



# **LONG TERM PLAN 2024-2034**

## **SUBMISSIONS**

### **Volume 13**

#### **Submissions 691 to 750**

From consultation 5 April to 6 May 2024

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#515

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 Last Modified: Friday, May 03, 2024 6:26:07 PM  
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Matthew Sherry

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions



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

**Q16**

Service Area 5: Climate initiatives

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

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Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

I am not fully up to speed on the new fees

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

Lake and green areas are so important to our region

**Q21**

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

**Visit the Council website**

**Q22**

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

**Phone the Council**

**Q23**

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

**Pay by automatic payment or direct debit**

**Q24**

**Monthly**

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

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**Q25**

**Never**

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

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**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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

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**Q29**

**Respondent skipped this question**

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

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#588

COMPLETE

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 Last Modified: Sunday, May 05, 2024 11:55:10 AM  
 Time Spent: 00:20:19  
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Paul Shortis

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

Q2

No

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

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

**Q8** Respondent skipped this question

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

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

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

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

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

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

**Q14** The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)  
Service Area 3: Regional Positive Ageing facilitation

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

**Q16** 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

**Q17**

**Yes**

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

---

**Q18**

Comments

Provided the proposed fees and charges are delivered at cost and every reasonable effort is made to maintain costs at the lowest level possible.

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

1. The Lake of Remembrance in QE2 Park should, if at all possible, be maintained in its current state. This is an iconic lake that provides much pleasure to all.
  2. Henley Lake could and should be converted to a recreational wetland. This would reduce water take, increase local biodiversity and provide an alternative exercise area to QE2 Park. It would also provide a good educational facility for schools and community on the importance of wetlands.
- 

**Q21**

**Visit the Council website**

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

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**Q22**

**Email the Council**

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

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**Q23**

**Pay by automatic payment or direct debit**

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

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**Q24**

**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?

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**Q25**

**Never**

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

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**Q26**

**No**

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

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**Q27**

**More**

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

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**Q28**

**Respondent skipped this question**

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

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**Q29**

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

1. The District finds itself in a position where lack of infrastructure maintenance in the past together with the possible need to upgrade a number of public facilities in the near future, has provided the Council with a significant financial challenge. The proposed Long-Term Plan (LTP) appears to be an attempt to meet most of those needs through a combination of significant rate rises and a large increase in debt.
  2. Natural growth, the various impacts of climate change and changing Central Government policy will introduce complications to the planning process and adequate provision must be made for, as yet, unknown financial impacts.
  3. It is my contention that MDC should provide services in the following hierarchy:
    - a. Firstly, essential services including potable water, sewerage, efficient storm water disposal, roading and essential public infrastructure. Urban individuals are unable to supply these services themselves. Rural individuals are heavily dependent on good quality roading.
    - b. Secondly, services that support statutory duties such as building inspection, animal control and the collection of levies and fees such as the Building Research Levy as well as support services that enable the effective and efficient running of Council.
    - c. Lastly, infrastructure that supports recreation and public wellbeing such as parks, meeting places and events.
  4. The projected level of debt leaves little headroom for unseen events mentioned in point 2 above. The preferred projects are unlikely to come in under budget, far more likely to exceed budget. Accordingly, Council should retain some capacity for additional debt. The levels of debt projected by 2028 will place Council in a tenuous financial position which will result in greater rate rises than those projected if any unforeseen expenses occur.
  5. As a priority, Council must increase raw water storage. Small scale reservoirs(s) at Kaituna would provide secure water storage at a fraction of the cost of the dam mooted for Wakamoekau and could also meet the needs of Carterton thereby sharing costs of construction and operations. Secure water supply is far more important than the construction of town halls and meeting auditoriums.
  6. The district is adequately supplied with meeting facilities at Rathkeale College, Wairarapa College and the nearby Carterton Events Centre. Until essential infrastructure (point 3a above) is bought up to standard, these will have to suffice.
  7. Similarly, Council is adequately housed in rented accommodation. Were it not, a case could be made to construct new facilities. Therefore, I am in favour of continuing the present accommodation until the Council is in a much stronger financial position to embark on major civic development.
  8. The proposal for the library requires more consideration. Innovative thought must be given to what learning centres of the future are likely to look like rather than extending more of the same as appears from Council's preferred option.
  9. Council has the luxury of levying income through rates. The level of rate increases projected are well in excess of the projected rate of inflation. I would urge Council to reverse the current planning model by striking reasonable rate increases in line with inflation then planning what it can afford to do applying the above hierarchy in point 3. This is the model that is applied to any commercial organisation reliant on revenue from sale of products and services and should be applied to Council by itself.
  10. The time may well have arrived in New Zealand where District Councils are unable to provide a full suite of civic amenities. That is, not without burdening ratepayers with significant debt and spiralling rate increases. Perhaps it is time for MDC to be effective in supplying core services rather than attempting popularity by providing expensive offices and meeting places.
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#662

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 Last Modified: Monday, May 06, 2024 7:47:28 AM  
 Time Spent: 00:07:50  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Miriam Silvester

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

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

**Q11** **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** **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** **Don't know**

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

**Q18**

Respondent skipped this question

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

Don't know

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

---

**Q20**

Respondent skipped this question

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

---

**Q21**

Visit the Council'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 via the Council's website

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

---

**Q24**

Never

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

---

**Q25**

Never

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

---

**Q26**

Don't know

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

---

**Q27**

**About the same**

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

---

**Q28**

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?

While I haven't used the information centre myself I do like that there is a physical place to visit and people to talk to in person when needed. Online cannot fully replace what a conversation in person can achieve.

---

**Q29**

**Respondent skipped this question**

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

---

# Your details

Full name (required) Kathleen Joan Simmonds

Organisation (if applicable) [Redacted]

Postal address [Redacted]

Phone [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]

[Redacted]

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

[Redacted]

# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
  No
  Don't know

# Your thoughts to help shape our thinking

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

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

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

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

The parks and lakes are what makes Masterton a great place to live, keep them up and running.

## 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)

matinance and upgrades are needed on just about all our services to make Masterton a great place to live, not another white elephant in the form of a town hall.

## Your details

Full name (required)	Terence Simmonds		
Organisation (if applicable)	[REDACTED]		
Postal address	[REDACTED]		
Phone	[REDACTED]	Email	[REDACTED]

## Hearing

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

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

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

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

## About you

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

### What is your age range?

[REDACTED]

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

[REDACTED]

### What is your gender?

[REDACTED]

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

[REDACTED]

# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
  No
  Don't know

# 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:

Henley lake and lake of remembrance are a real asset for the Masterton district, and very popular with visitors and residents 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? 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)

#579

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, May 06, 2024 7:59:46 AM
Last Modified: Monday, May 06, 2024 8:46:04 AM
Time Spent: 00:46:18
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Andrew Sims

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

Q2

No

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

Q3

What is your age range?

[Redacted]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives



**Q17**

**No**

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

---

**Q18**

**Respondent skipped this question**

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

**Respondent skipped this question**

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

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**Q21**

**Visit the Council website**

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

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

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

There needs to be alot more consultation on the town hall and whether we need to have one? There are many pros and cons for this facility but a large portion of the community no nothing about it therefore any future decisions will be met with further protest, not useful!! There is no issue with council with replacing the municipal building that needs doing but whether we need a community hall is in question? Haven't had one for many years now seem to be getting by without it? If this the town hall is replaced there needs to be more information offered up on why we need it? Could be a massive white elephant in the making otherwise??

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#39

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, April 14, 2024 10:18:36 AM
Last Modified: Sunday, April 14, 2024 10:57:13 AM
Time Spent: 00:38:36
IP Address: [Redacted]

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

Q1

Your details

Full name (required) David Sims
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

**Q17**

**Yes**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

Lake of Remembrance is an important feature of Queen Elizabeth Park and would be best preserved, Henley Lake may prove to costly to maintain as is, as water flows restrict levels, that and with the continued risk to people and animals through toxic algae.

**Q21**

**Visit the Council website**

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

**Q22**

**Email the Council**

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

**Q23**

**Pay via the Council's website**

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

**Q24**

**Monthly**

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

**Q25**

**Never**

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

**Q26**

**No**

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

---

**Q27**

**More**

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

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**Q28**

**Respondent skipped this question**

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

---

**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 don't support the civic centre build in the present climate, it is unaffordable.

I do think it is something the town should commit to in the future. If there really is a lot of people wanting to go ahead I would suggest a council initiated / seed funded community trust be encouraged to form, a steering group with a goal of deciding on an actual civic centre plan and site, something tangible. The goal would be to raise as much funds and sponsorship from suppliers as possible over the next 5 years with a revisit to building in 2029/2030. Once built it could revert to council owned or continue to be run by the trust , both models have their pros and cons with plenty of examples around NZ, towns that have faced and overcome similar problems.

---

## Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone

Email

## Hearing

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

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

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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

### What is your age range?

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

### What is your gender?

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

# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

Yes – keep the façade

No – do not keep the façade

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

- Yes
  No
  Don't know

# Your thoughts to help shape our thinking

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

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

Invest in maintaining the lakes as they are now

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

Don't know

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

This is a special part of Masterton.

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

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

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

Visit the Council website

Phone the Council

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

Email the Council

Visit the Queen Street Customer Service Centre in person

Other – please specify

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

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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)

Unable to respond to Questions 3 and 4. Don't have enough knowledge about most of the listed issues to make an informed comment.

I received a copy of the Council's Long Term plan documents a week ago. My wife and I have discussed this consultation document with 6 different property owners during the past week. 3 had never heard of it and the other 3 didn't have a copy.

I believe Masterton needs more water storage and a better way to dispose of the partially treated sewerage as priority issues.

## Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone  Email

## Hearing

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

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

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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)



#617

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 5:17:47 PM
Last Modified: Sunday, May 05, 2024 5:38:15 PM
Time Spent: 00:20:27
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Karen Singleton
Postal address [Redacted]
Email [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

**Q8**

**Yes – keep the façade**

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

**Q9**

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

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

**Q10**

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

Town centre improvements (Consultation Document pages 25-28)

**Q11**

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

Council Funding (Consultation Document pages 29-31)

**Q12**

**Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

**Q13**

**Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

**Q14**

**Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

**Q15**

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

Service Area 4: Welcoming Communities facilitation

**Q16**

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**No**

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

**Q18**

Comments

It needs to be easy for people to do the right thing:

When it comes to the transfer station and e-recycling charges need to drop.

When it comes to animal management responsible ownership should be rewarded but don't make it too hard for the non-responsible owners as those animals will be hidden. Are payment plans available for people? Especially for pound fees.

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

The walks around are great - if the lake is smaller that wouldn't be a problem (although I don't know if fish are in the lake if so their habitat needs conserving).

---

**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?

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**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Never**

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

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**Q25**

**Never**

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

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**Q26**

**No**

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

---

**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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

---

**Q29**

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

It would be great if Masterton got behind the Plant-Based Treaty.

A recent Our Land Our Water report found New Zealand's protein production will be affected by the rise of alternative proteins. This could have a big impact on our economy. I'd like to see the council looking forward, the Wairarapa will not be able to have the same economic profile in the future. How can we best support the community and improve our environmental performance? I'd like to see some vision.

---

## Your details

Full name (required) *Jenny Skett*

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?



# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

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

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

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

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

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





# 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.

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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?

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

(attach separate pages if needed)

I would like to commend & thank the council for the time & work that they have put into the town hall project. They have come up with an excellent plan which keeps the facade as well as planning for a new building. We need a town hall sooner rather than later.

Also their option & plan for the library is excellent & well thought out

#93

COMPLETE

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Started: Friday, April 19, 2024 10:22:28 AM
Last Modified: Friday, April 19, 2024 12:27:30 PM
Time Spent: 02:05:02
IP Address: [Redacted]

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

Q1

Your details

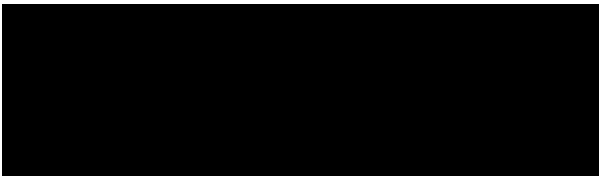
Full name (required)

Wayne Skipage

Postal address

Email

Phone



Q2

No

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

Q3

What is your age range?

Q4

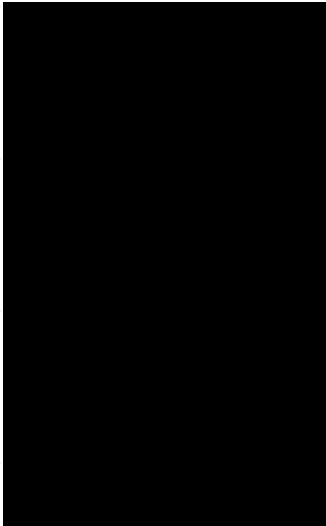
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</b></p>

**Q16**

Service Area 5: Climate initiatives

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

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Page 3: Fees and Charges

**Q17**

**Yes**

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

**Q18**

**Respondent skipped this question**

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

Having a significant water feature in the town

Walking around the lake

PicnicThis is a unique and beloved asset of the town and will only improve (as Queen Elizabeth Park has) over future years. It is possible with Resource Consent process changes in the future that any current issues can be circumvented. It would be a real shame to see this change

**Q21**

**Visit the Council website**

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

**Q22**

**Log a service request online**

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

**Q23**

**Pay via the Council's website**

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

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

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

The council should not shy away from investment in key infrastructure and community facilities in the interest of keeping rates increases low. There are other ways of more equitably sharing the overall rating burden that can allow those in better financial positions to pay a little more, and those in need less.

Just as previous generations of Mastertonians have ensured that their kids and grandchildren have had facilities to come together in over the past years, it is critical, and indeed responsible that our generation provide town facilities for all generations of today and tomorrow to use.

Concern about rates rises will always be an issue, but there needs to be a better story of how people are investing in their community through rates, as it just being a cost. I find it sad that often those who moan the most are from those generations who enjoyed facilities their grandparents invested in for them. Councillors should be aware of their legacy - they will be judged on what they leave behind.

Masterton's future appeal as a place to live, to visit and do business depends on community connectedness, the environmental appeal, and vibrancy of our business and service offerings. Lets not be short-term focussed to "save money" when reasonable increases in ratings can actually make a difference in Masterton being better place to live, and a more attractive place to move to.

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#314

COMPLETE

Collector: Test Link (Web Link)  
 Started: Thursday, May 02, 2024 9:47:35 AM  
 Last Modified: Thursday, May 02, 2024 9:52:38 AM  
 Time Spent: 00:05:02  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Helen Sladden

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

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions



<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

---

Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

**Respondent skipped this question**

**Q21**

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

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

**Q22**

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

**Log a service request online**

**Q23**

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

**Respondent skipped this question**

**Q24**

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

**Never**



**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

---

## Your details

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input checked="" type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input checked="" type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input checked="" type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input 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:

Explore sensible options. Example was going cost excess of 500k for new resource consent and a pump system to fill Henley Lake. Then they council unblocked culvert and problem was solved.

## 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 Just found out about login request form, needs to be advertised

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)

Cut way back on Health and safety to save costs. Traffic cones are excessive when doing any maintenance.

## Your details

Full name (required) Jillian Loris Slight

Organisation (if applicable) n/a

Postal address ... [Redacted]

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

## Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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

What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]



# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

We love the visual effects of each lake, they are quite different in appearance (the planting & wildlife). love to walk around them. love the island in the middle of tower lake with the train & butterfly garden.

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

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

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

- Visit the Council website
- Phone the Council
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- Email the Council
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When you need to report a problem with a Council facility or service, what channel do you use most often?:

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

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



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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less

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

Big Decision 2. It would be great to upgrade the town's space a bit, I don't think retailers will find it viable enough to partake tho. So how are you going to get people to use it. Lots of good businesses have closed down.

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)

Originally I wanted to retain the original town hall, but now in my opinion we don't need one. We go to Ctrn and it's never full, and when we could go to Mstr Town Hall it was never full. When cycling became popular for recreational cyclists, I thought Wairapapa was the ideal province. We have five beautiful unique towns but no safe way of getting there by bike. Practically every other province in NZ has them.



## Your details

Full name (required) BARRY MEIN SMITH

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

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

Town Hall (Consultation Document pages 13-18)

PREFER JACK BORMANS  
PLAN

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

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

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

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
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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
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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 lakes are very important and the Regional Council should be the lead in.*

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

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

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

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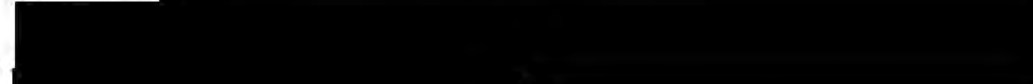




### Your details

Full name (required) HAZEL Smith.

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.

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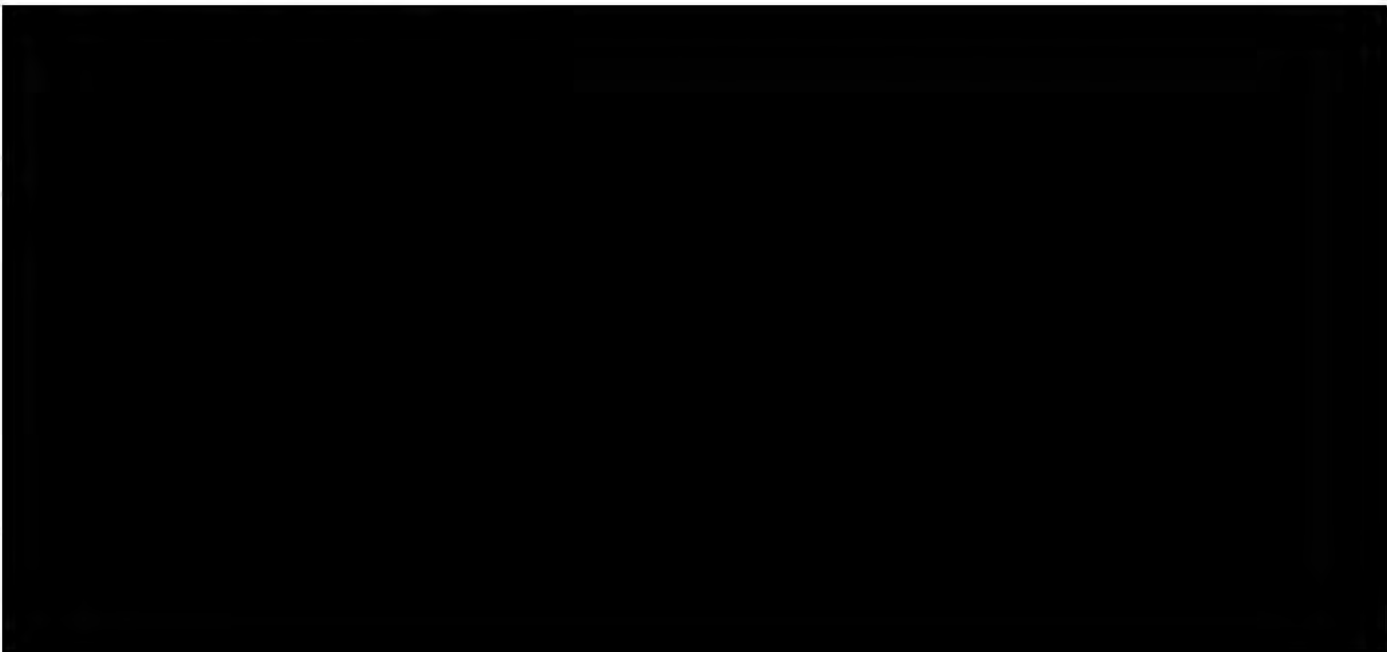
Yes (in person)

Yes (via Microsoft Teams)

No

### About you

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



# Your thoughts on the Big Decisions

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

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

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

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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?

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
<b>1: Wairarapa Economic Development Strategy</b>	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
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**Fees and charges** (See proposed fees and charges on our website)

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

- Yes
  No
  Don't know

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# Your thoughts to help shape our thinking

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

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

- Invest in maintaining the lakes as they are now
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- Don't know

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

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## Your details

Full name (required)

Juliet Jane Smith

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)

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3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

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

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

- Yes
  No
  Don't know



# Your thoughts to help shape our thinking

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

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

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

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

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

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

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

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

Other – please specify

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

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

Other – please specify

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

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

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

- More than once a week  Weekly  Monthly  Never

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less       About the same

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

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

#116

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, April 21, 2024 12:16:11 PM
Last Modified: Sunday, April 21, 2024 12:38:10 PM
Time Spent: 00:21:59
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Peter Borrie Smith

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

Q2

No

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

Q3

What is your age range?

[Redacted]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Respondent skipped this question</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>
<p><b>Q16</b> Service Area 5: Climate initiatives</p>	<p><b>Respondent skipped this question</b></p>

Page 3: Fees and Charges

**Q17**

Respondent skipped this question

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

---

**Q18**

Respondent skipped this question

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

Invest in maintaining the lakes as they are now

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

---

**Q20**

Respondent skipped this question

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

---

**Q21**

Visit the Council website

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

---

**Q22**

Phone the Council

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

---

**Q23**

Pay by automatic payment or direct debit

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

---

**Q24**

Monthly

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

---

**Q25**

Respondent skipped this question

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

---

**Q26**

**No**

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

---

**Q27**

**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

Municipal Bldg Facade - DO NOT RETAIN. It has no aesthetic or historical value and surely it would not take much imagination to design a new building with a much more attractive facade.

---

#210

COMPLETE

Collector: Test Link (Web Link)  
 Started: Wednesday, April 24, 2024 5:11:20 PM  
 Last Modified: Wednesday, April 24, 2024 5:22:43 PM  
 Time Spent: 00:11:22  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Ross Smith**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

**Q8** Respondent skipped this question

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

**Q9** Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.  
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

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

**Q11** Respondent skipped this question  
Council Funding (Consultation Document pages 29-31)

**Q12** Respondent skipped this question  
Service Area 1: Wairarapa Economic Development Strategy

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

**Q14** The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)  
Service Area 3: Regional Positive Ageing facilitation

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

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

Page 3: Fees and Charges

**Q17** Don't know  
Do you support our proposed fees and charges for 2024/25?



**Q18**

Respondent skipped this question

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

Respondent skipped this question

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

---

**Q21**

Visit the Council website

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

---

**Q22**

Email the Council

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

---

**Q23**

Pay via the Council's website

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

---

**Q24**

Never

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

---

**Q25**

Never

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

---

**Q26**

No

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

---

#96

COMPLETE

Collector: Test Link (Web Link)  
 Started: Friday, April 19, 2024 3:28:09 PM  
 Last Modified: Friday, April 19, 2024 3:36:27 PM  
 Time Spent: 00:08:18  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **tim smith**  
 Organisation (if applicable) **the martinborough hotel**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Respondent skipped this question</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Respondent skipped this question</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>
<p><b>Q16</b> Service Area 5: Climate initiatives</p>	<p><b>Respondent skipped this question</b></p>

---

Page 3: Fees and Charges

**Q17**

**Don't know**

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

---

**Q18**

Comments

Hi Team,

I know I am not a Masterton the rate payer, but I am a tourism operator that knows that a huge number of guests that travel to our region, arrive through your region to Martinborough as a final destination, then travel back through Masterton.

Destination Wairarapa is seen as an essential tool in the profile and promotion of our regions. You just have to see the press / reports / profile they help bring to the Wairarapa region.

We already support them as Platinum member and give rooms free of charge to help bring these people to the Wairarapa.

Destination Wairarapa is a key part of facilitating these journalists to visit. Help create and curate the regions product offering. Drive visitor number and the associated spend.

Don't leave them out on a limb of trying to apply for funding year to year. It would be to the detriment of the entire Wairarapa. They are a talented team we need.

<https://www.stuff.co.nz/travel/destinations/nz/wellington/300477877/room-review-why-the-martinborough-hotel-is-still-one-of-the-finest-in-new-zealand>

<https://www.nzherald.co.nz/travel/hotel-review-the-martinborough-hotel-wairarapa/UU3U6IA2J2UTN3I7M7TLVKGHJA/>

[https://www.cntraveler.com/story/new-zealand-road-trip-auckland-to-wellington?fbclid=IwZXh0bgNhZW0CMTEAAR3GLNUhluGuaR\\_EuOP9PJpdysKrfjyhdsFWQVrFVoNiKJVqNgU4aLB9IRw\\_aem\\_AfEgElvD1cRnJm9AEY1Tmny4-qKZIIuro9WH1T7e7YiQjUPQZW3faPIaYOqt3YQlutP\\_wrH2N8Y5oI0jz0-kRSNn](https://www.cntraveler.com/story/new-zealand-road-trip-auckland-to-wellington?fbclid=IwZXh0bgNhZW0CMTEAAR3GLNUhluGuaR_EuOP9PJpdysKrfjyhdsFWQVrFVoNiKJVqNgU4aLB9IRw_aem_AfEgElvD1cRnJm9AEY1Tmny4-qKZIIuro9WH1T7e7YiQjUPQZW3faPIaYOqt3YQlutP_wrH2N8Y5oI0jz0-kRSNn)

<https://www.nzherald.co.nz/travel/best-nz-summer-getaways-how-to-make-the-most-of-martinborough/D76NPT336ZDQNIJGUA33SIQA7E/>

<https://www.theurbanlist.com/nz/a-list/martinborough-accommodation>

<https://www.stuff.co.nz/travel/destinations/nz/wellington/300025544/why-martinborough-is-new-zealands-vino-central>

<https://www.smh.com.au/traveller/inspiration/martinborough-wairarapa-wine-region-new-zealand-wine-wander-20211019-h1z903.html>

<https://www.nzherald.co.nz/travel/go-nz-the-best-of-the-wairarapa-from-martinborough-to-greytown-to-featherston/MRVBJUYTK3EO24NVGDVG43L5N4/>

<https://www.therealreview.com/2023/05/29/martinborough-small-but-mighty/>

<https://www.bloggeratlarge.com/much-ado-about-martinborough/>

<https://www.stuff.co.nz/travel/destinations/nz/wellington/300442884/martinborough-how-wine-revived-a-dying-region-in-new-zealand>

<https://www.stuff.co.nz/travel/destinations/nz/wellington/300491995/the-best-foodie-experiences-in-the-wairarapa>

<https://www.stuff.co.nz/travel/destinations/nz/wellington/300484096/travel-bites-the-martinborough-winery-that-makes-the-most-perfect-platter>

<https://www.stuff.co.nz/travel/destinations/nz/wellington/300484096/travel-bites-the-martinborough-winery-that-makes-the-most-perfect-platter>

<https://www.stuff.co.nz/travel/destinations/nz/wellington/300484096/travel-bites-the-martinborough-winery-that-makes-the-most-perfect-platter>

<https://www.stuff.co.nz/travel/destinations/nz/wellington/300484096/travel-bites-the-martinborough-winery-that-makes-the-most-perfect-platter>

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Page 4: Your thoughts to help shape our thinking

**Q19**

**Don't know**

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

---

**Q20**

**Respondent skipped this question**

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

---

**Q21**

**Respondent skipped this question**

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

---

**Q22**

**Respondent skipped this question**

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

---

**Q23**

**Respondent skipped this question**

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

---

**Q24**

**Respondent skipped this question**

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

---

**Q25**

**Respondent skipped this question**

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

---

**Q26**

**Respondent skipped this question**

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

---

**Q27**

**Respondent skipped this question**

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

---

**Q28**

Respondent skipped this question

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

---

**Q29**

Respondent skipped this question

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

---

#249

COMPLETE

Collector: Test Link (Web Link)  
 Started: Tuesday, April 30, 2024 11:32:27 AM  
 Last Modified: Tuesday, April 30, 2024 12:04:23 PM  
 Time Spent: 00:31:56  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required)	Vynessa Smith
----------------------	---------------

Q2

No

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

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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



**Q8**

**Yes – keep the façade**

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

**Q9**

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

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

**Q10**

Town centre improvements (Consultation Document pages 25-28)

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

**Q11**

Council Funding (Consultation Document pages 29-31)

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

**Q12**

Service Area 1: Wairarapa Economic Development Strategy

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

**Q13**

Service Area 2: Regional Walking and Cycling facilitation

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

**Q14**

Service Area 3: Regional Positive Ageing facilitation

**Alternative Option - Maintain funding**

**Q15**

Service Area 4: Welcoming Communities facilitation

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

**Q16**

Service Area 5: Climate initiatives

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

**Q17**

**Don't know**

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

---

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

Walking paths. The geese are a nuisance though.

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**Yes**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

---

#308

COMPLETE

Collector: Test Link (Web Link)  
 Started: Wednesday, May 01, 2024 1:45:48 PM  
 Last Modified: Wednesday, May 01, 2024 2:01:55 PM  
 Time Spent: 00:16:07  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Wynt Smith**  
 Email [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

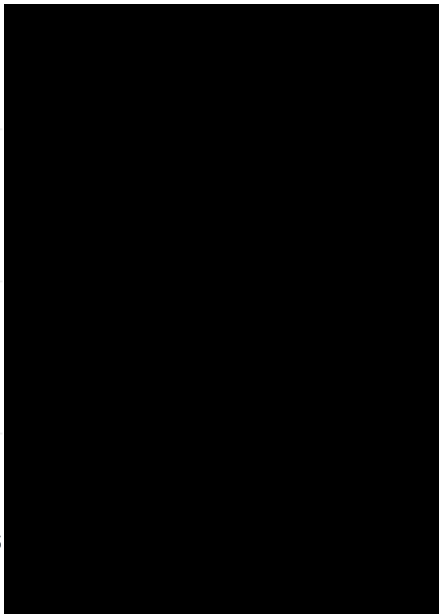
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

**Q17**

**No**

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

---

**Q18**

Comments

No increase necessary if savings are made across the board.

---

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:

Unique for the region and in an urban setting.

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Email the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

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

Less radio ads that never really reach target audience. For instance road safety reminding listeners to do the obvious. No value there. [REDACTED]

---

**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 region has a large events centre in Carterton, start thinking as if the Council's will be amalgamating because it is coming. The need for overpriced unaffordable halls is long dead. The new way of life is remote/online/zooming/virtual. We have lovely large school halls already, paid for by us tax payers. If Council staff can't approve a hospital (at huge cost to me) then we have no confidence in any new white elephants, please stick to waters, roading, refuse, recycling, footpaths and a minor library paint job. The Councillors who make the right decision now will be well thanked in 5 years.

---

## Your details

Full name (required)

Paul Snelgrove.

Organisation (if applicable)

Transit

Postal address

Phone

Email

## Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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



# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

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

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

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

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

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





# 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:

*This is extremely important asset for Wairarapa.  
Please keep as is.*

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

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

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

*twice in last few months.*

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

- More than once a week       Weekly       Monthly       Never

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)

Action needs to be taken on the townhall.  
Please make a decision and get on with it.

Water storage is a priority. Significant impacts on our horticulture and agriculture sectors are at risk if ~~this~~ ~~isn't~~ there is not a solution.

## Your details

Full name (required)

Sofini Christo Sofini

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.

[Redacted]



# Your thoughts on the Big Decisions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input 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:

Nice to walk around

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

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

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

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

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

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

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

- Pay via the Council's website
- 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)

#383

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 8:23:23 PM
Last Modified: Thursday, May 02, 2024 8:39:33 PM
Time Spent: 00:16:09
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Colin Southey
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

**Q16**

Service Area 5: Climate initiatives

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

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Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

**Respondent skipped this question**

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

**Don't know**

**Q20**

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

**Respondent skipped this question**

**Q21**

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

**Visit the Council website**

**Q22**

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

**Phone the Council**

**Q23**

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

**Pay by automatic payment or direct debit**

**Q24**

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

**Monthly**

**Q25**

**Never**

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

---

**Q26**

**No**

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

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**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

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#392

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 10:01:29 PM
Last Modified: Thursday, May 02, 2024 10:07:42 PM
Time Spent: 00:06:12
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Helen Southey

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

Q2

No

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

Q3

What is your age range?

[Redacted]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions



<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

**Q17**

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

**Yes**

**Q18**

Comments

**Respondent skipped this question**

Page 4: Your thoughts to help shape our thinking

**Q19**

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

**Don't know**

**Q20**

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

**Respondent skipped this question**

**Q21**

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

**Visit the Council website**

**Q22**

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

**Phone the Council**

**Q23**

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

**Pay by automatic payment or direct debit**

**Q24**

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

**Monthly**

**Q25**

**Never**

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

---

**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

---

#552

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, May 04, 2024 9:39:26 AM
Last Modified: Saturday, May 04, 2024 10:01:18 AM
Time Spent: 00:21:51
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Michael John Southey
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

**Q17**

**Yes**

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

---

**Q18**

**Respondent skipped this question**

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

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**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**

**Phone the Council**

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

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**Q23**

**Pay by automatic payment or direct debit**

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

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**Q24**

**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?

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**Q25**

**Never**

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

---



**Q26**

**No**

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

---

**Q27**

**Respondent skipped this question**

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

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**Q28**

**Respondent skipped this question**

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

---

**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

Spend less money on road management and road cones and more money on road Maintenance and metal

---

#658

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 8:50:24 PM
Last Modified: Sunday, May 05, 2024 10:36:43 PM
Time Spent: 01:46:19
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Roger Southey
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

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Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

**Respondent skipped this question**

---

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:

Inland city's need lakes for beautification and recreation.

Regional Councils need to be in support of Dams and Reservoir's for storage of water for the good of all communities.

**Q21**

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

**Visit the Council website**

**Q22**

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

**Phone the Council**

**Q23**

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

**Pay by automatic payment or direct debit**

**Q24**

**Monthly**

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

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**Q25**

**Monthly**

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

---

**Q26**

**No**

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

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**Q27**

**About the same**

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

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**Q28**

**Respondent skipped this question**

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

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**Q29**

**Respondent skipped this question**

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

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#143

COMPLETE

Collector: Test Link (Web Link)  
 Started: Tuesday, April 23, 2024 11:51:23 AM  
 Last Modified: Tuesday, April 23, 2024 11:55:53 AM  
 Time Spent: 00:04:29  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Ryan Southey  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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



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

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

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

**Q10** **Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.**  
 Town centre improvements (Consultation Document pages 25-28)

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

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

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

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**  
 Service Area 3: Regional Positive Ageing facilitation

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

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

**Q17**

**Don't know**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

**Respondent skipped this question**

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

**Q21**

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

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

**Q22**

**Log a service request online**

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

**Q23**

**Pay by automatic payment or direct debit**

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

**Q24**

**Never**

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

**Q25**

**Never**

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

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

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**Q29**

**Respondent skipped this question**

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



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## Your details

Full name (required) KATE SPACKMAN

Organisation (if applicable) .....

Postal address 

Phone  Email 

## Hearing

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

Would you like to present your views at the hearing?

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

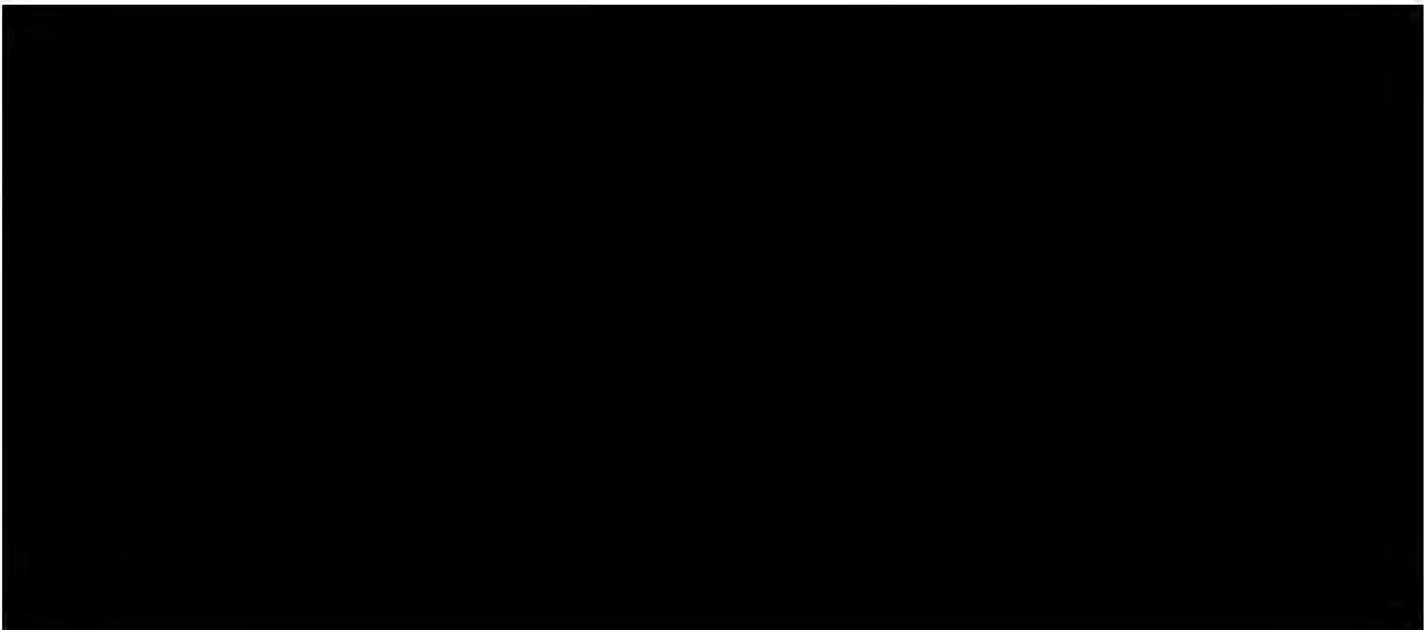
Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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



## Your thoughts on the Big Decisions

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

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

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

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

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

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

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

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

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

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

**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:

THESE ARE ICONIC TO MASTERTON - WE MUST LOOK  
TO MAINTAIN THEM AS THEY CURRENTLY  
EXIST

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

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

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

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

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

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

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

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

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

- More than once a week
- Weekly **ONCE A YEAR**
- 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?

ANTENNO APP IS GREAT BUT NOT ENOUGH PEOPLE KNOW ABOUT IT. SUGGEST AN ADVERTISING CAMPAIGN ONLINE, PRINT + RADIO TO GET MORE PEOPLE CONNECTED. IT'S GREAT, AND EVERYONE SHOULD BE USING IT.

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)

OUR TOWN IS SO CLOSE TO BECOMING A BETTER PLACE, LETS GET ON WITH SOME WORK.

PLEASE CAN WE HAVE SOMETHING NAMED AFTER BOB FRANCIS - HE DESERVES SOMETHING. THE TOWN HALL? A STREET? THE NEW LIBRARY?

REALLY NEEDS DOING WHILST HES STILL WITH US 😊



#587

COMPLETE

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 Started: Sunday, May 05, 2024 11:12:15 AM  
 Last Modified: Sunday, May 05, 2024 11:53:39 AM  
 Time Spent: 00:41:23  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required)	Virginia Spindler
----------------------	-------------------

Q2

No

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

Q3

What is your age range?

Q4

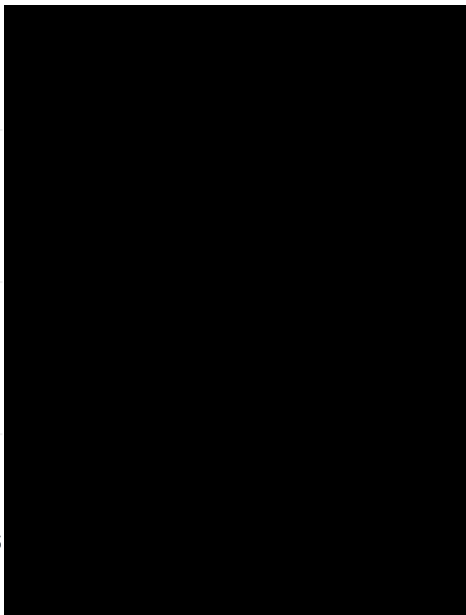
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

**Q17**

**Don't know**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

HL is a beautiful space as it is now, but it needs to be sustainable in the future. The answer options for Q19( like some others) are not giving enough/ multiple choices. I.e. before deciding to invest, more sustainable options need to be explored. I can only tick one or the other.

**Q21**

**Visit the Council website**

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

**Q22**

**Log a service request online**

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

**Q23**

**Pay by automatic payment or direct debit**

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

**Q24**

**Never**

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

**Q25**

**Never**

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

**Q26**

**No**

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

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**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

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**Q29**

**Respondent skipped this question**

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

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#138

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 22, 2024 7:07:45 PM
Last Modified: Monday, April 22, 2024 7:18:54 PM
Time Spent: 00:11:09
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Josh stanway
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

Page 3: Fees and Charges

**Q17**

**Don't know**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

**Respondent skipped this question**

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

**Q21**

**Visit the Council website**

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

**Q22**

**Log a service request online**

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

**Q23**

**Pay by automatic payment or direct debit**

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

**Q24**

**Monthly**

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

**Q25**

**Never**

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

**Q26**

**Yes**

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

---

**Q27**

**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

---

#394

COMPLETE

Collector: Test Link (Web Link)  
 Started: Thursday, May 02, 2024 10:54:27 PM  
 Last Modified: Thursday, May 02, 2024 11:00:58 PM  
 Time Spent: 00:06:31  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Sharleen Stanway

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

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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



**Q16**

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

**Q17**

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

**Yes**

**Q18**

Comments

**Respondent skipped this question**

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

**Respondent skipped this question**

**Q21**

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

**Visit the Council website**

**Q22**

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

**Phone the Council**

**Q23**

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

**Pay 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?

**Monthly**

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**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

---

#229

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, April 27, 2024 10:17:39 AM
Last Modified: Saturday, April 27, 2024 10:40:14 AM
Time Spent: 00:22:34
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Ian Steer
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

[Redacted]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17** **Yes**

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

**Q18**

Comments

Fees and charges should reflect the actual cost of providing service, unless there are mitigating factors that provide a significant benefit to the community.

---

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:

Community usage of Henley Lake must indicate to council is importance to Masterton. This should not be up for debate. The Regional Council should review is priorities if it is misguided enough to believe that cutting flows to Henley Lake is an option.

---

**Q21** **Visit the Council website**

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

---

**Q22** **Log a service request online**

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

---

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

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

---

**Q24** **Monthly**

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

---

**Q25** **Monthly**

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

---

**Q26**

**Yes**

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

---

**Q27**

**About the same**

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

---

**Q28**

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 usage of the Queen Street Service Centre must indicate to Council the importance of retaining it. SH2 is an impediment to many people, particularly the elderly, who find crossing it potentially hazardous.

---

**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

Council has a history of vacillation and dithering on important and non-important decisions. It is past high-time for the elected members to do what they are elected to do: make decisions so the community can move on.

6 years to make a decision on the future of the Dixon Street toilets is just one example.

How long has Council been vacillating and dithering about the Town Hall and Library? Too long.

---



#313

COMPLETE

Collector: Test Link (Web Link)  
 Started: Wednesday, May 01, 2024 6:02:56 PM  
 Last Modified: Wednesday, May 01, 2024 6:09:03 PM  
 Time Spent: 00:06:07  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) ALAN STEWART  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

---

Page 3: Fees and Charges

**Q17**

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

**Yes**

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

**Respondent skipped this question**

**Q21**

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

**Visit the Council 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?

**Respondent skipped this question**

**Q24**

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

**Monthly**

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**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

Just get on with it.

---

#633

COMPLETE

Collector: Test Link (Web Link)  
 Started: Sunday, May 05, 2024 7:51:54 PM  
 Last Modified: Sunday, May 05, 2024 8:09:25 PM  
 Time Spent: 00:17:31  
 IP Address: [REDACTED]

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

Q1

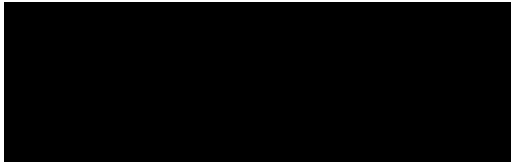
Your details

Full name (required) Audrey Lyle Stewart

Postal address

Email

Phone



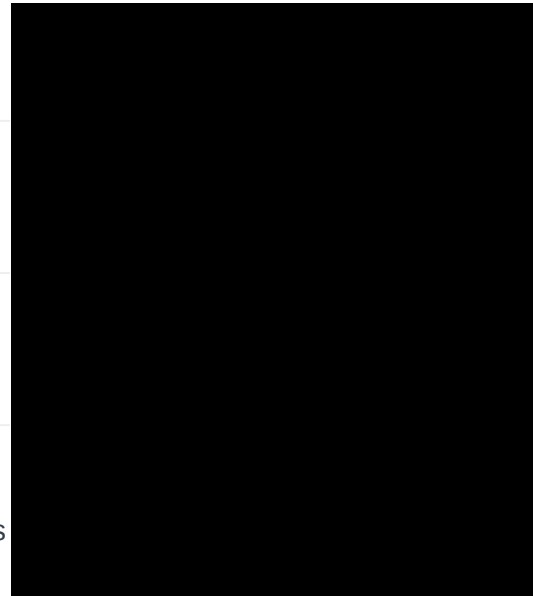
Q2

No

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

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>Alternative Option 1 – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>



**Q16**

Service Area 5: Climate initiatives

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

---

Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

**Q20**

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

The ability to take various walks

**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 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?

**Respondent skipped this question**

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**Less**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

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 prefer David Borman's suggestions re town Hall and library

---

#536

COMPLETE

Collector: Test Link (Web Link)  
 Started: Friday, May 03, 2024 8:08:32 PM  
 Last Modified: Friday, May 03, 2024 8:13:37 PM  
 Time Spent: 00:05:04  
 IP Address: [REDACTED]

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

Q1

Your details

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

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</b></p>
<p><b>Q16</b> Service Area 5: Climate initiatives</p>	<p><b>Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</b></p>

Page 3: Fees and Charges

**Q17** **Yes**

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

**Q18** **Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

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

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

**Q20** **Respondent skipped this question**

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

**Q21** **Visit the Council website**

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

**Q22** **Email the Council**

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

**Q23** **Pay via the Council's website**

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

**Q24** **Monthly**

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

**Q25** **Never**

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

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

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

Invest in a road sweeper please, in order to remove all of the broken glass

---



#264

COMPLETE

Collector: Test Link (Web Link)  
 Started: Monday, April 29, 2024 8:20:41 PM  
 Last Modified: Monday, April 29, 2024 8:23:29 PM  
 Time Spent: 00:02:47  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Di Stewart  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

**Q7**

Town Hall (Consultation Document pages 13-18)

**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)

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

**Q10**

Town centre improvements (Consultation Document pages 25-28)

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

**Q11**

Council Funding (Consultation Document pages 29-31)

**Respondent skipped this question**

**Q12**

Service Area 1: Wairarapa Economic Development Strategy

**Respondent skipped this question**

**Q13**

Service Area 2: Regional Walking and Cycling facilitation

**Respondent skipped this question**

**Q14**

Service Area 3: Regional Positive Ageing facilitation

**Respondent skipped this question**

**Q15**

Service Area 4: Welcoming Communities facilitation

**Respondent skipped this question**

**Q16**

Service Area 5: Climate initiatives

**Respondent skipped this question**

Page 3: Fees and Charges

**Q17**

Respondent skipped this question

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

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**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?

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**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?

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**Q25**

Respondent skipped this question

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

---

**Q26**

**Respondent skipped this question**

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

---

**Q27**

**Respondent skipped this question**

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

---

**Q28**

**Respondent skipped this question**

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

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**Q29**

**Respondent skipped this question**

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

---

#263

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 29, 2024 7:51:43 PM
Last Modified: Monday, April 29, 2024 8:00:32 PM
Time Spent: 00:08:49
IP Address: [Redacted]

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

Q1

Your details

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

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

**Q7**

Town Hall (Consultation Document pages 13-18)

**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)

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

**Q10**

Town centre improvements (Consultation Document pages 25-28)

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

**Q11**

Council Funding (Consultation Document pages 29-31)

**Respondent skipped this question**

**Q12**

Service Area 1: Wairarapa Economic Development Strategy

**Respondent skipped this question**

**Q13**

Service Area 2: Regional Walking and Cycling facilitation

**Respondent skipped this question**

**Q14**

Service Area 3: Regional Positive Ageing facilitation

**Respondent skipped this question**

**Q15**

Service Area 4: Welcoming Communities facilitation

**Respondent skipped this question**

**Q16**

Service Area 5: Climate initiatives

**Respondent skipped this question**

Page 3: Fees and Charges



**Q17**

Respondent skipped this question

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

---

**Q18**

Respondent skipped this question

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

Respondent skipped this question

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

---

**Q20**

Respondent skipped this question

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

---

**Q21**

Respondent skipped this question

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

---

**Q22**

Respondent skipped this question

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

---

**Q23**

Respondent skipped this question

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

---

**Q24**

Respondent skipped this question

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

---

**Q25**

Respondent skipped this question

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

---

**Q26**

**Respondent skipped this question**

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

---

**Q27**

**Respondent skipped this question**

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

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**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

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#441

COMPLETE

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Started: Friday, May 03, 2024 11:32:21 AM
Last Modified: Friday, May 03, 2024 11:35:06 AM
Time Spent: 00:02:44
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Richard Stewart
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

**Q7**

Town Hall (Consultation Document pages 13-18)

**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)

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

**Q10**

Town centre improvements (Consultation Document pages 25-28)

**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

**Q17**

Respondent skipped this question

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

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**Q18**

Respondent skipped this question

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

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?

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**Q20**

Respondent skipped this question

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

---

**Q21**

Respondent skipped this question

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

---

**Q22**

Respondent skipped this question

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

---

**Q23**

Respondent skipped this question

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

---

**Q24**

Respondent skipped this question

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

---

**Q25**

Respondent skipped this question

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

---

**Q26**

**Respondent skipped this question**

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

---

**Q27**

**Respondent skipped this question**

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

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**Q28**

**Respondent skipped this question**

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

---

**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

---



#160

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 23, 2024 6:22:37 PM
Last Modified: Tuesday, April 23, 2024 6:36:31 PM
Time Spent: 00:13:54
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Robin Stewart
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

**Q11** **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** **Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17** **Yes**

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

**Q18**

Respondent skipped this question

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

Respondent skipped this question

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

---

**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?

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**Q23**

**Pay via the Council's website**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

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**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

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#53

COMPLETE

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 Last Modified: Tuesday, April 16, 2024 4:18:56 PM  
 Time Spent: 00:07:23  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Russell Stewart**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

**Q17**

**Don't know**

Do you support our proposed fees and charges for 2024/25?

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

**Explore a different look and feel in future if it would cost less**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Q20**

**Respondent skipped this question**

Please tell us what you value and enjoy most about these lakes now:

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Phone the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Q24**

**Never**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?



**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**More**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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# #91

**COMPLETE**

**Collector:** Test Link (Web Link)  
**Started:** Friday, April 19, 2024 10:50:51 AM  
**Last Modified:** Friday, April 19, 2024 11:07:32 AM  
**Time Spent:** 00:16:41  
**IP Address:** [REDACTED]

## Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

### Q1

Your details

**Full name (required)** James Stokes  
**Postal address** [REDACTED]  
**Email** [REDACTED]  
**Phone** [REDACTED]

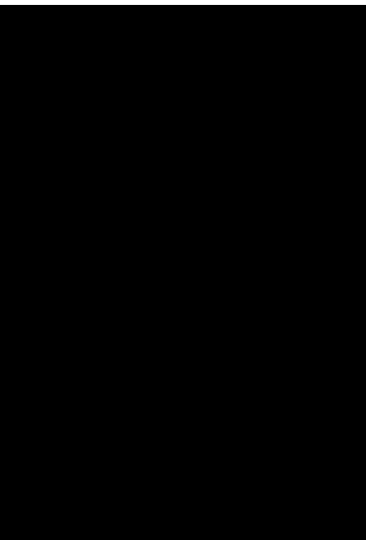
### Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

### Q3

What is your age range?



### Q4

What is your ethnicity? You may tick multiple boxes.

### Q5

What is your gender?

### Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

## Page 2: Your Thoughts on the Big Decisions

### Q7

Town Hall (Consultation Document pages 13-18)

**Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.**

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** **Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

**Q17**

**Don't know**

Do you support our proposed fees and charges for 2024/25?

**Q18**

Comments

no

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:

Serenity. Natural landscape. Exercise and pet walking.

**Q21**

Other - please specify:

When you need information about Council services, events or activities, what channel do you use most often?

Antenno

**Q22**

Other - please specify:

When you need to report a problem with a Council facility or service, what channel do you use most often?

Antenno

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Q24**

**Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Q25**

**Monthly**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

no

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

no

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#601

COMPLETE

Collector: Test Link (Web Link)  
 Started: Sunday, May 05, 2024 2:10:35 PM  
 Last Modified: Sunday, May 05, 2024 2:20:48 PM  
 Time Spent: 00:10:13  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) James David Stratton

Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</b></p>
<p><b>Q16</b> Service Area 5: Climate initiatives</p>	<p><b>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</b></p>



Page 3: Fees and Charges

**Q17**

**Don't know**

Do you support our proposed fees and charges for 2024/25?

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Q20**

**Respondent skipped this question**

Please tell us what you value and enjoy most about these lakes now:

**Q21**

**Phone the Council**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Phone the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Q24**

**Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Q25**

**Monthly**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**Respondent skipped this question**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---

#321

COMPLETE

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 Started: Thursday, May 02, 2024 10:53:12 AM  
 Last Modified: Thursday, May 02, 2024 11:01:11 AM  
 Time Spent: 00:07:58  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Pam Sutherland

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range? [REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes. [REDACTED]

Q5

What is your gender? [REDACTED]

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled? [REDACTED]

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

---

Page 3: Fees and Charges

**Q17**

Do you support our proposed fees and charges for 2024/25?

**Yes**

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Invest in maintaining the lakes as they are now**

**Q20**

Please tell us what you value and enjoy most about these lakes now:

**Respondent skipped this question**

**Q21**

When you need information about Council services, events or activities, what channel do you use most often?

**Visit the Council website**

**Q22**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Phone the Council**

**Q23**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Pay by automatic payment or direct debit**

**Q24**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Never**

**Q25**

**Monthly**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

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**Q27**

**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?

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**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#338

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 2:26:43 PM
Last Modified: Thursday, May 02, 2024 2:55:35 PM
Time Spent: 00:28:52
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Jill Swanson
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.



**Q8** **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**  
 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**  
 Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**  
 Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**  
 Service Area 1: Wairarapa Economic Development Strategy

**Q13** **Alternative Option - Maintain funding**  
 Service Area 2: Regional Walking and Cycling facilitation

**Q14** **Alternative Option - Maintain funding**  
 Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**  
 Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**  
 Service Area 5: Climate initiatives

**Q17**

**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**

**Phone the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Q24**

**Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#578

COMPLETE

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 Time Spent: 00:14:04  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Bryn Tate**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

**Q8**

**Yes – keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9**

**Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10**

**Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.**

Town centre improvements (Consultation Document pages 25-28)

**Q11**

**The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12**

**The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13**

**The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

**Q14**

**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?

**Q18**

Comments

I would like to see more open communication with the community (especially with rate payers) no cattiness within the council community. Lower rates of course

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:

Being able to walk round the area safely

**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 via the Council's website**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Q24**

**Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Q25**

**Monthly**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

**Q27**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

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#86

COMPLETE

Collector: Test Link (Web Link)  
 Started: Thursday, April 18, 2024 4:38:36 PM  
 Last Modified: Thursday, April 18, 2024 4:45:08 PM  
 Time Spent: 00:06:31  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Karl Geoffrey Taucher  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**  
 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**  
 Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**  
 Council Funding (Consultation Document pages 29-31)

**Q12** **Alternative Option - Maintain funding**  
 Service Area 1: Wairarapa Economic Development Strategy

**Q13** **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**  
 Service Area 2: Regional Walking and Cycling facilitation

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**  
 Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**  
 Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**  
 Service Area 5: Climate initiatives

**Q17**

**Don't know**

Do you support our proposed fees and charges for 2024/25?

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Q20**

**Respondent skipped this question**

Please tell us what you value and enjoy most about these lakes now:

**Q21**

**Visit the 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**

**Respondent skipped this question**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Q24**

**Never**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---

## Your details

Full name (required)

Marciana Taylor

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.

[Redacted]

# Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website [www.mstn.govt.nz](http://www.mstn.govt.nz) or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

## Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House.  
Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House.  
Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office.  
Cost: \$3.57 million.

The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

- Yes – keep the façade
- No – do not keep the façade

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive.  
Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now.  
Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only.  
Cost: \$2.3 million.

Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.  
Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.  
Cost: \$14.12 million.

Big Decision 3: Council Funding (Consultation Document pages 29-31)

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).



**Big Decision 4: Changes to services** (Consultation Document pages 32-37)

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

**Fees and charges** (See proposed [fees and charges](#) on our website)

Do you support our proposed fees and charges for 2024/25?

- Yes
  No
  Don't know



# Your thoughts to help shape our thinking

## Henley Lake and Lake of Remembrance (Consultation Document page 42)

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

Please tell us what you value and enjoy most about these lakes now:

I enjoy walking on the Tracks with my children.  
I like the childrens ponds.  
I like seeing the waka's on the lake

## 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)

The Queen St office should be a part of Waipata house, or an extension of Waipata House.

#22

COMPLETE

Collector: Test Link (Web Link)  
 Started: Thursday, April 11, 2024 2:23:36 PM  
 Last Modified: Thursday, April 11, 2024 2:46:54 PM  
 Time Spent: 00:23:17  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Jack Te waru  
 Organisation (if applicable) Mana wairarapa waka club  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing?If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Respondent skipped this question

Town Hall (Consultation Document pages 13-18)

**Q8** **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **Respondent skipped this question**

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** **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** **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:

I like lok of the lake there a lot of areas down north end to plant small native trees ...and so on

---

**Q21**

**Email the Council**

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

**Phone the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

---

**Q23**

**Pay in person at the Queen Street Customer Service Centre**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

---

**Q24**

**Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---

**Q25**

**Monthly**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**Less**

Would you prefer to do more or less Council business online?

---

**Q28**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

No

---

**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

---

#573

COMPLETE

Collector: Test Link (Web Link)  
 Started: Saturday, May 04, 2024 9:19:39 AM  
 Last Modified: Saturday, May 04, 2024 9:50:03 PM  
 Time Spent: 12:30:23  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) **Jacinda Johnston**  
 Organisation (if applicable) **The Hood Hangar Co Ltd**  
 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?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions



<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Respondent skipped this question</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</b></p>
<p><b>Q16</b> Service Area 5: Climate initiatives</p>	<p><b>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</b></p>

Page 3: Fees and Charges

**Q17**

**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**

**Phone the Council**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Email the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Q24**

**Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**About the same**

Would you prefer to do more or less Council business online?

---

**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

---

**Q29**

**Respondent skipped this question**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

---

**From:** [Katie Farman](#)  
**To:** [Submissions Sub](#)  
**Subject:** Submission to Masterton District Council's Long Term Plan / Tourism Funding  
**Date:** Wednesday, 1 May 2024 2:20:15 pm  
**Attachments:** [image546835.png](#)  
[image954580.png](#)  
[image083785.png](#)

---

Good afternoon,

On behalf of Jenna Snelgrove, General Manager at Tranzit please find below Tranzit's submission to Masterton District Council's Long Term Plan, specifically around tourism funding.



Wednesday, 1 May 2024

To: Masterton District Council

**RE: Submission to Masterton District Council's Long Term Plan / Tourism Funding**

Tranzit Group welcomes the opportunity to provide a submission on Masterton District Council's Long Term Plan.

Tranzit supports the continued investment and support of Destination Wairarapa at current levels.

Destination Wairarapa is a respected regional tourism organisation and the only local organisation focused solely on growing tourism in this region and helping drive results that benefit the whole community.

These benefits include the ability to attract visitors all year round, who in turn stay in accommodation, spend their money visiting local attractions, attending events and supporting local businesses such as restaurants and cafes enjoying our warm hospitality; as well spend at our supermarkets and petrol stations. This in turn helps sustain local businesses and creates employment opportunities. It also helps drive a vibrant prosperous region to live and work in and encourage more families/ people to move here.

As a fourth-generation family-owned New Zealand transport and tourism company, with our roots proudly in Wairarapa, we value the crucial role Destination Wairarapa plays in encouraging domestic and international visitation to our region.

Wairarapa is a smaller region in New Zealand and to ensure we maintain a thriving visitor economy, it is vital that experts are in charge of destination marketing to ensure it remains cohesive as well as furthering key relationships with off-shore sellers / inbound tourism operators who champion New Zealand and Wairarapa to their clients. Destination Wairarapa already holds these important relationships as well as relationships with Tourism NZ, Tourism Industry Association, TECNZ and WellingtonNZ – with whom they regularly collaborate with and host famils in this region to showcase all the unique attractions and visitor experiences that make this an aspirational place to visit.

Tranzit also plays a key role in the tourism industry here. We bring various international and domestic coach groups to the Wairarapa through our partnerships with companies such as Grand Pacific Tours and Gate 1 while through our partnership with Greater Wellington Regional Council we operate public transport services here that regular brings visitors via connecting rail to the

wine village of Martinborough and unique destination that is Greytown.

Destination Wairarapa’s expertise in promoting and championing what we have to offer has also directly contributed to the region being able to successfully navigate several very difficult years across the Covid pandemic, and also during the winter months, which have traditionally been very quiet. Thanks to their support of the Dark Sky Reserve and assistance with helping create key events, such as the Greytown Winter Festival, we see visitors here all year around.

Thank you for considering our submission.

Tranzit would like Masterton District Council to continue the current investment for Destination Wairarapa and we look forward to seeing the positive impact of your decision on our community.

I am also available to present in person should this be required.

Kind regards  
Jenna Snelgrove  
General Manager – Tranzit



**Katie Farman**  
Communications, Media and Marketing Manager, Tranzit Group



 Please consider the environment before printing this email.

This email contains information that is confidential and may be privileged. If you are not the intended recipient, you must not peruse, use, disseminate, distribute or copy this email or attachments.  
If you have received this in error, please notify us immediately by return email and delete this email. Thank you.

## Your details

Full name (required)

JEFFREY DAVID THOMAS

Organisation (if applicable)

Postal address

Phone

Email

## Hearing

The Council will hold a hearing on Wednesday 22 and Thursday 23 May 2024 for those wanting to present their views in person. You will have 5-10 minutes to present your feedback to elected members in person or via Microsoft Teams online.

Would you like to present your views at the hearing?

If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

These questions help us understand which sectors of the community are providing feedback so we can improve our engagement approach. Your responses will not be made public with your submission. Only collated data will be reported to the Council.

# Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website [www.mstn.govt.nz](http://www.mstn.govt.nz) or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

## Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

- Yes – keep the façade  No – do not keep the façade

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

Big Decision 3: Council Funding (Consultation Document pages 29-31)

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).



**Big Decision 4: Changes to services** (Consultation Document pages 32-37)

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

Service areas	The Council's Preferred Option	Alternative Option(s)
<b>1: Wairarapa Economic Development Strategy</b>	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
<b>2: Regional Walking and Cycling facilitation</b>	<input type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
<b>3: Regional Positive Ageing facilitation</b>	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
<b>4: Welcoming Communities facilitation</b>	<input type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
<b>5: Climate initiatives</b>	<input type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund 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)

NOTES ATTACHED



While I appreciate that the Council is under extreme pressure to resolve the contentious issues associated with the Town Hall and other civic amenities I am disappointed by the apparent lack of planning (short or long term) to resolve another major problem facing it. That is the increasing congestion resulting from the flow of vehicular traffic through the town centre.

I have previously raised this issue with Council but I am still hoping for some indication as to its long term intentions on this very important topic to Masterton residents. I look forward to hearing or reading some assurance that Council has this issue high on it's priority long term plans please.

Copies of some of my earlier submissions are attached.

Yours sincerely

Jeff Thomas

MAY 2018

## LONG TERM PLAN

Generally I support your initiatives outlined in *Shaping Our Future* but I am surprised that one of the major issues facing the town planners has not warranted serious consideration. I am referring to the traffic flow which is rapidly becoming a problem of significant importance to the residents of our town. Could it be that this issue has been placed in the 'too hard basket' and left for future planners to solve? The creation of a 'viable and attractive space within the town centre' is a worthy dream but will remain merely a dream while traffic flow increases continue without remedial action.

You will be well aware of the reasons for the incredible increase in through traffic in recent times so I don't need to list them here. In my view the fact that State Highway 2 passes through central Masterton is the main cause of the problem which will not be resolved until that highway is re-routed beyond the town boundary. No doubt Carterton and South Wairarapa councils are facing similar issues and may be interested in a complete rehash of the route taken by S H 2 through the Wairarapa. Have there been any discussions with the N Z Transport Agency on this topic?

Perhaps in the short term the adoption of a one way traffic system in central Masterton would alleviate the unacceptable hold ups currently experienced in Chapel St at peak flow times. Chapel St northbound and Dixon St southbound. What do you think?

JAN 2020

We are surprised that in all the publicity on the above topics Council has made very little comment on the impact of one of the most important issues facing it in establishing a town centre which will create a "viable and attractive space" for our residents and visitors. We refer, of course, to the traffic congestion in Chapel St which calls for urgent remedial attention. We suggest that Council considers means of reducing the unacceptable use of central Masterton by immense juggernauts as a through road. We appreciate that the fact some streets are part of State Highway 2 may restrict Council's authority in effecting changes but suggest that there are several ways to discourage use of High and Chapel Streets and Opaki Road by those monsters. It seems that an early review of the Roading Asset Management Plan is appropriate.

Yours sincerely

Jeff Thomas

Pam Thomas

## Your details

Full name (required)

Pamela Gwyneth Thomas

Organisation (if applicable)

Postal address

Phone

Email

## Hearing

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Yes (in person)

Yes (via Microsoft Teams)

No

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Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

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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

# 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.

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- 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.

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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
- Less than once a week

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)

#630

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 7:41:55 PM
Last Modified: Sunday, May 05, 2024 7:50:22 PM
Time Spent: 00:08:27
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Beverley J Thomson

Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.



**Q8** **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

**Q9** **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

**Q10** **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

**Q11** **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

**Q12** **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

**Q13** **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

**Q14** **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

**Q15** **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

**Q16** **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

**Q17**

**Yes**

Do you support our proposed fees and charges for 2024/25?

---

**Q18**

Comments

As a pensioner I simply cannot afford to pay more rates, keep up insurance, pay for power and a mobile phone... at 89 I don't have much life left but what I do have i will not see this or any council take more of my sole income (a single pension) to spend on projects no one but the wealthy can afford. I will not let you take my house to pay for this project and I refuse to end up living in the park because someone wants a new town hall, a new thingy at the aerodrome or a bigger library. Already my rates are barely affordable on a pension, any more and you are tipping me over the edge.

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**Explore a different look and feel in future if it would cost less**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

---

**Q20**

**Respondent skipped this question**

Please tell us what you value and enjoy most about these lakes now:

---

**Q21**

**Phone the Council**

When you need information about Council services, events or activities, what channel do you use most often?

---

**Q22**

**Phone the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

---

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

---

**Q24**

**Never**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**Less**

Would you prefer to do more or less Council business online?

---

**Q28**

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?

These options are stupid, i do not come in there monethly or weekly but i have been in a couple of times to do that rates rebate - why i cannot do that online I do not know??

---

**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

You have and are taking about all i can afford on a single pension. Everyone there has a far higher income than my single pension, and at 89 any savings are long gone.... any more increases in food, rates, insurance, power are just going to see me have to sell up or go into a retirement home... I CANNOT AFFORD TO PAY ANY MORE

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#312

COMPLETE

Collector: Test Link (Web Link)  
 Started: Thursday, May 02, 2024 9:21:25 AM  
 Last Modified: Thursday, May 02, 2024 9:39:49 AM  
 Time Spent: 00:18:23  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Handley Thomson

Postal address

Email

Phone



Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

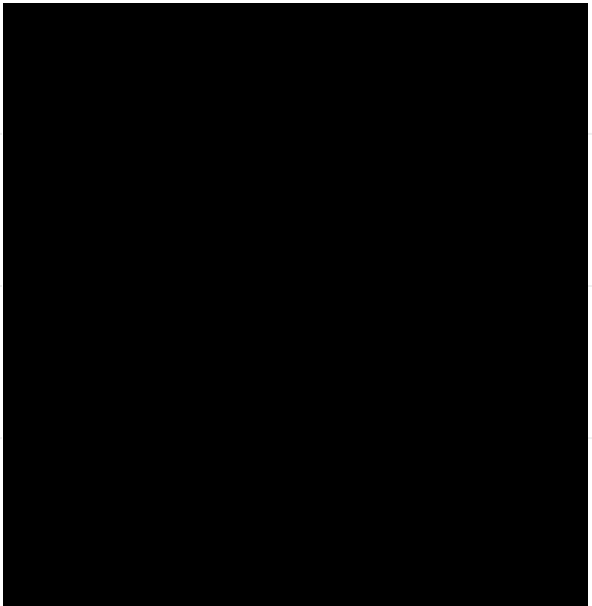
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?



Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Respondent skipped this question</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

---

Page 3: Fees and Charges

**Q17**

Do you support our proposed fees and charges for 2024/25?

**No**

**Q18**

Comments

**Respondent skipped this question**

---

Page 4: Your thoughts to help shape our thinking

**Q19**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Invest in maintaining the lakes as they are now**

**Q20**

Please tell us what you value and enjoy most about these lakes now:

We use these facilities every day - they are a great asset to Masterton. They must be retained

**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 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**

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**Less**

Would you prefer to do more or less Council business online?

---

**Q28**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

No

---

**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

There is a real need for more safe walking tracks. In many areas , such as Te Whiti Rd [REDACTED] we have to use the road, the sides of which are rough and in some cases dangerous. We have approached the Council in the past about this, but despite listening to us, nothing has been done. The type of safe tacks we need are like those on Upper Plain Rd and Gordon St. We know tracks like these will be well used on Te Whiti Rd by both cyclists and walkers of all ages where the increased traffic and speed has made it highly dangerous to use the road. Please do something about this

---

#219

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, April 26, 2024 1:16:19 PM
Last Modified: Friday, April 26, 2024 1:35:17 PM
Time Spent: 00:18:57
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Michael Thomson

Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>No – do not keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

**The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

---

Page 3: Fees and Charges

**Q17**

**Yes**

Do you support our proposed fees and charges for 2024/25?

**Q18**

Comments

The only thing in this that I find interest is a cemetary plot/interment fee. Perhaps MDC should liaise with WINZ about costs because if someone poor dies, the WINZ grant doesn't cover the costs... so what happens to those people??

---

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:

Changing these from the eel and weed infested ponds they now are into swamps of grass and weed seems daft. The Park is a jewel in the crown for this town and it is a shame it is in the state its in now, let alone letting it turn into a swamp. The same is true of Henley Lake, how much was spent making these assets? Really the GWRC needs to get a life and accept that these assets provide all sorts of benefit to the wildlife and the community.

**Q21**

**Visit the Council website**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Phone the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?



**Q24**

**Monthly**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

---

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**More**

Would you prefer to do more or less Council business online?

---

**Q28**

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?

Monthly or Never aren't a great set of options on this. I've been into the office once in the last year... so not Never and not Monthly?? Stupid survey design strikes again.

---

**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 town cannot afford a fancy town hall right now. Its a simple case of looking around at the economics, the wealthy in Masterton are still vastly outnumbered by the average, struggling and those living on benefits/pensions.... and whilst it might be lovely to try to encourage the wealthy pensions to town with lovely housing ghettos for posh oldies, the fact is many rate payers simply have a single pension or a single low wage job to come and go.... in better times maybe this dream would be great, but right now, how many will loose their homes because of rates unaffordability and what will MDC do to house these people? Its an undeniable reality for many who are already at the peak of their capacity to pay, taking pavement advice from the wealthy is not the answer to this one as the Mayor seems to think.... If you proceed with this vastly expensive and unaffordable project, you are dooming a good many residents to end up homeless. Learn to read the room and understand the demographics please for the sake of all of us who simply cannot pay more and more and more, it is absolutely not right at all.

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#97

COMPLETE

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 Last Modified: Friday, April 19, 2024 6:14:46 PM  
 Time Spent: 01:06:25  
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required)	Karen Thriscutt
----------------------	-----------------

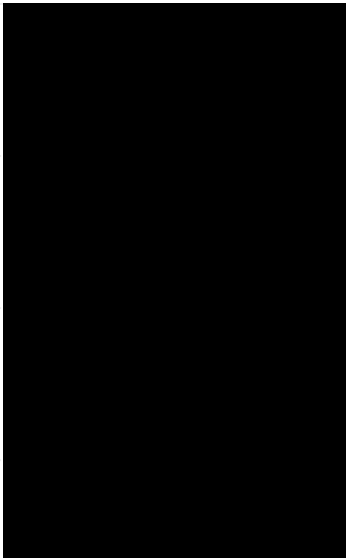
Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

<p><b>Q8</b></p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b></p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b></p> <p>Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the ‘look and feel’ of that space. Cost: \$14.12 million.</b></p>
<p><b>Q11</b></p> <p>Council Funding (Consultation Document pages 29-31)</p>	<p><b>Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).</b></p>
<p><b>Q12</b></p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b></p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council’s Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b></p> <p>Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b></p> <p>Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council’s Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>
<p><b>Q16</b></p> <p>Service Area 5: Climate initiatives</p>	<p><b>Respondent skipped this question</b></p>

**Q17**

**Yes**

Do you support our proposed fees and charges for 2024/25?

---

**Q18**

Comments

I don't agree with ANY of the climate options on question 16.

---

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:

Dog walks.. bird life.. walking.. water trees and nature..

---

**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**

**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**

**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**

**More than once a week**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

---

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

---

**Q27**

**Less**

Would you prefer to do more or less Council business online?

---

**Q28**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

More public waste bins. Not ugly recycle ones, nice residential ones please.  
Road sweeping after surface laying please!

---

**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 rate payers cannot afford anymore grandiose project ideas. I would like to suggest the council downsize and be more efficient, not using outside consultants.

We're always being told to reuse etc, well perhaps we could reuse all the existing buildings instead of spending millions on new premises. Why do council always build lovely new buildings for themselves.. ?? New chairs, new furniture etc etc... Nice for you. Howabout a Rates rebate? You are public servants to the people here in Masterton, who pay your salaries, please be aware of the hard times people are going through already.

Thank you

---

#47

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 15, 2024 5:02:32 PM
Last Modified: Monday, April 15, 2024 5:22:01 PM
Time Spent: 00:19:29
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Peter James Thriscutt
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.

<p><b>Q8</b></p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b></p> <p>Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</b></p>
<p><b>Q10</b></p> <p>Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b></p> <p>Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b></p> <p>Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</b></p>
<p><b>Q13</b></p> <p>Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</b></p>
<p><b>Q14</b></p> <p>Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b></p> <p>Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>
<p><b>Q16</b></p> <p>Service Area 5: Climate initiatives</p>	<p><b>Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</b></p>



**Q17**

**Don't know**

Do you support our proposed fees and charges for 2024/25?

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

**Invest in maintaining the lakes as they are now**

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

**Q20**

Please tell us what you value and enjoy most about these lakes now:

Really enjoy the park and walks. Leave it.

**Q21**

**Email the Council**

When you need information about Council services, events or activities, what channel do you use most often?

**Q22**

**Phone the Council**

When you need to report a problem with a Council facility or service, what channel do you use most often?

**Q23**

**Pay by automatic payment or direct debit**

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

**Q24**

**Never**

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

**Q25**

**Never**

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

**Q26**

**No**

Have you used the Council's after hours service in the past 12 months?

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**Q27**

**About the same**

Would you prefer to do more or less Council business online?

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**Q28**

**Respondent skipped this question**

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

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**Q29**

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

We need to NOT spend on wants but focus on necessities. Town hall, library and staff numbers need to be kept low as we d simply cannot afford the extra rates. Rates arrears are already on the rise, so it makes no sense to increase them to drive more people onto poverty.

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