



# **LONG TERM PLAN 2024-2034**

## **SUBMISSIONS**

### **Volume 9**

#### **Submissions 451 to 510**

From consultation 5 April to 6 May 2024

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### Your details

Full name (required)

Sophie Jolliffe

Organisation (if applicable)

[Redacted]

Postal address

[Redacted]

Phone

[Redacted]

Email

[Redacted]

### Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

### About you

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

What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes                                       No                                       Don't know

I noted a \$111K increase for Animal Services. Is that for the new pound?  
 When can we expect to see construction begin?

# 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 2 lakes are jewels in Masterton's crown. They are iconic images to locals + visitors alike. But there may be dry summers ahead with impacts on water levels in both lakes. Regardless keep water levels up in both lakes.

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

*Good for wellbeing + tourism*

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

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

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

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

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

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

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

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

- More than once a week  Weekly  Monthly  Never

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less

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

Re town hall - ie the never ending story. I go for the preferred option & retain facade. Also I suggest a pedestrian overbridge across Chapel St. Have a design competition for it. Access to town hall side is terrible for young & old now, and you say car parking will be reduced.

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 moved to Masterton 7/8 years ago. The amalgamation Referendum was first local decision that confronted us. Made sense to unite Councils then as it does now. Share services & costs. Then the Carterton Events Centre become our concert venue too. Then having a Masterton Town Hall becomes irrelevant. Most importantly upgrade & expand the library, include the archive, archive is a real local asset, people love history, their history.

And lastly, do something, make history yourselves & get going on library reno.

MSTN.GOV.T.NZ

 @MastertonDC

TE KAUNIHERA Ā-ROHE O WHAKAORIORI

**MASTERTON**  
DISTRICT COUNCIL



## Your details

Full name (required) DOREEN A.T. JOLLY

Organisation (if applicable) .....

Postal address .....

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

## Hearing

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- Yes (in person)
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- No

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

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What is your gender?

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

[Redacted]

# Your thoughts on the Big Decisions

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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?**

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Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now.  
Cost: \$14.66 million.
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Cost: \$2.3 million.

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.  
Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.  
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**Big Decision 4: Changes to services** (Consultation Document pages 32-37)

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

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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 lakes of Remembrance adds considerably to the ambience as well as being part of the 'activities' side of the Park. Boats but don't forget the pleasure (of doing or watching) feeding the ducks. The lake is taken for granted; but the train experience would also be affected.

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

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

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

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

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- Other – please specify .....

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- Pay by automatic payment or direct debit

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

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

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

- More than once a week                       Weekly                       Monthly                       Never

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

- Yes                                       No                                       Don't know

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

- More                                       Less

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

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

(attach separate pages if needed)

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TE KAUNIHERA Ā-ROHE O WHAKAORIORI

**MASTERTON**  
DISTRICT COUNCIL

#161

453

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

Q1

Your details

Full name (required) Elizabeth Jonassen

Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

<p><b>Q8</b></p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b></p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b></p> <p>Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b></p> <p>Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b></p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b></p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b></p> <p>Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b></p> <p>Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>
<p><b>Q16</b></p> <p>Service Area 5: Climate initiatives</p>	<p><b>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</b></p>

**Q17**

**No**

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

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**Q18**

**Respondent skipped this question**

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

Recreation - walking

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Never**

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

---

**Q25**

**Never**

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

---



**Q26**

**No**

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

---

**Q27**

**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

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#280

454

COMPLETE

Collector: Test Link (Web Link)  
 Started: Tuesday, April 30, 2024 4:32:33 PM  
 Last Modified: Tuesday, April 30, 2024 4:38:35 PM  
 Time Spent: 00:06:01  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Mervyn Craig Jones

Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

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.

[REDACTED]

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a newTown Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House.Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive.Cost: \$10.75 million.</b></p>
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<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

**Respondent skipped this question**

Service Area 5: Climate initiatives

---

Page 3: Fees and Charges

**Q17**

**Don't know**

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

---

**Q18**

**Respondent skipped this question**

Comments

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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**

**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

---

#321

455

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 8:04:11 AM
Last Modified: Thursday, May 02, 2024 8:08:06 AM
Time Spent: 00:03:54
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Michael Krishna jones
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

**Q16**

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

**Q17**

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

**Yes**

**Q18**

Comments

**Respondent skipped this question**

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

**Respondent skipped this question**

**Q21**

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

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

**Q22**

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

**Other - please specify:  
Never done it**

**Q23**

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

**Pay by automatic payment or direct debit**

**Q24**

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

**Never**



**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**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

---

#152

456

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 23, 2024 2:14:19 PM
Last Modified: Tuesday, April 23, 2024 2:32:20 PM
Time Spent: 00:18:00
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Tim Jonssen
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

<p><b>Q8</b></p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b></p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b></p> <p>Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b></p> <p>Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b></p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b></p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b></p> <p>Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b></p> <p>Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>
<p><b>Q16</b></p> <p>Service Area 5: Climate initiatives</p>	<p><b>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</b></p>

**Q17**

**No**

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

---

**Q18**

Comments

Rate increases are rating people on fixed incomes off their property. Stop spending rate payers money on grandiose projects, we don't need a new town hall or new library. Make do with what is used now.

---

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

The people who envisioned these facilities evidently were more far sighted than the people who now run Masterton District Council.

---

**Q21**

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

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

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Never**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**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

---

**From:** [Karen McCosh](#)  
**To:** [Submissions Sub](#)  
**Subject:** Tourism Funding  
**Date:** Monday, 6 May 2024 8:29:59 am

---

We support the continued investment and support of Destination Wairarapa at current levels. Karen McCosh Kahutara Canoes & Taxidermy Museum

## Your details

Full name (required)

FAYE MOLLIE KAIWUKU

Organisation (if applicable)

Postal address

Phone

Email

## Hearing

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

Would you like to present your views at the hearing?

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

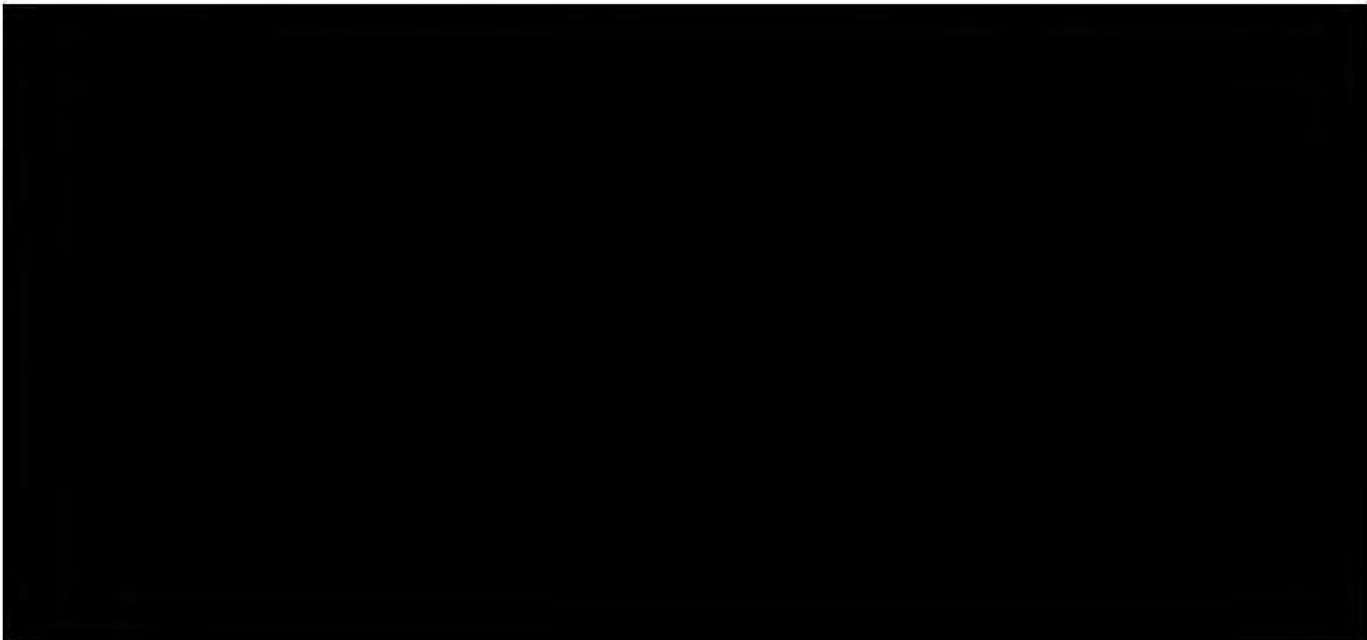
Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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



# Your thoughts on the Big Decisions

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

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

Town Hall (Consultation Document pages 13-18)

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

*(expand Waiata House to include Queen St Office).*

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

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

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

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

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

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

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

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



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

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

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

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

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

Yes

No

Don't know

# Your thoughts to help shape our thinking

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

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

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

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

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

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

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

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

Other – please specify

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

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

Other – please specify

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

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

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

- More than once a week  Weekly  Monthly  Never

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less       About the same

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

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

• Regarding The Town Hall

I chose option 2 with a comment to extend Waitata House to include Queen St offices + civil defence etc.

• Regarding blocked drains, causing flooding when raining - could residents be responsible for clearing debris from drains ??

## Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone  Email

## Hearing

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

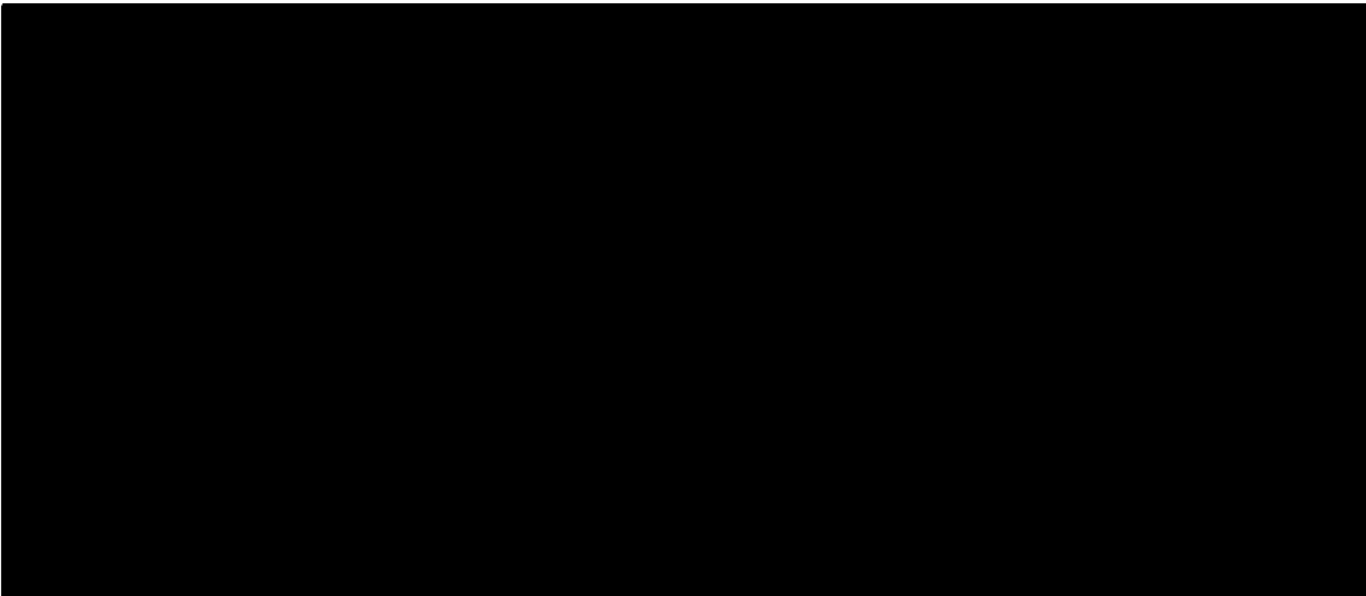
Would you like to present your views at the hearing?

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

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

## About you

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
  No
  Don't know

## Your thoughts to help shape our thinking

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

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

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

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

The use of the lake for Waka's  
These walking tracks  
The playground.

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

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

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

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

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

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

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

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

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

- More than once a week  Weekly  Monthly  Never

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less       About the same

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

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

• Regarding The Queen St office  
why not extend Waiata house  
to include all council activities.



#149

460

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 23, 2024 12:36:44 PM
Last Modified: Tuesday, April 23, 2024 12:48:07 PM
Time Spent: 00:11:22
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Kath

Q2

Yes (via Microsoft Teams)

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

**Q8**

**Yes – keep the façade**

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

**Q9**

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

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

**Q10**

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

Town centre improvements (Consultation Document pages 25-28)

**Q11**

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

Council Funding (Consultation Document pages 29-31)

**Q12**

**Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

**Q13**

**Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14**

**Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

**Q15**

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

Service Area 4: Welcoming Communities facilitation

**Q16**

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**No**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

Henley lake upgraded this the amount of events there already imagine upgrading and taking events to the grass area their as well.

Lake is well used by water users and walkers to mention.

**Q21**

**Phone the Council**

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

**Q22**

**Other - please specify:**

Followed by email

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

**Q23**

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

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

**Q24**

**Monthly**

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

**Q25**

**Monthly**

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

**Q26**

**Yes**

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

---

**Q27**

**Less**

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

---

**Q28**

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

I have one small saying if you don't like your job than don't work there take attitude home with you.

Have happy exciting people when dealing with customers and this is what I observed while waiting.

---

**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

---

#574

461

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, May 04, 2024 9:51:21 PM
Last Modified: Saturday, May 04, 2024 10:16:15 PM
Time Spent: 00:24:54
IP Address: [Redacted]

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

Q1

Your details

Full name (required) David James Keane

Q2

No

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

Q3

What is your age range?

Q4

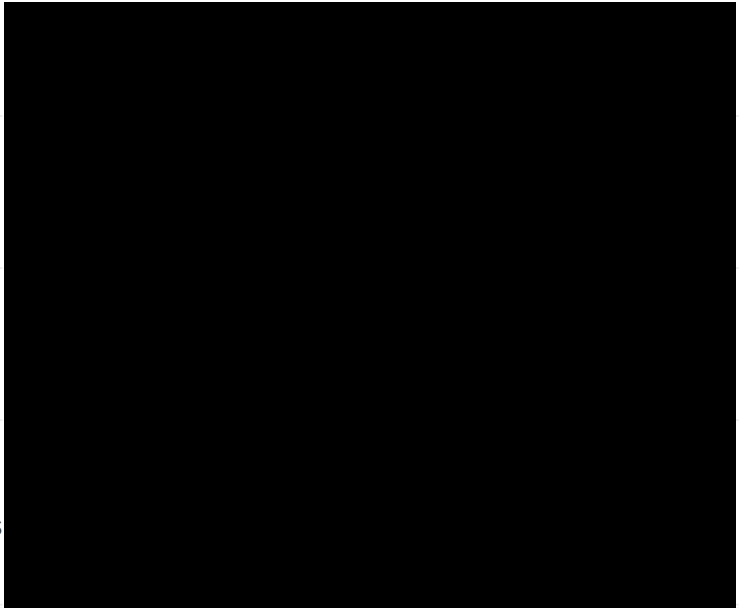
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

**Q8**

**Yes – keep the façade**

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

**Q9**

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

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

**Q10**

Town centre improvements (Consultation Document pages 25-28)

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

**Q11**

Council Funding (Consultation Document pages 29-31)

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

**Q12**

Service Area 1: Wairarapa Economic Development Strategy

**Alternative Option - Maintain funding**

**Q13**

Service Area 2: Regional Walking and Cycling facilitation

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

**Q14**

Service Area 3: Regional Positive Ageing facilitation

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

**Q15**

Service Area 4: Welcoming Communities facilitation

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

**Q16**

Service Area 5: Climate initiatives

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

**Q17**

**Don't know**

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

---

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

Nothing - avoid them.

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Log a service request online**

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

---

**Q23**

**Pay via the Council's website**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

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

Contacting notifiers back to advise what the outcome of a complaint is would be appreciated.

---

**Q29**

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

Please continue to focus on upgrading/maintaining critical infrastructure as MDC is doing rather than peripheral feel good projects. Happy even for this to be prioritised over the town hall. Any town hall project would also need to incorporate backstage area to ensure can be fully utilised by performers and attract quality events.

---



#547

462

COMPLETE

Collector: Test Link (Web Link)  
Started: Friday, May 03, 2024 10:52:49 PM  
Last Modified: Friday, May 03, 2024 11:26:17 PM  
Time Spent: 00:33:27  
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Elizabeth Keane

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

**Q16**

Service Area 5: Climate initiatives

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

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Page 3: Fees and Charges

**Q17**

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

**Don't know**

---

**Q18**

Comments

Difficult to find on website

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

Value the recreational opportunities they provide and scenic qualities, and the habitat they provide for wildlife eg. Eels.

---

**Q21**

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

**Visit the Council website**

---

**Q22**

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

**Phone the Council**

---

**Q23**

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

**Pay by automatic payment or direct debit**

---

**Q24**

**Never**

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

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**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

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

We need to make the Masterton and districts a place that retains or attracts the return of more of the young people who are educated at the abundance of schools we have here. Our biggest export appears to be our younger citizens! It is already a great place to bring up children but it needs to provide a wider variety of employment to keep them here or attract them back and have the cultural and recreational experiences to enjoy!

---

## Your details

Full name (required) Karyn Kearney

Organisation (if applicable)

Postal address

Phone  Email

## Hearing

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

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

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

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

## About you

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

### What is your age range?

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

### What is your gender?

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

# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
  No
  Don't know

This would have been better if the proposed fees were in a document that had the current fees next to them so that you could see the change, eg Current \$50 24/25 \$55 10% increase.  
 Not many people are going to go to the trouble of doing the comparison and then the math for themselves so they do not really know what they are agreeing to here.

# Your thoughts to help shape our thinking

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

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

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

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

I walk around Henley Lake at least once a week - this is a valuable asset to our community and enjoyed by so many people and I would like to see it remain as it is.  
Although I do not visit the park/Lake of Remembrance as much, myself, my family and now my grandchildren love this space and the lake is part of what makes it special and beautiful - it would be a loss to our community to change it and again I would like to see it remain as it is.

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

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

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

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

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

- Log a service request online  Phone the Council
- Visit the Queen Street Customer Service Centre  Email the Council
- Other – please specify Never had to do this - would probably phone or email if I did

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

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

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

- More than once a week  Weekly  Monthly  Never



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

- More than once a week                       Weekly                       Monthly                       Never

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

- Yes                       No                       Don't know

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

- More                       Less

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

The structure of the answers in the "How often have you accessed information from the website or contacted the Queen Street Customer Service Centre in the past 12 months?" does not allow for all answers - mine would be 2-3 times a year and more frequently the previous year as I was investigating resource and building consent and in contact with council more frequently.

Same with the "How often have you visited the Queen Street Service Centre in the past 12 months?" The answer would be twice.

And the answer to the prefer to do more or less Council business online is that I do not do any now and do not know what is available online so it would be Don't Know.

**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 ticked  
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.  
However my preference was not loaded as an option and I'm not sure if it has every been put forward. It would be to demolish the town hall and municipal Building and expand Waiata House. This would allow:  
- A dedicated Civil Defense facility built to recommended building standards  
- A publicly accessible Council chamber for meetings - located in the extended Waiata House building  
- Would address the earthquake prone status of the current Town Hall and Municipal Building as they would no longer be there  
- Reduce spending on leased premises - we would no longer need the Queen Street office and all council functions/staff would be in the same building  
- Create parking where the town hall and municipal building are now as current parking would probably be lost in the Waiata House expansion.

Masterton has not had a town hall for quite some time and has survived just fine. Building one would potentially take events away from the Carterton Events Centre which is currently thriving and should be expanded for the betterment of the whole region. It would be a shame to see it flounder at the expense of millions to the Masterton ratepayer.

#257

464

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 30, 2024 12:41:59 PM
Last Modified: Tuesday, April 30, 2024 2:11:04 PM
Time Spent: 01:29:04
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Sam Keast
Postal address [Redacted]
Email [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

**Q9** **Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.**

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

**Q12** **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**Yes**

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

---

**Q18**

Comments

I want the Gambling Venue consent costs to be at least \$1000, in recognition of the harm that gambling does to a community. The more prohibitive the consent costs, the less attractive gambling machines will be to venues

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

I like the extended piece of nature that these places offer. I'd like to see more trees planted around Henley lake though, at it's very bare and exposed. It'd look a lot more attractive with some trees!

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Respondent skipped this question**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**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?

The Animal Services team did a great job disposing of a stray cat a few months ago, I really appreciate their mahi!

---

**Q29**

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

As a musician, I'm disappointed in the lack of suitable venues to play in. I hope the town hall design will be suitable for stage shows, concerts and similar events, not just boring old awards ceremonies.

I'd also like to see the council invest heavily in climate resilience work and better urban planning - we should be building up and not out! The lack of modern medium housing in Masterton is appalling, and new developments like the "Barracks" are designed almost exclusively for continued use of private motor vehicles. You only have to look at the roading budget of the council to see that this approach is simply not sustainable. More cycle lanes and pedestrian friendly urban development please!

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#156

465

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 23, 2024 5:32:41 PM
Last Modified: Tuesday, April 23, 2024 5:40:25 PM
Time Spent: 00:07:44
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Charith Kettepearachchi
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

**Q10** **Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.**

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

**Q12** **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

**Q17**

**Don't know**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

**Respondent skipped this question**

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

**Q21**

**Visit the Council website**

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

**Q22**

**Log a service request online**

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

**Q23**

**Pay via the Council's website**

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

**Q24**

**Monthly**

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

**Q25**

**Never**

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



**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

---

## Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone  Email

## Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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

What is your age range?

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

What is your gender?

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

# Your thoughts on the Big Decisions

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

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

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
  No
  Don't know

# Your thoughts to help shape our thinking

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

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

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

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

A tranquil atmosphere - bollards etc needed to maintain the feel and deny any possible access to Scramble bikes etc.  
Bi-annual draining of Lake of Remembrance to clear debris/rubbish from lake floor.

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

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

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

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

Other – please specify

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

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

Other – please specify

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

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

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

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

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

- More than once a week       Weekly       Monthly       Never

*occasionally*

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

- Yes       No       Don't know

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

- More       Less

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)

*More input into maintenance of Q.E Park by Rec Services - trimming trees, cleaning lights, clearing guttering, removal of dead branches from trees (including cemetery), water-proofing seats.*

#474

467

COMPLETE

Collector: Test Link (Web Link)  
Started: Friday, May 03, 2024 2:49:14 PM  
Last Modified: Friday, May 03, 2024 2:52:01 PM  
Time Spent: 00:02:47  
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Allan Kirk  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Respondent skipped this question

Town Hall (Consultation Document pages 13-18)

**Q8** Respondent skipped this question

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

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**Q9** Respondent skipped this question

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

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**Q10** Respondent skipped this question

Town centre improvements (Consultation Document  
pages 25-28)

---

**Q11** Respondent skipped this question

Council Funding (Consultation Document pages 29-31)

---

**Q12** Respondent skipped this question

Service Area 1: Wairarapa Economic Development  
Strategy

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**Q13** Respondent skipped this question

Service Area 2: Regional Walking and Cycling facilitation

---

**Q14** Respondent skipped this question

Service Area 3: Regional Positive Ageing facilitation

---

**Q15** Respondent skipped this question

Service Area 4: Welcoming Communities facilitation

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**Q16** Respondent skipped this question

Service Area 5: Climate initiatives

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Page 3: Fees and Charges

**Q17** Respondent skipped this question

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

---

**Q18** Respondent skipped this question

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

Respondent skipped this question

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

---

**Q20**

Respondent skipped this question

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

---

**Q21**

Respondent skipped this question

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

---

**Q22**

Respondent skipped this question

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

---

**Q23**

Respondent skipped this question

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

---

**Q24**

Respondent skipped this question

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

---

**Q25**

Respondent skipped this question

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

---

**Q26**

Respondent skipped this question

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

---

**Q27**

Respondent skipped this question

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

---

**Q28**

Respondent skipped this question

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

---

**Q29**

Respondent skipped this question

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

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**From:** [Allan Kirk](#)  
**To:** [Submissions Sub](#)  
**Subject:** Submission 24-34 Long Term Plan CBD Improvement question (final, hopefully correct copy)  
**Date:** Friday, 3 May 2024 3:29:07 pm

---

## Long-Term Plan Improvements To The CBD

~~~~~

When the original plans to "improve" the CBD came to light in 2021, I supplied most councillors with detailed information that looked at what, internationally, other towns approximately of Masterton's size had done to solve the problem of a failing CBD, and which of these had given the best result.

The idea of the "improved" CBD came about, I gather, as a result of so many businesses in the Masterton CBD of business going out of business.

Retailers going under in the CBD isn't just a Masterton problem but a countrywide problem. Indeed, the problem is rife in the Western world as online shopping and the cocoon trend keep people at home, having their shopping, food and supermarket purchases delivered.

As any good retailer can tell you, one of the best ways for a retailer to get sales is through foot traffic. For businesses to survive in the CBD, they need customers walking in the door. And if you can get lots of people into the CBD, the more likely it is that the people will visit shops and buy something.

It is for this reason that, in the Western world, the health of a town's CBD often relies upon entertainment of some kind taking place in the CBD. This draws people into the CBD to possibly become buyers. The entertainment can be music, magic, on-street comedy, and unusual events. (I sent a dinosaur along the CBD one Sunday and that event was the talk of the town for a couple of weeks. If that happened once a month [there are various amazing costumes as well as a variety dinosaur outfits] people would come to the CBD to see the fun and interact with the dinosaur.

So there are several things you need if the CBD is to be relatively healthy - a performance area/stage in the CBD, parking close to the CBD so people can access the businesses and events happening in the CBD.

Something that will attract people to the CBD is something that amuses them - for example, humorous posters, with a different one going up once a week.

The original plan for the revamped CBD saw parking spaces removed, but this would have strangled the town to death!

Whatever is done to the CBD, the council must remember that a study has shown that Masterton has one of the highest percentages of older people living here than any other New Zealand town.

And older people cannot walk a long way to the shops. So there needs to be adequate parking near and in the CBD.

Major changes don't need to be made to the CBD to improve it. What has to happen is that you have to make people want to go there.

--

Allan Kirk  
Church St, Masterton

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This email has been checked for viruses by Avast antivirus software.  
[www.avast.com](http://www.avast.com)

#534

468

COMPLETE

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

Q1

Your details

Full name (required) jackie kirk
Postal address [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

**Q12** **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**No**

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

---

**Q18**

Comments

Fees and chargers should be linked to increases in income rather than inflation.

---

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:

How could it possibly cost less to make changes to the lakes compared to maintaining them?  
They are a pleasant place for people to connect with nature while getting exercise if choose.

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**Less**

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

---

**Q28**

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

Should be open longer hours to accomodate people working.

---

**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

Don't spend any money on diversity, spin doctoring or climate change. The government selected Masterton as one of the provinces to receive refugees so the they should provide funding for Welcoming communities program not out of our rates. The increase in rates is disproportionate to inflation, as stated by the government, and wage increases in this area. The Council should be focused on spending our rate payers money on essentials ie water, waste water, storm water, roading, building consents and public amenities. Council should not be spending our rate payers money, or any funding, on the UN agenda 2030 including 15 minute cities.

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#592

469

COMPLETE

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Time Spent: 00:20:33
IP Address: [Redacted]

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

Q1

Your details

Full name (required) William Knight
Postal address [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

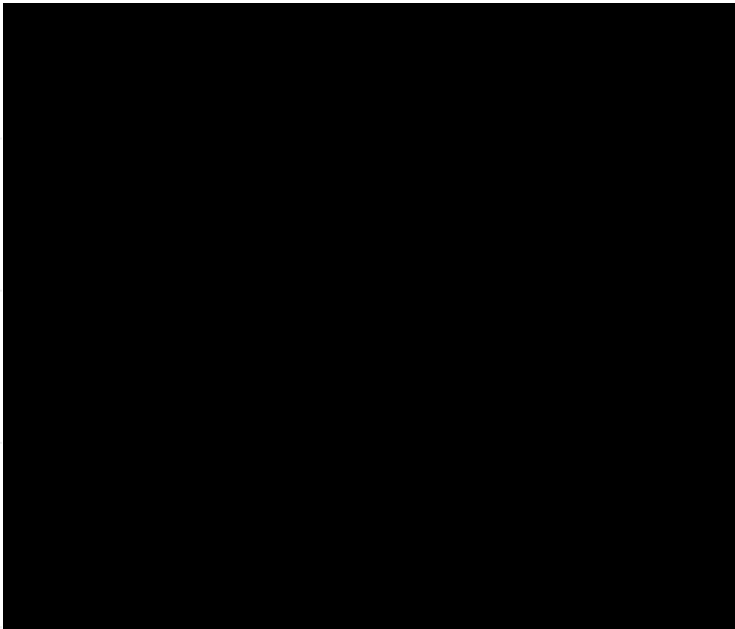
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

**Q8**

**Yes – keep the façade**

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

**Q9**

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

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

**Q10**

**Respondent skipped this question**

Town centre improvements (Consultation Document pages 25-28)

**Q11**

**Respondent skipped this question**

Council Funding (Consultation Document pages 29-31)

**Q12**

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

Service Area 1: Wairarapa Economic Development Strategy

**Q13**

**Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14**

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

Service Area 3: Regional Positive Ageing facilitation

**Q15**

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

Service Area 4: Welcoming Communities facilitation

**Q16**

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**Respondent skipped this question**

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

**Q18**

Respondent skipped this question

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

Respondent skipped this question

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

---

**Q20**

Respondent skipped this question

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

---

**Q21**

Respondent skipped this question

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

---

**Q22**

Respondent skipped this question

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

---

**Q23**

Respondent skipped this question

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

---

**Q24**

Respondent skipped this question

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

---

**Q25**

Respondent skipped this question

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

---

**Q26**

Respondent skipped this question

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

---

**Q27**

Respondent skipped this question

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

---

**Q28**

Respondent skipped this question

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

---

**Q29**

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

Masterton is a growing town. We have the land to build new houses and we sure have the land to build a new town hall. Not having a town hall is ridiculous. I receive emails from the Carterton Event Centre about all the new theatre shows, and many events and nothing from Masterton. So, it is essential that Council build a Town Hall because then the shows will surely come.

---

#661

470

COMPLETE

Collector: Test Link (Web Link)
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Last Modified: Monday, May 06, 2024 6:46:36 AM
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

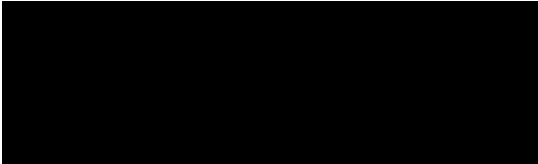
Your details

Full name (required) Amalia Krishnan-Jones

Postal address

Email

Phone



Q2

No

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

Q3

What is your age range?

Q4

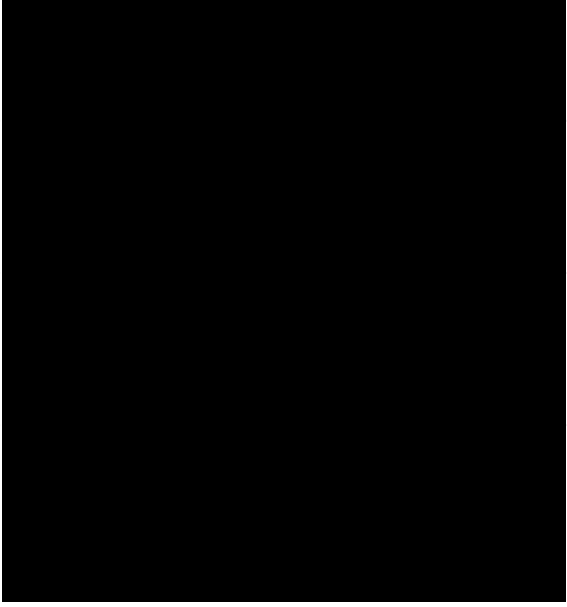
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

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

**Q16**

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

**Q17**

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

**No**

**Q18**

Comments

**Respondent skipped this question**

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

**Respondent skipped this question**

**Q21**

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

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

**Q22**

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

**Log a service request online**

**Q23**

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

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

**Q24**

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

**Monthly**

**Q25**

**Never**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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

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**Q29**

**Respondent skipped this question**

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

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#603

471

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 2:35:25 PM
Last Modified: Sunday, May 05, 2024 2:41:18 PM
Time Spent: 00:05:52
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Hamish Kyle
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

Page 3: Fees and Charges

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

**Q18**

Respondent skipped this question

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

Respondent skipped this question

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

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**Q21**

**Visit the Council website**

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

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**Q22**

**Log a service request online**

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

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**Q23**

**Pay by automatic payment or direct debit**

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

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**Q24**

**Never**

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

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**Q25**

**Never**

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

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**Q26**

**Don't know**

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

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**Q27**

**Less**

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

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**Q28**

**Respondent skipped this question**

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

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**Q29**

**Respondent skipped this question**

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

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#568

472

COMPLETE

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Started: Saturday, May 04, 2024 7:30:35 PM
Last Modified: Saturday, May 04, 2024 7:36:54 PM
Time Spent: 00:06:19
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Natasha kyle
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

**Q17**

**Don't know**

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

---

**Q18**

**Respondent skipped this question**

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

Continue to maintain Henley Lake, feed water into the lake when nec. from the river. Continue mgmt of the geese.

---

**Q21**

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

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

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**Q22**

**Email the Council**

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

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**Q23**

**Pay by automatic payment or direct debit**

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

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**Q24**

**Never**

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

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**Q25**

**Never**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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

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**Q29**

**Respondent skipped this question**

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

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#56

473

COMPLETE

Collector: Test Link (Web Link)  
 Started: Tuesday, April 16, 2024 5:52:45 PM  
 Last Modified: Tuesday, April 16, 2024 6:15:09 PM  
 Time Spent: 00:22:23  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Arna Lackner  
 Postal address [REDACTED]  
 Email [REDACTED]

Q2

No

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

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

**Q12** **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

**Q17**

**Don't know**

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

---

**Q18**

Comments

Why are you so eager to spend millions on a town hall that isn't going to generate much money? Why not spend that money on getting us set up solid with core basics - look at cockburn street that floods every time it rains and people can't use their toilets?! Why not use all of those millions to create something that is going to generate proper money and help cover costs in years to come?

Why not invest that 40 million into things that attract 20-30yr olds so again more business in our community?

Young people do not care for a town hall! Most 20-40 yr olds are never going to go there unless it's a funeral!

Get more young people on your committee who aren't about to retire and have 'modern' ideas

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

It's great having walking/exercise tracks here but the amount of ducks is so high and the grounds look disgusting due to all the duck shit plus they eat all the grass - do an annual cull of ducks to keep nice! Other than that though great job!

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Email the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Never**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

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

Please see my comment on the town hall.

40million is so much money to go on a town hall that will not pay itself off and 80% of the population here will not use. Spend the money on something that will generate lots of money/business. Then sure do a town hall later when we have more money.

---

## Your details

Full name (required) ..... Jenny Gallies Anne LADP

Organisation (if applicable) .....

Postal address .....  
[Redacted]

Phone ..... Email .....  
[Redacted]

## Hearing

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

Would you like to present your views at the hearing?

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

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

## About you

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



# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
  No
  Don't know

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# Your thoughts to help shape our thinking

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

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

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

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

The tranquillity of both lakes.  
Families, residents & visitors all enjoy both lakes for different reasons.  
QEII Park/Lake provides the war memorial monument & the various sports clubs.  
Henley Lake gives water sports for people & their wharves.

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

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

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

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

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

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

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

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

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

- More than once a week  Weekly  Monthly  Never



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

- More than once a week           Weekly           Monthly           Never

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

- Yes           No           Don't know

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

- More           Less

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

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

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### Your details

Full name (required) Pauline Marjorie Lamb

Organisation (if applicable) .....

Postal address 

Phone 

Email 

### Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

### About you

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

What is your age range?



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



What is your gender?



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



# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes  No  Don't know

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# Your thoughts to help shape our thinking

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

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

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

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

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

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

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

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

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

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

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

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

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

- More than once a week  Weekly  Monthly  Never



## Your details

Full name (required) *Michael Hamby Lander*

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?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

# Your thoughts on the Big Decisions

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

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

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

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
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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.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

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

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

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

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



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

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

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

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

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

- Yes  No  Don't know

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*They do not affect me greatly. I live in a Retirement Village and therefore much is covered by the monthly fee I pay to the Village Operator which is an amount "fixed" for the period of my tenure.*  
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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:

Both these lakes are much valued and enjoyed by residents and provide visitors to Merton with a wonderful enriching experience. In themselves they provide a space for recreation and contemplation, enhance the town and the district and encourage visitors from outside the region. Any alteration to their status should be for enhancement not deterioration. Visitors invariably spend money which benefits local business.

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

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

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

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

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

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

- Pay via the Council's website
  - Pay in person at the Queen Street Customer Service Centre
  - Pay by automatic payment or direct debit
- N/A. to me*

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

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

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less       About the same

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

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

(attach separate pages if needed)

.....

I would like to encourage Council to investigate more particularly the amalgamation of the three local Wairarapa councils.

I was opposed to this previously but now believe that amalgamation would be beneficial and will eventually be established either by consensus or by central government.

.....

I congratulate councillors for their work in putting forward the LTP. I am cognisant of the pressure required from all involved.

## Your details

Full name (required) ROBIN FRANCIS VICTOR LANE

Organisation (if applicable) .....

Postal address ..... [Redacted]

Phone ..... [Redacted] Email .....

## Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

# Your thoughts on the Big Decisions

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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.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
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## Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

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

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

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

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

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

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

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

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

Yes

No

Don't know

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# Your thoughts to help shape our thinking

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

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

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

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

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How we deliver customer services (Consultation Document page 42)

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

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

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- More than once a week  Weekly  Monthly  Never

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less

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

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

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## Your details

Full name (required)

Winifred Lyn Kane

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?

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# 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)

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Cost: \$14.66 million.
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Cost: \$2.3 million.

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

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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)

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

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

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

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

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

- Yes
  No
  Don't know

# Your thoughts to help shape our thinking

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less

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

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

(attach separate pages if needed)

## Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone  Email

## Hearing

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

Would you like to present your views at the hearing?

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

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

## About you

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

What is your age range?

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

What is your gender?

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

# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
  No
  Don't know



# Your thoughts to help shape our thinking

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

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

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

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

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

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

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

- Visit the Council website  Phone the Council
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- Never

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less       About the same

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

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

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

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

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

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

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

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

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

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

- Yes
  No
  Don't know

# Your thoughts to help shape our thinking

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

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

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

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

They are accessible, tidy and used by many. The 'look' is fine.

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

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

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

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Other – please specify

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

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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.

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- More than once a week  Weekly  Monthly  Never

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less       About the same

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

The current offices have a huge empty space after you enter. This could be for current events, information and other organisations to use.

[REDACTED] need more training. It is such a boring, unused area.

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

The main street needs a complete overhaul. New rubbish bins, trees, plants. Make it colourful, and informative. It is boring and streets, bins etc need painting or replacing. The walkway next to Paper Plus is so boring. Maybe vendors?

[REDACTED]

#29

481

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, April 12, 2024 1:16:11 PM
Last Modified: Friday, April 12, 2024 1:23:02 PM
Time Spent: 00:06:51
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Marg Lawson
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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



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

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

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

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

**Q10** **Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.**

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

**Q12** **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**No**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

the walks, the river and the trees are lovely

The lake could be nice if the ducks and geese etc were completely culled

**Q21**

**Visit the Council website**

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

**Q22**

**Log a service request online**

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

**Q23**

**Pay by automatic payment or direct debit**

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

**Q24**

**Monthly**

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

**Q25**

**Never**

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

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

---

## Your details

Full name (required)

Takare Leach

Organisation (if applicable)

Postal address

Phone

Email

## Hearing

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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

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

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| 1: Wairarapa Economic Development Strategy   | <input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)                                                                                                                   | <input checked="" type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                        |
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## Fees and charges (See proposed [fees and charges](#) on our website)

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

Yes

No

Don't know

For some it could mean the close of a business. I understand that everything costs and that costs go up every year.

# 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 walk around both lake is a pleasure.

## 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.

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- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less       About the same

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

Apply to Waka Kotahi to put more crossings on Chapel St / Highway State Highway 2.  
1) By the Welling Regional Council Building  
2) By the Kuiripuni Garage.

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)

Would like to see all new houses have water tanks  
Septic Tanks + Graywater tanks.  
1) Because  
The town gets short of water in the summer.  
2) Septic tanks would break down the waste matter  
before it gets to the main pipes.  
3) Gray water could be used again to flush toilets, or  
water the gardens. With an outside tap ~~the~~ +  
hose connection, the tank could be emptied  
if the house occupant was going away for  
a few days. Or it could be connected to  
the septic tank to be flushed away.



#318

483

COMPLETE

Collector: Test Link (Web Link)  
Started: Wednesday, May 01, 2024 7:06:45 PM  
Last Modified: Wednesday, May 01, 2024 7:45:56 PM  
Time Spent: 00:39:11  
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Philippe Leloir

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

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

Q3

What is your age range? [REDACTED]

Q4

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

Q5

What is your gender? [REDACTED]

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

**Q16**

Service Area 5: Climate initiatives

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

---

Page 3: Fees and Charges

**Q17**

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

**Yes**

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

Pleasant areas of Masterton

**Q21**

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

**Visit the Council website**

**Q22**

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

**Log a service request online**

**Q23**

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

**Pay by automatic payment or direct debit**

**Q24**

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

**Monthly**

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

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#561

484

COMPLETE

**Collector:** Test Link (Web Link)  
**Started:** Saturday, May 04, 2024 1:21:16 PM  
**Last Modified:** Saturday, May 04, 2024 1:40:00 PM  
**Time Spent:** 00:18:43  
**IP Address:** [REDACTED]

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

**Q1**

Your details

Full name (required) **Julie Leveridge**

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

**Q2**

No

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

**Q3**

What is your age range?

**Q4**

What is your ethnicity? You may tick multiple boxes.

**Q5**

What is your gender?

**Q6**

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

Page 2: Your Thoughts on the Big Decisions

|                                                                                                                                                                                                             |                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Q7</b><br/>Town Hall (Consultation Document pages 13-18)</p>                                                                                                                                          | <p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p> |
| <p><b>Q8</b><br/>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p> | <p><b>Yes – keep the façade</b></p>                                                                                                                                                                                                         |
| <p><b>Q9</b><br/>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>                                                                                                   | <p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>                                                                     |
| <p><b>Q10</b><br/>Town centre improvements (Consultation Document pages 25-28)</p>                                                                                                                          | <p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>                          |
| <p><b>Q11</b><br/>Council Funding (Consultation Document pages 29-31)</p>                                                                                                                                   | <p><b>Respondent skipped this question</b></p>                                                                                                                                                                                              |
| <p><b>Q12</b><br/>Service Area 1: Wairarapa Economic Development Strategy</p>                                                                                                                               | <p><b>Respondent skipped this question</b></p>                                                                                                                                                                                              |
| <p><b>Q13</b><br/>Service Area 2: Regional Walking and Cycling facilitation</p>                                                                                                                             | <p><b>Respondent skipped this question</b></p>                                                                                                                                                                                              |
| <p><b>Q14</b><br/>Service Area 3: Regional Positive Ageing facilitation</p>                                                                                                                                 | <p><b>Respondent skipped this question</b></p>                                                                                                                                                                                              |
| <p><b>Q15</b><br/>Service Area 4: Welcoming Communities facilitation</p>                                                                                                                                    | <p><b>Respondent skipped this question</b></p>                                                                                                                                                                                              |
| <p><b>Q16</b><br/>Service Area 5: Climate initiatives</p>                                                                                                                                                   | <p><b>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</b></p>                     |

**Q17**

**Don't know**

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

---

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

**Respondent skipped this question**

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

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Respondent skipped this question**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Please prioritise progress on the library project, this fundamental community space and the incredible people running it deserve to have their futures secured through serious investment (upgrades and expansion) so they can best benefit Masterton as a whole! :)

---



#237

485

COMPLETE

Collector: Test Link (Web Link)  
Started: Saturday, April 27, 2024 2:45:26 PM  
Last Modified: Saturday, April 27, 2024 3:08:25 PM  
Time Spent: 00:22:58  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Clare Neila Libby  
Organisation (if applicable) [REDACTED]  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

|                                                                                                                                                                                                             |                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Q7</b><br/>Town Hall (Consultation Document pages 13-18)</p>                                                                                                                                          | <p><b>Alternative Option 1 – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).</b></p> |
| <p><b>Q8</b><br/>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p> | <p><b>Yes – keep the façade</b></p>                                                                                                                                                                                                                |
| <p><b>Q9</b><br/>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>                                                                                                   | <p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>                                                                                                                            |
| <p><b>Q10</b><br/>Town centre improvements (Consultation Document pages 25-28)</p>                                                                                                                          | <p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>                         |
| <p><b>Q11</b><br/>Council Funding (Consultation Document pages 29-31)</p>                                                                                                                                   | <p><b>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</b></p>                  |
| <p><b>Q12</b><br/>Service Area 1: Wairarapa Economic Development Strategy</p>                                                                                                                               | <p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>                                                                                                                          |
| <p><b>Q13</b><br/>Service Area 2: Regional Walking and Cycling facilitation</p>                                                                                                                             | <p><b>Alternative Option - Maintain funding</b></p>                                                                                                                                                                                                |
| <p><b>Q14</b><br/>Service Area 3: Regional Positive Ageing facilitation</p>                                                                                                                                 | <p><b>Alternative Option - Maintain funding</b></p>                                                                                                                                                                                                |
| <p><b>Q15</b><br/>Service Area 4: Welcoming Communities facilitation</p>                                                                                                                                    | <p><b>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</b></p>                                                                                                                            |

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

---

Page 3: Fees and Charges

**Q17**

**Yes**

Do you support our proposed fees and charges for 2024/25?

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Q20**

Please tell us what you value and enjoy most about these lakes now:

they provide valuable recreational space for citizens and for visitors to enjoy and give Masterton both it's identity and historical significance.

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Visit the Queen Street Customer Service Centre**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Q24**

**Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---

**Q25**

**Monthly**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#601

486

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, May 06, 2024 9:49:37 AM
Last Modified: Monday, May 06, 2024 10:00:12 AM
Time Spent: 00:10:34
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Len Lidbetter
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

|                                                                                                                                                                                                                |                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Q8</b></p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p> | <p><b>Yes – keep the façade</b></p>                                                                                                                                                                                              |
| <p><b>Q9</b></p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>                                                                                                   | <p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>                                                                                                               |
| <p><b>Q10</b></p> <p>Town centre improvements (Consultation Document pages 25-28)</p>                                                                                                                          | <p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>               |
| <p><b>Q11</b></p> <p>Council Funding (Consultation Document pages 29-31)</p>                                                                                                                                   | <p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>                                              |
| <p><b>Q12</b></p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>                                                                                                                               | <p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>                                                                                                        |
| <p><b>Q13</b></p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>                                                                                                                             | <p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>                                                                                                                                   |
| <p><b>Q14</b></p> <p>Service Area 3: Regional Positive Ageing facilitation</p>                                                                                                                                 | <p><b>Alternative Option - Maintain funding</b></p>                                                                                                                                                                              |
| <p><b>Q15</b></p> <p>Service Area 4: Welcoming Communities facilitation</p>                                                                                                                                    | <p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p> |
| <p><b>Q16</b></p> <p>Service Area 5: Climate initiatives</p>                                                                                                                                                   | <p><b>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</b></p>          |

**Q17**

**Yes**

Do you support our proposed fees and charges for 2024/25?

---

**Q18**

Comments

Skate board confiscation, why only skateboard.  
 Wrong use of disabled parking, increase the fee.  
 Airport events, 9000 dollars, too much re consider benefits to town as opposed to short term gain.

Library printing etc, OK for CCS card otherwise increase.  
 New subdivisions should pay more than just connection fees.

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Explore a different look and feel in future if it would cost less**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

---

**Q20**

Please tell us what you value and enjoy most about these lakes now:

Maintaining is important. they are well used, but always review.

---

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

**Phone the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

---

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

---

**Q24**

**Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**More**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Look at alternative Halls. We cannot afford a new edifice at present. Increase Waiata house is OK.

---



#582

487

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, May 06, 2024 8:39:11 AM
Last Modified: Monday, May 06, 2024 8:53:12 AM
Time Spent: 00:14:00
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Sandee Lidbetter

Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

[Redacted]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

**Q8**

**Yes – keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9**

**Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10**

**The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

**Q11**

**The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12**

**Respondent skipped this question**

Service Area 1: Wairarapa Economic Development Strategy

**Q13**

**Respondent skipped this question**

Service Area 2: Regional Walking and Cycling facilitation

**Q14**

**Respondent skipped this question**

Service Area 3: Regional Positive Ageing facilitation

**Q15**

**The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

**Q16**

**Respondent skipped this question**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**No**

Do you support our proposed fees and charges for 2024/25?

**Q18**

Respondent skipped this question

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

Explore a different look and feel in future if it would cost less

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

---

**Q20**

Respondent skipped this question

Please tell us what you value and enjoy most about these lakes now:

---

**Q21**

Visit the Council website

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

Log a service request online

When you need to report a problem with a Council facility or service, what channel do you use most often?

---

**Q23**

Pay via the Council's website

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

---

**Q24**

Monthly

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---

**Q25**

Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

No

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

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

Local Government should be responsible for the essential utilities of the community. These should be well maintained and when a new development is made the developer must pay for the added infrastructure required for the new development. If this means making a satellite sewage treatment or more water tanks it should be the developer and ultimately the purchaser that pays not other rate payers. We are in a depression at the moment. Only spend what is necessary to maintain core business and the services of water, sewage, roading, and waste disposal going well.

---

#41

488

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, April 14, 2024 3:50:05 PM
Last Modified: Sunday, April 14, 2024 3:54:46 PM
Time Spent: 00:04:41
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Cathy Lindsay
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

|                                                                                                                                                                                                             |                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Q7</b><br/>Town Hall (Consultation Document pages 13-18)</p>                                                                                                                                          | <p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p> |
| <p><b>Q8</b><br/>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p> | <p><b>Yes – keep the façade</b></p>                                                                                                                                                                                                         |
| <p><b>Q9</b><br/>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>                                                                                                   | <p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>                                                                                                                          |
| <p><b>Q10</b><br/>Town centre improvements (Consultation Document pages 25-28)</p>                                                                                                                          | <p><b>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.</b></p>                 |
| <p><b>Q11</b><br/>Council Funding (Consultation Document pages 29-31)</p>                                                                                                                                   | <p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>                                                         |
| <p><b>Q12</b><br/>Service Area 1: Wairarapa Economic Development Strategy</p>                                                                                                                               | <p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>                                                                                                                   |
| <p><b>Q13</b><br/>Service Area 2: Regional Walking and Cycling facilitation</p>                                                                                                                             | <p><b>Alternative Option - Maintain funding</b></p>                                                                                                                                                                                         |
| <p><b>Q14</b><br/>Service Area 3: Regional Positive Ageing facilitation</p>                                                                                                                                 | <p><b>Alternative Option - Maintain funding</b></p>                                                                                                                                                                                         |
| <p><b>Q15</b><br/>Service Area 4: Welcoming Communities facilitation</p>                                                                                                                                    | <p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>            |

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Page 3: Fees and Charges

**Q17**

Do you support our proposed fees and charges for 2024/25?

**Yes**

**Q18**

Comments

**Respondent skipped this question**

Page 4: Your thoughts to help shape our thinking

**Q19**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Explore a different look and feel in future if it would cost less**

**Q20**

Please tell us what you value and enjoy most about these lakes now:

**Respondent skipped this question**

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Email the Council**

**Q22**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Email the Council**

**Q23**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Pay by automatic payment or direct debit**

**Q24**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Never**

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

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 the rates reasonable

---

**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

Promote safe cycling please

---



#130

489

COMPLETE

Collector: Test Link (Web Link)  
Started: Monday, April 22, 2024 11:47:30 AM  
Last Modified: Monday, April 22, 2024 12:06:33 PM  
Time Spent: 00:19:03  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Ian Lindsay  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

|                                                                                                                                                                                                             |                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Q7</b><br/>Town Hall (Consultation Document pages 13-18)</p>                                                                                                                                          | <p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p> |
| <p><b>Q8</b><br/>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p> | <p><b>Yes – keep the façade</b></p>                                                                                                                                                                                                         |
| <p><b>Q9</b><br/>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>                                                                                                   | <p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>                                                                                                                          |
| <p><b>Q10</b><br/>Town centre improvements (Consultation Document pages 25-28)</p>                                                                                                                          | <p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>                  |
| <p><b>Q11</b><br/>Council Funding (Consultation Document pages 29-31)</p>                                                                                                                                   | <p><b>Respondent skipped this question</b></p>                                                                                                                                                                                              |
| <p><b>Q12</b><br/>Service Area 1: Wairarapa Economic Development Strategy</p>                                                                                                                               | <p><b>Alternative Option - Maintain funding</b></p>                                                                                                                                                                                         |
| <p><b>Q13</b><br/>Service Area 2: Regional Walking and Cycling facilitation</p>                                                                                                                             | <p><b>Alternative Option - Maintain funding</b></p>                                                                                                                                                                                         |
| <p><b>Q14</b><br/>Service Area 3: Regional Positive Ageing facilitation</p>                                                                                                                                 | <p><b>Alternative Option - Maintain funding</b></p>                                                                                                                                                                                         |
| <p><b>Q15</b><br/>Service Area 4: Welcoming Communities facilitation</p>                                                                                                                                    | <p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>            |
| <p><b>Q16</b><br/>Service Area 5: Climate initiatives</p>                                                                                                                                                   | <p><b>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</b></p>                     |

Page 3: Fees and Charges

**Q17**

**Don't know**

Do you support our proposed fees and charges for 2024/25?

---

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Explore a different look and feel in future if it would cost less**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

---

**Q20**

**Respondent skipped this question**

Please tell us what you value and enjoy most about these lakes now:

---

**Q21**

**Visit the Council 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**

**Respondent skipped this question**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

---

**Q24**

**Respondent skipped this question**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---

**Q25**

**Respondent skipped this question**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

Respondent skipped this question

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

Respondent skipped this question

Would you prefer to do more or less Council business online?

---

**Q28**

Respondent skipped this question

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Yes, this is my second submission. I support the councils main options as detailed above IF AND ONLY IF rates increases do not exceed the published national Consumer Price Index.

Rates increases are the SINGLE most important thing for the council to get right. Increases beyond the CPI are simply unsustainable, that is obvious surely. Any projects MUST comply with this overarching constraint.

---

#129

490

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 22, 2024 8:23:19 AM
Last Modified: Monday, April 22, 2024 8:45:56 AM
Time Spent: 00:22:36
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Francis Little
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17** **Yes**

Do you support our proposed fees and charges for 2024/25?

**Q18**

Respondent skipped this question

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

Explore a different look and feel in future if it would cost less

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

---

**Q20**

Respondent skipped this question

Please tell us what you value and enjoy most about these lakes now:

---

**Q21**

Visit the Council website

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

Log a service request online

When you need to report a problem with a Council facility or service, what channel do you use most often?

---

**Q23**

Pay by automatic payment or direct debit

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

---

**Q24**

Monthly

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---

**Q25**

Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

Yes

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**More**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---



## Your details

Full name (required)

MARTIN LLOYD

Organisation (if applicable)

Postal address

Phone

Email

## Hearing

The Council will hold a hearing on Wednesday 22 and Thursday 23 May 2024 for those wanting to present their views in person. You will have 5-10 minutes to present your feedback to elected members in person or via Microsoft Teams online.

Would you like to present your views at the hearing?

If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

These questions help us understand which sectors of the community are providing feedback so we can improve our engagement approach. Your responses will not be made public with your submission. Only collated data will be reported to the Council.

What is your age range?

What is your ethnicity? (you may tick multiple boxes)

What is your gender?

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

# Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website [www.mstn.govt.nz](http://www.mstn.govt.nz) or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

## Big Decision 1: Town Hall, library and archive

**Town Hall** (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House.  
Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House.  
Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office.  
Cost: \$3.57 million.

**The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?**

- Yes – keep the façade                       No – do not keep the façade

**Masterton District Library and Wairarapa Archive** (Consultation Document pages 19-24)

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive.  
Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now.  
Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only.  
Cost: \$2.3 million.

**Big Decision 2: Town centre improvements** (Consultation Document pages 25-28)

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.  
Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.  
Cost: \$14.12 million.

**Big Decision 3: Council Funding** (Consultation Document pages 29-31)

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

**Big Decision 4: Changes to services** (Consultation Document pages 32-37)

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

| Service areas                                | The Council's Preferred Option                                                                                                                                                                                        | Alternative Option(s)                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1: Wairarapa Economic Development Strategy   | <input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)                                                                                                        | <input type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                                              |
| 2: Regional Walking and Cycling facilitation | <input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)                                                                                                                                   | <input type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                                              |
| 3: Regional Positive Ageing facilitation     | <input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)                                                                                                                                            | <input checked="" type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                                   |
| 4: Welcoming Communities facilitation        | <input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | <input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.                                                                                                                                                                                                         |
| 5: Climate initiatives                       | <input type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases                     | <input checked="" type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund<br>OR<br><input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |

**Fees and charges** (See proposed [fees and charges](#) on our website)

Do you support our proposed fees and charges for 2024/25?

- Yes
  No
  Don't know

# Your thoughts to help shape our thinking

## Henley Lake and Lake of Remembrance (Consultation Document page 42)

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

Please tell us what you value and enjoy most about these lakes now:

THE PLEASURE THIS FACILITY GIVES TO ALL AGES.  
THE BEAUTY OF THE LAKE & AREA.

## How we deliver customer services (Consultation Document page 42)

These questions will help inform a review of how we deliver our customer services.

When you need information about Council services, events or activities, what channel do you use most often?

- Visit the Council website
- Visit the Council's social media pages – e.g. Facebook or Instagram
- Visit the Queen Street Customer Service Centre in person
- Other – please specify
- Phone the Council
- Email the Council

When you need to report a problem with a Council facility or service, what channel do you use most often?:

- Log a service request online
- Visit the Queen Street Customer Service Centre
- Other – please specify
- Phone the Council
- Email the Council

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

- Pay via the Council's website
- Pay in person at the Queen Street Customer Service Centre
- Pay by automatic payment or direct debit

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

- More than once a week
- Weekly
- Monthly
- Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

- More than once a week       Weekly       Monthly       Never

Have you used the Council's after hours service in the past 12 months?

- Yes       No       Don't know

Would you prefer to do more or less Council business online?

- More       Less      *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?

*I SEE THE SYSTEM AS OVERLOADED WITH PEOPLE IN MANAGEMENT POSITIONS PRODUCING LITTLE OF VALUE OTHER THAN WRITING LONG REPORTS THAT ALMOST NO ONE READS. PERHAPS THIS IS DUE TO GOVERNMENT DEMANDS (COMPLIANCE).*

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)

*KEEP IT SIMPLE & BASIC.*

#145

492

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 23, 2024 11:45:53 AM
Last Modified: Tuesday, April 23, 2024 12:01:40 PM
Time Spent: 00:15:46
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Christopher Locke

Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

**Q17**

**No**

Do you support our proposed fees and charges for 2024/25?

---

**Q18**

Comments

While I appreciate everything the council does, and I realise it is currently in a tough spot, I hope you understand how tough everyone has got it at the moment. The rate rises this coming year are a really going to have a massive impact. Please please think long and hard before you commit to increasing spending on the projects mentioned above. I would hope you are looking at ways to reduce spending and how you can cut rates in the future.

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Explore a different look and feel in future if it would cost less**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

---

**Q20**

Please tell us what you value and enjoy most about these lakes now:

we walk around the lakes and enjoy the walk

---

**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**

**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**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Please read the room around how close people are to not being able to afford to pay rates.

---

#466

493

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, May 03, 2024 2:26:26 PM
Last Modified: Friday, May 03, 2024 2:33:07 PM
Time Spent: 00:06:41
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Steven Loftus
Postal address [Redacted]
Phone [Redacted]

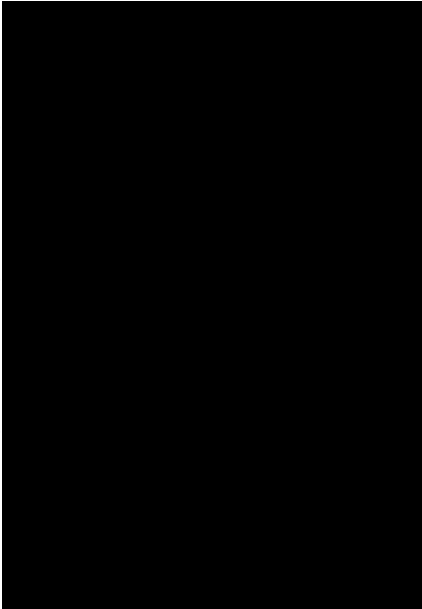
Q2

No

Would you like to present your views at the hearing?If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a newTown Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House.Cost: \$42.6 million.

|                                                                                                                                                                                                                |                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <p><b>Q8</b></p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p> | <p><b>Yes – keep the façade</b></p>                                                                                     |
| <p><b>Q9</b></p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>                                                                                                   | <p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p> |
| <p><b>Q10</b></p> <p>Town centre improvements (Consultation Document pages 25-28)</p>                                                                                                                          | <p><b>Respondent skipped this question</b></p>                                                                          |
| <p><b>Q11</b></p> <p>Council Funding (Consultation Document pages 29-31)</p>                                                                                                                                   | <p><b>Respondent skipped this question</b></p>                                                                          |
| <p><b>Q12</b></p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>                                                                                                                               | <p><b>Respondent skipped this question</b></p>                                                                          |
| <p><b>Q13</b></p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>                                                                                                                             | <p><b>Respondent skipped this question</b></p>                                                                          |
| <p><b>Q14</b></p> <p>Service Area 3: Regional Positive Ageing facilitation</p>                                                                                                                                 | <p><b>Respondent skipped this question</b></p>                                                                          |
| <p><b>Q15</b></p> <p>Service Area 4: Welcoming Communities facilitation</p>                                                                                                                                    | <p><b>Respondent skipped this question</b></p>                                                                          |
| <p><b>Q16</b></p> <p>Service Area 5: Climate initiatives</p>                                                                                                                                                   | <p><b>Respondent skipped this question</b></p>                                                                          |
| <hr/>                                                                                                                                                                                                          |                                                                                                                         |
| <p>Page 3: Fees and Charges</p>                                                                                                                                                                                |                                                                                                                         |
| <p><b>Q17</b></p> <p>Do you support our proposed fees and charges for 2024/25?</p>                                                                                                                             | <p><b>Respondent skipped this question</b></p>                                                                          |
| <p><b>Q18</b></p> <p>Comments</p>                                                                                                                                                                              | <p><b>Respondent skipped this question</b></p>                                                                          |

Page 4: Your thoughts to help shape our thinking

**Q19**

Respondent skipped this question

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

---

**Q20**

Respondent skipped this question

Please tell us what you value and enjoy most about these lakes now:

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**Q21**

Respondent skipped this question

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

Respondent skipped this question

When you need to report a problem with a Council facility or service, what channel do you use most often?

---

**Q23**

Respondent skipped this question

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

---

**Q24**

Respondent skipped this question

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---

**Q25**

Respondent skipped this question

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

Respondent skipped this question

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

Respondent skipped this question

Would you prefer to do more or less Council business online?

---

**Q28**

Respondent skipped this question

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

Respondent skipped this question

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#326

494

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 11:05:48 AM
Last Modified: Thursday, May 02, 2024 12:16:01 PM
Time Spent: 01:10:13
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Bruce Kennedy Logan
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

**Q8** Respondent skipped this question

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24) **Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.**

**Q10** Town centre improvements (Consultation Document pages 25-28) **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

**Q11** Council Funding (Consultation Document pages 29-31) **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

**Q12** Service Area 1: Wairarapa Economic Development Strategy **Alternative Option - Maintain funding**

**Q13** Service Area 2: Regional Walking and Cycling facilitation **Alternative Option - Maintain funding**

**Q14** Service Area 3: Regional Positive Ageing facilitation **Alternative Option - Maintain funding**

**Q15** Service Area 4: Welcoming Communities facilitation **Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires**

**Q16** Service Area 5: Climate initiatives **Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K**

Page 3: Fees and Charges

**Q17** Do you support our proposed fees and charges for 2024/25? **Don't know**

**Q18**

Comments

There's not sufficient information provided eg proposed dog fees

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

---

**Q20**

Please tell us what you value and enjoy most about these lakes now:

Henley Lake and Queen Elizabeth II Park (including the Lake of Remembrance) are Masterton's "jewels in the crown". In my estimation, they are used and enjoyed by considerably more people (including visitors) than the old town hall was, and this will continue to be the case if a new town hall is built. For this and other reasons, in my view Henley Lake and the Lake of Remembrance, should be rated somewhat higher in funding priority than the proposed new town hall. This particularly relates to the likely need in future to fund the taking of water from an alternative source maintain the lakes and to prevent them from drying up, or being conveyed to wetlands. If an alternative reliable source of water is found not to exist, and Henley Lake is to become a wetland, I would hope that funding is available to create a very special and appealing wetland in its place - one that draws in people from far and wide.

---

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

Other - please specify:  
Communicate via Antenno

When you need to report a problem with a Council facility or service, what channel do you use most often?

---

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

---

**Q24**

**Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---



**Q25**

**Monthly**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

Questions 24 and 25 above should have included an option "less than monthly". In my case it would be approximately once a year, if that.

---

**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

Unlike in other parts of NZ, the funding of safe cycleways by the Masterton District Council has a very low priority. Cycling to and from work and school, and into the centre of town and across town should be encouraged. The lack of safe cycleways particularly impacts school children and retired people.

---



## Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone

Email

## Hearing

The Council will hold a hearing on Wednesday 22 and Thursday 23 May 2024 for those wanting to present their views in person. You will have 5-10 minutes to present your feedback to elected members in person or via Microsoft Teams online.

### Would you like to present your views at the hearing?

If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

These questions help us understand which sectors of the community are providing feedback so we can improve our engagement approach. Your responses will not be made public with your submission. Only collated data will be reported to the Council.

# Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website [www.mstn.govt.nz](http://www.mstn.govt.nz) or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

## Big Decision 1: Town Hall, library and archive

**Town Hall** (Consultation Document pages 13-18)

**The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House.  
Cost: \$42.6 million.

**Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House.  
Cost: \$49.9 million (noting high uncertainty).

**Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office.  
Cost: \$3.57 million.

**The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?**

Yes – keep the façade

No – do not keep the façade

**Masterton District Library and Wairarapa Archive** (Consultation Document pages 19-24)

**The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive.  
Cost: \$10.75 million.

**Alternative Option 1** – Upgrade and expand the Library and include the Archive now.  
Cost: \$14.66 million.

**Alternative Option 2** – Complete essential Library repairs and maintenance only.  
Cost: \$2.3 million.

**Big Decision 2: Town centre improvements** (Consultation Document pages 25-28)

**The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.  
Cost: \$6.48 million

**Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.  
Cost: \$14.12 million.

**Big Decision 3: Council Funding** (Consultation Document pages 29-31)

**The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.

**Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

**Big Decision 4: Changes to services** (Consultation Document pages 32-37)

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

| Service areas                                       | The Council's Preferred Option                                                                                                                                                    | Alternative Option(s)                                                                                                                                                                                                                                       |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1: Wairarapa Economic Development Strategy</b>   | Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)                                                                                                        | Maintain funding ✓                                                                                                                                                                                                                                          |
| <b>2: Regional Walking and Cycling facilitation</b> | Cease funding for this (annual saving of \$35K)                                                                                                                                   | Maintain funding ✓                                                                                                                                                                                                                                          |
| <b>3: Regional Positive Ageing facilitation</b>     | Cease funding for this (annual saving of \$40.5K)                                                                                                                                 | Maintain funding ✓                                                                                                                                                                                                                                          |
| <b>4: Welcoming Communities facilitation</b>        | Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | Provide Council funding of \$55K per year from 2025/26 when external funding expires. ✓                                                                                                                                                                     |
| <b>5: Climate initiatives</b>                       | Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases          | Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund<br>OR<br>Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K ✓ |

**Fees and charges** (See proposed [fees and charges](#) on our website)

Do you support our proposed fees and charges for 2024/25?

Yes
  No
  Don't know

*Some of them.*

# 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:

Beautiful environment. Love the trees, wildlife.  
Fantastic place for walking your dog.

However money needs to be spend on finishing  
the fenced dog park and culling all the  
Canadian ducks.

## 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

Check the Times Age / Midweek .

When you need to report a problem with a Council facility or service, what channel do you use most often?:

Log a service request online

Phone the Council

Visit the Queen Street Customer Service Centre

Email the Council

Other – please specify

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

Pay via the Council's website

Pay in person at the Queen Street Customer Service Centre

Pay by automatic payment or direct debit

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

More than once a week

Weekly

Monthly

Never

occasionally

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

- More than once a week
- Weekly
- Monthly
- Never

*Just twice*

Have you used the Council's after hours service in the past 12 months?

- Yes
- No
- Don't know

Would you prefer to do more or less Council business online?

- More
- Less

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

**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)

#317

496

COMPLETE

Collector: Test Link (Web Link)  
 Started: Thursday, May 02, 2024 10:15:09 AM  
 Last Modified: Thursday, May 02, 2024 10:18:30 AM  
 Time Spent: 00:03:20  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

|                      |               |
|----------------------|---------------|
| Full name (required) | <b>louise</b> |
|----------------------|---------------|

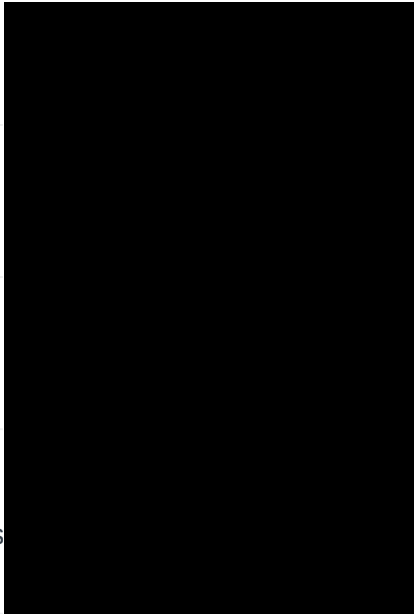
Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

**Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.**

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives



**Q17**

**No**

Do you support our proposed fees and charges for 2024/25?

---

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

---

**Q20**

**Respondent skipped this question**

Please tell us what you value and enjoy most about these lakes now:

---

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

**Phone the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

---

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

---

**Q24**

**Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**More**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#215

497

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, April 25, 2024 3:03:50 PM
Last Modified: Thursday, April 25, 2024 3:21:42 PM
Time Spent: 00:17:52
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Ian Lucas
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

**Q17**

**No**

Do you support our proposed fees and charges for 2024/25?

**Q18**

Comments

This is very limited consultation when there are limited options to choose from.

The council needs to remember that they have an ageing population that can't pay ever increasing rates for vanity projects.

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 Queen Street Customer Service Centre in person**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Phone the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Q24**

**Never**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Q25**

**Monthly**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**Less**

Would you prefer to do more or less Council business online?

---

**Q28**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

Stop sending your parking wardens up to the hospital parks.

People are suffering enough when they are having to visit the hospital, without receiving tickets because their appointments run over time

---

**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

Reduce spending so rate rises are more realistic.

There is no need for a town hall or other vanity projects.

The council needs to live within its means. The projected cumulative rate rises in this plan will force some people out of their homes.

---

**From:** [Amma Lynch](#)  
**To:** [Submissions Sub](#)  
**Subject:** LTP Submission  
**Date:** Saturday, 4 May 2024 10:21:44 pm

---

To Whom it may concern

I strongly endorse **the continued investment and support of Destination Wairarapa at current levels**. As the singular organisation devoted to promoting and marketing Masterton and our wider region, Destination Wairarapa plays a crucial role in showcasing our area not only to New Zealand but also to international audiences.

The Wairarapa's growth remains impressive, with visitor spending increasing by 21% since pre-COVID-19 levels in 2020. Much of this achievement can be attributed to Destination Wairarapa's efforts in creating high-profile marketing campaigns across various channels. Given tourism's status as New Zealand's second-largest industry, maintaining visitor expenditure is imperative for ensuring the sustained growth of Masterton and our region.

It is important to support Destination Wairarapa for the prosperity of Masterton and our wider region.

Anne Marie Lynch 

**From:** [Claire Lynch](#)  
**To:** [Submissions Sub](#)  
**Subject:** LTP Submission - Destination Wairarapa funding  
**Date:** Thursday, 2 May 2024 3:37:04 pm

---

LTP Submission

**I advocate for the continued investment and support of Destination Wairarapa at current levels.** As the sole organisation dedicated to promoting and marketing Masterton and our region, Destination Wairarapa plays a pivotal role in ensuring that Masterton and our region is showcased not only to New Zealand but also to international audiences.

Amidst downturns experienced by other regions, the Wairarapa has continued to grow, with visitor spending surpassing by 21% since pre-COVID-19 levels in 2020. This success owes much to the efforts of Destination Wairarapa in creating high-profile marketing campaigns across a range of channels. Given that tourism is New Zealand's second-largest export industry, sustaining visitor expenditure is crucial for our region's continued growth.

Marketing our region effectively is imperative for supporting our local economy. Continued funding at the current levels for Destination Wairarapa is crucial in maintaining visitor numbers and elevating the profile of the Wairarapa in the tourism sector.

Backing Destination Wairarapa's endeavours is essential for Masterton and our region's prosperity.

Claire Lynch 



**From:** [David Lynch](#)  
**To:** [Submissions Sub](#)  
**Subject:** LTP Submission - Destination Wairarapa funding  
**Date:** Wednesday, 1 May 2024 7:29:46 pm

---

LTP Submission

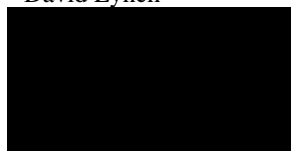
Marketing our region to N Z and beyond is essential for our local economy.

Destination Wairarapa is the only local organisation who focus on growing tourism in our area. It is paramount that continued funding remains for Destination Wairarapa to maintain visitors numbers to our region and a high profile for the Wairarapa in tourism.

Tourism is NZ's second largest export industry. We need effective marketing to bring in the tourist \$. Destination Wairarapa strongly and effectively target prime visitor channels. Our visitor spend is up 21% on pre-covid 2020 levels. Increased national attention indicates a promising future and increased GDP growth because of tourism.

Backing this work is essential and must be continued at current levels. I believe this is a small investment for huge return for the Wairarapa region.

David Lynch



Sent from my iPad

**From:** [David Lynch](#)  
**To:** [Submissions Sub](#)  
**Subject:** LTP Submission -funding Destination Wairarapa  
**Date:** Wednesday, 1 May 2024 7:04:41 pm

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#### LTP Submission

I strongly support continued investment and support of Destination Wairarapa at current levels and above.

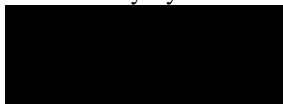
Destination Wairarapa is the only local organisation solely focused on our region who continue to ensure the Wairarapa is showcased to NZ and further a field.

In recent times while other regions have experienced down turns in visitors our region has continued to thrive. Wairarapa visitor spend has increased 21% from pre-covid 2020. I believe much of this is due to high profile marketing by Destination Wairarapa who constantly promote us in the best marketing channels available.

Tourism is NZ's second biggest export industry. We need our visitors spend to keep our region growing.

The Wairarapa is fortunate to have such a hardworking, strong team promoting our region. Destination Wairarapa must be backed strongly for the sake of our local economy.

Rose Mary Lynch



Sent from my iPad

#150

502

COMPLETE

Collector: Test Link (Web Link)  
 Started: Tuesday, April 23, 2024 1:58:42 PM  
 Last Modified: Tuesday, April 23, 2024 2:01:21 PM  
 Time Spent: 00:02:39  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

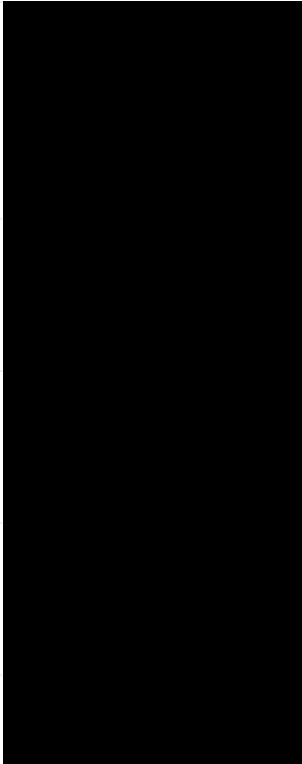
Q1

Your details

|                      |         |
|----------------------|---------|
| Full name (required) | Lynette |
|----------------------|---------|

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)

The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.

|                                                                                                                                                                                                                |                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Q8</b></p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p> | <p><b>Yes – keep the façade</b></p>                                                                                                                                                                                              |
| <p><b>Q9</b></p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>                                                                                                   | <p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>                                                                                                          |
| <p><b>Q10</b></p> <p>Town centre improvements (Consultation Document pages 25-28)</p>                                                                                                                          | <p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>               |
| <p><b>Q11</b></p> <p>Council Funding (Consultation Document pages 29-31)</p>                                                                                                                                   | <p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>                                              |
| <p><b>Q12</b></p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>                                                                                                                               | <p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>                                                                                                        |
| <p><b>Q13</b></p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>                                                                                                                             | <p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>                                                                                                                                   |
| <p><b>Q14</b></p> <p>Service Area 3: Regional Positive Ageing facilitation</p>                                                                                                                                 | <p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>                                                                                                                                 |
| <p><b>Q15</b></p> <p>Service Area 4: Welcoming Communities facilitation</p>                                                                                                                                    | <p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p> |
| <p><b>Q16</b></p> <p>Service Area 5: Climate initiatives</p>                                                                                                                                                   | <p><b>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</b></p>          |

**Q17**

**Yes**

Do you support our proposed fees and charges for 2024/25?

---

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Explore a different look and feel in future if it would cost less**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

---

**Q20**

Please tell us what you value and enjoy most about these lakes now:

The 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**

**Phone the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

---

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

---

**Q24**

**Never**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#76

503

COMPLETE

Collector: Test Link (Web Link)  
 Started: Thursday, April 18, 2024 7:01:45 AM  
 Last Modified: Thursday, April 18, 2024 7:27:35 AM  
 Time Spent: 00:25:49  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Amanda Lynn**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

Respondent skipped this question

What is your age range?

Q4

Respondent skipped this question

What is your ethnicity? You may tick multiple boxes.

Q5

Respondent skipped this question

What is your gender?

Q6

Respondent skipped this question

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

|                                                                                                                                                                                                             |                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Q7</b><br/>Town Hall (Consultation Document pages 13-18)</p>                                                                                                                                          | <p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p> |
| <p><b>Q8</b><br/>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p> | <p><b>Yes – keep the façade</b></p>                                                                                                                                                                                                         |
| <p><b>Q9</b><br/>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>                                                                                                   | <p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>                                                                     |
| <p><b>Q10</b><br/>Town centre improvements (Consultation Document pages 25-28)</p>                                                                                                                          | <p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>                  |
| <p><b>Q11</b><br/>Council Funding (Consultation Document pages 29-31)</p>                                                                                                                                   | <p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>                                                         |
| <p><b>Q12</b><br/>Service Area 1: Wairarapa Economic Development Strategy</p>                                                                                                                               | <p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>                                                                                                                   |
| <p><b>Q13</b><br/>Service Area 2: Regional Walking and Cycling facilitation</p>                                                                                                                             | <p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>                                                                                                                                              |
| <p><b>Q14</b><br/>Service Area 3: Regional Positive Ageing facilitation</p>                                                                                                                                 | <p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>                                                                                                                                            |
| <p><b>Q15</b><br/>Service Area 4: Welcoming Communities facilitation</p>                                                                                                                                    | <p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>            |



**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

---

Page 3: Fees and Charges

**Q17**

**Don't know**

Do you support our proposed fees and charges for 2024/25?

**Q18**

Comments

Please stop all regional economic development funding as the strategy is poorly articulated and poorly carried out. The work is likely to be having unanticipated negative consequences for both ratepayers and the regional economy. There is insufficient expertise applied - and it could be harmful.

---

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 have an important heritage component for Masterton. They need intensive dog control as the lakes are almost unusable for non-dog owning people who do not want to be confronted by uncontrolled animals. They are underutilised from a regional climate and water management perspective in relation to their ability to add to our knowledge and skill set for water management. A focus on heritage, broad use for social wellbeing, and improving knowledge and skills will glean great value, and assure a positive future for the lakes.

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Email the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23** **Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

---

**Q24** **Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---

**Q25** **Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26** **No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27** **More**

Would you prefer to do more or less Council business online?

---

**Q28**  
Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

I found your building inspection team (including admin and inspectors) easy to deal with. The online system + email worked really well.

---

**Q29**  
Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

I'd like to see a significant improvement in the maintenance of public assets, including parks and gardens. More support for the conservation (working with the public, not setting up expensive programmes) of heritage - honouring all peoples who settled in this area and the infrastructure they created to our benefit. It would be very positive to see a more respectful and professional tone toward all ratepayers and ratepayer organisations by the Mayor. We want to rise and aspire, not fall into past bad habits. Pick up any pen, with the best of intent. Thank you for the opportunity to comment. Cheers, Doc.

---

#663

504

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, May 06, 2024 7:37:16 AM
Last Modified: Monday, May 06, 2024 7:49:29 AM
Time Spent: 00:12:12
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) David Macdonald

Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

|                                                                                                                                                                                                             |                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Q7</b><br/>Town Hall (Consultation Document pages 13-18)</p>                                                                                                                                          | <p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p> |
| <p><b>Q8</b><br/>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p> | <p><b>Yes – keep the façade</b></p>                                                                                                                                                                                                         |
| <p><b>Q9</b><br/>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>                                                                                                   | <p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>                                                                                                                          |
| <p><b>Q10</b><br/>Town centre improvements (Consultation Document pages 25-28)</p>                                                                                                                          | <p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>                          |
| <p><b>Q11</b><br/>Council Funding (Consultation Document pages 29-31)</p>                                                                                                                                   | <p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>                                                         |
| <p><b>Q12</b><br/>Service Area 1: Wairarapa Economic Development Strategy</p>                                                                                                                               | <p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>                                                                                                                   |
| <p><b>Q13</b><br/>Service Area 2: Regional Walking and Cycling facilitation</p>                                                                                                                             | <p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>                                                                                                                                              |
| <p><b>Q14</b><br/>Service Area 3: Regional Positive Ageing facilitation</p>                                                                                                                                 | <p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>                                                                                                                                            |
| <p><b>Q15</b><br/>Service Area 4: Welcoming Communities facilitation</p>                                                                                                                                    | <p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>            |

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**  
 Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17** **No**  
 Do you support our proposed fees and charges for 2024/25?

**Q18** **Respondent skipped this question**  
 Comments

Page 4: Your thoughts to help shape our thinking

**Q19** **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** **Phone the Council**  
 When you need information about Council services, events or activities, what channel do you use most often?

**Q22** **Phone the Council**  
 When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23** **Pay by automatic payment or direct debit**  
 When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Q24** **Never**  
 How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---

#110

505

**COMPLETE**

Collector: Test Link (Web Link)  
 Started: Sunday, April 21, 2024 8:16:50 AM  
 Last Modified: Sunday, April 21, 2024 8:21:48 AM  
 Time Spent: 00:04:58  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

**Q1**

Your details

Full name (required) **Dawn Anne Macdonald**

**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**

Respondent skipped this question

What is your age range?

**Q4**

Respondent skipped this question

What is your ethnicity? You may tick multiple boxes.

**Q5**

Respondent skipped this question

What is your gender?

**Q6**

Respondent skipped this question

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

**Q7**

Town Hall (Consultation Document pages 13-18)

**Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.**

**Q8** Respondent skipped this question

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.  
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.  
Town centre improvements (Consultation Document pages 25-28)

**Q11** The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.  
Council Funding (Consultation Document pages 29-31)

**Q12** Respondent skipped this question  
Service Area 1: Wairarapa Economic Development Strategy

**Q13** Respondent skipped this question  
Service Area 2: Regional Walking and Cycling facilitation

**Q14** Alternative Option - Maintain funding  
Service Area 3: Regional Positive Ageing facilitation

**Q15** The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)  
Service Area 4: Welcoming Communities facilitation

**Q16** Respondent skipped this question  
Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17** No  
Do you support our proposed fees and charges for 2024/25?



|                                                                                                                                                                                       |                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| <p><b>Q18</b></p> <p>Comments</p>                                                                                                                                                     | <p>Respondent skipped this question</p>                       |
| <p>Page 4: Your thoughts to help shape our thinking</p>                                                                                                                               |                                                               |
| <p><b>Q19</b></p> <p>Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?</p>    | <p><b>Invest in maintaining the lakes as they are now</b></p> |
| <p><b>Q20</b></p> <p>Please tell us what you value and enjoy most about these lakes now:</p>                                                                                          | <p>Respondent skipped this question</p>                       |
| <p><b>Q21</b></p> <p>When you need information about Council services, events or activities, what channel do you use most often?</p>                                                  | <p><b>Phone the Council</b></p>                               |
| <p><b>Q22</b></p> <p>When you need to report a problem with a Council facility or service, what channel do you use most often?</p>                                                    | <p><b>Phone the Council</b></p>                               |
| <p><b>Q23</b></p> <p>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?</p>           | <p><b>Pay by automatic payment or direct debit</b></p>        |
| <p><b>Q24</b></p> <p>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?</p> | <p><b>Monthly</b></p>                                         |
| <p><b>Q25</b></p> <p>How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?</p>                                                      | <p><b>Never</b></p>                                           |
| <p><b>Q26</b></p> <p>Have you used the Council's after hours service in the past 12 months?</p>                                                                                       | <p><b>No</b></p>                                              |

**Q27**

**Less**

Would you prefer to do more or less Council business online?

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**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

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**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---

## Your details

Full name (required) ..... Fay McDonald .....

Organisation (if applicable) ..... [REDACTED] .....

Postal address ..... [REDACTED] .....

Phone [REDACTED] ..... 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?

[REDACTED]

What is your ethnicity? (you may tick multiple boxes)

[REDACTED]

What is your gender?

[REDACTED]

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

[REDACTED]

# Your thoughts on the Big Decisions

Read about the **Big Decisions** in the **2024-34 Long-Term Plan Consultation Document** available on our website [www.mstn.govt.nz](http://www.mstn.govt.nz) or pick up a copy from the library or our **Customer Service Centre at 161 Queen Street**. Tick one response for each decision.

## Big Decision 1: Town Hall, library and archive

### Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

**The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?**

- Yes – keep the façade  No – do not keep the façade

### Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

## Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

## Big Decision 3: Council Funding (Consultation Document pages 29-31)

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

Big Decision 4: Changes to services (Consultation Document pages 32-37)

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

| Service areas                                       | The Council's Preferred Option                                                                                                                                                                                        | Alternative Option(s)                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1: Wairarapa Economic Development Strategy</b>   | <input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)                                                                                                        | <input type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                                   |
| <b>2: Regional Walking and Cycling facilitation</b> | <input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)                                                                                                                                   | <input type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                                   |
| <b>3: Regional Positive Ageing facilitation</b>     | <input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)                                                                                                                                            | <input type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                                   |
| <b>4: Welcoming Communities facilitation</b>        | <input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | <input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.                                                                                                                                                                                              |
| <b>5: Climate initiatives</b>                       | <input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases          | <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund<br>OR<br><input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |

### Fees and charges (See proposed fees and charges on our website)

Do you support our proposed fees and charges for 2024/25?

- Yes
 No
 Don't know

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# Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrance (Consultation Document page 42)

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

Please tell us what you value and enjoy most about these lakes now:

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How we deliver customer services (Consultation Document page 42)

These questions will help inform a review of how we deliver our customer services.

When you need information about Council services, events or activities, what channel do you use most often?

- Visit the Council website  Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram  Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify .....

When you need to report a problem with a Council facility or service, what channel do you use most often?:

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- Other – please specify .....

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- Pay by automatic payment or direct debit

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

- More than once a week  Weekly  Monthly  Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

More than once a week

Weekly

Monthly

Never

Have you used the Council's after hours service in the past 12 months?

Yes

No

Don't know

Would you prefer to do more or less Council business online?

More

Less

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

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**Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?**  
(attach separate pages if needed)

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### Your details

Full name (required) ..... John Macdonald

Organisation (if applicable) .....

Postal address ..... [Redacted]

Phone [Redacted] ..... 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?

[Redacted]

What is your ethnicity? (you may tick multiple boxes)

[Redacted]

What is your gender?

[Redacted]

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

[Redacted]



# Your thoughts on the Big Decisions

Read about the **Big Decisions** in the **2024-34 Long-Term Plan Consultation Document** available on our website [www.mstn.govt.nz](http://www.mstn.govt.nz) or pick up a copy from the library or our **Customer Service Centre** at **161 Queen Street**. Tick one response for each decision.

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- 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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- 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.
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## Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

## Big Decision 3: Council Funding (Consultation Document pages 29-31)

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

**Big Decision 4: Changes to services (Consultation Document pages 32-37)**

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

| Service areas                                       | The Council's Preferred Option                                                                                                                                                                                        | Alternative Option(s)                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1: Wairarapa Economic Development Strategy</b>   | <input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)                                                                                                        | <input type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                                   |
| <b>2: Regional Walking and Cycling facilitation</b> | <input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)                                                                                                                                   | <input type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                                   |
| <b>3: Regional Positive Ageing facilitation</b>     | <input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)                                                                                                                                            | <input type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                                   |
| <b>4: Welcoming Communities facilitation</b>        | <input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26) | <input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.                                                                                                                                                                                              |
| <b>5: Climate initiatives</b>                       | <input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases          | <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund<br>OR<br><input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K |

**Fees and charges** (See proposed fees and charges on our website)

Do you support our proposed fees and charges for 2024/25?

- Yes  No  Don't know

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# Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrance (Consultation Document page 42)

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

Please tell us what you value and enjoy most about these lakes now:

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How we deliver customer services (Consultation Document page 42)

These questions will help inform a review of how we deliver our customer services.

When you need information about Council services, events or activities, what channel do you use most often?

- Visit the Council website  Phone the Council
- Visit the Council's social media pages – e.g. Facebook or Instagram  Email the Council
- Visit the Queen Street Customer Service Centre in person
- Other – please specify .....

When you need to report a problem with a Council facility or service, what channel do you use most often?:

- Log a service request online  Phone the Council
- Visit the Queen Street Customer Service Centre  Email the Council
- Other – please specify .....

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

- Pay via the Council's website  Pay in person at the Queen Street Customer Service Centre
- Pay by automatic payment or direct debit

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

- More than once a week  Weekly  Monthly  Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

- More than once a week
- Weekly
- Monthly
- Never

Have you used the Council's after hours service in the past 12 months?

- Yes
- No
- Don't know

Would you prefer to do more or less Council business online?

- More
- Less

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

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**Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?**  
(attach separate pages if needed)

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Collector: Test Link (Web Link)
Started: Saturday, April 20, 2024 3:34:49 PM
Last Modified: Saturday, April 20, 2024 3:43:40 PM
Time Spent: 00:08:51
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Chris Maggs
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

**Q17**

**Yes**

Do you support our proposed fees and charges for 2024/25?

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Q20**

**Respondent skipped this question**

Please tell us what you value and enjoy most about these lakes now:

**Q21**

**Other - please specify:  
Newspaper**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Phone the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23**

**Pay in person at the Queen Street Customer Service Centre**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Q24**

**Never**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Q25**

**Monthly**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

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**Q27**

**About the same**

Would you prefer to do more or less Council business online?

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**Q28**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

No

---

**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

Time to be prudent but stsy strategic with likes of climate change initiatives. Council should focus on core services in the mostvcost effective way including leasing where possible to support local business.

---



## Your details

Full name (required)

Alan Paul Maguire

Organisation (if applicable)

Postal address

Phone

Email

## Hearing

The Council will hold a hearing on Wednesday 22 and Thursday 23 May 2024 for those wanting to present their views in person. You will have 5-10 minutes to present your feedback to elected members in person or via Microsoft Teams online.

Would you like to present your views at the hearing?

If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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What is your ethnicity? (you may tick multiple boxes)

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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

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|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1: Wairarapa Economic Development Strategy   | <input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)                                                                                                        | <input type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                                   |
| 2: Regional Walking and Cycling facilitation | <input type="checkbox"/> Cease funding for this (annual saving of \$35K)                                                                                                                                              | <input checked="" type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                        |
| 3: Regional Positive Ageing facilitation     | <input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)                                                                                                                                 | <input type="checkbox"/> Maintain funding                                                                                                                                                                                                                                                                   |
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**Fees and charges** (See proposed [fees and charges](#) on our website)

Do you support our proposed fees and charges for 2024/25?

- Yes
  No
  Don't know

# Your thoughts to help shape our thinking

## Henley Lake and Lake of Remembrance (Consultation Document page 42)

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

Please tell us what you value and enjoy most about these lakes now:

*Walking*  
*The bird life*  
*The attractions they are for visitors to the town*

## How we deliver customer services (Consultation Document page 42)

These questions will help inform a review of how we deliver our customer services.

When you need information about Council services, events or activities, what channel do you use most often? Please tick one option.

- Visit the Council website
- Visit the Council's social media pages – e.g. Facebook or Instagram
- Visit the Queen Street Customer Service Centre in person
- Other – please specify
- Phone the Council
- Email the Council

When you need to report a problem with a Council facility or service, what channel do you use most often? Please tick one option.

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- Pay by automatic payment or direct debit

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

- More than once a week
- Weekly
- Monthly
- Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

- More than once a week       Weekly       Monthly       Never

*once*

Have you used the Council's after hours service in the past 12 months?

- Yes       No       Don't know

Would you prefer to do more or less Council business online?

- More       Less       About the same

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

**Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?**

(attach separate pages if needed)

*Rather than just maintain Henley Lake as now  
make positive actions to make it swimmable and  
sailable.*

#74

510

COMPLETE

Collector: Test Link (Web Link)  
Started: Wednesday, April 17, 2024 7:20:09 PM  
Last Modified: Wednesday, April 17, 2024 7:42:04 PM  
Time Spent: 00:21:55  
IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Antony Maguire**  
Postal address [REDACTED]  
Email [REDACTED]  
Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

|                                                                                                                                                                                                             |                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Q7</b><br/>Town Hall (Consultation Document pages 13-18)</p>                                                                                                                                          | <p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p> |
| <p><b>Q8</b><br/>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p> | <p><b>No – do not keep the façade</b></p>                                                                                                                                                                                                   |
| <p><b>Q9</b><br/>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>                                                                                                   | <p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>                                                                     |
| <p><b>Q10</b><br/>Town centre improvements (Consultation Document pages 25-28)</p>                                                                                                                          | <p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>                          |
| <p><b>Q11</b><br/>Council Funding (Consultation Document pages 29-31)</p>                                                                                                                                   | <p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>                                                         |
| <p><b>Q12</b><br/>Service Area 1: Wairarapa Economic Development Strategy</p>                                                                                                                               | <p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>                                                                                                                   |
| <p><b>Q13</b><br/>Service Area 2: Regional Walking and Cycling facilitation</p>                                                                                                                             | <p><b>Alternative Option - Maintain funding</b></p>                                                                                                                                                                                         |
| <p><b>Q14</b><br/>Service Area 3: Regional Positive Ageing facilitation</p>                                                                                                                                 | <p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>                                                                                                                                            |
| <p><b>Q15</b><br/>Service Area 4: Welcoming Communities facilitation</p>                                                                                                                                    | <p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>            |

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

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Page 3: Fees and Charges

**Q17**

**Yes**

Do you support our proposed fees and charges for 2024/25?

**Q18**

Comments

I support managed retreat in the areas of roading and civil works. Peak oil has occurred. Climate change is ramping up. Its time to get real about what we can afford. This doesn't have to mean reduced quality of life if we are smart about it.

I support the new town hall but only because i want a performance space for live music and dance. A few different size spaces would be ideal

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Explore a different look and feel in future if it would cost less**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Q20**

Please tell us what you value and enjoy most about these lakes now:

Trails for walking and cycling

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

Other - please specify:  
Times age

**Q22**

**Log a service request online**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23**

**Pay via the Council's website**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?



**Q24**

**Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

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**Q25**

**Monthly**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**Yes**

Have you used the Council's after hours service in the past 12 months?

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**Q27**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

Animal control was very helpful when we found a roaming dog

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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