



LONG TERM PLAN 2024-2034

SUBMISSIONS

Volume 1

Submitters to be Heard

Submissions 1 to 45

From consultation 5 April to 6 May 2024

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01

Your details

Full name (required) Joan Desmond

Organisation (if applicable) Friends of Solway Reserve

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 or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Yes

No

Don't know

Your thoughts to help shape our thinking

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

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

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

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

Fantastic enjoying water birds in their natural environment.
Really important to continue with waka ama and Dragon Boating
A living, moving environment.
The dog loves jumping into the water!!
There are wetlands there already for us to enjoy,
Seeing the eels at the Lake of Remembrance
Fresh and clean.
Recreation during summer...boats

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?

I'd like to have all the Council services in one location. quite like knowing who to contact for any given issue.

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)

R.C. (Bob) Francis CNZM, Q.S.O., M.B.E., J.P.

POSTAL ADDRESS

02

PHONE

EMAIL

5th May 2024

Masterton District Council Long Term Plan Submission.

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

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

I wish to be heard in support of my submission.

Yours sincerely,



Bob Francis

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

#44

03

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 15, 2024 11:55:58 AM
Last Modified: Monday, April 15, 2024 12:08:33 PM
Time Spent: 00:12:34
IP Address: [REDACTED]

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

Q1

Your details

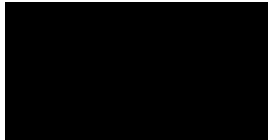
Full name (required)

Neil Frances

Postal address

Email

Phone



Q2

Yes (in person)

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

Q3

What is your age range?

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

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

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

Page 3: Fees and Charges

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

Q17

No

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

Q18

Comments

Do not support charging for use of Wairarapa Archive. Already a council facility. May support selective charging.

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:

Like the present look but there should be more effort, possibly by non-MDC groups, to keep the lakes cleaner

Q21

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

Other - please specify:

Also website, phone, council premises

Q22

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

Other - please specify:

Also email

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

Monthly

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

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

Q26

No

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

Q27

About the same

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

Q28

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

I often report leaking water connections, potholes etc, and mostly the response is quick. I don't know how effective the actual work is.

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

04

Your details

Full name (required) SIDNEY GEORGE HAYES

Organisation (if applicable)

Postal address

Phone

.....Email

Hearing

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Would you like to present your views at the hearing?

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

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[Redacted content]

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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. *SEE ATTACHMENTS SHEETS # 1, 2 AND 3*

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

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

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3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
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Fees and charges (See proposed fees and charges on our website)

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

- Yes No Don't know

.....
 I BELIEVE IN USER PAYS, BUT YOU NEED TO KEEP
 EYE ON NURSEY ROAD CHARGES OR YOU WILL ENCOURAGE
 ROAD SIDE DUMPING

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:

SEE ATTACHED SHEET # 6 AND PHOTOS. PAGES 1-A

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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 *BANK TRANSFER*

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 *OR AS REQUIRED* 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

AS REQUIRED

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)

YES, SEE ATTACHMENTS # 5 PAGES 1+2

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ATTACHMENT # 1

Town Hall Options MDC LTP Attachments # 1 Background plus attachments # 2 (red advertorial) and attachment # 3 (green advertorial)

Where do I start, I have been opposing all rebuild options put forward since the hall's closure in 2016. In case you haven't noticed we have been without this facility for 8 years. Why have I been opposing the rebuild options? I will tell you. Prior to the Town Hall closure in 2016 the hall space wasn't used much at all; I am not referring to the Council Chambers and the Civil Defense rooms. Now we are faced with three options to submit on, (The Council's Preferred Option Cost \$42.6m) Alternative Option 1 Cost \$49.9m and Alternative Option 2 Cost \$3.57.

I cannot see any justification to rebuild a Town Hall; this is a vanity project that will cost the Masterton ratepayers millions of hard earned dollars. To illustrate I will use the cheaper Council Preferred Option of \$42.6m with annual operating and financing costs for the next 25 years @ \$3.2m = \$80 million + build cost \$42.6m = Total \$122.6 million (Now I call this a liability not an asset) Worse still the previous Council had commissioned a professional report on options to build, and points to consider. I feel this advise is not being taken seriously (1st Horwath HTL 75page report and the 2nd Horwath Demand Analysis 30page report dated 9 November 2020). Attached herewith some extracts I consider are totally relevant to ANY proposed rebuild options. (Attachment #3).

The Council and Chambers are currently housed in Waiata House and the Queen St. Office (the Queen St premises are a very convenient location for the public) why are we considering extending Waiata House? Heaven forbid, are we expecting to employ additional Council staff??? And why can't Civil Defense use the new Wellington Free Ambulance building currently under construction, or the recently completed Greater Wellington Regional Council building??? I am guessing both of these organizations will be involved if we have a Civil Emergency. PLEASE DON'T REBUILD THE TOWN HALL

ATTACHMENT # 2

Masterton District Council LTP PREFERRED OPTIONS OR A WISH LIST

MY PLACE, MY PLAN

I say the Masterton Ratepayers, 9324 Urban, 4091 Rural cannot afford to finance the BIG ticket items in this plan and I'll tell you why.

MY PERSONAL SITUATION.

I am a retired ratepayer living in a modest 12 year old 3-bedroom urban dwelling on a 647sqm section in Masterton, and consider myself to be fortunate because the property is freehold.

However, when it comes time to pay my rates, I am forced to draw down on my life savings to top up my NZ superannuation. Total annual income \$24,934.52 of which my current rates 23/24 year \$4,675.80 are 18.75% of total income. But wait it gets worse as you read on. By the way I am not asking anyone to start a Give A Little page for me, (well not yet!) I also think there must be thousands of Masterton Ratepayers out there in a worse position than I am ???

WHAT WILL IT COST ME

YEAR	% /MDC	Amount \$	Increase \$	Increase %
ACTUAL 23/24		4,675.80		
PROPOSED				
YR 1 24/25	10.60%	5,171.43	495.63	10.60%
YR 2 25/26	7.00%	5,533.44	362.00	18.34%
YR 3 26/27	6.60%	5,898.64	365.21	26.15%
YR 4 27/28	5.30%	6,211.27	312.63	32.84%
YR 5 28/29	6.20%	6,596.37	385.10	41.07%
YR 6 29/30	1.90% 6.84%	7,047.24	451.19	50.72%
YR 7 30/31	1.40% 6.84%	7,529.61	481.69	61.03%
YR 8 31/32	1.90% 6.84%	8,044.64	515.03	72.05%
YR 9 32/33	1.30% 6.84%	8,594.89	550.25	83.82%
YR 10 33/34	2.00% 6.84%	9,182.78	587.89	96.39%

Note: I have based my years 29/30 to 33/34 on an average of 6.84%. This is the average rate increase on this property over the past 10 years. Also these figures don't include GWRC proposed increases.

WHAT WILL IT COST YOU

YEAR	% /MDC	Amount \$	Increase \$	Increase %
ACTUAL 23/24				
PROPOSED				
YR 1 24/25	10.60%			
YR 2 25/26	7.00%			
YR 3 26/27	6.60%			
YR 4 27/28	5.30%			
YR 5 28/29	6.20%			
YR 6 29/30	1.90% 6.84%			
YR 7 30/31	1.40% 6.84%			
YR 8 31/32	1.90% 6.84%			
YR 9 32/33	1.30% 6.84%			
YR 10 33/34	2.00% 6.84%			

I think the Council personnel who have projected, and proposed these "Nice to Have's" don't understand the hardship many ratepayers are facing. I suppose when you are receiving average incomes of \$107,000 it's possible to overlook the less fortunate. Payroll is 14.7m = 36% of total Rates 23/24 year 40.8m. (Elected representatives not included in this calculation).

MY WISH LIST

Masterton Ratepayers make a submission and tick the following options.



ALTERNATIVE OPTION 2

Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiaata House and the leased Queen Street office.
COST \$3.57 MILLION



ALTERNATIVE OPTION 2

Complete essential Library repairs and maintenance
COST \$2.3MILLION



CONCERNED RATEPAYER

Sid Hayes
Solway Masterton

P.S. QV has just arrived in mail. All my calculations are now understated, must have a lie down I feel a migraine coming on.

ADVERTORIAL

ATTACHMENT # 3

LEMON AND A LIABILITY

Are the facts being hidden in plain sight?



The Horwath report commissioned by Masterton District Council 9 November 2020.



This report may have been read by many but appears to be ignored by some who will be making the decision.

Has due diligence been carried out on the two rebuild options MDC have proposed for the public to consider for submissions on the LTP ??? and if so why is this information not in front of us for consideration. The following points have been presented to our elected representatives in this updated Horwath Demand Analysis report and all are still relevant to the two rebuild options put forward for our consideration. I feel these observations and warnings (my words) are not being taken seriously, what do you think?

- New facilities will fall almost exclusively on Masterton ratepayers.
- Masterton is locationally and geographically disadvantaged which impacts on its competitiveness in winning large scale events.
- No regional or international direct air service at Hood Aerodrome.
- The Remutaka Hill road is challenging for many outsiders, especially in winter.
- Train services and times are limited and irregular.
- No bus connections from Masterton train station to the township.
- Solway Park is Masterton's largest hotel and conference venue. It is a "one stop destination resort" and has a competitive advantage with onsite accommodation. Owner/operator, Trust House, is a key funder of many different community organisations annually. There is no clear rationale for a Council owned and operated venue to "cannibalise" the income of Trust House owned Solway Park, one of its largest ratepayers.
- Solway Park meets the existing (and potential future) demand for conference and banquet space in Masterton.
- The business case for developing a large flat-floor event space with capacity up to 1000 is not compelling.
- Smaller venues provide price advantage and host most events now.
- The Carterton Event Centre seats 350. It is the largest (non-school based) performing arts venue in the Wairarapa. CDC states it runs at a loss and is very rarely filled to capacity. It is 10 mins drive from Masterton.
- MDC would be taking business away from other venues which could result in a "race to the bottom" to have competitive advantage.
- A detailed business case is required to determine the optimal size from a financial feasibility perspective including ongoing operational costs.
- Professional Conference Organisers are moving to minimise financial risks by concentrating events in NZ's main centres for the foreseeable future.
- Major new convention centres are opening in Wellington, Christchurch and Auckland.

PROJECTED CONFERENCE AND BANQUET ACTIVITY IN 2019 REPORT

EVENT TYPE	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Conferences (multi day)	1	1	2	2	3
Banquets/awards dinners/weddings	5	7	8	9	10
Total Events	6	8	10	11	13

(Source: Horwath HTL)

■ The latest version of the Horwath Report can be viewed in full on the Masterton Ratepayers & Residents Assn (MRRRA) website at www.mastertonrra.org/town-hall

CONCERNED RATEPAYER

Sid Hayes
Solway Masterton

ATTACHMENT #4

Masterton District Library and Wairarapa Archive MDC LTP

Attachment #4

I am in favor of option 2, in these tough times we should be looking at controlling unnecessary spending. The Library, if maintained as it should be will serve its purpose admirably and does not need to be extended.

- A. Carry out necessary and long overdue maintenance.
- B. Seal, waterproof, improve ventilation and lighting in the basement. Did you know that the basement has had a mould and dampness problem for over 35 years? I know personally that this problem has existed very early in the Library's 42 years existence. How many Council's Mayors and CE/CEO's have neglected to address this problem? It would appear that this remedial work may now be carried out under the current Council's reign?. By completing this work the Library will re-gain 220 square meters of usable space and be able to accommodate all of the proposed activities the extension is to house, with the Archive excluded. I am not happy with the usage figures provided by MDC regarding the external porta-com usage and am happy to answer questions on this.
- C. Consider installing a lift into the Library, there is already a dumb waiter installed between the ground floor and the basement. Removing the dumb waiter will make it easier to installing a lift between the basement and the mezzanine floor. The lift, I'm sure would be capable of replacing the dumb waiter.

PAGE 1

- D. Cost of MDC preferred option loan funded and reserves 10.75m plus operating costs \$0.8m per annum X 25years = \$20m (Total cost of preferred option is actually \$30.75 million) I my opinion no justification to expand Library

PAGE 2

ATTACHMENT # 5

Attachment # 5

Is there anything we've missed? Page 43 of Consultation Document.

Yes, Gary mentions in his message from the Mayor page 6 Paragraph 5 (as well as attracting new business to the area- all the while keeping challenges such as climate resilience front-of-mind) I feel there should have been some enlightenment presented and maybe a request for ideas. I'll present a couple of random thoughts, in no particular order and also state at this time I have no problem with most of the budgeted Infrastructure works scheduled for this LTP, but hasten to remind everyone that in the forecast works proposed, and partially budgeted work on the Homebush Wastewater treatment plant upgrades from 2032-2037 \$36.3m (Page 58) will need to be spent wisely, I can recall considerable debate and difference of opinion regarding the present facility. How many million already spent??? And still possibly won't be compliant at the end of this LTP

- A. Don't throw away any more ratepayers money on a resurrected Wakamoekau dam proposal, this is a dead duck. Consider supporting applications for a number of smaller ponded takes close to where the water may be needed. These could be considered along the entire length of the Ruamahanga River and not predominantly for irrigation purposes. One possible use vertically farmed legumes, sprouts and small vegetables???

Extraction of water for these ponds can be controlled, and may be useful also for reducing flow during high flows and flooding events.

PAGE 1

B. Education, this is one of Masterton's strengths. How about a Medical School for training Doctors, Practicing Nurses, Nurses and Care-Givers. We have a shortage of all of these, you may say we can't, I say why not? (look at Masterton's fastest growth industry, rest homes and retirement villages) Not that many years ago Masterton Hospital trained its own nurses. There are people out in our community who will have ideas and suggestions that may assist in keeping younger people here in our region for longer and contributing to our economy.

PAGE 2

ATTACHMENT #6

Attachment #6

Your thoughts to help shape our thinking Henley Lake and Lake of Remembrance (page 42)

I'll start with Lake of Remembrance first. This is as quoted, one of the jewels in Masterton's crown. Leave it as a Lake, can you imagine it as a sand pit or a wetland. The lakes esthetic value and the wellbeing it brings to everyone who walks around, or takes time sits at one of the picnic tables to eat lunch or read a book should not be underestimated. If the main reason for considering an alternative form or use is the conservation of water I will make a suggestion.

The present consented take of water from the Waipoua River just to the West side of the road bridge north is as follows.

QE2 Park Lake – WAR170190

Rate and point of take

4. The rate at which water is taken from the Waipoua River at or about approximate map reference NZTM: 1824449.5463907, shall not exceed 1,248,300m³/year, at 3,420m³/day at a maximum pumping rate of 95 litres/second.

Note: This equates to 10 hours/day and 365 days/year based on the maximum pumping rate.

This consented take then feeds into Lake and discharges back into the Waipoua about say 4-500 meters downstream see photo #1 attached. Any losses of water from evaporation and seepage can be easily quantified by measuring the take against the return to river volume. If the concern is the water consumption of the Lake, a possible solution that has been considered 25years ago is to drain the lake and seal the bottom and part way up the sides with a clay lining. This will reduce some of the losses and may be an economic fix? I think if approached in the right manner maybe some of our local contractors may contribute with equipment and manpower in the interest of public goodwill.

PAGE 1

Henley Lake

This in my opinion should also remain as a Lake and is an even larger Jewel in our crown.

FIRE, should we ever have the misfortune to have a large rural or urban fire break out within helicopter monsoon fire fighting range Henley Lake provides a practical water source and may prove invaluable.

The Lake provides not only enjoyment and exercise for many, including the canine breed, walkers and cyclists. Many water activities e.g. Dragon boating, Waka-Ama, Kyaking, Model power boating etc. and is widely used by many. I am guessing once again that the main reason our thoughts are being requested is the cost of consents to take water is the driving force?

Consented water take for Henley Lake is currently as follows.

Henley Lake – Resource consent WAR930028

WAR 930028 (4993) – Water Permit to Take Water from Ruamahanga River

Maximum abstraction rate

1. The maximum rate at which water is taken from the Ruamahanga River for the purposes of supplying water to the Henley Lake at or about map reference NZMS 260 T26: 2736913- 6025864, shall be in accordance with the following table:

Flow in Ruamahanga River at Wardells Bridge	Maximum take
Greater than 5000 litres/sec	1000 litres/sec
Between 2700 litres/sec and 5000 litres/sec	300 litres/sec
Less than 2700 litres/sec	150 litres/sec

Note: If there is a serious temporary shortage of water Greater Wellington may issue a water shortage direction under section 329 of the Resource Management Act 1991. This direction may restrict or suspend the taking or use of water for a period of up to 14 days. Such directions may be renewed after that time.

PAGE 2

Again not so easy to quantify water losses from Henley Lake, however I consider this water usage far out ways the consumption for the reasons stated above, and the following.

The water fed into Henley comes from the Ruamahanga River on the northern side of Te Ore Ore road. It then feeds thru Henley Lake and exits the lake into the Henley wetlands before returning thru the gravels at the confluence of the Ruamahanga and Waipoua Rivers (my estimates approx 500 meters downstream. MDC have made the decision to close the Opaki Water Race in 2026 and are currently consented to draw the following from the upper Ruamahanga. Can this take be transferred? If not then this water will remain in the Ruamahanga. I think MDC also have 3 bores sunk to a depth of approx 47meters in close proximity to Henley Lake, Two of them on the North side of Te Ore Ore Road and another at the North end of the Henley Lake enclosure. Does MDC hold take consent for any of these bores? Or can they apply. If water take is available it should not be a prohibitive cost to fit electricity, a submersible pump and some piping? Photos attached of Lake Inlet and two of the bore heads.

Opaki Water Race – WAR010204

Conditions for WAR 010204 (21373) – Water permit to take and use surface water

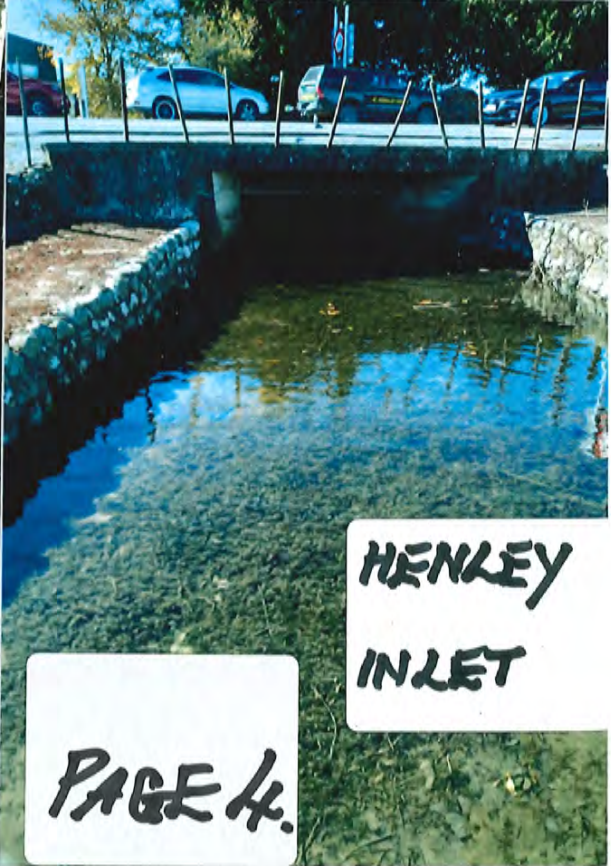
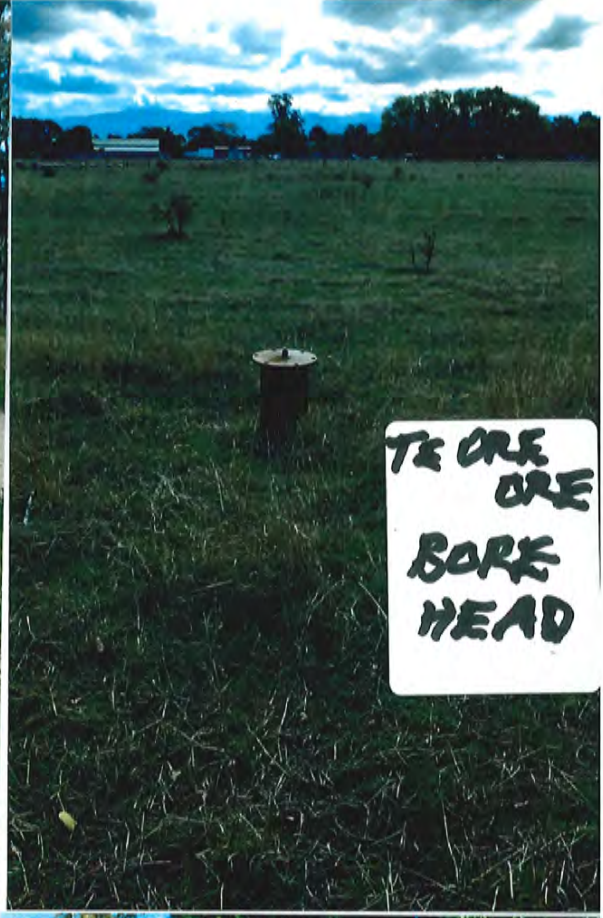
Maximum abstraction rate

1. The taking of water for the Opaki water race from the Ruamahanga River via the diversion channel at or about map reference NZMS 260 T26: 3438 3302 (Point B on the attached Plan 1) shall not exceed the following rates of take:
 - (a) 230 litres/second when the flow in the Ruamahanga River at Wardells Bridge is at or above 5000 litres/second;
 - (b) 170 litres/second when the flow in the Ruamahanga River at Wardells Bridge is less than 5000 litres/second but greater than 2400 litres/second;
 - (c) 120 litres/second when the flow in the Ruamahanga River at Wardells Bridge is less than 2400 litres/second.

Note: 1. No abstraction from any other watercourses is authorised by this consent.

2. If there is a serious temporary shortage of water Greater Wellington may issue a water shortage direction under section 329 of the Resource Management Act 1991. This direction may restrict or suspend the taking or use of water for a period of up to 14 days. Such directions may be renewed after that time.

PAGE 3



05

Your details

Full name (required) John Prendergast

Organisation (if applicable) Trust House

Postal address

Phone

Email

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

What is your age range?

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

What is your gender?

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

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Yes

No

Don't know

Your thoughts to help shape our thinking

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

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

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

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

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)

Big Decision One:
Our support for Council's Preferred Option for the Town Hall is conditional, provided:
- independent demand analysis is available that confirms there is sufficient demand for the Town Hall as an events/conference/meetings/weddings venue to ensure its viability; and
- ratepayer funds are not used to subsidise the operating costs of the events/conference/meetings/weddings intended use. Using ratepayer funding to subsidise and reduce user charges would place Council in direct and unfair competition with existing venue providers, of which Trust House is one.

Big Decision Three and Big Decision Four:
We have opted not to submit on these matters - Trust House has a conflict of interest given that Trust House is also a funder of several of the organisations funded by Council.

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

06

#616

COMPLETE

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Started: Sunday, May 05, 2024 5:16:38 PM
Last Modified: Sunday, May 05, 2024 5:30:44 PM
Time Spent: 00:14:06
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Warren Mark Adam**
Organisation (if applicable) **Warren Adam Trucks Limited**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

Yes (in person)

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>Respondent skipped this question</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</p>

Page 3: Fees and Charges

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

Q17

Don't know

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

Respondent skipped this question

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

Q21

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

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

Q22

Email the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Monthly

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

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

Q26

Don't know

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

Q27

Respondent skipped this question

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

Q28

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

Would really like a forum on the Masterton Transfer Station

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

Rubbish disposal going forward

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

07

#587

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, May 06, 2024 8:42:39 AM
Last Modified: Monday, May 06, 2024 9:23:11 AM
Time Spent: 00:40:32
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **John Hart**
Organisation (if applicable) **Fab Lab Masterton Trust**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

Yes (in person)

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</p>

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Comments

Council Funding of community groups.

The Fab Lab has been a grateful recipient of three-yearly funding in the previous LTP period. While the dollar amount received may have been the same as if we had to apply annually for contested funding, other aspects of a three-yearly funding model have made a hugely positive difference to the approach and the operation of the Fab Lab - directly impacting on the services we deliver to our community.

Having the security of our base funding has meant we could be much more ambitious about the projects we worked on and the services we offered to our community. For example, we doubled the amount of open lab hours this past year, giving the community twice as many opportunities to engage with the fab lab to solve problems, make things, and expand their knowledge. We also purchased six new 3D printers this year to keep the technology in the lab current and to keep up with demand.

Not having to devote the majority of our time to fundraising meant when the opportunity came up to help Council with the creation of carved paiwhiri for the Whitipoua bridge, Fab Lab was able to devote the time and effort required to work with the artists directly to create some stunning examples of local mana whenua art, delivering a result that was so much better than what was originally proposed by the bridge builders.

Without the certainty of a three-yearly funding model, the Fab Lab will be forced to return to a much more conservative stance, and the result will be greatly reduced public engagement as we are forced to focus on reducing our spend and gaining more income from private work that does not directly benefit the community.

Another point of concern is the proposed entry of three large organisations into the contestable community funding pool. Will those organisation bring their current levels of funding with them to the pool, or will they be competing with the smaller organisations?

Library and Archive upgrade

Finally, we would like to comment on the plans to expand the library. Over quite a few years, Fab Lab Masterton has been operating with the intention of working with the Library in a more collaborative way when space allowed. Our current MoU with Council shares that vision and provides Fab Lab with the use of the prefab "makerspace" next to the library.

In the Council's preferred option, the prefab buildings would leave their current site, but we have seen no mention of a "Fab Lab" or "makerspace" in the current LPT documents around the future of the library. This leaves the question of what role Council sees for the Fab Lab Masterton trust in the future of the library, and more immediately, where the Fab Lab would relocate to, should that option go ahead.

Page 4: Your thoughts to help shape our thinking

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

<p>Q19</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>Explore a different look and feel in future if it would cost less</p>
<hr/>	
<p>Q20</p> <p>Please tell us what you value and enjoy most about these lakes now:</p>	<p>Respondent skipped this question</p>
<hr/>	
<p>Q21</p> <p>When you need information about Council services, events or activities, what channel do you use most often?</p>	<p>Visit the Council website</p>
<hr/>	
<p>Q22</p> <p>When you need to report a problem with a Council facility or service, what channel do you use most often?</p>	<p>Email the Council</p>
<hr/>	
<p>Q23</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>Pay by automatic payment or direct debit</p>
<hr/>	
<p>Q24</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>Monthly</p>
<hr/>	
<p>Q25</p> <p>How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?</p>	<p>Monthly</p>
<hr/>	
<p>Q26</p> <p>Have you used the Council's after hours service in the past 12 months?</p>	<p>No</p>
<hr/>	
<p>Q27</p> <p>Would you prefer to do more or less Council business online?</p>	<p>More</p>
<hr/>	

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

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

08

Your details

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

Hearing

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

Would you like to present your views at the hearing?

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

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

About you

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

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Yes

No

Don't know

Your thoughts to help shape our thinking

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

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

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

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

Need to make lakes more climate resilient.

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)

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

09

#498

COMPLETE

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Last Modified: Friday, May 03, 2024 4:59:57 PM
Time Spent: 00:20:21
IP Address: [REDACTED]

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

Q1

Your details

Full name (required)

Anne Lincoln

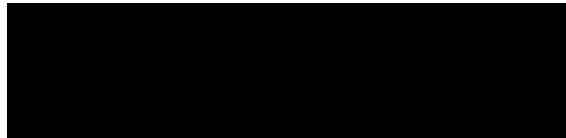
Organisation (if applicable)

ANNE LINCOLN

Postal address

Email

Phone



Q2

Yes (in person)

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

Q3

What is your age range?

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

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

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</p>

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

Page 3: Fees and Charges

Q17

Don't know

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

Q18

Comments

re Town hall. Do not agree to rebuilding but agree to extending Waiata House and building fit for purpose Civil Defense building. If extending library build archive at the same time. Town center needs revamp a pedestrian precinct would be perfect but requires public consultation and better economic times. Community groups are often run by volunteers and need certainty of funding. Suggest 3 yearly review to ensure money well spent. Decision 4 keep the funding .

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:

Paddle boating with grandchildren on Lake of Remembrance which is also important for flood protection. Henley lake enjoyable to walk around but hard to maintain in a drought. Wetland area would work as well but means alternative for Waka to practice.

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?

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

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?

Very impressed with effort council has made to gauge public opinion on LT plan. The document could have given more space to comment under each question .For example the town hall is a major project but do not agree with any of the proposed options.re questions 24 and 25 access about 3 times a year.

Q29

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

see above

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

10

#641

COMPLETE

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 Time Spent: 00:35:42
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

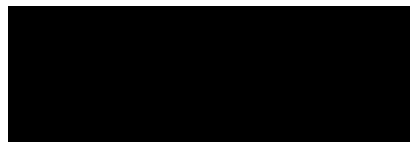
Full name (required)

Simon Byrne

Postal address

Email

Phone



Q2

Yes (in person)

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

Q3

What is your age range?

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.

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

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

Page 3: Fees and Charges

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

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 by automatic payment or direct debit

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

Q24

Weekly

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

Q25

Never

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

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

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

There should have been an option to save the Municipal Building without also agreeing to a new \$30m town Hall. Not having that extra option will result in more submitters opting for demolition of the building/facade than really wanted to.

It appears very little work has been done to de-risk the earthquake strengthening work required (eg intrusive testing) and little work to evaluate the uses to which a strengthened building could be put. In addition the annual cost to the average urban ratepayer was calculated without considering the fact "Alternative option 1" would result in significant spare office space that could provide income from renting out, and another advantage (not mentioned in the consultation document) was it could house the Archive. The Municipal Building could also possibly house the Library which would remove any perceived need to extend it. These issues in my opinion show the council is unfairly biased against saving the Municipal Building.

If the option is taken not to build a new Town Hall, once resource consent has been obtained for demolition of the Municipal Building, the building and parking area should be sold, which would save the ratepayers paying for the demolition. This may even result in the facade being saved and/or the whole building being saved by a purchaser.

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

11

#644

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

Q1

Your details

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

Q2

Yes (in person)

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

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

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Don't know

Q18

Comments

There are many 'technical' charges that I as a lay person don't understand - i.e. under Transfers/change of operator - what is an'offensive trade'?

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?

Other - please specify:
Antenno

Q22

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

Other - please specify:
Antenno

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

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

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 24-26 are silly. I go to the Queen Street Customer Service Centre around 6 times a year.

Q29

Respondent skipped this question

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

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

12

#642

COMPLETE

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

Q1

Your details

Full name (required)

Gavin John Tankersley

Postal address

Email

Phone

Q2

Yes (in person)

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

Q3

What is your age range?

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

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

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Yes

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

Respondent skipped this question

Q21

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

Phone the Council

Q22

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

Phone the Council

Q23

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

Pay in person at the Queen Street Customer Service Centre

Q24

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

Monthly

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

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

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

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

13

#636

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

Q1

Your details

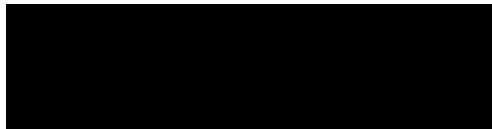
Full name (required)

CLIFF BOUTON

Postal address

Email

Phone



Q2

Yes (in person)

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

Q3

What is your age range?

Q4

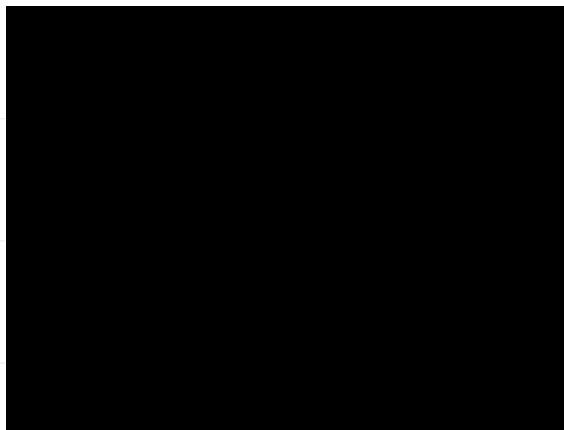
What is your ethnicity? You may tick multiple boxes.

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.

1 / 4

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

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

Page 3: Fees and Charges

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

Q17

Don't know

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

They are a wonderful, easily accessible facilities which connect local people to the natural environment. They are arguably at the centre of the most significant recreational spaces in the Masterton borough.

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?

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

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

Now is not the time to commit ratepayers to the burden of large expenditure on "nice to haves" The national economy is in strife and the outlook for rural NZ is not optimistic. New expenditure in the order of \$50million for a town hall which we do not need and a new library seems to me to be irresponsible at this time.

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

14

#650

COMPLETE

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

Q1

Your details

Full name (required) **Don Baskerville**
Organisation (if applicable) **Wairarapa Community Centre Trust**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

Yes (in person)

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Respondent skipped this question

Town Hall (Consultation Document pages 13-18)

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

Q8

Respondent skipped this question

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

Q9

Respondent skipped this question

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

Q10

Respondent skipped this question

Town centre improvements (Consultation Document pages 25-28)

Q11

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

Council Funding (Consultation Document pages 29-31)

Q12

Alternative Option - Maintain funding

Service Area 1: Wairarapa Economic Development Strategy

Q13

Alternative Option - Maintain funding

Service Area 2: Regional Walking and Cycling facilitation

Q14

Alternative Option - Maintain funding

Service Area 3: Regional Positive Ageing facilitation

Q15

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

Service Area 4: Welcoming Communities facilitation

Q16

Respondent skipped this question

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

Respondent skipped this question

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

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Don't know

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

Q20

Respondent skipped this question

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

Q21

Visit the Council website

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

Q22

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

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?

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

Q27

Respondent skipped this question

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

Q28

Respondent skipped this question

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

Q29

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

I will email a letter to you



WAIRARAPA COMMUNITY CENTRE

enriching our community

SUBMISSION FROM WAIRARAPA COMMUNITY CENTRE TRUST (WCCT) ON MDC LONG TERM PLAN CONSULTATION

Context to WCCT submission

Reform and reorganisation of funding in the public sector has been happening since the 1980-1990's. It is instructive to look back upon the evolution to both see where it has come from and to plan for where it may be going. During this period, we saw problems of fragmentation and silos within services, isolated families and children being seriously harmed, neglected and even killed (the Aplin girls being two of these cases). New infrastructure was put in place e.g. strengthening families' services, Family Start teams, social workers in schools, NGO lead agencies identified and community volunteers. This was all set up to fill the gaps in our community where central government had stopped funding or made it a contestable model.

WCCT is well established and has longevity of service provision to the Masterton community (established 2002). The Centre Manager Bev Jack has networks, partnerships and collaborations with other social agencies in Masterton that have been built up over 11 years. There are two parts to our service delivery:

1. The building and commercial kitchen located at 41 Perry Street. Currently there are 13 social service tenants (100% occupied, with a waiting list) whose rent is subsidised by the Trust. An estimated 12,000 people accessed services within WCCT building in the last financial year. The kitchen is utilised for WCCT long-term food programmes and community use for it for social events. Currently there are 1 FTE staff and 4 part-time staff employed by the Trust. The continuity of these Trust operations heavily relies on the funding received from the Council under the Long Term Plan.
2. WCCT have 4 food programmes delivered to the community under the name of Food Resilience Wairarapa.

Community facilities are not just about buildings and space – they are the arena for a range of services that provide opportunities for people to come together to meet, play, learn, share information and help each other. WCCT wishes to continue an ongoing long-term commitment to the continuing provision of Wairarapa Community Centre in partnership with Masterton District Council.

Changes to Council funding

WCCT submission relates to big decision 3: Changes to Council Funding, specifically as relates to *"Preferred option: Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually."* MDC states this option is preferred as *"this option would mean all of the funding pool would become contestable which is a more equitable approach."*

WCCT would argue that annually contestable funding has the unintended consequence of poor planning and service delivery, and risks approaches that are:

- adhoc based on 'good ideas and passions' of individuals, rather than identifying need and a long term planned approach
- focussed on set up, learning, promotion and service delivery that can be completed within the year, focussed on quick outcomes that are not necessarily sustainable and able to achieve meaningful change and meaningful outcomes
- constantly reinventing the wheel rather than using knowledge and experience built up over many years
- reactionary, rather than cohesive and long term
- replication and duplication of services.

Lack of longevity and collaboration, with multiple agencies competing annually for a small piece of the pie may pose a risk that there is ultimately less equitable service provision to the community.

Our preferred funding model is collaborative and long term

We would like to work with Council to develop a more collaborative and less contestable funding model that enables Council, other funders and social agencies to work together to identify and meet the needs of the community. It is of note that currently other funders within Masterton e.g. ECCT are moving to a more collaborative funding model.

We need to have a collaborative funding model approach to support our community i.e. funders, agencies and community all working together. This better serves our community rather than agencies protecting their patch, fighting for the same basket of money, not sharing ideas, duplicating services, inefficiencies due to lack of knowledge and experience, high staff turnover or competitive operations working reactively.

WCCT preferred funding model (based on experience) is to support and enable identified 'champion' agencies in the long-term plan. Agencies such as WCCT have history, knowledge, relationships, and experience with the communities within the region. This means we know what's going on in the community and what the needs are.

WCCT has and will continue to nurture and grow smaller and or inexperienced agencies (who apply for the contestable annual plan).

This funding model has and will continue to provide a better social development approach and provide a more effective solution to social issues, community growth and leadership.

Less certainty

MDC have identified this means "*less certainty for organisations that currently have funding through the Long-Term Plan submissions process.*"

This is correct and is of concern to WCCT. Lack of certainty has a flow on effects for WCCT staff and tenants and impacts on identifying need and service provision. One year of funding means that there will be uncertainty around staff employment and service provision. For WCCT this will mean one year staff contracts and loss of staff as they seek longer term contracts. This will cost the Trust in recruitment costs, training, loss of knowledge and experience. Most importantly, loss of knowledge and experience will ultimately cost our community.

There will also be a flow on impact on our tenants who will not have the right of renewable tenancy beyond a 1-year tenancy agreement which in turn impacts the longevity of their service provision.

WCCT longevity of staff tenure has meant that the Centre Manager can mentor other agencies to navigate their service provision and avoid duplication. In fact, Council themselves tap into her knowledge and experience for service provision.

Higher administration costs

Council recognises it will mean *'more administration for the Council and those organisations that currently have funding through the Long-Term Plan submissions process.'*

This is correct and of concern to WCCT. Funding applications are not simply a 'cut and paste'. It is our responsibility to monitor what is happening in the community, identify need, develop programmes to meet that need, track and monitor the service provision and the impact of the programme on people within the community. This 'backroom' administration feeds into our evidence base, calculating a realistic budget for service provision, etc and this in turn is part of each funding application. Annual funding rounds quite simply mean that we bear an annual cost, rather than a cost once every three years. Our internal monitoring shows that it costs us a similar amount of time to apply for a small fund as it does for a large fund, therefore an application for say \$5,000 has a disproportionate administrative burden compared to say \$50,000.



Don Baskerville
WCCT Board Chair



15

Your details

Full name (required) Jeanette Mary Bunney

Organisation (if applicable)

Postal address 

Phone  Email 

Hearing

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

Would you like to present your views at the hearing?

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

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

About you

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

What is your age range?



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



What is your gender?



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



Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Yes

No

Don't know

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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:

What an assets these two lakes are.
a place for family picnics, dog walkers and
jont walkers who love the trees and landscaper
But get rid of the geese! and the water
weed

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?

.....
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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)

.....
Definitely endorse the input from
Dave Boreman.
.....

.....
look to the future not back.
Masterton is a growing population
(more rate payers) Think about the next
50 years!
.....
.....
.....
.....

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

16

#619

COMPLETE

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

Q1

Your details

Full name (required)

Christie Johnson

Postal address

Email

Phone

Q2

Yes (in person)

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

Q3

What is your age range?

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.

1 / 4

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

<p>Q8</p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>No – do not keep the façade</p>
<p>Q9</p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</p>
<p>Q10</p> <p>Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11</p> <p>Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12</p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13</p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14</p> <p>Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15</p> <p>Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16</p> <p>Service Area 5: Climate initiatives</p>	<p>Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</p>

Page 3: Fees and Charges

<p>Q17</p> <p>Do you support our proposed fees and charges for 2024/25?</p>	<p>No</p>
--	------------------

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

Q18

Comments

There is missed opportunity for buy in and sustainability if the council cuts the cost for engagement at every turn.

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

It's a safe space for local families to kayak, explore wildlife. The ecosystem must be protected.

Q21

Visit the Queen Street Customer Service Centre in person

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

Q22

Visit the Queen Street Customer Service Centre

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

Q23

Pay in person at the Queen Street Customer Service Centre

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

Q24

Monthly

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

Q25

Monthly

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

Q26

No

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

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

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?

More face to face engagement would be ideal.

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

Investing in people is priceless.

3 May 2024

Subject: An open letter to the three Wairarapa councils from the tourism industry

To Wairarapa Councillors

As representatives of some of the Wairarapa's major tourism businesses, we are writing to thank you for your support of Destination Wairarapa and to outline the reasons why it is essential for this partnership to continue.

Tourism is on the rise in our region, reaching unprecedented heights following the major setback caused by the COVID-19 pandemic. The most recent data indicates that guest nights have increased by 10% in the past 12 months and visitor spend in the year to February 2023 hit a record level of \$155m. This is the result of an increase of 33.8% in South Wairarapa, 16% in Masterton and 9.2% in Carterton.

In a time of nationwide economic recession and growing unemployment, a total of 1,379 people are currently employed in tourism roles in the Wairarapa, which represents a jump of 19% over the past year. That's a lot of families who are relying upon the success of our industry to put food on the table during a major cost of living crisis.

But none of this happens by accident. The glue which holds the region's tourism together is our Regional Tourism Organisation – Destination Wairarapa. We simply couldn't reach anything like our current levels of contribution to the local economy without the work they do. If you take away their expert promotion of our region as a destination, everybody loses and the social wellbeing of our communities takes the biggest hit.

Destination Wairarapa plays a leadership role, an advisory role, an advocacy role and a facilitation role, ensuring that our tourism businesses work together to achieve the best possible outcome for the region. And the results of their work are everywhere.

It is no coincidence that just about every time you pick up a lifestyle magazine, whether in the supermarket or on an Air New Zealand flight, there is a glowing article about some aspect of Wairarapa's tourism industry. And have you ever wondered why our region always seems to feature in those '5 great places to visit this long weekend' and 'New Zealand's hidden gems' lists which the tourism media rolls out on a regular basis? Once again, this is no accident. It's the work of the Destination Wairarapa team, enticing journalists and travel writers to come and experience the area for themselves, hosted by our biggest advocates and taken seamlessly through a carefully-manicured itinerary.

Just this week, they organised for the popular Australian breakfast news and current affairs programme The Today Show to broadcast live from Martinborough Square, with a series of live crosses highlighting the best of Wairarapa tourism to a massive television audience.

The packed Martinborough wineries, the 'No Vacancy' signs along SH2, the dozens of visitors enjoying Queen Elizabeth Park by day and the Dark Sky Reserve at night and the overflowing

car park at the Pūkaha National Wildlife Centre are the results of a great deal of hard work by many people. But Destination Wairarapa plays a vital role behind the scenes, adding the strategy, innovation and collaboration required to bring our region to life, every single week of the year.

Once again, we thank you for the support you have given to our industry through Destination Wairarapa. Regional tourism in New Zealand is reliant upon partnerships with local government and the current three-year funding model is essential to provide the certainty and continuity required for Destination Wairarapa to be able to plan and operate effectively.

Thank you on behalf of each and every Wairarapa tourism business, the 1,379 people they employ and the countless others who benefit from living and working in a thriving visitor destination.

Regards,

Rosie and Nick Rogers, The White Swan Country Hotel and Tui Brewery
Hari Mogosanu, Star Safari
Lisa Portas, Palliser Ridge
Katherine Jacobs, Big Sky Wines
Tim Smith, Martinborough Hotel
Jenna Snelgrove, Transit Group
Emily Court, Pūkaha National Wildlife Centre

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#618

COMPLETE

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Time Spent: 00:13:27
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required)

Colleen Douglas

Postal address

Email

Phone

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

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

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</p>

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

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:

Lake of remembrance is the jewel in the crown of QE Park It draws visitors from the lower North Island A wetland would negatively impact the attraction of the park
Henley Lake hosts dragon boating, waka ama and model boats Without Henley Lake these sports would have no suitable venue in the Wairarapa and their existence threatened. There are economic benefits with competitions of these codes which bring visitors into the Wairarapa .

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?

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

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

19

#131

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

Q1

Your details

Full name (required) **Robert (Rob) Steele**
 Organisation (if applicable) **Ranginui Retreat**
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Q2

Yes (in person)

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>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.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</p>

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

Page 3: Fees and Charges

Q17

No

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

Q18

Comments

A rates increase is supported but that increase should be same for urban and rural ratepayers. Rural ratepayers do not get the same services that urban ratepayers enjoy (such as water, rubbish collection, etc) but do enjoy the urban services and amenities when we come to town.

However, having a higher increase in rates for rural ratepayers than urban ratepayers is manifestly unfair.

Page 4: Your thoughts to help shape our thinking

Q19

Don't know

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

Q20

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

The lakes are a wonderful recreational space and place to walk around. However, the water quality needs to be improved, so I think Council should explore a different look and feel in future even if it costs more

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay via the Council's website

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

Q24

Monthly

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

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

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?

Our contact with Council staff has been very courteous and helpful

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

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 wish to make a written submission on Big decision 3. - see as follows

Submission by Robert (Rob) Steele, 836 State Highway 2, Opaki, RD1, Masterton

This submission opposes the Masterton District Councils Big Decision Three Changes to Council Funding. We do NOT support Masterton District Council's Preferred option: Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually

Background My wife, Susie, and I run a boutique luxury lodge on our property, offering accommodation and dining for a small number of guests and promoting the regions natural beauty and opportunities to explore, unwind and rejuvenate in the wonderful Northern Wairarapa.

This submission is in three parts

1. The importance of Tourism to the people of the region and to economic growth
2. The vital role Destination Wairarapa has and is playing in giving a voice to and promoting the region to local, national and international visitors who would otherwise bypass this region
3. The incredibly important role Destination Wairarapa has played in helping Ranginui Retreat establish, promote, and grow a viable, vibrant and increasingly nationally and internationally recognised destination for visitors who we think would otherwise bypass the region, or simply head to Southern Wairarapa

1. The importance of Tourism to the people of the region and to economic growth

Tourism in the Wairarapa region of New Zealand is not just a leisure activity; it's a vital component of the local economy and cultural preservation. The serene landscapes, rich Māori history, and burgeoning wine industry make Wairarapa an attractive destination for domestic and international travellers alike. However,

1. to sustain and enhance this valuable industry, it requires long-term support from all councils in the region. Building tourism requires consistency and building relationships at a local national and international level. This cannot be done by small business, it needs the coordinated, professional approach that Destination Wairarapa provides.

2. Masterton lags significantly behind the rest of the region in the growth of tourism. Infometrics, in their December 2023 report, stated that total tourism expenditure in Masterton District increased by 2.1% in the year to December 2023 to \$103.2 million [Infometrics Regional Economic Profile, Masterton District], compared to a year earlier. This compares with an increase of 9.2% in New Zealand. Having said that, Tourism is the second largest earner of overseas exchange, so the potential is there and Destination Wairarapa has had a significant impact across the region with Wairarapa visitor spend up 21 per cent from pre-Covid 2020. There is therefore huge opportunity in the Masterton District to grow tourism.

3. The statistics above highlight a significant issue and opportunity for Masterton. Apart from one-off events, such as Wings over Wairarapa and the Golden Shears, it lags Southern Wairarapa particularly in tourism initiatives and focus. You only need drive through Greytown, Martinborough and even Featherston most week days and certainly in the weekend to see the crowds of visitors enjoying themselves and spending in local businesses. The point here is not to feel envious of this, the point is to have Masterton and the Northern Wairarapa entice these people North, and those in the rest of New Zealand overseas to come and experience the wonderful things the Northern Wairarapa has to offer.

You may ask why would we want to do that? And the answer is VERY simple:

- Tourism in Wairarapa generates substantial revenue and employment for the local economy. Visitors flock to the region, spending money on accommodations, dining, attractions, and local products. This influx of capital bolsters businesses, creates jobs, and stimulates growth across various sectors, from hospitality to retail. By supporting tourism, all local councils can foster economic resilience and prosperity within their communities. Over 600 people are employed in Tourism in the Masterton District and the rate of employment growth in the sector exceeded 20% in the year to 31 March 2023. However, the potential for employment is significantly higher as the increase in employment across New Zealand in the same period exceeded 48%.
- Tourism plays a pivotal role in preserving Wairarapa's cultural heritage. Māori culture is deeply rooted in the region, with significant historical sites and traditions that attract curious travellers seeking authentic experiences. Through tourism initiatives, all local councils can promote cultural exchange, support Indigenous communities, and preserve heritage sites, ensuring that future generations can appreciate and learn from Wairarapa's rich past.
- Sustainable tourism practices can help conserve the region's natural environment. Wairarapa's pristine landscapes, including

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

Sustainable tourism practices can help conserve the region's natural environment. Wairarapa's pristine landscapes, including rugged coastlines, lush forests, and sprawling vineyards, are its greatest assets. By implementing responsible tourism strategies, such as eco-friendly accommodations, wildlife conservation efforts, and education programs, every local council can protect these natural treasures for future enjoyment while mitigating the environmental impact of tourism.

- Societal benefit. Tourism provides employment opportunities, gives opportunities to Māori and other ethnic groups, showcases our heritage and culture, supports the arts, and helps the people in the Wairarapa build a sense of pride in what we have. After all, others come to see and appreciate the beauty of our land, water, sky and the friendliness and resilience of the people. Our turangawaewae is precious and we should be proud and protective of it. We should also share it with current and future generations
- Investing in tourism infrastructure and marketing campaigns can elevate Wairarapa's visibility on the global stage. With effective promotion and accessible amenities, the region can attract a broader audience of travellers, diversifying its visitor base and increasing tourism revenue over time.

The importance of supporting tourism in Wairarapa cannot be overstated. All local councils have a crucial role to play in fostering a thriving tourism industry that benefits the economy, preserves culture, protects the environment, and enhances the overall quality of life for residents. By recognizing tourism as a priority and allocating resources accordingly, councils can ensure a sustainable and prosperous future for Wairarapa and its communities.

2. The vital role Destination Wairarapa has and is playing in giving a voice to and promoting the region to local, national and international visitors who would otherwise bypass this region

In addition to direct support for tourism initiatives, it is imperative for all local councils in Wairarapa to back the regional tourism organization, Destination Wairarapa, to spearhead and drive the growth of tourism in the region. Destination Wairarapa serves as a central hub for coordinating marketing efforts, developing strategic plans, and advocating for the interests of local tourism stakeholders. They have been hugely successful, given the resources they currently have as shown by:

- They are the only local organisation solely focused on growing tourism in the region and helping drive results both pre and post-Covid restrictions
- The increased national attention gained which indicates a promising future for Wairarapa tourism and increased GDP growth for the region because of tourism.

Any reduction in funding or any uncertainty around long-term funding for Destination Wairarapa will significantly compromise their effectiveness for the all parts of the Wairarapa and be disastrous for Masterton in lost opportunities. The role of Destination Wairarapa is vital to the tourism sector in the Wairarapa and that includes Masterton business, the people they employ, and their ability to pay rates. Destination Wairarapa's value to the region is as follows:

1. Destination Wairarapa plays a pivotal role in fostering collaboration among various players in the tourism industry. By bringing together accommodation providers, tour operators, local businesses, and government agencies, Destination Wairarapa facilitates partnerships that amplify the impact of tourism initiatives. Local councils need to support the RTO by providing financial assistance, logistical support, and representation on advisory boards, enabling it to operate effectively as a unifying force for Wairarapa's tourism sector.
2. Destination Wairarapa is instrumental in destination marketing and promotion. Through targeted campaigns, digital platforms, and participation in trade shows and events, the RTO showcases Wairarapa's unique attractions and experiences to domestic and international audiences. By supporting Destination Wairarapa's marketing efforts, local councils can amplify the visibility of Wairarapa as a tourism destination, attracting more visitors and driving economic growth in the region.
3. Destination Wairarapa serves as a knowledge hub, providing research, training, and resources to help tourism businesses thrive. From market insights to industry trends, the Destination Wairarapa equips local stakeholders with the tools and expertise needed to adapt to changing consumer preferences and market dynamics. By investing in Destination Wairarapa capacity-building initiatives, local councils can empower tourism operators to deliver high-quality experiences that meet the evolving needs of travellers.
4. Finally, Destination Wairarapa provides a continuity and stability from which tourism and the tourism sector in the Wairarapa can depend on and grow. The argument that funding should become annually contestable so it's fair and equitable to all community organisations they fund is non-sensical when funding Destination Wairarapa. Having long-term funding allows the organisation to provide the very services that are so vital and valuable to the sector and through them, the community. Making funding annually contestable will mean the end of the organisation because the financial uncertainty will mean no long-term projects or commitments can be made, and the staff will face an uncertain future. In those circumstances the great team at Destination Wairarapa will be lost at a time when the opportunities for the region have never been higher

Supporting the regional tourism organization (RTO) in Wairarapa is not just a strategic decision but a statistically supported one. Consider the following data:

1. Economic Impact: Tourism contributes significantly to the economy of Wairarapa. According to the latest available statistics,

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

tourism expenditure in the region amounted to NZ\$146 million in 2020, supporting over 2,500 jobs directly and indirectly. (Source: Tourism New Zealand)

2. Collaboration Effect: Research shows that collaboration within the tourism industry leads to increased visitor spending and longer stays. A study by the Ministry of Business, Innovation, and Employment found that destinations with strong collaborative networks, facilitated by organizations like RTOs, experienced 17% higher visitor spending compared to those with fragmented tourism sectors. (Source: MBIE Tourism Research)

3. Marketing Impact: Effective destination marketing drives visitor numbers and revenue. An analysis conducted by the Wairarapa RTO found that for every NZ\$1 invested in destination marketing campaigns, there was a NZ\$5 return on investment in visitor spending. (Source: Wairarapa RTO)

4. Capacity Building: Investing in training and resources for tourism operators pays off in terms of enhanced visitor experiences and increased satisfaction. A survey of tourism businesses in Wairarapa revealed that those who participated in training programs facilitated by the RTO reported a 20% increase in customer satisfaction scores. (Source: Wairarapa RTO Survey)

5. Future Growth Potential: With global tourism projected to rebound in the coming years, Wairarapa has significant growth potential. The World Tourism Organization forecasts a 4-5% annual increase in international tourist arrivals, presenting an opportunity for Wairarapa to capitalize on emerging markets and niche tourism segments. (Source: UNWTO)

These statistics are compelling.

3. The incredibly important role Destination Wairarapa have played in helping Ranginui Retreat establish, promote, and grow a viable, vibrant and increasingly nationally and internationally recognised destination for visitors who we think would otherwise bypass or head to Southern Wairarapa

Ranginui Retreat, a boutique lodge located just 8kms from Masterton, has experienced firsthand the invaluable support provided by Destination Wairarapa. Through a collaborative partnership, Ranginui Retreat has not only grown as a tourism business but has also contributed to the Masterton economy and infrastructure as guests stay with us visit local attractions such as Pukaha, Aratoi, The WoolShed; eat and drink at local restaurants, vineyards, and cafes; and enjoy walks in the Tararua's, visits to CastlePoint, or star gazing. The impact has been a contribution to the overall growth and promotion of Wairarapa as a premier destination and in employment and economic growth, and increased interest from local and overseas tourism organisations eager to give their clients experiences that emphasise local experiences and interaction with locals.

This has been achieved in the following ways

1. One of the most significant benefits of partnering with Destination Wairarapa has been access to targeted marketing initiatives. By leveraging the RTO's extensive networks and resources, Ranginui Retreat has been able to reach a broader audience of potential visitors. Participation in Destination Wairarapa's marketing campaigns, both domestically and internationally, has significantly increased the visibility of Ranginui Retreat, resulting in a steady influx of guests seeking a unique and authentic Wairarapa experience. For example, Destination Wairarapa have introduced us to 5 inbound tour operators who specialise in bespoke itineraries for guests from Australia, Europe, and North America who are looking for a genuine and unique holiday to meet people and really learn about the country and area they are visiting. These introductions are invaluable and just would not happen without Destination Wairarapa.

2. Destination Wairarapa has played a crucial role in facilitating collaboration within the local tourism industry. Through networking events, workshops, and industry forums organized by the RTO, Ranginui Retreat has been able to connect with other tourism operators, share best practices, and explore opportunities for partnership. This collaborative approach has not only enriched the guest experience by offering diverse tourism offerings but has also fostered a sense of community among businesses in Wairarapa. For example, we have gained Qualmark Gold accreditation with the encouragement of Destination Wairarapa. The designation helps us efficiently and effectively run our business, but also gives us higher profile with local and overseas tourism operators and booking agents, and more guests

3. In addition to marketing support and collaboration opportunities, Destination Wairarapa has provided valuable insights and resources to enhance the guest experience at Ranginui Retreat. From visitor satisfaction surveys to training programs and industry research, the RTO has equipped Ranginui Retreat with the tools and knowledge needed to deliver exceptional service and exceed guest expectations.

Overall, the support of Destination Wairarapa has been instrumental in the success of Ranginui Retreat as a tourism business in Wairarapa. Through strategic marketing, collaboration opportunities, and ongoing support, Destination Wairarapa has not only contributed to the growth of Ranginui Retreat but has also played a vital role in promoting Wairarapa as a must-visit destination for travellers seeking natural beauty, cultural experiences, and warm hospitality

Simply, if Destination Wairarapa had not been here, we would not have started our business. Without our business the Wairarapa would have missed out on

1. Over 250 guests staying in the Northern Wairarapa in the last 18 months

2. Our guests support to business and infrastructure in the region. According to Tourism New Zealand, luxury travellers spend

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

4. Our guests support to business and infrastructure in the region. According to Tourism New Zealand, luxury travellers spend an average of NZ\$548 per day during their stay in the country. Our guests stay a minimum of two nights so that means they have contributed \$135,000 to the local economy, adding to job security and growth in the region. And we are small, there is huge potential if Destination Wairarapa continue their work

3. Our support for the community, including opening our garden for the Pukaha Garden Festival, supporting the Ambulance station build here in Masterton, contributing \$5 for every guest who stays to Pukaha, giving our time to mentor local businesses, and buying and promoting local businesses for the supply of food and beverages as well as services to maintain our property to an international standard.

Summary

We appreciate that Councils are under significant financial pressure, we all are!

But the way forward is not to cut long-term support for organisations that are building Wairarapa's desirability as a destination for travellers, be they local, national, or international, and especially when these visitors add economic, environmental and sustainable benefits to our community.

These travellers are looking for a great experience, genuine hospitality, an opportunity to meet real New Zealand and to enjoy and spend their time and money to create memories that will last a lifetime.

Please, continue to fund Destination Wairarapa in the medium to long-term, the investment is one that all rate payers will see a hugely positive return from, economically, environmentally, sustainably, and with even greater pride in their part of New Zealand Supporting Destination Wairarapa is essential for catalysing the growth of tourism in Wairarapa. By backing Destination Wairarapa's efforts to foster collaboration, drive marketing campaigns, and empower local stakeholders, councils can maximize the economic, social, and cultural benefits of tourism for the region. Together with Destination Wairarapa, councils can pave the way for a sustainable and prosperous future for Wairarapa's tourism industry and maximize the positive impact of tourism on the region's economy, culture, and community well-being.

We therefore do NOT support Masterton District Council's Preferred option: Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually

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

20A

#607

COMPLETE

Collector: Test Link (Web Link)
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IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Garry Daniell**
Organisation (if applicable) [REDACTED]
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

Yes (in person)

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

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

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Respondent skipped this question

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?

Respondent skipped this question

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 via the Council's website

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

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

Q25

Monthly

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

Q26

No

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

Q27

Less

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

Q28

Respondent skipped this question

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

Q29

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 particularly support the upgrading the Library building together with linking the Library to a purpose built Archive on the adjoining land.

Much of this land was gifted to the Masterton District by the Masterton Trust Lands Trust specifically for the purpose of erecting an Archive building as a Sesqui- Centennial gift.

The inter-relationship of the Library and the Archive has since 1979 proved to be worthwhile with both staffing and the the development of a treasure house of regional documents and photographs gathered primarily from our citizens and now progressively available on line.

The storage of our tohunga in suitable conditions is essential and currently the lack of such care puts our history at risk.

The shelving, progressively purchased for the previous Archive's location adjacent to the Library, is in storage and available for a new facility.

While the current Archive premises were always seen as temporary the opportunity to combine these two essential facilities must be secured. The cost of doing so is compelling.

I quote from associate professor David Kernohan and dean of the Faculty of Architecture at Victoria University after his assistance to prepare the Schedules of Heritage Properties and the publication of Wairarapa Buildings: 'I remain in awe of the work carried out by the Wairarapa Archive and its value as a resource not just for the residents of the Wairarapa but much more widely.

Everyone is extremely helpful.

20B

From: [Jan McLaren](#)
To: [Submissions Sub](#)
Subject: Wairarapa Archival Society submission re Library/ Archive development
Date: Thursday, 2 May 2024 11:54:27 am

Submission from Wairarapa Archival Society

We favour the second option: Upgrade and expand the Library and Archive at the same time.

Wairarapa Archival Society supports the integration of the expanded and upgraded Wairarapa Archive and Library on the Queen Street site. The land was set aside some years ago for such a development. The present site of the Archive in leased premises is not ideal and the lease is due to expire in two years with no guarantee of an extension. By integrating the Library and Archive on the Queen Street site there would be a sense of security in the future and would promote the working together of two important community facilities and staff.

The Wairarapa Archive is dedicated to collecting and preserving records and documents reflecting Wairarapa's unique heritage. It houses Wairarapa's archival collections, including publications, family histories, books, manuscripts, artwork, images and films. It needs adequate facilities and space for quiet reflection, reading and research. It needs suitable computers and digitisation facilities, a separate humidity-controlled area for storage away from the public and a reception area where enquiries are handled.

The present Archive premises, always intended to be a temporary solution, lacks proper air-conditioning, fireproofing, adequate storage and receiving areas for digital and hard copy resources. It also lacks public visibility and attracts fewer people than the previous Queen Street site. A permanent purpose-built space which addresses these issues plus shared staff rooms and public reading and research rooms are necessary for the needs of public and staff. There is also the potential to accommodate the Wairarapa branch of the New Zealand Society of Genealogists in this community hub.

A combined library and archive facility would foster an integrated working environment where staff from both areas can communicate more easily and share resources. There are already models in place: the new Archives New Zealand building under construction in Wellington includes a bridge between them and the existing National Library which will enable the Archives and Library to have a shared reading room, and some combined work spaces. Both libraries and archives primarily deal with information, and it is a logical fit that they should be aligned with each other.

The Wairarapa Archive/Library development should be aligned as one project and not regarded as a library project followed by the Archive, a second cousin, when funds are available. We view the Archive as an essential community service; a unique taonga which benefits the whole Wairarapa and as such it may attract regional funding. There may also be sources of external funding available for the library extension and purpose-built Archive. The Council-estimated impact on rates in the consultation document states that doing these two projects at the same time will cost \$1.90 per week per ratepayer. That is an increase of only 60 cents for extending the library only. In addition there will also be a saving

of \$62000pa on leased premises - no longer the need to lease an alternative site for the Archive. Do it once and do it well. This is a no-brainer.

This is an ideal time, given the downturn in the construction sector, to be seeking tenders from local firms who may be more able to sharpen their pencils. The built-in contingency of 30% on such estimates seems inflated and with design and building estimates at this time it will no doubt cost less than forecast. It is not cost effective to build the Library first followed by the Archive when appropriate. That is a more expensive option and a very shortsighted delaying tactic.

Regards

Jan McLaren

Secretary/Treasurer

Wairarapa Archival Society



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

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

Q1

Your details

Full name (required) Lyn Riley
Organisation (if applicable) Masterton Ratepayers & Residents Assn (MRRA)
Email [REDACTED]
Phone [REDACTED]

Q2

Yes (in person)

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

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

Q7

Respondent skipped this question

Town Hall (Consultation Document pages 13-18)

Q8

Respondent skipped this question

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

Q9

Respondent skipped this question

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

Q10

Respondent skipped this question

Town centre improvements (Consultation Document
pages 25-28)

Q11

Respondent skipped this question

Council Funding (Consultation Document pages 29-31)

Q12

Respondent skipped this question

Service Area 1: Wairarapa Economic Development
Strategy

Q13

Respondent skipped this question

Service Area 2: Regional Walking and Cycling facilitation

Q14

Respondent skipped this question

Service Area 3: Regional Positive Ageing facilitation

Q15

Respondent skipped this question

Service Area 4: Welcoming Communities facilitation

Q16

Respondent skipped this question

Service Area 5: Climate initiatives

Page 3: Fees and Charges

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

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?

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

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?

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

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 ratepayers we understand the need for essential services and infrastructure development. However, the magnitude of the proposed rates increases across the 10 year plan is simply unsustainable for many households and businesses. It is unjustifiable to burden already struggling individuals and families with such excessive financial demands during a cost of living crisis. The practical and essential stuff must come first. And nice to haves must come last. We urge this Council to reassess its spending priorities, and yes, Council may well be forced to do less, but it needs to cut its own cloth accordingly.

The Minister for Local Government stated recently that Councils need to prioritise “must haves” over “nice to haves”.

The proposed initiatives in your LTP range in the millions, and yet your cost-saving initiatives are in the tens of thousands. It is a token gesture to make it look like you are trying to achieve savings, but appears to be paying lip service, because we don't just have substantial increases in our rates, but then we pay more user fees charges.

The Wairarapa region is bearing the brunt of financial hardship, especially when it relates to being behind on a mortgage, personal loan or power account. Rates arrears in Masterton are at an all-time high with more than projected ratepayers falling into arrears. Some of those ratepayers are now selling their homes as they struggle to pay their debts. Your decisions on the outcome of the LTP may push others into the same predicament. What is an acceptable level of ratepayers losing their homes to pay for this Long Term Plan? We ask that you balance the needs of the community with fiscal responsibility because your plan is not equitable or sustainable. Surely, the primary goal is to ensure that essential services are provided without causing undue financial burden on residents. We ask that you explore alternative funding sources, or implement measures to mitigate the impact on our most vulnerable members of the community.

The Wairarapa economy is struggling and failed to register any growth over the year to December 2023. Household spending is being curtailed by high interest rates and other cost of living pressures. The tough economic environment is reflected in very low consumer spending with households spending more to service home loans and higher rents. Household spending growth is below the rate of inflation. But you have set the rates rise at 4.5% above the inflation rate with no justification. Why? Have you gone through this LTP budget line by line and asked staff the hard questions to justify why expenditure has increased so much?

Job losses in the public service will have a flow on effect within this community with many local commuters now looking for work. The unemployment rate is already growing and disposable income is falling with growth at the wrong end. How do you reduce the debt burden on those residents who can't afford these continual double digit rate rises and optimise their quality of life and well-being?

To quote Councillor Nelson, most people in Masterton live a life of quiet desperation. Most will never read a 460 page long term plan nor understand the true impact of it on their daily lives to make a submission.

Do you ever wonder why you don't get much engagement? Your own engagement survey indicates your overall performance has decreased to just 41% last year. Multiple suggestions and comments regarding rate increases and the current cost of rates were provided by residents. Trust and quality of services are cornerstone attributes of reputation and were areas marked out for improvement. More than half of respondents are doubtful or mistrust the Council. Why would people submit when they don't trust you or aren't happy with your performance? Why? Because you don't listen. You don't listen to the experts; you don't listen to ratepayers, you only listen to those who support your narrative. Your arguments don't stack up.

One of the most common replies we have received from residents when we ask them why they don't submit is “Why would we bother when the Council have already made up their mind” or “they simply don't listen to us” or “it's a waste of time as nothing will change; it's just a PR exercise.” This shows the depth of resentment and despair in the community and it needs to be fixed if you are to garner any respect from ratepayers. They simply feel trapped on a treadmill of ever increasing costs that they can't do anything about and can no longer afford.

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

We have an ageing demographic with 70% home ownership, which is higher than the national average. Many live in high value properties through simply having their property values increase every valuation, which is not their fault, but many are on fixed income pensions. There is this misconception and false assumption within Council that higher value properties have the ability to pay more. Pensions haven't kept up with the rate of inflation, but MDC now see many pensioners as asset rich, however, most are cash poor.

The average median income in Masterton is \$59k. The average Council salary is over \$100k. That is nearly double the income that most ratepayers have to live on. A single pensioner's income is \$24k and \$41k for a married couple. For lower-income households, high housing costs relative to income are often associated with severe financial difficulty, and can leave households with insufficient income to meet other basic needs such as food, clothing, heating, transport, and medical care. Just ask the food bank, or even the Wairarapa Winter Jackets Coordinator, who run out quicker than they can restock. A lot of people are finding it hard to get by. The cost of living is still high and job security isn't great right now.

The general feeling in this township is that staff run this Council, not the Councillors, and they are completely out of touch with the hardship the general population are feeling. Many self-employed or lower income ratepayers do not get pay rises, health cover, paid holidays and other perks that Council staff do. Many pensioners are struggling to keep up and are foregoing home insurance to make ends meet.

During these tough economic times, people are desperate to make ends meet and live within their means. We ask Council to also live within its means. The economic forecast is dire for the foreseeable future. We all agree the funding system is broken and rates are not sustainable. Council needs to find other income streams. Household budgets remain squeezed with retail trade data showing a reprioritisation of spending towards essential goods only. Many local businesses are struggling, just like the rest of us. Are you prepared to see more businesses close down and move out of the CBD because of the increased rents due to higher commercial rates being passed on? How will that improve the economy of Masterton?

The district building operating costs are projected to be \$3.2m by Y5 of the LTP. \$2.1m of that cost is largely due to interest payments on debt raised to build a town hall. That is money that could and should be spent within our local community and businesses, not given to a bank for interest payments on a town hall that is becoming unaffordable now.

We would recommend that "nice to have" projects are put on hold until you have addressed all infrastructure issues in terms of repairs and future proofing. You have put in temporary measures in the Cockburn St/Colombo Rd properties but those measures have not yet been tested under winter conditions yet, let alone under severe weather events that are predicted to get worse.

If all the preferred options are voted in by Councillors it will take the Council close to its internal borrowing limit 132% of revenue. With ever increasing frequency of adverse weather events due to climate change, we need to be mindful we have enough head room in the debt limit to cope with those unexpected and more frequent events.

You talk about increased costs to Council ratepayers have the same increased cost pressures but we live within our means. Unfortunately we don't have the bank of ratepayers to withdraw money from every time we want something new.

MDC should be more transparent and start talking about rates rises of 40-50% by year 5, not 10% now, and close to 100% by the end of the 10 year plan, if all options in the LTP are adopted.

There is a lack of detailed information in the consultation document and people believe many of the questions are leading to a pre-determined outcome. We don't just want to know how much it costs to build something we need to know what it will cost to run, maintain, and service its debt? Any new facility needs to be properly maintained and as self-funding as possible. Where is the business case supporting this expenditure for the big items? These costs can't be ignored and ratepayers have every right to know what they are. A cost-benefit analysis should be stock standard for any project funded by ratepayers certainly on this multi-million dollar scale! Council do not have a good track record for keeping projects within budget as we all know.

Your "survey of residents" report overall customer satisfaction has significantly declined with Council scoring lower now than in 2020. Have you ever asked yourselves why? The community is satisfied with the current Library just complete the essential maintenance

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

and repairs required now. If adding a lift to the essential repairs and maintenance brings this building up to a "fit for purpose" state then just add the additional cost of a lift without the expansion.

You have spent in excess of \$500k on the porta coms sitting alongside the library as a temporary extension. The community has never fully utilised these spaces so there is no evidence to support your theories that they will utilise a large community hub. You are just wasting ratepayers' money on ideas that haven't been thought through but are pushed internally by staff. Councillors are not pushing back hard enough because it is not your money you are spending.

Pet projects have once again taken higher priority over respect for ratepayers, who in reality – Council is accountable to. Please think carefully before you adopt the LTP as it stands.

22

Your details

Full name (required) CLIVE SLOTT CARVER

Organisation (if applicable)

Postal address [REDACTED]

Phone [REDACTED] Email [REDACTED]

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

What is your age range?

[REDACTED]

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

[REDACTED]

What is your gender?

[REDACTED]

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

[REDACTED]

Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website www.mstn.govt.nz 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 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

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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)

LOOK AT COUNCIL STAFF LEVELS VERSUS RATES
INCOME

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TE KAUNIHERA A-RORĀ O WHAKAORIRI
MASTERTON
DISTRICT COUNCIL

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

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

Q1

Your details

Full name (required)

robert James joblin

Postal address

Email

Phone

Q2

Yes (in person)

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

Q3

What is your age range?

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.

1 / 4

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

<p>Q8</p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>No – do not keep the façade</p>
<p>Q9</p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10</p> <p>Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11</p> <p>Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12</p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13</p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14</p> <p>Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15</p> <p>Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>
<p>Q16</p> <p>Service Area 5: Climate initiatives</p>	<p>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</p>

Page 3: Fees and Charges

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

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

Water and wildlife

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?

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

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

Need to connect the northern roundabout with Ngaumutawa road bypass with a road up the river behind the old carters building. Start charging for residential water

24

Your details

Full name (required) *Bruce JOHN LANG*

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

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

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

- Yes No Don't know

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Your thoughts to help shape our thinking

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

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

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

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

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How we deliver customer services (Consultation Document page 42)

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

When you need information about Council services, events or activities, what channel do you use most often? 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 *ONCE EVERY 4 YEARS* 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)

*FOOD WASTE COLLECTION IS A WASTE
LESS THAN 40% USE 100% PAY
MORE TRUCKS ON ROAD THAT ARE FULL
METHANE IS CAPTURED AT LANDFILL SO
NO PROBLEM.*

*FOOD WASTE COLLECTION CAN BE IMPLEMENTED
QUITE QUICKLY LETS WASTE*

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

25

#317

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, May 01, 2024 3:47:56 PM
Last Modified: Wednesday, May 01, 2024 7:45:43 PM
Time Spent: 03:57:47
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Caryl Forrest**
Organisation (if applicable) **Tinui Times**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

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

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

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</p>

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Comments

TOWN HALL

The economic benefit of a facility that can host conferences and events might not reduce the capital and ongoing operational costs to ratepayers, but experience in other centres demonstrates that, when you bring people into a centre for an event, there are substantial benefits for retailers and accommodation providers, which flows on into the wider community.

Many of the arts struggle to make ends meet and council support by subsidising the cost of venue hire, is an important and necessary function of local government.

For a new, modern town hall to succeed it would need a well-qualified events and function manager. This would need to be factored into the operational cost of running the facility.

Masterton has been without a concert venue for so long that Martinborough, Featherston and Carterton halls have become the preferred locations for classical concerts. Some significant inducements in hireage fees may be required to turn this situation round.

A venue that is excellent for amplified music may not necessarily provide an optimal acoustic for classical music, which requires a more reverberance. A balance needs to be struck between these two competing needs, otherwise classical concerts are unlikely to use a new town hall.

The two alternative auditoria - at Rathkeale and Wairarapa College - are school facilities and are mostly unable to be used during school hours.

LIBRARY AND ARCHIVE

The library outgrew its building a long time ago and all credit to the staff who have managed to provide a growing and excellent range of services - to all sectors of the public - in very cramped conditions and with a leaky basement.

While the Archive is settled in its new premises it seems sensible that, if major work is needed on the library building, a purpose-built archive is built in the space currently occupied by the Portacoms at the same time. The \$4 million difference between building an archive space or leaving it for the future is insignificant.

I'm sure that, if a permanent solution for Archives is built at a later stage that costs will have substantially increased and library staff and patrons have to put up with a second round of construction noise and dust.

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?

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

Q20

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

Masterton lacks access to the coast and most of the Waipoua River is hidden by the industrial zone. Both lakes are therefore very important.

The ability to drive round a substantial portion of the Lake of Remembrance means the elderly and disabled people can view the lake from various aspects from a car.

Henley Lake is a great place for walking and picnicking and viewing wildlife.

Both lakes are needed and I hope stringent efforts are made to ensure that consents for drawing water for the lakes is maintained.

It's difficult to provide comment on redesigned lakes without any sketches, etc.

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

More than once a week

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

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?

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

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?

There are still a large number of people with very low levels of technical literacy within the district . I know this personally because quite a number of people ring me to ask basic questions, such as "When is the transfer station open?" I'm sure if I emailed them the link from the Council website they'd still say they preferred that I give them the information verbally.

There are good initiatives to improve digital literacy, both by the library and other groups, but it's a very slow road.

I think the council is going to need to provide a physical service centre for those who don't understand internet banking, etc. Once the library is upgraded it could potentially be a one-stop-shop for council service centre activities.

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

Top marks to the Mayor, Councillors and staff for going the extra mile to getting community engagement with the LTP. It's so difficult getting people to engage with the process.

26

Your details

Full name (required)

Anthony Gerard Beech

Organisation (if applicable)

Postal address

Phone

Email

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

What is your age range?

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

What is your gender?

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

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
 No
 Don't know

Your thoughts to help shape our thinking

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

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

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

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

Great asset to the district.
Water runs back into same river it comes from

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
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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.

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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 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)

Believe need to renew consent WAR 160328
to extract water to water one rugby
field at Marist Rugby Club so that in a
dry season rugby players have access to
a grass rugby field to practice and
play rugby on in Masterton
Other rugby clubs in Masterton would be
able to use the facility
This consent expires on 30 September 2026

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

27

#66

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 16, 2024 1:44:13 PM
Last Modified: Wednesday, April 17, 2024 1:00:14 PM
Time Spent: 23:16:00
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Nicholas Timothy Brandon**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

Yes (in person)

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

1 / 4

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

<p>Q8</p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>No – do not keep the façade</p>
<p>Q9</p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Respondent skipped this question</p>
<p>Q10</p> <p>Town centre improvements (Consultation Document pages 25-28)</p>	<p>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</p>
<p>Q11</p> <p>Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12</p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13</p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14</p> <p>Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15</p> <p>Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>
<p>Q16</p> <p>Service Area 5: Climate initiatives</p>	<p>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</p>

Page 3: Fees and Charges

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

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

Respondent skipped this question

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

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

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?

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

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

MDC should at least attempt to co-locate the library and town hall. There are so many benefits to be derived for the citizens and business owners by directing the spending power of the users.

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

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#137

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 22, 2024 5:50:43 PM
Last Modified: Monday, April 22, 2024 6:04:49 PM
Time Spent: 00:14:06
IP Address: [REDACTED]

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

Q1

Your details

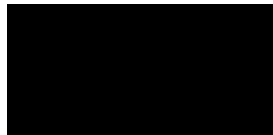
Full name (required)

Mark Jerling

Postal address

Email

Phone



Q2

Yes (in person)

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

Q3

What is your age range?

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.

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

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

Page 3: Fees and Charges

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

Q17

No

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

Respondent skipped this question

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

Q21

Visit the Council website

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

Q22

Log a service request online

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

Q23

Pay by automatic payment or direct debit

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

Q24

More than once a week

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

Q25

Never

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

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

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

The Wairarapa and specifically Masterton have a few venues that can host shows for up to 1200 people. The Wairarapa College Hall, within easy walking distance of the centre of town, can seat up to 1200 people, with 856 on the (flat) ground floor and 344 on the mezzanine. The venue is available for hire at a modest cost of no more than \$1,100 per full day, with cheaper options for part day hire. The Rathkeale College Auditorium, a venue with sloped seating and great acoustics, is only a short distance outside town and can seat up to 750 people. Both venues are rarely used and available for hire. Then there's Copthorne Solway, which can seat up to 500 people and provide catering.

What we don't need in Masterton is a 700 seat town hall at enormous cost to the ratepayers when we already have two halls and other facilities we can use, at minor cost. The Masterton Council intends to lump every ratepayer with a rates hike of more than \$400 per year, for this extravagance alone. When taking account of the many other things we need to spend money on, such as infrastructure renewal and spending on the library and other civic structures, then the idea to spend \$42-\$50 million on a mostly empty hall leaves me cold. By all means, let's expand Waiata House so that we need not lease office space for Council staff, but lets move on from the idea of a town hall. We could extend the green space and do without a hall quite nicely.

Council has "advice" that a town hall will not be a well used facility. In fact, their best-case predictions are entirely optimistic with that report stating: "The business case for developing a large flat-floor function and event space with capacity for 1,000 people seated theatre style is not compelling, given the projected number and average size of 'new' events which would likely be attracted to Masterton to be hosted in such a venue, and even if it was to 'cannibalise' such business mainly from other venues in Masterton." In short, the whole concept is a seriously flawed idea. We should kick it to touch for once and for all.



Submission from Sustainable Wairarapa (SW) to the Masterton District Council (MDC) Long-term Plan 2024- 2034

Prepared by Don Bell, May 2024

Introduction

The present wastewater discharge to pasture system is under-performing. After ten years of operation and almost \$50M of expenditure, only about 30% of wastewater is discharged to land.

The MDC Eight-year review failed to investigate and address some shortcomings in the current irrigation strategy. Furthermore, restrictions due to Covid prevented a meaningful consultation with the community and stakeholders

The review also failed to consider alternative crops to pasture as a means of increasing the wastewater, nutrient and contaminant uptake.

Furthermore, the recommendation to adopt a plan to pump water to private landowners, which subsequently became the "Beyond Homebush" plan, failed to identify some potentially fatal flaws.

SW therefore submits the following:

Goals

1. To achieve at least 60% discharge of wastewater to the current land treatment area by transitioning to a short-rotation coppice (SRC) willow-based strategy
2. To achieve national recognition for the SRC willow strategy as a pilot to demonstrate the environmental and climate-change benefits of land-discharge of wastewater combined with carbon sequestration

Aims

1. To significantly reduce the MDC's carbon footprint through the direct air-capture of CO₂ by SRC willow via photosynthesis
2. To initially supply air-dried fuelwood to replace coal in local boilers as a practical and viable climate-change initiative
3. To ultimately gain Government support for the establishment of a pyrolysis biochar industry to supply product to the agricultural and horticultural sectors for permanent sequestration in the soil

Prerequisites

The steps (below) identify the people and processes which are deemed to be essential to the successful implementation of the project.

1. Engage the expertise of GWRC Akura Conservation Centre to establish nursery plantations of selected SRC willow clones
2. Adopt an "Alley cropping" approach to the establishment of the SRC willow crop which will complement the present pasture-based irrigation and minimise any disruption to it.

3. Negotiate with Andy Duncan (Ego Limited) to provide consultancy and assistance with the planning and implementation of the project, including potential variations required of the Resource Consent.
4. Engage experts such as Ian McIvor and/or Dr Trevor Jones (NZ Institute of Plant and Food Research) to advise and source other willow clones with specific attributes for wastewater uptake, including early leafing and late fall varieties to extend the irrigation season
5. Purchase planting and harvesting machinery and overseas expertise in time for a transition from the Akura manual system to a fully mechanised one.
6. Engage Peter Winsley¹, as NZ's foremost authority on biochar, to guide the process of achieving carbon credits, which is integral to the feasibility of the pyrolysis biochar proposal

SW's assessment of the present pasture-based system.

At Homebush a cautious irrigation approach has been adopted to avoid ponding or prolonged periods of surface water, both of which can affect evapotranspiration and are therefore subject to conditions in the consent.

When combined with a strategy to minimise recycling of water through the wipe-off drains, this approach has led to areas of non-uniformity in the dispersal of water over the border-strips (see photo below). Potentially MDC is in breach of their consent as a consequence.



Photo taken in 2022 – the year MDC needed to undertake an “emergency discharge” to the Ruamahanga River due to having insufficient storage in the holding ponds

There are other shortcomings to the pasture irrigation in comparison to SRC willow, such as:

- Pasture irrigation is on a seven to ten-day cycle depending on soil moisture conditions. The cycle for SRC willow can be much less due to its superior water-use ability.
- SRC willow plantations have a life expectancy of 15 to 20 years. In the current system, the policy is to renew pasture every four years. Thus, in any one irrigation season, 25% of the area is cannot be irrigated until the crop becomes established².
- Under the pasture system there is a delay to the start of irrigation due to the Land discharge condition 22e, which requires soils to dry out so that harvesting machinery can operate without causing wheel ruts.
- There may be up to four pasture harvests per year, each requiring this stand-down period. Further delays follow while the crop is mown, windrowed, baled and carted away. Another month can easily be lost to the irrigation season

¹ Dr Peter Winsley: Biochar for productivity and climate change mitigation: What are we waiting for?

² **Condition 22g)** No treated wastewater shall be discharged to land where pasture, or a crop, has less than 4 weeks of growth after being replanted or sown, except in dry weather conditions where the pasture or crop is under stress

- SRC willow plantations could be irrigated as soon as they come into leaf in early September through to the on-set of leaf yellowing in late April; a period of over seven months.

SW's assessment of the "Beyond Homebush" plan

In the proposed LTP, the solution to reducing wastewater discharge to the river is to pump water to private landowners via the \$12.2M "Beyond Homebush" plan. The eight objectives in the proposed LTP are identical to those in "Beyond Homebush".

The plan is potentially flawed, for example:

- Fonterra's current policy will not allow human waste impregnated pasture to be fed to dairy cows to avoid any chance of it entering the human food chain. What then are the options for farmers using the Homebush wastewater?
- Will farmers be able to sell to a market and receive a premium price when there is a real or perceived potential for the product to be contaminated with human waste?
- How would farmers achieve profitability given the costs of water and irrigation?
- Will farmers receiving the treated effluent be prepared to undertake the arduous task of monitoring and reporting to GWRC, as the Council is required to do?
- More than 100 hectares of land would be required to achieve the plan's goals. Where is this land situated and to what extent will the costs of supplying the wastewater impact on the viability of the cropping operation.

Therefore, because of the problems associated with community consultation and Covid in the Eight-year review, it is recommended that this project be halted until the community and stakeholders have an opportunity to reconsider the issues.

The SRC willow irrigation strategy

Doubling water uptake:

There is no doubt that SRC willow will grow exceptionally well in the Homebush soils under a properly-planned irrigation strategy. At a conservative estimate, the site is capable of producing an average 16 Oven-Dry-Tonne (ODT) biomass from established (> 2nd rotation) coppice plantations, per hectare, per annum.

SRC willow are hydrophilic (water-loving) plants which have an extraordinary ability to use water. A Canadian study³ showed that in a "Surface-flow wetland" they could use over 7-times the volume of water compared to grass, through evapotranspiration.

"Surface-flow wetlands" take many forms, but in general they are shallow basins containing hydrophilic plants, with a gravity flow of water over their extent, where surface water may persist and soils may remain saturated for varying periods of time.

The present pop-up valve and border-strip irrigation setup could easily be adapted to mimic a surface-flow wetland.

Much greater volumes of water could be discharged and held within the borders by a low bund. Not only would this minimise or eliminate any overflow to the wipe-off drains (thus avoiding recycling

³Evapotranspiration of a willow cultivar (*Salix miyabeana* SX67) grown in a full-scale treatment wetland
Chloé Frédette, Zhanna Grebenshchikova, Yves Comeau, Jacques Brisson. Ecological Engineering; Volume 127, February 2019, Pages 254-262

costs and holding pond capacity issues) but it would also maximise the evapotranspiration potential of the SRC willow.

Thus, it would be quite possible for the Homebush WWTP to achieve more than a doubling of the current 30% level of discharge to land and meet MDC's goal, outlined in their Upgrade Summary Report, May 2007: *Land disposal will be maximised so that discharge to the river and associated effects on its mauri and amenity values can be minimised.*

Nutrient uptake

Willow plantations are highly nutrient-demanding, especially N and P. A 2015 study by Canadian researchers⁴ showed that they were able to remove nearly 90% of the N and 85% of the P found in municipal wastewater.

Climate-change benefits:

SRC willow has the ability to directly capture CO₂ from the atmosphere through the process of photosynthesis. Based on overseas research, it is likely that, over a three-year rotation, A SRC willow plantation could sequester over 44 tonne of CO₂ per hectare in the above-ground biomass, and 30% to 40% more in the roots.

If the biomass was used as an alternative to coal, or even better, converted to biochar, then it would have a very positive impact on MDC's Climate-change goals and carbon footprint.

Conversion to biochar also has more far-reaching implications. The International Panel on Climate Change (IPCC) has designated pyrolysis biochar as a credible negative emissions technology (NET) with the potential for large-scale removal of CO₂ from the atmosphere. When incorporated in soil, biochar becomes a permanent carbon sink, lasting thousands of years. This should be of particular interest to the NZ Government.

Questions about change:

Nevertheless, while the idea of changing to a SRC willow system may have considerable merit, there is much to consider before it becomes a compelling argument for change at Homebush. For example, you need to know

- How you are going to transition from pasture to willow whilst keeping the present system operating
- How you are going to manage the establishment and management of the new crop
- Whether it is economically feasible, including whether it would receive Government recognition for CO₂ sequestration.

Taking them one at a time:

Transitioning:

A huge advantage with the Homebush irrigation layout is that it comprises blocks of individual border-strips. This enables the introduction of a long-established farming system known as "Alley Cropping".

Alley cropping systems are a way of combining crop and tree production on the same plot of land, to achieve improved economic and environmental objectives. It is broadly defined as the planting of two or more sets of single or multiple rows of trees or shrubs to create alleys within which agricultural, horticultural, or forage crops are cultivated.

In the Homebush situation if, for example, one-in-four strips were planted in SRC willow, the effect would be to improve the microclimate and thus increase growth rates and wastewater uptake in the

⁴ Willows for the treatment of wastewater: Performance under different irrigation rates. By Werther Guidi Nissam, Ahmed Jerbi, Benoit Lafleur, Remy Fluet, Michael Labrecque. Ecological Engineering, 2015

adjacent pasture areas. Plantations could be established without any impact on the current pasture-based system.

The first few plantations would be the “nurseries” for selected clonal planting stock. In addition, they would provide an opportunity to evaluate key aspects of their performance, relevant to potential variations to the Resource Consent; for example, water uptake in relation to irrigation rates.

With this knowledge, decisions could then be made on timelines and goals for an extended pasture replacement programme.

Crop management:

Establishing and managing a SRC willow system is nothing new; GWRC have been doing it for many decades at their Akura Conservation Centre. Consequently, they have all the skills and resources necessary to establish the initial “Nursery” crops and to manage their harvesting.

Subsequently, there would be a need to shift from essentially a manual establishment and harvesting system, to a mechanical one.

Again, these practices are not new as the photo’s below show, having been employed in Europe, Scandinavia, Canada and the USA for many years mainly, to supply fuelwood to local power stations.



A “Step Planter” automatically cuts the willow rods into short lengths and plants them at precise spacings throughout the cultivated area.



A Case IH (Austoft) billet harvester working SRC willow. (billets are pieces of wood 5 to 20 cm long. In Billet heaps, unlike wood chips, air can circulate and dry out the biomass. Wood chips immediately start to heat up and decompose)

Feasibility:

The ultimate feasibility of this proposal is dependent on receiving an economic return from the biomass, either through the sale of the woody material as boiler fuel, or through income from biochar in the way of carbon credits.

Willow billets can be stockpiled for air-drying then sold on the basis of their calorific value compared to the coal being used. The combustion is deemed to be carbon-neutral, with the CO₂ released being equivalent to that sequestered.

Studies of the carbon content of biochar, suggests that a Homebush SRC willow crop is capable of sequestering about 15 tonne of CO₂ per hectare, per annum; if all the area was planted, the potential annual return from carbon credits at today's price (April 2024) would be \$87,000 (100x15x \$58).

The role of carbon credits and the manner in which they could be used to achieve financial viability for a biochar industry is very much in the governments hands and closely linked to any revision of the Emissions Trading Scheme (ETS). Peter Winsley says "There seems to be no logical reason for further delay in making biochar a key part of New Zealand's climate change action plan."

Funding applications will be based around:

- the potential to improve land-based irrigation efficiency and the consequent reduction in wastewater discharge to waterways
- the displacement of coal by willow fuelwood
- removal of CO₂ from the atmosphere through photosynthesis.
- Permanent sequestration of CO₂ through incorporating biochar in soil.
- The multiple attributes of biochar and flow-on benefits to the NZ economy

In summing up the value of biochar, Peter also makes the following points:

To develop biochar into an effective NET and a sustainability technology in New Zealand we need:

1. formal government recognition of biochar's value and the roles it can play
2. the formation and oversight of market(s) for sequestration credits
3. end-to-end quality control and certification
4. strategic funding of pilot demonstration projects
5. information and extension services that share results from pilot projects, and allow biochar production and application to be continuously refined

In this respect, Homebush could play a pivotal role in piloting the development of a biochar industry, including demonstrating the SRC willow wastewater system and the possible interim use of the biomass for fuelwood. The value is not only to MDC and the Masterton community, but also to the other Wairarapa councils, as a blueprint for their own wastewater upgrades.

Ultimately, the benefits could be nation-wide.

30

Your details

Full name (required) *Peter ROYMOND LASS*

Organisation (if applicable) *N/A*

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

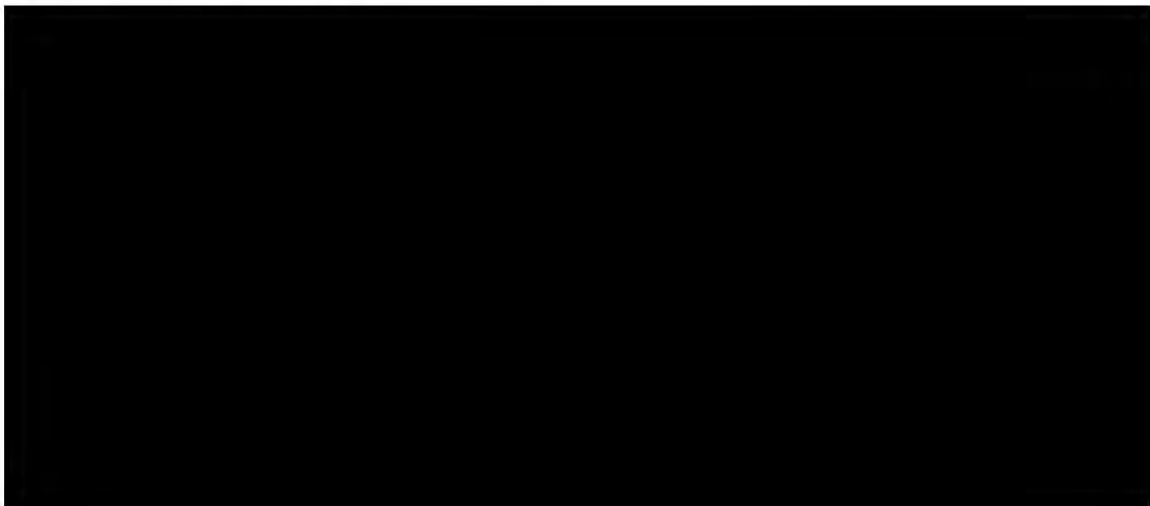
Yes (in person)

Yes (via Microsoft Teams)

No

About you

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



Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

??

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

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

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

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

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

- Yes No Don't know

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Your thoughts to help shape our thinking

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

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

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

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

- ① They are dirty the lakes need a constant water flow and flushing out
- ② The ducks and geese etc need culling
- ③ The grounds and gardens and trees are superb they need to be post leaders looked after.

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?

Commence immediately the amalgamation
of MDC with the other Wairarapa Councils
to stop duplication of services and unnecessary
costs and expense

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)

* Concentrate focus on the important & necessary ^{Not to} ^{like to} ^{have}

① Stop wasting money on duplicated services.

② Use the wealth of knowledge that people who have retired to Masterton and/or the Wairarapa rather than using consultants or so called experts who have NO knowledge of the Wairarapa or Masterton

③ Commence immediately the Amalgamation process with the other Wairarapa Councils

31

Your details

Full name (required)

EDWARD JOHN WOODINGTON

Organisation (if applicable)

NA

Postal address

Phone

Email

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

What is your age range?

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

What is your gender?

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

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Yes

No

Don't know

Your thoughts to help shape our thinking

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

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

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

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

I have been a volunteer at both lakes & surrounds for over 50 years
I have been involved in building the Jaycees railway, Friends
of the Park, Mini Putt, Henley Trust planting for about 20 years
The lake lakes and their surrounds are the jewels in
Masterton's Crown & must be supported.

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
rarely

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)

At the last hearing, about 6 years ago I submitted to the Hearing Committee that it was essential that, at that time the Council made their decision they carried out the decision. Instead we have the last 6 years while everything happened in ever-decreasing circles and got nowhere. That was not good for the general public. It cannot happen again otherwise the general consensus will be gone and we will have wasted years of time and millions of dollars. The Council must make a decision & stick to it.

32

Your details

Full name (required) Geoffrey Allan Henry Walker

Organisation (if applicable)

Postal address [REDACTED]

Phone [REDACTED] Email [REDACTED]

Hearing

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

Would you like to present your views at the hearing?

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

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

About you

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



Your thoughts on the Big Decisions

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

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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: \$10.75 million.
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Cost: \$2.3 million.

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

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

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

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

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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 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.
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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

To complex to assess, on information provided, and answer specifically

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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:

these are great resources - but a programme to replace exotic with indigenous flora would attract our native birds

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 *via tel*

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?

As a recent returnee, the town looks great
The skate park is great but needs
supervision.
Playground needs maintenance.

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)

Great long term plan but too
complicated for most people
Keep it simple
Publish it in midweek.



Submission from Enviroschools Te Upoko o te Ika a Māui On the Masterton District Council's Long Term Plan

This submission demonstrates how the Enviroschools Programme aligns with Masterton District Council's Community Outcomes, seeking endorsement of the ongoing programme in schools and early childhood centres across Wairarapa.

We have taken the opportunity to highlight how Enviroschools could be involved in Zero Waste Education as part of the Waste Management and Minimisation Plan (WMMP), which we will be discussing with Council Officers separately.

Sent by email: submissions@mstn.govt.nz

Monday 6 May 2024

We would like the opportunity to speak to this submission in person.

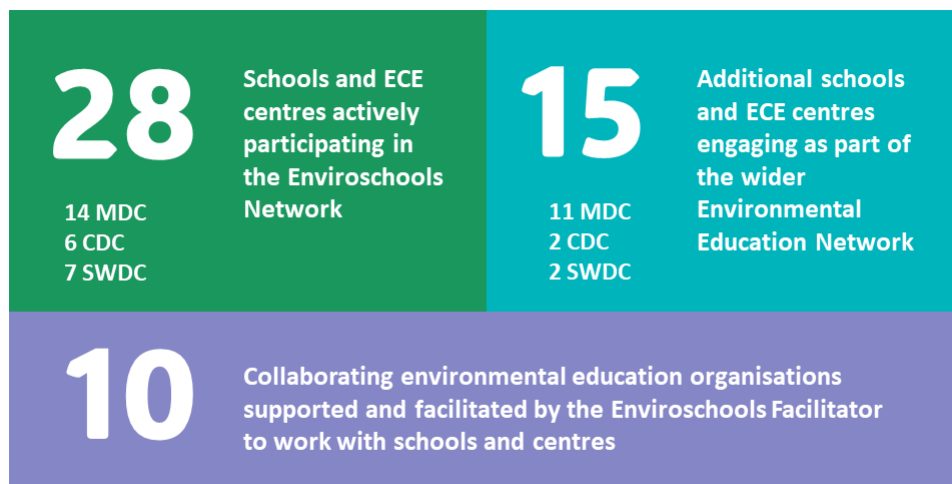
About the Enviroschools Programme

Masterton District Council is part of a regional collaboration of funding partners supporting an Enviroschools network in Te Upoko o te Ika a Māui. The programme sees a local facilitator providing guidance and support for kaiako and ākonga to learn in, about and take action for the environment, and intentionally creates meaningful connections with local community groups and iwi.

Participating Wairarapa schools and centres have access to, and benefit from, an incredible network regionally and nationally.

Locally, Enviroschools has been fortunate to have had Gill Stewart as the Community Facilitator for many years, resulting in strong connections between schools, mana whenua, education providers and community groups. For the past three years a Memorandum of Understanding between Enviroschools and Masterton District Council, Carterton District Council and South Wairarapa District Council has meant that the programme can be planned in an integrated way across the Wairarapa, and Gill has been able to leverage connections between schools and communities across catchments.

Over the last three years the Enviroschools Network in the Wairarapa has attracted an increasingly wide range of participating schools and centres from all three districts. Significant numbers of those schools and centres are deepening their sustainability practice and sharing this within the network.



Highlights of the past year that align with Masterton District Council’s Community Outcomes

Below we are pleased to outline a few of the Enviroschools events and workshops that have brought these concepts to life for students around the region:

Wetland wonderings

This collaborative event in August 2023 at Wairio Wetland helped tamariki and teachers learn about catchments, and the important role that wetlands play. It provided an opportunity for Mana Whenua to share their stories of place, while being in that place, and for the students to do some hands-on monitoring and restoration work.



Links to MDC Community Outcomes:



An engaged, empowered community



Pride in our identity and heritage



A sustainable and healthy environment

If the plans to develop Henly Lake and the Lake of Remembrance into a wetland are progressed, a similar event in Masterton could help people to learn how these changes would benefit the wider catchment and native flora and fauna.

Trapping and Tracking

Gill has been collaborating with Pukaha to support student networking and sharing best practice in relation to tracking and trapping pests. A large number of the Wairarapa schools participate, and Gill has supported students through both on-line and in-person workshops. Bird count (and bird identification) is now also part of the programme. Enviroschools have also developed complimentary Noticing Nature Workshops for students and teachers.



Links to MDC Community Outcomes:



An engaged, empowered community



Pride in our identity and heritage



A sustainable and healthy environment

Ecological Building

This workshop helped tamariki learn about ecological building principles, by observing what is built in nature followed by some hands-on experimentation. Using clay, straw, water and sand, they danced and stomped to form a cob, which was used to develop structures. They then tested qualities and design theories in the process.



Links to MDC Community Outcomes:



An engaged, empowered community



Pride in our identity and heritage



A sustainable and healthy environment

Douglas Park School reflects on twenty years of Enviroschools

At a recent celebration, students and teachers shared key stories of their Enviroschools journey with mana whenua, Enviroschools Reps and students from other schools across Wairarapa. These included:

- Carbon Zero Initiative - including incorporating solar panels and building energy efficiency into property decisions
- Wairarapatanga – all classes visit local nature spaces (Mt Holdsworth, Castlepoint, Rangitumau) and link their experiences back to what they are learning in school
- Learning about the school's Zero Waste journey through lunchbox initiatives and gifts of wax wraps to all new students
- Using their boundary creek as a context for learning and way of exercising kaitiakitanga.



After the celebration the reflection team discussed future directions that the school could take on its sustainability journey, including growing their connection with the local environment, and discovering the area's history through mana whenua knowledge.

Links to MDC Community Outcomes:



An engaged, empowered community



Pride in our identity and heritage



A sustainable and healthy environment

Other Key Work: Waste Management and Minimisation Plan (WMMP)

We note that Council is working on the regional Waste Management and Minimisation Plan and will deliver this with Carterton and South Wairarapa Councils.

Education can be a key lever in successful implementation and Enviroschools is an obvious fit. Across the region Enviroschools has been increasingly involved in teaching about food waste in schools and communities in collaboration with Garden to Table, and we see benefits in combining the Waste Education elements of the WMMP with the Enviroschools programme. We have begun discussions with Council staff to further develop this concept, which would be mutually beneficial for all for the following reasons:

- Enviroschools facilitators are already actively engaging with schools and ECE centres
- Currently Zero Waste Education is not able to be prioritised at Council
- By combining the two, schools and centres would have a single point of contact for the two programmes
- The nationally reputable Zero Waste Education programme would be delivered to more schools, followed up by the Enviroschools programme to support action related to the students' learning experiences.

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

34

#506

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, May 03, 2024 5:25:14 PM
Last Modified: Friday, May 03, 2024 5:31:44 PM
Time Spent: 00:06:30
IP Address: [REDACTED]

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

Q1

Your details

Full name (required)

Emily Court

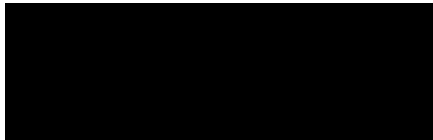
Organisation (if applicable)

Pukaha National Wildlife Centre

Postal address

Email

Phone



Q2

Yes (in person)

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

Q3

What is your age range?

Q4

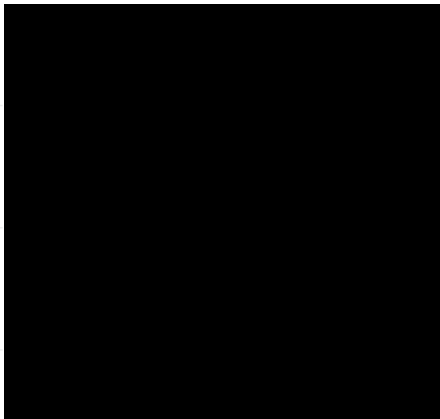
What is your ethnicity? You may tick multiple boxes.

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)

1 / 4

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

Q8	Respondent skipped this question
The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?	
Q9	Respondent skipped this question
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)	
Q10	Respondent skipped this question
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	Respondent skipped this question
Service Area 3: Regional Positive Ageing facilitation	
Q15	Respondent skipped this question
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?	

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

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?

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

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

This submission is made in my role as General Manager of Pūkaha National Wildlife Centre. I am a Carterton rate payer and therefore have not answered questions in relation to MDC services.

35

From: Colin Hendry [REDACTED]
Sent: Sunday, 5 May 2024 7:18 pm
To: Events <events@mstn.govt.nz>
Subject: Submissions Town hall/ Library

Dear Masterton District Council

My Wife and I have been Ratepayers for just on 45 years.

We are most impressed with the David Borman suggested development published in the Times Age a week ago.

We hope that you our elected Councillors, will be well underway with " stage one " of the Town hall ,and Waiata House .build. within the term of the present Council.

No one likes to pay increased rates, but you our Council were elected ,to minimise rating as much a possible, whilst giving Us the services and facilities which will make living here a pleasure.

We fell certain that is forward in your minds.

I would be pleased to have an opportunity to speak at the open meeting I understand you are holding.

Kind regards,

Colin Hendry
[REDACTED]

Sent from my iPad

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

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#596

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, May 06, 2024 8:50:10 AM
Last Modified: Monday, May 06, 2024 9:46:29 AM
Time Spent: 00:56:18
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Geraldine Durrant**
Email [REDACTED]
Phone [REDACTED]

Q2

Yes (in person)

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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.
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Service Area 1: Wairarapa Economic Development Strategy	
Q13	Alternative Option - Maintain funding
Service Area 2: Regional Walking and Cycling facilitation	
Q14	Alternative Option - Maintain funding
Service Area 3: Regional Positive Ageing facilitation	
Q15	Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires
Service Area 4: Welcoming Communities facilitation	
Q16	Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K
Service Area 5: Climate initiatives	

Page 3: Fees and Charges

Q17	No
Do you support our proposed fees and charges for 2024/25?	

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

Q18

Comments

The percentage increase doesn't reflect the percentage increase in income in our household & we are probably not the only one. The proposed changes don't seem to bring any positive changes to our daily lives either.

Page 4: Your thoughts to help shape our thinking

Q19

Don't know

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

Q20

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

It is unclear to me as to how the lakes are currently maintained, making it difficult to comment on this.

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?

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

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?

The Council should be able to respond to queries about rules & regulations related to the district. We enquired about an aerial topdressing plane flying over our property & partially spraying over it (without our prior knowledge nor request) and were not replied back with a satisfactory answer.

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

Funding town hall events through rates can feel like a "pay more, get less" scenario, especially in a town like Masterton where the median income was just \$23,700 in 2018. With only 6.7% of the population earning over \$70,000 that year, it's doubtful that these incomes have kept pace with inflation, which has risen by 40.31% cumulatively. This means that only a small portion of the population likely has the means to enjoy these events. It seems unfair to expect taxpayers to foot the bill for something they are unlikely to benefit from.

Moreover, questioning the need for a large event centre in Masterton is valid, especially considering there's already one in nearby Carterton. The population of Wairarapa doesn't seem to justify having two event centres. Instead of investing in a separate council building, expanding the library to include a small council front-of-house area and an open-plan office for staff could be a more practical solution. Take, for example, the Circa Theatre in Wellington, which boasts a small performance room but still hosts exceptional events. (Circa 1 has 224 seats and Circa 2 has 100, and that is Wellington Waterfront!) Circa 2 model could provide the necessary space for council operations while also serving the community's cultural needs.

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

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#65

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, April 17, 2024 12:48:34 PM
Last Modified: Wednesday, April 17, 2024 12:54:25 PM
Time Spent: 00:05:51
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **David Rose**
Organisation (if applicable) **Riversdale Beach Surf Lifesaving Club**
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

Yes (in person)

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

1 / 4

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

Page 2: Your Thoughts on the Big Decisions

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

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Yes

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

Respondent skipped this question

Q21

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

Visit the Council website

Q22

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

Email the Council

Q23

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

Pay by automatic payment or direct debit

Q24

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

Monthly

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

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

38

Your details

Full name (required)

Alan Dewar (Chair)

Organisation (if applicable)

Te Hika o Pāpāouma Mandated Iwi Authority

Postal address

Phone

Email

Hearing

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

Would you like to present your views at the hearing?

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

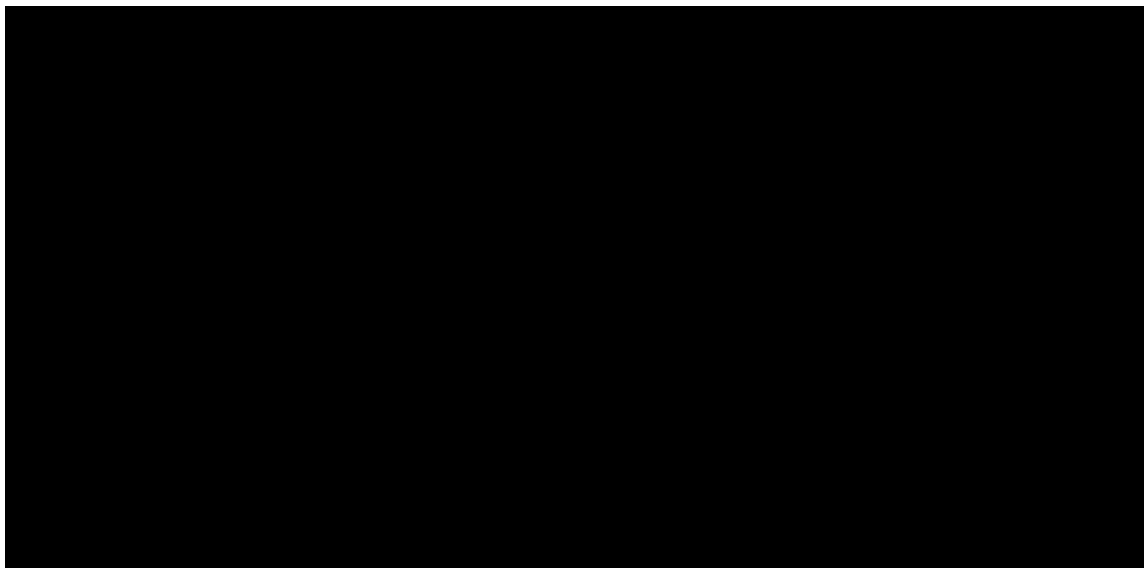
Yes (in person)

Yes (via Microsoft Teams)

No

About you

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



Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input 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 type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input checked="" type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

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

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

Yes

No

Don't know

Your thoughts to help shape our thinking

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

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

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

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

The community having a place where they can enjoy and engage with the natural environment.

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)

Please see attached letter on behalf of Te Hika o Pāpāuma Mandated Iwi Authority.



6 May 2024

Masterton District Council
PO Box 444
Masterton 5840

Sent by email: submissions@mstn.govt.nz

Tēnā koutou

SUBMISSION ON 2024/34 LONG-TERM PLAN

Te Hika o Pāpāuma Mandated Iwi Authority ("the Iwi Authority") thank you for the opportunity to contribute to the Masterton District Council ("the Council") 2024/2034 Long-Term Plan.

1. Background to Te Hika o Pāpāuma

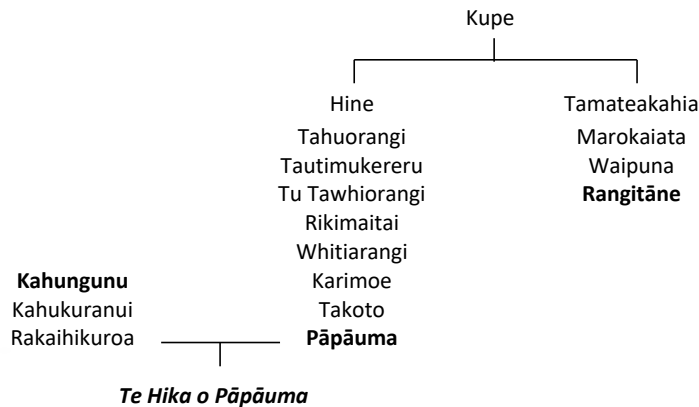
Te Hika o Pāpāuma are an ancient people that predate all European contact with Aotearoa. The eponymous ancestor Pāpāuma is a direct descendant of Kupe and is regarded as Te Aitanga a Kupe (offspring of Kupe). Te Hika o Pāpāuma have maintained mana whenua (traditional authority over traditional lands) and mana moana (traditional authority over traditional sea and coastal area) in perpetuity since Kupe landed on the East Coast over a thousand years ago.

Te Hika o Pāpāuma has a strong relationship with both Rangitāne and Ngāti Kahungunu Iwi. Rangitāne, through generations of intermarriage, close proximity and a shared whakapapa through Te Aitanga a Kupe. In 2012 the Rangitāne Settlement Negotiations Trust, on behalf of Rangitāne looked to better reflect the relationship and acknowledged that:

"The ancestor Pāpāuma is the eponymous ancestor of Te Hika o Pāpāuma. Te Hika o Pāpāuma has its own distinct identity and has exercised, and continues to exercise, mana whenua and mana moana in its traditional rohe. As part of exercising mana whenua and mana moana, Te Hika o Pāpāuma has the right to directly engage with any and all parties as it deems appropriate".

Te Hika o Pāpāuma has a strong and intrinsic bond with Ngāti Kahungunu through the union between Pāpāuma and Rakaihikuroa as well as other Ngāti Kahungunu ancestors that intermarried into Te Hika o Pāpāuma. The link to the traditional lands of Te Hika o Pāpāuma, however, comes from Pāpāuma and her direct lineage to Kupe.

Pāpāuma herself does not descend from either of the ancestors Rangitāne or Kahungunu. This is the fundamental reason why her descendants are so committed to preserving and maintaining her distinct identity; separate from both of the ancestors Rangitāne and Kahungunu. Below is the whakapapa of Rangitāne, Kahungunu and Pāpāuma which clearly shows her direct descent from Kupe:



At no time have Te Hika o Pāpāuma relinquished or ceded their right to govern themselves and manage both their mana whenua and mana moana interests within their traditional lands.

Over the centuries many external people and Iwi have attempted to wrest the traditional lands of Te Hika o Pāpāuma from their grasp. Many external Iwi representative bodies have also proposed to speak on behalf of Te Hika o Pāpāuma. Regardless of whether others have spoken on their behalf or not to date, Te Hika o Pāpāuma is now standing to state that they have a voice. One cannot blame however, external bodies for wanting to lay claim to Te Hika o Pāpāuma lands, for they include a coastline and lands abundant in kaimoana, arable farms and extensive Crown forestry blocks.

With the above kōrero in mind, it seems by no accident therefore that the ōhakī (final wish) of Pāpāuma is:

"Poua te whenua kia mau tonu"
"Assert yourself upon the land and hold it forever"

1.1 Mana Whenua

Te Hika o Pāpāuma descendants have perpetually maintained mana whenua of the area commonly known as the Castlepoint Purchase Block of 1853 ("Castlepoint Purchase Block"). The coastline ranges from Poroporo in the north to Whareama River in the south. The Purchase Block makes up a significant portion of the Wairarapa / Tamaki nui-a-Rua region. It spans the two regions and also spans both the Masterton and Tararua District Councils as well as both the GWRC and Horizons Regional Councils. The Iwi Authority acknowledges that Te Hika o Pāpāuma has primary, rather than exclusive, mana whenua rights and interests in this area which is also shared by other tribal groups.

Customary food-gathering is an essential part of asserting mana whenua. The inland customary food-gathering area of Te Hika o Pāpāuma has been acknowledged by the Crown, formally the Ministry of Fisheries. The Crown's map (see Appendix A: Inland Customary Food-Gathering Area for Te Hika o Pāpāuma) clearly outlines the proposed inland customary food-gathering area of Te Hika o Pāpāuma.

1.2 Mana Moana

The traditional coastline of Te Hika o Pāpāuma is “Poroporo ki raro – Whareama ki runga” (from Poroporo in the north to Whareama in the south). Te Hika o Pāpāuma has Customary Fishing Rights accepted by Ministry of Fisheries for this stretch of coastline. Te Hika o Pāpāuma also has status as a Notifying Authority for the appointment of Kaitiaki in this same area (see Appendix B: Area of Management Responsibility of Te Hika o Pāpāuma). The relationship between Te Hika o Pāpāuma and their traditional coastline is acknowledged in the Wai 420 historical Treaty of Waitangi claim. The Wai 420 Statement of Claim is clear that it is a claim for the “tribal members of Te Hika o Pāpāuma”.

2. Establishment of the Iwi Authority

On 8 August 2015 the Iwi Authority was established after an extensive nationwide ratification process. There are currently over 850 Te Hika o Pāpāuma registered members and conservative population indications are around 5,000.

Our vision is:

“To lead our Whānau towards ongoing sustainability and self-determination”

The objects of the Iwi Authority are to:

- protect, uphold and enhance the mana of Pāpāuma
- promote and revitalise the identity, educational, spiritual, economic, environmental, social and cultural advancement or well-being of Te Hika o Pāpāuma and its Members fulfil the role of mana whenua and mana moana within the traditional lands of Te Hika o Pāpāuma;
- establish, develop and maintain relationships with neighbouring Iwi, Hapū, Whānau and Māori entities;
- provide for the on-going maintenance and establishment of places of cultural or spiritual significance to Te Hika o Pāpāuma and its Members;
- undertake commercial activities to support the object and purpose of the Trust;
- represent Te Hika o Pāpāuma in any engagement or settlement with the Crown or any engagement with local authorities, public sector organisations or private entities;
- any other purpose that is considered by the trustees from time to time to be beneficial to Te Hika Pāpāuma.

Local Government Act 2002

81 Contributions to decision-making processes by Māori

(1) A local authority must—

- (a) establish and maintain processes to provide opportunities for Māori to contribute to the decision-making processes of the local authority; and
- (b) consider ways in which it may foster the development of Māori capacity to contribute to the decision-making processes of the local authority; and
- (c) provide relevant information to Māori for the purposes of paragraphs (a) and (b)

In accordance with the Local Government Act 2002, the Iwi Authority requests recognition as a mana whenua and mana moana representative body within the traditional lands of Te Hika o Pāpāuma. And, that meaningful engagement and partnership take place between the Council and the Iwi Authority as a part of due process and best practice.

Naku noa nā

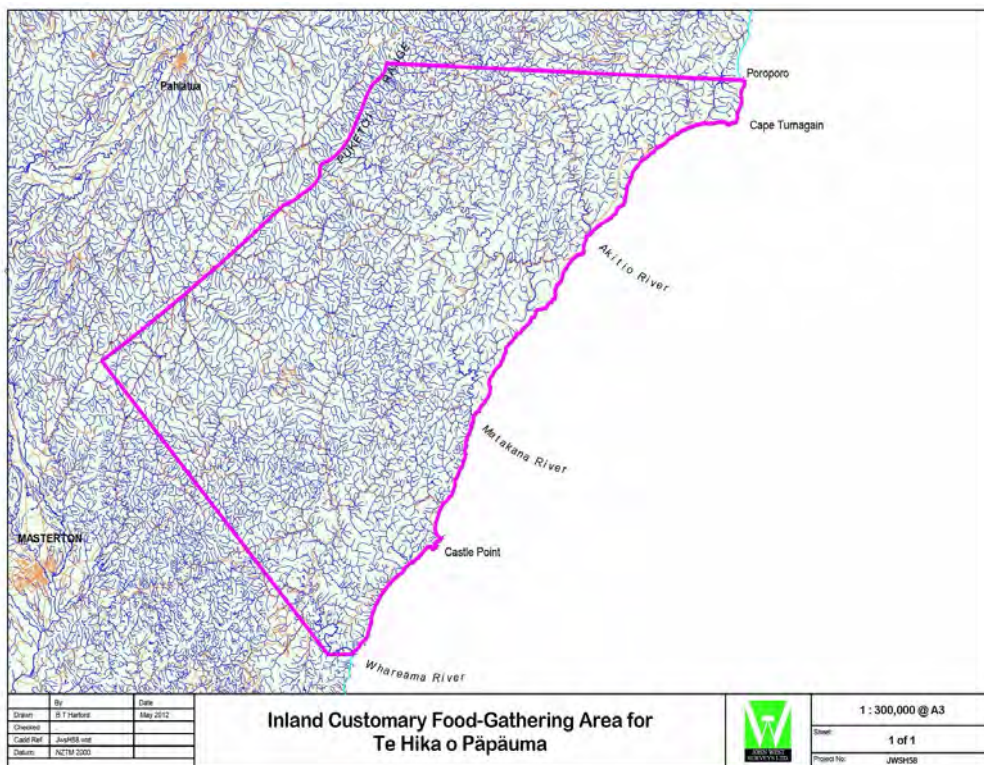


Alan Dewar
Chair

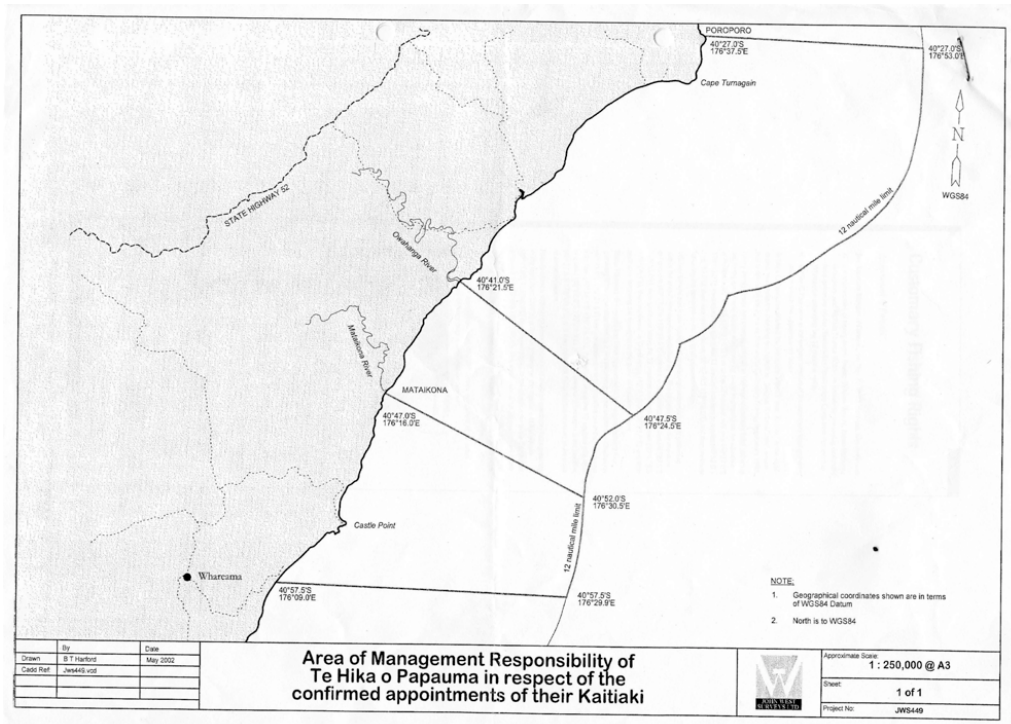
Enc Appendix A: Inland Customary Food Gathering Area for Te Hika o Pāpāuma
Appendix B: Area of Management Responsibility of Te Hika o Pāpāuma



APPENDIX A: Inland Customary Food-Gathering Area for Te Hika o Pāpāuma



APPENDIX B: Area of Management Responsibility of Te Hika o Pāpāuma in respect of the confirmed appointments of their Kaitiaki



Your details

Full name (required) *OWEN KIERAN MARRON*

Organisation (if applicable) [REDACTED]

Postal address [REDACTED]

..... [REDACTED]

Phone [REDACTED] Email [REDACTED]

Hearing

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

Would you like to present your views at the hearing?

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

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

About you

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[REDACTED]

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Town Hall (Consultation Document pages 13-18)

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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

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Cost: \$10.75 million.
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Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only.
Cost: \$2.3 million.

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

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

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

Your thoughts to help shape our thinking

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

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

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

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

As a Henley Lake user approx 3 times a week to walk/exercise my two ferries dogs, I consider Masterton residents and to a lesser visitors to the town extremely fortunate to have access to such a wonderful facility. Doesn't need any changing.

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

- More than once a week Weekly Monthly Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

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

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Wednesday, June 14, 2023 Wairarapa Midweek 11



TE KAUNIHERA Ā-ROHE O TARATAHI
COMMUNITY NEWS
CARTERTON DISTRICT COUNCIL

Councillor
Kōrero -
Robyn
Cherry
Campbell



The only constant is change. It's a cliché, but it certainly resonates for us here in Carterton!

From next month to June 2024, our community needs to have input in and make decisions on – in no particular order – our Council 10-year-plan, our District

speed management review, the Wairarapa Combined District Plan, a representation review, plus the ongoing consultations on freedom camping, Belvedere Hall, and 29 Holloway Street.

And there's also continuing work on roading, wastewater, and water renewals.

WOW!

These are just the things we have in our current plan.

Issues such as KiwiRail's recent announcements about

road closures, the State Highway 2 redesign, Affordable Water Reform, and Resource Management changes are also commanding our attention.

No doubt there will be other things that come out of left field; risks, and issues we cannot control. Rest assured we will advocate for Carterton as and when these arise.

Councillors are acutely aware of the impact government reforms and initiatives from national agencies are having on you,

our community. We are actively engaging with these agencies to ensure we represent your interests and that we are well-positioned to respond to any changes which may arise.

Changes to legislation raise distinct challenges and issues for our community, we are well-equipped to respond and committed to working with central government and its agencies in your best interests, be that on our own, or in collaboration with, our neighbouring Councils.

I am not by nature "political". As I have said before in this column, I chose to stand because I am passionate about our people, community, and our district, and

I want to contribute to future proof for coming generations.

I am always open to new ideas and innovation. I recommend remaining open-minded about the changes we see and experience.

We will always listen and share our community's opinion – that's our job!

Please do not hesitate to ask my colleagues or me if you need any information about the plethora of change programmes and projects we are going through.

We may not have all the answers, but we are accustomed to the pace of change, we can and will, always do our best to help.

CDC recognises importance of pets as companions and offers urban dog registration discount for people over 65

CDC is proud to announce a new discount on urban dog registrations for people over 65.

This initiative has been launched to recognise the important role that pets play in the lives of many seniors as companions and to encourage responsible dog ownership in our community.

The discount will be available to all residents over the age of 65 who live within the Carterton District Council urban area.

Eligible residents will only pay \$75 for their urban dog registration fee.

To take advantage of the discount, residents over 65 will need to provide proof

of age and residency within the Carterton District Council urban area when registering their dog.

The discount is part of the Council's commitment to promoting responsible dog ownership and ensuring that all dogs in the Carterton community are registered and up to date with vaccinations. The Council encourages all dog owners to be responsible and considerate of others when walking their dogs in public spaces.

For more information about the discount or to register your dog, phone us on (06) 379 4030 or visit our website at www.cdc.govt.nz.



HE
PITOPITO
KŌRERO
- RA SMITH



Kuamahanga Stream

Kuamahanga Stream isn't a spelling mistake. This waterway is less known than our ancestor, Ruamahanga.

You can find Kuamahanga beyond the eastern range of Maungaraki going to the sea.

Kumahanga means you "have trapped".

The kiore or rats were trapped around the Kuamahanga Stream with bait, either the Tawhai or Beech nut.

Have Your Say! Public Consultations open now!

Council has three public consultations during June. Anyone can make a submission on the proposals and we encourage you to do so.

The proposals are:

- a proposed Carterton District Freedom Camping Bylaw
- disposal of 29 Holloway Street

- revocation of Reserve Status at 583 Belvedere Road ["Belvedere Hall"]
- Visit cdc.govt.nz/haveyoursay

for more information and to make a submission, or pick up a proposal document from Council offices.



go to our website: cdc.govt.nz, email us on info@cdc.govt.nz or send us your thoughts by mail to: Carterton District Council PO Box 9 | Carterton 5743

HAVE YOUR SAY AND TELL US WHAT YOU THINK

40

Your details

Full name (required) Luke Joseph Matthew Radich

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

Your thoughts to help shape our thinking

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

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

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

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

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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
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- Other – please specify

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

- More than once a week Weekly Monthly Never

41

Your details

Full name (required) Cheryl Cavanagh

Organisation (if applicable)

Postal address [Redacted]

Phone [Redacted] Email [Redacted]

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Would you like to present your views at the hearing?

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Cost: \$3.57 million.

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

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

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

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Cost: \$2.3 million.

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Cost: \$6.48 million
- 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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- 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 type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

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

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

- Yes No Don't know

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Your thoughts to help shape our thinking

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

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

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

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

The return of wildlife to these lakes
lovely places to take families,
to walk, makes our park a
great place for visitors and locals
alike

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

- More than once a week Weekly Monthly Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

Feel that a personal approach is more satisfying and that you can leave, feeling your concerns are heard like how our mayor is out and about and easily approached, not sure about the councillors.

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)

That toilet facilities are dismal in the north end of town, thanks to the good will of the library, but only one toilet available. Could a portaloos be installed in green space by library. The public facilities in Bannister Street are fantastic and kept beautifully clean. Also feel our stadium needs some work could be utilised for an events centre?

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

42

#336

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 2:00:04 PM
Last Modified: Thursday, May 02, 2024 2:37:42 PM
Time Spent: 00:37:37
IP Address: [REDACTED]

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

Q1

Your details

Full name (required)

Teresa D McClymont

Postal address

Email

Phone

Q2

Yes (in person)

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

Q3

What is your age range?

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.

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

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

Page 3: Fees and Charges

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

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

I use them practically everyday ,as do many others ,to exercise both myself and my dog. The amount of activity of sport, exercise, school children using it for learning means these are well used public space and apart from a bird cull are in good condition and a vibrant community hub. I love seeing everyone down there using these facilities. Any out of towners I run into and chat to feel we are so fortunate to have such a lot of terrific recreational spaces and one couple I got chatting to are now seriously looking to move here from Tauranga after a few days in the new NZMCA camp.

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Respondent skipped this question

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

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

Q25

Respondent skipped this question

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

Q26

No

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

Q27

About the same

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

Q28

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 haven't been in often at all but the standard of service and staff interactions have been very good ,please don't get rid of a front counter for service.

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 feel quite strongly about the town hall and the options. I don't think we need a town hall .We do have performance spaces around town that can be used and if TLT builds a new theatre for MTC as is being mooted then there will be a space for most groups to rent that is not a school. As TLT is only providing the infrastructure of a shed a very cheap way for the town to have a performance space would be to join in on this project maybe providing the seating and sound equipment ,although I know there will be fiscal restraints in this type of arrangement. But it would save the town millions and we would have a performance space that could handle 300 to 350 people ,which is really all this town needs. If you look at the money that Carterton Events Centre doesn't make ,it should be a reminder that because you build it they may not necessarily come and you have a very expensive white elephant . I supported the last councils idea because it was 5 entities in one space. The new iteration is not and you still have to spend money on the library etc. We are at a time in the countries history a little like the GFC and I think spending as little as possible and keeping rates as affordable as possible for those in the community on limited incomes who own a home is prudent for the next few years . How entertainment is delivered is changing and I think we should be aware that younger generations barely watch TV as has been shown with the demise of Newshub, so before spending many millions that they will have to stump up for ,really research how the under 40's see their future entertainment delivery .

43

Your details

Full name (required)

MAURGEN COLEY

Organisation (if applicable)

Postal address

Phone

Email

Hearing

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Would you like to present your views at the hearing?

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Yes (in person)

Yes (via Microsoft Teams)

No

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

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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

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- 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)

44

Your details

Full name (required)

Edwin O'Hara

Organisation (if applicable)

Postal address

Phone

Email

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

What is your age range?

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

What is your gender?

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

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes No Don't know

Your thoughts to help shape our thinking

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

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

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

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

They both are major recreation attractions for Masterton and beautiful walks for Locals.

There could be maintenance benefits if one or both became dry for a period.

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 *Once* 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)

MASTERTON TOWN HALL REFURBISHMENT

The old town hall spaces served the region very well.

Why not replace and refurbish what we had.

Why was this option never considered.

1. Stick to the **current site footprint** – overall costs affected by roof cover.
2. Keep current car parks – **more parking needed not less.**
3. Provide **2 useable rooms** both serviced by joint kitchen. See drawings.
4. Redevelop the old office area to provide a **new Civil Defence facility.**
5. Refurbish all areas to earthquake requirements.
6. **Scrap the 700 seat options** – Seldom needed.

The building as it was served Masterton well. Having two appropriately sized rooms both accessed from the front foyer was ideal.

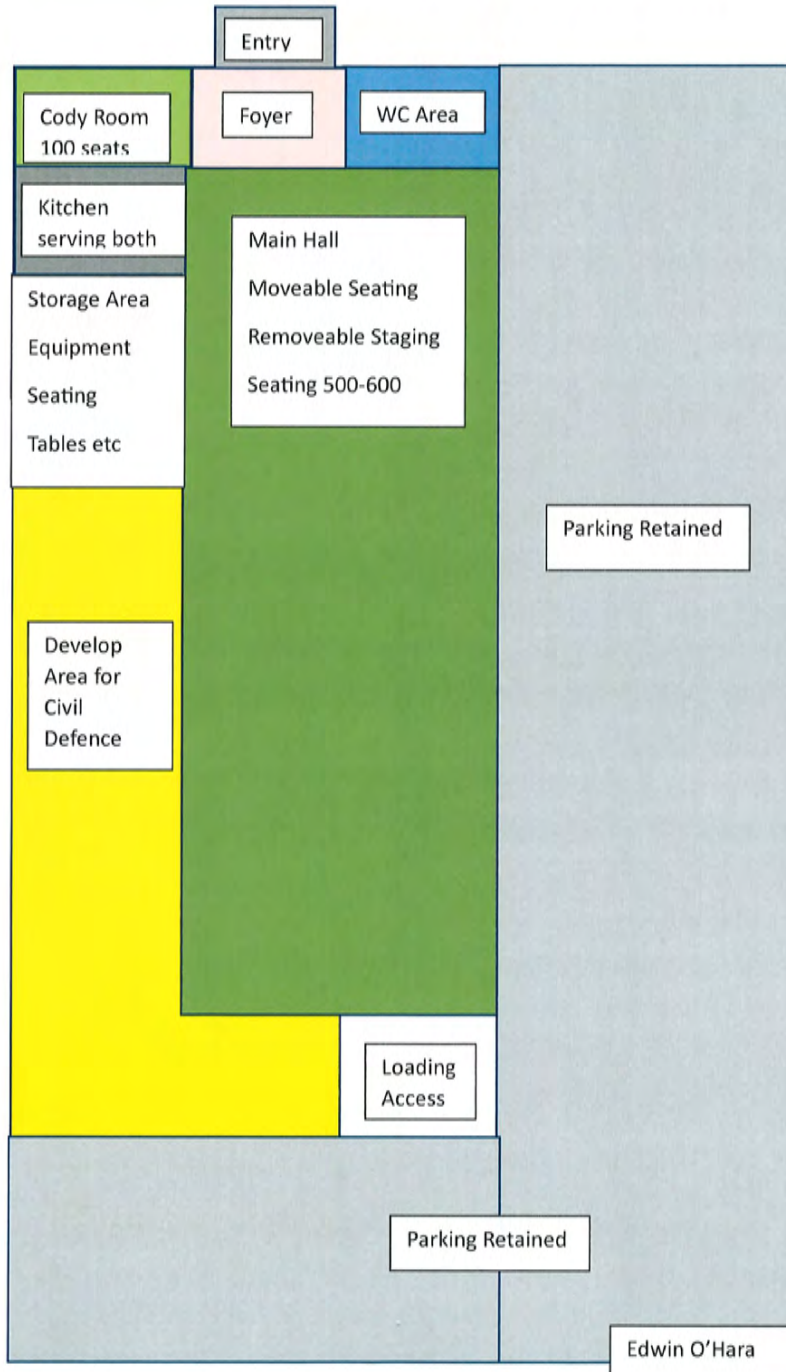
Along with many others I do not believe we need except on rare occasions a 700 seat facility. We would have extra costing and end up with a little used barn. Why not use the War Memorial Stadium for large gatherings.

In particular little thought has been shown to the value of the **current 100 seat Cody Room.** This was frequently used and could double for Council meetings. It is actually useable as is with strengthening and a new roofing structure.

I look at the Queen Street office versus Waiata House extension as being both an economic and practical exercise. Decisions must be made on net cost savings and the most effective use of Council facilities. I think a Queen street office is more available to the public. Again - **carparks are scarce.**

The attached drawing is not drawn to scale and is designed to show what can be achieved using the current overall footprint. This closely resembles the current hall layout but the various main requirements can easily be adjusted as is required for strengthening and refurbishment. **The wheel isn't broken so don't replace it – just modernise and strengthen what is there.**

MASTERTON TOWN HALL REFURBISHMENT



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

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#294

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, May 01, 2024 3:53:12 AM
Last Modified: Wednesday, May 01, 2024 3:57:57 AM
Time Spent: 00:04:45
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Alan Fulton Bohm
Postal address [REDACTED]
Email [REDACTED]
Phone [REDACTED]

Q2

Yes (in person)

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

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

Yes – keep the façade

Q9
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

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

Q10
Town centre improvements (Consultation Document pages 25-28)

Respondent skipped this question

Q11
Council Funding (Consultation Document pages 29-31)

Respondent skipped this question

Q12
Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

Q13
Service Area 2: Regional Walking and Cycling facilitation

Respondent skipped this question

Q14
Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

Q15
Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

Q16
Service Area 5: Climate initiatives

Respondent skipped this question

Page 3: Fees and Charges

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

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

Visit the Queen Street Customer Service Centre in person

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

Q22

Visit the Queen Street Customer Service Centre

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Monthly

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

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

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
