

# LONG TERM PLAN 2024-2034 SUBMISSIONS

# Volume 7

**Submissions 321 to 390** 

From consultation 5 April to 6 May 2024

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321

## #20

## COMPLETE

Collector: Test Link (Web Link)

Started: Thursday, April 11, 2024 9:29:14 AM Last Modified: Thursday, April 11, 2024 10:09:42 AM

**Time Spent:** 00:40:28

IP Address:

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

## Q1

Your details

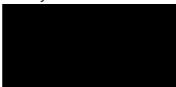
Full name (required)

Postal address

Email

Phone

**Shirley Anne Field** 



Q2

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

No



What is your age range?

## Q4

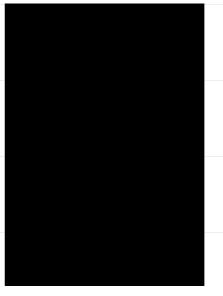
What is your ethnicity? You may tick multiple boxes.

## Q5

What is your gender?

## Q6

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



## Page 2: Your Thoughts on the Big Decisions

## Q7

Town Hall (Consultation Document pages 13-18)

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

## Q8

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

No - do not keep the façade

## Q9

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

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

## Q10

Town centre improvements (Consultation Document pages 25-28)

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

## Q11

Council Funding (Consultation Document pages 29-31)

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

## Q12

Service Area 1: Wairarapa Economic Development Strategy

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

## Q13

Service Area 2: Regional Walking and Cycling facilitation

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

### Q14

Service Area 3: Regional Positive Ageing facilitation

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

## Q15

Service Area 4: Welcoming Communities facilitation

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

## Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 Yes

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

## **Q18**

#### Comments

We do not need a town hall, because 1. young people prefer outside concerts etc. 2. our population is ageing & a lot do not go out at night. 3. big productions do not come to smaller populated areas. By the year 2050 there will not be shops apart from cafes & restaurants in Queen St. All young people shop on line now. The same with the library mainly only older people now use the library for books. Reference books are replaced by up to date information online.

## Page 4: Your thoughts to help shape our thinking

## Q19 Invest in maintaining the lakes as they are now

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

#### **O20**

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

They encourage people to exercise & the water, wildlife & beautiful trees & grassy areas are calming & restful in people's busy life. Accessible to everyone including visitors to our town.

Q21 Visit the Council website

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

Q22 Phone the Council

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

Q23 Pay 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

We need to keep the increases in rate rises as low as possible. It is very hard for the young people, with all the rising costs. People on low fixed incomes are struggling at present. Thank you for the chance to have our input.

From: Rachael Fletcher
To: Submissions Sub

Subject: Submission - support continued support for Destination Wairarapa

**Date:** Sunday, 5 May 2024 5:41:43 pm

#### Dear Councillors,

I'm writing to express my strong support for the continued investment and support of Destination Wairarapa at its current levels.

Destination Wairarapa provide a fantastic and essential service for our region, bringing together coordinated and targeted marketing to give a strong voice, and attract visitors to Wairarapa to enjoy what we have to offer, spend money and help our region thrive.

As an event organiser and marketer I've worked with Destination Wairarapa on a number of different events and businesses for a number of years, and I've witnessed the impact first hand. Their impact through their marketing support, relationships with other regions, media and tourism support is significant.

The events and tourism operators I've worked with DW on include Toast Martinborough, The Festival of Christmas, The Tora Coastal Walk, The White Swan Country Hotel, The Hendrick's Hootenanny, Wines from Martinborough. They do an incredible and critical job, which elevates awareness of our region and the wonderful things there are to see and do here. This, in turn, increases visitation and spend.

Our region punched well above its weight with both visitation and spend during COVID, and soon after, and there is no doubt that much of our regions success was down to the work, marketing and support they provide their members and the region in general.

I wholeheartedly support the continued investment and support of Destination Wairarapa at its current levels, and thank you for the support you have provided so far..

Kind regards, Rachael Fletcher



rachael fletcher director 0272 612 998 rachael@because.co.nz www.because.co.nz

strategy | events | marketing

## Your details

Full name (required)	Rava Foote	1.84
Organisation (if applicable)		
Postal address		
Phone	Email	
Hearing		
	ng on Wednesday 22 and Thursday 23 May 2024 Il have 5-10 minutes to present your feedback to e	
Would you like to present yo	our views at the hearing?	
lf yes, please make sure your	r contact details in the previous section are correc	t so we can get in touch,
Yes (in person)	☐ Yes (via Microsoft Teams)	<b>□</b> No
About you		
	lerstand which sectors of the community are provi proach. Your responses will not be made public w d to the Council,	
What is your age range?		
, J		
	may tick multiple hoxes)	
What is your ethnicity? (you	may determaniple boxesy	
What is your ethnicity? (you	may determanable boxesy	
	may decimanate boxes	
What is your ethnicity? (you What is your gender?	may determanable boxes)	

# Your thoughts on the Big Decisions

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

Bi	g Decision 1: Town Hall, library and archi	ve
То	own Hall (Consultation Document pages 13-18)	
		the Town Hall and Municipal Buildings and build a new in the Municipal Building façade, and expand Waiata House.
	Alternative Option 1 – Demolish the Town H refurbish the existing Municipal Building incluCost: \$49.9 million (noting high uncertainty).	all and build a new Town Hall on the site; retain and uding façade; and retain Waiata House.
· ·	Alternative Option 2 — Demolish the Town Houldings; retain Waiata House and the lease Cost: \$3.57 million.	lall and Municipal Building and do not replace these d Queen Street office.
the		e Option 1 include provision and budget to retain cost to do this is \$1.97 million. Do you want to keep
	Yes – keep the façade	☐ No – do not keep the façade
Ma	asterton District Library and Wairarapa Archi	ve (Consultation Document pages 19-24)
	The Council's Preferred Option – Upgrade a extension to include the Archive. Cost: \$10.75 million.	and expand the Library and consider in future a further
	Alternative Option 1 – Upgrade and expand Cost. \$14.66 million.	the Library and include the Archive now.
V	Alternative Option 2 — Complete essential Li Cost: \$2.3 million.	ibrary repairs and maintenance only.
Big	g Decision 2: Town centre improvements	(Consultation Document pages 25-28)
	The Council's Preferred Option – Complete in the town centre. There would be no other in Cost: \$6.48 million	essential work to improve water and roading infrastructure improvements to Queen Street.
V	Alternative Option — Complete essential wor centre, and redevelop the town centre to imp Cost: \$14.12 million.	k to renew water and roading infrastructure in the town brove the 'look and feel' of that space.
Big	g Decision 3: Council Funding (Consultatio	n Document pages 29-31)
	The Council's Preferred Option — Funding for contestable. Applications for this funding wou	or community groups and organisations would become uld be considered annually.
		cil funding arrangements. (Note: there is currently a erm Plan process and a smaller pool of annual

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

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

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

# 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  $\ \square$  Visit the Council's social media pages – e.g. Facebook or Instagram ☐ Email the Council ☐ Visit the Queen Street Customer Service Centre in person ☐ Other – please specify When you need to report a problem with a Council facility or service, what channel do you use most often?: ☐ Log a service request online Phone the Council ☐ Visit the Queen Street Customer Service Centre ☐ Email the Council ☐ Other – please specify When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? ☐ Pay via the Council's website ☐ Pay in person at the Queen Street Customer Service Centre Pay by automatic payment or direct debit How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? ☐ More than once a week ☐ Weekly ☐ Monthly Never

How often, on average, have you v	isited the Queen Street (	Customer Service Cent	re in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	☑ Never
Have you used the Council's after h	nours service in the past	12 months?	(once)
☐ Yes	□ No		Don't know
Would you prefer to do more or les	s Council business online	۵?	
☐ More	Less		
Do you have any other comments of	on how the Council deliv	ers customer services I	now? Or suggestions for
customer services that you would li	ike the Council to consid	er in future?	
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	ur feedback on the 20	24-34 Long Term Plan?
			.00
			P 1
			1

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• @MastertonDC

TE KAUNIHERA Å-ROHE O WHAKAORIORI

MASTERTON
DISTRICT COUNCIL

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## Your details

Full name (required)	Paul John Gadsley
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 per	son)
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	Yes	(via	Microsoft	Teams)
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## About you

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



# Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and a	rchive
Town Hall (Consultation Document pages 13	3-18)
	lish the Town Hall and Municipal Buildings and build a new retain the Municipal Building façade, and expand Waiata House.
	rn Hall and build a new Town Hall on the site; retain and including façade; and retain Waiata House. hty).
☐ Alternative Option 2 — Demolish the Toy buildings; retain Waiata House and the le Cost: \$3.57 million.	vn Hall and Municipal Building and do not replace these eased Queen Street office.
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☐ Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairarapa A	rchive (Consultation Document pages 19-24)
☐ The Council's Preferred Option — Upgraextension to include the Archive.  Cost: \$10.75 million.	de and expand the Library and consider in future a further
☐ Alternative Option 1 — Upgrade and exp Cost: \$14.66 million.	and the Library and include the Archive now.
☐ Alternative Option 2 — Complete essent Cost: \$2.3 million.	ial Library repairs and maintenance only.
Big Decision 2: Town centre improveme	ents (Consultation Document pages 25-28)
☐ The Council's Preferred Option — Comp in the town centre. There would be no ot Cost: \$6.48 million	lete essential work to improve water and roading infrastructure her improvements to Queen Street.
마리 하는 것이 하는 아니라 이 것 같아. 그렇게 되었다면 하는 것이 없는 것이 없는 것이 없는 것이 없다면 없는 것이다.	work to renew water and roading infrastructure in the town improve the 'look and feel' of that space.
Big Decision 3: Council Funding (Consult	tation Document pages 29-31)
☐ The Council's Preferred Option — Funding contestable. Applications for this funding	ng for community groups and organisations would become would be considered annually.
그들아 아내님에 그리고 되었다고 하면 되었다. 아내리는 사람들이 모든 사람들이 살아 되었다.	ouncil funding arrangements. (Note: there is currently a ng-Term Plan process and a smaller pool of annual

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contestable funding).

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

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

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

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

Do you support our propo	osed fees and charges for 2024/25?	
☐ Yes	I No	☐ Don't know

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## Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrance (Consultation Document page 42) Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? Invest in maintaining the lakes as they are now ☐ Explore a different look and feel in future if it would cost less ☐ Don't know Please tell us what you value and enjoy most about these lakes now: How we deliver customer services (Consultation Document page 42) These questions will help inform a review of how we deliver our customer services. When you need information about Council services, events or activities, what channel do you use most often? Visit the Council website ☐ Phone the Council ☐ Visit the Council's social media pages – e.g. Facebook or Instagram ☐ Email the Council ☐ Visit the Queen Street Customer Service Centre in person Other – please specify When you need to report a problem with a Council facility or service, what channel do you use most often?: Phone the Council ☐ Log a service request online ☐ Visit the Queen Street Customer Service Centre ☐ Email the Council ☐ Other – please specify When you need to pay your rates or pay for another Council service (e.g., dog registration, consent fees, etc), what channel do you use most often? ☐ Pay via the Council's website ☐ Pay in person at the Queen Street Customer Service Centre Pay by automatic payment or direct debit How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? ■ More than once a week ☐ Weekly ■ Monthly

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How often, on average, have you was then appear a week			
☐ More than once a week	☐ Weekly	Monthly	☐ Never
Have you used the Council's after	hours service in the past	12 months?	
☐ Yes	□ No		on't know
Would you prefer to do more or les	ss Council business onlin	e?	
More	☐ Less		
Do you have any other comments customer services that you would			ow? Or suggestions for
Council service lease costs	Jiens that		6
Coline ( Se.	o cer secto	ce in	Council Owned
building & San	ve money b	y not howin	of to pay
land and	•		. 1
lase cosis			
Is there anything else you would (attach separate pages if needed)			
Is there anything else you would			
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	ur feedback on the 202	4-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)	like to say as part of you	ur feedback on the 202 cakuta Stree	4-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)	like to say as part of you	ur feedback on the 202 cakuta Stree	4-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)	like to say as part of you	ur feedback on the 202 cakuta Stree	4-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)  Protection of  The Mangae Source in gutter on	like to say as part of your the Manga akuta Streat Albert Street the southern	cakuta Streets - and runs side of the	4-34 Long Term Plan?  From a spring  in a deep  ne street.
Is there anything else you would (attach separate pages if needed)  Protection of  The Mangae Source in gutter on  The Cour	like to say as part of your the Mangaran Stream Albert Street the southern and should	eakuta Streets - and runs side of the	4-34 Long Term Plan?  From a spring  in a deep  ne street.
Is there anything else you would (attach separate pages if needed)  Protection of  The Mangae Source in gutter on  The Cour	like to say as part of your the Mangaran Stream Albert Street the southern and should	eakuta Streets - and runs side of the	from a spring in a deep street.
Is there anything else you would (attach separate pages if needed)  Protection of  The Mangae Source in gutter on  The Cour	like to say as part of your the Manga akuta Streat Albert Street the southern	eakuta Streets - and runs side of the	from a spring in a deep ne street.

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## Your details

Full name (required)	Malcolm W. Gardiner			
Organisation (if applicable)	N/A			
Postal address				
Phone	Email			
Hearing				
	ng on Wednesday 22 and Thursday 23 May 2024 for those wanting to preser ill have 5-10 minutes to present your feedback to elected members in person			
Would you like to present yo	our views at the hearing?			
If yes, please make sure you	r contact details in the previous section are correct so we can get in touch.			
Yes (in person)	☐ Yes (via Microsoft Teams)			
About you				
	derstand which sectors of the community are providing feedback so we can oppose. Your responses will not be made public with your submission. Only d 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Ві	g Decision 1: Town Hall, library and archive
То	wn Hall (Consultation Document pages 13-18)
	<b>The Council's Preferred Option</b> – 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>Alternative Option 1</b> – 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>√</b>	<b>Alternative Option 2</b> – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office.  Cost: \$3.57 million.
th	ne Council's Preferred Option and Alternative Option 1 include provision and budget to retain e Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep e façade?
	Yes – keep the façade
Ma	asterton District Library and Wairarapa Archive (Consultation Document pages 19-24)
	<b>The Council's Preferred Option</b> – Upgrade and expand the Library and consider in future a further extension to include the Archive.  Cost: \$10.75 million.
<b>√</b>	Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
	Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.
Bi	g Decision 2: Town centre improvements (Consultation Document pages 25-28)
<b>~</b>	<b>The Council's Preferred Option</b> – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.  Cost: \$6.48 million
	Alternative Option – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.  Cost: \$14.12 million.
Bi	g Decision 3: Council Funding (Consultation Document pages 29-31)
	<b>The Council's Preferred Option</b> – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
	<b>Alternative Option</b> – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

# 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	t less?		
✓ Invest in maintaining the lakes as	s they are now		
☐ Explore a different look and feel	in future if it would cost le	ess	
☐ Don't know			
Please tell us what you value and en	njoy most about these lak	ces now:	
Being a largely rural district, the lake green environment, so are very imputhat maintaining the health of the ecosystems.	portant for recreation an	d general wellbeing. It q	goes without saying
How we deliver customer service	•	, ,	
These questions will help inform a r			
When you need information about 0 most often? Please tick one option.	Council services, events o	or activities, what channe	el do you use
✓ Visit the Council website		☐ Phone	the Council
☐ Visit the Council's social media p	oages – e.g. Facebook or	Instagram	the Council
☐ Visit the Queen Street Customer S	Service Centre in person		
☐ Other – please specify			
When you need to report a problem Please tick one option.	n with a Council facility or	service, what channel d	o you use most often?
✓ Log a service request online		☐ Phone	the Council
☐ Visit the Queen Street Customer S	Service Centre	☐ Email t	the Council
☐ Other – please specify			
When you need to pay your rates of etc), what channel do you use most	' '	, , ,	ation, consent fees,
☐ Pay via the Council's website	Pay in person	at the Queen Street Cus	tomer Service Centre
Pay by automatic payment or dir	ect debit		
How often, on average, have you as Street Customer Service Centre in t		the Council's website or	r contacted the Queen
☐ More than once a week  LTP Submissions Volume 7	☐ Weekly	✓ Monthly	☐ Never Page 22

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 s	service in the past 12 m	onths?		
☐ Yes	<b>☑</b> No		Don't know	
Would you prefer to do more or less Cou	ncil business online?			
☐ More	Less	R	About the same	
Do you have any other comments on how customer services that you would like the			s now? Or suggestions for	

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

The primary reason for my submitting a response on the LTP is in relation to BIG DECISION 1, where I do not support a new town hall, as follows:

I have until recently been a supporter of the widely published proposals put forward by David Borman for building a new town hall within the existing facade. However, the world has changed significantly in the last 2-3 years, and there is a need to constantly review priorities in planning ahead. I am a retired architect, and therefore have experience in the assessment of planning options for the best outcomes. I am also a ratepayer, and have now re-considered the MDC options for the Civic precinct in light of all the imformation currently to hand. I therefore list my comments below as the reasoning behind my ticking the option boxes as above.

- There is published evidence suggesting we do not need a town hall and that it would be under-used. I am not aware of any significant demand for use of the old hall for major events since its closure 8 years ago that could not be convened at other nearby appropriate venues.
- I cannot identify one recent/current 'heritage' retention project anywhere in NZ that has not experienced significant and unsustainable cost overruns during construction, even with large contingencies included. This therefore means there is still significant and therefore unacceptable risk in the figure quoted for the facade retention.

I do support the MDC's plans for the long overdue library upgrade, and would go further by suggesting the including of the archive stage within the same project option for efficiency.



MSTN.GOVT.NZ

MastertonDC

326 #491

## COMPLETE

Collector: Test Link (Web Link)

Started: Friday, May 03, 2024 3:54:52 PM **Last Modified:** Friday, May 03, 2024 4:00:30 PM

00:05:37 **Time Spent:** 

IP Address:

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

## Q1

Your details

Full name (required) Luke Gardner

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)

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

## Q8

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

Yes - keep the façade

### Q9

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

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

## Q10

Town centre improvements (Consultation Document pages 25-28)

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

## Q11

Council Funding (Consultation Document pages 29-31)

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

## Q12

Service Area 1: Wairarapa Economic Development Strategy

**Alternative Option - Maintain funding** 

## Q13

Service Area 2: Regional Walking and Cycling facilitation

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

## Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

# Q16 Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 Yes

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

Q18 Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19 Explore a different look and feel in future if it would would you prefer the Council to invest in maintaining the cost less

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

Q20 Respondent skipped this question

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

Q21 Email the Council

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

Q22 Email the Council

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

Q23 Pay by automatic payment or direct debit

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

Q24 Monthly

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

Q25 Never

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

Q26 Don't know

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

Q27 More

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

Q28 Respondent skipped this question

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

## **Q29**

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

As a small business owner i rely on Destination Wairarapa to assist with the marketing of my business, I host several events each year and to get visitors both in the region and outside to buy tickets without them I would not be able successfully run these events!

Your details 327

Full name (required)	Chris Garland	
Organisation (if applicable)		
Postal address		
Phone	Email	
Hearing		
	ng on Wednesday 22 and Thursday 23 May 2024 for those Il have 5-10 minutes to present your feedback to elected m	_ :
Would you like to present ye	our views at the hearing?	
If yes, please make sure you	r contact details in the previous section are correct so we c	can get in touch.
☐ Yes (in person)	☐ Yes (via Microsoft Teams)	<b>☑</b> No
	derstand which sectors of the community are providing feed proach. Your responses will not be made public with your s d 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 impairment	s/long-term health conditions or do you identify as tāngata	whaikaha/disabled?

## Your thoughts on the Big Decisions

Big Decision 1: Town Hall, library and archive

contestable funding).

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

## Town Hall (Consultation Document 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 facade; 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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	✓ Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	☐ Cease funding for this (annual saving of \$35K)	✓ Maintain funding
3: Regional Positive Ageing facilitation	✓ Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	✓ Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>□ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>
Fees and cha	<b>rges</b> (See proposed <u>fees and char</u>	rges on our website)
Do you support our propos	sed fees and charges for 2024/25?	
<b>✓</b> 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. ✓ Phone the Council ☐ Log a service request online ☐ Visit the Queen Street Customer Service Centre ☐ Fmail 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 LTP Submissions Volume 7

Page 31

How often, on average, have you v	visited the Queen Street (	Customer Service Ce	ntre 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	<b>☑</b> No		Don't know
Would you prefer to do more or les	ss Council business online	e?	
<b>✓</b> More	Less		About the same
Do you have any other comments customer services that you would			s now? Or suggestions for
handled through face-to-face me made that can't be achieved by accessible in person.			
As Chair of the Castlepoint Reside maintaining roading, sewerage, sthat the Council tends to neglect The projected sea level rise cited infrastructure is going to become We are currently waiting on the C piece of infrastructure - its taking that the Council considered the full Does it have a policy on Manage.  If the Council expects Castlepoint there had better be some signification.	ents and Ratepayers Assotorm protection and other the settlement because in the consultation doc prone prone to damage. Jouncil to effect repairs to soo long.  Ill impact of sea level rise of Retreat? It won't be about the ratepayers to endure the sort of the second conditions.	ociation, I am particular infrasdtructure at the it is "out of sight and points to the fact that the Jetty Road season of the Jetty Road season of the Jetty Road season of the to rate properties e highest rate increason.	llarly concerned about the settlement. We feel out of mind" t the abovementioned wall, which is a critical that cannot be occupied
5			



#246

## COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, April 28, 2024 6:03:50 PM

 Last Modified:
 Sunday, April 28, 2024 6:18:45 PM

**Time Spent:** 00:14:55

IP Address:

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

## Q1

Your details

Full name (required)

Postal address

Email

Phone

**Raewyn Garrity** 



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

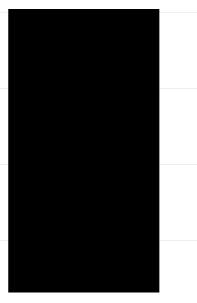
What is your ethnicity? You may tick multiple boxes.

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

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

Yes - keep the façade

### Q9

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

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

## Q10

Town centre improvements (Consultation Document pages 25-28)

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

## Q11

Council Funding (Consultation Document pages 29-31)

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

## Q12

Service Area 1: Wairarapa Economic Development Strategy

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

## Q13

Service Area 2: Regional Walking and Cycling facilitation

**Alternative Option - Maintain funding** 

## Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

## Q16

Service Area 5: Climate initiatives

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

## Page 3: Fees and Charges

Q17

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

Would you prefer the Council to 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 walking area and beautiful space with the lake and trees.

Q21

Visit the Council website

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

**Q22** 

**Phone the Council** 

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

**Q23** 

Pay by automatic payment or direct debit

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

**Q24** 

Never

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

**Q25** Never How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months? **Q26** No Have you used the Council's after hours service in the past 12 months? **Q27** More Would you prefer to do more or less Council business online? **Q28** Respondent skipped this question Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to

## **Q29**

consider in future?

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 wish to confirm that I support the Town Hall and Library renovation plan set out by David Borman in The Times Age.

329

### #455

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Friday, May 03, 2024 1:36:30 PM

 Last Modified:
 Friday, May 03, 2024 1:41:45 PM

**Time Spent:** 00:05:14

IP Address:

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

#### Q1

Your details

Full name (required) carl garstang

Postal address

Fmail

Phone

Q4

Q5

Q6

Q2 No

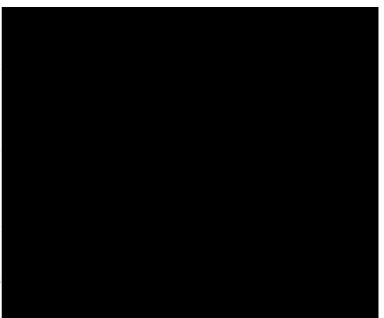
Would you like to present your views at the hearing?If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3
What is your age range?

What is your ethnicity? You may tick multiple boxes.

What is your gender?

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



Page 2: Your Thoughts on the Big Decisions

#### Q7

Town Hall (Consultation Document pages 13-18)

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

Page 37

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

No - do not keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

Q17

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

Don't know

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19 Don't know

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

#### **Q20**

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

spatial plesantness

Q21 Visit the Council website

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

Q22 Respondent skipped this question

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

Q23 Respondent skipped this question

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

Q24 Monthly

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

Q25 Never

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

Q26 No

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

Respondent skipped this question

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

#### **Q28**

Respondent skipped this question

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

#### **Q29**

Respondent skipped this question

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission #570

#### COMPLETE

Collector: Test Link (Web Link)

Started: Saturday, May 04, 2024 7:35:11 PM Last Modified: Saturday, May 04, 2024 8:19:39 PM

**Time Spent:** 00:44:27

IP Address:

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

#### Q1

Your details

Full name (required) Colin Anthony Garstang

Postal address

Email

Phone

Q4

Q5

Q2 No

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

# Q3 What is your age range?

What is your ethnicity? You may tick multiple boxes.

What is your gender?

Q6

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



Town Hall (Consultation Document pages 13-18)

Q7

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



LTP Submissions Volume 7

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

No - do not keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 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:

Both lakes are well-used by locals and visitors. Good tracks for walking and cycling encourage users away from vehicles. Access across town on foot/cycle trails beside rivers and lakes and avoiding traffic and asphalt gives rhe town an edge that most other NZ towns only wish for.

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 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

Masterton has physical features which set it apart from most NZ towns such as

- A close mountain range the very source of our water, our climate, and a quintissential part of our landscape.
- numerous urban fault lines from which many waterways originate.
- a large number of rivers and streams characteristic of a town built on a flood plain. Council has tended to treat the waterways as mere stormwater drains to be straightened, piped, and diverted. A more positive and celebratory approach to the extensive ancient waterways would put Masterton "on the map" and show the rest of New Zealand a real point of difference.

#262 331

#### COMPLETE

Collector: Test Link (Web Link)

Started: Tuesday, April 30, 2024 2:40:31 PM Last Modified: Tuesday, April 30, 2024 3:07:26 PM

**Time Spent:** 00:26:54

IP Address:

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

#### Q1

Your details

Full name (required) Maree Kathleen Garstang

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

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

No - do not keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

**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 Communityled Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases

Page 3: Fees and Charges

Respondent skipped this question

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

#### **Q18**

#### Comments

These are hard times for many ratepayers. I would like to see a prudent approach until financial times improve. However maintenance should be kept up.

#### 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 place to take a walk and relax.

**Q21** 

Visit the Council website

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

Q22

**Phone the Council** 

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

**Q23** 

Pay by automatic payment or direct debit

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

**Q24** 

Respondent skipped this question

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

**Q25** 

Respondent skipped this question

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

Q26 No

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

Q27 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 #154

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 23, 2024 4:30:00 PM

 Last Modified:
 Tuesday, April 23, 2024 4:42:38 PM

**Time Spent:** 00:12:37

IP Address:

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

#### Q1

Your details

Full name (required)

Johan Giles

Postal address

Email

Phone

Q2 No

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

Q3
What is your age range?

What is your ethnicity? You may tick multiple boxes.

**Q5**What is your gender?

Q6

Do you live with impairments/long-term health conditions

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



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

No - do not keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

Q17

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:

I walk areas of Henley Lake every day. Many do as well. It promotes health.

**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?

Visit the Queen Street Customer Service Centre

**Q23** 

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

Pay by automatic payment or direct debit

Q24

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

Monthly

Q25 Monthly

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

Q26 No

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

Q27 About the same

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

Q28 Respondent skipped this question

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

Q29 Respondent skipped this question

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission #589

#### COMPLETE

Collector: Test Link (Web Link)

**Started:** Monday, May 06, 2024 9:27:44 AM **Last Modified:** Monday, May 06, 2024 9:32:46 AM

**Time Spent:** 00:05:02

IP Address:

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

#### Q1

Your details

Full name (required) Joseph Gillard

Postal address

Email Phone

Q2 No

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

# Q3 What is your age range?

Q4

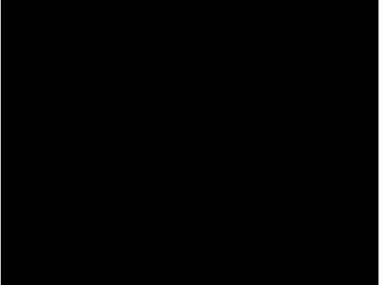
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

### Q16 The Council's Preferred Option - Increase Communityled Climate Initiatives Fund from \$50K to \$100K rather Service Area 5: Climate initiatives than funding Climate Activation facilitation beyond April 2026, when external funding ceases Page 3: Fees and Charges Q17 Yes Do you support our proposed fees and charges for 2024/25? Q18 Respondent skipped this question Comments Page 4: Your thoughts to help shape our thinking Q19 Explore a different look and feel in future if it would cost less Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? **Q20** Respondent skipped this question Please tell us what you value and enjoy most about these lakes now: **Q21** Visit the Council website When you need information about Council services, events or activities, what channel do you use most often? **Q22 Email the Council** When you need to report a problem with a Council facility or service, what channel do you use most often? **Q23** Pay by automatic payment or direct debit

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

Q24 Weekly

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? **Q25** 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

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)

MNO

Page 57

## About you

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

What is your age range?

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

What is your gender?

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

LTP Submissions Volume 7

# Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and	d archive
Town Hall (Consultation Document page	es 13-18)
	emolish the Town Hall and Municipal Buildings and build a new ite, retain the Municipal Building façade, and expand Waiata House.
	Town Hall and build a new Town Hall on the site; retain and ing including façade; and retain Waiata House. rtainty).
Alternative Option 2 – Demolish the buildings; retain Waiata House and the Cost: \$3.57 million.	Town Hall and Municipal Building and do not replace these leased Queen Street office.
그 없는 어느 이 그림에서 이 교사하고 있다. 어느 그렇게 느 먹다는 것이 친구를 보고 있다. 이번 이렇게 보였다.	ernative Option 1 include provision and budget to retain the ed cost to do this is \$1.97 million. Do you want to keep the
Yes – keep the façade	No – do not keep the façade
Masterton District Library and Wairarap	oa Archive (Consultation Document pages 19-24)
The Council's Preferred Option – Up extension to include the Archive. Cost: \$10.75 million.	ograde and expand the Library and consider in future a further
Alternative Option 1 – Upgrade and Cost: \$14.66 million.	expand the Library and include the Archive now.
☐ Alternative Option 2 – Complete ess Cost: \$2.3 million.	sential Library repairs and maintenance only.
Big Decision 2: Town centre improve	ements (Consultation Document pages 25-28)
이 바이지 않는 이 이 사람이 아니는 사람이 되었다면 그렇게 되었다면 살아보다는 사람이 되었다면 하셨다면 사이를 받는다.	omplete essential work to improve water and roading infrastructure o other improvements to Queen Street.
	ntial work to renew water and roading infrastructure in the town e to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (Cor	nsultation Document pages 29-31)
The Council's Preferred Option – Furcontestable. Applications for this fund	nding for community groups and organisations would become ling would be considered annually.
	g Council funding arrangements. (Note: there is currently a e Long-Term Plan process and a smaller pool of annual

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

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

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

# 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

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Monthly

Weekly

Street Customer Service Centre in the past 12 months?

More than once a week

How often, on average, have you	visited the Queen Street (	Customer Service Centr	re in the past 12 months?
☐ More than once a week	☐ Weekly	Monthly	□ Never
		JCE LAST YEA	R.
Have you used the Council's after	hours service in the past	12 months?	
Yes	No		Don't know
Would you prefer to do more or les	ss Council business onlin	e?	
More	Less		
More	EC33		
Do you have any other comments customer services that you would			now? Or suggestions for
•			
Is there anything else you would (attach separate pages if needed)			
<i>y</i>			/

MASTERTON DISTRIGUE SOUNCIL #646

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 8:52:35 PM

 Last Modified:
 Sunday, May 05, 2024 9:13:09 PM

**Time Spent:** 00:20:33

IP Address:

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

#### Q1

**Email** 

**O3** 

Q4

Q6

Your details

Full name (required) Kerry Gilliland

Postal address

Q2 No

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

# What is your age range?

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

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



Q7

Town Hall (Consultation Document pages 13-18)

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



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

No - do not keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

**Alternative Option - Maintain funding** 

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

**Q17** 

Yes

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

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

#### Q19

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

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

#### **Q20**

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

Respondent skipped this question

**Q21** 

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

Visit the Council website

**Q22** 

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

**Email the Council** 

**Q23** 

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

Pay by automatic payment or direct debit

Q24

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

**Q25** 

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

Never

**Q26** 

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

No

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 #591

#### COMPLETE

Collector: Test Link (Web Link)

**Started:** Monday, May 06, 2024 8:57:23 AM **Last Modified:** Monday, May 06, 2024 9:39:39 AM

**Time Spent:** 00:42:16

IP Address:

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

#### Q1

Your details

Full name (required) Chris Gollins

Postal address

Email

Phone

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?

What is your ethnicity? You may tick multiple boxes.

#### Q5

Q4

What is your gender?

#### Q6

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



Page 2: Your Thoughts on the Big Decisions

#### Q7

Town Hall (Consultation Document pages 13-18)

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

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

#### Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

Respondent skipped this question

#### Page 3: Fees and Charges

Q17

No

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

#### Comments

LIM reports fee increase to \$435 will put Masterton among the most expensive in NZ, with consistently less information provided than comparable authorities.

Increased fees at the refuse station totally under-estimate the lack of "I care" in the Masterton community. We have more than our share of negative contributors. Roadside litter is likely to further blight the wider public perception of 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**

**Q22** 

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

They are a terrific recreational area suitable for all ages and very easily accessed. They are currently one of Masterton's gems. Further investment here will pay dividends in further stimulating our economy with higher value new residents.

**Q21** Visit the Council website

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

When you need to report a problem with a Council facility

Other - please specify: The app

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?

024 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?

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**

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

The frequency for using the services of the Council office are crazy - one week / weekly/ monthly / never? What about three times / four times a year.

#### **Q29**

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

The economic impact on the Wairarapa of 'road safety improvements' is not receiving sufficient attention. This is no longer the preferred route from Wellington to Hawkes Bay. The loss of that discretionary spending from passing traffic is beginning to have a severe impact. Through our business I am aware of many retailers and cafes that are unlikely to survive this year. With interest rates (likely to remain high for another 2-3 years) and falling (real - inflation adjusted) turnover in many businesses this is not the time for spending on 'nice to haves'.

Nothing, nothing offers Masterton the overall economic boost that pedestrianisation of two blocks of Queen Street does. Council's efforts to date to comprehend the impact of pedestrianisation of small towns (where it is far more successful even than in cities) has been depressingly woeful. Imaginatively managed it is the one thing that could totally up-end the perception of Masterton throughout the country - and it's economy. THEN the 'nice to haves' will be so much more palatable.

# Your details

Full name (required)	MICHAEL TREVOR GOODALL
Organisation (if applicable)	N/A
Postal address	
Phone	Email

# Hearing

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

Would you like to present your views at the hearing?

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

☐ Yes	in person)
-------	------------

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 YAS	MA	MICROSOTT	Teams



## 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

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

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

Service areas

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

The Council's Preferred Option | Alternative Option(s)

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

# Your thoughts to help shape our thinking

rieffiey take and take of Keffie	inbrance (Consultation Document)	Jage 42)
Would you prefer the Council to invand_feel in the future if it would cos	vest in maintaining the lakes as they t less?	are now or explore a different look
✓ Invest in maintaining the lakes a	s they are now	
☐ Explore a different look and feel	I in future if it would cost less	
☐ Don't know		
Please tell us what you value and e	njoy most about these lakes now:	
SEE THE	ATTACHMENT	PAGE2
How we deliver customer service		
These questions will help inform a r		
When you need information about 0 most often? Please tick one option.	Council services, events or activities	s, what channel do you use
Visit the Council website		☐ Phone the Council
☐ Visit the Council's social media p	pages – e.g. Facebook or Instagram	☐ Email the Council
☐ Visit the Queen Street Customer S	Service Centre in person	
☐ Other – please specify		
When you need to report a problem Please tick one option.	n with a Council facility or service, w	hat channel do you use most often?
☐ Log a service request online		☐ Phone the Council
Visit the Queen Street Customer S	Service Centre	☐ Email the Council
☐ Other – please specify		
When you need to pay your rates or etc), what channel do you use most		g. dog registration, consent fees,
☐ Pay via the Council's website	☐ Pay in person at the Que	en Street Customer Service Centre
Pay by automatic payment or dire	ect debit	
How often, on average, have you ac Street Customer Service Centre in t		il's website or contacted the Queen
☐ More than once a week	☐ Weekly ☐ M	onthly Never

How often, on average, hav	e you visited	the Queen Street	Customer Service Ce	entre 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 mor	e or less Cou	ncil business onlin	e?	
☐ More		☐ Less		About the same
Do you have any other com customer services that you				es now? Or suggestions for
Is there anything else you		say as part of yo	ur feedback on the 2	2024-34 Long Term Plan?
(attach separate pages if ne	eeded)			
SEE	THE	ATTACI	MENT	(2 PAGES)
32.2				
				$\sim$

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fi @MastertonDC



#### Attachment to the Masterton District Council Long-Term Plan 2024-34 Submission Form

#### **Big Decision 1**

I am unable to support fully any of the proposals with respect to the Town Hall.

#### The Council's Preferred Option

I support the idea of extending Waiata House, to create a fit-for-purpose Civil Defence Facility, to consolidate CBD based, Council staff on a single site and to improve transparency and access to Councillors and their work.

The Town Hall Building would be a nice to have facility, if it delivers value for money equitably to the broad spectrum of residents and ratepayers. However, at this time and in the absence of any guidance and credible, realistic estimates from M.D.C. on the:-

Likely extent to which the building would be utilised,

Likely profile of the usage,

Associated income from this usage profile,

Operating costs for the building to deliver the likely programme of events,

Impact on and potential cannibalisation of the revenue streams of local schools, organisations and businesses resulting from the operation of the proposed, Town Hall facility,

I fear that the Town Hall might be more of a liability than an asset. More information/research is needed to address these outages, before a meaningful conclusion can be drawn.

#### **Alternative Option 1**

I do not support this option.

#### **Alternative Option 2**

I do not support this option in isolation. If it occurs, it should be accompanied by the extension of Waiata House, as referred to above.

#### **Municipal Building Facade**

The Art Deco style is visually pleasing. If I were supporting the Council's Preferred Option, I would elect to keep the facade, provided that it did not compromise the "green design" of the rest of the building and an aesthetically pleasing fusion of the old and new can be achieved. If a significantly better result could be achieved without the facade, then so be it. The facade should not be retained.

1/2

#### **Masterton District Library and Wairarapa Archive**

#### **The Council's Preferred Option**

I support this option strongly and I would put it as a higher priority than the proposed Town Hall development.

#### **Henley Lake and the Lake of Remembrance**

These water bodies are a great amenity in the district. Henley Lake, with its expanse of open water and the surrounding wetlands are great places to walk, take exercise and view the wildlife. My grandsons enjoy fishing the lake, from time to time. With better management to control the algal blooms and reduce the numbers of individual wildfowl (though not the number of species) the enjoyment would be even higher.

The Lake of Remembrance, though more modest in size, complements the greenery of the QEII Park vegetation and provides a pleasant backdrop to the model train circuit. It is an enjoyable place to walk around and spot the eels and perch, view the birdlife, have a picnic and take an occasional boat ride.

I would be very disappointed to see these amenities degraded.

M T Goodall

#615

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 5:10:19 PM

 Last Modified:
 Sunday, May 05, 2024 5:20:43 PM

Time Spent: 00:10:24 IP Address:

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

#### Q1

Your details

Full name (required) Thea Christina Goodin

Postal address

Email

Phone

Q4

Q6

Q2 No

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

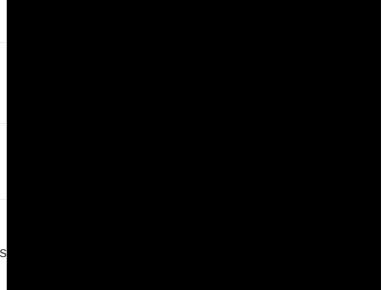
Q3
What is your age range?

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

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



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

Q17

Don't know

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

**Q20** 

Respondent skipped this question

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

anoco idatoo no

**Q21** 

Visit the Council website

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

**Q22** 

Phone the Council

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

**Q23** 

Pay by automatic payment or direct debit

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

**Q24** 

Monthly

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? Q25 Never

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

Q26 No

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

Q27 About the same

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

Q28 Respondent skipped this question

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

#### **Q29**

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

Although I have selected an answer to each of these questions, there has been no change in the form. I do not think my answers have been recorded.

#146

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 23, 2024 11:57:25 AM

 Last Modified:
 Tuesday, April 23, 2024 12:22:14 PM

**Time Spent:** 00:24:48

IP Address:

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

#### Q1

Your details

Full name (required)

Postal address

Email

Phone

**Theus Montgomery Goodwin** 



Q2

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

No



What is your age range?

#### Q4

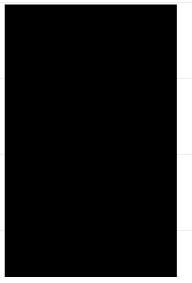
What is your ethnicity? You may tick multiple boxes.

#### Q5

What is your gender?

#### Q6

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



#### Page 2: Your Thoughts on the Big Decisions

#### Q7

Town Hall (Consultation Document pages 13-18)

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

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

No - do not keep the façade

#### Q9

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

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Town centre improvements (Consultation Document pages 25-28)

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#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

### Q17 Yes Do you support our proposed fees and charges for 2024/25? Q18 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 great town facility in the nature space. The amount of goose waste is doing the facility a disservice though. Damn the bird fanciers and do something about it please. I suggest little stainless steel balls at high velocity. Q21 Visit the Council website When you need information about Council services, events or activities, what channel do you use most often? **Q22 Phone the Council** When you need to report a problem with a Council facility or service, what channel do you use most often? **Q23** Pay via the Council's website When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? **Q24** Never How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

Never

**O25** 

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?

#### **O29**

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 thought more areas would be canvassed in this survey. I wholeheartedly agree with the sentiment conveyed in the recent Times Age advert taken out by an aging citizen re rates change over the coming decade.

I am frustrated that staff numbers seem to be such a sacred cow to MDC whilst being such a major part of expenditure.

Rates in 10 years (compounded as they should have been portrayed) are bad enough for people with future earning capacity, but I truely am concerned by the coming known wave of retired people on low + fixed incomes and how they will cope.

Council(s) collectively should prioritise lobbying for some of the GST take from central govt, as well as line by line analysis of their own expenditure. Every single job appears to be sacred at MDC. While many jobs at council no doubt are vital, I have a lot of suspicion for roles created in the last ten years particularly in the comms, events, wellbeing areas. I might be wrong - it would be fascinating to see what some of these jobs actually entail and how their performance and benefit-to-the-town is measured.

#444

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Friday, May 03, 2024 11:49:17 AM

 Last Modified:
 Friday, May 03, 2024 11:53:18 AM

**Time Spent:** 00:04:00

IP Address:

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

#### Q1

Your details

Full name (required) Jan Graham

Postal address

Email Phone

Q4

Q5

Q2 No

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

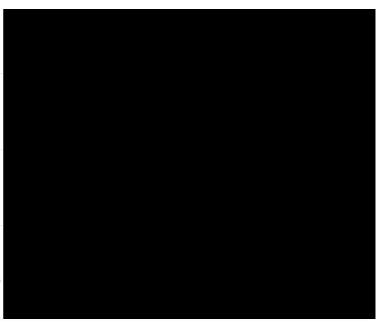
# Q3 What is your age range?

What is your ethnicity? You may tick multiple boxes.

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

Yes - keep the façade

#### Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

Respondent skipped this question

Q11

Council Funding (Consultation Document pages 29-31)

Respondent skipped this question

Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

Q13

Service Area 2: Regional Walking and Cycling facilitation

Respondent skipped this question

Q14

Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

Q15

Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

016

Service Area 5: Climate initiatives

Respondent skipped this question

Page 3: Fees and Charges

### Q17 Respondent skipped this question Do you support our proposed fees and charges for 2024/25? Q18 Respondent skipped this question Comments Page 4: Your thoughts to help shape our thinking Q19 Invest in maintaining the lakes as they are now Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? **Q20** Respondent skipped this question Please tell us what you value and enjoy most about these lakes now: Q21 Respondent skipped this question When you need information about Council services. events or activities, what channel do you use most often? **Q22** Respondent skipped this question When you need to report a problem with a Council facility or service, what channel do you use most often? **Q23** Respondent skipped this question When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? **Q24** Respondent skipped this question How often, on average, have you accessed information from the Council's website or contacted the Oueen

Q25 Respondent skipped this question

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

Street Customer Service Centre in the past 12 months?

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

## Your details

Full name (required)	Pam Graham	1
Organisation (if applicable)		
Postal address		
Phone	Email	
Hearing		
	ring on Wednesday 22 and Thursday 23 May 2024 for vill have 5-10 minutes to present your feedback to elec	
Would you like to present y	your views at the hearing?	
If yes, please make sure yo	ur contact details in the previous section are correct s	o we can get in touch.
☐ Yes (in person)	☐ Yes (via Microsoft Teams)	<b>☑</b> No
About you		
	nderstand which sectors of the community are providing pproach. Your responses will not be made public with and to the Council.	
What is your age range?		
What is your ethnicity? (yo	u may tick multiple boxes)	
What is your gender?		
Do you live with impairmen	ts/long-term health conditions or do you identify as tã	ingata 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Big De	cision 1: Town Hall, library and	archive
Town H	all (Consultation Document pages	s 13-18)
Towi	Council's Preferred Option – Dern Hall on the current Town Hall site : \$42.6 million.	molish the Town Hall and Municipal Buildings and build a new e, retain the Municipal Building façade, and expand Waiata House.
refur	rnative Option 1 – Demolish the Tobish the existing Municipal Buildin : \$49.9 million (noting high uncert	own Hall and build a new Town Hall on the site; retain and ng including façade; and retain Waiata House. ainty).
build	rnative Option 2 – Demolish the Tings; retain Waiata House and the : \$3.57 million.	own Hall and Municipal Building and do not replace these leased Queen Street office.
	icipal Building façade. The estim	rnative Option 1 include provision and budget to retain nated cost to do this is \$1.97 million. Do you want to keep
☐ Yes -	- keep the façade	☐ No – do not keep the façade
Mastert	on District Library and Wairarapa	Archive (Consultation Document pages 19-24)
exter	Council's Preferred Option — Upg nsion to include the Archive. \$10.75 million.	rade and expand the Library and consider in future a further
	native Option 1 – Upgrade and ex \$14.66 million.	xpand the Library and include the Archive now.
	native Option 2 – Complete esse \$2.3 million.	ntial Library repairs and maintenance only.
Big Dec	ision 2: Town centre improven	nents (Consultation Document pages 25-28)
in the		nplete essential work to improve water and roading infrastructure other improvements to Queen Street.
centr	native Option – Complete essent e, and redevelop the town centre \$14.12 million.	ial work to renew water and roading infrastructure in the town to improve the 'look and feel' of that space.
Big Dec	ision 3: Council Funding (Cons	ultation Document pages 29-31)
✓ The Content	<b>Council's Preferred Option</b> – Fund stable. Applications for this fundir	ding for community groups and organisations would become ng would be considered annually.
mix o	native Option – Maintain existing f funding that is allocated via the L stable funding).	Council funding arrangements. (Note: there is currently a Long-Term Plan process and a smaller pool of annual

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	✓ Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	✓ Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	✓ Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	☐ Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	☐ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund  OR
	When external funding seases	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 propos	sed fees and charges for 2024/25?	
☐ Yes	<b>☑</b> No	☐ Don't know
Variance between different and counter-productive. responsible owner scheme	Animals that are entire and have no	50 percent fee for late payment is onerous record of concern should qualify for

## 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: Rivers need to be healthy. Sadly it needs to become a wetland only. 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 Masterton Matters When you need to report a problem with a Council facility or service, what channel do you use most often? Please tick one option. ☐ Log a service request online ☐ Phone the Council ☐ Visit the Queen Street Customer Service Centre ☐ Email the Council ☐ Other – please specify all of above 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 v	risited the Queen Street	Customer Service Centr	re 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	<b>✓</b> No		Don't know
Would you prefer to do more or les	ss Council business onlin	e?	
☐ More	Less	<b>4</b>	About the same
Do you have any other comments customer services that you would	on how the Council deliv like the Council to consic	ers customer services r ler in future?	now? Or suggestions for
Is there anything else you would	like to say as part of yo	ur feedback on the 20	24-34 Long Term Plan?
(attach separate pages if needed)			
It was difficult to form a view on the the financial implications for con	his long term plan for the uncil's budget from the r	e following reasons: new government's three	e waters framework is
unknown; * the extent of and future level of outstanding applications and the	NZTA road funding is un percentage of central	known, the outcome is funding for regional roc	unknown on some large ads seems to be in a
downward trend;  * residents are not being given ar  * I don't know where Shane Jone	s or the infrastructure mir	nisters with over-ride po	wer on infrastructure will
throw money. Four lane highway * Government statements on who conflicting.	from Auckland to Whan ether councils will be mo	garei or trains for Wairo ide to amalgamate wit	ırapaş h each other have been
Generally I believe rates are una insurance costs for home owners and retreat to doing less. Debt fu	. Therefore councils need anding anything should b	d to completely rethink be very carefully conside	their scope of operation ered, especially when
interest rates are high, so future g say we are positioning for the fut	penerations are not burd ure if everything that is d	one is debt-funded.	Thake loady. It's a lie to
l suggest * Cease all economic developm	ent funding Destination	Wairarana and Rusines	ss Wairarana fundina A
r cease all economic aevelopm	eni ionaing, pesiinaiion	Trailarapa ana bosines	Trailarapa fortaing. A
		(	OY
		•	

MSTN.GOVT.NZ

@MastertonDC



#391

#### COMPLETE

Collector: Test Link (Web Link)

Started: Thursday, May 02, 2024 9:24:11 PM Last Modified: Thursday, May 02, 2024 10:01:37 PM

**Time Spent:** 00:37:26

IP Address:

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

#### Q1

Your details

Full name (required) Tracy Graham

Postal address

Email

Phone

Q2 No

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

Q3
What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

Q17

Don't know

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19 Don't know

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

#### **Q20**

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

Great place to walk. Stinks in summer when water levels are low.

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**

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?

Use them when I need them - e.g. when buying our first house for LIM's, etc. Love eco friendly options such as water tanks, but disappointed the staff at the time didn't know much about them. Love the app for reporting issues. Not always timely with notifications, particularly around road works - I often find them before I have been notified - this makes it hard to plan another route.

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 #581

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 9:27:32 AM

 Last Modified:
 Sunday, May 05, 2024 10:09:05 AM

**Time Spent:** 00:41:32

IP Address:

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

#### Q1

Your details

Full name (required) Diane Grant

Postal address

Email

Phone

Q4

Q5

Q6

Q2 No

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

# Q3 What is your age range?

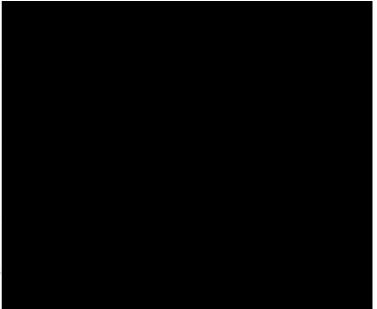
What is your ethnicity? You may tick multiple boxes.

•

What is your gender?

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

Page 2: Your Thoughts on the Big Decisions



LTP Submissions Volume 7

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

#### Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

Q17 Yes

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

#### Q18

Comments

Could add trees and seats to Queen Street at small extra cost.

#### 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:

One of Masterton's best and most beatuful facilities. Much more use could be made of them for events as in the past.

# Q21 Other - please specify: Read Times-Age and Midweek

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

## Q22 Visit the Queen Street Customer Service Centre

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

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

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

Q24 Never

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

Q26 No

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

Q27 Less

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

#### **Q28**

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

Plant trees and put seats in Queen Street to increase the area's attractiveness which would encourage more people to come to the town. Encourage plant nurseries/ other businesses/Menzshed/ locals to contribute. Local business assn (if we still have one!) to organise seasonal 'events' in town eg Spring Fling (as was done in the past!)

#### **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

Councils (and the education system) need to make people aware (especially the young) of how things work!! eg see rates as an investment in their town/country (as Scandinavians apparently do) NOT as a something they resent! We must get back to the way in which many community events/ jobs etc were done by unpaid volunteers who enjoyed companionship and the pleasure of knowing they had helped others/ the community. We also need more information in the newspapers about Council's plans etc so that people (young and old) understand its importance and value it.

#583

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 10:09:47 AM

 Last Modified:
 Sunday, May 05, 2024 10:22:11 AM

**Time Spent:** 00:12:23

IP Address:

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

#### Q1

Your details

Full name (required) lan Grant

Postal address

Email

Phone

Q2 No

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

# Q3 What is your age range?

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

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

#### Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

Q17 Yes

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

Q18 Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19 Invest in maintaining the lakes as they are now

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

Q20
Please tell us what you value and enjoy most about these lakes now:

Town's best facilities must be maintained

Q21 Other - please specify:

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

or service, what channel do you use most often?

Q22 Visit the Queen Street Customer Service Centre

Read in local newspapers

When you need to report a problem with a Council facility

Q23 Pay by automatic payment or direct debit

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

Q24 Respondent skipped this question

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

Q25 Respondent skipped this question

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

Q26 No

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

Q27 Less

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

#### **Q28**

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?

Poorly framed questions in this section. There should have been a 'less frequently' between 'monthly and 'never' in questions 24 and 25

#### **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's an investment to take better care of Henley Lake and Memorial Lake and planting of trees and adding seats would improved Queen Street greatly - at much less cost than major revamp.

### Your details

Full name (required)	gaye mede gray	
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 yo	our contact details in the	previous section are corre	ect so we can get in touch.
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### About you

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

What is your age range?

ACTUAL TO STATE AND A SECOND CONTRACTOR OF THE	
What is your ethnicity? (you may tick multiple boxes)	

What is your gender?

Do you live with impairments/long-term health conditions or do you identify as tangata whalkaha/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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Big	g Decision 1: Town Hall, library and archive
Τοι	wn Hall (Consultation Document pages 13-18)
	The Council's Preferred Option — Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
	Alternative Option 1 — Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
V	Alternative Option 2 — Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office.  Cost: \$3.57 million.
the	e Council's Preferred Option and Alternative Option 1 include provision and budget to retain e Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep e façade?
	Yes – keep the façade No – do not keep the façade
Ma	asterton District Library and Wairarapa Archive (Consultation Document pages 19-24)
Ø	The Council's Preferred Option — Upgrade and expand the Library and consider in future a further extension to include the Archive.  Cost: \$10.75 million.
	Alternative Option 1 — Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
	Alternative Option 2 — Complete essential Library repairs and maintenance only. Cost: \$2.3 million.
Bi	g Decision 2: Town centre improvements (Consultation Document pages 25-28)
IJł	The Council's Preferred Option — Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.  Cost: \$6.48 million
	Alternative Option — Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.  Cost: \$14.12 million.
Bi	g Decision 3: Council Funding (Consultation Document pages 29-31)
V	The Council's Preferred Option — Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
	Alternative Option — Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

Page 108

LTP Submissions Volume 7

# 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 ☐ Email the Council ☐ Visit the Council's social media pages — e.g. Facebook or Instagram ☐ Visit the Queen Street Customer Service Centre in person ☐ Other – please specify When you need to report a problem with a Council facility or service, what channel do you use most often? Please tick one option. ☐ Phone the Council ☐ Log a service request online ☑ Visit the Queen Street Customer Service Centre ☐ Email the Council ☐ Other – please specify When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? Please tick one option. ☐ Pay via the Council's website ☐ Pay in person at the Queen Street Customer Service Centre Pay by automatic payment or direct debit How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? ☐ Weekly Monthly MOTTE Submissions volument ☐ Palge/1009

How often, on average, have you v	isited the Queen Street (	Customer Service Cent	re in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	☑ Never
Have you used the Council's after l	hours service in the past	12 months?	
☐ Yes	☑ No		Don't know
Would you prefer to do more or les	ss Council business online	2?	
☐ More	Less	W.	About the same
Do you have any other comments customer services that you would I			now? Or suggestions for
customer services that you would r	The the Council to conside	er in future:	
Is there anything else you would	like to sav as part of vou	r feedback on the 202	24-34 Long Term Plan?
(attach separate pages if needed)			3
h.			





# Your details

Full name (required)	HUBERT	Scott	GIZNY	
Organisation (if applicable)				
Postal address				
Phone		Email		
Hearing				
The Council will hold a heari their views in person. You wi via Microsoft Teams online.	() 기름 기름이 있습니다. 그 성격이 있다.			
Would you like to present yo	our views at the h	earing?		
If yes, please make sure you	r contact details i	n the previous	section are correct s	o we can get in touch.
Yes (in person)		Yes (via Micros	oft Teams)	☑ No

# About you

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

What is your age range?

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

Do you live with impairments/long-term health conditions or do you identify as tangata whalkaha/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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

В	ig Decision 1: Town Hall, library aı	nd archive
To	wn Hall (Consultation Document pag	es 13-18)
✓		pemolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House
		e Town Hall and build a new Town Hall on the site; retain and ding including façade; and retain Waiata House. ertainty).
	Alternative Option 2 — Demolish the buildings; retain Waiata House and t Cost: \$3.57 million.	e Town Hall and Municipal Building and do not replace these he leased Queen Street office.
th		ternative Option 1 include provision and budget to retain imated cost to do this is \$1.97 million. Do you want to keep
V	Yes – keep the façade	☐ No – do not keep the façade
Ma	asterton District Library and Wairara	pa Archive (Consultation Document pages 19-24)
	The Council's Preferred Option – U extension to include the Archive. Cost: \$10.75 million.	pgrade and expand the Library and consider in future a further
Ø	Alternative Option 1 – Upgrade and Cost: \$14.66 million.	expand the Library and include the Archive now.
	Alternative Option 2 – Complete es Cost: \$2.3 million.	sential Library repairs and maintenance only.
Bi	g Decision 2: Town centre improv	ements (Consultation Document pages 25-28)
<b></b> ✓	The Council's Preferred Option — Coin the town centre. There would be noted to Cost: \$6.48 million	omplete essential work to improve water and roading infrastructure to other improvements to Queen Street.
		ntial work to renew water and roading infrastructure in the town re to improve the 'look and feel' of that space.
Biç	g Decision 3: Council Funding (Co	nsultation Document pages 29-31)
र्य	<b>The Council's Preferred Option</b> – Fu contestable. Applications for this fund	anding for community groups and organisations would become ding would be considered annually.
		ng Council funding arrangements. (Note: there is currently a e Long-Term Plan process and a smaller pool of annual

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

The Council is proposing five changes that will reduce costs for our community but will also have

mplications for delivery of	services or projects. Tick which option	n you support for each change.
Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	☐ Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	Provide Council funding of \$55K pe year from 2025/26 when external funding expires.
5: Climate initiatives	☐ Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>✓ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>✓ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>
	<b>rges</b> (See proposed <u>fees and changes</u> seed fees and charges for 2024/25?  ☐ No	rges on our website)  Don't know
1 \/		

AFFECTED HS WELL -Page 113 LTP Submissions Volume 7

# Your thoughts to help shape our thinking

Henley Lake and Lake of Remem			9	
Would you prefer the Council to invest and feel in the future if it would cost leads to the cost leads	st in maintaining the I ess?	akes as they ar	e now or explore	a different look
Invest in maintaining the lakes as t	they are now			
Explore a different look and feel in	n future if it would cos	st less		
☐ Don't know				
Please tell us what you value and enjoy	oy most about these	lakes now:		
PRIVERFULL PREASON I	PACKS			
How we deliver customer services				
These questions will help inform a rev				
When you need information about Co most often? Please tick one option.	uncil services, event	s or activities, w	vhat channel do y	ou use
☑ Visit the Council website			Phone the C	Council
☐ Visit the Council's social media pag	ges – e.g. Facebook	or Instagram	☐ Email the Co	ouncil
Visit the Queen Street Customer Ser	rvice Centre in persor	1		
☐ Other – please specify				
When you need to report a problem well-	vith a Council facility	or service, wha	t channel do you	use most often?
☐ Log a service request online			☑ Phone the C	Council
☑ Visit the Queen Street Customer Ser	vice Centre		☐ Email the Co	ouncil
☐ Other – please specify				
When you need to pay your rates or particle, what channel do you use most of	ay for another Counc ten? Please tick one	il service (e.g. o option.	dog registration,	consent fees,
Pay via the Council's website	Pay in persor	n at the Queen	Street Customer	Service Centre
Pay by automatic payment or direct	t debit			
How often, on average, have you acce Street Customer Service Centre in the		m the Council's	website or conta	acted the Queen
More than once a Week 7	☐ Weekly	☐ Mon	thly	☑ Neager <sub>114</sub>

How often, on average, have you v	risited the Queen Street C	Customer Service Centre	in the past 12 months?
☐ More than once a week	☐ Weekly	☑ Monthly	☐ Never
Have you used the Council's after l	hours service in the past	12 months?	
☐ Yes	☑ No	□ D	on't know
Would you prefer to do more or les	ss Council business online	??	
☐ More	Less	□ A	oout the same
Do you have any other comments customer services that you would I			w? Or suggestions for
NEW TO MUS NZ OPIENANZS e RIJSPO	RION - PICHITY WOS TO PUZICIE:	HAPPY HOW	POUNCIL
Is there anything else you would (attach separate pages if needed)	like to say as part of you	ır feedback on the 2024	1-34 Long Term Plan?
			$\sim$

MSTN.GOVT.NZ

fi @MastertonDC
LTP Submissions Volume 7

TE KAUNIHERA À-ROHE O WHAKAORIORI

MASTERTON

DISTRIGGE (GOUNCIL

# Your details

Full name (required)LP	IWRENCE	GRAY	***************************************	
Organisation (if applicable)			***************************************	ummenammanomomoses.
Postal address				
Phone		Email		
Hearing				
The Council will hold a hearin their views in person. You will via Microsoft Teams online.				
Would you like to present you	ur views at the hea	ring?		
If yes, please make sure your	contact details in the	ne previous section are	correct so we can	get in touch.
Yes (in person)	☐ Ye	s (via Microsoft Teams)		1 No
About you				
These questions help us unde improve our engagement app collated data will be reported	oroach. Your respor			
What is your age range?				
What is your ethnicity? (you	may tick multiple b	ooxes)		
What is your gender?				
Do you live with impairments,	/long-term health c	onditions or do you ider	ntify as tāngata wh	aikaha/disabled?

# Your thoughts on the Big Decisions

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

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

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

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

	The Council's Preferred Option	Alternative Option(s)
: Wairarapa Economic Development Strategy	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	Maintain funding
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	Maintain funding
l: Welcoming Communities facilitation	Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>✓ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>☐ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>
ees and cha	rges (See proposed fees and char	rges on our website)
	sed fees and charges for 2024/25?	
you support our propo	sea lees and charges for 202 1/25.	
o you support our propo Yes	□ No	☑ Don't know
		☑ Don't know
		☑ Don't know
		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: BIRD LIFE AND WALKING TRACK 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. Phone the Council Log a service request online ☐ Visit the Queen Street Customer Service Centre Email the Council Other – please specify ..... When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? Please tick one option. ☑ Pay via the Council's website Pay in person at the Queen Street Customer Service Centre Pay by automatic payment or direct debit How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? More than once a week LTP Submissions Volume 7 Weekly

How often, on average, have you vis	ited 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 ho	ours service in the past	12 months?	
☐ Yes	₩ No	□ D	on't know
Would you prefer to do more or less	Council business online	9?	
☐ More	Less	A	bout the same
Do you have any other comments or customer services that you would like			ow? Or suggestions for
Is there anything else you would like (attach separate pages if needed)	re to say as part of you	ır feedback on the 2024	4-34 Long Term Plan?

TE KAUNIHERA Å-ROHE O WHAKAORIORI

MASTERTON
DISTRICT COUNCIL

#235

### COMPLETE

Collector: Test Link (Web Link)

Started: Saturday, April 27, 2024 1:30:33 PM Last Modified: Saturday, April 27, 2024 1:57:59 PM

**Time Spent:** 00:27:26

IP Address:

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

#### Q1

Your details

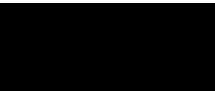
Full name (required)

Postal address

Email

Phone

Owen Gray



Q2

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

No

### Q3

What is your age range?

# Q4

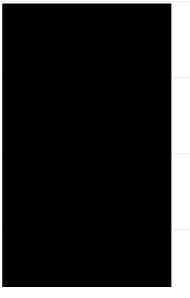
What is your ethnicity? You may tick multiple boxes.

# Q5

What is your gender?

### Q6

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



### Page 2: Your Thoughts on the Big Decisions

### Q7

Town Hall (Consultation Document pages 13-18)

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

## Q8

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

No - do not keep the façade

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

# Q11

Council Funding (Consultation Document pages 29-31)

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

### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

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

#### 016

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

# Q17 Yes Do you support our proposed fees and charges for 2024/25? Q18 Respondent skipped this question Comments Page 4: Your thoughts to help shape our thinking Q19 Explore a different look and feel in future if it would cost less Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? **Q20** Please tell us what you value and enjoy most about these lakes now: Nice area to walk around and picnic but seems a waste of ground around the lakes that is not utilised. Old plans for amusement area next to the lake fell through years ago but maybe something could be done about that area. Q21 Other - please specify: Antenno 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?

Street Customer Service Centre in the past 12 months?

How often, on average, have you visited the Queen

**O25** 

Never

Q26 No

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

Q27 About the same

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

### **Q28**

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

When someone reports a water leak or roading hazard, do not fob them off. The public are your eyes and ears. Don't treat enquiries with contempt

#### **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 all the back and forth from other councils about the town hall and with costs getting silly, the question I want to pose is, do we really need one? The old town hall really wasn't used to its full potential. A bird expos, a blood drive and that is pretty much all. Can we really justify spending millions on something that is not going to see the light of day in terms of full use? The library is a place well worth expanding.

Your details		349
Full name (required)	vicia Anne Glay	
Organisation (if applicable)		
Postal address .		
Phone	Email .	
Hearing		
	on Wednesday 22 and Thursday 23 May 2024 for the have 5-10 minutes to present your feedback to elect	
Would you like to present you	r views at the hearing?	
If yes, please make sure your o	contact details in the previous section are correct so	we can get in touch.
Yes (in person)	☐ Yes (via Microsoft Teams)	No
About you		
	rstand which sectors of the community are providing roach. Your responses will not be made public with you to the Council.	
What is your age range?		
What is your ethnicity? (you n	nay tick multiple boxes)	
What is your gender?		
Do you live with impairments/	long-term health conditions or do you identify as tār	ngata whaikaha/disabled?
10.00		

# Your thoughts on the Big Decisions

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Big Decision 1: Town Hall, library and a	rchive
Town Hall (Consultation Document pages 13	3-18)
	olish the Town Hall and Municipal Buildings and build a new retain the Municipal Building façade, and expand Waiata House.
그래요 그런 그리고 있는 사람들은 사람들이 어떻게 하는 사람들이 그 그림을 하는 것이 되었다. 이 사람들이 아니라는 사람들이 아니라 그렇게 되었다. 그리고 없는 것이 없는 것이 없는 것이 없는 것이 없는 것이다.	vn Hall and build a new Town Hall on the site; retain and including façade; and retain Waiata House. hty).
☐ Alternative Option 2 — Demolish the Toy buildings; retain Waiata House and the le Cost: \$3.57 million.	wn Hall and Municipal Building and do not replace these eased Queen Street office.
보다면서 하지만 되면 가게 되었다. 그는 아이는 아무리가 되었다면 가는 그들은 그들은 그들은 사람들이 가게 되었다면 하는 것이다. 그 것이다는 것이다는 것이다.	ative Option 1 include provision and budget to retain the cost to do this is \$1.97 million. Do you want to keep the
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairarapa A	Archive (Consultation Document pages 19-24)
The Council's Preferred Option – Upgraextension to include the Archive. Cost: \$10.75 million.	ade and expand the Library and consider in future a further
☐ Alternative Option 1 – Upgrade and exp Cost: \$14.66 million.	and the Library and include the Archive now.
☐ Alternative Option 2 – Complete essent Cost: \$2.3 million.	tial Library repairs and maintenance only.
Big Decision 2: Town centre improveme	ents (Consultation Document pages 25-28)
The Council's Preferred Option – Comp in the town centre. There would be no of Cost: \$6.48 million	olete essential work to improve water and roading infrastructure ther improvements to Queen Street.
	I work to renew water and roading infrastructure in the town improve the 'look and feel' of that space.
Big Decision 3: Council Funding (Consul	Itation Document pages 29-31)
✓ The Council's Preferred Option – Funding contestable. Applications for this funding.	ng for community groups and organisations would become would be considered annually.
이 아들이 아들은 이 이름은 이렇지 않는 이 돈을 시간하다면 하셨습니다. 그런 하는 점심 경기없이 그리는 얼굴을 하지 않는다.	council funding arrangements. (Note: there is currently a ong-Term Plan process and a smaller pool of annual

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

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3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	Maintain funding
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Fees and cha	rges (See proposed fees and chai	rges on our website)
Do you support our propo	sed fees and charges for 2024/25?	
☐ Yes	□ No	Don't know
<u> </u>		

# Your thoughts to help shape our thinking

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

Would you prefer the Council to invest and feel in the future if it would cost le		e lakes as they are now or exp	lore a different look
☐ Invest in maintaining the lakes as the	hey are now		
Explore a different look and feel in	future if it would o	cost less	
☐ Don't know			
Please tell us what you value and enjo	y most about the	se lakes now:	
Every week 1 (with a group). h about seasonal Seveno a Peace	enjoy o le -lake champes Jules - Ho	walk around chifferent for both on a conquil. A lo	d Henley L The - Halk If the balce wely site.
How we deliver customer services These questions will help inform a rev When you need information about Co often? Please tick one option.	riew of how we de	liver our customer services.	do you use most
Visit the Council website		☐ Phone t	ne Council
☐ Visit the Council's social media pag	ges – e.g. Faceboo	ok or Instagram 🔲 Email th	e Council
	rvice Centre in per	son	
Other – please specify			
When you need to report a problem we Please tick one option.	vith a Council facili	ty or service, what channel do	you use most often?
Log a service request online		☐ Phone t	ne Council
☐ Visit the Queen Street Customer Ser	rvice Centre	☐ Email th	e Council
Other – please specify			
When you need to pay your rates or p etc), what channel do you use most of		[인터스 시시] [[전기 하는 점시 그리고 발표하는 사이트리고 발표하는 [[편기	ion, consent fees,
Pay via the Council's website	Pay in per	rson at the Queen Street Custo	omer Service Centre
Pay by automatic payment or direc	t debit	H/12	
How often, on average, have you accesstreet Customer Service Centre in the		from the Council's website or c	contacted the Queen
More than once a week LTP Submissions Volume 7	☐ Weekly	Monthly	Never Page 128

How often, on average, have you vis	sited the Queen Street (	Customer Service Centre	e in the past 12 months?
☐ More than once a week	■ Weekly	Monthly	Never
Have you used the Council's after ho	ours service in the past	12 months?	
☐ Yes	No		on't know
Would you prefer to do more or less	Council business online	9?	
☐ More	Less	NO A	bout the same
Do you have any other comments or customer services that you would lik			ow? Or suggestions for
Is there anything else you would like (attach separate pages if needed)  Noceed with a vesults of these assessed.	changes in	umedialed submission	y once the
(Masterton is			
3,000,000,000,000,000,000,000	The state of the s		



# Your details

Full name (required)	William Charles Green	
Organisation (if applicable)		
Postal address		
Phone	Email	
Hearing		
	ng on Wednesday 22 and Thursday 23 May 2024 for Il have 5-10 minutes to present your feedback to elec	
Would you like to present yo	our views at the hearing?	
If yes, please make sure you	r contact details in the previous section are correct so	we can get in touch.
Yes (in person)	☐ Yes (via Microsoft Teams)	No
About you		
그리아 아이들이 들었다. 이 아들이 아들이 아들이 그 때문에 가는 사람이 되었다.	lerstand which sectors of the community are providin proach. Your responses will not be made public with y I 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	s/long-term health conditions or do you identify as tãr	ngata 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Bi	g Decision 1: Town Hall, library and archive
To	own Hall (Consultation Document pages 13-18)
	The Council's Preferred Option — Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House Cost: \$42.6 million.
	Alternative Option 1 – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
	Alternative Option 2 — Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office.  Cost: \$3.57 million.
th	ne Council's Preferred Option and Alternative Option 1 include provision and budget to retain e Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep e façade?
	Yes – keep the façade $\square$ No – do not keep the façade
Ma	asterton District Library and Wairarapa Archive (Consultation Document pages 19-24)
	The Council's Preferred Option — Upgrade and expand the Library and consider in future a further extension to include the Archive.  Cost: \$10.75 million.
Y	Alternative Option 1 — Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
	Alternative Option 2 — Complete essential Library repairs and maintenance only. Cost: \$2.3 million.
Bi	g Decision 2: Town centre improvements (Consultation Document pages 25-28)
<b>∀</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
	Alternative Option — Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.  Cost: \$14.12 million.
Bi	g Decision 3: Council Funding (Consultation Document pages 29-31)
V	The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
	Alternative Option — Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

1: Wairarapa Economic Development Strategy  2: Regional Walking and Cycling facilitation  3: Regional Positive Ageing facilitation  4: Welcoming Communities facilitation  5: Climate initiatives  5: Climate initiatives  1: Welcoming Climate Activation facilitation by 50K to \$100K  5: Climate and Charges (See proposed fees and charges for 2024/25?  1: Welcomoment Strategy  1: Regional Positive Cases funding for this (annual saving of \$35K)  2: Regional Positive Saving of \$35K)  2: Regional Positive Saving of \$35K)  3: Regional Positive Ageing facilitation  3: Regional Positive Ageing for this (annual saving of \$40.5K)  4: Welcoming Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)  5: Climate initiatives  1: Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR Increase Community-led Climate Initiatives Fund by 50K to \$100K
and Cycling facilitation  3: Regional Positive Ageing facilitation  3: Regional Positive Ageing facilitation  4: Welcoming  Communities facilitation  5: Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)  5: Climate initiatives  7: Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases  6: Climate initiatives  7: Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund  7: OR  7: Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K  7: Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K
Ageing facilitation  4: Welcoming Communities facilitation  Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)  5: Climate initiatives  Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases  Community-led Climate Initiatives Fund form \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases  Community-led Climate Initiatives Fund by 50K to \$100K  Fees and charges (See proposed fees and charges on our website)
beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)  5: Climate initiatives  Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases  Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR  Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by \$00K to \$100K  Fees and charges (See proposed fees and charges on our website)
Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases  OR  Increase funding for facilitation beyond increase funding for facilitation beyond Portion and Increase funding funding for facilitation beyond Porti
Yes 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 ☐ Email the Council ☐ Visit the Council's social media pages — e.g. Facebook or Instagram ☐ Visit the Queen Street Customer Service Centre in person Interino App ☐ Other – please specify When you need to report a problem with a Council facility or service, what channel do you use most often?: Phone the Council Log a service request online ☐ Email the Council ☐ Visit the Queen Street Customer Service Centre ☐ Other – please specify When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? ☐ Pay via the Council's website ☐ Pay in person at the Queen Street Customer Service Centre Pay by automatic payment or direct debit

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☑ Monthly

☐ Never

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

☐ Weekly

Street Customer Service Centre in the past 12 months?

☐ More than once a week

How often, on average, have you v	isited the Queen Street	Customer Service Centre	e in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	✓ Never
Have you used the Council's after h	nours service in the past	12 months?	
Yes	☑ No		on't know
Would you prefer to do more or les	s Council business onlin	e?-	
☑ More	☐ Less		
Do you have any other comments of customer services that you would li			ow? Or suggestions for
(attach separate pages if needed)  The costs for relow  We by the community  Nostedon nos topt  esents seach year a  recreasion contre in	nty is excessive for venue for venue for venue word the already	overly high. Co the future of sporture few	emmunity == lourge oudlence
Ment is being limit	ed option to	perence for Bu	widing a new
The day to day use services delivered priortised over a fully functional in priortised. This was	Town Hall and	the develop	nent of due
prioritised. This was debuered and would have a separate that operation staff operation was that cooks. This was mosterion describes a serves the needs of a gr	del reduce the stee. There would	duplication of id also be the	infrastructure
The March of or of	Some of the state of the	- Superisation	Company.
		(	OY
MSTN.GOVT.NZ			TE KAUNIHERA Ä-ROHE O WHAKAORIO
6 @MastertonDC			MASTERTOI DISTRICT COUNCI

LTP Submissions Volume 7

# Your details

Full name (required)	RA GREENWOOD	<u> </u>	
Organisation (if applicable)		***************************************	
Postal address			······································
Phone	Email		
Hearing			
The Council will hold a hearing on Wedn their views in person. You will have 5-10 via Microsoft Teams online.		the state of the s	
Would you like to present your views at	the hearing?		Y
If yes, please make sure your contact de	tails in the previous section are	correct so we can g	et in touch.
Yes (in person)	Yes (via Microsoft Teams)		No No
About you			
These questions help us understand whimprove our engagement approach. You collated data will be reported to the Cou	r responses will not be made p		
What is your age range?			
What is your ethnicity? (you may tick m	ultiple boxes)		
What is your gender?			
Do you live with impairments/long-term	health conditions or do you ide	ntify as tāngata whai	kaha/disabled?

# Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, lib	rary and archive
Town Hall (Consultation Docum	ent pages 13-18)
4명 보험이 보면 많이 가득하게 하면 하는 것이 되었다. 그는 아이를 하실어 먹어 먹는데 이렇게 하는데 없다.	tion — Demolish the Town Hall and Municipal Buildings and build a new vn Hall site, retain the Municipal Building façade, and expand Waiata House.
	olish the Town Hall and build a new Town Hall on the site; retain and pal Building including façade; and retain Waiata House. gh uncertainty).
Alternative Option 2 – Demobuildings; retain Waiata House Cost: \$3.57 million.	olish the Town Hall and Municipal Building and do not replace these se and the leased Queen Street office. but keep focade.
4하나 1 1 1 1 1 1 1	and Alternative Option 1 include provision and budget to retain the estimated cost to do this is \$1.97 million. Do you want to keep the
☑ Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and	Wairarapa Archive (Consultation Document pages 19-24)
☐ The Council's Preferred Opt extension to include the Arch Cost: \$10.75 million.	tion — Upgrade and expand the Library and consider in future a further nive.
☐ Alternative Option 1 — Upgra Cost: \$14.66 million.	ade and expand the Library and include the Archive now.
Alternative Option 2 – Composite Sp. 3 million.	plete essential Library repairs and maintenance only.
Big Decision 2: Town centre	improvements (Consultation Document pages 25-28)
	<b>cion</b> – Complete essential work to improve water and roading infrastructure uld be no other improvements to Queen Street.
	ete essential work to renew water and roading infrastructure in the town wn centre to improve the 'look and feel' of that space.
Big Decision 3: Council Fund	ling (Consultation Document pages 29-31)
	<b>tion</b> – Funding for community groups and organisations would become this funding would be considered annually.
2010년 : 10 Head Control (2010) - 10 Head The State (2010) - 10 Head Control (2010)	n existing Council funding arrangements. (Note: there is currently a ed via the Long-Term Plan process and a smaller pool of annual

LTP Submissions Volume 7 Page 136

contestable funding).

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	☐ Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> </ul>
	Don't know	☐ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K
Fees and cha	rges (See proposed fees and cha	rges on our website)
Do you support our propo	sed fees and charges for 2024/25?	
Yes	□ No	☑ Don't know
Jip 👟	3 charges too hid	5° .
LTP Submissions Volume 7		Page 137

# 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: Lovely to walk around. How we deliver customer services (Consultation Document page 42) These questions will help inform a review of how we deliver our customer services. When you need information about Council services, events or activities, what channel do you use most often? ☐ 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 — See the Mayor 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 Phone Banking Pay by automatic payment or direct debit How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? ☐ More than once a week ☐ Weekly ☐ Monthly

LTP Submissions Volume 7

How often, on average, have you	visited the Queen Street (	Customer Service Centre	e in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	✓ Never
Have you used the Council's after	hours service in the past	12 months?	
☐ Yes	□ No	V C	on't know
Would you prefer to do more or les	ss Council business onlin		
☐ More	Less	17/1	
Do you have any other comments customer services that you would			ow? Or suggestions for
Fristrated	at overuse	of Disable	4
			4.1
Car Park	- LPF 30	a Browne ou	age colour.
rear Pilmas	y outside &	terantmental	Building
			~
heed more	Disabled Par	King	
		<u> </u>	
S neaded	help - to	o complicate	<b></b>
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MSTN.GOVT.NZ			TE KAUNIHERA Å-ROHE O WHAKADI

f @MastertonDC

MASTERTON DISTRICT COUNCIL #252 **352** 

### COMPLETE

Collector: Test Link (Web Link)

Started: Tuesday, April 30, 2024 12:52:31 PM Last Modified: Tuesday, April 30, 2024 1:00:32 PM

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

IP Address:

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

## Q1

Your details

Full name (required) NGAIRE J GREGER

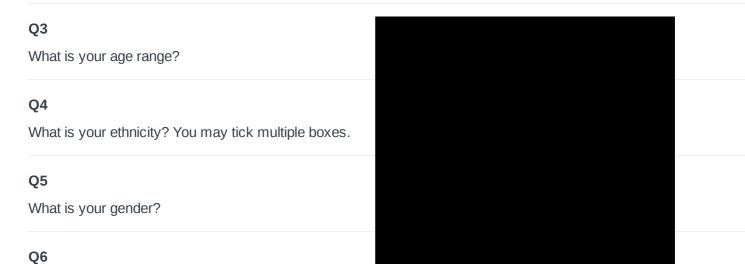
Postal address

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.



Page 2: Your Thoughts on the Big Decisions

or do you identify as tāngata whaikaha/disabled?

Do you live with impairments/long-term health condition

### Q7

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

Yes - keep the façade

### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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

## Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

## Q13

Service Area 2: Regional Walking and Cycling facilitation

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

### Q14

Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

#### Q15

Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

### Q16

Service Area 5: Climate initiatives

Respondent skipped this question

## Page 3: Fees and Charges

Q17

Respondent skipped this question

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

**Q20** 

Respondent skipped this question

Please tell us what you value and enjoy most about

these lakes now:

Q21

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?

**O23** 

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 #306

### COMPLETE

Collector: Test Link (Web Link)

Started: Thursday, May 02, 2024 8:44:24 AM **Last Modified:** Thursday, May 02, 2024 8:54:55 AM

00:10:31 **Time Spent:** 

IP Address:

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

## Q1

Your details

Full name (required) Elizabeth Ann Greville

Postal address

Phone

Email

Q2 No

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

# Q3 What is your age range?

### Q4

What is your ethnicity? You may tick multiple boxes.

## Q5

What is your gender?

## Q6

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



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

Yes - keep the façade

#### Q9

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

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

# Q10

Town centre improvements (Consultation Document pages 25-28)

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

## Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

# Q13

Service Area 2: Regional Walking and Cycling facilitation

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

# Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

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

# Page 3: Fees and Charges

Q17 Yes

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

Q18 Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19 Explore a different look and feel in future if it would cost less

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

Q20 Respondent skipped this question

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

Q21 Visit the Council website

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

Q22 Log a service request online

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

Q23 Pay via the Council's website

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

Q24 Monthly

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

Q25 Never

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

Q26 No

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

Q27 About the same

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

Q28 Respondent skipped this question

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

Q29 Respondent skipped this question

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

# Your details

Full name (required)	Soursina Griteria	
Organisation (if applicable)		
Postal address		
Phone	Email	
Hearing		
그 살아보다 그렇게 하는 것이 없는 것이 되었다. 그렇게 하는 것은 사람들이 되었다. 그는 것이 모든데	on Wednesday 22 and Thursday 23 May 2024 for ave 5-10 minutes to present your feedback to elec	
Would you like to present your	views at the hearing?	
If yes, please make sure your co	ntact details in the previous section are correct so	we can get in touch.
☐ Yes (in person)	☐ Yes (via Microsoft Teams)	☑ No
About you		
	tand which sectors of the community are providing ach. Your responses will not be made public with y the Council.	
What is your age range?		
What is your ethnicity? (you ma	y tick multiple boxes)	
What is your gender?		
Do you live with impairments/lor	ng-term health conditions or do you identify as tān	gata whaikaha/disabled?

# Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> 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 ar	nd archive
Town Hall (Consultation Document page	ges 13-18)
아이들이 아이들이 하는 점점에 가다면 집에 되었다. 하는 이 사이들이 모습이 되었다면 되었다면 하다.	Demolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House
	e Town Hall and build a new Town Hall on the site; retain and ding including façade; and retain Waiata House. Pertainty).
☐ Alternative Option 2 — Demolish the buildings; retain Waiata House and t Cost: \$3.57 million.	e Town Hall and Municipal Building and do not replace these the leased Queen Street office.
소프리아 내려진 그리 아이를 하는 것이 되었다. 그렇게 하는 것이 없는 그리고 있다면 하는 것이 없는 것이 없다.	ternative Option 1 include provision and budget to retain timated cost to do this is \$1.97 million. Do you want to keep
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairara	pa Archive (Consultation Document pages 19-24)
The Council's Preferred Option – U extension to include the Archive. Cost: \$10.75 million.	pgrade and expand the Library and consider in future a further
☐ Alternative Option 1 – Upgrade and Cost: \$14.66 million.	expand the Library and include the Archive now.
☐ Alternative Option 2 — Complete es Cost: \$2.3 million.	sential Library repairs and maintenance only.
Big Decision 2: Town centre improv	rements (Consultation Document pages 25-28)
	omplete essential work to improve water and roading infrastructure no other improvements to Queen Street.
	ential work to renew water and roading infrastructure in the town are to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (Co	onsultation Document pages 29-31)
☐ The Council's Preferred Option — For contestable. Applications for this fun	unding for community groups and organisations would become ding would be considered annually.
	ng Council funding arrangements. (Note: there is currently a e Long-Term Plan process and a smaller pool of annual

LTP Submissions Volume 7 Page 149

contestable funding).

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

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

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

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LTP Submissions Volume 7

# 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? ☐ Morethanbroissonsowiensk7 ☐ Weekly ☐ Monthly ☐ Næge151

How often, on average, have	ve you visited the Queen Street C	ustomer Service Centre	e in the past 12 months?
☐ More than once a week	⊠ Weekly	☐ Monthly	☐ Never
Have you used the Counci	I's after hours service in the past 1	2 months?	
☐ Yes	□ No		on't know
Would you prefer to do mo	re or less Council business online	?	
☐ More	Less		bout the same
그런 그는 이 그래에게 되어 있는 것이 없었다. 그런 그렇게 하는 것이 없는 것이 없는 것이다.	nments on how the Council delive I would like the Council to conside		ow? Or suggestions for
<b>Is there anything else you</b> (attach separate pages if no	ı would like to say as part of your eeded)	feedback on the 202	4-34 Long Term Plan?
			$\sim$

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#652

# COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 8:50:55 PM

 Last Modified:
 Sunday, May 05, 2024 9:53:42 PM

**Time Spent:** 01:02:46

IP Address:

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

#### Q1

Your details

Full name (required) Diana Griffiths

Postal address

Email Phone

Q2 No

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

# Q3

What is your age range?

What is your ethnicity? You may tick multiple boxes.

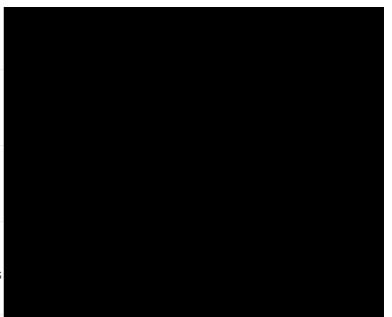
Q5

Q4

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

No - do not keep the façade

# Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

# Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### **Q14**

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

# Q15

Service Area 4: Welcoming Communities facilitation

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

# Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 Don't know

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

#### Q18

#### Comments

Our property is rated highly as it is large, but we don't get any benefits from paying higher rates than our neighbours.

# 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 wildlife and natural resources.

Paddle boats and the train and the playgrounds.....great for families and attracts visitors.

Excellent natural and large spaces with room for everyone....walking tracks , and wildlife and families and dogs!

Q21 Phone the Council

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

Q22 Visit the Queen Street Customer Service Centre

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

Q23 Pay by automatic payment or direct debit

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

Q24 Monthly

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? Q25 Never

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

Q26 No

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

Q27 About the same

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

Q28 Respondent skipped this question

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

# **Q29**

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 have a problem with some of the options, if the townhall and space is demolished, eg I believe there should be a cafe ( rental could be used for maintenance of area etc )

Also, places for children's playareas and seating making an attractive space...it will need to draw people there, if enough activities etc are incorporated. (large chessboard, quoits, band shell, surrounded by booths to be used as pop up stalls, a central fountain using solar power...a European look and feel.)

# Your details

Full name (required)	LEWIS JOHN HENRY GRIFFITHS
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.

172 - 10		Acres A
Yes	(in	person)

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- 1	YAS	1112	Microsoft	Leams
	160	VIC	INTICIOSOIL	I CUITIO)

PNO

# 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> 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 Town Hall on the current Town Hall site, retain the M Cost: \$42.6 million.	vn Hall and Municipal Buildings and build a new unicipal Building façade, and expand Waiata House.
☐ Alternative Option 1 – Demolish the Town Hall and refurbish the existing Municipal Building including fa Cost: \$49.9 million (noting high uncertainty).	
Alternative Option 2 — Demolish the Town Hall and buildings; retain Waiata House and the leased Quee Cost: \$3.57 million.	
The Council's Preferred Option and Alternative Option the Municipal Building façade. The estimated cost to the façade?	
☐ Yes – keep the façade ☐ No	– do not keep the façade
Masterton District Library and Wairarapa Archive (Cor	sultation Document pages 19-24)
■ The Council's Preferred Option – Upgrade and exp extension to include the Archive. Cost: \$10.75 million.	and the Library and consider in future a further
Alternative Option 1 – Upgrade and expand the Librative Cost: \$14.66 million. And reside to too	rary and include the Archive now.  on hall sale and include cafe
Cost: \$14.66 million. And resite to too  Alternative Option 2 – Complete essential Library re Cost: \$2.3 million.	epairs and maintenance only. In new build.
Big Decision 2: Town centre improvements (Consu	Itation Document pages 25-28)
■ The Council's Preferred Option – Complete essenti in the town centre. There would be no other improve Cost: \$6.48 million	
Alternative Option — Complete essential work to rercentre, and redevelop the town centre to improve the Cost: \$14.12 million.	new water and roading infrastructure in the town e 'look and feel' of that space.
Big Decision 3: Council Funding (Consultation Docu	ment pages 29-31)
The Council's Preferred Option – Funding for common contestable. Applications for this funding would be contestable.	unity groups and organisations would become onsidered annually.
Alternative Option — Maintain existing Council funding mix of funding that is allocated via the Long-Term Placontestable funding).	그 전 그림 시간 그 그 그래요? 그리고 내 가는 이 사람들이 그 이 아니라 이 가장 하는 것이다. 그렇지 않는 것이 아니라 아니라 아니라 아니라 아니라 아니다.

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

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

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

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

	ob you support our proposed lees and charges for 2024/25:				
☐ Yes	□ No	☐ Don't know			

# Your thoughts to help shape our thinking

Henley Lake and Lake of Remer	mbrance (Consultation	Document page 42)	
Would you prefer the Council to invand feel in the future if it would cost	est in maintaining the la		xplore a different look
☐ Invest in maintaining the lakes as	s they are now		
Explore a different look and feel	in future if it would cos	t less	
☐ Don't know			
Please tell us what you value and en	njoy most about these	lakes now:	
A Lake adds a hu which must be main	ige positive ntained	demension to	any park
How we deliver customer service. These questions will help inform a rewind when you need information about Comost often?	eview of how we delive	r our customer services.	el do you use
☐ Visit the Council website		Phone	e the Council
☐ Visit the Council's social media p	ages – e.g. Facebook (	or Instagram 🔲 Email	the Council
☐ Visit the Queen Street Customer S	ervice Centre in person		
☐ Other – please specify			
When you need to report a problem  Log a service request online	with a Council facility o		lo you use most often?:
☐ Visit the Queen Street Customer S	ervice Centre	Fmail:	the Council
		Setter record)	are council
When you need to pay your rates or etc), what channel do you use most c	pay for another Counc often?	l service (e.g. dog registr	ation, consent fees,
Pay via the Council's website	☐ Pay in persor	at the Queen Street Cus	tomer Service Centre
Pay by automatic payment or dire			
= . a) b) automatic payment of and	ct debit		
How often, on average, have you acc Street Customer Service Centre in th	cessed information fron	n the Council's website o	contacted the Queen

Page 160

LTP Submissions Volume 7

How often, on average, have you vi	sited the Queen Street (	Customer Service Centre	e in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	Never
Have you used the Council's after h	nours service in the past	12 months?	
☐ Yes	No		on't know
Would you prefer to do more or les	s Council business online	e?	
☐ More	Less		
Do you have any other comments of customer services that you would li			ow? Or suggestions for
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	ur feedback on the 202	4-34 Long Term Plan?
1 REITERATE.			
A WORLD	CLASS LIBR	ARY LWITH	A CAFE)
ON THE TOWN	HALL SITE	WOULD BE	FAR
BETTER USE OF	= COUNCIL	DEBT THA	N A TOWN
HALL.			

MSTN.GOVT.NZ

@MastertonDC LTP Submissions Volume 7



#262

# COMPLETE

Collector: Test Link (Web Link)

 Started:
 Monday, April 29, 2024 6:58:49 PM

 Last Modified:
 Monday, April 29, 2024 7:09:25 PM

**Time Spent:** 00:10:35

IP Address:

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

#### Q1

Your details

Full name (required)

Postal address

Email

Phone

**Lucy Griffiths** 



Q2 No

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

Q3

What is your age range?

Q4

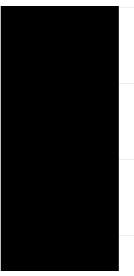
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

#### No - do not keep the façade

# Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

# Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### 016

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

Q17

Yes

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

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

# Q19

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

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

#### **Q20**

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

The walking/cycling around lake Henley. Also enjoy seeing the water spaces being used for waka ama and paddle boats. What would the cost be to make them clean enough to swim in?

Q21

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

Other - please specify: Both website and social media

Q22 Phone the Council

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

Q23 Pay by automatic payment or direct debit

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

Q24 Monthly

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

Q25 Monthly

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

Q26 No

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

Q27 About the same

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

# **Q28**

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

Like the information sessions and resources in the library

# **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 would be good to continue multi year support for Destination Wairarapa. They support all elements of well-being for our community - social, cultural, spiritual, environmental and economic.

I am certainly not against the plan to build a new town hall but for now I think we should utilise other regional facilities and focus on the other activities mentioned in the LTP. Let's revisit the town hall 5-10 years down the track.

#470 **358** 

# COMPLETE

Collector: Test Link (Web Link)

 Started:
 Friday, May 03, 2024 2:32:20 PM

 Last Modified:
 Friday, May 03, 2024 2:41:06 PM

**Time Spent:** 00:08:45

IP Address:

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

# Q1

Your details

Full name (required)

Organisation (if applicable)

Postal address

Email

Phone

Sarah-Ann Grove



Q2 No

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

Q3

What is your age range?

**Q4** 

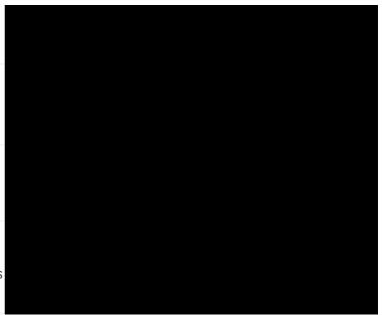
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

#### **Q8**

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

No - do not keep the façade

#### 09

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

# Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

# Q13

Service Area 2: Regional Walking and Cycling facilitation

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

# Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

Q17

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:

Our family of 6 enjoy both lakes, the kids race around, looking for eels and we enjoy a walk stopping to say hello to people as we go. Without Henley lake what do we have like it? I'd love to see the lake become swimable or kayaks for hire

Q21

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

Other - please specify:

Mostly Masterton Matters fb page

**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

#90

# COMPLETE

Collector: Test Link (Web Link)

Started: Thursday, April 18, 2024 7:55:27 PM Last Modified: Thursday, April 18, 2024 8:07:33 PM

**Time Spent:** 00:12:06 **IP Address:** 27.252.89.141

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

# Q1

Your details

Full name (required) Lurline Guillumscott

Postal address

Email

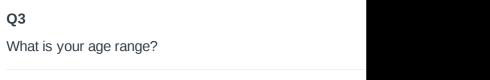
Phone

Q4

Q5

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.

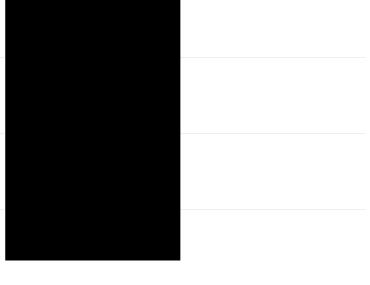


What is your ethnicity? You may tick multiple boxes.

What is your gender?

Q6

Do you live with impairments/long-term health conditions



Page 2: Your Thoughts on the Big Decisions

or do you identify as tāngata whaikaha/disabled?

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

No - do not keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

# Q13

Service Area 2: Regional Walking and Cycling facilitation

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

# Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

Q17

No

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

# Q18

Comments

Would prefer no rise as unfortunately I don't get paid more so the lower the better

# 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:

I love the feel of the lake and walking around however will not walk my dog due yo many dogs off leads. I agree lake should remain but not prepared to pay more just to look pretty

**Q21** 

Visit the Council website

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

022

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?

I look up rates online and that's it. I have the antenna app and have used, updates are not accurate though, many streets around me were closed yet no update

I have emailed before

#### **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

Overall I prefer this plan. Glad to see a council listening. Would still prefer no rates increase at all.

I have lived in masterton since 2001 and unfortunately not sure how much longer we will stay, unfortunately ucol has dropped courses limiting education for sfter college so seriously considering a move for better young adult education and things to do

# Your details

Full name (required) CHRISTOPHER HACKNEY
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)
About you
These questions help us understand which sectors of the community are providing feedback so we can improve our engagement approach. Your responses will not be made public with your submission. Only collated data will be reported to the Council.
What is your age range?
What is your ethnicity? (you may tick multiple boxes)
What is your gender?
Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

# Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive
Town Hall (Consultation Document pages 13-18)
☐ The Council's Preferred Option — Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata Hous Cost: \$42.6 million.
☐ Alternative Option 1 – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House.  Çost: \$49.9 million (noting high uncertainty).
Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office.  Cost: \$3.57 million.
The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?
☐ Yes – keep the façade ☐ No – do not keep the façade
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)
■ The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
☐ Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.
Big Decision 2: Town centre improvements (Consultation Document pages 25-28)
The Council's Preferred Option — Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.  Cost: \$6.48 million
Alternative Option – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.  Cost: \$14.12 million.
Big Decision 3: Council Funding (Consultation Document pages 29-31)
☐ The Council's Preferred Option — Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
☐ Alternative Option — Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)				
1: Wairarapa Economic Development Strategy	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding				
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	Maintain funding				
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding				
4: Welcoming Communities facilitation	Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires.				
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>				
Fees and charges (See proposed fees and charges on our website)						
Do you support our propo  Yes	sed fees and charges for 2024/25?	☐ 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: WETLAND- WOULD BE FINE-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? Phone the Council Visit the Council website ☐ Visit the Council's social media pages – e.g. Facebook or Instagram ■ Email the Council ☐ Visit the Queen Street Customer Service Centre in person Other - please specify READ THE WIA OF MIDWEEK When you need to report a problem with a Council facility or service, what channel do you use most often?: Phone the Council Log a service request online Visit the Queen Street Customer Service Centre Email the Council Other – please specify ...... When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? ✓ Pay in person at the Queen Street Customer Service Centre Pay via the Council's website Pay by automatic payment or direct debit How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? Monthly More than once a week Weekly Never

How often, on average, have you vis	sited the Queen Street (	Customer Service Centre	e in the past 12 months?	
☐ More than once a week	■ Weekly	Monthly	☐ Never	
Have you used the Council's after ho	ours service in the past	12 months?		
Yes	No		☐ Don't know	
Would you prefer to do more or less	Council business online	e?		
☐ More	Less			
Do you have any other comments or customer services that you would like			ow? Or suggestions for	
		Ţ.		
Is there anything else you would li	ke to say as part of yo	ur feedback on the 202	4-34 Long Term Plan?	
(attach separate pages if needed)	and the same of	tion 2 ross	d. atte	
I Support Alter	in the	add the	add allo	
Town hall but	with the	coording of	autung me	
extension of 1			· ·	
I have come	to this	Conclusion	by reading	
letters etc to				
and especia				
Commission	ed by M.J.	c in Doso	! whose	
comments a				
more teles				
			1 6	
Although I	Cast aggre	to tank arrang	2 7 6	
I am not as	opinment of	is the colu	ACUS.	
proffered pref	erred off			

#245

# COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, April 28, 2024 3:29:12 PM

 Last Modified:
 Sunday, April 28, 2024 3:39:06 PM

**Time Spent:** 00:09:54

IP Address:

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

# Q1

Your details

Full name (required) Prudence Margaret HAMILL

Postal address

Email

Q6

Phone



Q2 No

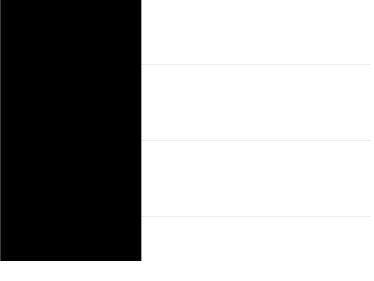
Would you like to present your views at the hearing?If yes, please make sure your contact details in the previous section are correct so we can get in touch.



What is your ethnicity? You may tick multiple boxes.

Q5
What is your gender?

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



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

# Q13

Service Area 2: Regional Walking and Cycling facilitation

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

# Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

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

### Page 3: Fees and Charges

**Q17** 

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:

R&R

Q21 Visit the Council website

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

Q22 Phone the Council

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

Q23 Pay via the Council's website

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

Q24 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 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 #560

### COMPLETE

Collector: Test Link (Web Link)

Started: Saturday, May 04, 2024 12:22:42 PM Last Modified: Saturday, May 04, 2024 12:37:37 PM

**Time Spent:** 00:14:55

IP Address:

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

### Q1

Your details

Full name (required) Robyn Hamilton

Postal address

Email

Phone

Q4

Q2 No

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

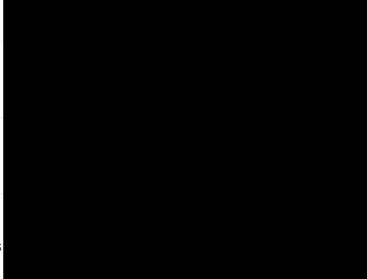
# Q3 What is your age range?

What is your ethnicity? You may tick multiple boxes.

**Q5**What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

### Q8

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

Yes - keep the façade

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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

### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

### Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

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

### Page 3: Fees and Charges

Q17

No

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

### Q18

### Comments

You should have provided a link. Dog registration is too high. Increase charges for roaming dogs and reduce the fee for those registering. Do more about feral cats.

### 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:

I love the walks. I do not love the quantity of poo or the number of geese. When I say 'explore' I would still want further consultation of options.

### **Q21**

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

Other - please specify:

Visit the council website AND check out Facebook pages - equally

### **Q22**

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

Other - please specify:

None

### Q23

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

### Pay by automatic payment or direct debit

Q24 Monthly

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

Q25 Never

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

Q26 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?

Dog registration by email as twice now I haven't received the paper copy

### **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

Make it easier to have a say.

Use social media more.

363

#55

### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 16, 2024 4:47:50 PM

 Last Modified:
 Tuesday, April 16, 2024 4:55:52 PM

**Time Spent:** 00:08:01

IP Address:

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

### Q1

Your details

Full name (required)

Postal address

Email

Phone

Ian Hannan



Q2

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

No



What is your age range?

### Q4

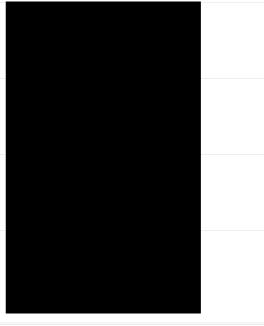
What is your ethnicity? You may tick multiple boxes.

### Q5

What is your gender?

### Q6

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



### Page 2: Your Thoughts on the Big Decisions

### Q7

Town Hall (Consultation Document pages 13-18)

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

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

No - do not keep the façade

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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

### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

### Q14

Service Area 3: Regional Positive Ageing facilitation

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

### Q15

Service Area 4: Welcoming Communities facilitation

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

### Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 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** 

**Q22** 

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

Pleasant environments to enjoy

Q21 Visit the Council website

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

When you need to report a problem with a Council facility

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

Other - please specify: Antenno app

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

No

#310

### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Thursday, May 02, 2024 9:10:02 AM

 Last Modified:
 Thursday, May 02, 2024 9:24:47 AM

**Time Spent:** 00:14:45

IP Address:

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

### Q1

Your details

Full name (required) Chris Hansen

Postal address

Phone

Q2

Would you like to present your views at the hearing?If yes, please make sure your contact details in the

previous section are correct so we can get in touch.

Q3
What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

Q6

What is your gender?

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

### Page 2: Your Thoughts on the Big Decisions

### Q7

Town Hall (Consultation Document pages 13-18)

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

LTP Submissions Volume 7 Page 191

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

No - do not keep the façade

### Q9

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

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

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### Q12

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### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

### Q14

Service Area 3: Regional Positive Ageing facilitation

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

### Q15

Service Area 4: Welcoming Communities facilitation

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

### Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Masterton District Council Long-Term Plan 2024-34 submission form Q17 Yes Do you support our proposed fees and charges for 2024/25? Q18 Respondent skipped this question Comments Page 4: Your thoughts to help shape our thinking Q19 Invest in maintaining the lakes as they are now Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? **Q20** Please tell us what you value and enjoy most about these lakes now: These lakes need to have water and wildlife. Be able to be used for recreation Q21 Visit the Council website When you need information about Council services, events or activities, what channel do you use most often? **Q22** Log a service request online When you need to report a problem with a Council facility or service, what channel do you use most often? **Q23** Pay by automatic payment or direct debit

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

**Q24** Respondent skipped this question

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

**O25** 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 #128

### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Monday, April 22, 2024 7:22:13 AM

 Last Modified:
 Monday, April 22, 2024 8:00:58 AM

**Time Spent:** 00:38:45

IP Address:

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

### Q1

Your details

Full name (required) Rosemary Hansen

Q2 No

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

Q3
What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



### Page 2: Your Thoughts on the Big Decisions

### Q7

Town Hall (Consultation Document pages 13-18)

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

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

Respondent skipped this question

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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

### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

### Q14

Service Area 3: Regional Positive Ageing facilitation

**Alternative Option - Maintain funding** 

### Q15

Service Area 4: Welcoming Communities facilitation

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

### **Q16**

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Respondent skipped this question

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

### **Q20**

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

They are freely accessible and enjoyed by people of all ages, walking, cycling or simply sitting in the beautiful surroundings. These lakes are visited by people from around the world and are an enviable asset to Masterton

Q21

Visit the Council website

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

Q22

**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 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 #151

### COMPLETE

Collector: Test Link (Web Link)

Started: Tuesday, April 23, 2024 2:13:26 PM Last Modified: Tuesday, April 23, 2024 2:22:29 PM

**Time Spent:** 00:09:03

IP Address:

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

### Q1

Your details

Full name (required)

Postal address

Paige Hardie

No

Q2

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

Q3

What is your age range?

Q4

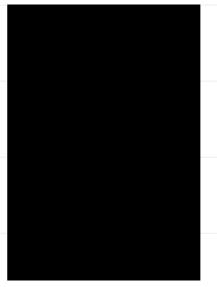
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



### Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

No - do not keep the façade

### Q9

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

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

**Alternative Option - Maintain funding** 

### Q14

Service Area 3: Regional Positive Ageing facilitation

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

### Q15

Service Area 4: Welcoming Communities facilitation

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

### Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

# Q17 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 Other - please specify: Your monthly emails 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 Oueen Street Customer Service Centre in the past 12 months? **Q25** Never How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

Q26 No

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

Q27 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?

Hate that if I call that the one person I usually need to speak with isn't there and no one else seems to know how to do their job. Seems odd

### **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 lease prices in town for shops must be so expensive. There are not very good shops in town and it's not a very inviting place to go. Sunday is an actual ghost town. Would love to see some action on a riverstone park on solway cres, it's much needed down here

#82

### COMPLETE

Collector: Test Link (Web Link)

Started: Thursday, April 18, 2024 3:47:40 PM Last Modified: Thursday, April 18, 2024 3:56:30 PM

**Time Spent:** 00:08:50

IP Address:

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

### Q1

Your details

Full name (required) Tyl

Postal address

Email

Phone

Q4

Q5

Q6

Q2 No

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

previous section are correct so we can get in touch.

What is your age range?

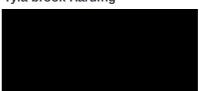
What is your ethnicity? You may tick multiple boxes.

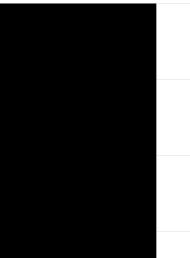
What is your gender?

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

or do you identify as tāngata whaikaha/disabled?

Tyla brook Harding





Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

### Q8

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

Yes - keep the façade

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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

### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

### Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

### **Q15**

Service Area 4: Welcoming Communities facilitation

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

### Q16

Service Area 5: Climate initiatives

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

### Page 3: Fees and Charges

Q17 Don't know

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

Q18 Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19 Invest in maintaining the lakes as they are now

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

Q20 Respondent skipped this question

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

Q21

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

Facebook or Instagram

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

Q22 Email the Council

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

Q23 Pay by automatic payment or direct debit

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

Q24 Monthly

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

Q25 Never

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

Q26 Don't know

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

Q27 About the same

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

Q28 Respondent skipped this question

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

Q29 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

368

#153

### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 23, 2024 3:17:02 PM

 Last Modified:
 Tuesday, April 23, 2024 3:24:54 PM

Time Spent: 00:07:51
IP Address:

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

### Q1

Your details

Full name (required)

Postal address

Email

Fleur Hardman



Q2 N

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

No

O3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



### Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

Yes - keep the façade

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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

### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

### Q14

Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

### Q15

Service Area 4: Welcoming Communities facilitation

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

### Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 No

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

### Q18

### Comments

I do worry increasing dog registration fees will mean more unregistered dogs. Please consider allowing greater flexibility with the responsible owner classification. I bought a puppy, have a fully fenced section and got her spayed as soon as the vets felt was appropriate and yet still can't get responsible owner status for some time. It's also unequitable as male dogs can be neutered at 6 months but female dogs much older (mine wasnr eligible until 17 months). Let's find more ways to reward good owners with lower fees

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 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?

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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 Yes Have you used the Council's after hours service in the past 12 months? Q27 More Would you prefer to do more or less Council business online?

Respondent skipped this question

Q29

consider in future?

**Q28** 

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

Let's make sure people and climate are a priority

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

#33

### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Friday, April 12, 2024 4:04:36 PM

 Last Modified:
 Friday, April 12, 2024 4:14:28 PM

Time Spent: 00:09:52 IP Address:

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

### Q1

Your details

Full name (required)

Postal address

Email

Phone

**George Hargood** 



Q2 No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

### Q8

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

No - do not keep the façade

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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)

Service Area 5: Climate initiatives

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

### Page 3: Fees and Charges

Q17

Yes

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

### Q18

### Comments

Masterton can be a vibrant town and a leader for how towns can be run sustainably, democratically and with consideration for all people. Make it that.

### Page 4: Your thoughts to help shape our thinking

### Q19

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

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

### **Q20**

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

Good walking tracks, harbour wildlife - encourage this. Zealandia?

### **Q21**

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

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

### **Q22**

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

Log a service request online

### **Q23**

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

Pay via the Council's website

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 Don't know

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

Q27 About the same

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

Q28 Respondent skipped this question

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

### **Q29**

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

 $https://www.thenile.co.nz/books/yascha-mounk/the-great-experiment/9781526630155?gad\_source=1\&gbraid=0AAAAADOh6X-OaQ48h-DyAy3NEv20r1p0X\&gclid=EAIaIQobChMIj6zbgui7hQMVuC57Bx0w2wOQEAQYASABEgIOb\_D\_BwE$ 

Read this book and apply it to masterton

### Your details

Full name (required)	Julia	Frances	Harris	
Organisation (if applicable	e)	***************************************		******
Postal address				
Phone .		E	mail	

# Hearing

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

Would you like to present your views at the hearing?

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

# About you

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

What is your age range?

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

What is your gender?

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

LTP Submissions Volume 7 Page 215

# Your thoughts on the Big Decisions

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

Bi	g Decision 1: Town Hall, library and archive				
То	wn Hall (Consultation Document pages 13-18)				
$\checkmark$	The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata Hous Cost: \$42.6 million.				
	Alternative Option 1 – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House.  Cost: \$49.9 million (noting high uncertainty).				
	Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office.  Cost: \$3.57 million.				
М	ne Council's Preferred Option and Alternative Option 1 include provision and budget to retain the unicipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the çade?				
	Yes – keep the façade ✓ No – do not keep the façade				
Ma	asterton District Library and Wairarapa Archive (Consultation Document pages 19-24)				
4	The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive.  Cost: \$10.75 million.				
	Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.				
	Alternative Option 2 — Complete essential Library repairs and maintenance only. Cost: \$2.3 million.				
Ві	g Decision 2: Town centre improvements (Consultation Document pages 25-28)				
d	The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.  Cost: \$6.48 million				
	Alternative Option – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.  Cost: \$14.12 million.				
Bi	g Decision 3: Council Funding (Consultation Document pages 29-31)				
4	The Council's Preferred Option — Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.				
	Alternative Option — Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).				

LTP Submissions Volume 7 Page 216

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

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

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

LTP.Submissions Volume 7. Page 217

# 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: Often in surver the lake gets toxic algae & need choked. Tirning I into more wetlands might make the arrament healthier. Though retaining some sort of would be preferred as well. 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? Phone the Council ☐ Visit the Council website ☐ Visit the Council's social media pages – e.g. Facebook or Instagram ☐ Email the Council ✓ Visit the Queen Street Customer Service Centre in person Other – please specify ..... When you need to report a problem with a Council facility or service, what channel do you use most often?: Phone the Council Log a service request online Email the Council ☐ Visit the Queen Street Customer Service Centre Other – please specify ..... When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? Pay in person at the Queen Street Customer Service Centre Pay via the Council's website Pay by automatic payment or direct debit <- rates 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 → 3 monthly □ Never Weekly More than once a week LTP Submissions Volume 7

Page 218

☐ More than once a week	☐ Weekly	Customer Service Centre in the past 12 months?  ✓ Monthly → 3 control Never
Have you used the Council's after ho	ours service in the past	12 months?
Yes	□ No	☐ Don't know
Would you prefer to do more or less	Council business online	9?
☐ More	Less	
Do you have any other comments or customer services that you would like		ers customer services now? Or suggestions for er in future?
1 like being	able to talk	to some u person.
For dog tags, a	only he do what	Cortexton des &
adopt tags th	at last the dog	s life time please?
Is there anything else you would like (attach separate pages if needed)	ce to say as part of you	r feedback on the 2024-34 Long Term Plan?
The library is	very important	to me, my Favourite
place in town.	I would be vo	ers happy to invest
	***************************************	more so than the
tour hall 1	really enjoy Fr	iday rarning knitting
wde at the	library & He	librarian staff are
brilliant. IF #	ey reed more :	space, please lister to Hem.

MASTERTON DISTRICT COUNCIL

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f @MastertonDC

#168

# COMPLETE

Collector: Test Link (Web Link)

Started: Wednesday, April 24, 2024 6:47:04 AM Last Modified: Wednesday, April 24, 2024 7:06:19 AM

**Time Spent:** 00:19:14

IP Address:

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

# Q1

Your details

Full name (required)

Postal address

Email

Phone

Bea. Harris



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.

previous section are correct so we can get in touch.

Q3
What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

No - do not keep the façade

#### 09

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

## Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### 015

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges	
Q17	Yes
Do you support our proposed fees and charges for 2024/25?	
Q18	Respondent skipped this question
Comments	
Page 4: Your thoughts to help shape our thinking	
Q19	Invest in maintaining the lakes as they are now
Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	
Q20	Respondent skipped this question
Please tell us what you value and enjoy most about these lakes now:	
Q21	Visit the Council website
When you need information about Council services, events or activities, what channel do you use most often?	
Q22	Visit the Queen Street Customer Service Centre
When you need to report a problem with a Council facility or service, what channel do you use most often?	
Q23	Pay by automatic payment or direct debit
When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?	
Q24	Never
How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?	
Q25	Never
How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	

Q26 No

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

Q27 More

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

Q28 Respondent skipped this question

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

# **Q29**

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

Stop wasteful spending.

# Your details

Full name (required)	Wandy Harris	
Organisation (if applicable)		
Postal address		
Phone	Email	- 1

# 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'
100	11100	14110100011	1001110

# No No

# About you

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



LTP Submissions Volume 7 Page 224

# Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library a	and archive
Town Hall (Consultation Document pa	ges 13-18)
V	Demolish the Town Hall and Municipal Buildings and build a new I site, retain the Municipal Building façade, and expand Waiata House
지역 가게 되었다. 이 지역의가 이 전에 그 집에 들어온 그리고 있다고 있다. 등에 하셨다고 있다고 있다고	e Town Hall and build a new Town Hall on the site; retain and Iding including façade; and retain Waiata House. certainty).
☐ Alternative Option 2 — Demolish the buildings; retain Waiata House and Cost: \$3.57 million.	ne Town Hall and Municipal Building and do not replace these the leased Queen Street office.
보다. 그런 그렇게 되었다면 하다는 다음 사람이 하다 가는 하는 것이 없는데 하지만 하는데 하다면 하다 하다 때문에	Alternative Option 1 include provision and budget to retain stimated cost to do this is \$1.97 million. Do you want to keep
✓ Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairar	apa Archive (Consultation Document pages 19-24)
The Council's Preferred Option – Uextension to include the Archive. Cost: \$10.75 million.	Upgrade and expand the Library and consider in future a further
☐ Alternative Option 1 – Upgrade an Cost: \$14.66 million.	d expand the Library and include the Archive now.
☐ Alternative Option 2 — Complete e Cost: \$2.3 million.	essential Library repairs and maintenance only.
Big Decision 2: Town centre impro	vements (Consultation Document pages 25-28)
	Complete essential work to improve water and roading infrastructure no other improvements to Queen Street.
	sential work to renew water and roading infrastructure in the town attre to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (C	onsultation Document pages 29-31)
	Funding for community groups and organisations would become nding would be considered annually.
에 가지 아버지의 아니는 이 그래? 입니다가 하면서 그렇게 하는 것 같은 얼룩하다고 했다면 살아 없었다.	ing Council funding arrangements. (Note: there is currently a he Long-Term Plan process and a smaller pool of annual

LTP Submissions Volume 7 Page 225

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

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

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

Yes No Don't know

LTP Submissions Volume 7 Page 226

# 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. Phone the Council ☐ Log a service request online ☐ Visit the Queen Street Customer Service Centre ☐ Email the Council ☐ Other – please specify When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? Please tick one option. Pay via the Council's website ☐ Pay in person at the Queen Street Customer Service Centre ☐ Pay by automatic payment or direct debit How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? ☐ Morethannessaswicky ☐ Weekly ☐ Monthly ☐ New 1227

How often, on average, have you v	isited the Queen Street C	Customer Service Centre	in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	Never
Have you used the Council's after l	hours service in the past	12 months?	
☐ Yes	No	□ D	on't know
Would you prefer to do more or les	ss Council business online	93	
More	☐ Less	ПА	bout the same
Do you have any other comments of customer services that you would I			w? Or suggestions for
edistorner services that you would r	ince the council to conside	or in ratare:	
Is there anything else you would (attach separate pages if needed)	like to say as part of you	r feedback on the 2024	1-34 Long Term Plan?
			$\sim$

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f @MastertonDC
IP Submissions Volume 7



From: Hewitt Harrison
To: Submissions Sub

 Subject:
 2024 - 34 LTP LIBRARY OPTIONS

 Date:
 Sunday, 5 May 2024 5:17:26 pm

I agree that there is work that needs to be done to improve the existing library.

I support Alternative Option 2 - which is to carry out the maintenance work that is obviously overdue, at a cost of \$2.3M

You describe it as "essential maintenance" - which poses the question, why has this work not been carried out over past years as part of MDC's normal maintenance program on its buildings, infrastructure, plant and equipment. Any person involved with and responsible for such substantive asset investments would be carrying out preventative maintenance work annually - is this not part of MDC's approach to its assets? I have been involved with considerable hotel operations within NZ and Australis and the normal approach is for full refurbishments to be carried out every seven years (on a staged program obviously!!) This is outside of annual maintenance and weather proofing expenditure which is always budgeted for. Given that MDC appears not to have a maintenance program in place for the library may I respectfully suggest that your CEO be instructed to initiate and implement a plan immediately.

With regard to future expansion - I have significant reservations at two aspects of your current thinking.

- Archives: it seems there is a strong school of thought suggesting that the Archives should be a part of the Library. In a perfect world this may have some arguments in favour. But the reality is that the bulk of space required for archives is storage, some of which may be required to be temperature/atmosphere controlled. Further the number of visitors to the Archives is relatively small. The question has to be asked why MDC would site their Archives building in the central city area in prime retail space. I see no justification for the current thinking that the Archives must be part of the Library
- community hub: there appears to be a move to making the library facility a 'community hub' available to all groups of diverse activity including, it seems making the facility the place for the homeless to go to. Is the library intended to be a soup kitchen? I suspect not. Libraries are specific in their purpose. They are not a community hub where all and sundry can turn up to play marbles or do their knitting, or get a free meal. By all means develop a community hub next to the Library for all these diverse needs BUT keep the Library as a library

Thank you

--



LTP Submissions Volume 7 Page 229

From: <u>Hewitt Harrison</u>
To: <u>Submissions Sub</u>

Subject: 2024 - 34 LTP TOWN HALL OPTIONS

Date: Sunday, 5 May 2024 4:54:41 pm

#### Greetings

I do not support any of the options offered in your Consultation document.

I do support a replacement Town Hall and retention of the facade of the existing Municipal building - but not as presented in your current LTP proposal

At no time does it appear that you have considered the Town Hall replacement, and an extension to Waiata House, as two separate projects.

My understanding is that the Waiata house extension is budgeted to cost \$8M. Assuming this is correct, your preferred option cost of \$42.6M for the two projects reduces to \$34.6M for the Town Hall inc existing facade. If you remove the 30% Contingency sum this further reduces to \$24M (if built today). A further reduction of, say, \$5M from external funding brings the cost to \$19M.... This is affordable - \$42.60M is not affordable in the current environment.

The town needs a new Town Hall of a decent size/capacity - the community deserves such a facility. Personally I would prefer a new hall to accommodate 800 seats in theatre style presentation. Those who argue that the facility must be self-supporting are asking a lot for a community facility. Most would be unaware that our aerodrome, which most would never use but would probably see as a community facility will be unaware that hood Aerodrome operates as a cost to ratepayers every year - in the 2022/23 year a loss of \$489,000 was incurred, the previous year the loss was slightly less.

A new Town Hall for the sum of \$19M to \$24M seems acceptable to me - and I ask that you consider this option.

Regarding the extension to Waiata House. An \$8M cost apparently. Based on a 5% interest rate for borrowing \$8M the annual interest cost will be \$400,000. Yet we already have the Council staff accommodated at Queen Street at an annual rental cost of approximately \$170,000, I am led to believe. Based on these two figures I know which one I would prefer. Yes, there is a strong argument for all Council administration/operations staff to be accommodated on the one site - but right now, this is not affordable unless you can access over half the funds needed from the government's Provincial Growth Fund.

I ask that you throw out the options currently in your LTP Consultation Document and look at separating the two projects, implementing the Town Hall proposal in Year 2 and delaying the Waiata House extension till Year 4 - when it will be subject to further consideration as part of the 2027-37 LTP

#### Cheers

#### **Hewitt Harrison**

LTP Submissions Volume 7 Page 230

#626

# COMPLETE

Collector: Test Link (Web Link)

**Started:** Sunday, May 05, 2024 7:16:39 PM **Last Modified:** Sunday, May 05, 2024 7:23:41 PM

**Time Spent:** 00:07:02

IP Address:

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

### Q1

Your details

Full name (required) Emelia Harrsion

Q2 No

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

## Q3

What is your age range?

# Q4

What is your ethnicity? You may tick multiple boxes.

### Q5

What is your gender?

#### Q6

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



#### Q7

Town Hall (Consultation Document pages 13-18)

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



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

No - do not keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

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

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

Page 3: Fees and Charges

# Q17 Don't know Do you support our proposed fees and charges for 2024/25? Q18 Respondent skipped this question Comments Page 4: Your thoughts to help shape our thinking Q19 Invest in maintaining the lakes as they are now Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? **Q20** Respondent skipped this question Please tell us what you value and enjoy most about these lakes now: Q21 **Phone the Council** When you need information about Council services. events or activities, what channel do you use most often? **Q22** Log a service request online When you need to report a problem with a Council facility or service, what channel do you use most often? **Q23** Pay via the Council's website When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? **Q24** Weekly How often, on average, have you accessed information from the Council's website or contacted the Oueen Street Customer Service Centre in the past 12 months? **Q25** Never How often, on average, have you visited the Queen

Street Customer Service Centre in the past 12 months?

Q26 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 #537

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Friday, May 03, 2024 9:16:55 PM

 Last Modified:
 Friday, May 03, 2024 9:25:46 PM

**Time Spent:** 00:08:51

IP Address:

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

# Q1

Your details

Full name (required) Pamella hart

Postal address

Email

Phone

Q2 No

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

Q3
What is your age range?

Q4

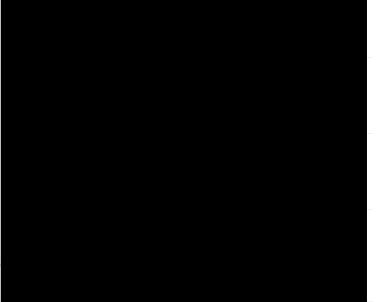
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

Yes - keep the façade

#### Q9

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

Alternative Option 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

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

### Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

#### Q15

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

Q17

Yes

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

Q18

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 all we got in a water recreational area.

**Q21** 

Visit the Council website

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

**Q22** 

Email the Council

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

**Q23** 

Pay by automatic payment or direct debit

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

**Q24** 

Monthly

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? Q25 Never

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

Q26 No

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

Q27 About the same

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

Q28 Respondent skipped this question

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

# **Q29**

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

Get the Dam built asap

No

#584

# COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 10:05:37 AM

 Last Modified:
 Sunday, May 05, 2024 10:45:38 AM

Time Spent: 00:40:01
IP Address:

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

#### Q1

Your details

Full name (required) David Harte

Postal address

Email Phone

Q2

Q4

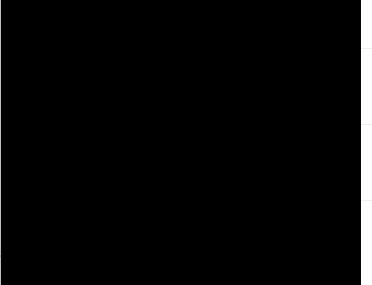
Would you like to present your views at the hearing?If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3
What is your age range?

What is your ethnicity? You may tick multiple boxes.

**Q5**What is your gender?

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



Page 2: Your Thoughts on the Big Decisions

Q7

Q6

Town Hall (Consultation Document pages 13-18)

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

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

No - do not keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

# Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 Yes

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

#### Q18

#### Comments

Small towns cannot each have a town hall. Carterton has an events centre which should be supported by the whole district. Masterton hasn't had a functioning town hall for a number of years. What "big acts" did we miss?

A refurbished town hall will go the same as in Wellington, cost blow outs, and in 10 years will be failing earthquake standards all over again.

Put higher density housing on the land. More people living in the area would do much more to revitalise the CBD.

Councils need to cut back on vanity projects and maintain things like the water pipes.

#### Page 4: Your thoughts to help shape our thinking

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

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

#### **Q20**

Q19

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

At Henley Lake, I like the big open sky and the view of the mountains. And also the big lawns to the south of the lake; gives a nice feeling of space.

QEII Park looked quite sad for many years, though is starting to look a little better. The contracting out during this time did not work well. I see it as more of a formal park, and busier because of its more central location.

I would prefer niether to become a theme park.

Q21 Visit the Council website

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

O22 Phone the Council

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

#### 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**

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

I strongly object to various government institutions forcing people to use Facebook and the like to make contact. I do not use Facebook because I think their business model is exploitative. Councils should setup and use their own websites.

Various government departments use Google for you to login to their services, eg. Stats NZ in the last Census (Google's javascript). Google would love to be looking over one's shoulder while filling in such details!

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

#586

# COMPLETE

Collector: Test Link (Web Link)

**Started:** Monday, May 06, 2024 8:52:19 AM **Last Modified:** Monday, May 06, 2024 9:22:37 AM

**Time Spent:** 00:30:18

IP Address:

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

#### Q1

Your details

Full name (required)

Postal address

Email

Phone

Angela Hatchard



Q2 No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

#### Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

**Alternative Option - Maintain funding** 

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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 Communityled Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases

Page 3: Fees and Charges

Q17 Yes Do you support our proposed fees and charges for 2024/25? Q18 Respondent skipped this question Comments Page 4: Your thoughts to help shape our thinking Q19 Invest in maintaining the lakes as they are now Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? **Q20** Please tell us what you value and enjoy most about these lakes now: Masterton does not have many focal leisure points. Henley Lake is a real asset & needs expansion & some creative longterm insight which is missing. This could be a really neat community project to have ideas from our community implemented. The land is there get working on it! 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

Q25 Monthly

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

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?

It is important for a council to have a face to face service and not just online or phone etc. That is sufficient for shopping or buying takeaways but when it comes to council matters that affect people & communities they need to be able to speak face to face with someone -especially older people and with an aging population it will be more needed. Even if it is just that initial contact to make them feel heard - then they can be referred on to someone by email or phone. But that initial contact option is important

# 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 amount of homeless people camping in the carpark at Henley Lake needs to be sorted. It's ruining one of the only public leisure places we have.

# Your details

Full name (required)	Julie Hatchard
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 s	ure your contact	details in the	previous s	ection are	correct so	we can	get in to	uch.
Yes (in person)		☐ Yes (	via Microso	oft Teams)			<b>Z</b> No	5

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

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

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

LTP Submissions Volume 7 Page 247

# Your thoughts on the Big Decisions

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

Bi	g Decision 1: Town Hall, library and archive
То	wn Hall (Consultation Document pages 13-18)
	<b>The Council's Preferred Option</b> – 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>Alternative Option 1</b> – 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>√</b>	<b>Alternative Option 2</b> – 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	ne Council's Preferred Option and Alternative Option 1 include provision and budget to retain e Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep e façade?
<b>√</b>	Yes – keep the façade   ✓ No – do not keep the façade
Ma	asterton District Library and Wairarapa Archive (Consultation Document pages 19-24)
	<b>The Council's Preferred Option</b> – Upgrade and expand the Library and consider in future a further extension to include the Archive.  Cost: \$10.75 million.
	Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
✓	Alternative Option 2 — Complete essential Library repairs and maintenance only. Cost: \$2.3 million.
Bi	g Decision 2: Town centre improvements (Consultation Document pages 25-28)
	<b>The Council's Preferred Option</b> – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
	Alternative Option – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.  Cost: \$14.12 million.
Bi	g Decision 3: Council Funding (Consultation Document pages 29-31)
	<b>The Council's Preferred Option</b> – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
<b>7</b>	<b>Alternative Option</b> – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual

LTP Submissions Volume 7 Page 248

contestable funding).

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

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

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

LTP Submissions Volume 7 Page 249

# Your thoughts to help shape our thinking

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

Would you prefer the Council to inve and feel in the future if it would cost		es as they are now or ex	plore a different look
☐ Invest in maintaining the lakes as	they are now		
<b>☑</b> Explore a different look and feel	in future if it would cost	less	
☐ Don't know			
Please tell us what you value and er	njoy most about these la	kes now:	
I think Henley Lake is over-rated an	d if it can't be used safe	elv as a recreational wat	er facility for boating.
I think fieliey take is over-fated air	d ii it can't be used said	ny as a recreational wat	er racility for boating,
How we deliver customer service. These questions will help inform a re-	•		
When you need information about C most often? Please tick one option.	Council services, events	or activities, what channe	el do you use
☐ Visit the Council website		☐ Phone	the Council
✓ Visit the Council's social media p	pages – e.g. Facebook c	r Instagram 🗹 Email	the Council
☐ Visit the Queen Street Customer S	Service Centre in person		
☐ Other – please specify			
When you need to report a problem Please tick one option.	with a Council facility o	r service, what channel c	lo you use most often?
☐ Log a service request online		☐ Phone	the Council
☐ Visit the Queen Street Customer S	Service Centre	<b>☑</b> Email	the Council
☐ Other – please specify			
When you need to pay your rates or etc), what channel do you use most	• •	, , ,	ation, consent fees,
☐ Pay via the Council's website	☐ Pay in person	at the Queen Street Cus	stomer Service Centre
☑ Pay by automatic payment or direct	ect debit		
How often, on average, have you ac Street Customer Service Centre in t		n the Council's website o	r contacted the Queen
☐ More than once a week  LTP Submissions Volume 7	☐ Weekly	☐ Monthly	✓ Never Page 250

How often, on average, have you vi	sited the Queen Street (	Customer Service Cent	re in the past 12 months?		
☐ More than once a week	■ Weekly	☐ Monthly	☐ Never		
Have you used the Council's after h	ours service in the past	12 months?			
<b>☑</b> Yes	☐ No		Don't know		
Would you prefer to do more or less	s Council business online	≘?			
☐ More	Less	<b>Z</b> ,	About the same		
Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?					
The only situation I have to use as a	r reference is when my	dog was impounded a	fow months ago. Lwas		
ine only shouldn't have to use as c	dieletence is when my	aog was impoonded d	new monins ago. i was		
Is there anything else you would I (attach separate pages if needed)	ike to say as part of you	ur feedback on the 202	24-34 Long Term Plan?		
In regards to the Town Hall issue, I v certain the design is going to be th					
I believe we should be making Ma by offering a venue that national & good money to utilise. The fact tho entertainment, often in venues tha opportunity to offer this, potentially	k international artists wo It we have to travel to V t aren't the best either,	uld be proud to perform Vellington, and beyond Suggests that we would	m in, and would pay d, to see live d be missing an		
The Carterton Event Centre is grea drawcard to Masterton that could	_		ething unique, a		
In my opinion we are better off spe benefit many generations to come have a lot of money to spend on h	e, and benefit the entire	•			



#209

# COMPLETE

Collector: Test Link (Web Link)

Started: Wednesday, April 24, 2024 4:43:39 PM Last Modified: Wednesday, April 24, 2024 4:46:54 PM

**Time Spent:** 00:03:14

IP Address:

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

### Q1

Your details

Full name (required)

Organisation (if applicable)

Postal address

Email

Phone





Q2

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

No



What is your age range?

**Q4** 

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



#### Page 2: Your Thoughts on the Big Decisions

Q7 Respondent skipped this question

Town Hall (Consultation Document pages 13-18)

#### Q8

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

Respondent skipped this question

#### Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

Respondent skipped this question

011

Council Funding (Consultation Document pages 29-31)

Respondent skipped this question

Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

Q13

Service Area 2: Regional Walking and Cycling facilitation

Respondent skipped this question

Q14

Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

Q15

Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

Q16

Service Area 5: Climate initiatives

Respondent skipped this question

Page 3: Fees and Charges

Q17

Respondent skipped this question

Do you support our proposed fees and charges for

2024/25?

Q18

Respondent skipped this question

Comments

#### Page 4: Your thoughts to help shape our thinking

#### Q19

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**

**Q29** 

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?

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

Organisation (if applicable)  Postal address  Phone	54 Essex	St. Masterton	
	54 Essex		
Phone		Email	
Hearing			
. 이 마이에는 이 경에 하는 이 아름이 없는데 아이를 가셨다면서 하는데 하는데 없었다. 사람들은 그래?		and Thursday 23 May 2024 for the present your feedback to elected	
Would you like to present your	views at the heari	ng?	
If yes, please make sure your co	ntact details in the	e previous section are correct so	we can get in touch.
Yes (in person)	☐ Yes	(via Microsoft Teams)	■ No
About you			
	ach. Your respons	s of the community are providing es will not be made public with y	
What is your age range?			
What is your ethnicity? (you ma	y tick multiple bo	xes)	
What is your gender?			
Do you live with impairments/lo	ng-term health coi	nditions or do you identify as tāng	gata whaikaha/disabled?

# Your thoughts on the Big Decisions

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

Bi	g Decision 1: Town Hall, library and archive
Тс	wn Hall (Consultation Document pages 13-18)
	The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House Cost: \$42.6 million.
	Alternative Option 1 – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
	Alternative Option 2 — Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office.  Cost: \$3.57 million.
th	ne Council's Preferred Option and Alternative Option 1 include provision and budget to retain e Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep e façade?
	Yes – keep the façade ☐ No – do not keep the façade
Ma	asterton District Library and Wairarapa Archive (Consultation Document pages 19-24)
	The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive.  Cost: \$10.75 million.
	Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
	Alternative Option 2 — Complete essential Library repairs and maintenance only. Cost: \$2.3 million.
Bi	g Decision 2: Town centre improvements (Consultation Document pages 25-28)
¥	The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.  Cost: \$6.48 million
	Alternative Option — Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.  Cost: \$14.12 million.
Bi	g Decision 3: Council Funding (Consultation Document pages 29-31)
V	The Council's Preferred Option — Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
	Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

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

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

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

# Your thoughts to help shape our thinking

1 . .

Henley Lake and Lake of Remem	brance (Consultation [	Document page 42)	
Would you prefer the Council to invest and feel in the future if it would cost le		es as they are now or ex	xplore a different look
Invest in maintaining the lakes as t	they are now		
☐ Explore a different look and feel in	future if it would cost	less	
☐ Don't know			
Please tell us what you value and enjo	oy most about these la	kes now:	
It's a wonderful townectivity with bord species. Com playopound to QEI sust reflect on the Users there every da	community a others. Some plements the park + label accens of	sset for outo actuary for e formality of v. walkers/biker	loov exercise so many the children's fooshchair
How we deliver customer service: These questions will help inform a rev When you need information about Co most often?  Visit the Council website	view of how we deliver	our customer services. or activities, what channe	el do you use the Council the Council
☐ Visit the Council's social media pa		ilistagrafii 🔲 Effiair	THE COUNCIL
☑ Visit the Queen Street Customer Se	rvice Centre in person		
☐ Other – please specify			
When you need to report a problem v		1	o you use most often?: the Council
Visit the Queen Street Customer Se	rvice Centre	☐ Email t	the Council
☐ Other – please specify			
When you need to pay your rates or petc), what channel do you use most of		service (e.g. dog registr	ation, consent fees,
☐ Pay via the Council's website	Pay in person	at the Queen Street Cus	tomer Service Centre
☐ Pay by automatic payment or direc	eina inter et debit		
How often, on average, have you according to Street Customer Service Centre in the		the Council's website or	
☐ More than once a week	☐ Weekly	☐ Monthly	☐ Never

LTP Submissions Volume 7

How often, on average, have you visit	ed the Queen Street (	Customer Service Centre	e in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	□ Never 4 times
Have you used the Council's after house Yes (roaming dogs)	urs service in the past		on't know
Would you prefer to do more or less C	Council husiness online	27	
More     More	Less		
Do you have any other comments on customer services that you would like	the Council to consid	er in future?	
Is there anything else you would like (attach separate pages if needed)			
What happened to the for adult users,? athletic young people	e proposal to	provide exe	voise remenities

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TE KAUNIHERA À-ROHE O WHAKAORIORI

MASTERTON

DISTRICT COUNCIL

Page 260

# Your details

Full name (required)	Alana	Howkins	, 1	rigel	Hart
Organisation (if applicable)					
Postal address					
Phone		Email			
Hearing					
The Council will hold a heari their views in person, You w via Microsoft Teams online.					
Would you like to present ye	our views at th	e hearing?			
If yes, please make sure you	r contact detail	s in the previous se	ction are c	orrect so we	can get in touch.
Yes (in person)	Γ	Yes (via Microsof	t Teams)		☑ No
About you					
These questions help us und improve our engagement ap collated data will be reported	proach. Your re	esponses will not be		the second second second	
What is your age range?					
What is your ethnicity? (you	may tick mult	iple boxes)			
What is your gender?					
Do you live with impairment	s/long-term hea	alth conditions or do	you ident	ify as tāngata	a 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> 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, libra	ry and archive
Town Hall (Consultation Document	t pages 13-18)
	n – Demolish the Town Hall and Municipal Buildings and build a new Hall site, retain the Municipal Building façade, and expand Waiata House
아니는 아이들이 아니다 그 아이트를 들어지면 보고 있어요. 그렇게 되었다면 하는데 그렇게 되었다면 하는데 되었다.	h the Town Hall and build a new Town Hall on the site; retain and Building including façade; and retain Waiata House. uncertainty).
	sh the Town Hall and Municipal Building and do not replace these and the leased Queen Street office.
	nd Alternative Option 1 include provision and budget to retain e estimated cost to do this is \$1.97 million. Do you want to keep
☐ Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wa	irarapa Archive (Consultation Document pages 19-24)
The Council's Preferred Option extension to include the Archive Cost: \$10.75 million.	n – Upgrade and expand the Library and consider in future a further e.
☐ Alternative Option 1 — Upgrade Cost: \$14.66 million.	e and expand the Library and include the Archive now.
✓ Alternative Option 2 – Comple Cost: \$2.3 million.	te essential Library repairs and maintenance only.
Big Decision 2: Town centre im	provements (Consultation Document pages 25-28)
	n – Complete essential work to improve water and roading infrastructure I be no other improvements to Queen Street.
그리아 나는 얼마를 잃었다면 하는데 하는데 하는데 하는데 하는데 그녀를 잃었다면 하는데 없다.	essential work to renew water and roading infrastructure in the town centre to improve the 'look and feel' of that space.
Big Decision 3: Council Funding	g (Consultation Document pages 29-31)
	n – Funding for community groups and organisations would become s funding would be considered annually.
	existing Council funding arrangements. (Note: there is currently a via the Long-Term Plan process and a smaller pool of annual

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

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

	Alternative Option(s)
Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
Cease funding for this (annual saving of \$35K)	☐ Maintain funding
☐ Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires.
Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>○ OR</li> <li>□ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>
I <b>rges</b> (See proposed <u>fees and char</u>	
□ No	☐ Don't know
	Saving of \$20K)  Cease funding for this (annual saving of \$35K)  Cease funding for this (annual saving of \$40.5K)  Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)  Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases

## Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrance (Consultation Document page 42) Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? ☐ Invest in maintaining the lakes as they are now ☐ Explore a different look and feel in future if it would cost less ☐ Don't know Please tell us what you value and enjoy most about these lakes now: How we deliver customer services (Consultation Document page 42) These questions will help inform a review of how we deliver our customer services. When you need information about Council services, events or activities, what channel do you use most often? ☐ Visit the Council website ☐ Phone the Council ☑ Email the Council ☐ Visit the Council's social media pages — e.g. Facebook or Instagram ☐ Visit the Queen Street Customer Service Centre in person ☐ Other – please specify When you need to report a problem with a Council facility or service, what channel do you use most often?: ☐ Log a service request online ☐ Phone the Council ☑ Email the Council ☐ Visit the Queen Street Customer Service Centre ☐ Other – please specify When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? ☐ Pay 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? ☑ Weekly ☐ More than once a week ☐ Monthly ☐ Never

How often, on average, have you	visited the Queen Street (	Customer Service Centre	e in the past 12 months?
☐ More than once a week	☐ Weekly		☐ Never
Have you used the Council's after Yes	hours service in the past		on't know
Would you prefer to do more or le	ss Council business online	??	
Do you have any other comments customer services that you would	like the Council to conside	er in future?	
grass on	mowing f the serms are roads ing more sons to de		the when leaving stray dogs ggressived
ls there anything else you would (attach separate pages if needed)			
			0000

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TE KAUNIHERA À-ROHE O WHAKAORIORI

MASTERTON

DISTRICT COUNCIL

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## #133

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Monday, April 22, 2024 12:29:43 PM

 Last Modified:
 Monday, April 22, 2024 12:34:20 PM

Time Spent: 00:04:36 IP Address:

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

#### Q1

Your details

Full name (required)

Postal address

Email

Phone

Peter Haworth



Q2

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

No

#### Q3

What is your age range?

#### Q4

What is your ethnicity? You may tick multiple boxes.

#### Q5

What is your gender?

#### Q6

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



#### Page 2: Your Thoughts on the Big Decisions

#### Q7

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

No - do not keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

#### Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

Q17

No

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

#### Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

**Q20** 

Respondent skipped this question

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

**Q21** 

Visit the Council website

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

**Q22** 

Log a service request online

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

**Q23** 

Pay by automatic payment or direct debit

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

Q24

Monthly

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

**Q25** 

Never

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

**Q26** 

No

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

#### Q27 About the same

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

#### Q28 Respondent skipped this question

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

**Q29** 

Respondent skipped this question

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

## Your details

Full name (required)	Bianca Hayes
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 p	erson)
---------	------	--------





## 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

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

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

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

Development Strategy	Reduce funding by 20 per cent	
2: Regional Walking	compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
and Cycling facilitation	Cease funding for this (annual saving of \$35K)	Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires.
	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>○ OR</li> <li>□ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>
	<b>ges</b> (See proposed <u>fees and cha</u>	rges on our website)
Do you support our proposed	d 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 None ☐ 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 1 don't pay roks 0 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 ☐ More than once a week ☐ Weekly

How often, on average, have you v	visited the Queen Street	Customer Service Centr	e in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	✓ Never
Have you used the Council's after	hours service in the past	12 months?	
☐ Yes	☑ No		Don't know
Would you prefer to do more or les	ss Council business onlin	e?	
☐ More	Less		
			The Art of Table 1997
Do you have any other comments customer services that you would			ow? Or suggestions for
subtomer der video triat you modia			
			96
MSTN.GOVT.NZ			TE KAUNIHERA Å-ROHE O WHAKAC
MastertonDC		,	MASTERTO

9 4 4 7

## Your details

Full name (required)	Conagh.	Hayes	3	16	2
Organisation (if applicable)	Som				5-
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)
	1.	

	Vac	1.110	Microsoft	Toomal
ш	162	VId	MICHOSOIL	Teall15

No No

## About you

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



# Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> 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 — Den Town Hall on the current Town Hall site Cost: \$42.6 million.	nolish the Town Hall and Municipal Buildings and build a new e, retain the Municipal Building façade, and expand Waiata House.
☐ Alternative Option 1 — Demolish the Torrefurbish the existing Municipal Buildin Cost: \$49.9 million (noting high uncertainty)	own Hall and build a new Town Hall on the site; retain and g including façade; and retain Waiata House. ainty).
Alternative Option 2 – Demolish the T buildings; retain Waiata House and the Cost: \$3.57 million.	own Hall and Municipal Building and do not replace these leased Queen Street office.
	native Option 1 include provision and budget to retain ated cost to do this is \$1.97 million. Do you want to keep
☐ Yes – keep the façade	✓ No – do not keep the façade
Masterton District Library and Wairarapa	Archive (Consultation Document pages 19-24)
☐ The Council's Preferred Option — Upg extension to include the Archive.  Cost: \$10.75 million.	rade and expand the Library and consider in future a further
☐ Alternative Option 1 – Upgrade and ex Cost: \$14.66 million.	spand the Library and include the Archive now.
Alternative Option 2 – Complete esser Cost: \$2.3 million.	ntial Library repairs and maintenance only.
Big Decision 2: Town centre improven	nents (Consultation Document pages 25-28)
☑ The Council's Preferred Option – Comin the town centre. There would be no Cost: \$6.48 million	plete essential work to improve water and roading infrastructure other improvements to Queen Street.
	al work to renew water and roading infrastructure in the town to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (Cons	ultation Document pages 29-31)
The Council's Preferred Option – Fund contestable. Applications for this funding	ling for community groups and organisations would become g would be considered annually.
	Council funding arrangements. (Note: there is currently a ong-Term Plan process and a smaller pool of annual

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

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

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

# Your thoughts to help shape our thinking

Henley Lake and Lake of Rememb			and the second state of
Would you prefer the Council to invest and feel in the future if it would cost le		akes as they are now or	explore a different look
☐ Invest in maintaining the lakes as the	hey are now		
☑ Explore a different look and feel in	future if it would cos	st less	
☐ Don't know			
Please tell us what you value and enjo	by most about these	lakes now:	
Howing a place to	fer and	enjoy abit	of nature.
How we deliver customer services These questions will help inform a rev			S.
When you need information about Comost often?	uncil services, event	s or activities, what char	nnel do you use
☐ Visit the Council website		☐ Pho	ne the Council
☐ Visit the Council's social media pag	ges – e.g. Facebook	or Instagram	ail the Council
☐ Visit the Queen Street Customer Ser	rvice Centre in perso	n	
☐ Other – please specify			
When you need to report a problem w	vith a Council facility	or service, what channe	l do you use most often?:
☐ Log a service request online		☐ Pho	ne the Council
Visit the Queen Street Customer Ser	rvice Centre	☐ Ema	ail the Council
☐ Other – please specify			
When you need to pay your rates or petc), what channel do you use most of		cil service (e.g. dog regi	stration, consent fees,
☐ Pay via the Council's website	☐ Pay in perso	on at the Queen Street C	Customer Service Centre
Pay by automatic payment or direc	t debit		
How often, on average, have you acce Street Customer Service Centre in the		om the Council's website	or contacted the Queen
☐ More than once a week	□ Weekly	☐ Monthly	P Never

iod in a dadon on our	Customer Service C	entre in the past 12 months?
☐ Weekly	☐ Monthly	☑ Never
urs service in the past	12 months?	
M No	1	☐ Don't know
Council business onlin	ie?	
Less		
the Council to consid	for in futuro?	
good things	about the	comeils
	No  Council business onlin  Less  how the Council delives the Council to consider	urs service in the past 12 months?  No  Council business online?

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

As a young adult living in montrolon.

I don't want to be paying rates for things a services I do not use.

I would travel out of town for entertainment and other things. Howing a place for shows/concerts that I think putting is big enough like a stadium or hall. Mosterdon is a small place and entertainment on things I like most likely won't come here due to being a small town

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## Your details

Full name (required)	Nena Hayes	
Organisation (if applicable)		
Postal address		
Phone	Email	

## Hearing

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Would you like to present your views at the hearing?

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Big Decision 1: Town Hall, library and archive	
Town Hall (Consultation Document pages 13-18)	
☐ The Council's Preferred Option — Demolish the Town Town Hall on the current Town Hall site, retain the M Cost: \$42.6 million.	n Hall and Municipal Buildings and build a new unicipal Building façade, and expand Waiata House.
☐ Alternative Option 1 — Demolish the Town Hall and be refurbish the existing Municipal Building including factors: \$49.9 million (noting high uncertainty).	
Alternative Option 2 — Demolish the Town Hall and buildings; retain Waiata House and the leased Quee Cost: \$3.57 million.	
The Council's Preferred Option and Alternative Option the Municipal Building façade. The estimated cost to othe façade?	
ALL ALL	
Yes – keep the façade No	– do not keep the façade
Masterton District Library and Wairarapa Archive (Con	sultation Document pages 19-24)
The Council's Preferred Option — Upgrade and experience extension to include the Archive.  Sost: \$10.75 million.	and the Library and consider in future a further
Alternative Option 1 – Upgrade and expand the Libr Cost: \$14.66 million.	ary and include the Archive now.
☐ Alternative Option 2 — Complete essential Library re Cost: \$2.3 million.	epairs and maintenance only,
Big Decision 2: Town centre improvements (Consu	Itation Document pages 25-28)
☐ The Council's Preferred Option — Complete essential in the town centre. There would be no other improve Cost: \$6.48 million	없이 그리고 가장 그 가장 보다 가장 하는 것이다. 그렇게 하는 것이 되었다면 하는 것이 없는데 하는데 되었다.
Alternative Option — Complete essential work to rencentre, and redevelop the town centre to improve the Cost: \$14.12 million.	ew water and roading infrastructure in the town e 'look and feel' of that space.
Big Decision 3: Council Funding (Consultation Docur	ment pages 29-31)
☐ The Council's Preferred Option — Funding for comm contestable. Applications for this funding would be contestable.	
Alternative Option — Maintain existing Council fundir mix of funding that is allocated via the Long-Term Pla contestable funding).	

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	Maintain funding
2: Regional Walking and Cycling facilitation	☐ Cease funding for this (annual saving of \$35K)	Maintain funding
3: Regional Positive Ageing facilitation	☐ Cease funding for this (annual saving of \$40.5K)	Maintain funding
4: Welcoming Communities facilitation	☐ Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
Fees and cha	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	☐ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund  OR ☐ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K
	sed fees and charges for 2024/25?	7
☐ 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?: M Phone the Council ☐ Log a service request online ☐ Email the Council ☐ Visit the Queen Street Customer Service Centre ☐ Other – please specify When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? ☐ Pay 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? ☐ Monthly ☐ Never ☐ More than once a week ☐ Weekly Once in a blue Moon.

How often, on average, have you v	visited the Queen Street C	Customer Service Cent	re 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? Because	I have a
			new puppy.
Yes	☑ No	ш	Don't know
Would you prefer to do more or les	s Council business online	e?	
☐ More	Less		
Do you have any other comments customer services that you would l			now? Or suggestions for
			00000
			TE KAUNIHERA Ä-ROHE O WHAKAORIOR
MSTN.GOVT.NZ			MASTERTON
■ @MastertonDC		,	DISTRICT COUNCIL

\* \* \* \*

## Your details

Full name (required)	Rochelle Hayes	
Organisation (if applicable)		
Postal address		
Phone	Email	
Hearing		
	g on Wednesday 22 and Thursday 23 May 2024 fo have 5-10 minutes to present your feedback to ele	
Would you like to present you	ır views at the hearing?	
If yes, please make sure your	contact details in the previous section are correct	so we can get in touch.
Yes (in person)	☐ Yes (via Microsoft Teams)	☑ No
About you		
	erstand which sectors of the community are provide roach. Your responses will not be made public wit to the Council.	
What is your age range?	-y-	
Miles Version alleriates Avenue	and a Fally man delta La de Cara A	
What is your ethnicity? (you n	lay tick multiple boxes)	
What is your gender?		
Do you live with impairments/l	ong-term health conditions or do you identify as t	āngata 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> 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)
	nolish the Town Hall and Municipal Buildings and build a new e, retain the Municipal Building façade, and expand Waiata House.
	own Hall and build a new Town Hall on the site; retain and g including façade; and retain Waiata House. ainty).
Alternative Option 2 – Demolish the Tobuildings; retain Waiata House and the Cost: \$3.57 million.	own Hall and Municipal Building and do not replace these leased Queen Street office.
이 많은 사람이 되어 되었다면 하는데 하는데 그렇지 않는데 이렇게 되었다면 하는데 하는데 모든데 되었다면 하는데 되었다면 하는데 되었다면 하는데 되었다면 하는데 되었다면 하는데 하는데 되었다면 하는데 되었다면 하는데 되었다면 하는데	native Option 1 include provision and budget to retain ated cost to do this is \$1.97 million. Do you want to keep
☐ Yes – keep the façade	☑ No – do not keep the façade
Masterton District Library and Wairarapa	Archive (Consultation Document pages 19-24)
☐ The Council's Preferred Option — Upg extension to include the Archive.  Cost: \$10.75 million.	rade and expand the Library and consider in future a further
☐ Alternative Option 1 – Upgrade and ex Cost: \$14.66 million.	xpand the Library and include the Archive now.
☑ Alternative Option 2 – Complete esse Cost: \$2.3 million.	ntial Library repairs and maintenance only.
Big Decision 2: Town centre improven	nents (Consultation Document pages 25-28)
The Council's Preferred Option – Comin the town centre. There would be no Cost: \$6.48 million	aplete essential work to improve water and roading infrastructure other improvements to Queen Street.
[2011] [1] [1] [1] [1] [1] [1] [1] [1] [1]	ial work to renew water and roading infrastructure in the town to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (Cons	ultation Document pages 29-31)
☐ The Council's Preferred Option — Fund contestable. Applications for this fundir	ding for community groups and organisations would become ng would be considered annually.
HTT : ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	Council funding arrangements. (Note: there is currently a Long-Term Plan process and a smaller pool of annual

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

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

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

# Your thoughts to help shape our thinking

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a difference of Remembrance (Consultation Document page 42)	ferent 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:	
When the lake was but back then.	
100 I put any thought in to how	they
were going to maintain it. And now of the year it dangeous for coninals to the water. And washa padalless and cloager who enjoy there sports water sports	rt fines
clangious for ceninals to	dont
the water. And washa podollers and closers	boot pao
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 upon often?	ıse
☐ Visit the Council website ☐ Phone the Coun	ıcil
☐ Visit the Council's social media pages — e.g. Facebook or Instagram ☐ Email the Counc	ili
☐ Visit the Queen Street Customer Service Centre in person	
Other-please specify And Follow it on face book	
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 Coun	
☐ Visit the Queen Street Customer Service Centre ☐ Email the Counc	cil
☐ Other – please specify	
When you need to pay your rates or pay for another Council service (e.g. dog registration, con etc), what channel do you use most often?	sent fees,
☐ Pay via the Council's website ☐ Pay in person at the Queen Street Customer Se	rvice Centre
☐ Pay by automatic payment or direct debit	
How often, on average, have you accessed information from the Council's website or contacted Street Customer Service Centre in the past 12 months?	ed the Queen
☐ More than once a week ☐ Weekly ☐ Monthly ☐	Never

How often, on average, have you  ☐ More than once a week	u visited the Queen Street C	Customer Service Centre  Monthly	e in the past 12 months?
Have you used the Council's after ☐ Yes	er hours service in the past 1		on't know
W II			OH t KHOW
Would you prefer to do more or I  More	ess Council business online Less	?	
Do you have any other comment customer services that you would	s on how the Council delived I like the Council to conside	ers customer services no er in future?	ow? Or suggestions for
M	)		
		- 3	
Is there anything else you woul (attach separate pages if needed	d like to say as part of you	feedback on the 2024	1-34 Long Term Plan?
council needs	to use	Hore brans.	Rates and
is very high	very high all	heady. Cost	of living
People to live	here : Stop in	shing dum	dessions and
wasting money.		_	-

MSTN.GOVT.NZ

@MastertonDC



No

#381

## COMPLETE

Collector: Test Link (Web Link)

 Started:
 Thursday, May 02, 2024 7:51:29 PM

 Last Modified:
 Thursday, May 02, 2024 8:01:35 PM

**Time Spent:** 00:10:05

IP Address:

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

#### Q1

**Email** 

Q2

**O3** 

Q4

Your details

Full name (required) Sandra Hayes

Postal address

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.

# What is your age range?

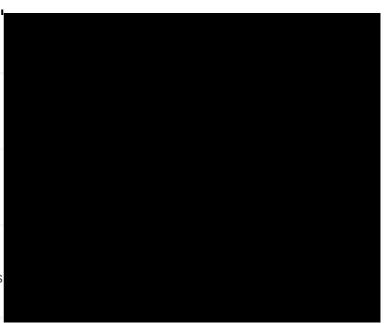
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

# Q8

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

No - do not keep the façade

## Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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

# Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

# Q15

Service Area 4: Welcoming Communities facilitation

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

### 016

Service Area 5: Climate initiatives

Respondent skipped this question

### Page 3: Fees and Charges

Q17

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

Don't know

## **Q18**

#### Comments

Dont fund any further climate change unless you can prove the current funding has stopped climate change

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:

Its a dirty polluted lake, get rid of the cause which is the copius amount of swan



**Q21** 

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

**Phone the Council** 

**Q22** 

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

**Phone the Council** 

**Q23** 

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

Pay in person at the Queen Street Customer Service Centre

**Q24** 

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

**Q25** 

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

**Q26** 

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

No

# Q27 About the same

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

# Q28 Respondent skipped this question

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

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

**Q29** 

# Your details

Full name (required)	Sean Hayes	
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 persor)	1)
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	11	6 13 -	A 4:	ft	Team	$-\Lambda$
	YAC	Ma	WILCE	15/111	10am	51
	160	I V I CI	ALICIA		Culli	21

# ☑ 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> 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 on the current Town Hall site, retain the Cost: \$42.6 million.	own Hall and Municipal Buildings and build a new Municipal Building façade, and expand Waiata House.
☐ Alternative Option 1 – Demolish the Town Hall an refurbish the existing Municipal Building including Cost: \$49.9 million (noting high uncertainty).	
Alternative Option 2 – Demolish the Town Hall are buildings; retain Waiata House and the leased Que Cost: \$3.57 million.	
The Council's Preferred Option and Alternative Opt the Municipal Building façade. The estimated cost t the façade?	사람이가 없다면서 마다, 사이 선생님에 이 아이들이 내가 있다. 내가 아이들 때 이 그리고 있다면서 사용을 모르는데
☐ Yes – keep the façade	No – do not keep the façade
Masterton District Library and Wairarapa Archive (C	Consultation Document pages 19-24)
☐ The Council's Preferred Option — Upgrade and extension to include the Archive.  Cost: \$10.75 million.	xpand the Library and consider in future a further
☐ Alternative Option 1 – Upgrade and expand the L Cost: \$14.66 million.	ibrary and include the Archive now.
Alternative Option 2 — Complete essential Library Cost: \$2.3 million.	repairs and maintenance only.
Big Decision 2: Town centre improvements (Con	sultation Document pages 25-28)
☐ The Council's Preferred Option — Complete esse in the town centre. There would be no other improcest: \$6.48 million	ntial work to improve water and roading infrastructure overnents to Queen Street.
Alternative Option – Complete essential work to a centre, and redevelop the town centre to improve Cost: \$14.12 million.	그렇게 하다면 하는 것이 없다. 그렇게 하는 이렇게 되면 무슨 사람들이 되었다. 그렇게 되었다면 하는 것이 없는 것이 없다.
Big Decision 3: Council Funding (Consultation Do	cument pages 29-31)
The Council's Preferred Option – Funding for concontestable. Applications for this funding would be	
☐ Alternative Option — Maintain existing Council furmix of funding that is allocated via the Long-Term contestable funding).	

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

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

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

# Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrance (Consultation Document page 42) Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? Invest in maintaining the lakes as they are now ☐ Explore a different look and feel in future if it would cost less. ☐ Don't know Please tell us what you value and enjoy most about these lakes now: How we deliver customer services (Consultation Document page 42) These questions will help inform a review of how we deliver our customer services. When you need information about Council services, events or activities, what channel do you use most often? Visit the Council website ☐ Phone the Council ☐ Visit the Council's social media pages – e.g. Facebook or Instagram ☐ Email the Council ☐ Visit the Queen Street Customer Service Centre in person ☐ Other – please specify When you need to report a problem with a Council facility or service, what channel do you use most often?: Phone the Council ☐ Log a service request online ☐ Visit the Queen Street Customer Service Centre ☐ Email the Council ☐ Other – please specify When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? ☐ Pay via the Council's website ☐ Pay in person at the Queen Street Customer Service Centre Pay by automatic payment or direct debit How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? ☐ Monthly ☐ More than once a week □ Never When Required

Page 297

LTP Submissions Volume 7

How often, on average, have you	isited the Queen Street	Customer Service C	entre in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	Never Negure
Have you used the Council's after	hours service in the past	12 months?	M When Regulred
Yes	No		☐ Don't know
Would you prefer to do more or les	ss Council business onlin	e?	
More	Less		
Do you have any other comments customer services that you would			es now? Or suggestions for
	/A	2-14-14-14	
<b>Is there anything else you would</b> (attach separate pages if needed)	like to say as part of you	ur feedback on the	2024-34 Long Term Plan?

MSTN.GOVT.NZ

@MastertonDC



389

Masterton District Council 161 Queen Street Masterton 5810

Tēnā koe,

# Masterton District Council's Long-Term Plan 2024-34

Thank you for the opportunity to provide a written submission on Masterton District Council's Long-Term Plan 2024-34.

This submission has been written by Health New Zealand | Te Whatu Ora National Public Health Service (Health NZ) in the greater Wellington region. The National Public Health Service is a directorate within Health NZ. Health NZ believes the submission process provides an opportunity for public health perspective to be considered by Council in planning and decision making. Incorporating public health aspects helps to support the health and wellbeing of our communities.

Health NZ has statutory obligations under the Pae Ora (Healthy Futures) Act 2022 and the Health Act 1956 to improve, promote and protect the health of people and communities. Of particular focus for Health NZ is embedding Te Tiriti o Waitangi as its foundation toward improving health outcomes for Māori.

The feedback provided in this submission aligns to Health NZ's commitment towards healthier and more resilient communities by reducing inequities and promoting good health, particularly for Māori, Pacific peoples and disabled people.

For any clarification regarding the submission, please contact Health Protection Officer, Phil Vernon <a href="https://healthprotection@huttvalleydhb.org.nz">healthprotection@huttvalleydhb.org.nz</a>.

Ngā mihi,

**Paula Snowden** 

Ngāpuhi ki Whāingaroa

Regional Director, Te Ikaroa Central Region National Public Health Service

TeWhatuOra.govt.nz

Private Bag 31907, Lower Hutt 5040 Waea pūkoro: +64 4 570 9002 **Te Kāwanatanga o Aotearoa** New Zealand Government

# **General comments**

Health New Zealand notes the commitment Council has signalled in strengthening relationships with iwi. Health NZ encourages partnership with mana whenua in the planning and delivery of essential infrastructure projects, as an integral aspect of Council operations. The commitment to work with iwi is critical for progress towards a partnership approach and to achieve equity in wellbeing and health outcomes for Māori.

Health NZ acknowledges the financial challenges Council is currently managing and the difficulty in finding balance between affordability for ratepayers and planning critical infrastructure. Health NZ would like to comment on Big Decisions One and Four, but has no comment on Decisions Two and Three.

# Response to Long-Term Plan big decisions

# Big Decision One: Town Hall, Library and Archive

#### **Town Hall**

Health NZ and Council have important roles in readying and responding to adverse events, such as Cyclone Gabrielle for example. Health NZ supports Council's initiative in Option One to establish a dedicated Civil Defence facility to the required building standards, ensuring that it is operational immediately after an emergency event.

# **Big Decision Four: Changes to Services**

# Changes 2 and 3: Cease funding for regional facilitation activities

Health NZ notes Council's preferred option is to cease funding for regional facilitation of Walking and Cycling and Positive Ageing activities and associated projects. Health NZ recommends careful review of the impacts this may have in the Masterton district and Wairarapa region.

Council's Environmental Scan document describes the projected growth of Masterton district's population, with the significant youth population, particularly rangatahi Māori, as well as growth in the proportion of residents 65 years and older. There are benefits to community health and wellbeing, both physical and mental, that walking and cycling projects and the Positive Ageing Strategy offer. Therefore, with the expected growth in population groups targeted by the facilitation activities, Health NZ supports the alternative option of continued funding for both Changes 2 and 3. This option would also ensure that the benefits of regional collaboration are not lost.

If the final decision is to stop funding these activities, Health NZ encourages Council to consider ways of mitigating the impacts of this, for example, help to identify alternative funding sources. It will be important to monitor any impacts from ceasing the activities during the next Long-Term Plan review period.



# Other matters

# Developing a water meter charging policy

Health NZ supports Council's proposed development of an equitable water metering charging policy to promote water conservation. Decision making in the development of such a policy should include consideration of the possible impacts implementation may have on different users.

Health NZ recommends consideration of the principles of equity to adequately mitigate any potentially negative health impacts on those groups already disadvantaged. For example: careful review of water meter charging implementation so that large households are not disadvantaged by a threshold designed for small household usage; and low income households are not penalised for private leaks they cannot afford to repair in a timely manner.

It will be important to have robust input from representative groups within the community when determining the charging regime and how it is implemented. This will ensure an equitable charging regime that avoids unintended negative impacts on specific groups.

# **Equity**

Health NZ recognises household costs are rising and that points raised in this submission may increase rates and have associated socioeconomic implications. Health NZ supports any work Council undertakes toward ensuring mitigations are in place to support those most disadvantaged by rates increases.

#70 **390** 

# COMPLETE

Collector: Test Link (Web Link)

Started: Wednesday, April 17, 2024 6:43:02 PM Last Modified: Wednesday, April 17, 2024 6:52:12 PM

**Time Spent:** 00:09:09

IP Address:

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

### Q1

Your details

Full name (required)

Postal address

Email

Phone

**Daniel Eric Heaps** 



Q2

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

No

Q3

What is your age range?

Q4

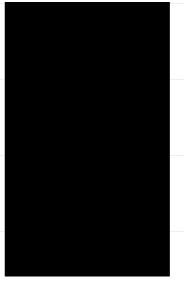
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



## Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

## Q8

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

No - do not keep the façade

# Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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

# Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

# Q15

Service Area 4: Welcoming Communities facilitation

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

## Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 No

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

#### Q18

#### Comments

I think the council should focus on fixing and maintaining all existing info structure before any new building or initiative's are considered, think of it like this " would you buy a new tv or build a new playroom on your house, while you're water pipes were leaking and you're toilet had issues?"

cost less

Page 4: Your thoughts to help shape our thinking

Q19 Explore a different look and feel in future if it would

Would you prefer the Council to 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:

O21 Visit the Council website

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

Q22 Phone the Council

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

Q23 Pay via the Council's website

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

Q24 Respondent skipped this question

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

Q25 Never

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

Q26 No

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

Q27 About the same

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

Q28 Respondent skipped this question

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

Q29 Respondent skipped this question

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