



# **LONG TERM PLAN 2024-2034**

## **SUBMISSIONS**

### **Volume 6**

#### **Submissions 261 to 320**

From consultation 5 April to 6 May 2024

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## 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](http://www.mstn.govt.nz) or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

## Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes                                       No                                       Don't know

# 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:

OLD BUILDINGS WITH EARTH QUAKE DANGER SIGNS WARRANT DEMOLITION. DEMOLITION OF QUEEN AND DIXON WARRANTS MACHINERY. FUTURE SUBURBS ARE VITAL TO OUTER SUBURB WORKERS AND RETAILERS.

## 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?

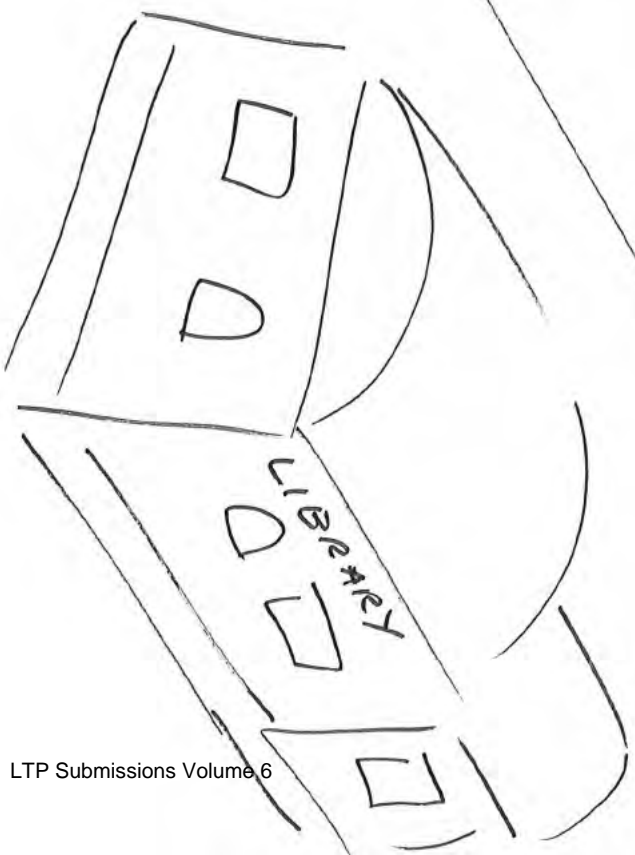
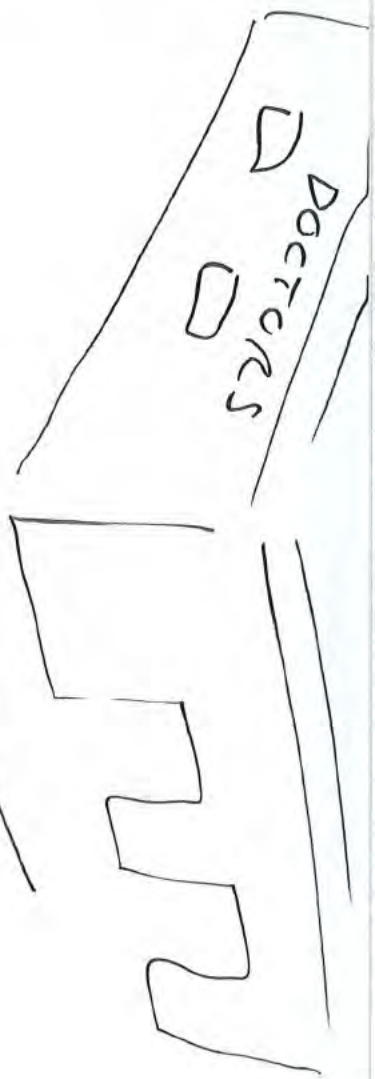
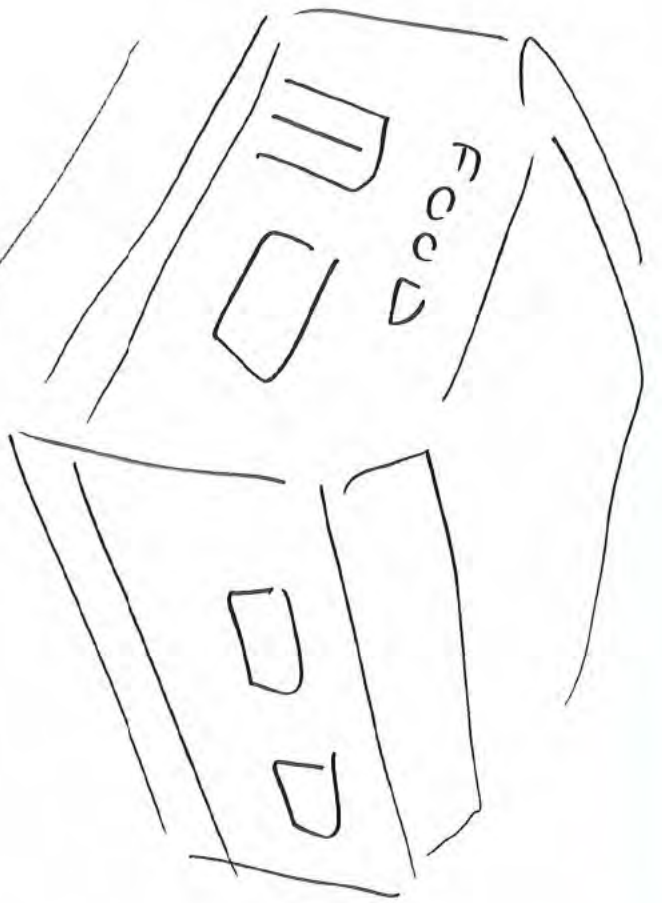
- More       Less       About the same

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)





IDEA FOR

A NEW

OUTER

SUBURB OR

TOWN

from Simon Dale

#318

262

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 9:47:15 AM
Last Modified: Thursday, May 02, 2024 10:25:53 AM
Time Spent: 00:38:38
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Lindy Daniell
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

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Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

**Respondent skipped this question**

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

I oppose any change to the lake.

The lake is a community asset which was put in place by previous community minded citizens for recreational water sport and recreational activities. Volunteers have worked to build on the vision of those who campaigned to have this public area for all age groups.

As a dragon boater for 20 years the lake has provided a place for people to be active in a sport that brings fitness and wellbeing to both body and mind.

Paddling through the islands, observing birdlife, seeing reflections and light variations is hard to beat.

The water quality has been the best for a long time this season even though there has been a drought.

I support any move to influence the Wellington District Council to recognise the importance of retaining the lake for the enjoyment of the thousands of people who also enjoy the reflections and light variations.

**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:**

I would use the app if required.

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

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

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**Q24** **Monthly**

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

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**Q25** **Never**

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

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**Q26** **No**

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

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**Q27** **About the same**

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

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**Q28** **Respondent skipped this question**

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

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

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

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## Your details

Full name (required) ..... *Colleen Daniels* .....

Organisation (if applicable) .....

Postal address .....  
.....

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

## Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

# Your thoughts on the Big Decisions

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

## Big Decision 1: Town Hall, library and archive

**Town Hall** (Consultation Document pages 13-18)

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- Alternative Option 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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## Big Decision 2: Town centre improvements

 (Consultation Document pages 25-28)

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

## Big Decision 3: Council Funding

 (Consultation Document pages 29-31)

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

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

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

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

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

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

- Yes
  No
  Don't know

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# Your thoughts to help shape our thinking

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

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

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

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

Don't visit the lakes frequently. Not happy with Geese at Henley lake 'cause of the mess they make.  
Lake of Remembrance is an asset for the town. as is the Queen Elizabeth Park.

## 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

Visit Queen St facility - as necessary probably 2-3 times in 12 months.

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

- More than once a week       Weekly       Monthly       Never

*once in 12 months.*

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

- Yes       No       Don't know

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

- More       Less

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

*No.*

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

(attach separate pages if needed)

*Comments regarding facilities.*

*1) The library is the No 1 asset in Masterton - a 'third space' (home or work or school -) where you can visit for company no cost @ the visit warm or cool depending upon the weather.*

*Friendly, professional staff.*

*2) Queen Elizabeth Park is a superb asset along with the Pools*

*Both facilities enhance our town please spend money on them as is needed - don't let these facilities decline.*

*Regards - C. Daniels.*

#62

COMPLETE

Collector: Test Link (Web Link)  
 Started: Wednesday, April 17, 2024 8:46:55 AM  
 Last Modified: Wednesday, April 17, 2024 8:54:48 AM  
 Time Spent: 00:07:53  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Marc Danzer**  
 Organisation (if applicable) **Excuse My French Ltd**  
 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

**Q7** Respondent skipped this question  
Town Hall (Consultation Document pages 13-18)

**Q8** Yes – keep the façade  
The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** 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

Page 3: Fees and Charges

**Q17**

No

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

**Q18**

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

Invest in maintaining the lakes as they are now

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

**Q20**

Respondent skipped this question

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

**Q21**

Visit the Council 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

---

#83

265

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, April 18, 2024 3:22:11 PM
Last Modified: Thursday, April 18, 2024 4:03:34 PM
Time Spent: 00:41:22
IP Address: [Redacted]

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

Q1

Your details

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

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

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

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

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

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

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



**Q17**

**Yes**

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

---

**Q18**

**Respondent skipped this question**

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

The fact that we are lucky to have them.

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Log a service request online**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

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

An expensive town hall is not necessary when rates are already unaffordable for some in the community. The average ratepayer cannot afford to lose such a large amount of their income on rates, especially those on a pension. Do projects that are necessary only.

---

## Your details

Full name (required)

IAN, DONALD DAVIES

Organisation (if applicable)

Postal address

Phone

Email

## Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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

# Your thoughts on the Big Decisions

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

## Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
  No
  Don't know

# Your thoughts to help shape our thinking

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

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

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

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

## How we deliver customer services (Consultation Document page 42)

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

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

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

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

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

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

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

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

- More than once a week  Weekly  Monthly  Never

*occasionally.*

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 *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
- A, BIT OF BOTH,*

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)

JOY ISABEL DAVIES.

Organisation (if applicable)

Postal address

Phone

Email

## Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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

What is your age range?

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

What is your gender?

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



# Your thoughts on the Big Decisions

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

## Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

Both these lakes are an asset to the town.

## 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?:

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

- 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?

Money needs to set aside to fix the footpaths.

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)

20 MAR 2024



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# Customer Enquiry Form

Your name and address will remain **confidential**. Your information will only be used for contact purposes, to either ask you for clarification or to respond to your enquiry.

### Customer Information (Required)

Name: Marice Davies

Full Address: [REDACTED]

Phone:(Wk) N/A (Mob) [REDACTED]

Email: N/A

### Request Details

Location/Section: Rates Department

Details: I am extremely worried about my rates for 2024 going to be 10.6% increase I am a pensioner now and therefore my pension is my only income. The cost of living is bad enough but your proposed rates increase is "unaffordable" to me and other rate-payers on a low income. Please, Please, Please can it be only single figures as this property is my home that me and my late husband brought and is my family home to my 4 sons. Surely there is some cost-cutting on your end that could remedy this situation

### Office Use

Assign to	<u>Rates Department</u>
Related SR	
MDC Notes	

## 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.

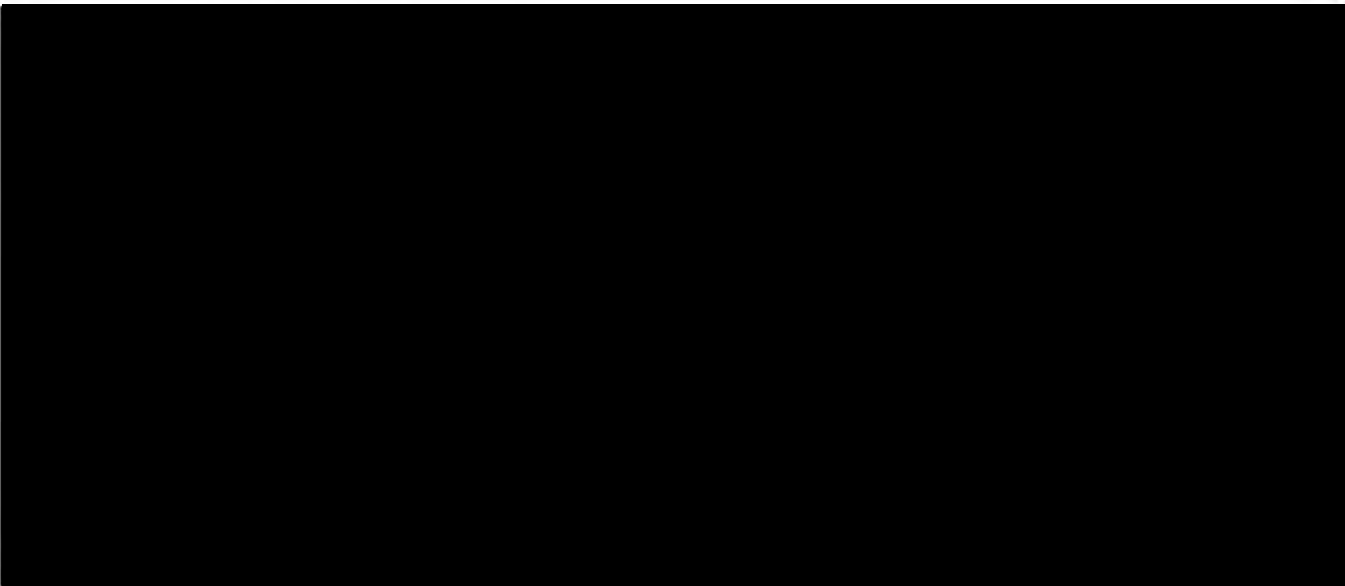
Would you like to present your views at the hearing?

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.






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# TŌ WĀHI, TŌ MAHERE

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## YOUR PLACE, YOUR PLAN

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

This submission form allows you to give feedback on the Masterton District Council 2024-34 Long-Term Plan. Please read the [Consultation Document](#) before completing the form. You can make a submission in a number of ways:

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



Complete our online submission form at: [mstn.govt.nz](http://mstn.govt.nz)



Download a fillable pdf submission form or write your feedback in an email, and send to: [submissions@mstn.govt.nz](mailto:submissions@mstn.govt.nz)



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



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

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

### Privacy statement

#### What we do with your personal information

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

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

MSTN.GOV.T.NZ

@MastertonDC



# Your thoughts on the Big Decisions

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Cost: \$49.9 million (noting high uncertainty).
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- Yes – keep the façade  No – do not keep the façade

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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)

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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 checked="" type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input 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

*No Funding.*

**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:

*Both Lakes enhance the town and major attractions for Marlton.*

## 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

*maybe 2-3 times a year. e.g. Cemetery search.*

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      *Stay 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?

*Access to customer service and Councilors need to be straight forward and easy. Putting every service online make it a lot harder for Seniors as they do not have Computers etc. always.*

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 thoughts*

- ① I see no need to extend library if its not been fully utilized, e.g. basement not use. A Library is for exchanging book, not a place for meetings or children education. There are other outlets for these activities.*
- ② Climate funding Do not see this as council initiative. Putting money aside for something that may never happen does not make sense.*
- ③ I would prefer a proper home for the Archives before any extension to Library. Not necessarily in town centre as information could be requested via a smaller office. e.g. new municipal building*

#106

270

COMPLETE

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Started: Saturday, April 20, 2024 1:31:17 PM
Last Modified: Saturday, April 20, 2024 1:52:18 PM
Time Spent: 00:21:00
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Tristin Davis
Organisation (if applicable) [Redacted]
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

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Page 3: Fees and Charges

**Q17**

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

**Yes**

**Q18**

Comments

**Respondent skipped this question**

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

The bird life is the most positive aspect of the lakes now and for the park lake the boats.

**Q21**

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

**Visit the Council website**

**Q22**

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

**Log a service request online**

**Q23**

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

**Pay by automatic payment or direct debit**

**Q24**

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

**Monthly**

**Q25**

**Never**

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

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**Q26**

**Yes**

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

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**Q27**

**More**

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

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**Q28**

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

Nil.

---

**Q29**

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

I think the council needs to focus on the cheapest options and only maintain core services until the current cost of living crisis abates at the very least.

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#11

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, April 10, 2024 8:25:54 AM
Last Modified: Wednesday, April 10, 2024 8:30:11 AM
Time Spent: 00:04:17
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Richard Davison
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 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

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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 via the Council's website

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

---

**Q24**

Monthly

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

---

**Q25**

Never

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

---

**Q26**

No

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

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# #42

**COMPLETE**

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**Started:** Sunday, April 14, 2024 3:54:42 PM  
**Last Modified:** Sunday, April 14, 2024 4:14:54 PM  
**Time Spent:** 00:20:12  
**IP Address:** [REDACTED]

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

### Q1

Your details

**Full name (required)** **Graeme John Day**  
**Organisation (if applicable)** [REDACTED]  
**Postal address** [REDACTED]  
**Email** [REDACTED]  
**Phone** [REDACTED]

### Q2

No

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

### Q3

What is your age range?



### Q4

What is your ethnicity? You may tick multiple boxes.

### Q5

What is your gender?

### Q6

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

## Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Respondent skipped this question</p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

---

Page 3: Fees and Charges

**Q17**

**Yes**

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

**Q18**

Comments

We have had no Town Hall now for 8 years.

A Town Hall is a nice to have.

The business case does not stack up.

The Carterton Community Centre does well but is cash negative. Adding a Town Hall here will reduce demand there and is likely to be cash negative by at least \$2m p a.

In todays economic climate, it is hard to fully fund the essentials. We simply do not have the rating ability to do any more than that.

I note that water storage is still not been funded.

---

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 ease of usage.

**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?

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**Q25** **Monthly**

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

---

**Q26** **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

Qu's 24/ 25 do not have enuf options. I visit normally twice a year and access your website once p a.

---

### Your details

Full name (required) Joseph De Hertog

Organisation (if applicable) Enter family

Postal address 

Phone  Email 

### Hearing

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

Would you like to present your views at the hearing?

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

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

### About you

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

What is your age range?



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



What is your gender?



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





# Your thoughts on the Big Decisions

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

## Big Decision 1: Town Hall, library and archive

### Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes  No  Don't know

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# Your thoughts to help shape our thinking

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

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

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

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

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How we deliver customer services (Consultation Document page 42)

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

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

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

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

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

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 **3**  Monthly  Never

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

- More than once a week
  Weekly
  Monthly
  Never

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

- Yes
  No
  Don't know

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

- More
  Less

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

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

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#261

COMPLETE

Collector: Test Link (Web Link)  
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 Last Modified: Monday, April 29, 2024 6:31:44 PM  
 Time Spent: 00:22:03  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required)	Rachael Dean
----------------------	--------------

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.

<p><b>Q8</b></p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b></p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>
<p><b>Q10</b></p> <p>Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b></p> <p>Council Funding (Consultation Document pages 29-31)</p>	<p><b>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</b></p>
<p><b>Q12</b></p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b></p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b></p> <p>Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b></p> <p>Service Area 4: Welcoming Communities facilitation</p>	<p><b>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</b></p>
<p><b>Q16</b></p> <p>Service Area 5: Climate initiatives</p>	<p><b>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</b></p>

**Q17**

**Don't know**

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

---

**Q18**

Comments

Re fees and charges - Yes except \$18 library inter-loans which is too high

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Don't know**

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

---

**Q20**

**Respondent skipped this question**

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

---

**Q21**

Other - please specify:  
Website + visit Queen St about equal

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

---

**Q22**

**Email the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Monthly**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

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

Would prefer not to lose the ability to visit Council offices

---

**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)

Sarah Delmonte

Organisation (if applicable)

Postal address

Phone

Email

## Hearing

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

**Would you like to present your views at the hearing?**

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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

**What is your age range?**

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

**What is your gender?**

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

# Your thoughts on the Big Decisions

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

## Big Decision 1: Town Hall, library and archive

**Town Hall** (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
  No
  Don't know

Rural ratepayers pay for services they don't receive. How is the balance between water, waste services, parks and roading achieved? urban dwellers use all of the water and waste water services and the majority use of the parks. shouldn't the rates be shared equally?

# Your thoughts to help shape our thinking

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

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

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

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

The community uses Henley lake because it is a lake. It needs more spent on it not less. We walk around the lake with children and dogs many days a week. More on-lake activities should be encouraged. I and many others would support a cafe there on a daily basis. Upgrade the playground too.

We also do the same around the lake of remembrance. I am glad the coronation hall has a new resident cafe and will be there often. The new trees and pathway are great. it would be good to have more community events on the water too. The remembrance regatta? Could be actual boats in a race around the island...or toy / motorised ones?

## 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)

Make the new town hall bigger. 1000 seat at least... 2000! Make it future proof for the growing number of people living and visiting here and make it larger than Carterton so we don't compete for the same events. I moved here from a large city and I miss going to proper events locally. The trains are woeful in the weekends so Wellington is not an easy option as it is too expensive for accommodation... and driving home after an event is downright dangerous.

I am happy to pay the rates that provide a great place to live, a place I am proud to recommend that people visit and spend their money and enjoy.

#267

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 29, 2024 9:16:56 PM
Last Modified: Monday, April 29, 2024 9:42:14 PM
Time Spent: 00:25:18
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Warwick Delmonte
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

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Page 3: Fees and Charges

**Q17**

**Yes**

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

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**Q18**

Comments

Yes, but the predicted future increases need to be blunted by more creative management and external funding.

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

A great asset, the lake and the tracks. But the 'scrubiness', particularly on the island would look much better if drab natives were replaced with exotic trees.

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**Q21**

**Visit the Council website**

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

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**Q22**

**Email the Council**

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

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**Q23**

**Pay by automatic payment or direct debit**

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

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**Q24**

**Monthly**

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

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**Q25**

**Never**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

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

No, all good.

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**Q29**

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

Please...PLEASE stop consulting with the public on large projects (town/civic hall for eg). Having an interest, even a vested interest, does not mean you are qualified to influence design, architecture, or economics. A progressive city & council takes relevant advice from contemporary & visionary minds, and then proceeds to implement. Stop asking people what they think!

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#369

COMPLETE

Collector: Test Link (Web Link)  
 Started: Thursday, May 02, 2024 4:21:28 PM  
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Tracey Devenish

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** **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** **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** **No**

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

**Q18**

Respondent skipped this question

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

Respondent skipped this question

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

---

**Q21**

**Email the Council**

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

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**Q22**

**Phone the Council**

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

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**Q23**

**Pay by automatic payment or direct debit**

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

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**Q24**

**Never**

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

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**Q25**

**Never**

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

---

**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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

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**Q29**

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

Do not increase our Already to high Rates bills

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#421

COMPLETE

Collector: Test Link (Web Link)
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Time Spent: 00:37:55
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Harold & Denise Devenport
Postal address [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

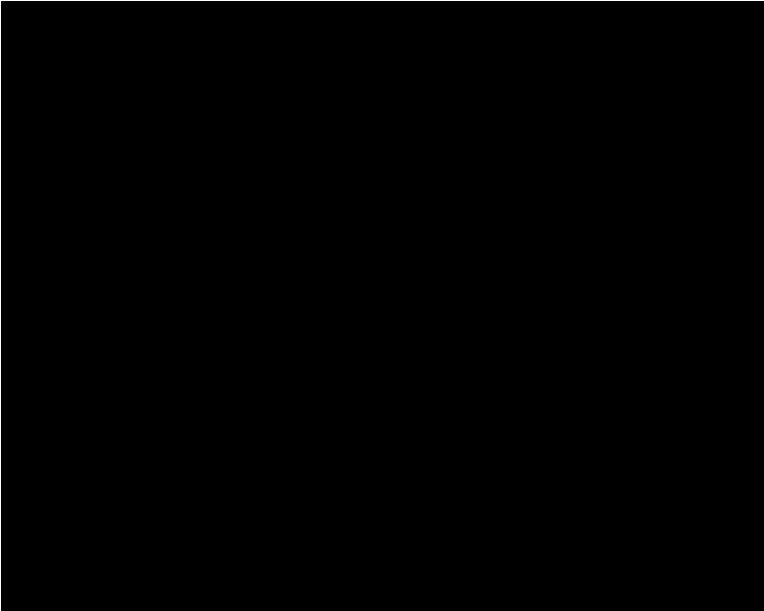
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

**Q8**

**Yes – keep the façade**

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

**Q9**

**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**

**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

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

Respondent skipped this question

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

---

**Q21**

Other - please specify:

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

Not all people are computer savvy so there should always be an option of face to face contact

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**Q22**

**Log a service request online**

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

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**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Monthly**

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

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**Q25**

**Monthly**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

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**Q29**

**Respondent skipped this question**

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

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#432

COMPLETE

Collector: Test Link (Web Link)
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Time Spent: 00:06:04
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Judith Juliette Dewes

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

Q2

No

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

Q3

What is your age range?

Q4

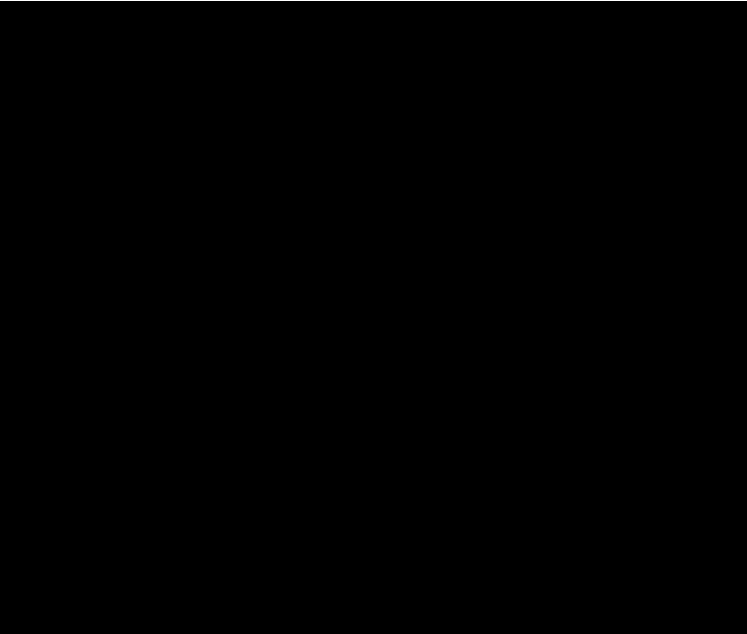
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

**Q8** No – do not keep the façade

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

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

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

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

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

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

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

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

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

Page 3: Fees and Charges

**Q17**

**Don't know**

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

**Q18**

**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**

**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

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#27

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, April 12, 2024 11:17:30 AM
Last Modified: Friday, April 12, 2024 11:26:58 AM
Time Spent: 00:09:27
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Graham Douglas Dick
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>Respondent skipped this question</b></p>

**Q16**

Service Area 5: Climate initiatives

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

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Page 3: Fees and Charges

**Q17**

**Yes**

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

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

The lake form an essential part of residents walking and relaxation activities. Lake of Remembrance needs annual clean of sediment.

**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?

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**Q26**

**No**

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

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**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

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

I would like the council to progress the Town hall rebuild including Waiata House as soon as possible.  
Ditto the library including the archives.

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#59

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 16, 2024 8:48:18 PM
Last Modified: Tuesday, April 16, 2024 8:56:46 PM
Time Spent: 00:08:28
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Lloyd Dickens
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

**Q17**

**Yes**

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

**Q18**

**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 community I suspect values lakes and what they can be used for more than wet lands.

**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 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?

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**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

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#415

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, May 03, 2024 9:55:18 AM
Last Modified: Friday, May 03, 2024 10:07:21 AM
Time Spent: 00:12:02
IP Address: [Redacted]

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

Q1

Your details

Full name (required) James Dickie
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

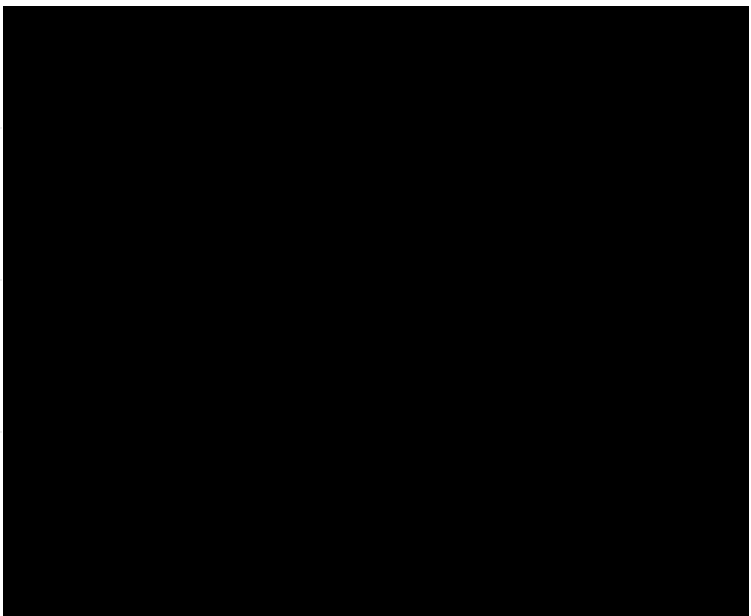
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>Alternative Option 1 – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Respondent skipped this question</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

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Page 3: Fees and Charges

**Q17**

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

**No**

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

A great place to walk, some improvements needed

**Q21**

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

**Visit the Council website**

**Q22**

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

**Log a service request online**

**Q23**

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

**Pay by automatic payment or direct debit**

**Q24**

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

**Monthly**



**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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

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**Q29**

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

Reasonably happy with council,keeping up infrastructure renewal,very important

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#610

COMPLETE

Collector: Test Link (Web Link)  
 Started: Sunday, May 05, 2024 3:41:06 PM  
 Last Modified: Sunday, May 05, 2024 4:09:52 PM  
 Time Spent: 00:28:45  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required)	Walt Dickson
----------------------	--------------

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

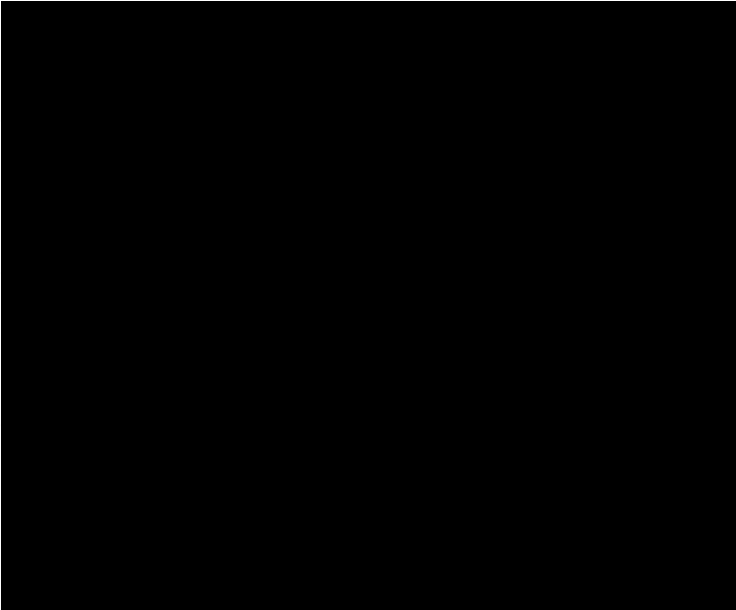
What is your ethnicity? You may tick multiple boxes.

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** **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** **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

**Q17**

**Yes**

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

---

**Q18**

Comments

My submission relates to Big Issue 3 (Question 11) - Council Funding. Support for Alternative Option 1 - Maintain existing Council funding options.

I strongly support Masterton District Council's continued investment of Destination Wairarapa. Furthermore, it is critical that this investment continues at current levels, as a minimum, to ensure that the organisation can maintain its high quality services which are vital for our tourism and hospitality sector.

While modest compared to regions such as Queenstown and Rotorua, tourism and hospitality contributes several hundred million dollars annually to the Wairarapa economy, employing many hundreds of people, directly and indirectly.

It is because of visitors and their spend here, that this region has been able to develop and sustain a richness of variety in our hospitality and visitor attractions. Many of the hospitality venues and events that we enjoy would not exist were it not for visitors.

As residents, we have and continue to benefit from tourism.

As was the case post the Covid-19 lockdowns, Destination Wairarapa was instrumental in marketing and promoting our region to the rest of New Zealand and should be credited for much of the resulting uptick in visitor numbers. Their expertise, stakeholder relationships and critical knowledge of the region is going to again be critical as the sector navigates the tough economic outlook.

In order to effectively function, Destination Wairarapa needs certainty and continuity in its funding. I implore Masterton District Council to continue to invest in Destination Wairarapa.

---

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**

**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

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#418

284

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, May 03, 2024 9:39:49 AM
Last Modified: Friday, May 03, 2024 10:13:24 AM
Time Spent: 00:33:34
IP Address: [Redacted]

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

Q1

Your details

Full name (required) rick bryant
Organisation (if applicable) Digital Seniors
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

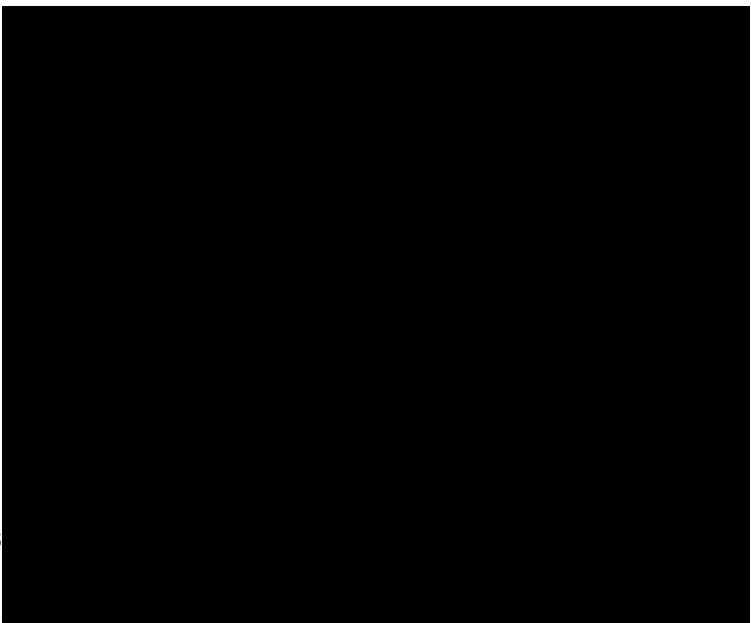
What is your ethnicity? You may tick multiple boxes.

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

Respondent skipped this question

Town Hall (Consultation Document pages 13-18)

**Q8** Respondent skipped this question

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

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**Q9** Respondent skipped this question

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

---

**Q10** Respondent skipped this question

Town centre improvements (Consultation Document  
pages 25-28)

---

**Q11** Respondent skipped this question

Council Funding (Consultation Document pages 29-31)

---

**Q12** Respondent skipped this question

Service Area 1: Wairarapa Economic Development  
Strategy

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**Q13** Respondent skipped this question

Service Area 2: Regional Walking and Cycling facilitation

---

**Q14** Respondent skipped this question

Service Area 3: Regional Positive Ageing facilitation

---

**Q15** Respondent skipped this question

Service Area 4: Welcoming Communities facilitation

---

**Q16** Respondent skipped this question

Service Area 5: Climate initiatives

---

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Page 3: Fees and Charges

**Q17** Respondent skipped this question

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

---

**Q18** Respondent skipped this question

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

Respondent skipped this question

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

---

**Q20**

Respondent skipped this question

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

---

**Q21**

Respondent skipped this question

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

---

**Q22**

Respondent skipped this question

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

---

**Q23**

Respondent skipped this question

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

---

**Q24**

Respondent skipped this question

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

---

**Q25**

Respondent skipped this question

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

---

**Q26**

Respondent skipped this question

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

---

**Q27**

Respondent skipped this question

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

---



**Q28**

Respondent skipped this question

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

---

**Q29**

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

I strongly disagree with the proposal to move from 3-year to 1-year grants funding.

Digital Seniors was established in Wairarapa in 2018 because we have the largest senior population per capita and some of the highest rates of senior social isolation and loneliness. Long-term funding certainty is essential for Digital Seniors to continue addressing these vulnerabilities.

We currently operate numerous weekly hubs in Featherston, Martinborough, Greytown, Carterton, and Masterton. Our venues range from libraries (wherever suitable) to community spaces and care and rest homes. We also offer home visits for seniors who cannot attend a hub and a 0800 phone line for support and bookings. We collaborate with multiple other organizations in the Wairarapa, including all the libraries and council services, REAP, Aged Concern, and Neighbourhood Support, etc.

In Wairarapa, we have two part-time staff members. We provide mileage reimbursement for staff and volunteers to attend hubs and conduct home visits. Our additional goal for 2024 is to establish a number of rural hubs in the region (we are working hard on Riversdale and Mount Bruce at the moment).

One-year funding creates a cycle of constant grant applications and fundraising, diverting resources from core activities. Multi-year funding allows charities to plan strategically, invest in staff and volunteer training, and develop sustainable programs with a long-term vision. For example, with a 3-year commitment, we can much more easily commit to establishing rural hubs, which are costly and difficult to set up. A 1-year grant may mean we are unable to establish new hubs or consistently provide services like home visits that require significant mileage reimbursement.

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#631

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 6:23:40 PM
Last Modified: Sunday, May 05, 2024 8:02:29 PM
Time Spent: 01:38:49
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Robin Charles Dimock

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

Q2

No

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

Q3

What is your age range?

Q4

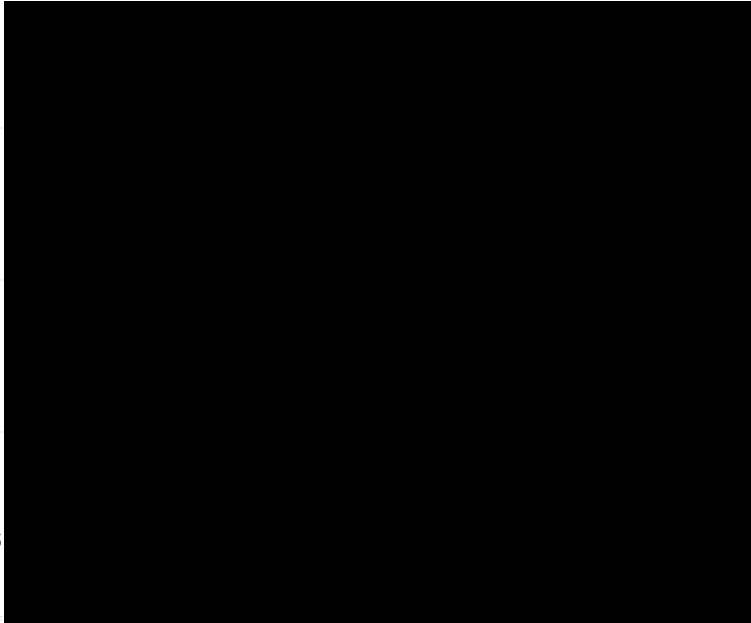
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

**Q8** No – do not keep the façade

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

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

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

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

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

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

**Q14** 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**

Comments

not enough information to compare

---

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?

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**Q20**

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

great family outdoor walking and recreational space which is also a refuge for wildlife

---

**Q21**

**Visit the Council website**

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

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**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Monthly**

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

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**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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

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**Q29**

**Respondent skipped this question**

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

---

## Your details

Full name (required)

Michael Robin Dixon

Organisation (if applicable)

Postal address

[Redacted]

Phone

[Redacted]

Email

[Redacted]

## Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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

What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

# Your thoughts on the Big Decisions

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

## Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

They are major assets and set Masterton up as a beautiful place. (unlike our neighbours)

## 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 *(but presentation and ease of use very poor)*
  - 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? Please tick one option.

- 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? Please tick one option.

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

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

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)

Town Hall & Council Offices

I am appalled you want to (preferred option) only 'rebuild' the facade. - what with no building behind it. - It would look like the Colosseum in Rome

Rebuild the whole council offices and a new Town Hall - this is the option that most residents favour. Look what happened in the last council election to those councillors who wanted to do ~~away~~ away with the facade - NONE of them are councillors now.

I also question the promotion of this consultation - most residents aren't aware it is going on. How long.

## Your details

Full name (required)

JANET DODD

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?

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

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Cost: \$42.6 million.
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Cost: \$3.57 million.

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

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

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive.  
Cost: \$10.75 million.
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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)
<b>1: Wairarapa Economic Development Strategy</b>	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
<b>2: Regional Walking and Cycling facilitation</b>	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
<b>3: Regional Positive Ageing facilitation</b>	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input checked="" type="checkbox"/> Maintain funding
<b>4: Welcoming Communities facilitation</b>	<input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
<b>5: Climate initiatives</b>	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

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

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

- Yes
  No
  Don't know

# Your thoughts 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:

Wonderful to walk around  
Go to QE park often to walk around.  
lovely to see train/boats etc.  
lake needs to be kept clean

## 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
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- 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) ..... Peter Douglas .....

Organisation (if applicable) .....

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

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

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

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

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

- Yes
  No
  Don't know

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## Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
- 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:

They are unique as well as containing  
birds - they are used for Wheeler Rowing - Dragon Boating  
events miniature power boats -  
Pedal Boat - kayakers - Rowboats

### How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website
- Phone the Council
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- Visit the Queen Street Customer Service Centre in person
- Other – please specify .....

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

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

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

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

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

More than once a week

Weekly

Monthly

Never

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

Yes

No

Don't know

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

More

Less

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

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

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

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

**History**

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

**Aesthetics**

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

**Unique attraction**

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

**Economic benefits**

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

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

**Infrastructure**

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

*Colleen Doyle*  
*Peter Doyle*

#222

289

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, April 26, 2024 3:29:00 PM
Last Modified: Friday, April 26, 2024 3:40:40 PM
Time Spent: 00:11:39
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Pamela Drysdale
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** **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**

**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:

everything on a summer or winter day

---

**Q21**

**Phone the Council**

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

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---



**Q26**

**Yes**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**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

---

#440

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, May 03, 2024 11:18:25 AM
Last Modified: Friday, May 03, 2024 11:34:53 AM
Time Spent: 00:16:27
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Punit D'souza
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</b></p>
<p><b>Q16</b> Service Area 5: Climate initiatives</p>	<p><b>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</b></p>

Page 3: Fees and Charges

**Q17**

**No**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

It's a valuable Masterton landmark, great to take kids there for walks and enjoy the views.

**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**

**More**

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

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**Q28**

**Respondent skipped this question**

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

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**Q29**

**Respondent skipped this question**

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

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#597

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 1:17:37 PM
Last Modified: Sunday, May 05, 2024 1:28:46 PM
Time Spent: 00:11:09
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Arlene du Cann

Postal address [Redacted]

Email [Redacted]

Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

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Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

Being able to walk around them and watch the wildlife.

**Q21**

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

**Visit the Council website**

**Q22**

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

**Log a service request online**

**Q23**

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

**Pay 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**

**Monthly**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

---

**Q28**

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?

Regarding the above answers: I have selected monthly but the reality is about every 3-6 months.

---

**Q29**

**Respondent skipped this question**

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

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#147

COMPLETE

Collector: Test Link (Web Link)  
 Started: Tuesday, April 23, 2024 12:15:05 PM  
 Last Modified: Tuesday, April 23, 2024 12:23:47 PM  
 Time Spent: 00:08:42  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Hamish Duncan**  
 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

Building consent fees, bonds and development levies have risen too much which is driving up the cost of new housing

---

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**

**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 compulsory addition of water storage tanks to all new builds is poorly thought through. As the tanks will not require either a pump or filtration they are only of use for garden watering by bucket. To effectively mandate people building new houses to bucket water their gardens when they might not desire to do so (or are tenants and would be extremely unlikely to do so) further drives up the cost of new houses. The tanks understandably have good 'optics' but other than that are near pointless for a majority of people and the cost enforced on every one building a new home is no way justified.

---

# #5

**COMPLETE**

**Collector:** Test Link (Web Link)  
**Started:** Monday, April 08, 2024 10:08:56 AM  
**Last Modified:** Monday, April 08, 2024 10:16:35 AM  
**Time Spent:** 00:07:39  
**IP Address:** [REDACTED]

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

### Q1

Your details

Full name (required)	Jane Duncan
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

### Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**No**

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

---

**Q18**

Comments

I feel extremely strongly that we do not need a town hall. In future should the economy improve and council can prove how this will be paid for and how often it will actually be used then it could be re addressed. As pensioners our rates are now becoming a huge stress for us and we simply can't condone further unnecessary increases.

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

Both of them are heavily used and enjoyed by the community and by wildlife

---

**Q21**

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

Other - please specify:

Look at the Mayors posts and read the local paper

---

**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 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

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#382

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 8:13:23 PM
Last Modified: Thursday, May 02, 2024 8:21:15 PM
Time Spent: 00:07:52
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Rodney Hugh duncan
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

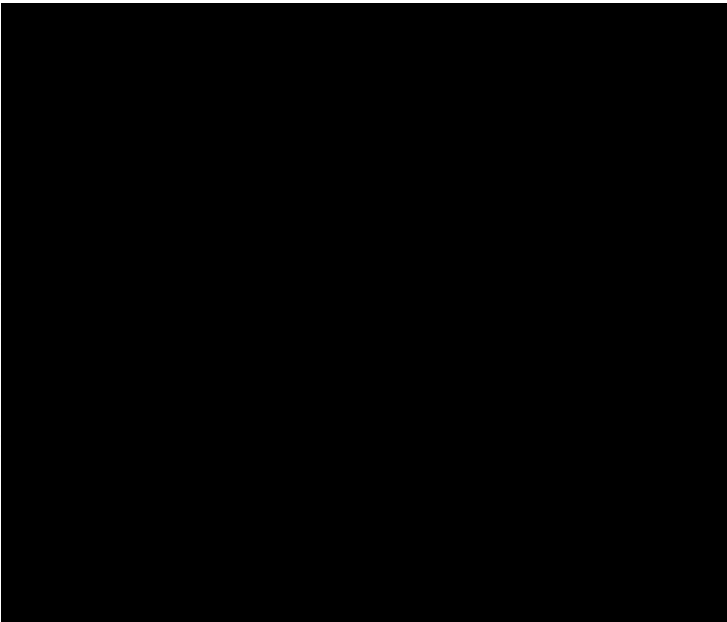
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

**Q16** **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**

**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

---

**Masterton District Council****2024-2034 Long Term Plan Submission****Elizabeth Dunlop****Co Owner of Llandaff a B&B/function venue**

**Operator;** Llandaff is a member of Destination Wairarapa(DW) operating a B&B and function venue in an historic homestead

Guests coming to stay do so for many reasons including sight seeing and visiting friends. Guest have come to purchase a car, buy a business, scope out development opportunities and last week a couple came to visit second hand shops.

Many of these guests contact DW normally through the i-sites to obtain information. The feed back from guests has always been very positive saying the staff have gone out of their way to help and answer questions and offer opportunities. Some times the personal contact is important.

Most of our guests are older and not that experienced using online searching.

Most of the businesses who benefit from guests coming to the Wairarapa are not members of DW because they feel they get a benefit any way. DW cannot force businesses to become members.

They might find it much more difficult getting this business if DW did not exist.

After Covid lock downs the marketing effort made by DW to get people to the Wairarapa was amazing.

**Council Funding Big Decision Three;** I oppose the Big Decision Three preferred option and support the alternative option 1 which retains three year funding at the existing level. Destination Wairarapa needs certainty to continue employing the current very experienced competent staff. They are a great team to work with always trying to help

I do not request an opportunity to speak to this submission

## Eastside Community Group

2 May 2024

Masterton District Council  
Masterton

Greetings

### 2024-34 Long Term Plan Submission

The Eastside Community Group is established to build a caring and connected community where people live with pride.

Masterton Eastside is recognised as an area of high deprivation.

#### *1. Fencing at McJorrow Park*

A new flat board fence was installed by Council in 2020. (see photo)

The effects of this replacement fence was to cut off visibility from the road and neighbouring residents. The fence also made the park look very unwelcoming.

A submission was made to Council in April 2023 to replace the fence at McJorrow Park.

At present there is work going on at the park to make access easier for disabled, as well as making improvements to the pathway.

With such work taking place, the replacement of the fence would make McJorrow Park a much-improved asset for the residents of Eastside.

It is requested that the fence be replaced with one more open and welcoming.

*Building a caring connected community where people live with pride*

Te Awhina Masterton Community House  
2 Sturt Street, Masterton



*The Fence at McLorow Park*

## **2: Funding of Community Organisations.**

It is understood that the Council wishes to make funding to Community organisations annually. This is a change from the three-year funding.

Three year funding has provided sustainability to the Eastside Community Group projects within the community, allowing the organisation the ability to focus on the community without worrying about funding sustainability.

Annual funding adds the risk of disruption if funding is not renewed annually. This can lead to the disruption or even closure of essential community services impacting the wellbeing of residents who rely on them.

Annual funding adds to the administrative burden. Applying for funding every year requires more time and resource from community groups thus diverting focus away from core activities.

Accordingly, it is submitted that the Masterton District Council retain its three-year funding to community groups.

**Jim Birchall**  
Chairperson



#72

COMPLETE

Collector: Test Link (Web Link)  
 Started: Wednesday, April 17, 2024 7:04:15 PM  
 Last Modified: Wednesday, April 17, 2024 7:17:21 PM  
 Time Spent: 00:13:05  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Katrina Edmead**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</b></p>
<p><b>Q16</b> Service Area 5: Climate initiatives</p>	<p><b>Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</b></p>

Page 3: Fees and Charges

**Q17**

**Yes**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

Walking tracks

**Q21**

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

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

**Q22**

**Log a service request online**

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

**Q23**

**Pay by automatic payment or direct debit**

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

**Q24**

**Monthly**

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

**Q25**

**Never**

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

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

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#218

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, April 26, 2024 11:51:12 AM
Last Modified: Friday, April 26, 2024 12:41:00 PM
Time Spent: 00:49:48
IP Address: [Redacted]

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

Q1

Your details

Full name (required)

Joanne Edwards

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

**Q17**

**Don't know**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

They are very central community spaces which accommodate a wide range of activities and are very popular with people of all ages all ages who visit or live here. I believe that they both, along with the Waipua River provide green space hauora for the community which no building can. Economic development isn't just about money - it is about people wanting to visit and live here.

**Q21**

**Visit the Council website**

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

**Q22**

**Phone the Council**

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

**Q23**

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

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

**Q24**

**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?

Please review the information you have on your website for applying for a resource consent for a boundary fence. I paid far too much and was grateful for the Council staff getting back to me to clarify and then reimburse. All that could have been avoided.

---

**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

With regard to the Town Hall question (7), we have already gone 8 years without a town hall and there are other venues which can be used for events (of various sizes). There isn't an Alternative Option 3 which I would definitely support - to demolish and not replace alongside the option to expand Waiata House.

With regard to Regional Positive Ageing facilitation (Question 14. Service Area 3), this is a false saving and gives a very negative message to older people in our community (nearly 25% of Wairarapa population). It was significant when the three councils joined forces to implement the Positive Ageing Strategy and now (quite rightly) the Council has applied for recognition of being an age-friendly city and community. This seems to be more of a political move than a genuine desire to be age friendly. If this funding and position is to cease, I would like to know what other investment the MDC will be making in their older people? I believe that the Council needs to recognise the significant contribution that older people make to the community and acknowledge that through a continuing commitment to the all-of-government Positive Ageing Strategy.

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#594

COMPLETE

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 Last Modified: Sunday, May 05, 2024 12:56:04 PM  
 Time Spent: 00:17:30  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Lewis Edwards  
 Postal address [REDACTED]  
 Email [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

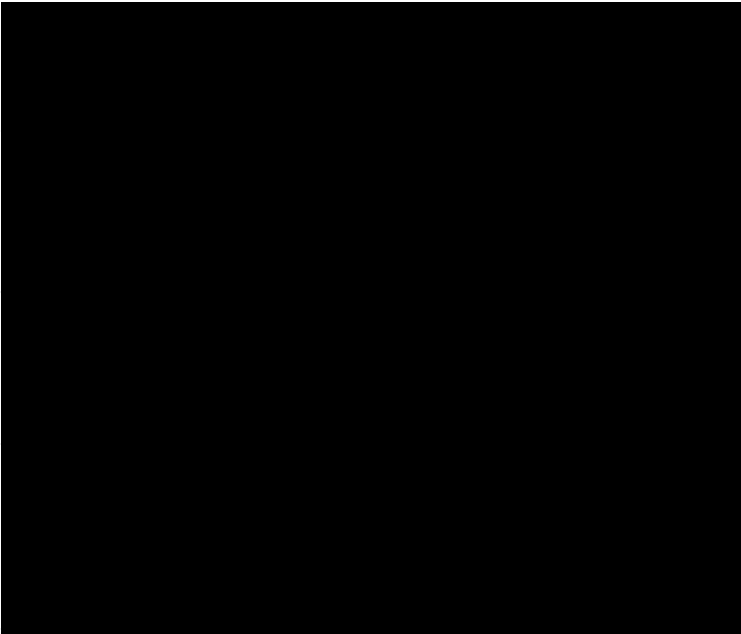
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

**Q9** **Alternative Option 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** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

**Q17**

**Yes**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

**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:

Brilliant destination for families, dog walkers even campers and is very well utilized. Ideally the Regional Council should be maintaining this asset or assist the MDC in maintaining it. The frisby gold course and many tracks around the large lakes make this place a unique gem.

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

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

**Q24**

**Monthly**

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

**Q25**

**Monthly**

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

**Q26**

**Yes**

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

---

**Q27**

**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

---

#14

COMPLETE

Collector: Test Link (Web Link)  
 Started: Wednesday, April 10, 2024 12:45:07 PM  
 Last Modified: Wednesday, April 10, 2024 12:54:10 PM  
 Time Spent: 00:09:03  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required)	Simon Ellis
----------------------	-------------

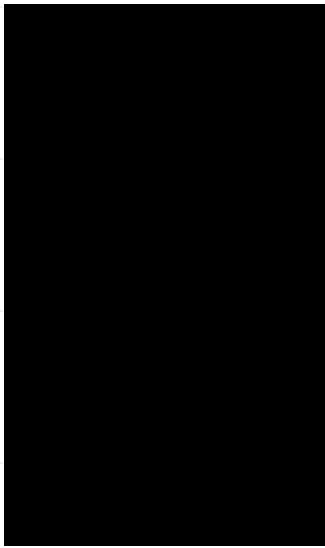
Q2

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** **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**

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

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

**Q20**

**Respondent skipped this question**

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

**Q21**

**Visit the Council website**

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

**Q22**

**Log a service request online**

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

**Q23**

**Pay by automatic payment or direct debit**

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

**Q24**

**Monthly**

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

**Q25**

**Never**

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

**Q26**

**No**

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

---

**Q27**

**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?

Add charge to rates for those who choose to receive rates bill (and any other associated correspondence) by post as opposed to by email. The additional charge to represent the full cost of receiving paper copies (printing, postage etc). In an age where the large majority of people use email, it is grossly inefficient and costly to rely on an outdated method.

---

**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

---



[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Email

[Redacted]

## Hearing

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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[Redacted]

[Redacted]

[Redacted]

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[Redacted]

# Your thoughts on the Big Decisions

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

## Big Decision 1: Town Hall, library and archive

**Town Hall** (Consultation Document pages 13-18)

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

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

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

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

Yes – keep the façade

No – do not keep the façade

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

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

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

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

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

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
<b>1: Wairarapa Economic Development Strategy</b>	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	Maintain funding
<b>2: Regional Walking and Cycling facilitation</b>	Cease funding for this (annual saving of \$35K)	Maintain funding
<b>3: Regional Positive Ageing facilitation</b>	Cease funding for this (annual saving of \$40.5K)	Maintain funding
<b>4: Welcoming Communities facilitation</b>	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.
<b>5: Climate initiatives</b>	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund  OR  Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

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

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

Yes

No

Don't know

# Your thoughts to help shape our thinking

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

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

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)

#213

302

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, April 25, 2024 9:03:21 AM
Last Modified: Thursday, April 25, 2024 9:18:59 AM
Time Spent: 00:15:38
IP Address: [Redacted]

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

Q1

Your details

Full name (required) C Engel
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**

Comments

Re the town hall

1. Carterton Council sold some land and put that towards the Event Centre, what can you sell?
  2. The amount of people on a fixed income makes any new debt for capital projects and other costs above inflation much harder for them.
  3. The world has changed since covid, people are not going out as much and have their own tight expenses. If they're keen for shows then they are prepared to travel, like going to Wellington to see the Hurricanes, each town doesn't have to replicate the same facilities.
- So my answer is just knock it all down, unless you sell something or if the Borman quote was still on the table.
- 
- 

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:

peaceful walk/bike or take the dog out.

---

**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**

**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

---

# #10

**COMPLETE**

**Collector:** Test Link (Web Link)  
**Started:** Tuesday, April 09, 2024 7:53:24 PM  
**Last Modified:** Tuesday, April 09, 2024 7:59:57 PM  
**Time Spent:** 00:06:33  
**IP Address:** [REDACTED]

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

### Q1

Your details

**Full name (required)** Abby Esler  
**Postal address** [REDACTED]  
**Email** [REDACTED]  
**Phone** [REDACTED]

### Q2

No

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

### Q3

What is your age range?

[REDACTED]

### Q4

What is your ethnicity? You may tick multiple boxes.

### Q5

What is your gender?

### Q6

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

## Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>Alternative Option 1 – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

---

Page 3: Fees and Charges

**Q17**

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

**Don't know**

---

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

The walking tracks

---

**Q21**

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

**Visit the Council website**

---

**Q22**

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

**Log a service request online**

---

**Q23**

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

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

---

**Q24**

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

---

**Never**

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

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#594

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, May 06, 2024 9:30:10 AM
Last Modified: Monday, May 06, 2024 9:41:43 AM
Time Spent: 00:11:33
IP Address: [Redacted]

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

Q1

Your details

Full name (required) craig Norman esler

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

Q2

No

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

Q3

What is your age range?

Q4

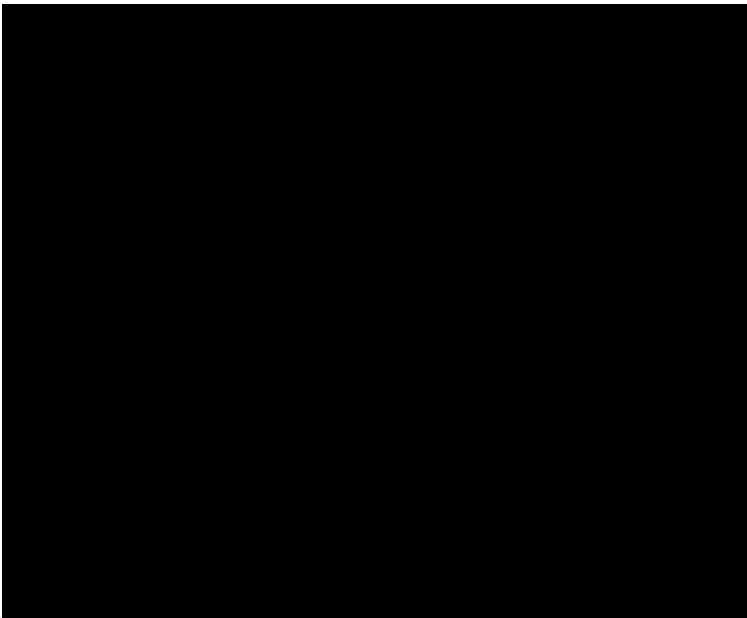
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>
<p><b>Q16</b> Service Area 5: Climate initiatives</p>	<p><b>Respondent skipped this question</b></p>

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**

**Phone the Council**

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

**Q22**

**Phone the Council**

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

**Q23**

**Pay 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

---

#266

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 29, 2024 9:24:03 PM
Last Modified: Monday, April 29, 2024 9:41:56 PM
Time Spent: 00:17:53
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Gary Andrew Esler
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

---

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

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

---

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

Town centre improvements (Consultation Document pages 25-28)

---

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

Council Funding (Consultation Document pages 29-31)

---

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

Service Area 1: Wairarapa Economic Development Strategy

---

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

Service Area 2: Regional Walking and Cycling facilitation

---

**Q14** **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:

The lakes are an important part of the recreational walks and beauty in Masterton. The lake of Remembrance (Park Lake) should be cleaned out and have its water level maintained.

**Q21**

**Phone the Council**

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

**Q22**

**Phone the Council**

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

**Q23**

**Pay by automatic payment or direct debit**

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

**Q24**

**Never**

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

**Q25**

**Never**

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

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

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?

Customer services should all be in one building ... a one stop shop.

---

**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

With MDC rate increases and home and contents insurance now increasing steeply ( just got my insurance bill and it is close to my rates bill in pricing) it will make it difficult to own a house in Masterton for elderly and low income people. Do the must have projects and leave the "that would be nice to have" projects on the back burner. Do we really need a town hall, we have coped for years without it ? A town hall could host a few big events, but do we spend millions plus on going upkeep just to host a few big events occasionally ?

---

#559

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, May 04, 2024 11:56:29 AM
Last Modified: Saturday, May 04, 2024 12:34:31 PM
Time Spent: 00:38:01
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Linda Everingham
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>
<p><b>Q16</b> Service Area 5: Climate initiatives</p>	<p><b>Respondent skipped this question</b></p>

Page 3: Fees and Charges

**Q17**

**No**

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

---

**Q18**

Comments

I think dump fees are too much. We should be encouraging people to dump safely not fly dump. Every house hold or rate payer could get 1 or 2 free trailer loads to the dump per year to be used at their discretion.

---

---

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 for everyone, they are free, they are ascetically pleasing to look at (when grass/weeds kept under the control) they encourage people to get out and walk in a nice environment. Kid, family, all age and dog friendly too

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Never**

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

---



**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

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

No

---

**Q29**

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

The council was voted in with a mandate to get on and build the new Town Hall on site. Just get on and do it. All the delays are just ending up costing Rate Payers more in the long-term as prices are continuing to rise. Already prices are more than double Borman's original quote. How much longer do we wait! Till it's up to \$75 million?

---

## Your details

Full name (required)

Mark Everingham

Organisation (if applicable)

Postal address

Phone

Email

## Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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

What is your age range?

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

What is your gender?

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

# Your thoughts on the Big Decisions

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

## Big Decision 1: Town Hall, library and archive

**Town Hall** (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
  No
  Don't know

# Your thoughts to help shape our thinking

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

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

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

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

## How we deliver customer services (Consultation Document page 42)

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

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

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

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

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

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

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

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

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

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less

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

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

(attach separate pages if needed)

No more differing, go ahead as soon as possible with the Councils preferred option for the Town Hall and Library

## 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](http://www.mstn.govt.nz) or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

## Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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



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

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

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

*DECREASE UNTIL OPEN FIRES STOPS*

**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
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- Email the Council
- Visit the Queen Street Customer Service Centre in person

Other – please specify

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

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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 *NEVER USE  
DONT OWN COMPUTER.*

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 WOULD SUGGEST IF THE COUNCIL IS SERIOUS ABOUT CLIMATE IMPROVEMENT, THAT IT SHOULD START BY ENCOURAGING THE COMMUNITY TO STOP USING HOME FIRES AND HELP PEOPLE TO USE ELECTRICITY I.E. HEATPUMPS. THE AIR POLLUTION IS TERRIBLE IN WINTER MONTHS AT NIGHT. PEOPLE WITH BREATHING PROBLEMS HAVE DIFFICULTY GOING OUT AT NIGHT.*

*J. EVRE.*

## Your details

309

Full name (required)

Shirley Anne Eyre

Organisation (if applicable)

/

Postal address

[Redacted]

Phone

[Redacted]

Email

[Redacted]

## Hearing

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Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

- Yes  No  Don't know

# Your thoughts to help shape our thinking

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

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

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

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

## How we deliver customer services (Consultation Document page 42)

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

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

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

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

- 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)



#305

310

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 8:11:09 AM
Last Modified: Thursday, May 02, 2024 8:38:29 AM
Time Spent: 00:27:20
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Richard Fairbrother
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**

**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**

**Email the Council**

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

**Q23**

**Pay by automatic payment or direct debit**

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

**Q24**

**Monthly**

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

**Q25**

**Monthly**

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

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**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

Rural Rates increases

I have searched some properties in the Blairlogie and Tinui District and there are farmers who are looking at 30-40% rates rises for 2024-25

One property is 33% increase, I have 2 neighbours at 36-38% and 2 others at Tinui 36% and 43%

So my searches are not one off increases, and these increases are really concerning for sheep and beef farmers

Have forestry RVs gone up in conjunction with pastoral land? Otherwise it would seem that sheep and beef properties are being unfairly targeted to pay for the roading - when there is an argument that the logging trucks are doing the most ongoing damage to the roads

600ha forestry paying \$7k rates going up 14.5%

600 ha pastoral land paying \$15k rates going up \$33%

The balance of the weighting for the rural rates increases seems unfair, and quite frankly may be unsustainable for some rural businesses

Town businesses use the rural roads, and town businesses benefit from the economic benefits that sheep and beef farms provide to MAsterton

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#292

COMPLETE

Collector: Test Link (Web Link)  
 Started: Tuesday, April 30, 2024 8:51:52 PM  
 Last Modified: Tuesday, April 30, 2024 9:17:38 PM  
 Time Spent: 00:25:46  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Roger Fairbrother

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

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

Q3

What is your age range? [REDACTED]

Q4

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

Q5

What is your gender? [REDACTED]

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

---

Page 3: Fees and Charges

**Q17**

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

**Don't know**

---

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

Seeing water

---

**Q21**

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

**Visit the Council website**

---

**Q22**

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

**Phone the Council**

---

**Q23**

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

**Pay by automatic payment or direct debit**

---

**Q24**

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

**Monthly**

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**Respondent skipped this question**

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?

Awards program for Frontline staff who do good work on parks and roads.

---

**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 can't see how a building constructed in 1919 a d has withstood massive earthquakes, with no apparent damage needs to be knocked down.

---



#301

COMPLETE

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 Time Spent: 00:08:41  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required)	Tim Fairbrother
----------------------	-----------------

Q2

No

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

Q3

What is your age range?

Q4

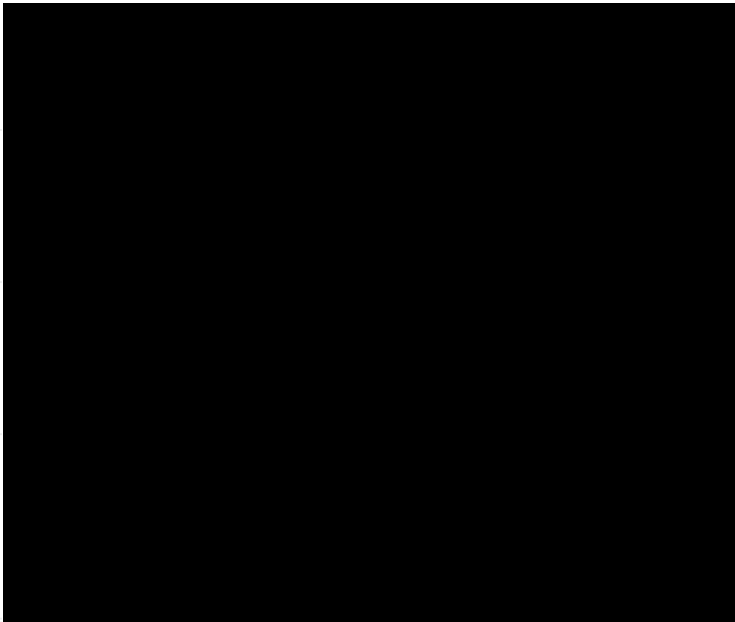
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

**Q8**

**Yes – keep the façade**

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

**Q9**

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

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

**Q10**

Town centre improvements (Consultation Document pages 25-28)

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

**Q11**

Council Funding (Consultation Document pages 29-31)

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

**Q12**

Service Area 1: Wairarapa Economic Development Strategy

**Alternative Option - Maintain funding**

**Q13**

Service Area 2: Regional Walking and Cycling facilitation

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

**Q14**

Service Area 3: Regional Positive Ageing facilitation

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

**Q15**

Service Area 4: Welcoming Communities facilitation

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

**Q16**

Service Area 5: Climate initiatives

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

**Q17**

**Yes**

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

---

**Q18**

Comments

Inflation has been high and we need to keep spending money to keep the town relevant. It is lower than most around the country

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

**Respondent skipped this question**

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

---

**Q21**

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

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

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Monthly**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**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

Forestry blocks should pay significantly more in rates as the logging trucks are the ones that ruin the roads so we have to spend so much. Their rates are minimal compared to the damage they do.

---

## 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](http://www.mstn.govt.nz) or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

## Big Decision 1: Town Hall, library and archive

**Town Hall** (Consultation Document pages 13-18)

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

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

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

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

Yes – keep the façade

No – do not keep the façade

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
  No
  Don't know

# Your thoughts to help shape our thinking

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

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

Invest in maintaining the lakes as they are now

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

Don't know

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

## 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)

Rate increases are too high and the compounding effect over 10 years will be astronomical.

Council must cut costs. staff would be a good place to start.

We do not need a climate initiatives fund - this is a central government function.

Clear the town hall site and sell the land. A developer might build apartments, offices, hotel, conference centre or a concert hall, in the unlikely event that it is commercially viable. That is not the council's job.

#327

COMPLETE

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Last Modified: Thursday, May 02, 2024 12:51:56 PM
Time Spent: 00:08:34
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Alexandra Margaret Farman

Postal address [Redacted]

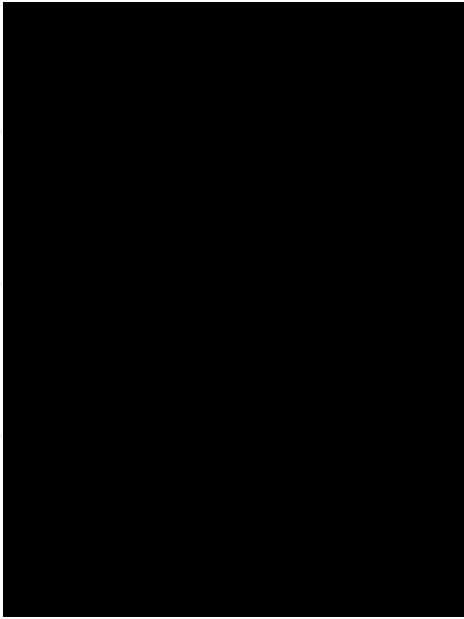
Q2

No

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

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

**Q8**

**Yes – keep the façade**

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

**Q9**

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

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

**Q10**

**Respondent skipped this question**

Town centre improvements (Consultation Document pages 25-28)

**Q11**

**Respondent skipped this question**

Council Funding (Consultation Document pages 29-31)

**Q12**

**Respondent skipped this question**

Service Area 1: Wairarapa Economic Development Strategy

**Q13**

**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**

Respondent skipped this question

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

---

**Q20**

Respondent skipped this question

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

---

**Q21**

Respondent skipped this question

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

---

**Q22**

Respondent skipped this question

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

---

**Q23**

Respondent skipped this question

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

---

**Q24**

Respondent skipped this question

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

---

**Q25**

Respondent skipped this question

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

---

**Q26**

Respondent skipped this question

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

---

**Q27**

Respondent skipped this question

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

---

**Q28**

Respondent skipped this question

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

---

**Q29**

Respondent skipped this question

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

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#507

315

COMPLETE

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 Started: Friday, May 03, 2024 5:23:53 PM  
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 Time Spent: 00:11:55  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Katie Farman**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

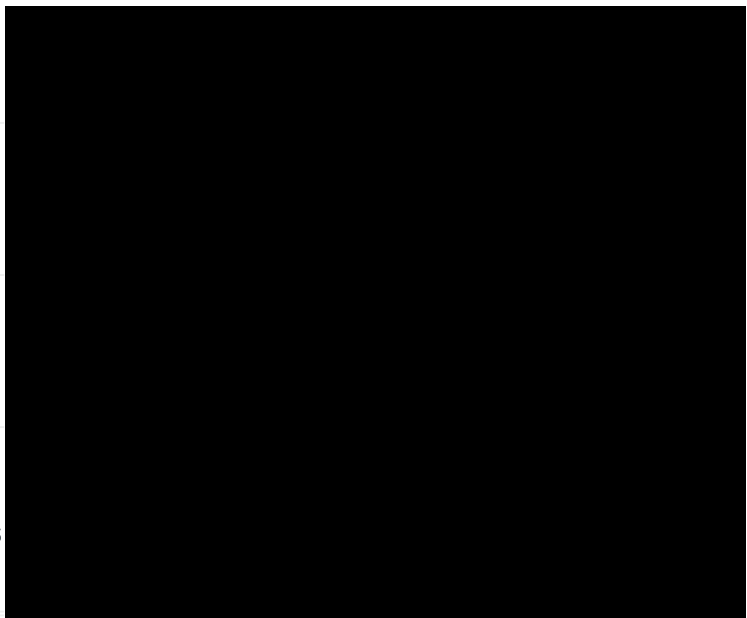
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>Respondent skipped this question</b></p>
<p><b>Q16</b> Service Area 5: Climate initiatives</p>	<p><b>Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</b></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**

**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 a fantastic recreational reserve for families, sports groups and individuals with unique bird life, dual walking/cycling tracks and the ability for the Wairarapa Dragon Boat Club and Waka Ama Club to paddle/compete. The latter club hosts significant regattas which attract visitors to the region and thereby increasing visitor spend in Masterton and Wairarapa. Without this asset, Masterton would have very little recreational areas.

**Q21**

**Phone the Council**

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

**Q22**

**Phone the Council**

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

**Q23**

**Pay by automatic payment or direct debit**

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

**Q24**

**Monthly**

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



**Q25**

**Respondent skipped this question**

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

---

**Q26**

**Yes**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

I'd like to see ACTION on the town hall.

I'd also like to see consideration in regards to water storage in the region. After the last "drought" summer its a major concern and impacts everyone.

I would also like to see road works completed to a high standard. I am frustrated driving through town or north to Opaki and seeing that the road is being resurfaced AGAIN ... I can think of 3-4 times in the last year where the road north of Masterton has been resurfaced. Please do this job once and ensure you do it with quality contractors using quality materials that sustain the level of traffic - including heavy vehicles - that travel through this area.

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#38

COMPLETE

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 Time Spent: 00:41:56  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Maggie Fauvel  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

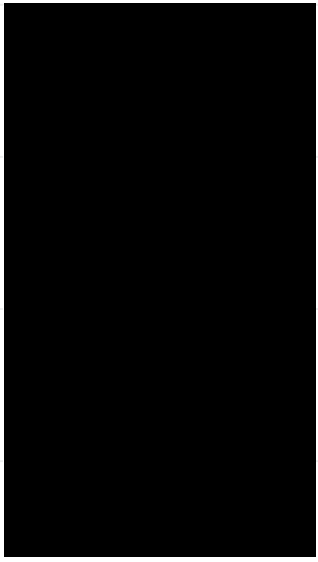
Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Page 3: Fees and Charges

**Q17**

Do you support our proposed fees and charges for 2024/25?

**Yes**

**Q18**

Comments

**Respondent skipped this question**

Page 4: Your thoughts to help shape our thinking

**Q19**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Explore a different look and feel in future if it would cost less**

**Q20**

Please tell us what you value and enjoy most about these lakes now:

**Respondent skipped this question**

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Visit the Council website**

**Q22**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Phone the Council**

**Q23**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Pay by automatic payment or direct debit**

**Q24**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Monthly**

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

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**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

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**Q27**

**About the same**

Would you prefer to do more or less Council business online?

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**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

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**Q29**

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

Stormwater drainage in Masterton needs to be prioritised.

Also leaking water pipes.

We need an Arts centre that can host artists and touring groups such as the NZSO, comedians, musicians etc to draw visitors into the town. At present we are missing out the economic gains Southern Wairarapa towns enjoy from out-of-region-visitors. We could be enjoying some of the economic benefits if we offered a more vibrant entertainment and nightlife scene to draw visitors up to Masterton for a night out when they visit the Wairarapa region.

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#94

COMPLETE

Collector: Test Link (Web Link)  
 Started: Friday, April 19, 2024 12:11:45 PM  
 Last Modified: Friday, April 19, 2024 12:38:12 PM  
 Time Spent: 00:26:26  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Pamela Feiertag  
 Organisation (if applicable) Wai Tours Limited  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

Do you support our proposed fees and charges for 2024/25?

**Yes**

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Explore a different look and feel in future if it would cost less**

**Q20**

Please tell us what you value and enjoy most about these lakes now:

The quality of our lakes especially Henley Lake needs to be considered especially the quality of water, relocation of black swans and wild geese, etc. also looking at minimising algae bloom and improving water quality to allow water sports like kayaking and waka ama at the lake

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Visit the Council's social media pages – e.g. Facebook or Instagram**

**Q22**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Phone the Council**

**Q23**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Pay in person at the Queen Street Customer Service Centre**



**Q24**

**Never**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

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**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

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**Q26**

**Yes**

Have you used the Council's after hours service in the past 12 months?

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**Q27**

**More**

Would you prefer to do more or less Council business online?

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**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

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**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#17

COMPLETE

Collector: Test Link (Web Link)  
 Started: Wednesday, April 10, 2024 5:07:08 PM  
 Last Modified: Wednesday, April 10, 2024 5:29:10 PM  
 Time Spent: 00:22:02  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Lynda Ann Feringa  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

**Yes**

Do you support our proposed fees and charges for 2024/25?

**Q18**

**Respondent skipped this question**

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Q20**

Please tell us what you value and enjoy most about these lakes now:

While the lakes are beautiful they have been better managed in the past. I would prefer the Council to invest more into maintaining the lakes. The Lake of Remembrance needs an annual cleanup.

**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**

**More than once a week**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

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**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

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**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

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**Q27**

**About the same**

Would you prefer to do more or less Council business online?

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**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

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**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#280

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 30, 2024 4:05:09 PM
Last Modified: Tuesday, April 30, 2024 4:18:13 PM
Time Spent: 00:13:03
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Margaret Phebe Feringa
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

---

Page 3: Fees and Charges

**Q17**

**Yes**

Do you support our proposed fees and charges for 2024/25?

**Q18**

Comments

Totally approve of what you are doing thank you

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Q20**

Please tell us what you value and enjoy most about these lakes now:

It is absolutely essential that the lakes get an annual clean to keep our rivers clean

**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 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?

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**Q25**

**Monthly**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**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

It is imperative council do the major builds now

---

#125

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, April 21, 2024 8:40:46 PM
Last Modified: Sunday, April 21, 2024 8:50:55 PM
Time Spent: 00:10:09
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Laurence FIELD
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

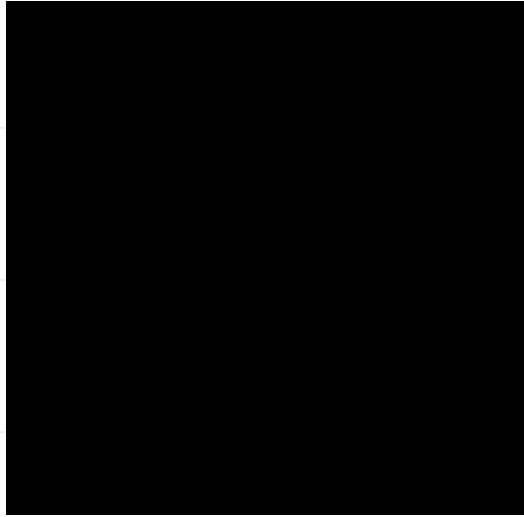
Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** **The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** **Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

**Q17**

**No**

Do you support our proposed fees and charges for 2024/25?

---

**Q18**

Comments

Concentrate on infrastructure maintaining and upgrades. No need for a town hall, we have not had one for years now. It will bring no new business etc to Masterton.

---

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 lake is a icon of Masterton. Would be a shame to see them go

---

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

Other - please specify:

I don't visit the council sites at all. More advertising for events is needed.

---

**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

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