

# LONG TERM PLAN 2024-2034

# SUBMISSIONS

# Volume 8

# Submissions 391 to 450

From consultation 5 April to 6 May 2024

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SONJYA HEAPS

No

# #69

#### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Wednesday, April 17, 2024 6:44:53 PM Wednesday, April 17, 2024 6:50:27 PM 00:05:34

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

#### **Q1**

Your details

Full name (required)

Postal address

Email

# 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.

391

<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	No – do not keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> Council Funding (Consultation Document pages 29-31)	Respondent skipped this question
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Respondent skipped this question
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
Q14	Respondent skipped this question
Service Area 3: Regional Positive Ageing facilitation	
Service Area 3: Regional Positive Ageing facilitation 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)
Q15	The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and

Q18 Comments	Respondent skipped this question
Page 4: Your thoughts to help shape our thinking <b>Q19</b> Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	Respondent skipped this question
<b>Q20</b> Please tell us what you value and enjoy most about these lakes now:	Respondent skipped this question
<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Visit the Council website
<b>Q22</b> When you need to report a problem with a Council facility or service, what channel do you use most often?	Respondent skipped this question
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
<b>Q24</b> 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
<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Never
<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	Νο

<b>Q27</b> Would you prefer to do more or less Council business online?	More
<b>Q28</b> 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
<b>Q29</b> 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	Respondent skipped this question

**Maxine Hemi** 

No

# #179

#### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Wednesday, April 24, 2024 11:16:59 AM Wednesday, April 24, 2024 11:35:48 AM 00:18:49

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

#### Q1

Your details

Full name (required)

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.

# 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

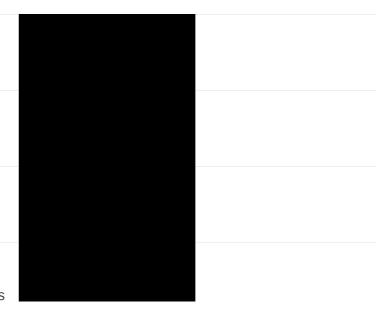
Town Hall (Consultation Document pages 13-18)

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.



1/4





<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	No – do not keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Alternative Option - Maintain funding
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	Alternative Option - Maintain funding
<b>Q15</b> 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)
<b>Q16</b> Service Area 5: Climate initiatives	The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases

Q17	No
Do you support our proposed fees and charges for 2024/25?	
Q18	
Comments	
Where's the Council's commitment to Te Tiriti o Waitangi?	
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?	cost less
Q20	
Please tell us what you value and enjoy most about these	lakes now:
that waka ama have a place to paddle.	
that fitness and whānau time is encouraged in the spaces.	
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?	

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?

Rates. Please find a system that allows us to track our payments and see our balance. Thank you.

#### 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 a commitment to Te Tiriti o Waitangi.

# #313

# COMPLETE

**Collector:** Started: Last Modified: **Time Spent: IP Address:** 

Test Link (Web Link) Thursday, May 02, 2024 9:32:22 AM Thursday, May 02, 2024 9:41:58 AM 00:09:36

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

|--|

Your details

Full name (required)

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.

# Q3

W

## Q4

## Q5

W

# Qe

Page 2: Your Thoughts on the Big Decisions



<b>3</b> /hat is your age range?	
<b>94</b> /hat is your ethnicity? You may tick multiple boxes.	
9 <b>5</b> /hat is your gender?	
96 o you live with impairments/long-term health conditions r do you identify as tāngata whaikaha/disabled?	



No

<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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 Community-
Service Area 5: Climate initiatives	led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond
	April 2026, when external funding ceases

Q17 Do you support our proposed fees and charges for	Don't know
2024/25? <b>Q18</b> Comments	Respondent skipped this question
Page 4: Your thoughts to help shape our thinking <b>Q19</b> Would you prefer the Council to 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
<b>Q20</b> Please tell us what you value and enjoy most about these lakes now:	Respondent skipped this question
<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Visit the Council website
<b>Q22</b> When you need to report a problem with a Council facility or service, what channel do you use most often?	Other - please specify: I have never had to
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
<b>Q24</b> 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

<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Monthly
<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	No
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
<b>Q28</b> 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
<b>Q29</b> 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	Respondent skipped this question

# Your details

Full name (required) Elle Hendletson	
Organisation (if applicable)	
Postal address	
PhoneEmail	

# 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)

1 No

394

# 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?

# Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

Yes – keep the façade

770

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 proposed fees and charges for 2024/25?

			Γ
			L
	_	_	

No

Don't know

For my age group the continued rise in rates to is making it less inviting to move to masterton. 

# Your thoughts to help shape our thinking

2

W.

Henley Lake and Lake of Remembrar Would you prefer the Council to invest in and feel in the future if it would cost less?		1 8 1	e a different look
$\checkmark$ Invest in maintaining the lakes as they	are now		
Explore a different look and feel in futu	ure if it would cost less		
🗌 Don't know		ţ	
Please tell us what you value and enjoy m	ost about these lakes	now:	
-			
- 7			
How we deliver customer services (Co These questions will help inform a review When you need information about Counci	of how we deliver our	customer services.	you use most
often?		Phone the	Council
1			
Visit the Council's social media pages	– e.g. Facebook or Ins <sup>.</sup>	tagram 🔲 Email the C	Council
□ Visit the Queen Street Customer Service	e Centre in person		
Other – please specify			
When you need to report a problem with a	Council facility or sor	vico, what channol do vo	uusa mast aftan?
□ Log a service request online	Council facility of ser	Phone the	
21 전 11 11 11 11 11 11 11 11 11 11 11 11			
Visit the Queen Street Customer Service		🗌 Email the C	
Other – please specify			
When you need to pay your rates or pay for etc), what channel do you use most often?		vice (e.g. dog registration	, consent fees,
Pay via the Council's website	Pay in person at th	e Queen Street Custom	er Service Centre
Pay by automatic payment or direct del	bit		
How often, on average, have you accesse Street Customer Service Centre in the pas		Council's website or con	tacted the Queen
More than once a week	U Weekly	Monthly	□ Never

How often, on average, have you v	isited the Queen Street C	Customer Service Centre	e in the past 12 months?	C)
More than once a week	U Weekly	Monthly	Never	
Have you used the Council's after h	nours service in the past	12 months?		
🗌 Yes	V 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 I			ow? Or suggestions for	
			**	
(attach separate pages if needed) Proposing at \$42 unaffordable	2.6 M Town he in these to			
				þa
			80	
MCTN COVE NZ			TE KAUNIHERA Ä-ROHE O WHAKAD	RIORI
MSTN.GOVT.NZ			MASTERTO	N

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# #290

#### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Tuesday, April 30, 2024 8:05:25 PM Tuesday, April 30, 2024 8:15:05 PM 00:09:40

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

|--|

Your details

Full name (required)

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.

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.



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?	

Marilyn Meryle Henderson

No

<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	No – do not keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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).
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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)
<b>Q16</b> Service Area 5: Climate initiatives	The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather

<b>Q17</b> Do you support our proposed fees and charges for	Don't know
2024/25? <b>Q18</b> Comments	Respondent skipped this question
Page 4: Your thoughts to help shape our thinking <b>Q19</b> Would you prefer the Council to 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
<b>Q20</b> Please tell us what you value and enjoy most about these lakes now:	Respondent skipped this question
<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Visit the Council website
<b>Q22</b> When you need to report a problem with a Council facility or service, what channel do you use most often?	Phone the Council
Q23 When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?	Pay by automatic payment or direct debit
<b>Q24</b> 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
<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Monthly

Q26	No
Have you used the Council's after hours service in the past 12 months?	
Q27	Less
Would you prefer to do more or less Council business online?	
Q28	Respondent skipped this question
Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?	
Q29	Respondent skipped this question
Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission	

# #592

#### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Sunday, May 05, 2024 12:03:56 PM Sunday, May 05, 2024 12:34:50 PM 00:30:54

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

|--|

Your details

Full name (required)

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.

# 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.



Page 25

#### **April Hendry**



No



Q8	No – do not keep the façade
The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> Service Area 4: Welcoming Communities facilitation	Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires
<b>Q16</b> Service Area 5: Climate initiatives	Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community- led Climate Initiatives Fund
Page 3: Fees and Charges	

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
<b>Q20</b> Please tell us what you value and enjoy most about these The walkways and the well maintained water courses	lakes now:
<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Visit the Council website
<b>Q22</b> When you need to report a problem with a Council facility or service, what channel do you use most often?	Log a service request online
Q23 When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?	Pay by automatic payment or direct debit
<b>Q24</b> 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
<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Never
<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	No

#### 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?

N/A

#### Q29

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

Not keen on the Hood Aerodrome becoming a commercial airport. As a resident living near the aerodrome, the concern of sustained noise pollution would arise.

Also re the Local Government (rating of Whenua Maori) Amendment Act 2021 to reduce rating barriers for Maori landowners; would be useful to know what this actually entails, and what purpose it serves?

# #577

#### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Sunday, May 05, 2024 8:04:27 AM Sunday, May 05, 2024 9:01:49 AM 00:57:21

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

|--|

Your details

Full name (required)

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.

## Q

## Q

## Q

## Q

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.



section are concerso we can ger in toten.	
<b>Q3</b> What is your age range?	
<b>Q4</b> What is your ethnicity? You may tick multiple boxes.	
<b>Q5</b> What is your gender?	
<b>Q6</b> Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?	

No



397

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 Prefered 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 StrategyAlternative Option - Maintain 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).Q13 Service Area 1: Wairarapa Economic Development Service Area 2: Regional Walking and Cycling facilitationAlternative Option - Maintain fundingQ14 Service Area 3: Regional Positive Ageing facilitationAlternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expiresQ15 Service Area 4: Welcoming Communities facilitationThe Council's Prefered Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	No – do not keep the façade
Town centre improvements (Consultation Document pages 25-28)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 StrategyAlternative Option - Maintain fundingQ13 Service Area 2: Regional Walking and Cycling facilitationAlternative Option - Maintain fundingQ14 Service Area 3: Regional Positive Ageing facilitationAlternative Option - Provide Council funding of \$55K 	Masterton District Library and Wairarapa Archive	
Council Funding (Consultation Document pages 29-31)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).Q12Alternative Option - Maintain fundingService Area 1: Wairarapa Economic Development StrategyAlternative Option - Maintain fundingQ13Alternative Option - Maintain fundingService Area 2: Regional Walking and Cycling facilitationAlternative Option - Maintain fundingQ14Alternative Option - Maintain fundingService Area 3: Regional Positive Ageing facilitationAlternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expiresQ16The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond	Town centre improvements (Consultation Document	work to improve water and roading infrastructurein the town centre. There would be no other
Service Area 1: Wairarapa Economic Development StrategyAlternative Option - Maintain fundingQ13Alternative Option - Maintain fundingService Area 2: Regional Walking and Cycling facilitationAlternative Option - Maintain fundingQ14Alternative Option - Maintain fundingService Area 3: Regional Positive Ageing facilitationAlternative Option - Maintain fundingQ15Service Area 4: Welcoming Communities facilitationQ16The Council's Preferred Option - Increase Community- Ied Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond		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
Service Area 2: Regional Walking and Cycling facilitation       Alternative Option - Maintain funding         Q14       Alternative Option - Maintain funding         Service Area 3: Regional Positive Ageing facilitation       Alternative Option - Provide Council funding of \$55K         Q15       Service Area 4: Welcoming Communities facilitation         Q16       The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond	Service Area 1: Wairarapa Economic Development	Alternative Option - Maintain funding
Service Area 3: Regional Positive Ageing facilitation         Q15         Service Area 4: Welcoming Communities facilitation         Q16         Service Area 5: Climate initiatives		Alternative Option - Maintain funding
Service Area 4: Welcoming Communities facilitationper year from 2025/26 when external funding expiresQ16 Service Area 5: Climate initiativesThe Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond		Alternative Option - Maintain funding
Service Area 5: Climate initiativesIed Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond		
		led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond

No

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

## Q18

Comments

Proposed Cemetery charges are excessive! Parking spaces are NOT wide enough for modern vehicles (sometimes resulting in inadvertent crossed white lines)

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

#### Q19

Invest in maintaining the lakes as they are now

Many elderly & low income households cannot use online

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

#### Q20

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

Walking, cycling & e.v.'g are beneficial & enjoyable activities that require these facilities, & are the only real benefits citizens receive from their rates.

Other - please specify:

Log a service request online

Pay by automatic payment or direct debit

services.

Monthly

## Q21

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

#### Q22

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

#### 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?

#### 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?

Q25	Never
How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	
Q26	Νο
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?	

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



#### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Thursday, May 02, 2024 11:40:18 AM Thursday, May 02, 2024 12:04:43 PM 00:24:25

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

|--|

Your details

Full name (required)

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.

Page 2: Your Thoughts on the Big Decisions



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?	



No

<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> Council Funding (Consultation Document pages 29-31)	Respondent skipped this question
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Respondent skipped this question
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	Alternative Option - Maintain funding
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	Respondent skipped this question
<b>Q15</b> Service Area 4: Welcoming Communities facilitation	Respondent skipped this question
<b>Q16</b> Service Area 5: Climate initiatives	Respondent skipped this question

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 akes as they are now or explore a different look and feel n the future if it would cost less?	
Q20	
Please tell us what you value and enjoy most about these lakes now:	
Henley Lake is an asset for Masterton. It is a beautiful area and should be maintained. I cannot see why water from the Ruamahanga cant be diverted to maintain water levels. Millions of litres get washed down the river and out to sea every single year. Even if you had to store water during high river levels, im sure you could maintain necessary lake levels	
Q21	Visit the Council website
When you need information about Council services.	

**Phone the Council** 

Pay by automatic payment or direct debit

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

#### Q22

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

#### 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?

#### 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?

# Q25

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

Never

Never

<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	No
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
<b>Q28</b> 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
<b>Q29</b> 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	Respondent skipped this question

# #584

### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Monday, May 06, 2024 8:42:13 AM Monday, May 06, 2024 8:55:53 AM 00:13:39

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

Q	1

Your details

Full name (required)

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.

Page 2: Your Thoughts on the Big Decisions



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?	



No

<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	Alternative Option - Maintain funding
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	Alternative Option - Maintain funding
<b>Q15</b> 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)
<b>Q16</b> Service Area 5: Climate initiatives	Respondent skipped this question

Yes

Invest in maintaining the lakes as they are now

### Page 3: Fees and Charges

### Q17

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

### Q18

#### Comments

cull some staff, the number of staff seems excessive compared to what it was a few years ago

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?

### Q20

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

the tranquility, the beauty, having a lake in town is a great place to enjoy a walk

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
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
When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc),	Pay by automatic payment or direct debit Monthly

<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Never
<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	No
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
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?	Respondent skipped this question
<b>Q29</b> 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	Respondent skipped this question

## Your details

Full name (required)	SHIRLEY	HNN	HEWSON.	
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)

C No

400

## 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?

# Your thoughts on the Big Decisions

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

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

Town Hall (Consultation Document pages 13-18)

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

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

Yes – keep the façade

□ No – do not keep the façade

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

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	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 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

LTP Submissions Volume 8

Please tell us what you value and	enjoy most about these	e lakes now:	
THE VIEW	ja THE	GREAT	WAUK
How we deliver customer servi These questions will help inform a			rices.
When you need information about most often?	Council services, ever	nts or activities, what o	channel do you use
☐ Visit the Council website			Phone the Council
Visit the Council's social media	pages – e.g. Faceboo	k or Instagram 🔲 🛛	Email the Council
☐ Visit the Queen Street Customer	Service Centre in perso	on	
□ Other – please specify			
When you need to report a problem	m with a Council facility	y or service, what cha	nnel 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 of etc), what channel do you use mos		ncil service (e.g. dog r	egistration, consent fees,
Pay via the Council's website	Pay in pers	on at the Queen Stree	et Customer Service Centre
🗹 Pay by automatic payment or di	irect debit		
How often, on average, have you a Street Customer Service Centre in		om the Council's web	site or contacted the Queen
More than once a week	U Weekly	Monthly	Never

Page 44

How often, on average, have you visited t	he Queen Street Custo	omer Service Centre i	in the past 12 months?
☐ More than once a week	U Weekly	Monthly	T Never
Have you used the Council's after hours s	service in the past 12 m No		on't know
Would you prefer to do more or less Cour	ncil business online?		
More	Less		

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

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



MSTN.GOVT.NZ

LTP Submissions Volume 8

From: Ainslie Hewton
Sent: Thursday, May 2, 2024 10:03:52 PM
To: Communications <<u>communications@mstn.govt.nz</u>>
Subject: Re: Time running out to have your say on plans for the next 10 years - submissions close: 10am Monday 6 May

Many thanks.

The main thing I ask is that the old town hall is restored.

It is not just a town hall. I remember it for many positive things - meetings held by local groups/organisations, a theatre space for visiting orchestras and others, a place for blood donors, many other things.

The main thing for me (apart from being the town hall) is that it provided what was (and could be again) the only decent sized theatre left in Masterton. I'm aware of the Harlequin Theatre but it doesn't have the space for performances like orchestras, ballet, large theatre groups. I don't remember when the Regent theatre closed but it no longer provides a space for live theatre. This is in my view a very important thing for Masterton, particularly as it grows.

**Regards** Ainslie

Ainslie Hewton

**Blair Higgs** 

No

## #343

### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Thursday, May 02, 2024 3:37:32 PM Thursday, May 02, 2024 3:41:27 PM 00:03:55

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

Ω	1
Y	Ξ.

Your details

Full name (required)

Postal address

Email

### 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.

402

<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	No – do not keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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).
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Alternative Option - Maintain funding
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
244	
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	Alternative Option - Maintain funding
	Alternative Option - Maintain funding 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)

Page 3: Fees and Charges

<b>Q17</b> 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 <b>Q19</b> Would you prefer the Council to 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
<b>Q20</b> Please tell us what you value and enjoy most about these lakes now:	Respondent skipped this question
<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Visit the Council website
<b>Q22</b> When you need to report a problem with a Council facility or service, what channel do you use most often?	Log a service request online
Q23 When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?	Pay by automatic payment or direct debit
<b>Q24</b> 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
<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Never

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	

# #660

### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Sunday, May 05, 2024 10:24:16 PM Sunday, May 05, 2024 10:55:28 PM 00:31:12

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

|--|

Your details

Full name (required)

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.

### 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.



1/4



No

<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	No – do not keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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)
<b>Q16</b> Service Area 5: Climate initiatives	The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases

Page 3: Fees and Charges

Q17	Don't know
Do you support our proposed fees and charges for 2024/25?	
Q18	Respondent skipped this question
Comments	
Page 4: Your thoughts to help shape our thinking	
Q19	Invest in maintaining the lakes as they are now
Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	
Q20	
Please tell us what you value and enjoy most about these	lakes now:
Walkways,bird life and people	
Q21	Visit the Council's social media pages – e.g.
When you need information about Council services, events or activities, what channel do you use most often?	Facebook or Instagram
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?	

<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	Yes
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
<b>Q28</b> 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
<b>Q29</b> 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	Respondent skipped this question

# Your details

Full name (required)	Terry Hodder
Organisation (if applicable)	
Postal address	
Phone	Email

# Hearing

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

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

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

Yes (in person)

Yes (via Microsoft Teams)

🖌 No

## About you

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

What is your age range?

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

What is your gender?

# Your thoughts on the Big Decisions

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

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

Town Hall (Consultation Document pages 13-18)

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

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

✓ Yes – keep the façade

□ No – do not keep the façade

- Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)
- The Council's Preferred Option Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1 Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	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 less?

$\blacksquare$ Invest in maintaining the lakes as they are no	W
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- 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 probler Please tick one option.	n with a Council facility or service, wh	nat channel do you use most often?
Log a service request online		$\blacksquare$ Phone the Council
□ Visit the Queen Street Customer	Service Centre	Email the Council
□ Other – please specify		
When you need to pay your rates of etc), what channel do you use most	or pay for another Council service (e.c t often? Please tick one option.	g. dog registration, consent fees,
Pay via the Council's website	Pay in person at the Quee	en Street Customer Service Centre
Pay by automatic payment or di	rect debit	
How often, on average, have you a Street Customer Service Centre in	ccessed information from the Counc the past 12 months?	I's website or contacted the Queen
More than once a week	🗌 Weekly 🖌 Ma	onthly 🗌 Never

LTP Submissions Volume 8

U Weekly

Monthly

■ Never

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How often, on average, have you visited the	ne Queen Street Custor	mer Service (	Centre in the past 12 months?
More than once a week	U Weekly	Monthly	Never
Have you used the Council's after hours s	ervice in the past 12 mc	onths?	Don't know
Would you prefer to do more or less Coun	cil business online?		
More	Less		About the same

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

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

MSTN.GOVT.NZ

**G**@MastertonDC

I TP Submissions Volume 8



# #344

### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Thursday, May 02, 2024 2:46:06 PM Thursday, May 02, 2024 3:41:49 PM 00:55:42

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

|--|

Your details

Full name (required)

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

### Q3

Wha

### **Q4**

Wha

### Q5

What

### Q6

Do y or do

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.



vious section are correct so we can get in touch.	
at is your age range?	
at is your ethnicity? You may tick multiple boxes.	
at is your gender?	
you live with impairments/long-term health conditions lo you identify as tāngata whaikaha/disabled?	

No



<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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).
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Respondent skipped this question
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
Service Area 2: Regional Walking and Cycling facilitation <b>Q14</b>	this (annual saving of \$35K) The Council's Preferred Option - Cease funding for

Page 3: Fees and Charges

Q17	Don't know
Do you support our proposed fees and charges for 2024/25?	
Q18	Respondent skipped this question
Comments	
Page 4: Your thoughts to help shape our thinking	
Q19	Explore a different look and feel in future if it would
Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	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
When you need information about Council services, events or activities, what channel do you use most often?	person
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	Monthly
How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	

Q26	Yes
Have you used the Council's after hours service in the past 12 months?	
Q27	Less
Would you prefer to do more or less Council business online?	
Q28	Respondent skipped this question
Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?	

### Q29

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

Public transport is insufficient -we don't have appropriate transport around Masterton and to Wellington to accommodate residents for medical treatment, with disabilities and elderly. The public transport doesn't run often enough around town and needs improvement

# Your details

Full name (required) Alice Carolin	e Hormis.
Organisation (if applicable)	
Postal address	
Phone .	Email

# Hearing

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

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

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

Yes (in person)

Yes (via Microsoft Teams)

No No

## About you

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### What is your age range?

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

What is your gender?

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

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

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

🗹 Yes – keep the façade

□ No – do not keep the façade

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

- The Council's Preferred Option Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1 Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	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	sed fees and charges for 2024/25?	
V Yes	🗋 No	🔲 Don't know
LTP Submissions Volume	8	Page 66

# Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrar Would you prefer the Council to invest in and feel in the future if it would cost less?	maintaining the lakes as		ore a different look
Invest in maintaining the lakes as they	are now		
Explore a different look and feel in futu	ure if it would cost less		
Don't know			
Please tell us what you value and enjoy m	lost about these lakes r	iow:	
How we deliver customer services (Co These questions will help inform a review	그 그 옷을 잘 하는 것 같아. 가지 않는 것		
When you need information about Council often? Please tick one option.	il services, events or ac	tivities, what channel	do you use most
Visit the Council website	NA	Phone the phone of the phone	ne Council
□ Visit the Council's social media pages	– e.g. Facebook or Inst	agram 🔲 Email the	e Council
Visit the Queen Street Customer Service	e Centre in person		
Other – please specify			
When you need to report a problem with a Please tick one option.	a Council facility or serv	vice, what channel do	you use most often?
Log a service request online	NA	🔲 Phone th	ne Council
Visit the Queen Street Customer Service	e Centre	🔲 Email the	e Council
Other – please specify			
When you need to pay your rates or pay feetc), what channel do you use most often?			ion, consent fees,
Pay via the Council's website	🔲 Pay in person at th	e Queen Street Custo	omer Service Centre
Pay by automatic payment or direct de	ebit NA		
How often, on average, have you accesse Street Customer Service Centre in the pas		Council's website or c	contacted the Queen
More than once a week	U Weekly	Monthly	Never

More than once a week LTP Submissions Volume 8

Weekly

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How often, on average, have you visited t	the Queen S	Street Custo	mer Service Ce	entre in the pa	ast 12 months?
More than once a week	🗌 Weekly	·	Monthly		Never
Have you used the Council's after hours s	service in the	e past 12 mo	onths?		
Yes	🗌 No	KA	I	Don't knov	V
Would you prefer to do more or less Cour	ncil business	s online?			
More	🗌 Less		I	About the	same
Do you have any other comments on how customer services that you would like the				es now? Or s	uggestions for
Is there anything else you would like to (attach separate pages if needed)					
Please can you im and make footpa	iths s	afer	i Mie	na Du	in and s
MSTN.GOVT.NZ				TE KAUNIH	ERA Å-ROHE O WHAKAORIOR

a @MastertonDC



## Your details

Full name (required) Valmai Cora	1 Holmes,
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)

N	N	0
		~

407

## About you

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

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🗹 Yes – keep the façade

No – do not keep the façade

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

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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.

	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 FOK to \$100K</li> </ul>
		Fund by 50K to \$100K
1	rges (See proposed fees and cha	rges on our website)

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Page 71-Page 71-

# Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrance (Consultation Document part	
Would you prefer the Council to invest in maintaining the lakes as they ar and feel in the future if it would cost less?	e now or explore a different look
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 custome	r services.
When you need information about Council services, events or activities, v often? Please tick one option.	vhat channel do you use most
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, wha Please tick one option.	t 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. etc), what channel do you use most often? Please tick one option.	dog registration, consent fees,
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 Street Customer Service Centre in the past 12 months?	s website or contacted the Queen

More than once a week LTP Submissions Volume 8

U Weekly

Monthly



How often, on average, have you vi	isited the Queen Street C	Customer Service Centre	e in the past 12 months?
More than once a week	U Weekly	Monthly	Never
Have you used the Council's after h	nours service in the past 1	2 months?	
Yes	No No		on't know
Would you prefer to do more or les	s Council business online	;?	1
More	Less		bout the same
Do you have any other comments of customer services that you would li			ow? Or suggestions for
<b>Is there anything else you would</b> (attach separate pages if needed)	like to say as part of you	ır feedback on the 202	4-34 Long Term Plan?
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# #563

#### COMPLETE

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

|--|

Your details

Full name (required)

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.

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Page 2: Your Thoughts on the Big Decisions



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 conditio or do you identify as tāngata whaikaha/disabled?	ns



No

<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	No – do not keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
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<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Alternative Option - Maintain funding
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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)

<b>Q16</b> Service Area 5: Climate initiatives	Respondent skipped this question
Page 3: Fees and Charges <b>Q17</b> Do you support our proposed fees and charges for 2024/25?	Yes
Q18 Comments	Respondent skipped this question
Page 4: Your thoughts to help shape our thinking <b>Q19</b> Would you prefer the Council to 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
<b>Q20</b> Please tell us what you value and enjoy most about these lakes now:	Respondent skipped this question
<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Other - please specify: Combination website and social media
<b>Q22</b> When you need to report a problem with a Council facility or service, what channel do you use most often?	Other - please specify: Antenno or service request
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
<b>Q24</b> How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?	Monthly

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

#### Q29

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 increase in climate activities wasn't an option, it should be.

Trust that all the time expended by a number of organisations, community groups, consultants Council Staff and Councillors will be revisited as part of the Queen Street Upgrade.

Interested to note your use of American spelling for organisations and councillor.

# Your details

Full name (required)	PAMELA	MADGE HORNOY
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)

- /	/
1	No
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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 <u>www.mstn.govt.nz</u> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

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

Town Hall (Consultation Document pages 13-18)

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

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

Yes – keep the façade

□ No – do not keep the façade

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

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

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

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

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

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

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

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

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

I WOULD HATE TO SEE THE FOODBANK & WALWASTE

FUNDING REDUCED. FOODBANK SERVES Some OF LTP Submissions Volume 8 THE MOSST VULNERABLE OF OUR CITIZEN'S F DEPENDS ON COUNCIL FUNDING TO PROVIDE THE SERVICE.

### 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 less?

	Invest in	n 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

$\square$ Visit the Council's social media pages – e.g. Facebook or Instagram $\square$ Email the	Council
---	---------

Wisit 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		Phon	e the Council		
Visit the Queen Street Customer	Service Centre	Email the Council			
□ Other – please specify					
When you need to pay your rates of etc), what channel do you use most	r pay for another Counc often? Please tick one c	il service (e.g. dog regist option.	ration, consent fees,		
Pay via the Council's website	Pay in persor	at the Queen Street Cu	stomer Service Centre		
Pay by automatic payment or di	rect debit				
How often, on average, have you a Street Customer Service Centre in		n the Council's website c	or contacted the Queen		
More than once a week LTP Submissions Volume 8	U Weekly	Monthly	Dever Page 81 Sometimes		

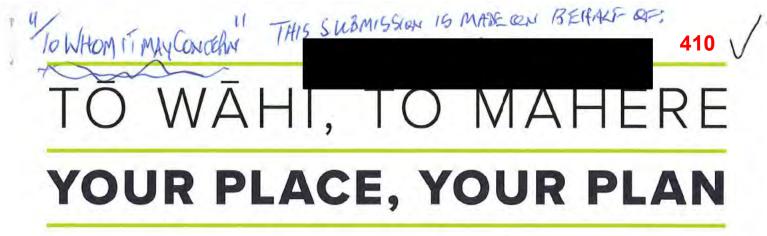
How often, on average, have you visited t	he Queen Street Custo	mer Service Centre in THREE Monthly	n the past 12 months?
Have you used the Council's after hours s	ervice in the past 12 mc		ı't know
Would you prefer to do more or less Cour	ncil business online?	🗌 Abc	out the same

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

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



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

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

Complete our online submission form at: mstn.govt.nz

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



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



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



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

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

## **Privacy statement**

## What we do with your personal information

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

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



MSTN.GOVT.NZ

PLEASE	E NETTE CONN	FAT AT TE	of of Front	ACE
Your details				
Full name (required)	CHRISTO PHER	MACIN TOSH	HORKECKS	
Organisation (if applica	ıble)			
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)

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## About you

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What is your age range?

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

What is your gender?

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🔲 No – do not keep the façade

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2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	Maintain funding
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# Fees and charges (See proposed fees and charges on our website)

Do you support our propose	d fees and charges for 2024/25?	
Yes	d fees and charges for 2024/25?	Don't know
TP Submissions Volume 8		Page 86

# Your thoughts to help shape our thinking

<ul> <li>Henley Lake and Lake of Remembrane</li> <li>Would you prefer the Council to invest in n and feel in the future if it would cost less?</li> <li>Invest in maintaining the lakes as they a</li> <li>Explore a different look and feel in futu</li> <li>Don't know</li> <li>Please tell us what you value and enjoy model</li> </ul>	naintaining the lak are now re if it would cost	tes as they are		e a different look
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How we deliver customer services (Co These questions will help inform a review of When you need information about Council	of how we deliver	our customer		o you use most
often? Visit the Council website			Phone the	Council
Visit the Council's social media pages -	- e.g. Facebook o	r Instagram	Email the C	
Visit the Queen Street Customer Service		9		
Other – please specify				
When you need to report a problem with a				ou use most often?:
Log a service request online			Phone the	Council
Visit the Queen Street Customer Service	Centre		🔲 Email the C	Council
Other – please specify				
When you need to pay your rates or pay for etc), what channel do you use most often?	or another Counci	service (e.g.	dog registratior	n, consent fees,
Pay via the Council's website	Pay in person	at the Queen	Street Custom	er Service Centre
Pay by automatic payment or direct del	oit			
How often, on average, have you accessed Street Customer Service Centre in the pas		n the Council's	s website or cor	ntacted the Queen
More than once a week	U Weekly	🔲 Mor	nthly	Never

LTP Submissions Volume 8

How often, on average, have you visited	the Queen Street C	ustomer Service Centre	in the past 12 months?
More than once a week		Monthly	Never
Have you used the Council's after hours	service in the past 1	2 months?	
Yes	No		on't know
Would you prefer to do more or less Co	uncil business online	?	
More	Less		
Do you have any other comments on ho customer services that you would like th			w? Or suggestions for
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ADVIGE RATERAYERS	WIRtin N	ASTERTON DISTA	UCT COMMOLE
REGION OF IMPORT	ANT MATTE	RS PERTAININ	G TO COUNICIL
AND RAFERAYERS "O			
RELATING TO THIS			
<b>Is there anything else you would like t</b> (attach separate pages if needed)	o say as part of you	r feedback on the 2024	-34 Long Term Plan?
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f @MastertonDC			MASTERTON DISTRIGT GOUNCIL

# #255

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

|--|

Your details

Full name (required)

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.

## 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







**Tim Horsbrugh** 

No

<b>Q7</b> 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.
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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	
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Would you prefer the Council to 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:
Dog walks	
Q21	Phone 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	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?

About right.

#### 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 needs to create a vision to get people on board. The Wairarapa is Wellingtons play ground. If they had a concert with 700 people attend...where do 700 people stay the night. I wanted to hold our NZPIF annual conference in the Wairarapa with 400 people..... we dont have the accomodation to cope with 400 guests in Masterton. I'm all in favour of a new town hall....keep pushing ahead. You can do it.....create the vision.

Your details
--------------

Full name (required)	Charles	Penry	Horsham	
Organisation (if applic	able)	1		
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)

10	/
V	No

## About you

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

# Your thoughts on the Big Decisions

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

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

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1 Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Çøst: \$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. Çost: \$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>
ees and cha	rges (See proposed fees and cha	rges on our website)
o you support our propo	sed fees and charges for 2024/25?	/
] Yes	🗋 No	🗹 Don't know

.....

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# Your thoughts to help shape our thinking

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

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

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

. . .

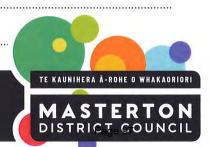
Please tell us what you value and enjoy most about these lakes now:

The Walking	Fracks	. Ger	nd.	wildLite
1				
)				
		······		
How we deliver customer services (C These questions will help inform a review	이 방법 전 것 같은 것 같은 것 같이 했다.		ervices.	
When you need information about Counc often? Please tick one option.	cil services, events or a	ctivities, wha	it channel	do you use most
Visit the Council website			Phone t	he Council
Visit the Council's social media pages	s – e.g. Facebook or Ins	tagram 🗌	Email the	e Council
Visit the Queen Street Customer Service	e Centre in person			
Other – please specify				
When you need to report a problem with Please tick one option.	a Council facility or ser	vice, what cl	nannel do	you use most often?
Log a service request online			Phone t	ne Council
Visit the Queen Street Customer Service	ce Centre		Email the	e Council
Other – please specify				
When you need to pay your rates or pay etc), what channel do you use most often			g registrat	ion, consent fees,
Pay via the Council's website	🔲 Pay in person at th	ne Queen St	reet Custo	omer Service Centre
Pay by automatic payment or direct de	ebit			
How often, on average, have you access Street Customer Service Centre in the pa		Council's we	ebsite or c	contacted the Queen
More than once a week	U Weekly	Monthl	y I	Never Page 96
		D Monthl	arli	

How often, on average, ha	ave you visited the Queen S	treet Customer Service	Centre in the	e past 12 mor	nths?
More than once a week	k 🗌 Weekly	Monthly	4/	Never	
Have you used the Counc	il's after hours service in the	e past 12 months?			
Yes	₽ No		Don't k	now	
Would you prefer to do mo	ore or less Council business	online?	/		
More	Less		About t	he same	
customer services that you	mments on how the Counci u would like the Council to a ebsite			r suggestion	stor
user f	riendly	or Kep-	t uf	to a	late

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

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MSTN.GOVT.NZ

Your details		
Full name (required)	Jane	Howstern

Organisation (if applicable	)
Postal address	
Phone	Email

# Hearing

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

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

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

Yes (in person)

Yes (via Microsoft Teams)

No 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

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- Alternative Option 1 Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2 Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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

Yes – keep the façade

☑ No – do not keep the façade

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

- The Council's Preferred Option Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1 Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.

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

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

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

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

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

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

Yes	🗋 No	Z Don't know
		+
LTP·Submissions Volume·8		

# 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

 $|m| = \frac{1}{k} - 2^{k} - 2^{k}$ 

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

Reaceful, reflective	
Community input - Bird life.	planting
Walking tracks.	
waring	
How we deliver customer services (Consultat	tion Document page 42)
These questions will help inform a review of how	we deliver our customer services.
When you need information about Council servic most often?	es, events or activities, what channel do you use
☐ Visit the Council website	Phone the Council
☐ Visit the Council's social media pages – e.g. F	acebook or Instagram 🛛 Email the Council
Visit the Queen Street Customer Service Centre	e in person
□ Other – please specify	
When you need to report a problem with a Counc	cil 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 Fare to fa	ce interaction.
When you need to pay your rates or pay for anoth etc), what channel do you use most often?	ner Council service (e.g. dog registration, consent fees,
Pay via the Council's website	y in person at the Queen Street Customer Service Centre
Pay by automatic payment or direct debit	
How often, on average, have you accessed inform Street Customer Service Centre in the past 12 mo	nation from the Council's website or contacted the Queen onths?
☐ More than once a week ☐ We	Yearly

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

☐ More than once a week	U Weekly	Monthly	I Never Yearly	
Have you used the Council's after	hours service in the past	12 months?		
Yes	<b>D</b> -No		on't know	
Would you prefer to do more or les	ss Council business onlin	e?		
More	Less	M H	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?

Hard to find information on what is happening in the community if you don't get the local paper Dr listen to local radio station. Facebook page is factual but not engaging. I find I know more about what's happening In Carterton than I do about masterton'. I shouldn't have to use master to matters as my go to" ve intruction on events.

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

We need a more progressive approach regarding Masterions future. Attractive ad positive for young people & families. The centre of town is dull and not a place to sit ad enjoy. Wainta House should be extended to a complate civil defene, public meeting rooms Small lab etc. \* No town hall. Use existing performance spaces eg. schools \* Extend library to accommadate community groups, preschool > eldery; vetugees. A sate and inclusive place for all. \* Climate quareness & encouragement to make changes for the future. TE KAUNIHERA Å-ROHE O WHAKAORIORI MSTN.GOVT.NZ MASTERTON fi@MastertonDC DISTRICT COUNCIL

## #585

#### COMPLETE

**Collector:** Started: Last Modified: **Time Spent: IP Address:** 

Test Link (Web Link) Sunday, May 05, 2024 10:56:12 AM Sunday, May 05, 2024 11:20:31 AM 00:24:19

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

|--|

Your details

Full name (required)

Postal address

Email

Phone

#### Q2

Would you like to present your views at the hearing?If yes, prev

## Q3

Wha

### **Q4**

Wha

### Q5

Wha

### Q6

Doy or do

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.



s, please make sure your contact details in the vious section are correct so we can get in touch.	
at is your age range?	
hat is your ethnicity? You may tick multiple boxes.	
at is your gender?	
you live with impairments/long-term health conditions do you identify as tāngata whaikaha/disabled?	

No



<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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)
<b>Q16</b> Service Area 5: Climate initiatives	The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond

Page 3: Fees and Charges

#### Q17

No

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

### Q18

Comments

You state you will be increasing all fees by at least the rate of inflation, which in effect means you can increase them by any amount. At least one proposed fee is going up by 20%, well above the rate of inflation.

#### 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?

#### Q20

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

Pleasant place for locals and somewhere we always take visitors and they are impressed. Great for bird life. Essential for dragon boat users and rowers.

Visit the Council website

### Q21

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

#### Q22

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

#### 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?

#### 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

## Pay by automatic payment or direct debit

Visit the Queen Street Customer Service Centre

Invest in maintaining the lakes as they are now

Page 105

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 think in these difficult financial times it is irresponsible to think of "vanity/ nice to have" projects. As Council are obviously reluctant to give up their modern, comfortable premises and return to the Municipal Building then I think both the Town Hall and the Municipal Building need to be demolished but the facades need to be retained. There are so few "historic" buildings left in Masterton and what gets erected on cleared sites are very inferior. I think the area of town around the Town Square needs to keep it's historic look. When times are better then build something on the cleared site if it is what the majority of rate payers and residents want.

If you want a "community hub", call it this NOT a library extension. A library is not a place for the knitting ladies or whatever to have a space for a chat and a cup of tea. I think improve the current library conditions but shelve the ideas of a community hub. What about the portacoms? These seem to be under-utilised.

## #582

#### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Sunday, May 05, 2024 9:39:54 AM Sunday, May 05, 2024 10:20:02 AM 00:40:07

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

|--|

Your details

Full name (required)

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

### C

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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.



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?	



No

<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
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<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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)
<b>Q16</b> Service Area 5: Climate initiatives	The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond

Page 3: Fees and Charges

#### Q17

No

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

### Q18

Comments

The Masterton District Councils long term plan is inherently flawed due to the unpredictable nature of todays decision making and budgeting calculations. Todays decisions and budgets are inevitably influenced by current circumstances and projections, which often prove inaccurate or inadequate as time progresses. This leads to a disconnect between initial plans and the evolving needs and realities of the community. Please listen to the community to provide the services and facilities they say they want, not what you as paid public servants (paid for by ratepayers) consider the best options.

Invest in maintaining the lakes as they are now

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?

#### Q20

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

Pleasant place to take visitors to walk, the wildlife and nesting birds. Facility for dragon boating and (sometimes) the hot air balloons.

#### Q21

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

#### Q22

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

### 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?

### Q24

Monthly

Visit the Council website

Phone the Council

Pay via the Council's website

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?

<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Never
<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	No
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
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?	Respondent skipped this question
<b>Q29</b> 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	Respondent skipped this question

### #558

#### COMPLETE

**Collector:** Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Saturday, May 04, 2024 12:15:42 PM Saturday, May 04, 2024 12:28:35 PM 00:12:52

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

|--|

Your details

Full name (required)

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.

### (

### (

### (

### 1

Page 2: Your Thoughts on the Big Decisions



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 conditio or do you identify as tāngata whaikaha/disabled?	INS



No

<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	No – do not keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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).
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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

I am not wedded to the town hall facade. If option 3 is considered I would like to see a new town hall built. The town does need a 700 to 900 seat facility to attract concerts and drama productions.

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?

#### Q20

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

I do not want to see the lake drained and turned into a "wet land". Most likely to be a dry land for three months. The council needs to get WRC to be real, taking and returning water over a 2k stretch should not be a problem.

## Q21

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

### Q22

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

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

Phone the Council

Visit the Council website

Pay by automatic payment or direct debit

<b>Q24</b> 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
<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Monthly
<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	No
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same

### 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?

Very hard on the web site to work out which week we are in to collect rubbish recycling.

### 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

### #430

#### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Friday, May 03, 2024 10:45:20 AM Friday, May 03, 2024 10:52:08 AM 00:06:48

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

|--|

Your details

Full name (required)

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.

### 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.

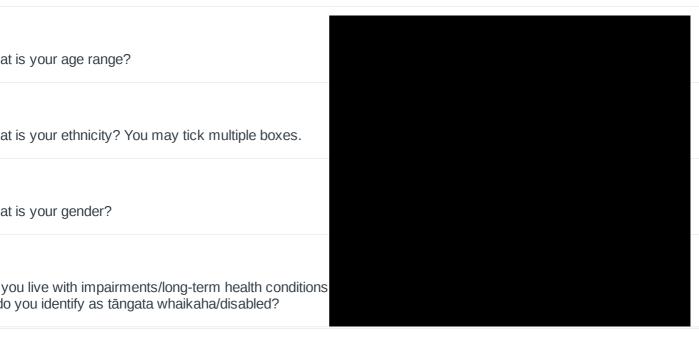


417





No



<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	No – do not keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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	Alternative Option - Maintain funding
Service Area 1: Wairarapa Economic Development Strategy	
	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
Strategy Q13	The Council's Preferred Option - Cease funding for
Strategy Q13 Service Area 2: Regional Walking and Cycling facilitation Q14	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)

Page 3: Fees and Charges

<b>Q17</b> 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 <b>Q19</b> Would you prefer the Council to 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
<b>Q20</b> Please tell us what you value and enjoy most about these lakes now:	Respondent skipped this question
<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Visit the Queen Street Customer Service Centre in person
<b>Q22</b> 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
<b>Q24</b> 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
<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Monthly

<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	No
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
<b>Q28</b> 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
<b>Q29</b> 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	Respondent skipped this question

### Your details

Full name (required)	Jessica Rebecca Howells
Organisation (if applicable)	
Postal address	
Phone	Email

### Hearing

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

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

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

Yes (in person)

Yes (via Microsoft Teams)

🖌 No

### About you

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

#### What is your age range?

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

What is your gender?

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

### Your thoughts on the Big Decisions

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

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

Town Hall (Consultation Document pages 13-18)

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

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

Yes – keep the façade

✓ No – do not keep the façade

- Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)
- The Council's Preferred Option Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- □ Alternative Option 1 Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2 Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	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 less?

- $\square$  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 probler	n with a Council facility or service, wl	nat 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 c etc), what channel do you use most	r pay for another Council service (e.ç : often?	g. dog registration, consent fees,
Pay via the Council's website	Pay in person at the Quee	en Street Customer Service Centre
Pay by automatic payment or di	rect debit	
How often, on average, have you a Street Customer Service Centre in	ccessed information from the Counc the past 12 months?	I's website or contacted the Queen
More than once a week	Weekly	onthly 🗌 Never

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

More than once a week	Weekly	Monthly	🖌 Never

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

🗌 Yes
-------

🖌 No

🗖 Don't know

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

🖌 Mo	ore
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Less

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

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



# TŌ WĀHI, TŌ MAHERE Your place, your plan

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

This submission form allows you to give feedback on the Masterton District Council 2024-34 Long-Term Plan. Please read the <u>Consultation Document</u> before completing the form. You can make a submission in a number of ways:



Complete our online submission form at: <u>mstn.govt.nz</u>

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

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<u>Download</u> a fillable pdf submission form or write your feedback in an email, and send to: submissions@mstn.govt.nz



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



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

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

### **Privacy statement**

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### What we do with your personal information

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

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

TE KAUNIHERA Å-ROHE O WHAKAORIORI MASTERTON DISTRIGES COUNCIL

### Your details

Full name (required)	ROR1 HULLENA
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)

-	1
$\mathbf{\nabla}$	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 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 <u>www.mstn.govt.nz</u> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

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

Town Hall (Consultation Document pages 13-18)

- ☐ The Council's Preferred Option Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1 Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
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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

 $\Box$  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 proposed fees and charges for 2024/25?

□ Yes

🗋 No

Don't know

### Your thoughts to help shape our thinking

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

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

c	Invest ir	maintaining	the	lakes	as	they	are	now
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Explore a	different	look and	feel in	future	if it	would	cost l	ess
	Explore a	Explore a different	Explore a different look and	Explore a different look and feel in	Explore a different look and feel in future	Explore a different look and feel in future if it	Explore a different look and feel in future if it would	Explore a different look and feel in future if it would cost le

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
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☐ Visit the Queen Street Customer Service Centre in person

☑ Other – please specify	NORD	07	nenth
When you need to report a p	roblem with	a Cour	ncil facility or service, what channel do you use most often?:
Log a service request onl	ine		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
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Pay by automatic payment or direct debit

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

☐ More than once a week

U Weekly

Monthly

□ Never

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Page 128

How often, on average, have you visited	the Queen Street Cu	stomer Service Centre	in the past 12 months?
☐ More than once a week	U Weekly	Monthly	☐ Never
Have you used the Council's after hours	service in the past 12		on't know
Would you prefer to do more or less Cou	uncil business online?		
More	Less		

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

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



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### Your details

Full name (required)	VIETORIA FINNE HUMENA	- 2
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)

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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?

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What is your gender?

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

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

☐ Yes – keep the façade

 $\square$  No – do not keep the façade

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

- The Council's Preferred Option Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
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### Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

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

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

- 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.

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

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

□ Yes

🗆 No

Don't know

### Your thoughts to help shape our thinking

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

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

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

Protie Coolbook - Di	2000 Boat Wakaar	mai · activities .	
Positive feedbock - Dro Health benefits - walk	ing. family BBQ	outdoor activities	
How we deliver customer serv			
These questions will help inform a			-1.4
When you need information about most often?	. Council services, events	or activities, what chann	el do you use
☐ Visit the Council website		Phone	e the Council
☐ Visit the Council's social media	pages – e.g. Facebook c	r Instagram 🛛 Email	the Council
☐ Visit the Queen Street Customer	r Service Centre in person		
□ Other – please specify			
When you need to report a proble	m with a Council facility o	r service, what channel o	lo you use most often?
Log a service request online			e the Council
Visit the Queen Street Customer	Service Centre	🗖 Email	the Council
□ Other – please specify			
When you need to pay your rates of etc), what channel do you use mos		service (e.g. dog registr	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 displayed by a second secon	irect debit		
How often, on average, have you a Street Customer Service Centre in		the Council's website o	r contacted the Queer
More than once a week	Weekly	☐ Monthly	Never
LTP Submissions Volume 8			Page 133

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	U Weekly	Monthly	□ Never
Have you used the Council's after h	nours service in the past		on't know
Would you prefer to do more or les	s Council business online	e?	
More	Less		

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

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



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 @MastertonDC LTP Submissions Volume 8

### #136

#### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Monday, April 22, 2024 3:44:06 PM Monday, April 22, 2024 3:58:58 PM 00:14:52

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

|--|

Your details

Full name (required) **Brenda Hume** 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.

<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	No – do not keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Alternative Option - Maintain funding
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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)
<b>Q16</b> 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

<b>Q17</b> Do you support our proposed fees and charges for 2024/25?	Yes
Q18 Comments	Respondent skipped this question
Page 4: Your thoughts to help shape our thinking Q19 Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	Invest in maintaining the lakes as they are now
Q20 Please tell us what you value and enjoy most about these Good for families I like the look and feel of current state it sells t	
<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Visit the Queen Street Customer Service Centre in person
<b>Q22</b> 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 in person at the Queen Street Customer Service Centre
<b>Q24</b> 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
<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Monthly

<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	Νο
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
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?	Respondent skipped this question

### 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

During the current times council needs to not waste money on large projects and need to focus on saving money and keep rates down

### #92

#### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Friday, April 19, 2024 11:31:31 AM Friday, April 19, 2024 12:03:58 PM 00:32:27

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

#### **Q1**

Your details

Full name (required)

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.

### 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.





No

<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	No – do not keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Alternative Option - Maintain funding
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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)
<b>Q16</b> 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

<b>Q17</b> Do you support our proposed fees and charges for 2024/25?	Yes
<b>Q18</b> Comments	Respondent skipped this question
Page 4: Your thoughts to help shape our thinking <b>Q19</b>	Invest in maintaining the lakes as they are now
Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	

#### Q20

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

I moved to Masterton over two years ago to raise my family here due to the wonderful Queen's Park and Henley Lake. The Lake of Remembrance is one of the biggest stand out features of Queens Park and repurposing the space will ruin the character of the park. I think the Lake of Remembrance needs more investment not less. Adding in a safety rail to stop the little kids from leaning over would be a perfect addition. Regarding Henley Lake I would love to see it restored to its former glory. It's gotten quite rough around the edges and could do with a tidy up especially around the old bathing area where it is all overgrown. Looks rough in its current state. Please continue to fund these icons of Masterton.

Q21	Visit the Council website
When you need information about Council services, events or activities, what channel do you use most often?	
Q22	Log a service request online
When you need to report a problem with a Council facility or service, what channel do you use most often?	
Q23	Pay by automatic payment or direct debit
When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?	
Q24	Monthly
How often, on average, have you accessed information from the Council's website or contacted the Queen	

<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Monthly
<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	No
<b>Q27</b> Would you prefer to do more or less Council business online?	More
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?	Respondent skipped this question

#### 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 are in a cost of living crisis so I do not think now is the time to be splashing around the cash on library extensions and new town halls. These should be undertaken at a time when costs and interest rates come down. I would advocate for pulling down the town hall now and leaving the space vacant till around 2026 and then start rebuilding. Please think of the rate payers when burdening us with more costs. Most of us will not use the Town Hall or Library as much as Queen's Park or Henley Lake so invest in things that will have the most benefit for the wider community, not a select few.

### Your details

Full name (required)	Richard	Hunt	
Organisation (if applical	ole)		
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);

I 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 whaikaha/disabled?

### Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

Yes – keep the façade

No – do not keep the façade

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

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

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

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

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

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

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

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

inplications for delivery of		
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,	<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>
	when external funding ceases	Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K
Fees and cha	<b>I'ges</b> (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

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# Your thoughts to help shape our thinking

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Henley Lake and Lake of Remembrai Would you prefer the Council to invest in and feel in the future if it would cost less?	maintaining the la	1 0	· · ·	ok
Invest in maintaining the lakes as they	are now			
Explore a different look and feel in future	ure if it would cost	less		
Don't know			1	
Please tell us what you value and enjoy m	nost about these la	akes now:		
- 17				
2			1	
How we deliver customer services (Co These questions will help inform a review			services.	
When you need information about Counci	il services, events	or activities, wh	at channel do you use most	
Visit the Council website			Phone the Council	
<ul><li>Visit the Council website</li><li>Visit the Council's social media pages</li></ul>	– e.g. Facebook c	or Instagram	☑ Phone the Council ☑ Email the Council	
		or Instagram		
☐ Visit the Council's social media pages	e Centre in person		Email the Council	•••••
<ul> <li>Visit the Council's social media pages</li> <li>Visit the Queen Street Customer Service</li> </ul>	e Centre in person		ゴ Email the Council	 en?:
<ul> <li>Visit the Council's social media pages</li> <li>Visit the Queen Street Customer Service</li> <li>Other – please specify</li> </ul>	e Centre in person		ゴ Email the Council	 en?:
<ul> <li>Visit the Council's social media pages</li> <li>Visit the Queen Street Customer Service</li> <li>Other – please specify</li> <li>When you need to report a problem with a</li> </ul>	e Centre in person a Council facility c		I Email the Council	 en?:
<ul> <li>Visit the Council's social media pages</li> <li>Visit the Queen Street Customer Service</li> <li>Other – please specify</li> <li>When you need to report a problem with a Log a service request online</li> </ul>	e Centre in person a Council facility o e Centre	r service, what (	Email the Council channel do you use most ofte Phone the Council Email the Council	
<ul> <li>Visit the Council's social media pages</li> <li>Visit the Queen Street Customer Service</li> <li>Other – please specify</li> <li>When you need to report a problem with a</li> <li>Log a service request online</li> <li>Visit the Queen Street Customer Service</li> </ul>	e Centre in person a Council facility o e Centre or another Counci	r service, what (	Email the Council channel do you use most ofte Phone the Council Email the Council	
<ul> <li>Visit the Council's social media pages</li> <li>Visit the Queen Street Customer Service</li> <li>Other – please specify</li> <li>When you need to report a problem with a</li> <li>Log a service request online</li> <li>Visit the Queen Street Customer Service</li> <li>Other – please specify</li> <li>When you need to pay your rates or pay for etc), what channel do you use most often?</li> </ul>	e Centre in person a Council facility o e Centre or another Counci	r service, what d	Email the Council channel do you use most ofte Phone the Council Email the Council	
<ul> <li>Visit the Council's social media pages</li> <li>Visit the Queen Street Customer Service</li> <li>Other – please specify</li> <li>When you need to report a problem with a</li> <li>Log a service request online</li> <li>Visit the Queen Street Customer Service</li> <li>Other – please specify</li> <li>When you need to pay your rates or pay for etc), what channel do you use most often?</li> </ul>	e Centre in person a Council facility o e Centre or another Counci	r service, what d	Email the Council channel do you use most ofte Phone the Council Email the Council og registration, consent fees,	
<ul> <li>Visit the Council's social media pages</li> <li>Visit the Queen Street Customer Service</li> <li>Other – please specify</li> <li>When you need to report a problem with a</li> <li>Log a service request online</li> <li>Visit the Queen Street Customer Service</li> <li>Other – please specify</li> <li>When you need to pay your rates or pay for etc), what channel do you use most often?</li> <li>Pay via the Council's website</li> </ul>	e Centre in person a Council facility of e Centre or another Counci Pay in person bit	r service, what ( [ I service (e.g. do at the Queen S	Email the Council channel do you use most ofte Phone the Council Email the Council og registration, consent fees,	re

How often, on average, have you vis	sited the Queen Street C	Customer Service Centre	in the past 12 months?
Have you used the Council's after ho	ours service in the past		on't know
Would you prefer to do more or less	Council business online	9?	
Do you have any other comments of customer services that you would lik			ow? Or suggestions for
Is there anything else you would li	ike to say as part of you	ur feedback on the 2024	4-34 Long Term Plan?
(attach separate pages if needed)			
			200
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# #528

#### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Friday, May 03, 2024 7:15:18 PM Friday, May 03, 2024 7:22:40 PM 00:07:21

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

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Your details

Full name (required)

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.

### 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



**Michelle Hurley** 

No



<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> Town centre improvements (Consultation Document pages 25-28)	Respondent skipped this question
<b>Q11</b> Council Funding (Consultation Document pages 29-31)	Respondent skipped this question
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Respondent skipped this question
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	Respondent skipped this question
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	Respondent skipped this question
<b>Q15</b> Service Area 4: Welcoming Communities facilitation	Respondent skipped this question
<b>Q16</b> Service Area 5: Climate initiatives	Respondent skipped this question

Page 3: Fees and Charges

<b>Q17</b> Do you support our proposed fees and charges for	Respondent skipped this question
2024/25?	
Q18	Respondent skipped this question
Comments	
Page 4: Your thoughts to help shape our thinking	
Q19	Invest in maintaining the lakes as they are now
Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	
Q20	Respondent skipped this question
Please tell us what you value and enjoy most about these lakes now:	
Q21	Respondent skipped this question
When you need information about Council services, events or activities, what channel do you use most often?	
Q22	Respondent skipped this question
When you need to report a problem with a Council facility or service, what channel do you use most often?	
Q23	Respondent skipped this question
When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?	
Q24	Respondent skipped this question
How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?	
Q25	Respondent skipped this question
How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	

<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	Respondent skipped this question
<b>Q27</b> Would you prefer to do more or less Council business online?	Respondent skipped this question
<b>Q28</b> 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
<b>Q29</b> 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	Respondent skipped this question

# #593

#### COMPLETE

**Collector:** Started: Last Modified: **Time Spent: IP Address:** 

Test Link (Web Link) Saturday, May 04, 2024 3:39:41 PM Sunday, May 05, 2024 12:51:14 PM 21:11:32

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

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Your details

Full name (required)

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 K

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Page 2: Your Thoughts on the Big Decisions

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?	



No

<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> Council Funding (Consultation Document pages 29-31)	Respondent skipped this question
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Respondent skipped this question
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	Respondent skipped this question
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	Respondent skipped this question
<b>Q15</b> Service Area 4: Welcoming Communities facilitation	Respondent skipped this question
<b>Q16</b> Service Area 5: Climate initiatives	Respondent skipped this question

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	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?	

<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	Respondent skipped this question
<b>Q27</b> Would you prefer to do more or less Council business online?	Respondent skipped this question
<b>Q28</b> 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
<b>Q29</b> 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	Respondent skipped this question

From:	Todd Imrie
To:	Submissions Sub
Subject:	Long term plan submission
Date:	Sunday, 5 May 2024 9:41:46 am

The library expansion needs to include the fablab makerspace, the library as a space is for learning and education, the makerspace adds a lot in the STEAM section of this learning for both adults and children alike. The fablab in particular also needs more space so that they can better deliver the programmes they do.

The fablabs funding needs to continue in three yearly cycles to ensure that they have the stability of funding to better deliver the services they offer and allow more people to use learn how to use their equipment, which is becoming more and more mainstream across the board.

Thank you

Todd Imrie

# #632

#### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Sunday, May 05, 2024 7:28:56 PM Sunday, May 05, 2024 8:04:14 PM 00:35:17

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

|--|

Your details

Full name (required)

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.

### 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?

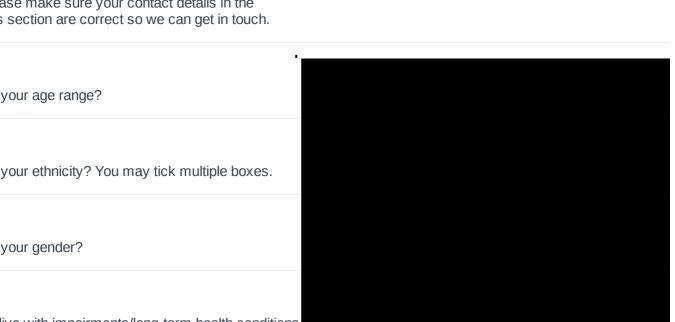
Page 2: Your Thoughts on the Big Decisions

### 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.







No

No – do not keep the façade
)
Alternative Option 1 – Upgrade and expand the Library and include the Archive now.Cost: \$14.66 million.
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.
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).
Alternative Option - Maintain funding
Alternative Option - Maintain funding
Alternative Option - Maintain funding
Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires
Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K
Respondent skipped this question

### Q18

#### Comments

Have run out of time and not looked at this.

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

### Q19

Don't know

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

### Q20

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

The water diverted to the lakes must be considerably less than that which is diverted for irrigation. Huge amounts are being diverted for dairying and dairy expansion which impacts on people and the planet. I think the granting of water rights should be reconsidered. The lakes are community assets and shouldn't both be replaced. Henley would work as a wetland - but where would waka ama and dragon boating happen?

<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Visit the Council website
<b>Q22</b> When you need to report a problem with a Council facility or service, what channel do you use most often?	Phone the Council
<b>Q23</b> 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
<b>Q24</b> 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
<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Monthly

### Q26

No

About the same

Respondent skipped this question

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

### Q27

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?

### 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 believe the library is, and should continue to be, the hub of the community in Masterton. As such, the full development should proceed as the Council's number one priority.

People are more important than buildings - it's time to let the Town Hall go. Money not spent could go towards community wellbeing and projects.

We have venues in Featherston, Martinborough and Carterton that cater for performance. Masterton could be an amazing point of difference (across Wairarapa and Aotearoa) by improving accessibility and facilities at rural halls (page 40) across the district, and having events, concerts and programmes in these spaces. We also have schools and clubrooms that are suitable. Council could rotate meetings in the rural halls, reaching more of the community.

I had thought that the Civil Defence base was going to be in the Wellington Free building - and this makes very good sense. I am surprised that Council's preferred option is to cease funding for the Regional Positive Ageing facilitation - particularly when it is stated on Page 8 of the Consultation Document that 'the average age of our population will continue to increase.' A saving of \$40,500 seems very small in the scheme of things, while planning for that population, and meeting their needs, is critical. I would also like to see more, not less, money going to community groups and initiatives.

Again, we can achieve these things easily and affordably, if we don't become burdened with a town hall we don't need. Community is everything, especially in these times. Please make decisions that look after people, improve outcomes, bring us back together and look after our lovely planet.

## Your details

Full name (required)	ose Arthur John Ireland
Organisation (if applicable	NA
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)

P No

478

### 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?

# Your thoughts on the Big Decisions

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

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

Town Hall (Consultation Document pages 13-18)

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

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

🗹 Yes – keep the façade

🔲 No – do not keep the façade

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

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	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
The only guery	2 have rel	atés to the provision
of a new town	hall or ou	iditorium It is
is ite sealing	of you peror	m enong 2 see
the hall as an	anet to	bying concerts eg
Wellington orch	sta to M	ostarton Reve ou
of course lot	of other pro	spects of the faulty
is there and the	is remptres	revenue to the town.
LTP Submissions Volume 8		Page 163

# 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

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

Please tell us what you value and enjoy			
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The Lake of Romes	uberne nee	en to be i	e furbound
Espender dredom			
popular of the start			
How we deliver customer services	(Consultation Document	page 42)	
These questions will help inform a revie	ew of how we deliver ou	r customer services.	
When you need information about Cour often?	ncil services, events or a	activities, what channel	do you use most
Visit the Council website		Phone the second sec	ne Council
Visit the Council's social media page	es – e.g. Facebook or In	stagram 🔲 Email the	e Council
Visit the Queen Street Customer Serv	vice Centre in person		
Other – please specify			
When you need to report a problem wit	th a Council facility or se	rvice, what channel do	you use most often?:
Log a service request online		Phone the second sec	ne Council
Visit the Queen Street Customer Serv	vice Centre	🔲 Email the	e Council
Other – please specify			
When you need to pay your rates or pa etc), what channel do you use most ofte	en?		
Pay via the Council's website	Pay in person at	the Queen Street Custo	omer Service Centre
Pay by automatic payment or direct	debit		
How often, on average, have you access Street Customer Service Centre in the		e Council's website or c	contacted the Queen
More than once a week	U Weekly	Monthly J	Never
LTP Submissions Volume 8			Page 164

How often, on average, have you visited	the Queen Street Cus		the past 12 months?
More than once a week	U Weekly	Monthly J	Never
Have you used the Council's after hours	service in the past 12 r	nonths?	
Yes	🗹 No	🔲 Don'i	t know
Would you prefer to do more or less Cou	ncil business online?		
More	🗹 Less		
Do you have any other comments on how customer services that you would like the			Or suggestions for
I fund constoner 2	ernes qui	te adequale	is they care!
		÷	
Is there anything else you would like to (attach separate pages if needed)	say as part of your fe	eedback on the 2024-3	4 Long Term Plan?
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ordelos' good theatre and despisite comment			
het we have excluse venus, I beleve they			
an second hale -			
He best that may isit. Every proper aty needs			
a hall - a good	hall!		

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MASTERTON DISTRIGTICOUNCIL

MSTN.GOVT.NZ

Andre Irwin

No

# #395

#### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Friday, May 03, 2024 6:41:27 AM Friday, May 03, 2024 7:43:34 AM 01:02:07

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

Your details

Full name (required)

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.

### 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	No – do not keep the façade
The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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)
<b>Q16</b> Service Area 5: Climate initiatives	The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases

Page 3: Fees and Charges

### Q17

No

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

### Q18

Comments

I propose that the Masterton District council revaluate the proposed rates increases, as in my opinion more can be achieved with less if more intelligent improvement targeting is achieved.

I suggest that an independent inquiry into how money is allocated could vastly improve effectiveness.

### 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? **O20** Respondent skipped this question Please tell us what you value and enjoy most about these lakes now: Q21 Visit the Council website When you need information about Council services. events or activities, what channel do you use most often? Q22 Respondent skipped this question When you need to report a problem with a Council facility or service, what channel do you use most often? Q23 Pay by automatic payment or direct debit When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? Q24 Monthly How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

Q25	Never
How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	
Q26	No
Have you used the Council's after hours service in the past 12 months?	
Q27	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?

More online interactions as this would lower the need for as many employees.

#### 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 local citizens on average are already economically stretched thin and the proposed rates increases are going to exacerbate the situation for homeowners and renters (increased rates = increased rent).

In my opinion this needs to be taken into account more when allocating funds. To achieve this more accountability for decision making needs to be enforced.

### Your details

Full name (required)	MARGARET IRWN
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)

		1.
	V	No
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430

# 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.

# TŌ WĀHI, TŌ MAHERE Your place, your plan

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

This submission form allows you to give feedback on the Masterton District Council 2024-34 Long-Term Plan. Please read the <u>Consultation Document</u> before completing the form. You can make a submission in a number of ways:



Complete our online submission form at: <u>mstn.govt.nz</u>





<u>Download</u> a fillable pdf submission form or write your feedback in an email, and send to: submissions@mstn.govt.nz



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



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

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

# **Privacy statement**

### What we do with your personal information

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

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



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I TP Submissions Volume 8

# Your thoughts on the Big Decisions

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

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

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
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The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

Yes – keep the façade

□ No – do not keep the façade

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

- 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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- 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 proposed fees and charges for 2024/25?

VYes

🗆 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:

a wonderful visitors x loca	Jacility to , P - a gen	mastaton, att	nacts munity
How we deliver customer	services (Consultation Docu	ment page 42)	
These questions will help info			
When you need information a most often? Please tick one of	bout Council services, event	s or activities, what chann	nel do you use
Visit the Council website		D Phon	e the Council
Visit the Council's social m	iedia pages – e.g. Facebook	or Instagram 🗖 Email	the Council
1			the Council
Visit the Queen Street Cust	omer Service Centre in persor	D	
Other – please specify			
When you need to report a pr Please tick one option.	oblem with a Council facility	or service, what channel	do you use most often
Log a service request onli	ne	Phone	e the Council
Visit the Queen Street Cust	omer Service Centre	T Email	the Council
Other – please specify	Depends on from counc	the problem .	response
When you need to pay your ra etc), what channel do you use	ates or pay for another Counc	il service (e.a. doa reaisti	ation, consent fees,
Pay via the Council's webs		n at the Queen Street Cu	stomer Service Centre
Pay by automatic payment			
How often, on average, have y Street Customer Service Cent	/ou accessed information from re in the past 12 months?	n the Council's website o	r contacted the Queer
More than once a week	U Weekly		Never Page 174

How often, on average, have you	isited the Queen Street (	Customer Service Centre in the past 12 months?
More than once a week	U Weekly	Monthly Dever
Have you used the Council's after	hours service in the past	12 months?
Yes	D No	Don't know
Would you prefer to do more or le	ss Council business online	e?
☐ More	Less	About the same

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

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



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LTP Submissions Volume {

# Your details

Full name (required)	Robin	James	truin	
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)

		1.
[	N	No
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### About you

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

What is your gender?

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

# Your thoughts on the Big Decisions

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

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

Town Hall (Consultation Document pages 13-18)

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

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

Yes – keep the façade

□ No – do not keep the façade

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

The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive.

Cost: \$10.75 million.

Cost: \$14.12 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.

M Option 3 After Town Hall + Library Options completed jatternative 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 proposed fees and charges for 2024/25? ☑ Yes □ No

Don't know

# Your thoughts to help shape our thinking

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

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

 ${\ensuremath{\boxtimes}}$  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:

R best enley ~ 51 Dar apres 5 18

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 Cou moșt often? Please tick one option.( ዓ	ncil services, events o	r activities, what chan ナペらん )	nel do you use
Visit the Council website	đ	: / /	ne the Council
Visit the Council's social media page	es – e.g. Facebook or	Instagram 🔲 Emai	I the Council
Visit the Queen Street Customer Serv	vice Centre in person		
□ Other – please specify			
When you need to report a problem with Please tick one option.	th a Council facility or s	service, what channel	do you use most often?
Log a service request online	·	D Phon	e the Council
☐ Visit the Queen Street Customer Serv	rice Centre	🗖 Emai	I the Council
$\Box$ Other – please specify $\mathcal{M}_{\mathcal{C}}$	ayoral fac	book, Mast	erton matters
When you need to pay your rates or pay etc), what channel do you use most offe	y for another Council s en? Please tick one opt	ervice (e.g. dog regisi ion.	ration, consent fees,
Pay via the Council's website	Pay in person a	t the Queen Street Cu	istomer Service Centre
Pay by automatic payment or direct	debit		
How often, on average, have you acces Street Customer Service Centre in the p	sed information from t bast 12 months?	ne Council's website o	or contacted the Queen
More than once a week	U Weekly	☐ Monthly	Never Page 179

How often, on average, have you visited the More than once a week	he Queen Street Custo	mer Service Cer	ntre in the past 12 months?
Have you used the Council's after hours s	ervice in the past 12 mc	onths?	] Don't know
Would you prefer to do more or less Cour	ncil business online?	r	About the same

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

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

1000 10 an Qu 0 er Q 2 05 -0 NS 2 Ur Q. 2 S L dlg L e 0 C028 2351 N 6 rd in R an U 150 arg JUCO in Q av 11 720 TE KAUNIHERA À-ROHE O WHAKAORIORI MSTN.GOVT.NZ ΜΑΣΤΕRΤΟΝ f @MastertonDC DISTRICT COUNCIL LTP Submissions Volume 8

## Your details

Full name (required)	īck.	
Organisation (if applicable)		
Postal address		
Phone	Ēmail	in an

## 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 whaikaha/disabled?

437

## Your thoughts on the Big Decisions

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

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

Town Hall (Consultation Document pages 13-18)

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

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

🏹 Yes – keep the façade

□ No – do not keep the façade

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

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

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

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

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

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

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

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

	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
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>
)o you support our propo	See proposed fees and cha psed fees and charges for 2024/25?	
		arges on our website)
)o you support our propo	osed fees and charges for 2024/25?	
)o you support our propo	osed fees and charges for 2024/25?	
o you support our propo	osed fees and charges for 2024/25?	

.....

# Your thoughts to help shape our thinking

Henley Lake and Lake of Remembr	rance (Consultation	Document page 42)	
Would you prefer the Council to invest	in maintaining the la	kes as they are now or	explore a different look
and feel in the future if it would cost les			
Invest in maintaining the lakes as the			
Explore a different look and feel in f	uture if it would cost	t less	
Don't know			
Please tell us what you value and enjoy	most about these l	akes now:	
How we deliver customer services (	Consultation Docun	nent page 42)	
These questions will help inform a revie			
When you need information about Cour often?	ncil services, events	or activities, what chan	nel do you use most
Visit the Council website		D Phor	ne the Council
□ Visit the Council's social media page	es – e.g. Facebook c	or Instagram 🛛 Ema	il the Council
Visit the Queen Street Customer Servi	ice Centre in person		
Other – please specify			
When you need to report a problem with	h a Council facility o	r service, what channel	do vou use most often?
Log a service request online	,		the Council
Visit the Queen Street Customer Servi	ce Centre		I the Council
Other – please specify			
When you need to pay your rates or pay etc), what channel do you use most ofter	r for another Counci		tration, consent fees,
Pay via the Council's website			
		at the Queen Street Ct	ustomer Service Centre
Pay by automatic payment or direct c	lebit		
How often, on average, have you access Street Customer Service Centre in the pa	sed information from ast 12 months?	the Council's website	or contacted the Queen
More than once a week	U Weekly	Monthly	D Never

ow often, on average, have you vis	Weekly	Monthly	Never
More than once a week			
lave you used the Council's after h	ours service in the past		
Yes	No No		Don't know
Vould you prefer to do more or less	s Council business onlin	e?	
More	Less		
Do you have any other comments c customer services that you would li	on how the Council deliv ke the Council to consic	vers customer services n der in future?	ow? Or suggestions for
<b>Is there anything else you would</b> (attach separate pages if needed)	like to say as part of yo	our feedback on the 20:	24-34 Long Term Plan?
<b>Is there anything else you would</b> (attach separate pages if needed)	like to say as part of yo	our feedback on the 203	24-34 Long Term Plan?
<b>Is there anything else you would</b> (attach separate pages if needed)	like to say as part of yo	our feedback on the 203	24-34 Long Term Plan?
<b>Is there anything else you would</b> (attach separate pages if needed)	like to say as part of yo	our feedback on the 20:	24-34 Long Term Plan?
<b>Is there anything else you would</b> (attach separate pages if needed)	like to say as part of yo	our feedback on the 20:	24-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	our feedback on the 20:	24-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	our feedback on the 20:	24-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	our feedback on the 20:	24-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	our feedback on the 20:	24-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	our feedback on the 20:	24-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	our feedback on the 20:	24-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	our feedback on the 20:	24-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	our feedback on the 20:	24-34 Long Term Plan?
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	our feedback on the 20:	

#### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Friday, April 26, 2024 4:59:06 PM Friday, April 26, 2024 5:24:32 PM 00:25:26

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

### **Q1**

Your details

Full name (required)

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.

### 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?

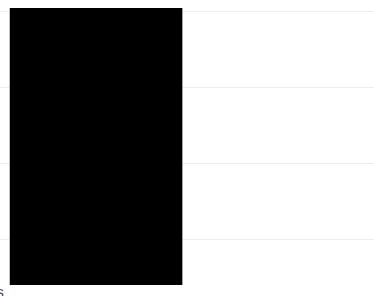
Page 2: Your Thoughts on the Big Decisions

### 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.







Anne Jackson

<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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)
<b>Q16</b> Service Area 5: Climate initiatives	The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond

<b>Q17</b> Do you support our proposed fees and charges for 2024/25?	Don't know
Q18 Comments Impossible to comment on No. 17 as the council has not divulged	I their intentions for the new fees.
Page 4: Your thoughts to help shape our thinking <b>Q19</b> Would you prefer the Council to 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
<b>Q20</b> Please tell us what you value and enjoy most about these lakes now:	Respondent skipped this question
<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Visit the Council website
<b>Q22</b> When you need to report a problem with a Council facility or service, what channel do you use most often?	Phone the Council
<b>Q23</b> 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
<b>Q24</b> 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
<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Monthly

<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	No
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
<b>Q28</b> 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
<b>Q29</b> 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	Respondent skipped this question

### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Thursday, May 02, 2024 9:42:37 AM Thursday, May 02, 2024 9:55:27 AM 00:12:50

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

Your details

Full name (required)

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.

### Q3

What is your age range?

### **Q4**

What is your ethnicity? You may tick multiple boxes.

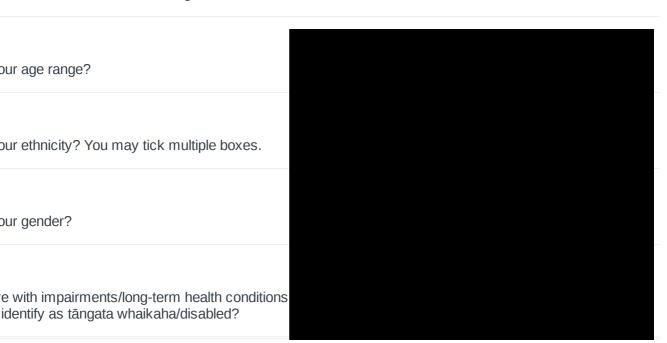
### Q5

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





No

<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Alternative Option - Maintain funding
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	Alternative Option - Maintain funding
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	Alternative Option - Maintain funding
<b>Q15</b> 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)

<b>Q16</b> 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 <b>Q17</b>	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?	cost less
Q20	
Please tell us what you value and enjoy most about these	lakes now:
Walking tracks	
Q21	Visit the Council website
When you need information about Council services, events or activities, what channel do you use most often?	
Q22	Log a service request online
When you need to report a problem with a Council facility or service, what channel do you use most often?	
Q23	Pay by automatic payment or direct debit
When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?	
Q24	Never
How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?	

Q25	Never
How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	
Q26	No
Have you used the Council's after hours service in the past 12 months?	
Q27	More
Would you prefer to do more or less Council business online?	
Q28	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	

### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Monday, May 06, 2024 9:23:39 AM Monday, May 06, 2024 9:34:02 AM 00:10:23

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

|--|

Your details

Full name (required)

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.

### 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?

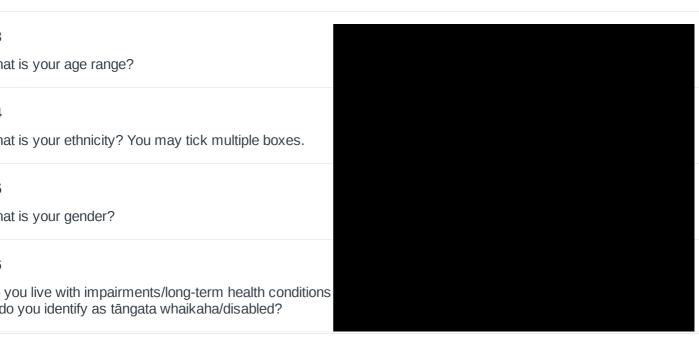
Page 2: Your Thoughts on the Big Decisions

### 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.







No

Q8	No – do not keep the façade
The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> Council Funding (Consultation Document pages 29-31)	The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
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<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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)
<b>Q16</b> Service Area 5: Climate initiatives	The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases

Q17	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
Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	cost less
Q20	Respondent skipped this question
Please tell us what you value and enjoy most about these lakes now:	
Q21	Visit the Council website
When you need information about Council services, events or activities, what channel do you use most often?	
Q22	Log a service request online
When you need to report a problem with a Council facility or service, what channel do you use most often?	
Q23	Pay via the Council's website
When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?	
Q24	Never
How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?	
Q25	Never
How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	

<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	No
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
<b>Q28</b> 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
<b>Q29</b> 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	Respondent skipped this question

### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Friday, May 03, 2024 10:03:26 AM Friday, May 03, 2024 10:12:57 AM 00:09:31

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

|--|

Your details

Full name (required)

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.

### Q3

What is your age range?

### **Q4**

What is your ethnicity? You may tick multiple boxes.

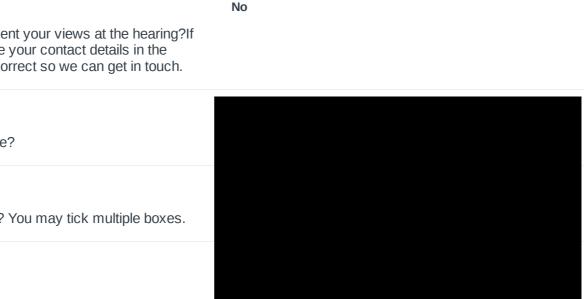
### Q5

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



Louisea Ann Jackson

<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Respondent skipped this question
<b>Q9</b> 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.
<b>Q10</b> Town centre improvements (Consultation Document pages 25-28)	Respondent skipped this question
<b>Q11</b> Council Funding (Consultation Document pages 29-31)	Respondent skipped this question
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Respondent skipped this question
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	Respondent skipped this question
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	Respondent skipped this question
<b>Q15</b> Service Area 4: Welcoming Communities facilitation	Respondent skipped this question
<b>Q16</b> Service Area 5: Climate initiatives	Respondent skipped this question

<b>Q17</b> Do you support our proposed fees and charges for	Respondent skipped this question
2024/25? <b>Q18</b> Comments	Respondent skipped this question
Page 4: Your thoughts to help shape our thinking <b>Q19</b> Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	Respondent skipped this question
<b>Q20</b> Please tell us what you value and enjoy most about these lakes now:	Respondent skipped this question
<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Respondent skipped this question
<b>Q22</b> When you need to report a problem with a Council facility or service, what channel do you use most often?	Respondent skipped this question
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?	Respondent skipped this question
<b>Q24</b> 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
<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Respondent skipped this question

<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	Respondent skipped this question
<b>Q27</b> Would you prefer to do more or less Council business online?	Respondent skipped this question
<b>Q28</b> 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
<b>Q29</b> 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	Respondent skipped this question

## Your details

Full name (required)	Patricia Merle Jacob	oson	
Organisation (if applicable)			
Postal address			
Phone		Email	

## Hearing

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

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

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

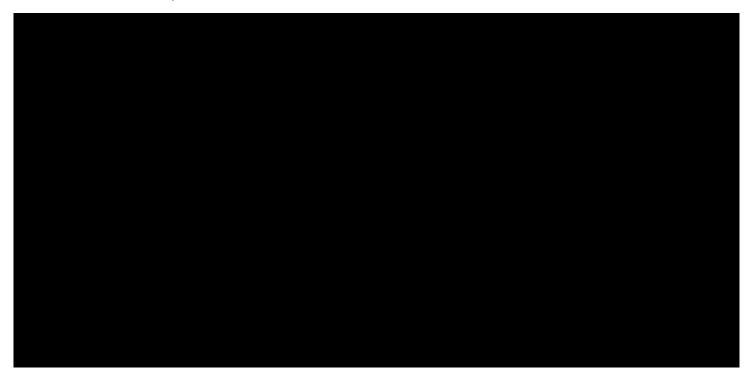
☐ Yes (in person)

Yes (via Microsoft Teams)

🖌 No

## About you

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



## Your thoughts on the Big Decisions

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

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

Town Hall (Consultation Document pages 13-18)

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

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

✓ Yes – keep the façade

□ No – do not keep the façade

- Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)
- The Council's Preferred Option Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- ☐ Alternative Option 1 Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	✓ 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 less?

l	Invest in	maintaining	the lakes	as they ar	e 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	a pages – e.g. Facebook or Instagra	m 🔲 Email the Council	
Visit the Queen Street Custome	r Service Centre in person		
□ Other – please specify			
When you need to report a proble Please tick one option.	em 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 Custome	r Service Centre	Email the Council	
Other – please specify			
When you need to pay your rates etc), what channel do you use mo	or pay for another Council service ( st often? Please tick one option.	e.g. dog registration, consent fees,	
Pay via the Council's website	Pay in person at the Q	ueen Street Customer Service Centre	
Pay by automatic payment or direct debit			
How often, on average, have you Street Customer Service Centre ir		ncil's website or contacted the Queen	
More than once a week		Monthly 🖌 Never	

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Monthly



How often, on average, have you visited t	he Queen Street Custo	mer Service (	Centre in the past 12 months?
More than once a week	U Weekly	Monthly	Never
Have you used the Council's after hours s		onths?	
Yes	Z No		Don't know
Would you prefer to do more or less Coun	cil business online?		
More	Z Less		About the same

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

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

I can see advantages in Borman's planning but hope that the work will be done efficiently and with good oversight.,



### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Sunday, May 05, 2024 6:42:36 PM Sunday, May 05, 2024 6:59:07 PM 00:16:30

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

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Your details

Full name (required)

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.

### 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





No

<b>Q7</b> 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).
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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 Community-
Service Area 5: Climate initiatives	led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases

<b>Q17</b> Do you support our proposed fees and charges for 2024/25?	Don't know
<b>Q18</b> Comments	Respondent skipped this question
Page 4: Your thoughts to help shape our thinking <b>Q19</b> Would you prefer the Council to 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 I Public Space of use and beauty used by range of visitors and Ma	
<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Phone the Council
<b>Q22</b> When you need to report a problem with a Council facility or service, what channel do you use most often?	Phone the Council
Q23 When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?	Pay by automatic payment or direct debit
Q24 How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?	Never

<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Never
<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	Yes
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
Q28	

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

Need more helpful person to answer initial call. Sometimes that person tries to answer my request with little knowledge of the history of the call when my request is directed to a particular person.

### 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

### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Thursday, May 02, 2024 3:48:02 PM Thursday, May 02, 2024 4:42:54 PM 00:54:51

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

Your details

Full name (required)

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.

### Q3

What is your age range?

### **Q4**

What is your ethnicity? You may tick multiple boxes.

### Q5

What is your gender?

### Q6

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

Page 2: Your Thoughts on the Big Decisions

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No

<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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

Invest in maintaining the lakes as they are now

### Page 3: Fees and Charges

### Q17

No

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

### Q18

Comments

Castlepoint rates have gone up by a considerable margin over and above Masterton rates.

### 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?

### Q20

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

Walkways and wildlife but not the Canadian Geese. They should be culled during their moulting period. Jan - Feb every year

<b>Q21</b> 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
<b>Q22</b> When you need to report a problem with a Council facility or service, what channel do you use most often?	Phone the Council
<b>Q23</b> 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

<b>Q24</b> 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
<b>Q25</b> How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	Never
<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	No
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
<b>Q28</b> 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
<b>Q29</b> 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	Respondent skipped this question

### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Wednesday, May 01, 2024 4:40:53 PM Wednesday, May 01, 2024 4:53:52 PM 00:12:58

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

### **Q1**

Your details

Full name (required)

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.

### Q3

What is your age range?

### **Q4**

What is your ethnicity? You may tick multiple boxes.

### Q5

What is your gender?

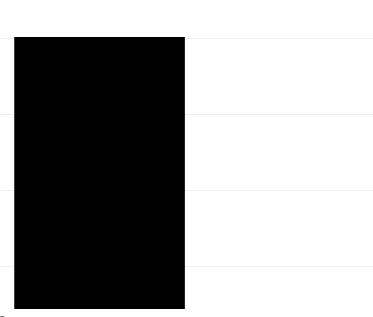
### Q6

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



**Paul Anthony Seyton James** 





<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Respondent skipped this question
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	Respondent skipped this question
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	Respondent skipped this question
<b>Q15</b> Service Area 4: Welcoming Communities facilitation	Respondent skipped this question
<b>Q16</b> Service Area 5: Climate initiatives	Respondent skipped this question

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Q17	Don't know
Do you support our proposed fees and charges for 2024/25?	
Q18	Respondent skipped this question
Comments	
Page 4: Your thoughts to help shape our thinking	
Q19	Don't know
Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	
Q20	Respondent skipped this question
Please tell us what you value and enjoy most about these lakes now:	
Q21	Visit the Council website
When you need information about Council services, events or activities, what channel do you use most often?	
Q22	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?	

<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	No
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
<b>Q28</b> 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
<b>Q29</b> 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	Respondent skipped this question

## Your details

Full name (required)	Yvonne Laurence Jansen
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)

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

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

Town Hall (Consultation Document pages 13-18)

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

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

Yes – keep the façade

□ No – do not keep the façade

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

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	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 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:

Park hake is important to support t - visitors. It should of our the day cladding, a be dredged of si to can still be used 60a eas 50 10m Henley Lake is as importan Remembrance, with it's proximity centre. This our prime is ' Que n Eh reputation of ent 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 Newspapers 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  $\Box$  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 8 Nexe 522 U Weekly □ Monthly

How often, on average, have you	visited the Queen Street (	Customer Service Centre	e in the past 12 months?	?
More than once a week	U Weekly	Monthly	□ Never	
Have you used the Council's afte	er hours service in the past	12 months?		
Yes	No No		on't know	
Would you prefer to do more or I	ess Council business online	e?		
More	🗹 Less	□ A	bout 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?

Many older people do not have acces to an line Services so that Midweek notifications are important.

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)



MSTN.GOVT.NZ @MastertonDC LTP Submissions Volume 8

### #239

#### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Saturday, April 27, 2024 4:49:50 PM Saturday, April 27, 2024 5:03:00 PM 00:13:09

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

#### Q1

Your details

 Full name (required)
 Michelle Jefferies

 Q2
 No

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

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

#### Q3

What is your age range?

#### Q4

What is your ethnicity? You may tick multiple boxes.

#### Q5

What is your gender?

#### Q6

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

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

#### Q7

Respondent skipped this question

Town Hall (Consultation Document pages 13-18)

442

No – do not keep the façade

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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).
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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	Respondent skipped this question

Page 3: Fees and Charges

**Q**8

Q17	Respondent skipped this question
Do you support our proposed fees and charges for 2024/25?	
Q18	Respondent skipped this question
Comments	
Page 4: Your thoughts to help shape our thinking	
Q19	Invest in maintaining the lakes as they are now
Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	
Q20	
Please tell us what you value and enjoy most about these	lakes now:
Ability to walk near the water.	
Q21	Visit the Council's social media pages – e.g.
When you need information about Council services, events or activities, what channel do you use most often?	Facebook or Instagram
Q22	Phone the Council
When you need to report a problem with a Council facility or service, what channel do you use most often?	
Q23	Pay in person at the Queen Street Customer Service
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?	Centre
Q24	Monthly
How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?	
Q25	Monthly
How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	

<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	Yes
<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
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?	Respondent skipped this question

#### Q29

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

Keep the community funding. This is so important for Masterton and cost cutting is important but so is community and giving everyone access to things like library programs, festivals in the park. Under investment previously by doing rates cuts and delays have left us to where we are now.

**Gareth Norris** 

Jennian Homes Wairarapa Ltd

### #407

#### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Friday, May 03, 2024 8:38:06 AM Friday, May 03, 2024 9:37:51 AM 00:59:45

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

Q	1

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.

#### 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



<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	Alternative Option - Maintain funding
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	Alternative Option - Maintain funding
<b>Q15</b> 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 Community-
Service Area 5: Climate initiatives	led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases

Page 3: Fees and Charges

Q17	Yes
Do you support our proposed fees and charges for 2024/25?	
Q18	Respondent skipped this question
Comments	
Page 4: Your thoughts to help shape our thinking	
Q19	Invest in maintaining the lakes as they are now
Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	
Q20	
Please tell us what you value and enjoy most about these	lakes now:
The lakes are a hidden gem for Masterton. The walking tracks an connections to town are superb.	d wide open spaces are a joy to explore, and the walking track
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	Monthly
How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	
Q26	No
Have you used the Council's after hours service in the past 12 months?	
Q27	More
Would you prefer to do more or less Council business online?	

#### Q28

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

Keep it really simple.

#### 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

### #640

#### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Sunday, May 05, 2024 6:28:58 PM Sunday, May 05, 2024 8:49:05 PM 02:20:07

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

|--|

Your details

Full name (required)

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.

#### Q3

What is your age range?

#### Q4

What is your ethnicity? You may tick multiple boxes.

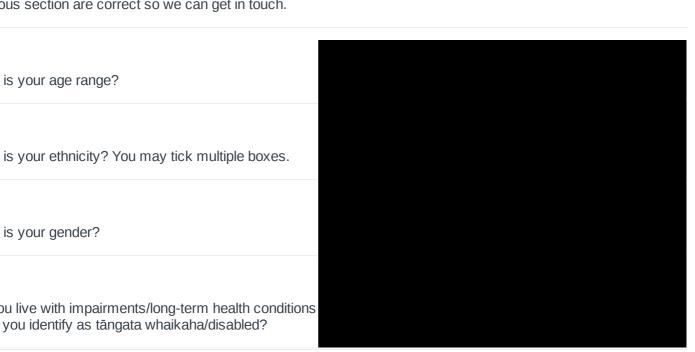
#### Q5

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



No

**Barry Chum Jessop** 



<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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)

<b>Q16</b> Service Area 5: Climate initiatives	The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases		
Page 3: Fees and Charges			
Q17	Yes		
Do you support our proposed food and abarges for			

Respondent skipped this question

Invest in maintaining the lakes as they are now

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

#### Q18

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?

#### Q20

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

Both lakes are an important asset to the town. The model boats and dragon boat events are well supported. The lake of Remembrance is used by a boat hire business/ still i think. Both lakes need to stay as they are.

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?	

<b>Q24</b> How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?	Monthly
Q25	Never
How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	
Q26	No
Have you used the Council's after hours service in the past 12 months?	
Q27	About the same
Would you prefer to do more or less Council business online?	

#### Q28

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?

Street mowing is very inconsistent at the moment, the grass areas are often very untidy. We lived in Rotorua for many years and it was the home owners responsibility to mow their grass verges. I think that should be encouraged here.

#### 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 recently visited Fielding and were immediately impressed as to how tidy the town centre and streets were. Masterton as well as many other towns has a real problem with rubbish left in the streets and on the side of the rural roads. Perhaps a campaign to encourage people to pick up rubbish/ not drop it in the first place would be a good idea.

### Your details

# Full name (required) CHERYL JOY JETSON

Organisation (if applicable)		
Postal address		
Phone	Email	

### Hearing

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

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

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

Yes (in person)

Yes (via Microsoft Teams)

No.

### About you

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

What is your age range?

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

What is your gender?

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

## Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

Yes – keep the façade

10

□ 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.

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</li> </ul>
	<ul> <li>compared to 2023/24 (annual saving of \$20K)</li> <li>Cease funding for this (annual saving of \$35K)</li> <li>Cease funding for this (annual saving of \$40.5K)</li> <li>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)</li> <li>Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026,</li> </ul>

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

Do you support our prop	osed fees and charges for 2024/25?	
☐ Yes	No	Don't know
1		
LTP Submissions Volume	8	Page 238

# Your thoughts to help shape our thinking

1

Henley Lake and Lake of Remembran Would you prefer the Council to invest in r and feel in the future if it would cost less?	maintaining the lakes			a different look
Explore a different look and feel in futu		55		
Don't know			1	
Please tell us what you value and enjoy m	ost about these lake	es now:	сн. 	
-				
How we deliver customer services (Co These questions will help inform a review When you need information about Counci often?	of how we deliver o	ur customer s		you use most
Visit the Council website			Phone the C	Council
□ Visit the Council's social media pages -	– e.g. Facebook or I	nstagram	Email the Co	ouncil
Visit the Queen Street Customer Service	e Centre in person			
Other – please specify				
When you need to report a problem with a	a Council facility or s		channel do you Phone the C	
Log a service request online			Phone the C	Jouncii
□ Visit the Queen Street Customer Service	e Centre		Email the Co	ouncil
Other – please specify				
When you need to pay your rates or pay for etc), what channel do you use most often?		ervice (e.g. d	og registration,	consent fees,
Pay via the Council's website	Pay in person a	t the Queen S	Street Custome	r Service Centre
Pay by automatic payment or direct de	bit			
How often, on average, have you accesse Street Customer Service Centre in the pas		he Council's v	website or cont	acted the Queen
More than once a week	U Weekly	🗹 Montl	nly	Never

MSTN.GOVT.NZ	How often, on average, have you vi	isited the Queen Street (	Customer Service Centro Monthly	e in the past 12 months?
More  O you have any other comments on how the Council delivers customer services now? Or suggestions customer services that you would like the Council to consider in future?  Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Pla (attach separate pages if needed)  MSTN.GOVT.NZ				)on't know
customer services that you would like the Council to consider in future?			e?	
Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Pla (attach separate pages if needed)				ow? Or suggestions for
Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Pla (attach separate pages if needed)				
Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Pla (attach separate pages if needed)	······			
Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Pla (attach separate pages if needed)				
(attach separate pages if needed)				
(attach separate pages if needed)				
MSTN.GOVT.NZ				200
	MSTN.GOVT.NZ			TE KAUNIHERA Å-ROHE O WHAKAORIO

## Your details

Full name (required)	EROYU JE?	SOH	
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)

0110

### 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?

## Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

Yes – keep the façade

No – do not keep the façade

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

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

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

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

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

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

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

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

	The Council's Preferred Option	Alternative Option(s)
I: 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 provide Council funding of \$55K provide a 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 fees and chai	rges on our website)
o you support our propo	sed fees and charges for 2024/25?	
		rges on our website)
o you support our propo	sed fees and charges for 2024/25?	
o you support our propo	sed fees and charges for 2024/25?	
o you support our propo	sed fees and charges for 2024/25?	
o you support our propo	sed fees and charges for 2024/25?	
o you support our propo	sed fees and charges for 2024/25?	

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# Your thoughts to help shape our thinking

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1

Henley Lake and Lake of Remembran Would you prefer the Council to invest in r and feel in the future if it would cost less?				a different look
Invest in maintaining the lakes as they a	are now			
Explore a different look and feel in futu	re if it would cos	t less		
🗌 Don't know			Ç. ve	
Please tell us what you value and enjoy m	ost about these I	akes now:		
*. 				
How we deliver customer services (Co				
These questions will help inform a review	of how we delive	er our customer	services.	
When you need information about Council often?	services, events	s or activities, w	hat channel do	you use most
☐ Visit the Council website			Phone the	Council
□ Visit the Council's social media pages -	– e.g. Facebook	or Instagram	Email the C	ouncil
Visit the Queen Street Customer Service	Centre in persor	1		
Other – please specify				
When you need to report a problem with a	a Council facility of	or service, what	t channel do you	use most often?:
Log a service request online			Phone the	Council
Visit the Queen Street Customer Service	Centre		Email the C	ouncil
Other – please specify				
When you need to pay your rates or pay for etc), what channel do you use most often?		il service (e.g. c	dog registration,	consent fees,
Pay via the Council's website	Pay in perso	n at the Queen	Street Custome	er Service Centre
Pay by automatic payment or direct del	bit			
How often, on average, have you accessed Street Customer Service Centre in the pas		m the Council's	website or cont	acted the Queen
More than once a week	U Weekly	🗌 Mon	thly	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	U Weekly	Monthly	Rever
Have you used the Council's after ho	ours service in the past	12 months?	
☐ Yes	1 No		von'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 lik			ow? Or suggestions for
Is there anything else you would li (attach separate pages if needed)	ke to say as part of you	ır feedback on the 202	4-34 Long Term Plan?
(allach separate pages in needed)			
			000
MSTN GOVT NZ			TE KAUNIHERA Å-ROHE O WHAKAORIOR

f@MastertonDC



**Diane John** 

No

### #104

#### COMPLETE

Collector: Started: Last Modified: Time Spent: IP Address: Test Link (Web Link) Saturday, April 20, 2024 11:00:42 AM Saturday, April 20, 2024 11:17:48 AM 00:17:06

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

#### **Q1**

Your details

Full name (required)

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.

#### 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?

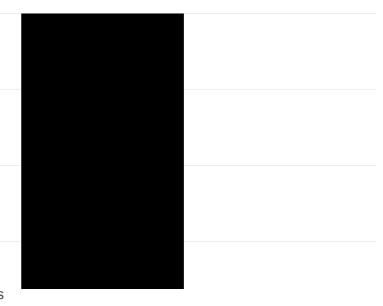
Page 2: Your Thoughts on the Big Decisions

#### 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	No – do not keep the façade
The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	
Q9	Alternative Option 1 – Upgrade and expand the Library
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)	and include the Archive now.Cost: \$14.66 million.
Q10	Alternative Option – Complete essential work to renew
Town centre improvements (Consultation Document pages 25-28)	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	The Council's Preferred Option – Funding for
Council Funding (Consultation Document pages 29-31)	community groups and organisations would become contestable. Applications for this funding would be considered annually.
Q12	Alternative Option - Maintain funding
Service Area 1: Wairarapa Economic Development Strategy	
Q13	Alternative Option - Maintain funding
Service Area 2: Regional Walking and Cycling facilitation	
Q14	The Council's Preferred Option - Cease funding for
Service Area 3: Regional Positive Ageing facilitation	this (annual saving of \$40.5K)
Q15	The Council's Preferred Option - Seek further external
Service Area 4: Welcoming Communities facilitation	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 Community-
	led Climate Initiatives Fund from \$50K to \$100K rather

Page 3: Fees and Charges

Q17	Don't know
Do you support our proposed fees and charges for 2024/25?	
Q18	Respondent skipped this question
Comments	
Page 4: Your thoughts to help shape our thinking	
Q19	Explore a different look and feel in future if it would
Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?	cost less
Q20	
Please tell us what you value and enjoy most about these	lakes now:
Recent Lake of Remembrance surrounding hard area upgrade sup Henley ok as it is and support annual Canada goose cull	perb, maybe spend more on keeping the lake a bit cleaner.
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	

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

#### 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?

#### 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?

#### Q25

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

Respondent skipped this question

Pay by automatic payment or direct debit

Respondent skipped this question

<b>Q26</b> Have you used the Council's after hours service in the past 12 months?	Respondent skipped this question
<b>Q27</b> Would you prefer to do more or less Council business online?	Respondent skipped this question
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?	Respondent skipped this question

#### 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

Eliminate the use of deciduous trees. This would apply to council amenity planting as well as new subdivisions (maybe even banish them altogether from urban areas). It's been 200 years, we don't have to be reminded of the old country any more. Our forebears have already given us pest plants and animals, small exotic birds and other undesirable additions to NZ's flora and fauna to allay their homesickness. Why can't we use native plantings, there's plenty to choose from and I'm sure there would be far less maintenance costs associated with them.

### #410

#### COMPLETE

**Collector:** Started: Last Modified: **Time Spent: IP Address:** 

Test Link (Web Link) Friday, May 03, 2024 9:26:34 AM Friday, May 03, 2024 9:41:48 AM 00:15:14

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

|--|

Your details

Full name (required)

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.

### Q3

What i

#### Q4

What i

#### Q5

What is

#### Q6

Do yo or do y

Page 2: Your Thoughts on the Big Decisions



448



No

is your age range?	
is your ethnicity? You may tick multiple boxes.	
is your gender?	
ou live with impairments/long-term health conditions you identify as tāngata whaikaha/disabled?	

<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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)

Masterton District Council Long-lerm Plan 2024-34 submission form		
<b>Q16</b> Service Area 5: Climate initiatives	The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	
Page 3: Fees and Charges		
Q17	Yes	
Do you support our proposed fees and charges for 2024/25?		
Q18	Respondent skipped this question	
Comments		
Page 4: Your thoughts to help shape our thinking		
Q19	Invest in maintaining the lakes as they are now	
Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?		
Q20		
Please tell us what you value and enjoy most about these	lakes now:	
They are another jewel in the towns crown		
Q21	Phone 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

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

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? Pay by automatic payment or direct debit

<b>Q25</b> How often, on average, have you visited the Queen	Never
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	

## #627

#### COMPLETE

Collector: Started: Last Modified: Time Spent: **IP Address:** 

Test Link (Web Link) Sunday, May 05, 2024 7:14:39 PM Sunday, May 05, 2024 7:26:22 PM 00:11:42

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

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Your details

Full name (required)

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.

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.





No

<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	No – do not keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> 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)
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	Alternative Option - Maintain funding
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> Service Area 4: Welcoming Communities facilitation	Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires
<b>Q16</b> Service Area 5: Climate initiatives	The Council's Preferred Option - Increase Community- led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases
Page 3: Fees and Charges <b>Q17</b>	Don't know

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

#### Q18

Comments

Respondent skipped this question

Invest in maintaining the lakes as they are now

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?

#### Q20

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

The pleasure they give to people for, walking, biking dragon boat racing, model boats etc. It is an attractive expanse of water that enhances Masterton

<b>Q21</b> When you need information about Council services, events or activities, what channel do you use most often?	Visit the Queen Street Customer Service Centre in person
Q22	Respondent skipped this question
When you need to report a problem with a Council facility or service, what channel do you use most often?	
Q23	Pay by automatic payment or direct debit
When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?	
Q24	Never
How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?	
Q25	Never
How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	
Q26	Νο
Have you used the Council's after hours service in the past 12 months?	

<b>Q27</b> Would you prefer to do more or less Council business online?	About the same
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?	Respondent skipped this question
<b>Q29</b> 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	Respondent skipped this question

## #651

#### COMPLETE

**Collector:** Started: Last Modified: **Time Spent: IP Address:** 

Test Link (Web Link) Sunday, May 05, 2024 9:35:10 PM Sunday, May 05, 2024 9:48:29 PM 00:13:19

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

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Your details

Full name (required)

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.

#### Q3

Wł

#### Q4

#### Q5

Wł

#### Q6

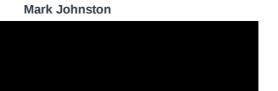
Page 2: Your Thoughts on the Big Decisions

LTP Submissions Volume	e 8
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3	
/hat is your age range?	
4	
/hat is your ethnicity? You may tick multiple boxes.	
5	
/hat is your gender?	
6	
o you live with impairments/long-term health conditions do you identify as tāngata whaikaha/disabled?	

No



<b>Q7</b> 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.
<b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	Yes – keep the façade
<b>Q9</b> 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.
<b>Q10</b> 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.
<b>Q11</b> 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.
<b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy	Alternative Option - Maintain funding
<b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$35K)
<b>Q14</b> Service Area 3: Regional Positive Ageing facilitation	The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)
<b>Q15</b> 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 Community-
Service Area 5: Climate initiatives	led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond
	April 2026, when external funding ceases

Page 3: Fees and Charges

Q17	Yes
Do you support our proposed fees and charges for 2024/25?	
Q18	Respondent skipped this question
Comments	
Page 4: Your thoughts to help shape our thinking	
Q19	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?	cost less
Q20	Respondent skipped this question
Please tell us what you value and enjoy most about these lakes now:	
Q21	Visit the Council website
When you need information about Council services, events or activities, what channel do you use most often?	
Q22	Phone the Council
When you need to report a problem with a Council facility or service, what channel do you use most often?	
Q23	Pay by automatic payment or direct debit
When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?	
Q24	Monthly
How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?	

Q25	Monthly
How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?	
Q26	Yes
Have you used the Council's after hours service in the past 12 months?	
Q27	About the same
Would you prefer to do more or less Council business online?	
Q28	Respondent skipped this question
Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?	

#### Q29

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

Update the Christmas decorations