



LONG TERM PLAN 2024-2034

SUBMISSIONS

Volume 4

Submissions 141 to 190

From consultation 5 April to 6 May 2024

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#166

141

COMPLETE

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

Q1

Your details

Full name (required) William 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

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

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

Respondent skipped this question

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

Q21

Visit the Council website

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

Q22

Log a service request online

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

Q23

Pay 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

#30

142

COMPLETE

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

Q1

Your details

Full name (required) **Tim Bird**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Respondent skipped this question

Town Hall (Consultation Document pages 13-18)

Q8 **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 **Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.**

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

Q12 **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

Q16 **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

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 refurb around Park Lake is smart - the seating could be replicated in town centre. The CBD is tired, 3rd world and embarrassing.

Q21

Visit the Queen Street Customer Service Centre in person

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

Q22

Log a service request online

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

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've got some advice for the council. Upgrade the CBD yesterday (or several years ago as proposed) and then that might help attract new business or help maintain existing retail business and citizens might feel better about the place. The CBD is tired, 3rd world and embarrassing. If the council had done the planned upgrade it might have given ratepayers confidence that they could actually deliver on a major project. I was in favour of the big civic centre project and it might have got support if they'd bothered doing the CBD.

#26

143

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

Q1

Your details

Full name (required) **Adam Blackwell**
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>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>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?

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?

Email the Council

Q23

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

Pay by automatic payment or direct debit

Q24

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

Monthly

Q25

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

#405

144

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

Q1

Your details

Full name (required) **Karen Blade**
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>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>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 Service Area 5: Climate initiatives</p>	<p>Respondent skipped this question</p>

Page 3: Fees and Charges

Q17

Don't know

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

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

Respondent skipped this question

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

Q25

Respondent skipped this question

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

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

#403

145

COMPLETE

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Time Spent: 00:17:53
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Ricky Blade
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Respondent skipped this question</p>

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

Lake of remembrance is part of a world class park facility

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

Respondent skipped this question

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#629

146

COMPLETE

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IP Address: [Redacted]

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

Q1

Your details

Full name (required) Linda Ellen Blake

Postal address [Redacted]
Email [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

Q9 **Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.**
 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

Q10 **Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.**
 Town centre improvements (Consultation Document pages 25-28)

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

Q12 **Alternative Option - Maintain funding**
 Service Area 1: Wairarapa Economic Development Strategy

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

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

Q15 **Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires**
 Service Area 4: Welcoming Communities facilitation

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

Page 3: Fees and Charges

Q17 **Yes**
 Do you support our proposed fees and charges for 2024/25?

Q18

Respondent skipped this question

Comments

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

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

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 noticed that there has been no mention of support for future funding for fab lab, several of my family members go to fab on Monday and Fridays, I'm concerned that the council has not made accommodations to future safe. The service that is supporting you and students on Mondays and Fridays.

I wish to have added to the submissions that funding be continued by the council for FABLAB, My autistic son enjoys the one on one training on Mondays and Fridays at FABLAB. I would like to know what is happening in regards for any future accommodations to support the fab lab service and secure space for them in the future at a new Library building.

5th May 2024

Masterton District Council Long Term Plan Submission.

I am pleased to support the redevelopment of the Town Hall , Waiata House, (Council preferred option), Library and Archives as outlined in the draft MDC Long Term Plan.

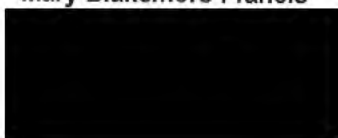
I also support the retention of the Town Hall facade facing Chapel Street and the Town Square.

I do not wish to be heard in support of my submission.

Yours sincerely,



Mary Blakemore-Francis



#257

148

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 29, 2024 9:46:35 AM
Last Modified: Monday, April 29, 2024 4:34:16 PM
Time Spent: 06:47:40
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Nigel Boniface

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

Q16 **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

Comments

Hi,

Next time I think this form could be better laid out by allowing for comments after each significant question.

Q. 1 The Town Hall

The Town Hall itself is not needed, for the few times that an event in the Wairarapa needs more seating capacity negotiate an arrangement with WaiCol or Rathkeale to use their facilities, I'm sure they would like the income. (I have a vague memory when the Rathkeale facility was built that the Council contributed funding?)

For other events, we have the Carterton Events Centre (CEC), and if people do not want to drive there the Council could put on Free busses, cheaper than a Town Hall. We also have Solway Park for events.

How often would a 700+ seat hall be used anyway, the Plan document is already saying that it can be locked up when not in use, so mothball it?

Alternatives to the three suggested alternatives:

Demolish the existing town hall, offices and CD centre. Extend Waiata House, (with breakout/meeting rooms) and build a new CD centre, (in conjunction with Wellington Regional Council?). Will give increased parking opportunities, so enabling Queen St to one day becoming a pedestrian precinct.

Q2. Library & Archive

Do it all now, affordable as you are not doing the Townhall build. Cheaper in the long run to build a facility that is well used now, and likely to be used more in the future. All the library and ancillary facilities (FabLab etc) are well used by all ages.

Move the front office staff from the Queen St. office to this build,(saving on lease cost will help pay the loan & interest).

Q3. Town Centre Improvements

I agree with the plan on this point, stick to the Council's knitting, not need for a fancy upgrade in these financially constrained times.

Q4. Funding for Community Groups

I disagree with the plan, Community Groups provide many services to the Community and need some assurance of funding. Keep to the 3 year allocation of funding, and, if necessary, give a group notice that they miss out next time in favour of another group, rotate the money available.

Q5. WEDDS

I Agree!

Q6. Walking & Cycling

Disagree, these two activities are known to have health benefits, and local tourism benefits. With an ageing community (as stated in the plan) both initiatives will be of benefit for the Community if they are expanded.

Q7. Positive ageing

The LTP says that the Community is ageing, support them. (me!)

Q8. Welcoming Communities

Why not continue funding this initiative, and also explore possible external funding options. We want to welcome those new to our Community.

Q9. Climate initiatives

I'm not sure on this one, is the Council trying to Op Out of it's responsibilities? Yes support local groups, but act on their findings.

Q10. Fees & Charges

If this covers the cost of services, good.

Q11. I don't see anywhere on the form with a question relating to this, although the consultation document says there is. Quick

Q11. I don't see anywhere on the form with a question relating to this, although the consultation document says there is. Quick thoughts, QE Park lake, keep as a lake. Henley lake, happy to see it converted to a wetland.

Q12. Customer Service

Again I do not see any question in the form.

Thoughts, I have always had prompt responses to phone, email and in person enquiries, to me it is working well.

Q13. Rates Remission

I have no comment on this.

Thank you for the opportunity to comment. Hopefully you receive many from a good range of ages.

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:

As I say in my previous line, which looked like the last opportunity to make comments, keep the QE2 lake, happy for Henley Lake to become a wetland.

Q21 **Visit the Council website**

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

Q22 **Phone the Council**

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

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

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

Q24 **Monthly**

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

Q25 **Monthly**

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

Q26

No

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

Q27

About the same

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

Q28

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

Finally, after 17 Question the form changes and we are able to make comments after each Question! Should have been the same all the way through. Please improve this for next time.

Move the Queen St. office down to the new library building, there is plenty parking nearby.

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

Can you please send me a copy of this submission, just maybe the website could give me that option to tick?

#335

149

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 2:13:08 PM
Last Modified: Thursday, May 02, 2024 2:17:55 PM
Time Spent: 00:04:47
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Dorothy Booth**

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

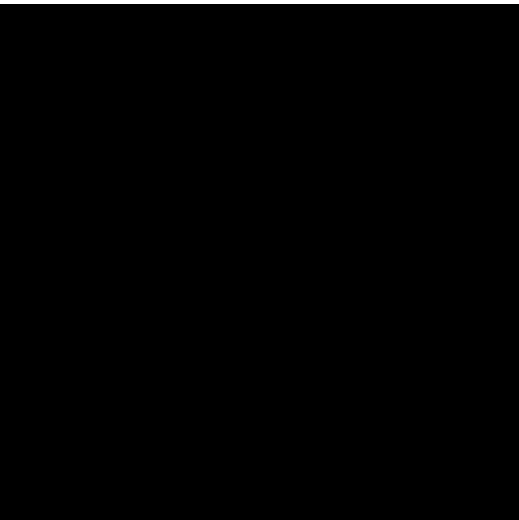
What is your ethnicity? You may tick multiple boxes.

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

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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 Queen Street Customer Service Centre in person

Q22

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

Visit the Queen Street Customer Service Centre

Q23

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

Pay by automatic payment or direct debit

Q24

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

Never

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#50

150

COMPLETE

Collector: Test Link (Web Link)
 Started: Tuesday, April 16, 2024 1:54:29 PM
 Last Modified: Tuesday, April 16, 2024 2:00:37 PM
 Time Spent: 00:06:07
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **David Borman**
 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?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 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>
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<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

Comments

Lets get the library and town hall underway asap.

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

Respondent skipped this question

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

Q21

Visit the Queen Street Customer Service Centre in person

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Monthly

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#308

151

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 8:43:21 AM
Last Modified: Thursday, May 02, 2024 9:06:18 AM
Time Spent: 00:22:57
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Wendy Bornholdt
Postal address [Redacted]
Email [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8

Yes – keep the façade

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

Q9

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

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

Q10

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

Town centre improvements (Consultation Document pages 25-28)

Q11

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

Council Funding (Consultation Document pages 29-31)

Q12

Alternative Option - Maintain funding

Service Area 1: Wairarapa Economic Development Strategy

Q13

Alternative Option - Maintain funding

Service Area 2: Regional Walking and Cycling facilitation

Q14

Alternative Option - Maintain funding

Service Area 3: Regional Positive Ageing facilitation

Q15

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

Service Area 4: Welcoming Communities facilitation

Q16

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

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

Respondent skipped this question

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

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

#659

152

COMPLETE

Collector: Test Link (Web Link)
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Last Modified: Sunday, May 05, 2024 10:54:57 PM
Time Spent: 00:25:29
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Margaret Anne Bourke**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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<p>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>
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<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>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:

The opportunity to walk around and enjoy the look and feel of the water in the lakes, which I do regularly several times a week.

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 in person at the Queen Street Customer Service Centre

Q24

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

Monthly

Q25

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

153

Full name (required)

MARILYN B. BOUZAI

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).

Your thoughts to help shape our thinking

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

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

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

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

How we deliver customer services (Consultation Document page 42)

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

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

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

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

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

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

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

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

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

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less About the same

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

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

(attach separate pages if needed)

Your details

Full name (required) **JACQUELINE FRANCES MARY BOWIE**

Organisation (if applicable)

Postal address

Phone

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

NO

About you

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

What is your age range?

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

What is your gender?

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

Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website www.mtair.govt.nz or pick up a copy from the library or our Customer Service Centre at 10 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 wairata 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 wairata 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 wairata 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 29-34)

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:

Henley Lake has a spacious feel to it & is well planted. Great to be able to have walkers, bikers & animals. Big enough area to accommodate all.
The Canadian Geese need to go. They are polluting the lake & paths around.

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

not often

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

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

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

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

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

Yes

No

Don't know

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)

We are in a recession, people are hurting. It is not the time to spend on a new facility which will not pay its way, be used infrequently & be costly to ratepayers who are feeling pinched anyway. The Event Centre is 15 minutes away from Central Masterton, plus we have 2 good sized auditoriums close by. We still wouldn't attract the big gigs as capacity would be too small. It seems that the only people with a view are older people like myself & we will not be here in a few years. WHAT DO THE NEXT GENERATION think of this? We haven't heard from them. The library & archives need upgrading to take the town forward & be 'fit for purpose'.

MSTN.GOV.T.NZ

@MastertonDC



#307

155

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 8:48:21 AM
Last Modified: Thursday, May 02, 2024 9:05:36 AM
Time Spent: 00:17:14
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Edward Bowman
Email [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

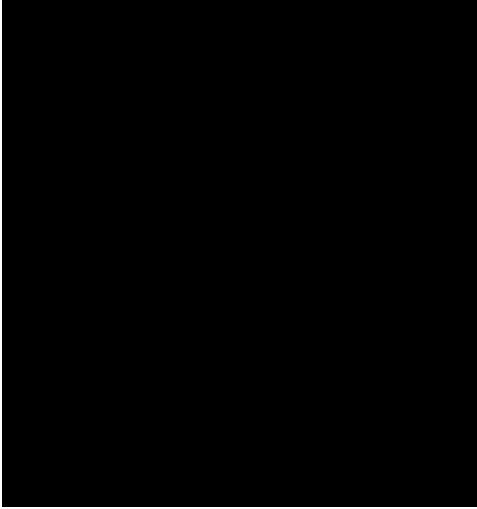
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8

Yes – keep the façade

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

Q9

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

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

Q10

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

Town centre improvements (Consultation Document pages 25-28)

Q11

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

Council Funding (Consultation Document pages 29-31)

Q12

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

Service Area 1: Wairarapa Economic Development Strategy

Q13

Alternative Option - Maintain funding

Service Area 2: Regional Walking and Cycling facilitation

Q14

Alternative Option - Maintain funding

Service Area 3: Regional Positive Ageing facilitation

Q15

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

Service Area 4: Welcoming Communities facilitation

Q16

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

Respondent skipped this question

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

Q21

Visit the Queen Street Customer Service Centre in person

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

Q22

Visit the Queen Street Customer Service Centre

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#139

156

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 22, 2024 7:11:41 PM
Last Modified: Monday, April 22, 2024 7:20:05 PM
Time Spent: 00:08:24
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **ted bowsher**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 No – do not keep the façade

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

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

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

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

Q12 Alternative Option - Maintain funding
Service Area 1: Wairarapa Economic Development Strategy

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

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

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

Q16 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

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:

Area can be utilised better

Q21

Visit the Council website

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

Q22

Email the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Douglas William Bracwell

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

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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.
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Cost: \$2.3 million.

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input checked="" type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input checked="" type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input 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 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

I am providing a submission but rely on Councillors to make decisions in the best interests of everyone not just a few who may complain out of selfinterest. I used to be guided by information provided by David Parris when a Councillor, very capable operator

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:

These lakes just add to the wonderful facilities Masterton provide for Recreation. What I love about Henley Lake in particular is Waka Ama and Dragon Boats. The team work and physical wellbeing is on display on a daily basis with Waka Ama.

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?

When the Council offered water tanks to ensure we all played our part in water conservation I went and bought 1. I also love the learn how to garden option. Things that encourage personal responsibility to deal with the issues of today

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)

Councillors are elected to make decisions on behalf of the community. What I appreciate in Masterton is you are not elected according to which political party you support. This is sadly a feature of cities. As a councillor we had robust discussions but more often decisions were made in the best interest of the community. Council keep providing wonderful facilities that are affordable to everyone.

Masterton District Council Long Term Plan

Summary

As ratepayers we are very fortunate to have affordable Recreation facilities for all ratepayers.

Parks and Reserves, Libraries and Recreation Trails all fully utilised throughout the year. This at a time when we need to provide creative and recreational opportunities to counter screen time. An Event Centre would be a welcome addition.

If there is a better park in NZ other than our Queen Elizabeth Park I would be surprised. It caters for all ages. On a good day you are lucky to get a car park. It's most recent addition the skatepark is a great success. Bullying has been reported but I haven't seen any major accidents and also note an absence of cell phones.

Promoting Personal Responsibility

Council advertising affordable water tanks caught my attention. I decided we needed to do our bit and brought one. Was able to water gardens during water restrictions. Also applaud the grow your own vegetable garden programme.

Other considerations could be

- Have you considered a car free day
- Considered buying an e bike
- Joining a volunteer tree planting programme etc.

Hope Council continues to promote key environmental messages.

Recently I attended a Residents Association meeting on behalf of Lansdowne Residents Association.

Initial conversation was around where are the younger generations. The majority of us were all in the retirement age. Before the next election I would like to see a real effort to ensure younger people are voting. We have the statistics and these need to be regularly highlighted. Delighted that Stella Lennox stood and was elected.

We also need to make decisions in consideration of their future. Current ratepayers may say cycle lanes are a total waste of time as no one is using them. In 10-15 years they may be a priority.

Finally not easy having to raise rates and sure to have a backlash. You have a great Financial Manager so no increase would be taken lightly. As a Councillor I was always concerned that Central and Local Government were working in isolation. The issues are too great for a them and us approach. Infrastructure and water are National and local issues and need financial support at a local and National level. To achieve this requires cooperation

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

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

About you

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

What is your age range?

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

What is your gender?

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

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

Yes – keep the façade

No – do not keep the façade

Personally, I actually dislike the facade, better that the architect have a free hand. #

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).

I think the square in front of the town hall will need to be re-done also, to make it much more interesting, and in harmony with the new town hall.

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 <i>Not sure</i>
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 type="checkbox"/> Maintain funding <i>Not sure</i>
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. <i>Not sure</i>
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:

I think both lakes are enormously important to Westerton, Lake of Remembrance marginally more so.

I'm open to the idea of developing Henley Lake in a different way, providing it was done attractively.

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 *← And have always had a prompt helpful response.*
- 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

Very occasionally.

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

What we have now is about right.

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'm hoping that however the town hall etc. re-build is done, (and I trust the Council to make the best decision there), sustainable building practices will be given high priority - see 'Building for Climate Change' - reduction of emissions from building during their construction, operation and demolition -

|| www.mbie.govt.nz/building-and-energy/building/building-for-climate-change/

Hopefully the need to plan for sustainable building practices (recycling where possible etc) will be emphasized to prospective tenderers, + written into the Council's eventual contracts.

#647

159

COMPLETE

Collector: Test Link (Web Link)
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Time Spent: 00:15:37
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Nick Bradshaw
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

Q7

Respondent skipped this question

Town Hall (Consultation Document pages 13-18)

Q8 Respondent skipped this question

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

Q9 Respondent skipped this question

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 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 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

Respondent skipped this question

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

Q21

Visit the Queen Street Customer Service Centre in person

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

Q22

Respondent skipped this question

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

Q23

Respondent skipped this question

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

Q24

Never

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

Q25

Monthly

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

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

The current car parking facilities in and around masterton town centre are both antiquated and insufficient to be considered conducive to a usable and pleasant town centre visit. The antique coin fed meters are slowly suffocating the businesses along the Main Street and the surrounding parallel streets are choked by local businesses. With an aging and ever increasingly immobile population MDC need a joined up long term strategy designed to make Masterton town centre a destination rather than a chore. The alternative is the retail decline of the town, increasing crime and reduction in population.

#347

160

COMPLETE

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Time Spent: 00:07:09
IP Address: [Redacted]

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

Q1

Your details

Full name (required) David Bray
Email [Redacted]
Phone [Redacted]

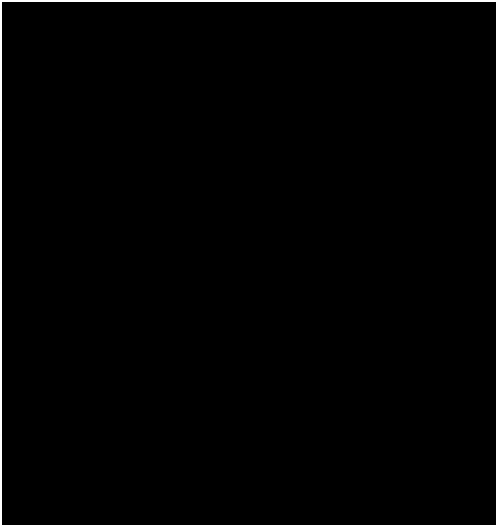
Q2

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

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

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:

Henley good for walking dogs etc. Campervan friendly area. Good for the town

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay via the Council's website

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#111

161

COMPLETE

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Started: Sunday, April 21, 2024 8:31:07 AM
Last Modified: Sunday, April 21, 2024 8:36:09 AM
Time Spent: 00:05:01
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Kayla Braybrook
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

No

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

Q18

Comments

Fee increases must be kept to an absolute minimum, rate payers aren't an endless money grab

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 via the Council's website

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

Q24

Never

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

#100

162

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, April 19, 2024 9:41:18 PM
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

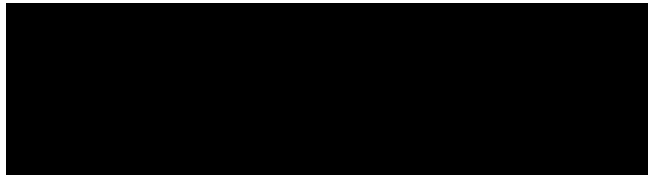
Full name (required)

Leslie John Bridgwater

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

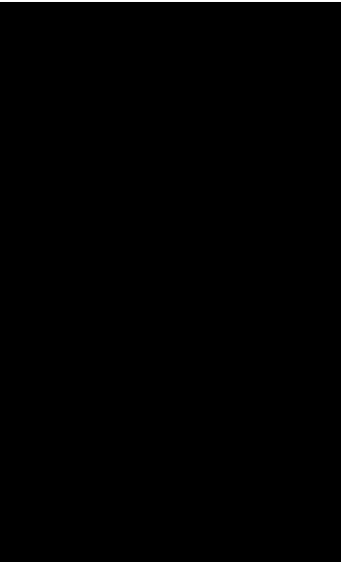
What is your ethnicity? You may tick multiple boxes.

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 **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

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:

They are in enjoyable place to walk in with some very attractive scenery.

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 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

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

My responses in general have been driven by my concern about rate increases, in the present economic climate, that could be beyond many people's ability to pay. Hence, no retaining of a building facade that is likely to blow out in costs. My focus would be on the provision of water supplies which could well become a critical issue.

#32

163

COMPLETE

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Started: Friday, April 12, 2024 3:06:54 PM
Last Modified: Friday, April 12, 2024 3:22:14 PM
Time Spent: 00:15:20
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Sarah Broughton
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

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

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

Q11

Council Funding (Consultation Document pages 29-31)

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

Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

Q13

Service Area 2: Regional Walking and Cycling facilitation

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

Q14

Service Area 3: Regional Positive Ageing facilitation

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

Q15

Service Area 4: Welcoming Communities facilitation

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

Q16

Service Area 5: Climate initiatives

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

Q17

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:

Walking

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

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

#35

164

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, April 13, 2024 10:32:16 AM
Last Modified: Saturday, April 13, 2024 10:37:54 AM
Time Spent: 00:05:37
IP Address: [Redacted]

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

Q1

Your details

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

Q12 **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17 **Yes**

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

Q18

Respondent skipped this question

Comments

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

Visit the Queen Street Customer Service Centre

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Monthly

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

Q26

No

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

Q27

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

#87

165

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, April 18, 2024 5:55:50 PM
Last Modified: Thursday, April 18, 2024 6:10:02 PM
Time Spent: 00:14:12
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Shona Brown**
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>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

They are a beautiful features unique to Masterton. We need to make a destination otherwise no one will ever get past Greytown or Martinborough

Q21

Visit the Council website

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

Q22

Log a service request online

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

No

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

Q27

More

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

Q28

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 think the Masterton business community (and potential businesses) need to be encouraged to help make Masterton great especially Queen street

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

Is part of Mastertons problem the number of earthquake prone buildings? Will changes to regulations potentially have an impact on what's possible?

#64

166

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, April 17, 2024 12:11:50 PM
Last Modified: Wednesday, April 17, 2024 12:53:42 PM
Time Spent: 00:41:51
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Victoria Browne**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</p>

Page 3: Fees and Charges

Q17

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:

A safe and picturesque place for walking and running tracks

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

Never

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

Q25

Never

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

Q26

No

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

Q27

More

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

Q28

Respondent skipped this question

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

Q29

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

I would really like the Queen street upgrade to go ahead to hopefully bring some modern living and vibrancy to the Main Street. I would hope this would encourage some much needed retail and hospitality venues to fit out all the empty spaces along Queen st, especially since Masterton is in need of so much more.

#378

167

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 7:24:27 PM
Last Modified: Thursday, May 02, 2024 7:33:12 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) **Rosalyn Bruce**

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

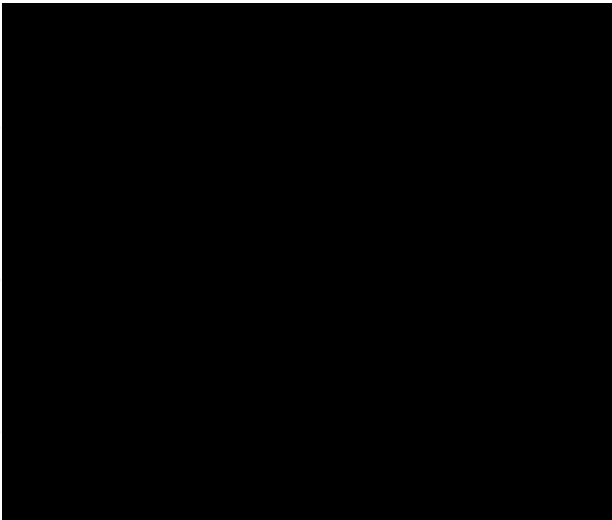
What is your ethnicity? You may tick multiple boxes.

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

<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>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>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Respondent skipped this question</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 pleasure and exercise it gives people is so important.

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

Respondent skipped this question

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#43

168

COMPLETE

Collector: Test Link (Web Link)
 Started: Monday, April 15, 2024 7:13:47 AM
 Last Modified: Monday, April 15, 2024 7:28:00 AM
 Time Spent: 00:14:12
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required)	Marlene Brugger
----------------------	-----------------

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 **Respondent skipped this question**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17 **No**

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

Q18

Comments

Fees go up yet peoples incomes don't.

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:

General garden maintenance is all that's needed.
Stop with the "convenient" glyphosate spraying. Poison in the environment promotes cancers.

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 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

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?

Stop with "climate initiatives".

Since when can town councils control the earths climate? It's a massive financial scam with big money behind it.

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 said above. All "climate" related funding is non measurable wasting of funds.

Focus on infrastructure and services the ratepayers actually need and avoid these massive centralisation operations under the banner of "climate change".

#598

169

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, May 06, 2024 7:46:41 AM
Last Modified: Monday, May 06, 2024 9:49:06 AM
Time Spent: 02:02:24
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Katherine Brundell
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 **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17 **No**

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

Respondent skipped this question

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

Q21

Visit the Council website

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

Q22

Email the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

More

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

Q28

Respondent skipped this question

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

Q29

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

To whom it may concern,

I believe we need to focus on the essential infrastructure for the community in water, waste, roading and climate change initiatives. There remains a great deal of uncertainty on the overall costs to Masterton rate payers over roading, the largest single cost, as this is dependent on LTNZ funding which is yet to be confirmed. For planning purposes it is prudent to assume we don't have this extra funding.

We need to make funds accessible to the community groups and not tying so much to large projects such as a town hall which will only serve a small portion of the community, or the library extension, deemed unnecessary by the vast majority of users. We are asking ratepayers to fund a town hall at great cost when there is a suitable venue in the Carterton Event Centre. Let's work together to contribute some funding and encourage events there. For schools and community groups that want a large low cost venue then let's support existing facilities such as the Wairarapa College Hall. Major events will continue to be in Wellington, where the venues and expertise to host these exist already.

The council doesn't really need to bring their staff under one roof at a new town hall. That is a redundant way of thinking as the ease of inter-connectivity has never been higher. There is significant vacant commercial space in Masterton which could be used should it be needed.

I would be pleased to consider the building of assets that can be used and maintained for generations. I just think at this time, we are focused on building assets that are not really what the community needs. We are asking rate payers for significant rate rises to pay for these assets at a time when many people in our community are already in significant hardship. We need to focus more on servicing the community in essential areas rather than these wants or any 'look and feel' projects.

Let's fund significant health and wellbeing activities across all age groups and allow funds to be accessed by community groups for those that are closest to our people and their needs. Yes, to parks, walkways and recreation centre upgrades. Yes, to positive ageing facilitation and welcoming communities facilitation. Let's keep WEDS funding as we look to our future as a town.

I feel there is a lack of insight into how younger people view the town and what would bring them and their families to the region, or make them want to stay here. What are new services and support they would want to see?

Thank you for your consideration of my submission.

Kind regards,
Katherine Brundell

#589

170

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 12:01:11 PM
Last Modified: Sunday, May 05, 2024 12:09:47 PM
Time Spent: 00:08:36
IP Address: [REDACTED]

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

Q1

Your details

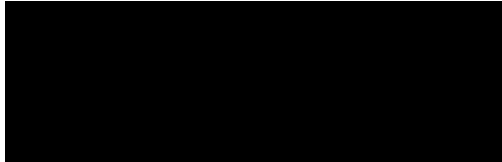
Full name (required)

Gail Brunton

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

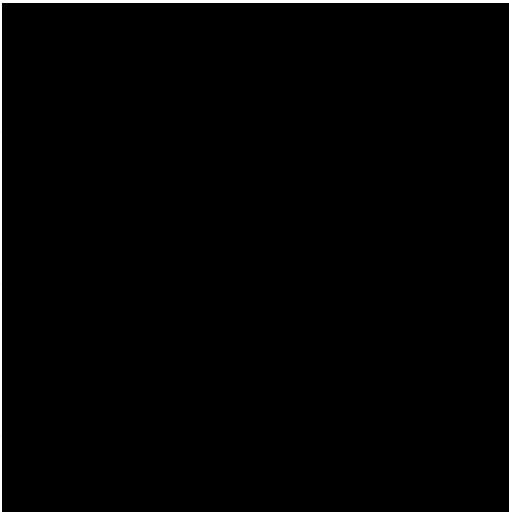
What is your ethnicity? You may tick multiple boxes.

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

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Don't know

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

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

#591

171

COMPLETE

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Started: Sunday, May 05, 2024 12:23:03 PM
Last Modified: Sunday, May 05, 2024 12:28:50 PM
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

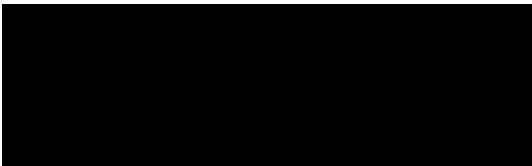
Your details

Full name (required) **Hayden Brunton**

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

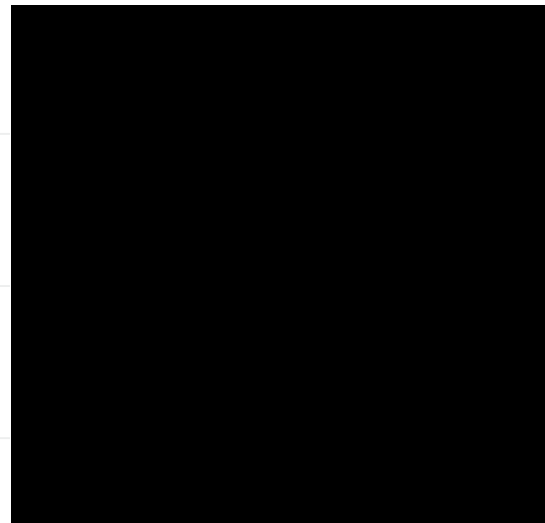
What is your ethnicity? You may tick multiple boxes.

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

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council’s Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council’s Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council’s Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council’s Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council’s Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>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?

Don't know

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

Respondent skipped this question

Q21

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

Visit the Council website

Q22

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

**Other - please specify:
Have not had to report a problem to Council**

Q23

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

Pay by automatic payment or direct debit

Q24

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

Never

Q25

Never

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

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

#590

172

COMPLETE

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Started: Sunday, May 05, 2024 12:16:06 PM
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Time Spent: 00:04:19
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Peter Brunton**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>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?

Don't know

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

Respondent skipped this question

Q21

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

**Other - please specify:
Look in the paper**

Q22

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

Phone the Council

Q23

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

Pay by automatic payment or direct debit

Q24

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

Never

Q25

Never

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

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

#303

173

COMPLETE

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Time Spent: 00:51:21
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Rick Bryant
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**

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 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

No

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

Q18

Comments

With a price tag of \$42.6 million or more, a new town hall with a 700-person seated capacity seems difficult to justify. Wouldn't these resources be better directed towards other community priorities, like infrastructure improvements or social programs?

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

the open space, a wetland area would be equally appealing to me

Q21

Visit the Council website

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

Q22

Email the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

More

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

Q28

Respondent skipped this question

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

Q29

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

#245

174

COMPLETE

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Last Modified: Tuesday, April 30, 2024 9:29:41 AM
Time Spent: 00:14:06
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Rachel Bryenton

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

Q10 Town centre improvements (Consultation Document pages 25-28) The Council's Preferred Option – Complete essential work to improve water and roading 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) Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

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

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

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:

Accessibility and appearance is good, but Henley Lake is disgusting and unhealthy. Lake in QE Park is great, keep it as is but clean more often

Q21

Visit the Council website

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

Q22

Log a service request online

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

Q23

Pay via the Council's website

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

Q24

Never

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

We absolutely CANNOT take on any more debt!!! The rates are outrageous and for most of us, we really don't get anything tangible for what we pay. We still have to pay for our rubbish collection on top of rates for goodness sake. Our incomes are NOT rising with inflation or interest hikes, so you simply cannot expect us to stomach further increases at all. Families are on the breadline, we don't have any more money, we are already going without so many things and our kids are suffering. Do not go into more debt!! You blame interest costs for potential increases, then propose borrowing more money, that's insanity!! Please do not spend any more money than you already generate, you need to cut costs just like households are. Infrastructure only, nothing more! I cannot express enough how much families are going backwards, do not make our lives worse!! We have gone YEARS without a town hall, we do not need one! Lifestyles are changing. We cannot afford a rates increase, period. Not now, and certainly not consistently over the next ten years. Rates are becoming the top three weekly expense for families on fixed incomes, this has to stop. Push back on central govt and find other sources of income, ratepayers can't do this anymore

Your details

175

Full name (required) RAYMOND THOMAS BUCKINGHAM

Organisation (if applicable) N/A

Postal address [REDACTED]

[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).

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:

..... 1. OFTEN WALK AROUND A GOOD FACILITY TO MAINTAIN

.....

.....

.....

.....

.....

How we deliver customer services (Consultation Document page 42)

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

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

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

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

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- 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?

GREAT ADMIRATION FOR YOUR GARDENS DEPT ESPECIALLY THE WAY THEY
LOOK AFTER QUEEN ELIZABETH PARK 'MAGNIFICENT'

DISCUSSED LAST WEEK WHEN TWO MEN AND VAN ARRIVED ACROSS THE ROAD
TO INSTALL A WATER METER, WITHIN 5 MIN 4 MORE VANS AND MEN
ARRIVED TO ASSIST WHAT A COMPLETE WASTE OF TIME AND MONEY

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

(attach separate pages if needed)

MY EXPERIENCE WITH THE STAFF ON THE WHOLE FOUND
THEM VERY HELPFUL AND UNDERSTANDING

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

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

About you

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



Your thoughts on the Big Decisions

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

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Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
 No
 Don't know

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
 - 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 in person at the Queen Street Customer Service Centre
- Pay by automatic payment or direct debit

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

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

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

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

Your details

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

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Your thoughts on the Big Decisions

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Big Decision 1: Town Hall, library and archive

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

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
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Big Decision 4: Changes to services (Consultation Document pages 32-37)

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Service areas	The Council's Preferred Option	Alternative Option(s)
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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

I believe we should not be charged extra due to water meters. I'd rather have free water and better services with no town hall.

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:

Brings birdlife into natural open spaces for families & individuals to enjoy, they compliment the walking tracks & recreational areas nearby.

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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- 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 firmly believe the council should look to improve & maintain basic services as it was elected to do. We do not need a new town hall that will seldom be used to capacity if ever. Remove the old one and improve waiata house etc for council offices. Rates now are high, before long we will be getting water bills from metering. We cannot afford the ongoing maintenance costs of a dream project for a minority that will not be around to pay for it!

Your details

178

Full name (required) *Ashby Campbell Bunny*

Organisation (if applicable)

Postal address

Phone Email

Hearing

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Would you like to present your views at the hearing?

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Yes (in person)

Yes (via Microsoft Teams)

No

About you

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What is your age range?

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

What is your gender?

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

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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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Cost: \$2.3 million.

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Cost: \$6.48 million
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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:

*Very much enjoy the aesthetic value of the lakes,
but source and supply of 'water' must take
preference.*

How we deliver customer services (Consultation Document page 42)

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

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

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- Pay by automatic payment or direct debit

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

- More than once a week Weekly Monthly Never

Your details

Full name (required) Matthew Bunny & Belinda B Day

Organisation (if applicable)

Postal address 

Phone  Email 

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Would you like to present your views at the hearing?

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

Yes (in person)


Yes (via Microsoft Teams)

No

About you

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



What is your gender?



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



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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input checked="" type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input 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

1. In regards to 1: we don't know what the Wairarapa Economic Development strategy is.
 3. Not sure what this means.

Your thoughts to help shape our thinking

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

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

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

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

Henley Lake is great the way it is. Just needs
maintaining in our view. It's used every day
by locals & visitors.
But we need to sort the geese problem!
Their poo & their presence is not pleasant.

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
- Phone the Council
- Visit the Queen Street Customer Service Centre
- Other – please specify
- 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 in person at the Queen Street Customer Service Centre
- Pay by automatic payment or direct debit

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

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

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

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

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

- Yes
- No
- Don't know

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

- More
- Less

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

.....

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

(attach separate pages if needed)

We would suggest demo Dept building + building apartments. A home for everyone! Affordable home options. Plus views of Tararua.

Wairarapa can retain the provincial + country town plus modern living that everyone can afford. How diverse + attractive would the Wairarapa be if we could accommodate everyone? Our population is getting more diverse + growing. Just thinking about our children + grandchildren.



#372

180

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 5:31:33 PM
Last Modified: Thursday, May 02, 2024 5:41:10 PM
Time Spent: 00:09:36
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Vivien Bunny**
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 **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

These are a wonderful recreational area which can be enjoyed by all. A point of difference to other rural towns. Canada geese need to be culled

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

Respondent skipped this question

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#625

181

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 6:47:40 PM
Last Modified: Sunday, May 05, 2024 7:13:36 PM
Time Spent: 00:25:56
IP Address: [Redacted]

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

Q1

Your details

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

Q12 **Respondent skipped this question**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Respondent skipped this question**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Respondent skipped this question**

Service Area 3: Regional Positive Ageing facilitation

Q15 **Respondent skipped this question**

Service Area 4: Welcoming Communities facilitation

Q16 **Respondent skipped this question**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17 **Respondent skipped this question**

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

The green space, trees, ability to walk, run, cycle or frisbee golf.

Q21

Visit the Council website

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

Q22

Respondent skipped this question

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

Q23

Pay by automatic payment or direct debit

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

Q24

Weekly

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

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

About you

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

What is your age range?

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

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

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

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

- Yes
 No
 Don't know

Your thoughts to help shape our thinking

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

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

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

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

How we deliver customer services (Consultation Document page 42)

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

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

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

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

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

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

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

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

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

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

- More than once a week Weekly 3 Monthly *Rates* 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)

#18

183

COMPLETE

Collector: Test Link (Web Link)
 Started: Wednesday, April 10, 2024 5:46:56 PM
 Last Modified: Wednesday, April 10, 2024 5:49:49 PM
 Time Spent: 00:02:52
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required)	Blake Burrows
----------------------	---------------

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

Q12 **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **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 via the Council's website

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

Q24

Never

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

#595

184

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, May 06, 2024 9:30:31 AM
Last Modified: Monday, May 06, 2024 9:43:21 AM
Time Spent: 00:12:49
IP Address: [REDACTED]

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

Q1

Your details

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

Page 3: Fees and Charges

Q17

Don't know

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

Q18

Comments

The Reg Borman plans are my preferred option for Town Hall, Waiata House, Library and archives

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 beautiful trees and scenery as one walks around the lakes. Seeing the large numbers of people, as well as dogs at Henley lake, exercising out in the open air

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

Respondent skipped this question

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

Q25

Respondent skipped this question

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

Q26

No

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

Q27

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

Stephen Butcher

Masterton District Council
submission@mstn.govt.nz

re: Long Term Plan

Thank you for the opportunity to submit on the Masterton Long Term Plan.

Town Hall

I am concerned that all three options are grossly unrealistic and based on engineering advice that is flawed.

As an analogy, it would be crazy for a person to receive a speeding ticket for travelling at 70kph in an 80 kph speed zone simply because that person "might" have been going at 110kph.

According to the engineer's report, the Town Hall "might" be built on sand, for example a sand bar at Lake Ferry or similar, rather than on Waipoua river metals. To deduce that the Town Hall is an unacceptable earthquake risk based on such a "might" is as crazy as the analogy above.

It is not just the misrepresentation of ground conditions. There are also errors in the way infill brick has been treated in calculations that has the effect of misrepresenting earthquake loads and seismic resistances.

I stand by my opinion that Masterton ratepayers are being hoodwinked. I do not think the Town Hall and Auditorium are an earthquake risk to the extent that has been claimed and, for a budget of around \$575,000, the present Town Hall and Waiata House together could be made into an adequate and practical facility.

Footpaths

I raise this issue again. Council staff continue to downgrade footpaths with concrete vehicle crossings that take up the full width of the footpath, contrary to Council policy and NZTA advice, in effect making walking a second class activity.

It is a shame that Masterton's efforts towards global warming mitigation have been diluted to little more than an annual lolly scramble. But can't we, at the very least, keep footpaths usable?

According to council's managerial staff, the answer is "no."

I suggest Council should review its Delegations Manual to increase its influence over middle management or, alternatively, revoke delegations when policy is not followed.

Yours faithfully,
Stephen Butcher (B.Arch, Dip. Building Surveying)

#643

186

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 8:54:34 PM
Last Modified: Sunday, May 05, 2024 8:57:40 PM
Time Spent: 00:03:06
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Andrea Byrne
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

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:

Too far to walk for me

Q21

Visit the Council website

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

Q22

Email the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

#606

187

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 3:03:13 PM
Last Modified: Sunday, May 05, 2024 3:13:53 PM
Time Spent: 00:10:40
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Helen Mary Byrne

Postal address [Redacted]

Email [Redacted]

Phone [Redacted]

Q2

No

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

Q3

What is your age range? [Redacted]

Q4

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

Q5

What is your gender? [Redacted]

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

Q12 **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **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 **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:

I use Henley Lake most frequently. The open water provokes a strong sense of wellbeing, and i enjoy the the existing combination of lake and wetland.

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Monthly

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#605

188

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, May 04, 2024 4:28:06 PM
Last Modified: Sunday, May 05, 2024 2:47:00 PM
Time Spent: 22:18:53
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Stuart Philip Byrne**

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

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

Q3

What is your age range? [REDACTED]

Q4

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

Q5

What is your gender? [REDACTED]

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

Q12 **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **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

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

Respondent skipped this question

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

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

#51

189

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 16, 2024 1:59:53 PM
Last Modified: Tuesday, April 16, 2024 2:08:56 PM
Time Spent: 00:09:02
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Victoria Caccioppoli
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

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:

For Henley Lake in particular, I wouldn't mind increased investment to turn this into a safer and nicer place to visit - it's quite disgusting and always has a toxic algae warning. Seeing the rowing and other recreational activities on and around the lake is nice and would be great if that lake could be brought up to a swimmable standard (even getting rid of the aggressive bird life).

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

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

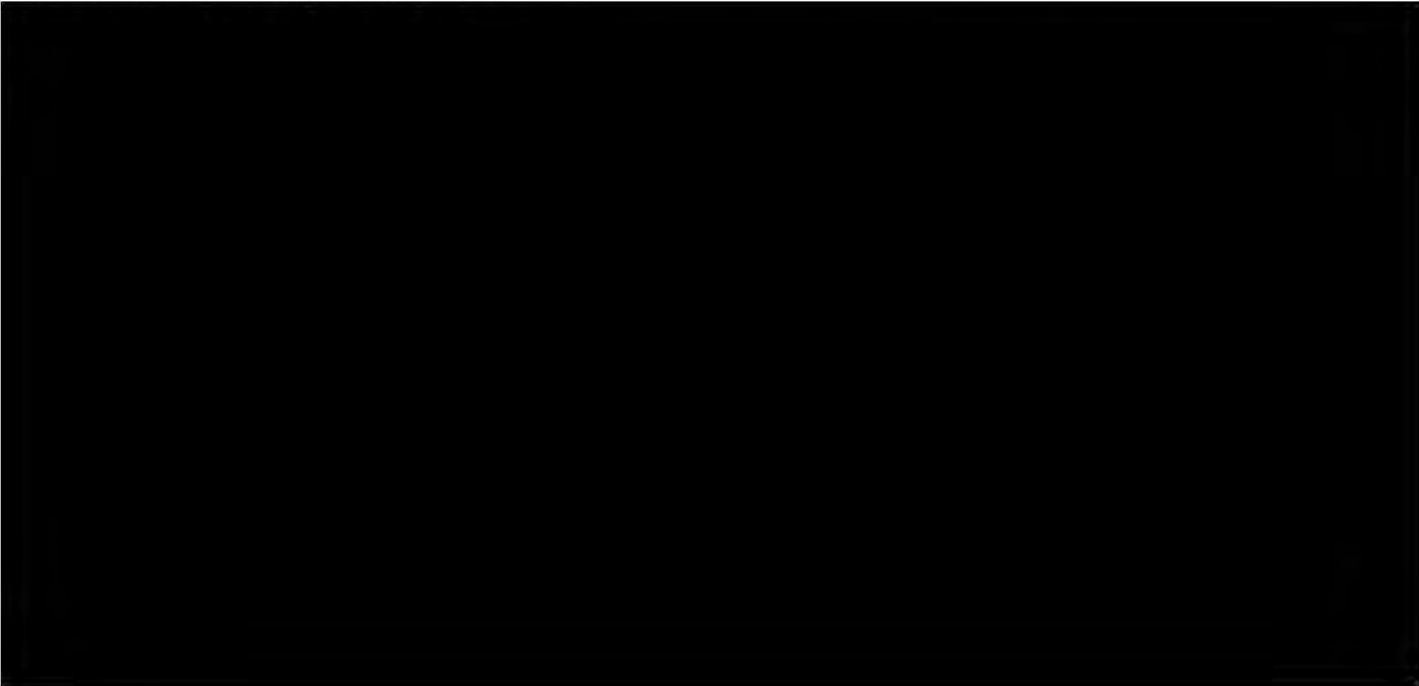
Would you like to present your views at the hearing?

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

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

About you

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



Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

Everything.

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

Other – please specify

MULTI-PURPOSE MATTERS

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
- Visit the Queen Street Customer Service Centre
- Phone the Council
- Email the Council

Other – please specify

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

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

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

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

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less About the same

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

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

Be forward-thinking with town hall
and library.