



LONG TERM PLAN 2024-2034

SUBMISSIONS

Volume 3

Submissions 90 to 140

From consultation 5 April to 6 May 2024

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Your details

90

Full name (required) BRIAN LIONEL JOHN ABRAHAM

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.

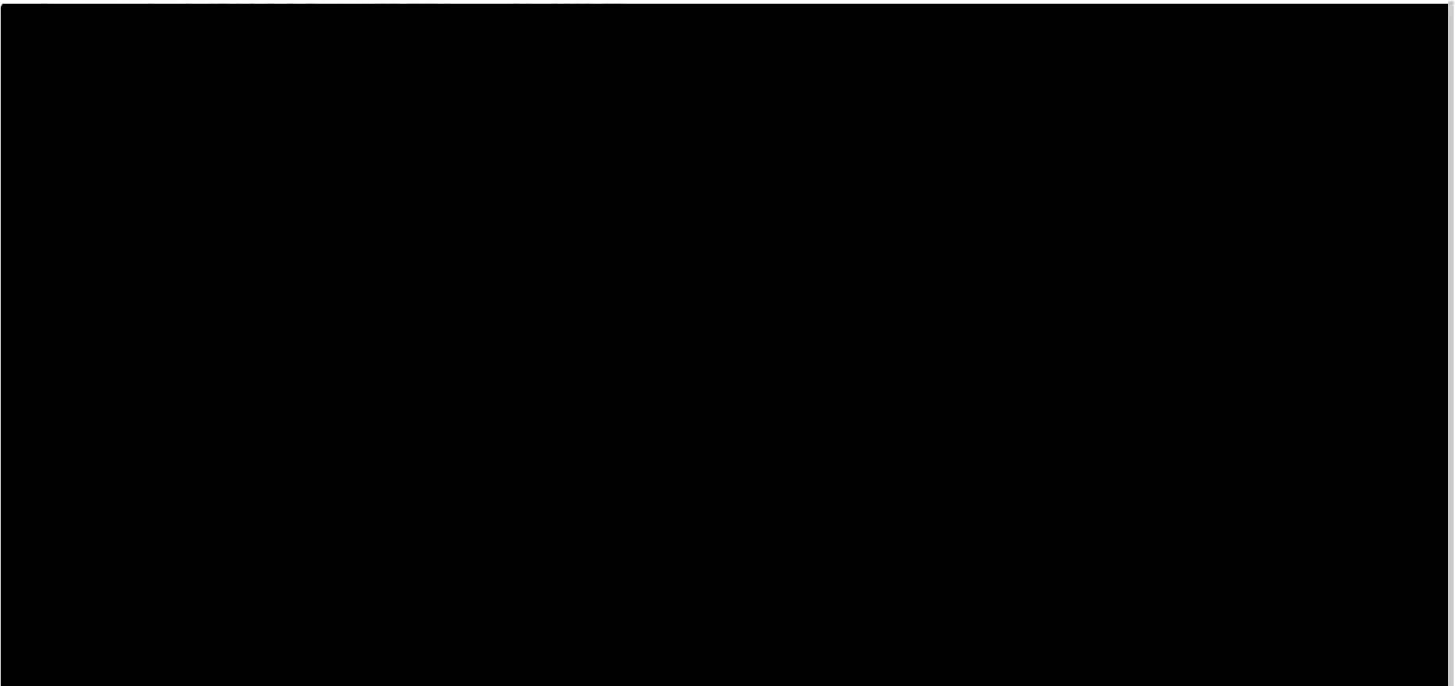
Yes (in person)

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 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 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 checked="" type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

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

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

- Yes No Don't know

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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 first visited QE Park, and Lake of Remembrance in 1947, aged 7. I have loved the Park, lake, and Coronation Hall ever since. I loved the lake, as I learnt to row a boat on it, enjoyed swings and slides and an ice-cream soda from Coronation Hall. The train on the Island is unique, and there are better brains than mine, that can sort out water supply.

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

Your details

Full name (required)

DIANA MARGARET ABRAHAM

Organisation (if applicable)

Postal address

Phone

Email

Hearing

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Yes (in person)

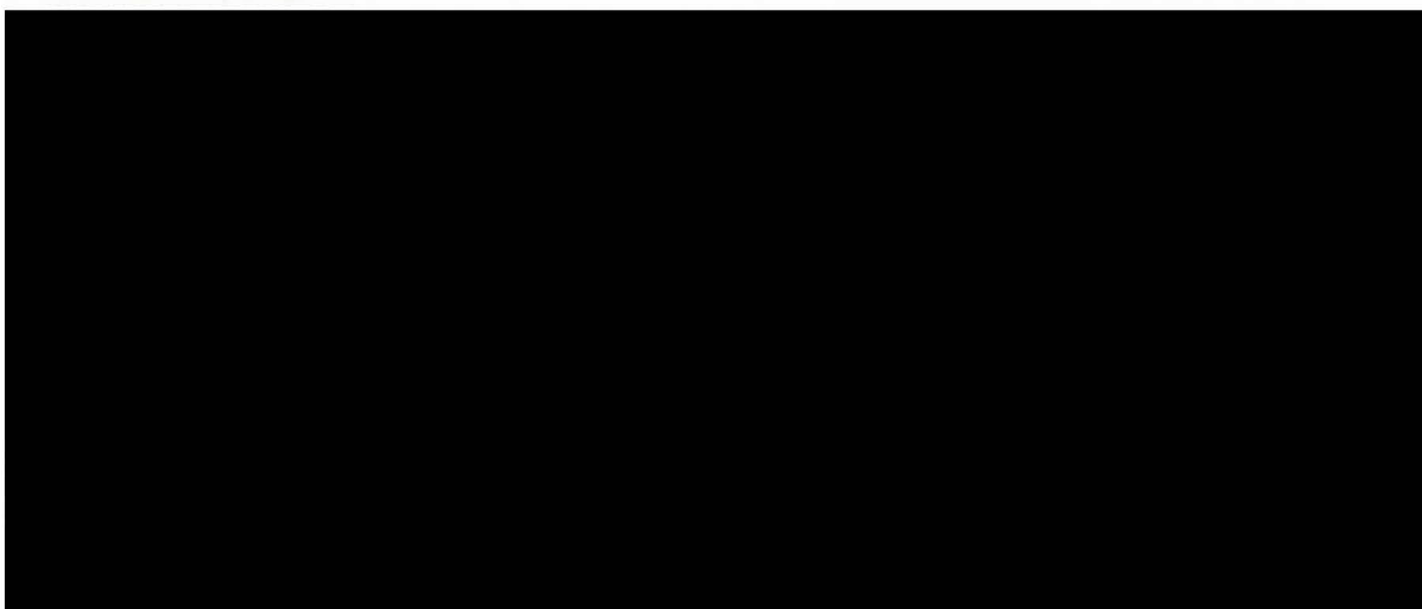
Yes (via Microsoft Teams)

No

About you

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What is your age range?



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- 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.
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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:

Lake of Remembrance has historical significance as War memorial.
Aesthetically it is the jewel in the crown and iconic part of G.E. 11 Park. Home to ^{bird} wildlife and pets (tuna).
It provides leisure activity (Park Boat) v with the railway on the Island a renowned attraction.
Henley Lake is the wider area v wetlands provide a different character.
Valid plans have been presented to upgrade water quality in Lake of Remembrance 2 - please note

How we deliver customer services (Consultation Document page 42)

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

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

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- 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 ⁶ _{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)

I feel there is an opportunity to make savings on some reserve plantings - in particular I am referring to the northern entry roundabout under the statue. This looked far better as plain mown grass, tidy, a case of less is more not distracting from statue, or park stadium. There are other areas which could also be simplified & reduce future water requirements. In a dry summer grass requires little if any mowing & regenerates.

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 7:18:54 PM
Last Modified: Thursday, May 02, 2024 7:46:36 PM
Time Spent: 00:27:41
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Trevor Russell Adair**

Postal address
Email
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

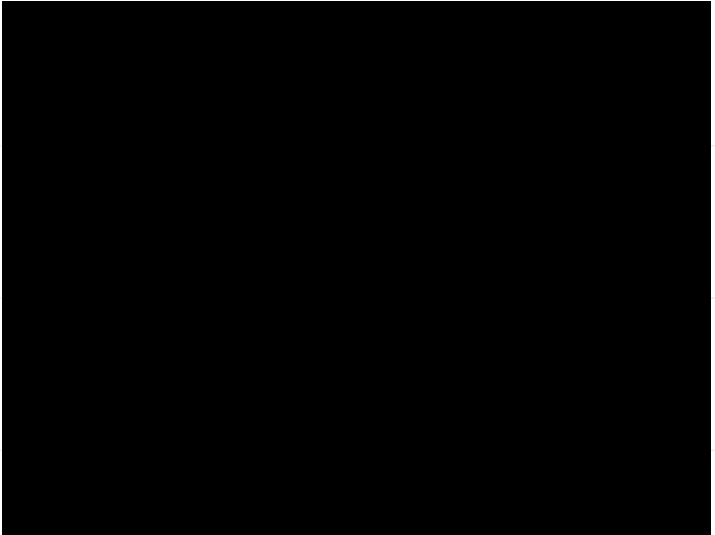
What is your ethnicity? You may tick multiple boxes.

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>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>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

It would help if you had hyperlinks to your website's relevant pages.

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 like walking my dog around the lake & wetlands. You should use the land area just to the right as you drive through the gates off Columbo Road. It has been desolate for decades.

Q21

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

Other - please specify:

When I can't find info on your website, I phone.

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

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

From: [paige_adams](#)
To: [Submissions Sub](#)
Subject: Fab Lab
Date: Saturday, 4 May 2024 12:32:07 pm

Hi there!

I just wanted to make a submission to ask Masterton council to please consider including and continuing to fund fab Lab when you are expanding the library!

It is such an incredible space of learning and super beneficial to the wider community.

With a tech focused world and continuous growth in that sector it is important to ensure everyone has access to materials and knowledge that will help them create cool things and grow minds young and old alike!

Continuing to fund this service could mean the next big inventor or piece of tech design was created due to the opportunities Fab Lab had to offer them! How cool would it be to say that Masterton city council funded a project that allowed a creator to create the next big technological advancement ?!

I appreciate you taking the time to read my email and hope to see Fab Lab funded and a part of the Masterton community for many years to come.

Regards,
Paige Adams

Get [Outlook for iOS](#)

#169

94

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, April 24, 2024 7:55:44 AM
Last Modified: Wednesday, April 24, 2024 8:04:30 AM
Time Spent: 00:08:46
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Mike Aitkenhead**
Organisation (if applicable) [REDACTED]
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>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>No – do not keep the façade</p>
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<p>Q16 Service Area 5: Climate initiatives</p>	<p>Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</p>

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

the open space and range of options for recreational activities they provide

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

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

Ensure there is a clear business case that shows a benefit to the council and community before giving any funding out. You dont have to give everything out just because its been allocated for a reason. Funds should be able to be used elsewhere if no clear benefit is shown

#465

95

COMPLETE

Collector: Test Link (Web Link)
 Started: Friday, May 03, 2024 2:17:43 PM
 Last Modified: Friday, May 03, 2024 2:26:45 PM
 Time Spent: 00:09:01
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Dennis Alan
 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

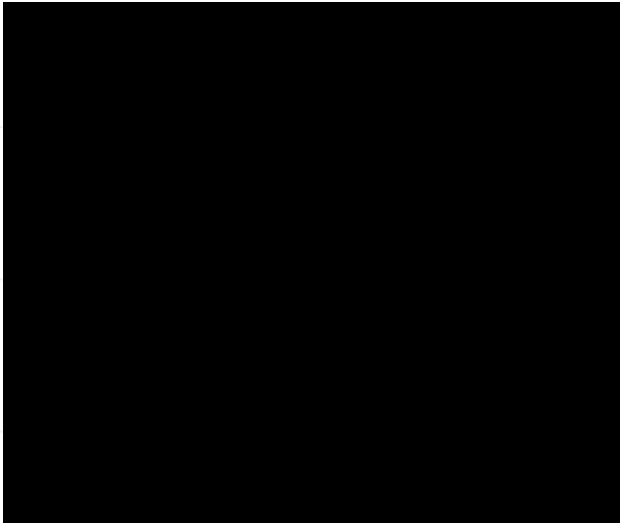
What is your ethnicity? You may tick multiple boxes.

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

Q8 **No – do not keep the façade**

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

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

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

Q11 **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**
 Council Funding (Consultation Document pages 29-31)

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

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

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

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

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

Q17

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 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

#1

96

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, April 05, 2024 9:07:54 AM
Last Modified: Friday, April 05, 2024 9:21:31 AM
Time Spent: 00:13:37
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Charlotte Algie**
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>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

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

Yes

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

Respondent skipped this question

Q21

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

Visit the Council website

Q22

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

Phone the Council

Q23

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

Pay by automatic payment or direct debit

Q24

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

Monthly

Q25

Never

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

Q26

No

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

Q27

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

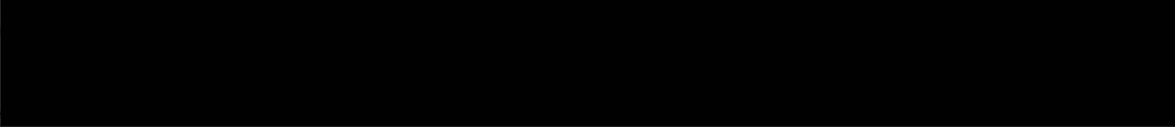
Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission



Your details

97

Full name (required) Christine Algie

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.

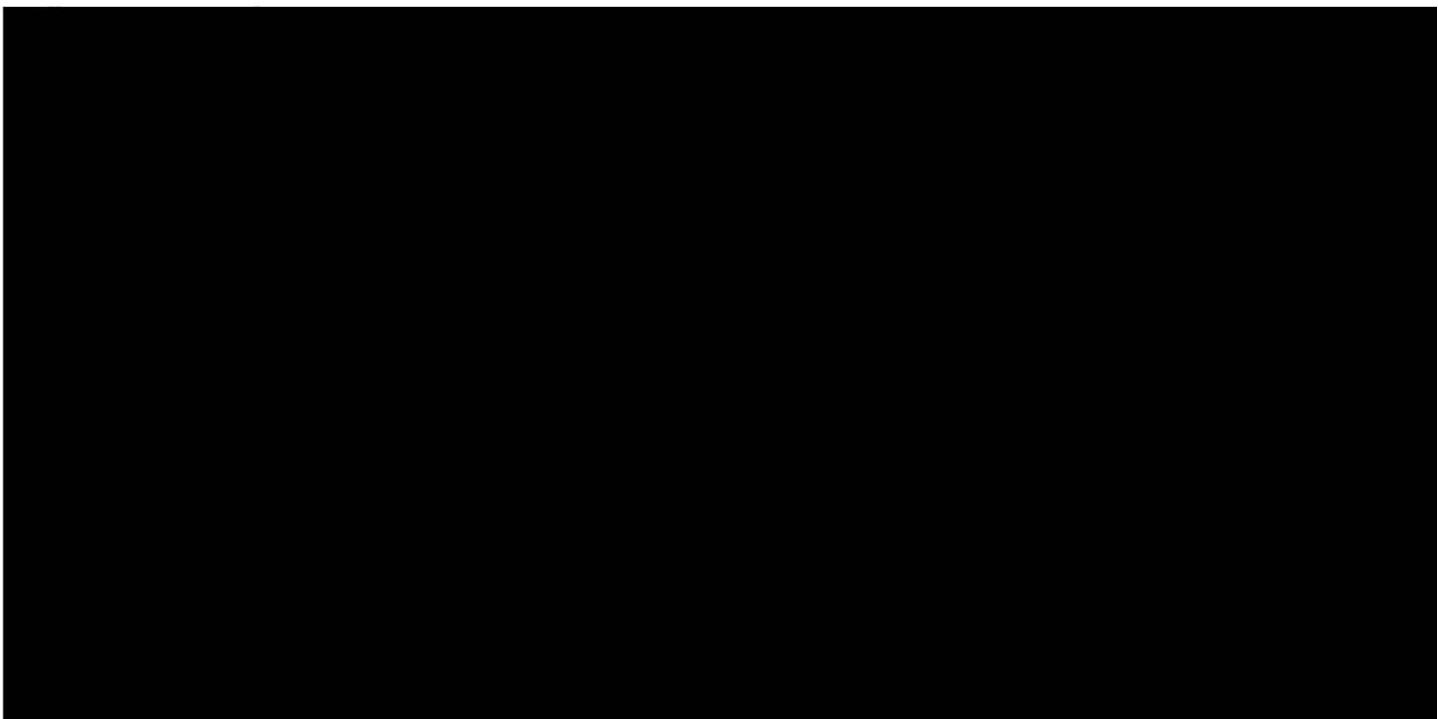
Would you like to present your views at the hearing?

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 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 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

#254

98

COMPLETE

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Started: Monday, April 29, 2024 1:09:04 PM
Last Modified: Monday, April 29, 2024 1:18:48 PM
Time Spent: 00:09:43
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Vivian Allanson

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.

<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>Yes – keep the façade</p>
<p>Q9</p> <p>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</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>Respondent skipped this question</p>

Page 3: Fees and Charges

<p>Q17</p> <p>Do you support our proposed fees and charges for 2024/25?</p>	<p>Don't know</p>
--	--------------------------

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Respondent skipped this question

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

Q20

Respondent skipped this question

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

Q21

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

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'm a 77 year old who enjoys going to the Fab Lab twice a week. I've learned so much from both Tamara and Vik. They are very helpful in teaching people how to use computers and making things. So hopefully council will consider adding Fab Lab to the extension of the Library

#103

99

COMPLETE

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Last Modified: Saturday, April 20, 2024 9:54:05 AM
Time Spent: 00:05:10
IP Address: [Redacted]

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

Q1

Your details

Full name (required) David John Allard
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 **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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:

Is important to maintain the lakes as a community space, and to keep the waterways healthy.

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

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

#240

100

COMPLETE

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Time Spent: 00:12:51
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Ben allen
Organisation (if applicable) [Redacted]
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>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>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?

No

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

The geese shit.

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?

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

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

Stop wasting money. Get Dave Borman to renovate the town hall and keep the facade. He has done amazing work around town and it needs to continue. Fix our water issue.

#19

101

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, April 11, 2024 7:27:23 AM
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Time Spent: 00:08:40
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Craig & Virginia Allen
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

Don't know

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

Q20

Respondent skipped this question

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

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

No

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

Q27

More

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

Q28

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

#569

102

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, May 04, 2024 7:40:42 PM
Last Modified: Saturday, May 04, 2024 7:53:36 PM
Time Spent: 00:12:54
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Ivor Allmand

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

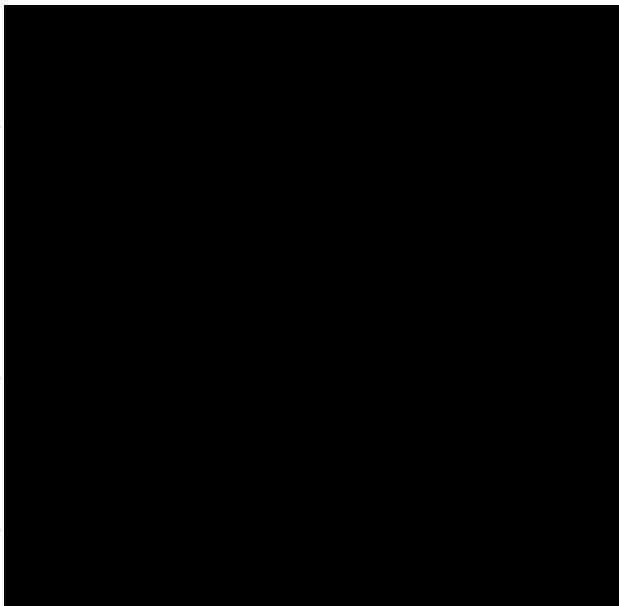
What is your ethnicity? You may tick multiple boxes.

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)

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 **Alternative Option - Maintain funding**

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

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

I value the fact that it has water in it and can be used for water sports. Should never have allowed the resource consent to lapse. The regional council should also be more open minded.

Q21

Other - please specify:

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

I look online or word of mouth.

Q22

Email the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#554

103

COMPLETE

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Time Spent: 00:10:21
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Paul Andersen

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

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

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

Q17

No

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

Q18

Comments

The increase is too high- The council needs to get the number of staff they are hiring and keeping under control. Many of the families I work with will not be able to afford the rates increase.

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:

Walking tracks and bins.

Q21

Visit the Council website

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

Q22

Other - please specify:
There should be an emailed response with actions taken if any.

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

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

Need to reduce staffing.

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

There hasn't been an adequate range of options to choose from for a number of these proposals.

#342

104

COMPLETE

Collector: Test Link (Web Link)
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Brendan Anderson

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

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

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

Don't know

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

Respondent skipped this question

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

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

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

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

Perhaps there should be an option to explore selling the town hall for redevelopment, or demolishing it but still extending Waiata house.

#80

105

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, April 18, 2024 9:42:25 AM
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Time Spent: 00:19:39
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Marlene Anderson
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 **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

Comments

My rates are at present \$5042. My valuation has gone up by \$170,000. I'm scared of what my rates will be this year.

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 don't get to see them very often but I appreciate that they are an asset to the 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

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?

I did consult with the Queen Street office once about the kanuka trees planted over my northern boundary that will shade my garden in future but it was a waste of time.

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

#223

106

COMPLETE

Collector: Test Link (Web Link)
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Time Spent: 00:06:22
IP Address: [Redacted]

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

Q1

Your details

Full name (required) alison andrews

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 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 **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

No

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

Walks and wildlife

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

Your details

107

Full name (required)

EDWARD GEORGE ANDREWS

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 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 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:

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

TWICE IN LAST 18 months RE BARKING DOGS

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)

AS DISCUSSED AT THE MEETING, AT WAIATA HOUSE 24th APRIL MY PREFERENCE IS THE EXTENSION OF WAIATA HOUSE AND NO REBUILD OF THE TOWN HALL

#325

108

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 11:45:59 AM
Last Modified: Thursday, May 02, 2024 12:13:23 PM
Time Spent: 00:27:23
IP Address: [Redacted]

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

Q1

Your details

Full name (required)

Rae Andrews

Postal address

Email

Phone

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

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

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

Rates charges for those on lower and fixed incomes have become unaffordable and the proposed increases are a real concern. Maintenance charges and cost of essential improvements are on going but prudence is needed. Poverty has become very real in Masterton in spite of our marvellous community organisations and volunteers. Housing costs have risen hugely over recent years with households compromised with food, power and heating, insurance costs and day to day expenses.

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

Henley Lake is an amazing facility for our community. It is well used and if maintained with care is a real picture through all seasons.

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

No

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

Q27

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 speak to a customer service agent is always helpful.

Q29

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

I am a born and bred Masterton resident and have always considered our Town Hall and Municipal Building an important part of our heritage. Sadly times have changed and we must move with them. To rebuild the town hall is a scary prospect in terms of how that will impact on rates with increases already budgeted. How will those already on or near the breadline be able to absorb a bigger increase? I doubt a new town hall will attract big ticket entertainment, these performances are in our cities and we know if we want to attend these, then extra arrangements are needed.

I think it is very important to have all staff and services on the one site, it is totally impractical to run 2 sites. For this reason I support the extension of Waiata House.

I have agreed that funding is retained for Regional Positive Ageing acknowledging our local aging population and the impact on our services, particularly transport and health.

#115

109

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, April 21, 2024 11:00:14 AM
Last Modified: Sunday, April 21, 2024 11:03:51 AM
Time Spent: 00:03:37
IP Address: [Redacted]

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

Q1

Your details

Full name (required) thomas john andrews
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 **Respondent skipped this question**

Council Funding (Consultation Document pages 29-31)

Q12 **Respondent skipped this question**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Respondent skipped this question**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Respondent skipped this question**

Service Area 3: Regional Positive Ageing facilitation

Q15 **Respondent skipped this question**

Service Area 4: Welcoming Communities facilitation

Q16 **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 **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

Respondent skipped this question

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

Q21

Visit the Council website

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

Q22

Email the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

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

Respondent skipped this question

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

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

110

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

Hearing

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

Would you like to present your views at the hearing?

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

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

About you

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

What is your age range?

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

What is your gender?

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

Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website www.mstn.govt.nz 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 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:

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)

I am advocating for my whānau and their neighbours who live down Cockburn Street,

Last winter (and many winters before then), every time there is a rain event, they cannot use their toilets (because the water does not flush), they cannot wash their hands or dishes (because the water doesn't empty), they have to walk through water outside their houses that contains raw sewerage, their garages flood with raw sewerage, they have to walk through raw sewerage to portaloos.

Please ensure that there is readily available funding, staff capacity and capability, to ensure that Cockburn Street residents do not have another winter this year where they were constantly plagued by stormwater and sewerage water issues. If the current mitigations you have put in place fail, please be ready to install alternatives that were suggested by the residents.

Masterton District Council
PO Box 444
Masterton 5840

3 May, 2024

Submission to Masterton District Council Long Term Plan 2024-34

Aratoi Wairarapa Museum of Art and History was founded in 1969 with the intention to be the centre for art and history in the Wairarapa. For 55 years we have proudly showcased the artists and stories of this great community from our home in Masterton. With 25-30 diverse exhibitions a year, a collection housing 4000 artworks and taonga, alongside events and a vibrant education programme Aratoi provides the people of Masterton free entry into an environment that celebrates our history, creativity, and place in the world. The support of Masterton District Council has been integral to our success as a cultural institution and we are incredibly grateful for this ongoing partnership.

Aratoi congratulates Masterton District Council's commitment to culture and heritage and ways in which the Council champions the power of these spaces to uplift our community. At Aratoi we see ourselves as a key part of the council's family of services and central to the delivery of MDC's Arts, Culture and Heritage Strategy. We contribute to the Council's fulfilment of social goals and objectives whilst also being a significant way finder in the community, ensuring individuals and communities are connected and enriched through shared interests and community spirit. We bring together people across demographic groupings and help grow common understandings and collegiality through art, history, and social connection. To this end we are a critical connector of Masterton residents to iwi history and te ao Māori – in this we can assist the Council in expressing its embodiment of and commitment to Te Tiriti o Waitangi.

We are a key holder of knowledge and storytelling for the region - together with our local Archives, Library Services, and our museums colleagues we provide spaces where our communities can affirm their sense of place in the Wairarapa, and how the journey our ancestors have taken have shaped our community. We have a strong and proven capacity to draw people from outside the district to Masterton and are in a unique position to be able to work with Destination Wairarapa to add strong tourism value. We provide and continue to provide economic benefit to Masterton in our development of artists through our changing exhibition programme. Encouraging and fostering artistic expression makes Masterton an attractive place for artists and makers to live and thrive.

As one of the central pou within the structure of Masterton's cultural whare we consider it our duty to engage with the council's crucial Long-Term planning –

1. Masterton District Library and Wairarapa Archive

We are whole heartily in support of the development and expansion of the Masterton District Library and Wairarapa Archive. These spaces are critical connectors of community and holders of our built and social history, their strengthening and preservation is to the benefit of all present and future residents of Masterton.

2. Town Centre improvements

As adjacent neighbours of Masterton's town centre we see the long-term benefits in investing in the infrastructure of this space. While we would love to see improvements to the 'look and feel'

to the area, which would encourage residents and visitors to spend more time in the town centre (with the economic benefits that often results from this), we understand need to balancing of this investment with the rates burden on residents.

3. Changes to Council funding

We understand the difficult current financial situation facing this council, along with many others in our region, and the desire for an equitable funding model. We encourage Masterton District Council to ensure key organisations such as Business Wairarapa, Pūkaha Mount Bruce National Wildlife Centre, and Destination Wairarapa, which are key to the cultural, environmental, and economic development of Masterton, are supported with the opportunity to enter into multiyear agreements. Yearly contestable funding makes long-term planning incredibly difficult for these types of organisations. For many of these organisations the immense energy and effort spent on annual funding is better utilised supporting and working for our community.

4. Changes to services

We are encouraged to see MDC looking at its services to find ways in which to work collaboratively with organisations and our community, prioritise spending, and seek external funding to support the ambitions for Masterton.

We encourage Masterton District Council to keep Aratoi in mind through this Long-Term planning. Collaboration will be key for the maintenance and development of our cultural facilities, to protect our heritage, and grow our arts community. Aratoi has a strong desire to bring like-minded organisations together to explore long term sustainability approaches, with the proven ability to provide leadership in this space. There are also opportunities to be explored in working directly with the MDC to share resources for the benefit of the wider community - specifically in the space of shared storage solutions to meet long term needs, sharing information, and expanding the reach of our stories and collections.

A strong, vibrant, and resilient Aratoi reflects positively on Masterton and Masterton District Council. We have proven our ability to stage world-class exhibitions, showcase the unique arts and heritage of our region, and all within a carefully controlled budget funded through a diverse range of supporters. Aratoi's relationship with Masterton District Council is one we feel positively and practically benefits both organisations and our district. We look forward to working together with Masterton District Council in the future to preserve and showcase the diverse history and creativity that abounds in Masterton.

Sarah McClintock



Director
Aratoi Wairarapa Museum of Art and History



Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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What is your age range?

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

What is your gender?

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

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)

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

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

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

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

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

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

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

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

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

- Yes
 No
 Don't know

Your thoughts to help shape our thinking

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

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

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

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

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 *Resident of [redacted] (Who pay on our behalf)*

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?

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)

No

Your details

113

Full name (required)

Donald Brian Armstrong

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 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? 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 *(Resident of [redacted] who pays on our behalf)*

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?

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)

No.

#101

114

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, April 20, 2024 6:40:06 AM
Last Modified: Saturday, April 20, 2024 6:46:30 AM
Time Spent: 00:06:24
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Maia Atherley
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 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17 **No**

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

Respondent skipped this question

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

Q21

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

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

Q22

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

#376

115

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 6:57:15 PM
Last Modified: Thursday, May 02, 2024 7:13:41 PM
Time Spent: 00:16:26
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Nick Atherley
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

<p>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>Yes – keep the façade</p>
<p>Q9</p> <p>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</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>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</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>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>
<p>Q16</p> <p>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>

Q17

No

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

Q18

Comments

I have a real fear that rates will increase year on year, I am 10 years from retirement and am concerned on a fixed income I will be forced out of the home I have brought by ever increasing rates increases.

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:

Plants and trees are kept in good condition, paths are in good condition with plenty of benches.

Q21

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

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

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 guess you try to keep rates low, but it's really frightening each year to see how much they will rise by, and they always do rise. I believe rates should be locked at a certain % of the local national wage. I believe rates should be lower for gold card holders/pensioners.

We do not need an events centre, there's an awesome one just down the road in Carterton.

#538

116

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, May 03, 2024 9:24:30 PM
Last Modified: Friday, May 03, 2024 9:41:16 PM
Time Spent: 00:16:45
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Debbie Joy Athow

Postal address [Redacted]

Email [Redacted]

Phone [Redacted]

Q2

No

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

Q3

What is your age range? [Redacted]

Q4

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

Q5

What is your gender? [Redacted]

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

No

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

Q18

Comments

The community needs a rates break. You have so many more ratepayers and building consent money coming in.

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

Other - please specify:
Masterton Ratepayers and Residents Association

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

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

#597

117

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, May 06, 2024 9:34:09 AM
Last Modified: Monday, May 06, 2024 9:47:35 AM
Time Spent: 00:13:25
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Phil Athow
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

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**

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

No

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

Respondent skipped this question

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

Q21

Email the Council

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

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

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

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

118

Full name (required) JANEY AUERY

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.

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 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. <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund
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	OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

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

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

Yes
 No
 Don't know

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Your thoughts to help shape our thinking

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

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

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

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

The Lake & Queen Elizabeth Park are the
interest in MSTV. Very popular with out of
town visitors

How we deliver customer services (Consultation Document page 42)

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

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

- 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

#450

119

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, May 03, 2024 1:06:15 PM
Last Modified: Friday, May 03, 2024 1:15:00 PM
Time Spent: 00:08:44
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Glen Ayling**

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

<p>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>Yes – keep the façade</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>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</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>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14</p> <p>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</p> <p>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>
<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

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

Don't know

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

Q20

Respondent skipped this question

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

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)

GEORGE ALEXANDER BAIN

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 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

Your thoughts to help shape our thinking

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

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

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

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

Henley Lake and QE park lake are truly jewels in the crown of public assets for Masterton. They must be kept as recreational 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? 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.

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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? Please tick one option.

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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

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)

TOP PRIORITY : Build an adequate library for
a small city

2nd PRIORITY : Keep the public lakes in good order

I will willingly pay higher rates to get more things done.

Your details

121

Full name (required)

JANICE RUTH BAIN

Organisation (if applicable)

Postal address

Phone

Email

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

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Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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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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Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input checked="" type="checkbox"/> Maintain funding
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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

PUT UP THE RATES IF YOU NEED TO
TO MAKE GOOD DECISIONS

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 AM PERMANENTLY IN A WHEELCHAIR
AND I LOVE THE LAKES AND PATHS AS
THEY NOW ARE

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 MY HUSBAND DOES ALL THAT

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 DITTO

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- 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? *IRRELEVANT*

- 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?

MY HUSBAND SEEMS HAPPY ENOUGH

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)

① PLEASE MAKE THE LIBRARY
TOP STANDARD

② KEEP THE PUBLIC PARKS GOOD
FOR WHEELCHAIRS

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

About you

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What is your age range?

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

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

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

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

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- Alternative Option 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 checked="" type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

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

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

- Yes
 No
 Don't know

If fees keep going up, exorbitantly, more & more people will be forced to sell up & rent, rather than get into debt to pay rates.

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 ^{ONLY} if it would cost less — at a minimal cost to explore.
- Don't know

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

When entertaining visitors to Mstrn, Elizabeth Park, etc is the 1st place to take them to visit.
Henley Lake & walks is the next option!

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 *Twice*

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

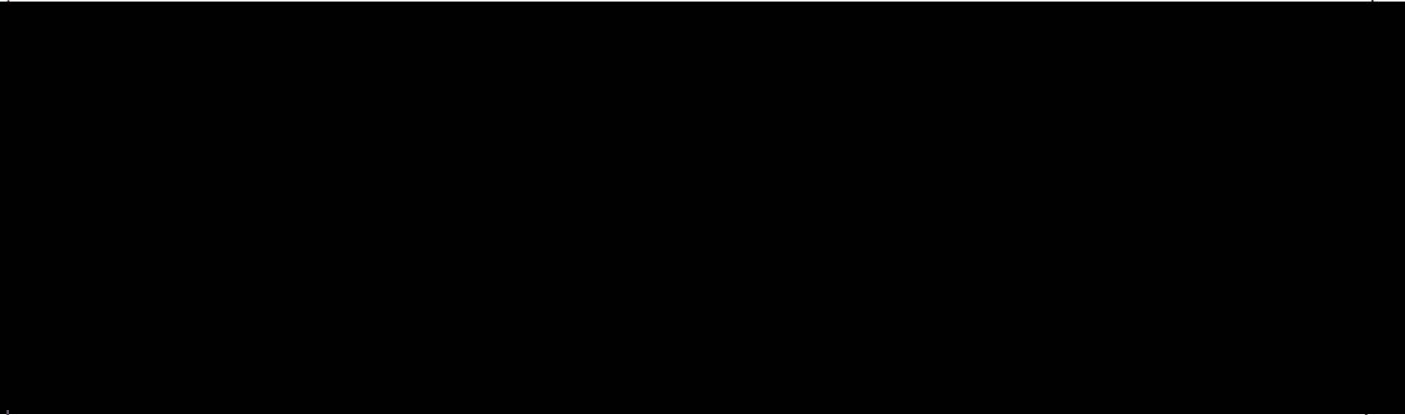
Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

The appalling length of time it takes to get building etc consents through council,

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)



Reduce number of Council High Salaried staff and increase number of working staff.



Your details

Full name (required)

CORNELIA ELSE MARIA BAKKOR

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 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 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:

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)

As we know money is tight for everyone. Council should keep that in mind, also remember it is not your money, plus when election comes up, you could not there anymore.

#451

124

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, May 03, 2024 1:20:16 PM
Last Modified: Friday, May 03, 2024 1:31:38 PM
Time Spent: 00:11:22
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) April Bamford
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>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>Respondent skipped this question</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Respondent skipped this question</p>

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

The lakes are a really important part of the town. The suggestion that they be turned into a "swamp" is not at all attractive.....

Q21

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

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

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

So much time has been wasted with the Town Hall. We could have had it built by now if council had followed David Borman's suggestions. Also- the trees in the square were not looked after and so died. That was a disgrace.

#311

125

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, May 01, 2024 2:58:41 PM
Last Modified: Wednesday, May 01, 2024 3:15:25 PM
Time Spent: 00:16:43
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **James Barlow**
Postal address [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

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:

Asset to the 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

Phone the Council

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

Q23

Pay in person at the Queen Street Customer Service Centre

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

Q24

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

Rates should not increase more than the current rate of inflation.

#386

126

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 8:28:28 PM
Last Modified: Thursday, May 02, 2024 8:55:15 PM
Time Spent: 00:26:46
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Carolyn Joy Barrington
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 **Respondent skipped this question**

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 **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

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

Seeing kayaks & Dragon boats on Henley lake, watching white swans on the lake.

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

Phone the Council

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

Q23

Pay in person at the Queen Street Customer Service Centre

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

Q24

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

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

As I am on a fixed income (pension) I am really worried about rates increases and how I would fund them.

We don't need a town hall. We need to be able to afford the necessities of life.

Also please minimise spending on planting roundabouts, northern approach gardens etc. The shrubs are not attractive, and hard fill would be more cost effective.

#565

127

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, May 04, 2024 5:38:44 PM
Last Modified: Saturday, May 04, 2024 5:48:01 PM
Time Spent: 00:09:16
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Darryl Barrington**

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

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

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

#566

128

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, May 04, 2024 5:52:52 PM
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Time Spent: 00:12:38
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Wendy Barrington
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 **Respondent skipped this question**

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

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:

Watching the dragon boating & kayaks etc

Q21

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

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

Q22

Respondent skipped this question

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

Q23

Pay by automatic payment or direct debit

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

Q24

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

Respondent skipped this question

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#256

129

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 30, 2024 1:53:43 PM
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Time Spent: 00:16:54
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Lorraine Bartlett

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

Yes

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

Q18

Comments

Please cap rises inline with the CPI.

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

Beautiful, safe natural environment that gives me the opportunity to relax and exercise with my family.

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

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?

Expand online services to streamline customer service delivery.

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

Capital expenditure should be minimised during a cost of living crisis. The council budget should prioritise essential services and not seek to waste money on vanity projects such as the Town Hall. We have an ageing population with low fixed incomes that cannot afford excessive rates rises year on year. Equally, young families are struggling and we risk them leaving the region if rates become unaffordable. Look to the experience of Japanese uninhabited 'ghost' towns that have been created when the ageing population dies out and all the young move away to seek better living opportunities.

#255

130

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 30, 2024 12:53:13 PM
Last Modified: Tuesday, April 30, 2024 1:50:07 PM
Time Spent: 00:56:54
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Phillip Bartlett**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

Yes

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

Q18

Comments

Increases should not exceed the current CPI.

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 and surrounding areas are the recreational jewels in Masterton's crown. The water areas provide a thriving environment for the aquatic ecosystem and birdlife. Such a beautiful natural asset provides a wide range of recreational opportunities for the diverse demographics of our community. Maintaining the lakes as they are now is essential for providing vibrant, healthy outdoor areas that support our mental and physical wellbeing.

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

Weekly

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

Q25

Never

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

Q26

No

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

Q27

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?

Build on the advantages of offering online services to reduce operational costs. However, a

Q29

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

Please do not underestimate the financial difficulties that are being felt in the local community. On top of the significant cost of living rises over a sustained period, now is not the time to impose high, compounding annual rates increases to pay for unnecessary capital expenditure (namely the Town Hall). The rising ageing population on low fixed incomes will suffer severe hardship if this is ignored. Moreover, attracting young families to the region will be severely compromised if rates are excessive and unaffordable, with a risk of the rate base stagnating or falling.

I appreciate that capital expenditure is necessary, but this should be targeted at more pressing priorities such as the three waters infrastructure - particularly the resilience of the water supply at risk from climate change and a rising population. Additionally, the council should do more to 'cut it's cloth' to reduce operational costs inline with central government human resource reductions and expenditure on consultants and contractors. Sustaining a staff of FTEs where 25.6% earn salaries above \$100k per year is not sustainable and efficiencies should be pursued. Finally, council should be challenging traffic management legislation as roading compliance costs seem to be an excessive bureaucratic driver that are increasing roading project costs by 40%. There has to be a more efficient way of safely delivering roadworks.

#487

131

COMPLETE

Collector: Test Link (Web Link)
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Time Spent: 00:07:14
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Kristyn Bassett**
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>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

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

Page 3: Fees and Charges

Q17

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

Yes

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

Respondent skipped this question

Q21

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

Visit the Council website

Q22

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

Phone the Council

Q23

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

Pay by automatic payment or direct debit

Q24

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

Monthly

Q25

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

#627

132

COMPLETE

Collector: Test Link (Web Link)
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 Time Spent: 00:32:20
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) David Basten
 Organisation (if applicable) None
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

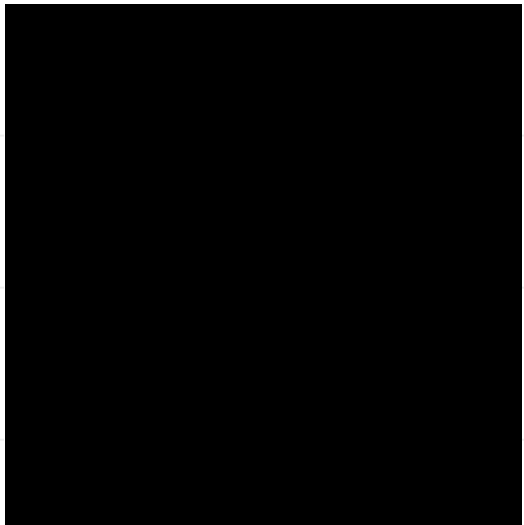
Q2

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>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 town centre, 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>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

Respondent skipped this question

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

Yes

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

Q18

Comments

Thank you for the extensive effort to canvas opinion about the Long Term Plan.

I am very concerned about the substantial increases that are being proposed for the rates. My wife and I live on the proceeds of our lifetime savings that we invested when we retired. We have no means by which to increase our income: therefore, any increase in costs, including the rates, must come from capital which reduces our income.

Town Hall.

The proposals for the Town Hall are completely unacceptable. I do not understand why your existing facility is not good enough. If the Council needs more space there are several unused commercial buildings in Masterton, most notably directly opposite the council offices in the building vacated by Hannah's shoe shop.

We do not need an events centre. As many people have pointed out, there are several event venues in Masterton as well as the one in Carterton. Further, the report you commissioned indicates that such a centre would get very little use. Please stop wasting our money.

Alternative Use.

You forecast that Masterton will grow to a population of 30,000+ in the 2030s. A much better use for the town hall's space would be to build town houses or apartments that could be sold or rented and help to accommodate the increased population. I would retain the green space in front of the building and provide a children's play area helping to attract young families to take up the accommodation.

A Town Hall is a "nice-to-have" when the country and district are rich. New Zealand is in difficult financial circumstances which are not going to be transformed in the near future.

Station.

When we moved to Masterton in 2020, one of the attractions was a regular rail service into Wellington. We should have done more research. The service is now a sad joke. My wife has used it occasionally but has given up because the, almost inevitable, replacement by a bus service is too unpleasant, and the risk of breakdown means that it is also unreliable.

I realize that the Council cannot fix the rail problem: however, it does have a role to play. We are both Supergold card holders so you would think that having a free service would be attractive. Even if (in our lifetime) the rail line is made viable, we are very unlikely to use the rail service more than occasionally. The reason is that despite having free travel on the train, a trip into Wellington by train costs us considerably more than the cost of driving. In addition, we are able to use our car when we get there.

The reason for this is that we live about 5km from the station. We rarely go into Wellington for only one day. There is no secure parking at the Masterton station and in any case, it is not permitted to park there overnight. There is no bus service from our location to Masterton which means that we must use a taxi to and from the station. The taxi costs more than the train fare, which we do not need to pay.

Your LTP should include creating a secure, Long Term car park at the station. It may not fully fund itself, but a reasonable fee will mitigate the maintenance costs.

Rural Rates.

The Council's rationale for charging rural ratepayers more than urban ratepayers completely escapes us.

We have our own water bore that we have to service and maintain. We take our rubbish to the Transfer Station and pay for the landfill disposal. The road that passes our house is used by all residents of the district and many of the trucks passing by are delivering to businesses in Masterton. I struggle to think of any Council services upon which we call except when visiting the town.

Road Surfacing.

Road resurfacing has been plaguing our area for several months. I fully understand the need and the disruption, but why do you finish the surface with coarse gravel? Everyone that has commented about it to me hates it. When it is newly laid, flying gravel poses a risk of damage to bodywork and windscreens (and a possible danger to cyclists)

Long term, it is extremely noisy. My friends who live close to the roads tell me that the noise is very annoying. For my part, I find the noise from our car's tyres is wearing. Over a long distance it becomes tiring and adds to fatigue. It is a marked relief to drive on smooth tarmac but that is a rarity.

David Basten.

Homebush.

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:

Masterton benefits hugely from its open spaces. The lakes are a significant part of those amenities and should not be lost. It is always sensible to examine the possibility of having more efficient maintenance.

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 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

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?

Your options do not match my experience. Where I have indicated "monthly" my answer should be several times a year.

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 the extensive effort to canvas opinion about the Long Term Plan.

I am very concerned about the substantial increases that are being proposed for the rates. My wife and I live on the proceeds of our lifetime savings that we invested when we retired. We have no means by which to increase our income: therefore, any increase in costs, including the rates, must come from capital which reduces our income.

Town Hall.

The proposals for the Town Hall are completely unacceptable. I do not understand why your existing facility is not good enough. If the Council needs more space there are several unused commercial buildings in Masterton, most notably directly opposite the council offices in the building vacated by Hannah's shoe shop.

We do not need an events centre. As many people have pointed out, there are several event venues in Masterton as well as the one in Carterton. Further, the report you commissioned indicates that such a centre would get very little use. Please stop wasting our money.

Alternative Use.

You forecast that Masterton will grow to a population of 30,000+ in the 2030s. A much better use for the town hall's space would be to build town houses or apartments that could be sold or rented and help to accommodate the increased population. I would retain the green space in front of the building and provide a children's play area helping to attract young families to take up the accommodation.

A Town Hall is a "nice-to-have" when the country and district are rich. New Zealand is in difficult financial circumstances which are not going to be transformed in the near future.

Station.

When we moved to Masterton in 2020, one of the attractions was a regular rail service into Wellington. We should have done more research. The service is now a sad joke. My wife has used it occasionally but has given up because the, almost inevitable, replacement by a bus service is too unpleasant, and the risk of breakdown means that it is also unreliable.

I realize that the Council cannot fix the rail problem: however, it does have a role to play. We are both Supergold card holders so you would think that having a free service would be attractive. Even if (in our lifetime) the rail line is made viable, we are very unlikely to use the rail service more than occasionally. The reason is that despite having free travel on the train, a trip into Wellington by train costs us considerably more than the cost of driving. In addition, we are able to use our car when we get there.

The reason for this is that we live about 5km from the station. We rarely go into Wellington for only one day. There is no secure parking at the Masterton station and in any case, it is not permitted to park there overnight. There is no bus service from our location to Masterton which means that we must use a taxi to and from the station. The taxi costs more than the train fare, which we do not need to pay.

Your LTP should include creating a secure, Long Term car park at the station. It may not fully fund itself, but a reasonable fee will mitigate the maintenance costs.

Rural Rates.

The Council's rationale for charging rural ratepayers more than urban ratepayers completely escapes us.

We have our own water bore that we have to service and maintain. We take our rubbish to the Transfer Station and pay for the landfill disposal. The road that passes our house is used by all residents of the district and many of the trucks passing by are delivering to businesses in Masterton. I struggle to think of any Council services upon which we call except when visiting the town.

Road Surfacing.

Road resurfacing has been plaguing our area for several months. I fully understand the need and the disruption, but why do you finish the surface with coarse gravel? Everyone that has commented about it to me hates it. When it is newly laid, flying gravel poses a risk of damage to bodywork and windscreens (and a possible danger to cyclists)

Long term, it is extremely noisy. My friends who live close to the roads tell me that the noise is very annoying. For my part, I find the noise from our car's tyres is wearing. Over a long distance it becomes tiring and adds to fatigue. It is a marked relief to drive on smooth tarmac but that is a rarity.

David Basten.

Homebush.

Your details

133

Full name (required)

Elaine M Beck

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 type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input 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:

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 *(when I owned property)*

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

- More than once a week Weekly Monthly Never

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

More than once a week

Weekly

Monthly

Never

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

Yes

No

Don't know

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

More

Less

About the same

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

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

2nd May 2024

Submission on the Town Hall and library proposals from Sarah Beesley.

To whom it may concern,

Please accept this letter as my submission on the Town Hall proposals. I have attached a printout highlighting my agreement with the Howarth Report's concerns about the rebuilding of a town hall in Masterton.

This is not in my opinion, a wise nor expedient use of rate payers' money in the current financial climate. I would recommend that the cheapest option of expanding Wiaata House and the retained use of the Queen St offices be the one taken up.

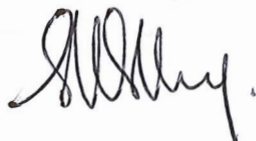
In addition, I suggest that the land that the old town hall and buildings sit on be sold, and the money be used to pay down debt, to purchase the Queen St building, or be ring-fenced to be used in replacing key infrastructure such as water infrastructure.

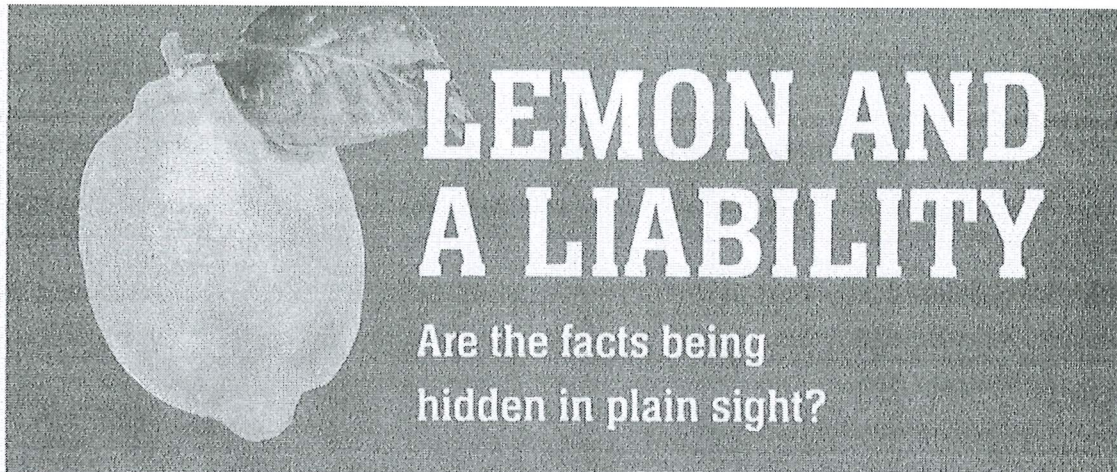
It is possible that the town hall land could be sold to a developer who may look at building a community space, but this would then be at no risk to the council or the ratepayers, and would be available on a user-pays basis.

I would like to add that if we were to spend money on anything outside of the essentials, the expansion of the library would be a better use of money. The archives storage should be repaired, with the least cost to ratepayers.

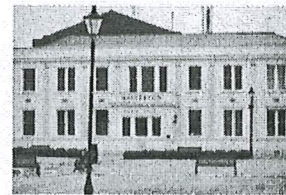
Warm regards,

Sarah Beesley





The Horwath report commissioned by Masterton District Council 9 November 2020.



This report may have been read by many but appears to be ignored by some who will be making the decision.

Has due diligence been carried out on the two rebuild options MDC have proposed for the public to consider for submissions on the LTP ???? and if so why is this information not in front of us for consideration. The following points have been presented to our elected representatives in this updated Horwath Demand Analysis report and all are still relevant to the two rebuild options put forward for our consideration. I feel these observations and warnings (my words) are not being taken seriously, what do you think?

- New facilities will fall almost exclusively on Masterton ratepayers.
- Masterton is locationally and geographically disadvantaged which impacts on its competitiveness in winning large scale events.
- No regional or international direct air service at Hood Aerodrome.
- The Remutaka Hill road is challenging for many outsiders, especially in winter.
- Train services and times are limited and irregular.
- No bus connections from Masterton train station to the township.
- Solway Park is Masterton's largest hotel and conference venue. It is a "one stop destination resort" and has a competitive advantage with onsite accommodation. Owner/operator, Trust House, is a key funder of many different community organisations annually. There is no clear rationale for a Council owned and operated venue to "cannibalise" the income of Trust House owned Solway Park, one of its largest ratepayers.
- Solway Park meets the existing (and potential future) demand for conference and banquet space in Masterton.
- The business case for developing a large flat-floor event space with capacity up to 1000 is not compelling.
- Smaller venues provide price advantage and host most events now.
- The Carterton Event Centre seats 350. It is the largest (non-school based) performing arts venue in the Wairarapa. CDC states it runs at a loss and is very rarely filled to capacity. It is 10 mins drive from Masterton.
- MDC would be taking business away from other venues which could result in a "race to the bottom" to have competitive advantage.
- A detailed business case is required to determine the optimal size from a financial feasibility perspective including ongoing operational costs.
- Professional Conference Organisers are moving to minimise financial risks by concentrating events in NZ's main centres for the foreseeable future.
- Major new convention centres are opening in Wellington, Christchurch and Auckland.

PROJECTED CONFERENCE AND BANQUET ACTIVITY IN 2019 REPORT

EVENT TYPE	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Conferences (multi day)	1	1	2	2	3
Banquets/awards dinners/weddings	5	7	8	9	10
Total Events	6	8	10	11	13

(Source: Horwath HTL)

■ The latest version of the Horwath Report can be viewed in full on the Masterton Ratepayers & Residents Assn (MRRA) website at www.mastertonrra.org/town-hall

CONCERNED RATEPAYER

Sid Hayes
Solway Masterton

#79

135

COMPLETE

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Last Modified: Thursday, April 18, 2024 9:31:19 AM
Time Spent: 00:03:22
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Angela Bell

Q2

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

Q3

What is your age range?

Q4

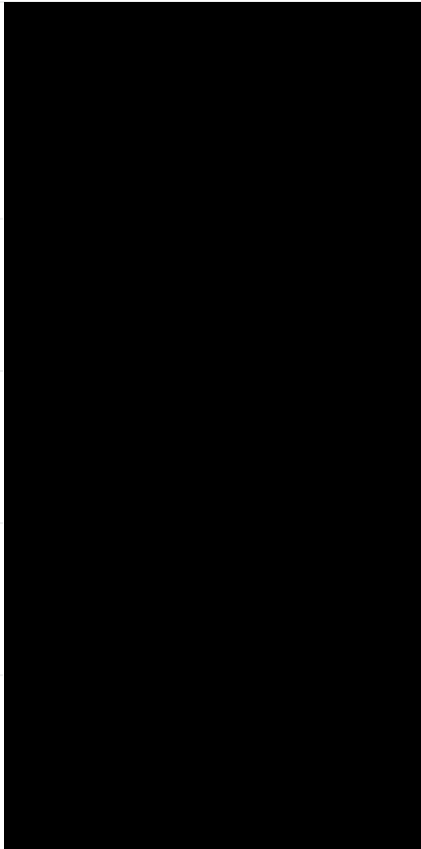
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace 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 **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

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

Respondent skipped this question

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

Q21

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

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

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) ROSS BONNETT.

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)

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

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

Your thoughts to help shape our thinking

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

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

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

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

.....

.....

.....

.....

.....

.....

How we deliver customer services (Consultation Document page 42)

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

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

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- 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
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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

#309

137

COMPLETE

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Last Modified: Thursday, May 02, 2024 9:22:54 AM
Time Spent: 00:16:27
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Emma Berry**
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

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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

Comments

In terms of fees and charges - at this time, any fee needs to be absolutely necessary. The cost of living is so incredibly high, jobs aren't as secure as they once were, and the council who is meant to be working for us, feels like they are just using us and the little amount of money that we have. It's getting too expensive to live in this area and getting to the point where moving is a serious option. Listen to your people instead of thinking that you know best. Remember, council members were chosen by us.

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:

Probably the one nice thing about this town and gives a place to go, rather than just roaming.

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

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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?

Website is very average and hard to navigate, doesn't have up to date information or information is very brief.

Q29

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

Keep costs down. You are sucking your rate payers dry when they are struggling a lot. If it isn't absolutely necessary now then don't do it. It is not the time to make those big changes now. People live week to week, are struggling to pay for the basic necessities. Our young family is terrified of the new rate increases and not sure how we are going to get by. With two hard working parents who do jobs that help our community we are seriously looking at having to move because living here is becoming too difficult. Things need to be parked until our economy improves.

#555

138

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, May 04, 2024 11:09:22 AM
Last Modified: Saturday, May 04, 2024 11:40:51 AM
Time Spent: 00:31:28
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Michael John Berry**
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>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:

Very important to 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

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

Please can we limit the number of trite banners that some people put up all over town, distract drivers look untidy and maybe a boost during Covid times but enough now!

#307

139

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, May 01, 2024 1:38:39 PM
Last Modified: Wednesday, May 01, 2024 1:51:34 PM
Time Spent: 00:12:55
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Richard Bibby**
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>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?

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:

A nice area to relax, ride my bike around and walk with friends.

Q21

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

Visit the Council website

Q22

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

Log a service request online

Q23

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

Pay by automatic payment or direct debit

Q24

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

Monthly

Q25

Monthly

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

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

I support David Borman's initiative. He has a well laid out plan and it just needs to be auctioned.

#170

140

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, April 24, 2024 7:51:14 AM
Last Modified: Wednesday, April 24, 2024 8:05:02 AM
Time Spent: 00:13:48
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Christopher Jeremy Bicknell
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

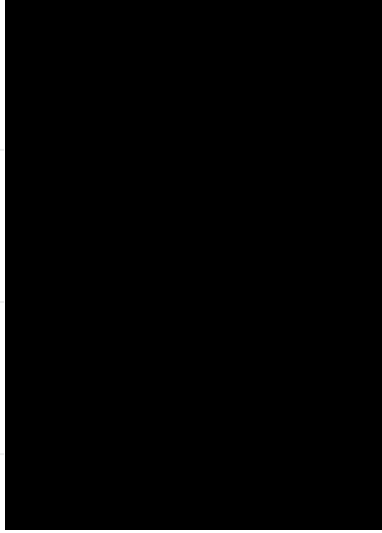
Q2

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 Respondent skipped this question

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

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

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

Q11 Council Funding (Consultation Document pages 29-31) **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

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

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

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

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

Q16 Service Area 5: Climate initiatives **Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K**

Page 3: Fees and Charges

Q17

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:

Enjoy the environment the lake provides together with the bird and wildlife. Like the ability to use the lake for activities and some sports on the water.

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

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
