need to house the storage of these important records in a centrally located area such as the library and effectively pay a top end rent for doing so.

Can we not have simply an Archive order and dispatch facility within the existing building but a separate secure storage facility elsewhere.

In summary I see the Councils preferred option as a “nice to have” but not at the expense of leaving the CBD without upgrading which I believe will benefit a lot more people and give the local business proprietors a much needed boost. That is a greater priority!

In conclusion I wish Council good luck in resolving the various matters as proposed but above all in getting on and implementing the decisions made. Its time for action not more talk!!



Dick Quinn
May 2024



#657

652

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Time Spent: 00:26:28
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Stuart Ramson
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
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Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

The water feature to both lakes add a feeling of calmness and serenity to the parks. If turned to wetlands, all boating activities would not be possible?

Q21

Visit the Council website

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

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?

24/7 animal control service. There have been many complaints online re threatening dogs in the Masterton area and the lack of after hours support. Better signage and enforcement of dog leash rules at Henley Lake during nesting season. As a parent of a young child I personally feel that all dogs should be on a leash in urban public spaces at all times.

Q29

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

Thank you for all the work the Council has done re the LTP and for explaining the options so well on the town website.

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

- Yes (in person) Yes (via Microsoft Teams) No

About you

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

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

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

- Yes
 No
 Don't know

Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

Good family exercise.
Enjoy the feeling of being in nature
Seeing many happy faces as we walk, sometimes
running into old friends.
Watching events taking place.
most of all is the feeling of well being
afterwards.

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 *- Only once*
- 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 *once only.*

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?
(attach separate pages if needed)

#299

COMPLETE

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 Last Modified: Wednesday, May 01, 2024 10:25:28 AM
 Time Spent: 00:26:34
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Tipene Chrisp
 Organisation (if applicable) Rangitāne Tū Mai Rā
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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.</p>
<p>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?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>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.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</p>

Page 3: Fees and Charges

Q17

Don't know

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

Q18

Comments

Rangitāne Tū Mai Rā would like to see a much strong focus within the Long-Term Plan on demographic planning for the future of the Masterton District Council. The planning and key actions need to respond to the current, emerging and future state of our population. It is clear from current data that the Māori population of Masterton is demographically young and growing. The development of infrastructure and civic facilities needs to respond to this from day one, and reflect the history and aspirations of Rangitāne and Ngāti Kahungunu.

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:

We value the look and feel of the lakes, and their historical significance. We would like to see further work to continuing growing the association with mana whenua at these sites.

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

Email 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

Weekly

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

Q25

Monthly

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

Q26

No

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

Q27

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

We refer the MDC to the feedback we have previously provided at the hui held on 17 April.

This survey monkey format is very limiting in terms of discussing our long-term interests and concerns with the MDC (ie, it is very yes / no binary based on MDC priorities).

We are interested in (a) much strong demographic planning for the future development of Masterton; (b) embedding mana whenua into the design and development of major civic and infrastructure projects from the very beginning and (c) supporting economic development across the community.



Regional Tourism New Zealand

P O Box 1697

Wellington

E: info@rtnz.org.nz

W: rtnz.org.nz

29 April 2024

Long Term Plan (LTP) Submission

Masterton District Council

submissions@mstn.govt.nz

Regional Tourism New Zealand (RTNZ) welcomes the opportunity to comment on the draft Long-Term Plan 2024-2034 for Masterton District Council (MDC).

RTNZ is the peak body for the Regional Tourism Organisations (RTOs) across New Zealand of which Destination Wairarapa is a member. RTOs are each the representative of their Local Governments' (LG) investment in tourism in respect to their community. 90% of funding to RTOs comes from LG with \$40 million invested across 31 RTOs that make up the network.

Tourism is a significant contributor to economic and social wellbeing.

1. In 2019, prior to COVID-19 New Zealand's tourism industry generated \$41b of visitor expenditure, contributed 10% of GDP and employed 340,000 people. It was the second largest export sector behind dairy. With borders once again open and people travelling, New Zealand's tourism sector has rebounded strongly, and visitation is 80% back to pre-COVID levels. By 2025 both visitation and expenditure are predicted to exceed 2019 levels.
2. The tourism industry creates value, employment, prosperity and vibrancy to New Zealand's cities, regions, and communities. \$115m per day in 'additional' spend is generated by people moving around and visiting different places and communities across the country. Visitor spending flows far and wide, well beyond the visitor attraction, activity, accommodation, café/restaurant retail, gas stations and supermarkets as demonstrated in the diagram below.

THE POWER OF TOURISM



Source: Tourism Industry Aotearoa

Value of tourism to the Masterton District and Wairarapa region.

3. Just released accommodation data from MBIE reveals that guest nights were up in Wairarapa 9.9% in February 2024 versus February 2023. Tourism jobs in Wairarapa were 1379 – a growth of 19% in 2023 (Infometrics regional profile March 2023). Data released from the Ministry of Business and Innovation and Employment (MBIE) last year indicated an increase in visitor spend of more than 16 per cent in Masterton when comparing YE February 2020 (pre-covid, \$77.4m) and YE February 2023 (post-covid, \$90.2m).

Destination promotion is a public good for the benefit and wellbeing of all.

4. Destination promotion and stewardship is an important investment that no district and/or region can afford not to make without damaging the future economic and social well-being of communities. Due to collective benefits that extend beyond individual businesses or organisations, tourism promotion is considered a public good that requires collaboration and support from governments, communities, and stakeholders to maximise its positive impact.
5. Effective tourism promotion enhances a destination's image and reputation nationally and globally. A positive perception of a place not only attracts more visitors, but also leads to attracting more residents, enhancing business opportunities and more investment, therefore contributing to the long-term growth and prosperity for local residents.

1. Visit

If you built a place where people want to visit, then you have built a place where people want to live.

2. Live

And if you built a place where people want to live, then you have built a place where people want to work.

4. Invest

And if you built a place where business and residents will invest, then you have built a place where people will want to visit.

3. Work

And if you built a place where people want to work, then you have built a place where business and residents want to invest.



Source; Destinations International

RTO activities contribute to community outcomes and wellbeing.

6. Tourism is a mechanism for achieving broader community outcomes and the work of RTOs intersects with many of the goals outlined in MDC's Long-Term Plan (LTP);
 - Economic growth through increased visitor spending, supporting profitability of local business and job creation.

- Increased visitation leads to improvements in infrastructure such as roads, airports, public transportation, and amenities like parks and recreational facilities. These developments not only benefit visitors but also enhance the quality of life for residents.
- Environmental protection through supporting tourism operators to develop sustainable tourism practices and support conservation efforts. This includes climate change adaptation and mitigation initiatives, aligned to council's goals and plans.
- Social well-being by promoting cultural exchange, community pride, and social cohesion. This includes developing local ambassadors and supporting the community to be great hosts.
- Cultural enrichment by showcasing local heritage, traditions, and arts as visitors look to engage more deeply with community stories and experiences.
- Public safety and security measures to ensure visitor safety and to enhance the destination's reputation. This also includes working with councils on risk and emergency management initiatives so ensure visitors are considered when emergencies strike.
- Enhanced community engagement and participation by involving locals in destination management planning so that visitors are more respectful of local expectations and behave responsibly.

RTOs play an important role within the destination and tourism system.

8. RTOs play a crucial role in the tourism system, serving as leaders and key facilitators/coordinators of tourism activities within their respective regions. When tourism grows, communities' benefit. However, for communities to capture and optimise benefits, the RTO's functions are enormously important and therefore the RTO requires appropriate resourcing and capacity/capability to be effective.
9. The RTO is the one organisation that has oversight of how the destination functions as a system and is able to bring together multiple stakeholders/actors across the destination's eco-system. They are the glue that connects destinations and businesses to potential visitors so that businesses can prosper, jobs can be created, and communities can thrive.
10. Businesses are key to the economic health and vibrancy of a city, town, and region. Tourism businesses bring significant cashflow and investment to a region through attracting both international and domestic visitors. The RTO works very closely with tourism businesses, bringing private sector investment to further leverage council's investment, and in doing so, creating greater impact.
11. Many tourism businesses are still recovering from the effects of closed borders during COVID-19, and the RTO provides valuable support and capability building for local businesses as they continue to recover and grow.

Developing a sustainable tourism industry which contributes to the quality of life of residents.

12. Over the past five years all regions have developed a Destination Management Plan (DMP). The DMPs provide the blueprint for the sustainable growth of tourism across New Zealand's regions. RTNZ acknowledges the excellent leadership and work carried out by Destination Wairarapa in the development of the DMP. There was strong collaboration across the

district and region which reflects the aspirations of communities for what they want from tourism in the future.

13. The destinations eco-system is complex with many interrelated and interdependent parts that need to work in together to ensure tourism benefit communities. The Wairarapa region's DMP is a demonstration of the importance of stewardship, and the RTO performs a leadership, coordination, and facilitation role so that tourism businesses and stakeholders can come together and collaborate and continue to grow sustainably. Through the development of the DMP, a contract with the community has been created. It is important that the DMP remains supported, and the community's goals and aspirations are honoured and delivered upon.

Local government has been a critical partner in New Zealand's tourism success.

14. Tourism takes place in local communities and provides jobs, regional economic opportunities, and vibrancy, and local governments across NZ play a key role in supporting /enabling the tourism system. This includes managing and providing local tourism experiences through place-making, events and community facilities, amenities and services which are a key part of the visitors experience within the destination. The Council has an important role, as it too has oversight over many facets of the DMP which align to Council plans, strategies and investments, helping to advance its implementation with advisory support from Destination Wairarapa.
15. RTOs across New Zealand rely on partnership funding from local government to support their activities. It is critical that Councils remain strong partners of RTOs to ensure tourism continues to contribute to their communities in their district and region.
16. Destination Wairarapa is currently funded by the region's three councils and is a more complex region in New Zealand due to three Councils within the RTO's catchment. RTNZ commends the partnership and collaboration across the councils. This is a successful model that needs to be maintained and strengthened so that each council's commitment and investment is shared and therefore leveraged. As the saying goes *'the whole is greater than the sum of the parts.'*
17. MDC is proposing that Destination Wairarapa's funding is reduced and moved to a 'contestable' process. This is significant and any decrease in funding will directly affect what they are able to do and how effective they are. This will have a negative impact on businesses, jobs and the overall economic and social prosperity of the district.
18. Any decrease in funding for the RTO, and change to the funding process and period, will also have a flow on effect to the region's other funding councils and the ability for Destination Wairarapa to plan beyond a one-year period, making it almost impossible to deliver with any operational certainty. Any change to this collaborative model, risks not only the RTO's functions, but the value and benefits derived by each council from their investment.

RTNZ recognises the substantial financial challenges facing local governments across New Zealand to meet the needs of their communities.

19. RTNZ acknowledges that the significant financial challenges facing councils at a time when there needs to be ongoing investment to maintain and enhance community amenities and services, place making, and mixed-use infrastructure used by both locals and visitors. RTNZ also recognises the councils invest in many visitor attractions that add to the appeal of a place e.g. museums, galleries, gardens, event/conference facilities, and events etc. The RTO supports these visitor assets and works closely with council teams to optimise the value and return that they create for ratepayers through out-of-town visitation.
20. Destination Wairarapa’s funding has remained at the same level prior to developing the DMP and broadened scope of the RTO. The RTO is performing an excellent job working alongside the sector on new product/experience development initiatives for Dark Sky, Agritourism and Trails (walking and cycling). This is valued by the tourism sector and other stakeholders, however, Destination Wairarapa’s funding and capacity has remained the same. Consideration needs to be given to how this situation can be addressed so that Destination Wairarapa can continue to strengthen the region’s tourism proposition through their development work, as well as continue to promote the district and region effectively. RTNZ encourages stakeholders to come together to explore future solutions so that Destination Wairarapa can continue this broader destination stewardship/development function.

Conclusion

RTNZ strongly recommends Masterton District Council remains committed to the region’s tourism sector and retains the current level of funding for Destination Wairarapa.

RTNZ also recommends that a three-year funding period is retained and that the funding is not part of a contestable process. This will protect the collaborative partnership model with South Wairarapa and Carterton District councils and provides the certainty and continuity that the RTO requires to do its job effectively.

It is also important that the district’s DMP is honoured and implemented through effective leadership and collaboration with stakeholders across the destinations eco-system.

RTNZ encourages the region’s councils to work collectively on finding a suitable solution which will provide Destination Wairarapa with additional resources to continue to champion the implementation of the DMP, so that the tourism sector can grow sustainably, and contribute to improving the quality of life for Masterton residents.

RTNZ is grateful for the opportunity to provide this submission.

Ngā mihi,



David Perks
Chair



Kiri Goulter
Director Destination Management

#600

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Last Modified: Sunday, May 05, 2024 2:17:37 PM
Time Spent: 01:20:07
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Brent Reid
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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.</p>
<p>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?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>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.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
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<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>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)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Comments

Cost is always a consideration for town development, however the cost of letting the town go backwards is higher. Modern council amenities gives a positive feel and sense of pride and hope for Masterton residents with the possibility of private investment in other big projects stimulating economic activity. The construction of Harvey Norman is one example.

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:

Great public amenity for families and dogs.

Q21

Email the Council

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

Q22

Email the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

Don't know

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?

If you mean council services like parks and toilets, then I think it is 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

I understand the cost concern the council has to balance with proposed development. I do see that the conservative options are preferred.

#162

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

Q1

Your details

Full name (required) Wendalyn reynolds
Postal address [Redacted]
Email [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 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).

Q8

Yes – keep the façade

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

Q9

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

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

Q10

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

Town centre improvements (Consultation Document pages 25-28)

Q11

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

Council Funding (Consultation Document pages 29-31)

Q12

Alternative Option - Maintain funding

Service Area 1: Wairarapa Economic Development Strategy

Q13

Alternative Option - Maintain funding

Service Area 2: Regional Walking and Cycling facilitation

Q14

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

Service Area 3: Regional Positive Ageing facilitation

Q15

The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)

Service Area 4: Welcoming Communities facilitation

Q16

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

Service Area 5: Climate initiatives

Q17

No

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

Q18

Comments

Inspection fees on extending existing properties is absurdly expensive and I can not see how it is justified.

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

Respondent skipped this question

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

Q21

Visit the Queen Street Customer Service Centre in person

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

Q22

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

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?

Being able to visit the council offices and speak with the staff is essential to be able to discuss and communicate queries or issues.

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 reduce the speed limits on the Loop line. The speed of the logging trucks and other large hauling vehicles is a major accident going to happen. When they pass each other there is not room on the road and they go into the soft verge. Many local people and children walk on these verges.

#301

COMPLETE

Collector: Test Link (Web Link)
 Started: Wednesday, May 01, 2024 11:39:46 AM
 Last Modified: Wednesday, May 01, 2024 12:02:18 PM
 Time Spent: 00:22:31
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Mark Richardson**
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

Q10 **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

Q15 **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

No

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

Q18

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

Log a service request online

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

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

I feel that as a resident being located on a state highway, maintenance decisions are not at council level but lie with NZTA. 12 years and we still have flooding/pooling issues at our gateway due to the drainage. Apparently this work is reliant on NZTA approval so I'm disadvantaged as a local ratepayer. I feel I receive degraded services to other ratepayers.

#330

659

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 1:49:16 PM
Last Modified: Thursday, May 02, 2024 1:58:05 PM
Time Spent: 00:08:48
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Yvonne Richardson
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

Q9 **The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.**

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

Q10 **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

Q11 **Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).**

Council Funding (Consultation Document pages 29-31)

Q12 **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

Q15 **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

Don't know

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

The walks and the trees wish they would have more forest walks

Q21

Visit the Queen Street Customer Service Centre in person

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

Q22

Visit the Queen Street Customer Service Centre

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

Q23

Pay by automatic payment or direct debit

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

Q24

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

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

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?

Roads are my priority and need better tarseal and more speed cameras a lot of excessive noise affects my sleep everybody ignores this issue

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

Put proper tarseal on roads and fix footpaths some are very unsafe for older people

Your details

Full name (required) Dennis Riley

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?

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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 <INSERT>. 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 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 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 to 'look and feel' of that space.
Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes No Don't know

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Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

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How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify

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

- Log a service request online Phone the Council
- Visit the Queen Street Customer Service Centre Email the Council
- Other – please specify *Antenno*

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

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

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

- More than once a week Weekly Monthly Never

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

- More than once a week Weekly Monthly Never

*Once
to get
this form*

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

- Yes No Don't know

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

- More Less

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

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Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?
(attach separate pages if needed)

*Your question on fees & charges:
you assume that everyone has internet
access!*

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f @MastertonDC

TE KAHUIHERA A-ROHE O WHAKAORIO
MASTERTON
DISTRICT COUNCIL

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

From: Riversdale Beach Community Association

Contact details: Marilyn Garth on behalf of above. Riversdalebca@gmail.com

Date: 5 May 2024

An “engaged and empowered community”

As Councillors will be aware, the Riversdale Beach Community Association (RBCA) is a very active voluntary group that has been operating at Riversdale Beach for a number of years, implementing positive projects, events and communication for homeowners at the beach and surrounding area.

Over the last couple of years the RBCA have been developing the Riversdale Beach Community Plan (RBCP) with support from MDC. The RBCP sets out the direction and wishes of the community. It has been great having the MDC support over the last couple of years to get this community plan completed.

We would like to make a positive submission on the areas listed below included in the LTP that relate to Riversdale Beach and directly affect our space. The steering committee of the Riversdale Beach Community Plan (RBCP) have also put in a submission which we are in absolute agreement with.

In all of the LTP activities proposed it is important that the people of the beach are well informed and consulted, as we are the ones who live work and play here. This fits with the MDC philosophy of connection and communication.

- Year One – Consultancy work to explore how the Bodle Drive area can be developed into a precinct that accommodates the Surf Club, beach access and tourist transport (\$20K)

We are in agreement with the Riversdale Beach Community Plan that would like to see this progressed once the exploration has been done to action, not just planning.

- Year One – Motuwaireka Stream bank stabilisation to fix Cyclone erosion and protect Northern Reserve (\$411K)

We are very pleased to see this in the LTP and look forward to this being actioned.

- Year One – Upgrades to Signage at the Southern and Northern Reserves (Cost TBC out of wider Signage budget)

There have been requests for improved signage for some years, so we are pleased this is on the MDC work programme. One thing we would like to raise with this is that we would like to see signs to emphasise the importance of our shared road environment at the beach as there are limited footpaths. At busy times over summer and school holidays the roads are busy with walkers and cyclists and we are keen to encourage visitors and residents alike of the need to be aware of others sharing the road space. We have attached a photo of an example from a Taupo walkway and cycleway. We would be keen to have something similar displayed in a few places around the village to encourage people to be aware of others on the road.



- Year Two – Southern Reserve Toilet decommissioned; new accessible Toilet installed in carpark (\$130K)

The southern end of the beach has become a very active swimming area over the last two years, and the local surf club monitor this on a daily basis over the summer, as well as patrolling the northern end near the surf club.

The current toilet set up across the stream creates a risk of pollution with pipes crossing the small stream. The pipes could easily be damaged and let sewage flow into sea. It will be great to have this toilet facility upgraded. We would prefer to have a flush toilet system as we do with the current toilet.

We would also like to see a changing room facility as part of this development due to the increased usage of this end of the beach.

- Year Six, Eight or Ten - Bodle Reserve Playground will become part of the works programme to upgrade and replace end of life play equipment depending on how the Playgrounds will be prioritised (Share of \$300K).

We look forward to play equipment upgrades happening as Bodle Reserve is widely used all year round and an important part of our community's activities. In time we would like to see some outdoor gym equipment added to this park.

Other initiatives

Improving Karaka Reserve and the Southern Reserve carpark are not currently listed as priorities for Council. We would support a community-led project if the Riversdale Beach Residents Association.

Members of the Riversdale Beach community will continue to help maintain the southern reserve and walkways on a voluntary basis as has been done for many years.

Riversdale Beach Designated trading area.

We would also like to make sure during this LTP process that Riversdale Beach is reviewed for a designated trading area for markets and such, that other communities have and we don't. We understand that the overall district is being reviewed for designated trading area consistency. We think this would be a positive move.

We are looking forward to continuing our positive relationship with MDC to help achieve the community's plan and LTP actions over the next 10 years.

Riversdale Beach Community Association

Further Communication received from Jennie Mitchell:

I just wanted to add a special thank you from RBCA to Council for all the work completed on the road out to Riversdale over the last year, especially the major works to repair the storm damage from last summer. This is very much appreciated by residents.

Submission on: Masterton District Council Long-Term Plan 2024-34, consultation

From: Riversdale Beach Community Plan 2024-34 (Steering Group members: Marilyn Garth, Roger Tweedy, Vicky Stanbridge)

Contact details: Vicky Stanbridge, [REDACTED] email: [REDACTED]

Date: 5 May 2024

The Riversdale Beach Community Plan 2024-34 Steering Group's submission is focused on the application of the LTP to Riversdale Beach:

An "engaged and empowered community" – the Riversdale Beach Community Plan

The Long-Term Plan (LTP) has "engaged and empowered communities" as one of its desired Community Outcomes. As noted at p40 of the LTP Consultation document:

"The Council has been approached by different community groups about a range of community projects that relate to Council assets. For example renewing the Kids Own Playground, upgrading the stadium at the Recreation Centre to better meet the needs of the Golden Shears event, and developing assets to better support cricket. The Council supports community-led, Council-supported development and will work with these organisations to explore how we can support them to achieve their visions and goals. We will provide updates when we have more details on the timelines and proposed Council contributions to these projects." (emphasis added)

Over the past two years the Riversdale Beach community has been supported by Masterton District Council (MDC) to develop a plan for our fast-growing community. The Riversdale Beach Community Plan 2024-34 (Plan) takes a longer-term view of future needs rather than a business approach, especially to those services council traditionally provides. The Plan also appreciates that not all outcomes will be achieved by MDC alone.

We commend MDC for supporting this initiative. Making a Community Plan like the one at Riversdale Beach takes real commitment, work by both MDC and the community, and resources. Fortunately, there are numerous, tangible benefits to such planning. The benefits include education and engagement of the local community in identifying their aspirations for the future, making local decision-making more open and democratic, and fostering a distinctive sense of place by regulating the design and location of new development and preserving features the community feels are important.

We believe the Plan gives MDC officers direction from a community perspective as they work in our area over the next decade. We realise this can mean a 'different way of working' and we are keen to continue to explore this model. We strongly believe our model will increasingly become 'business as usual' for council working with other communities across the district.

[The content of the Riversdale Beach Community Plan 2024-34 has been finalised, and MDC teams are currently finalising the artwork and layout of the Plan (and a Summary version of the Plan), for circulation to the community in June 2024. The final draft Summary of the Plan is **attached** for councillors' information.]

Works projected for Riversdale Beach, LTP 2024-34:

We understand there are various projects/activities projected for Riversdale Beach in the LTP 2024-34, as listed below:

- Year One – Consultancy work to explore how the Bodle Drive area can be developed into a precinct that accommodates the Surf Club, beach access and tourist transport (\$20K)
- Year One – Motuwaireka Stream bank stabilisation to fix Cyclone erosion and protect Northern Reserve (\$411K)
- Year One – Upgrades to Signage at the Southern and Northern Reserves (Cost TBC out of wider Signage budget)
- Year Two – Southern Reserve Toilet decommissioned; new accessible Toilet installed in carpark (\$130K)
- Year Six, Eight or Ten - Bodle Reserve Playground will become part of the works programme to upgrade and replace end of life play equipment depending on how the Playgrounds will be prioritised (Share of \$300K).

We are very supportive of this work going ahead.

There is however a question in relation to the Bodle Drive redevelopment plan – it is good that money has been put aside in Y1 but there appears to be nothing in later years to implement this plan?

The Riversdale Beach Community Plan is at an early stage (we are right at the beginning of the 10-year plan) and at this stage we have no specific additional funding request for the current LTP. We expect the Riversdale Beach community will make submissions in future funding rounds through the LTP/annual plan process requesting support and/or funding as needs are identified.

The purpose of this submission is to reinforce the value of community engagement as outlined above and reflected in the Riversdale Beach Community Plan, and we do not seek to be heard at the LTP consultation hearings.

We look forward to continuing to work productively with MDC and other partners to achieve community aspirations over the coming decade.

Riversdale Beach Community Plan Summary 2024-2034

The Riversdale Beach Community Plan has been developed by the Riversdale Beach Community Association (RBCA) to set out community priority goals and ways to achieve them over the next 10 years. This is a summary of the plan. A copy of the full plan can be found on the Riversdale Beach Community Association Facebook page: @RiversdaleBeachCA


The plan was developed following engagement with the community, and those with a connection to the area, through workshops, interviews, and targeted engagement with local hapū, Whareama School, the Riversdale Beach Surf Life Saving Club, staff and elected members of Masterton District Council (MDC) and other key organisations like Greater Wellington Regional Council (GWRC).



Riversdale Beach
Community Plan

MAHI TAHI
WORKING TOGETHER

LTP Submissions Volume 12

 @RiversdaleBeachCA
RBCP2024@gmail.com

Supported by Masterton District Council

Page 145

This table sets out the vision, priority areas, and actions in the plan. The plan sets out a number of projects and initiatives that have yet to be costed or funded. This work would be required prior to implementation.

Riversdale Beach Community Plan

Vision statement – Riversdale Beach – A community that cares for its

Key Priority Areas

1. Protecting and understanding our natural coastal environment

To provide a healthy and resilient environment (beach, sand dunes, parks and reserves) that supports and enhances our village’s biodiversity and natural heritage, and to actively plan for climate change.

2. Safeguarding our rural beach character and sense of place

To encourage a slower relaxed pace of life that protects our rural beach character and celebrates our village’s heritage.

Foundation Actions- underpin much of the way the plan will be implemented

The Riversdale Beach Community Association will take the lead role in implementing

- a) RBCA governance review regarding how the community plan will be implemented,
- b) Develop a Community Communications Plan regarding the Riversdale Beach
- c) Resourcing and Funding - Investigate funding for a part-time Community Plan
- d) Develop an external funding and that identifies potential funding opportunities for
- e) Continue to maintain effective working relationship with MDC, including appointing

Enabling Actions

1. Natural Environment

1.1 Providing better information and communication about how to care for our beach and sand dunes, and be a low impact resident and visitor

1.2 Controlling and monitoring pest animals

1.3 Managing the impacts of human activities and coastal erosion on our sand dunes

1.4 Controlling pest plants, education and monitoring

1.5 Monitoring and influencing responsible dog control to protect nesting birds and other wildlife

1.6 Influence water quality improvements to all Riversdale’s streams

1.7 Encourage active local community action towards climate change

2. Rural Beach Character

2.1 Providing better information and communication about subdivisions, shared streets, active transport choices, litter prevention and local history

2.2 Encouraging a slower pace of life culture

2.3 Encouraging low impact development and sensitive design

2.4 Celebrating our heritage



coastal environment, rural beach character and one another.



<p>3. Fostering our community spirit and vibe</p>	<p>4. Enhancing our community organisations, facilities and assets</p>	<p>5. Ensuring our infrastructure meets community needs</p>
<p>To strengthen and maintain active partnerships with bach owners, visitors, mana whenua, local authorities, community stakeholders and volunteers (RBCA, local clubs etc), to provide a vibrant, safe, inclusive village community.</p>	<p>To continue to provide quality community organisations, facilities and assets that offer choice, are accessible, meet community needs and connect people to the coast.</p>	<p>To provide reliable infrastructure assets and services that meet community needs and that are adaptable to our changing climate</p>



the plan with regular communication with Masterton District Council and the local community for example setting up a RBCP Steering Group under RBCA Community Plan coordinator specific projects/actions a place-based relationship manager and one point of contact.



<p>3. Community Spirit and Vibe</p>	<p>4. Community organisations, facilities and assets</p>	<p>5. Infrastructure</p>
<p>3.1 Providing better information and communication about local regulatory rules, considering others and keeping safe</p>	<p>4.1 Coordinating greater collaboration between our community organisations and local businesses to provide a quality range of visitor and recreational experiences</p>	<p>5.1 Better information about subdivisions, MDC service request process, shared streets and active transport choices</p>
<p>3.2 Ensuring community safety</p>	<p>4.2 Celebrating our volunteers and encouraging the leaders for tomorrow</p>	<p>5.2 Ensure a safe and reliable Riversdale Beach access road and shared local streets</p>
<p>3.3 Prioritising and supporting community events</p>	<p>4.3 Providing more recreational trails</p>	<p>5.3 Ensure improvements to stormwater management and improvements in stream water quality</p>
<p>3.4 Emergency preparedness</p>	<p>4.4 Upgrading beach access areas (Bodle Drive and Southern Reserve)</p>	<p>5.4 Reduce and control our rubbish disposal</p>
<p>3.5 Providing access to health services</p>	<p>4.5 Providing visitor facilities and services e.g. more seats, fitness trail, EV charge station etc.</p>	

The following tables set out a summary of actions identified to date. (for more detailed information, download the full plan from the Riversdale Beach Community Association Facebook page: @RiversdaleBeachCA).

- Immediate priorities are quick wins that can be started now and achieved in the short term (within 6-12 months).
- High will be undertaken as resourcing allows.
- Medium will be completed once high-priority items have been completed.
- Future priorities can be started once high and medium-priority items are underway.
- Business as Usual (BAU) are those activities that are already happening. Continuing to deliver these activities will contribute to achieving the outcomes of the plan.

Key priority area 1. Protecting and understanding our natural environment

Action #	Action description	Priority
1.1	Identify and coordinate key environmental information and messages	Immediate
1.2	Work with GWRC, DOC, and NZ Forest and Bird to understand the main animal pests and how to control and monitor these pests (includes rabbits, cats and stoats) and encouraging property owners to continue to control rats and mice	High
1.3	Continue work to protect the NZ Dotterel and other coastal breeding birds	High
1.4	Work with MDC and GWRC to understand the main pest plants and develop a Riversdale Beach Coastal Planting Guide	High
1.5	Monitor if garden waste dumping is an issue	Future
1.6	Work with MDC Animal Control and provide more information regarding dog off-leash areas and being a responsible dog owner.	High
1.7	Establish a local Riversdale Beach Water Quality Steering Group	High
1.8	Obtain more information on the effectiveness of dune plantings and coastal erosion minimisation and communicate with local community including local workshops. Continue working with MDC and GWRC to protect the sand dunes.	High
1.9	Decide on projects for which MDC Community Climate Fund funding could be applied for by May/June 2024.	High





Blue House Productions

Key priority area 2. Safeguarding our rural beach character and unique sense of place

Action #	Action description	Priority
2.1	Identify key information and messages that help promote the rural beach character of Riversdale Beach	Immediate
2.2	Work with the Wairarapa Regional Walking and Cycling Coordinator to promote active forms of transport choices	High
2.3	Work with MDC to ensure infrastructure and public facilities are designed in sympathy to the rural beach character	BAU
2.4	Investigate options for improving litter control and management, especially during the busy summer period.	High

Key priority area 3. Fostering our community spirit and vibe

Action #	Action description	Priority
3.1	Work with Police to develop a community education campaign regarding responsible quad bike use	High
3.2	Continue support of alcohol bans and to ensure Police presence at Labour weekend and New Year's eve.	BAU
3.3	Continue to publish an annual Riversdale Beach community events and celebrations calendar	BAU
3.4	Continue to work with Wellington Regional Emergency Management Office (WREMO) & the Riversdale Beach Golf Club to host a series of resilience events including reviewing the RB Emergency Response plan over Summer 23/24	Immediate

Key priority area 4. Enhancing our community organisations, facilities and assets

Action #	Action description	Priority
4.1	Continue to publish the annual Riversdale Beach service directory.	BAU
4.2	Encourage effective succession planning training and development for our local community organisations including ensuring critical information and processes are documented.	Medium
4.3	Investigate a public recreational trail from the Village to the Homewood Storeroom along the coast	Future
4.4	Continue to maintain the recreational trails in the Southern Reserve.	BAU
4.5	Investigate developing a fitness trail within the village – one piece of equipment a year.	Medium
4.6	Upgrade Bodle Drive Area, Karaka Reserve and the entrance to the Southern Reserve	High
4.7	Establish a local Riversdale Beach Water Quality Steering Group	High
4.8	Install more seating around the village which is sensitive to the rural beach character.	Immediate
4.9	Investigate options for providing an electric vehicle charging station.	Medium
4.10	Investigate provision of a dump station.	Future
4.11	Work collaboratively with MDC and the contractor to improve the presentation and hygiene of public toilets.	BAU

Key priority area 5. Ensuring our infrastructure meets community needs

Action #	Action description	Priority
5.1	Continue to promote the MDC Request a Service process and continue to work with MDC to improve response times and outcomes from requests.	Immediate
5.2	Work with the Wairarapa Regional Walking and Cycling Coordinator to promote active forms of transport choices	High
5.3	Work with MDC to identify appropriate locations for new street lights	Medium
5.4	Continue to work with MDC to investigate effective stormwater systems	BAU
5.5	Continue to work with MDC to provide and maintain public rubbish bins throughout the village, with increased servicing during peak visitor periods.	High

We'd like to thank everyone for their contributions to making Riversdale Beach a great place to live and to visit. We have already achieved so much as a community over the last year or two and want to continue to build on this. Here's a summary of things that have already been achieved by local community members, MDC and GWRC: fixing the entrance to the beach from the surf club, major remediation and improvements to the access road, dotterel protection fences, new Homewood Storeroom café and walks to the air strip, dune planting, planting of trees in the southern reserve, WREMO and Community Plan workshops, DORA bus to assist people with computer learning, assistance given to flood victims including a great community dinner at the golf club, litter surveys of the beach, pilates classes on Tuesdays, and summer events are some good examples...

RBCA are keen to do more in the near future and have identified the following “Quick wins” to focus on over the next 6- 12 months:

- Install more seating around the village which is sensitive to the rural beach character.
- Continue to work with MDC to improve response times and outcomes from requests.
- How to treat the beach info sheet – laminated document for beach users on how to treat Riversdale Beach and preserve it for others’ enjoyment
- Focus on reducing rabbit numbers
- Ensure northern walking trail including bridge is reinforced and saved – work with SLSC, MDC and GWRC.
- Promoting shared corridors – information for visitors to promote taking care on the road especially over summer and long weekends

Riversdale Beach Community Association

There must be plenty!






Blue House Productions

Riversdale Beach Community Plan

MAHI TAHI
WORKING TOGETHER

LTP Submissions Volume 12



 @RiversdaleBeachCA
RBCP2024@gmail.com

Supported by Masterton District Council

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#603

663

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 30, 2024 1:12:37 PM
Last Modified: Tuesday, May 07, 2024 12:35:28 PM
Time Spent: Over a day
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Merinda Robert**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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.</p>
<p>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?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>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.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>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).</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</p>

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

The lakes are lovely but protecting water access and adapting to climate-related drought is more important. Wetlands are valuable habitats for wildlife and would also be beautiful for these areas.

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

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

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

I would like to see the Long Term Plan prioritise the actions which will make our city more liveable, people and climate-friendly investing in active transport, beautifying our public spaces, adding green space, investing in public services like our library. I want to see us make smart, progressive decisions about the future with climate-change always in mind, and ensure we're protecting our environment and water access for generations to come. Council needs to stop promising to lower rates at the expense of doing things that need to be done. The choices that are best for climate action are almost always the same as those that are best for people and a well-cared-for, productive, thriving community is surely the goal of local government.

#7

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 08, 2024 3:27:42 PM
Last Modified: Monday, April 08, 2024 3:47:16 PM
Time Spent: 00:19:33
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Caitlin Robinson
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

Q9 **The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.**

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

Q10 **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

Q11 **Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).**

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

Q15 **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

Q16 **Respondent skipped this question**

Service Area 5: Climate initiatives

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

Don't know

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

Q20

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

The walks/recreational spaces - great for kids etc.

Q21

Visit the Council website

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

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

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

Your details

Full name (required)

Emily & Mike Robinson

Organisation (if applicable)

Postal address

Phone

Email

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website www.mstn.govt.nz 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.

See comments last page.

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

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

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive.
Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now.
Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only.
Cost: \$2.3 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.
Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.
Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes
 No
 Don't know

OUR OPTION & THOUGHTS

Demolish Town Hall completely. *

Construct replica of town hall facade as an entry point to Waipata House thus keeping historical beauty and point of interest & difference to our town.

Funding saved to be spent developing Q.E. Park & River assets to create individuality & attract more visitors.

Alternatively, keep facade & build a boutique HOTEL on present site. Again to encourage more visitors & vibrancy to our beautiful town.

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:

- Its an inland town
- Its beautiful the way it is
- Great walking space.
- a wonderful point of interest.
-

How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website
- Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram
- Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify

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

- Log a service request online
- Phone the Council
- Visit the Queen Street Customer Service Centre
- Email the Council
- Other – please specify

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

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

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

- More than once a week
- Weekly
- Monthly
- Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less About the same

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

[A single blue diagonal line is drawn across the empty text box.]

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)

*Opps- refer back **

#161

666

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 23, 2024 6:37:43 PM
Last Modified: Tuesday, April 23, 2024 6:45:02 PM
Time Spent: 00:07:19
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Pagin Robinson
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

Q9 **The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.**

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

Q15 **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

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

Log a service request online

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

More

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

Q28

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) Jacinta Roe

Organisation (if applicable)

Postal address [Redacted]

Phone Email [Redacted]

Hearing

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

Would you like to present your views at the hearing?

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

- Yes (in person)
- Yes (via Microsoft Teams)
- No

About you

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

What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House.
Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House.
Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office.
Cost: \$3.57 million.

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

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

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive.
Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now.
Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only.
Cost: \$2.3 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.
Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.
Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes
 No
 Don't know

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Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

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How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify

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

- Log a service request online Phone the Council
- Visit the Queen Street Customer Service Centre Email the Council
- Other – please specify

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

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

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

- More than once a week Weekly Monthly Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

I would rather Council cuts back on some services, if it means cutting back on rates increases. Stick to core business.

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)

You need to attract young families to Masterton but a new town hall will not be the right decision. What do young people do to keep busy? Skatepark is causing so many issues already and people are stopping young kids from using it. The town centre (CBD) needs to be sorted first to encourage people to stay & spend money in the local businesses. Businesses are in survival mode just like the rest of us.

Your details

Full name (required) William Roe

Organisation (if applicable)

Postal address [Redacted]

Phone [Redacted] Email

Hearing

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

Would you like to present your views at the hearing?

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

- Yes (in person)
- Yes (via Microsoft Teams)
- No

About you

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What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

Your thoughts on the Big Decisions

Read about the **Big Decisions** in the **2024-34 Long-Term Plan Consultation Document** available on our website www.mstn.govt.nz 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).
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Cost: \$3.57 million.

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

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

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive.
Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now.
Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only.
Cost: \$2.3 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.
Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.
Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes
 No
 Don't know

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Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

I enjoy the bike & walking tracks

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How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website
- Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram
- Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify

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

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- Pay by automatic payment or direct debit

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

- More than once a week
- Weekly
- Monthly
- Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

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Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?
(attach separate pages if needed)

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Create something in this town for youth
to encourage them to remain here

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Your details

Full name (required) *Aria Roe-Jones*

Organisation (if applicable)

Postal address
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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?

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What is your ethnicity? (you may tick multiple 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 identify as tāngata whaikaha/disabled?

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Your thoughts on the Big Decisions

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Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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Cost: \$3.57 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.
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- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.
Cost: \$14.12 million.

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

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Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

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How we deliver customer services (Consultation Document page 42)

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

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

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- Visit the Queen Street Customer Service Centre in person
- Other – please specify
- Phone the Council
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- Pay via the Council's website
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How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

- More than once a week
- Weekly
- Monthly
- Never

Your details

Full name (required) *Leo Roe-Williams*

Organisation (if applicable)

Postal address

Phone Email

Hearing

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Would you like to present your views at the hearing?

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- Yes (in person) Yes (via Microsoft Teams) No

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What is your gender?

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

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)

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Service areas	The Council's Preferred Option	Alternative Option(s)
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3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
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Fees and charges (See proposed fees and charges on our website)

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

- Yes
 No
 Don't know

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

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- More than once a week Weekly Monthly Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

Answer the phones after 4pm.

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)

My age group will never use an old fashioned Town Hall or larger library. We read books on line!

Your details

Full name (required)

MARGARET ANN ROGERS

Organisation (if applicable)

Postal address

Phone

Email

Hearing

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Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

What is your gender?

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

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

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

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

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Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.
Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes
 No
 Don't know

Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website
- Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram
- Email the Council
- Visit the Queen Street Customer Service Centre in person

Other – please specify

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

- Log a service request online
- Phone the Council
- Visit the Queen Street Customer Service Centre
- Email the Council

Other – please specify

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

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

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

- More than once a week
- Weekly
- Monthly +
- Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

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)

#346

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 3:03:15 PM
Last Modified: Thursday, May 02, 2024 4:00:13 PM
Time Spent: 00:56:57
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Mark Rogers
Postal address [Redacted]
Email [Redacted]

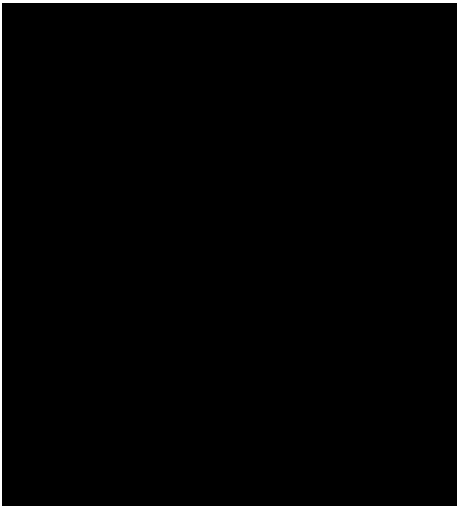
Q2

No

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

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8

Yes – keep the façade

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

Q9

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

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

Q10

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

Town centre improvements (Consultation Document pages 25-28)

Q11

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

Council Funding (Consultation Document pages 29-31)

Q12

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

Service Area 1: Wairarapa Economic Development Strategy

Q13

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

Service Area 2: Regional Walking and Cycling facilitation

Q14

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

Service Area 3: Regional Positive Ageing facilitation

Q15

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

Service Area 4: Welcoming Communities facilitation

Q16

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

Service Area 5: Climate initiatives

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:

They are a real jewel in Wairarapa's crown! Cal, serene and very beautiful.

Q21

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

Other - please specify:
Talk to my local councillor.

Q22

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

Phone the Council

Q23

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

Pay in person at the Queen Street Customer Service Centre

Q24

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

Monthly

Q25

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

Monthly

Q26

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

No

Q27

Less

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

Dog rego fees have to be reduced!

#315

COMPLETE

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 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Mj Romero
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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.</p>
<p>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?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>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)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

I enjoy the different paths at Henley lakes. I usually go there in the weekend for a morning walk.

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

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

#400

COMPLETE

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 Time Spent: 00:04:00
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Diana margaret Roseingrave
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8

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 infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.

Q11

Council Funding (Consultation Document pages 29-31)

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

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

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?

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

#118

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 Time Spent: 00:12:34
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Lisa J Rossiter**
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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.</p>
<p>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?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>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)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Don't know

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

These lakes are one of the few recreational facilities that are easily and freely accessible by all. They must be maintained and enhanced.

Q21

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

Visit the Council website

Q22

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

Phone the Council

Q23

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

Pay by automatic payment or direct debit

Q24

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

Yes

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

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

Given Central Government is driving 6.5% - 7.5% reduction in overhead costs it would be good to see the Council leading by example in this space and explaining to ratepayers how it is achieving a reduction in overhead costs as well.

#377

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 7:01:17 PM
Last Modified: Thursday, May 02, 2024 7:17:26 PM
Time Spent: 00:16:08
IP Address: [Redacted]

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

Q1

Your details

Full name (required) matthew aaron rowland
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

Q10 **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

Q11 **Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).**

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

Q15 **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

Respondent skipped this question

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

Q21

Visit the Council website

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

Q22

Log a service request online

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Monthly

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

- Yes (in person) Yes (via Microsoft Teams) No

About you

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



Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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

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

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes
 No
 Don't know

Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

Walking tracks & birdlife

How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify

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

- Log a service request online Phone the Council
- Visit the Queen Street Customer Service Centre Email the Council
- Other – please specify

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

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

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

- More than once a week Weekly Monthly *occasionally* Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less About the same

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

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

(attach separate pages if needed)

Rate increases will force superannuitants out of their homes. Super won't increase by same % as rates. Too few people directly contribute to the rates.

The Council should concentrate on providing infrastructure eg roads & water sewage etc.

Spending on assets like the lakes, library and rec. centre that all citizens can enjoy is preferable to building an edifice (Town Hall) that will seldom be used.

Your details

678

Full name (required) Barbara and Ray Roydhouse

Organisation (if applicable)

Postal address

Phone

Email

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

What is your age range?

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

What is your gender?

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

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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

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

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes
 No
 Don't know

Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

accessibility, beauty, relative safety

How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify

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

- Log a service request online Phone the Council
- Visit the Queen Street Customer Service Centre Email the Council
- Other – please specify

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

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

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

- More than once a week Weekly Monthly Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less About the same

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

Be prudent, be fair, be encompassing of all facets of the community

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?
(attach separate pages if needed)

The Council has many challenges for the next ten years. I'm hoping elected members will put side any prejudices and personal opinions to always work for the good of the community..

Your details

Full name (required) Mathew RUTENE

Organisation (if applicable)

Postal address 

Phone  Email

Hearing

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

Would you like to present your views at the hearing?

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

- Yes (in person)
- Yes (via Microsoft Teams)
- No

About you

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

What is your age range?



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



What is your gender?



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



Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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

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

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

- Yes
 No
 Don't know

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Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

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How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website
- Visit the Council's social media pages – e.g. Facebook or Instagram
- Visit the Queen Street Customer Service Centre in person
- Other – please specify
- Phone the Council
- Email the Council

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
- Phone the Council
- Email the Council

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 by automatic payment or direct debit
- Pay in person at the Queen Street Customer Service Centre

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

- More than once a week
- Weekly
- Monthly
- Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

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

(attach separate pages if needed)

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#58

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Collector: Test Link (Web Link)
 Started: Tuesday, April 16, 2024 8:27:02 PM
 Last Modified: Tuesday, April 16, 2024 8:36:21 PM
 Time Spent: 00:09:19
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Sandy Ryan**
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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.</p>
<p>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?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Respondent skipped this question</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Respondent skipped this question</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>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)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

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?

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:

Trees,

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?

Never

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

#15

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, April 10, 2024 1:40:13 PM
Last Modified: Wednesday, April 10, 2024 1:46:41 PM
Time Spent: 00:06:28
IP Address: [Redacted]

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

Q1

Your details

Full name (required) James Alan Sadler
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

Q10 **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

Q15 **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

Respondent skipped this question

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

Respondent skipped this question

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

Q21

Visit the Council website

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

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

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

#242

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, April 27, 2024 4:10:26 PM
Last Modified: Sunday, April 28, 2024 6:44:46 AM
Time Spent: 14:34:19
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Stephen Sale
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

Q10 **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

Q15 **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

Don't know

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

Q18

Comments

Cannot see what the increases are for each charge.

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

Respondent skipped this question

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

Q21

Visit the Council website

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

Q22

Log a service request online

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#340

683

COMPLETE

Collector: Test Link (Web Link)
 Started: Thursday, May 02, 2024 2:58:49 PM
 Last Modified: Thursday, May 02, 2024 3:07:22 PM
 Time Spent: 00:08:33
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required)	Kay Sanderson
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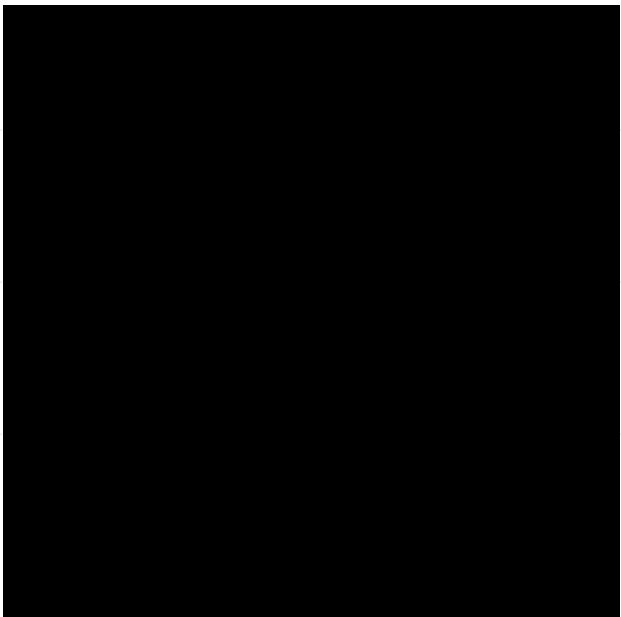
Q2

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.

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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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Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

Don't know

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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Q22

Email the Council

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

Q24

Respondent skipped this question

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Q25

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Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

Your details

684

Full name (required) *Alanna Saunders*

Organisation (if applicable)

Postal address
.....

Phone Email

Hearing

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Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

[Redacted]

What is your gender?

[Redacted]

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[Redacted]

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Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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

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

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
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Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

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How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify *MARTON MATTERS*

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

Your details

685

Full name (required) RONNIE SAUNDERS

Organisation (if applicable)

Postal address [REDACTED]

Phone [REDACTED] Email [REDACTED]

Hearing

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Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

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

[REDACTED]

What is your gender?

[REDACTED]

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

[REDACTED]

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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

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
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Big Decision 3: Council Funding (Consultation Document pages 29-31)

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
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Big Decision 4: Changes to services (Consultation Document pages 32-37)

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

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

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

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

- Yes No Don't know

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Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

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

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How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website
- Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram
- Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify **MATERIAL MATTER**

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

- Log a service request online
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- 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

HARDLY EVER

Your details

686

Full name (required) *Taylah Saunders*

Organisation (if applicable)

Postal address [Redacted]

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

Hearing

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Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

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

- Yes No Don't know

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Your thoughts to help shape our thinking

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

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#185

687

COMPLETE

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Last Modified: Wednesday, April 24, 2024 12:56:17 PM
Time Spent: 00:24:31
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Mavis Saxton
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

Service Area 5: Climate initiatives

Q17

Yes

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

Q18

Comments

Increase parking infringement charges to \$100 and advertise widely to educate the public

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 walk around the lakes regularly. They are peaceful and beautiful areas which we should maintain where possible

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

Less

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

Sell the land on which the Town Hall sits and use the funds to improve the Library/Archive extension. The town has survived perfectly well without a new Town Hall for almost 10 years. There is no demand for a civic event centre. Cartertons's Events Centre is not fully utilised as it is. And we have other venues which can be used in Masterton.

The council offices in Queen Street are more central to the town and more easily accessible than the old Town Hall. This office also provides footfall for local businesses. The library is more of a hub for many different generations and, therefore, of more use to the public than a new Town Hall.

Reduce the overall funding pool for community groups and organisations by 20% rather than 5% to give a bigger saving on costs.

Increase parking infringement charges to \$100 and advertise widely to educate the public. But, please keep the current number of parking spaces!

#388

688

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 9:20:35 PM
Last Modified: Thursday, May 02, 2024 9:27:18 PM
Time Spent: 00:06:43
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Anna Schofer
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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.</p>
<p>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?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>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.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>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).</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Don't know

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

Respondent skipped this question

Q21

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

Visit the Council website

Q22

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

Phone the Council

Q23

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

Pay via the Council's website

Q24

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

Monthly

Q25

Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

Q26

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

#580

COMPLETE

Collector: Test Link (Web Link)
 Started: Monday, May 06, 2024 8:43:03 AM
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 Time Spent: 00:05:33
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Marama Scott**
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

Q8 No – do not keep the façade

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

Q9 Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

Q10 The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.
Town centre improvements (Consultation Document pages 25-28)

Q11 Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).
Council Funding (Consultation Document pages 29-31)

Q12 The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)
Service Area 1: Wairarapa Economic Development Strategy

Q13 The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
Service Area 2: Regional Walking and Cycling facilitation

Q14 Alternative Option - Maintain funding
Service Area 3: Regional Positive Ageing facilitation

Q15 The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)
Service Area 4: Welcoming Communities facilitation

Q16 The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases
Service Area 5: Climate initiatives

Q17

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:

The views, the wildlife and peace. A better playground would mean more families would go.

Q21

Visit the Council's social media pages – e.g. Facebook or Instagram

When you need information about Council services, events or activities, what channel do you use most often?

Q22

Log a service request online

When you need to report a problem with a Council facility or service, what channel do you use most often?

Q23

Pay in person at the Queen Street Customer Service Centre

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

Q24

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

#36

COMPLETE

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Time Spent: 00:11:01
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Michael Shale
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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.</p>
<p>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?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>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)</p>

Q16

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases

Page 3: Fees and Charges

Q17

Do you support our proposed fees and charges for 2024/25?

Yes

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

Explore a different look and feel in future if it would cost less

Q20

Please tell us what you value and enjoy most about these lakes now:

Respondent skipped this question

Q21

When you need information about Council services, events or activities, what channel do you use most often?

Visit the Queen Street Customer Service Centre in person

Q22

When you need to report a problem with a Council facility or service, what channel do you use most often?

Phone the Council

Q23

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

Pay by automatic payment or direct debit

Q24

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

Monthly

Q25

Monthly

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

Q26

No

Have you used the Council's after hours service in the past 12 months?

Q27

About the same

Would you prefer to do more or less Council business online?

Q28

Respondent skipped this question

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

Q29

Respondent skipped this question

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission
