



# **LONG TERM PLAN 2024-2034**

## **SUBMISSIONS**

### **Volume 15**

#### **Submissions 801 to 835**

From consultation 5 April to 6 May 2024

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## Your details

Full name (required) ..... *Louise Wensvoort* .....

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

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

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

- Yes
  No
  Don't know

*The plan does not show what the current charges are so it is difficult to see how much the increases are for the myriad of charges in each area, Dog pound, Library, Building consents, parking fines etc. I can look up current charges but is difficult to compare.*

# 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 area around Henley Lake should be kept as it is now, but the remainder could be put into wildflower meadows - requiring less mowing and just maintain paths & trees. Reduce the number of ducks & geese. Henley Lake needs to be kept clean for activities no fishing should be allowed as kayakers, dragon boats and remote controlled yachts & boats use the area.

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

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

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

- Visit the Council website
- 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 Midweek!

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

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

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

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

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 Once

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

More than once a week       Weekly       Monthly       Never       Once

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

Yes       No       Don't know

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

More       Less

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?

1. Parking - should be free - you would save a lot of money - no meters, no fee collection, <sup>no</sup> banking exp. Just put time limits on parking areas. And charge for parking overtime! You would need an inspector for that but still be saving money. Economically this is sound it makes Masterton attractive for visitors and customers of the various businesses.

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

Masterton is a small town - Wairarapa College has a large hall with all the backspace facilities - These are not used to any great extent outside of school hours other than for certain events. Rathkeale College also has a great venue. Why are we as a community not supporting these places. Small additions to ensure the schools can store their resources in secure areas for when the venues are being used for public occasions. With some council funding for maintenance and improvements. Schools would welcome greater use of these facilities. Carterton has shown that the venue does not need to be huge to attract a wide range of talent. Masterton Council could also look at how outdoor venues could be enhanced with proper toilet facilities and a stage. A Hawke's Bay vineyard attracts 1000's to its outdoor concerts and attracts top ranging stars, Come on get Creative! The Cranell college gym is huge - Mastn Council could fund a floor that is laid over the top for Balls & Ballroom dancing, Or Bands + a movable stage.

MSTN.GOV.T.NZ

 @MastertonDC

We cannot afford all these great ideas. When the basics are not fixed!

## The proposed Rates

also states that Rural Properties are going to get a larger % increase than town properties.

I cannot see the reasoning for this having lived 24 years rural and having colossal increases and very few services over the last few years especially from G.W.R.C. I know this is not MDC but ratepayers still have to find the money.

Also rural pensioners cannot claim a refund as their water is not supplied by MDC, but as in my case by the Opaki scheme.

I think the overall rate increase this year needs to be as small as possible as with increased values of properties in 2023 this will increase the rates take anyway or are these rates adjusted when our property values go up?

Further more if we want a new Town Hall or Library etc etc we should prioritise these big ticket items and then fund raise for these.

ie Council land - Businesses donate their time or goods build a new house - raffle it off etc. Not put all pressure on rate payers.

## Your details

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

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

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### What is your age range?

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

### What is your gender?

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

# Your thoughts on the Big Decisions

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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:

Henley Lakes walks feel like you are in a different place. Such a gem to Masterton. Minus the ugly main carpark when you first go in, once you are out exploring, it feels like a wee escape which is important for residents and visitors.

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

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

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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)

I stand in opposition to the preferred option of the Big Decision Three and advocate for alternative option 1, which maintains three-year funding at its current level. I work in multiple NGOs that would suffer with the uncertainty and it is already stirring unnecessary stress, especially in this climate. One of the organisations I assist with is Destination Wairarapa. Ensuring Destination Wairarapa's stability is paramount, as it relies on retaining its highly skilled and proficient staff. This dedicated team consistently provides invaluable assistance and collaboration with businesses, residents and visitors. This team goes above and beyond for tourism in the Wairarapa.

#112

COMPLETE

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 Started: Sunday, April 21, 2024 9:11:50 AM  
 Last Modified: Sunday, April 21, 2024 9:31:00 AM  
 Time Spent: 00:19:09  
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required)	Nathan Whiteman
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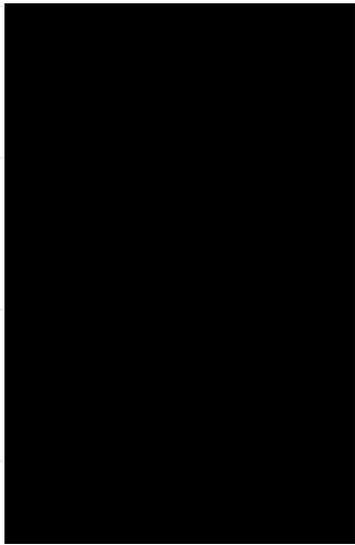
Q2

No

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

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

**Q8** No – do not keep the façade

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

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

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

**Q11** Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).  
Council Funding (Consultation Document pages 29-31)

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

**Q13** 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**

**No**

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

---

**Q18**

Comments

Could be looking internally of how to reduce costs, rather than looking externally for funding

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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:

I value the lakes as long as they aren't costing me

---

**Q21**

Other - please specify:

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

None, council doesn't offer any services I want

---

**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?

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**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?

Following up on things they say they will do would be a start

---

**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

Priority should be keeping the costs to a minimum, borrowing after borrowing is just going to harm the future when the current council members are not going to be around to face the consequences

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#132

COMPLETE

Collector: Test Link (Web Link)  
 Started: Monday, April 22, 2024 12:22:53 PM  
 Last Modified: Monday, April 22, 2024 12:25:58 PM  
 Time Spent: 00:03:04  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required)	Morag Wiley
----------------------	-------------

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

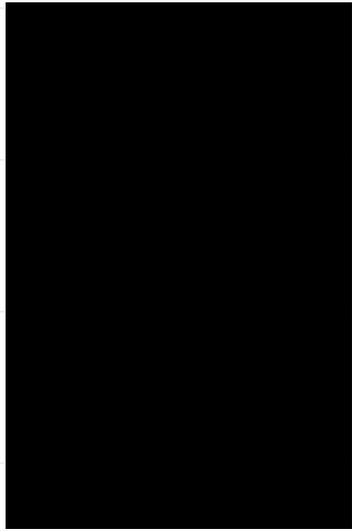
What is your ethnicity? You may tick multiple boxes.

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**

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

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

**Q10**

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

Town centre improvements (Consultation Document pages 25-28)

**Q11**

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

Council Funding (Consultation Document pages 29-31)

**Q12**

**Respondent skipped this question**

Service Area 1: Wairarapa Economic Development Strategy

**Q13**

**Respondent skipped this question**

Service Area 2: Regional Walking and Cycling facilitation

**Q14**

**Respondent skipped this question**

Service Area 3: Regional Positive Ageing facilitation

**Q15**

**Respondent skipped this question**

Service Area 4: Welcoming Communities facilitation

**Q16**

**Respondent skipped this question**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**Don't know**

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

**Q18**

Respondent skipped this question

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

Don't know

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

---

**Q20**

Respondent skipped this question

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

---

**Q21**

Visit the Council website

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

---

**Q22**

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**

Respondent skipped this question

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

---

**Q25**

Never

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

---

**Q26**

Don't know

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**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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#320

COMPLETE

Collector: Test Link (Web Link)  
 Started: Thursday, May 02, 2024 10:17:19 AM  
 Last Modified: Thursday, May 02, 2024 10:33:50 AM  
 Time Spent: 00:16:31  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Ruth Wiley

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

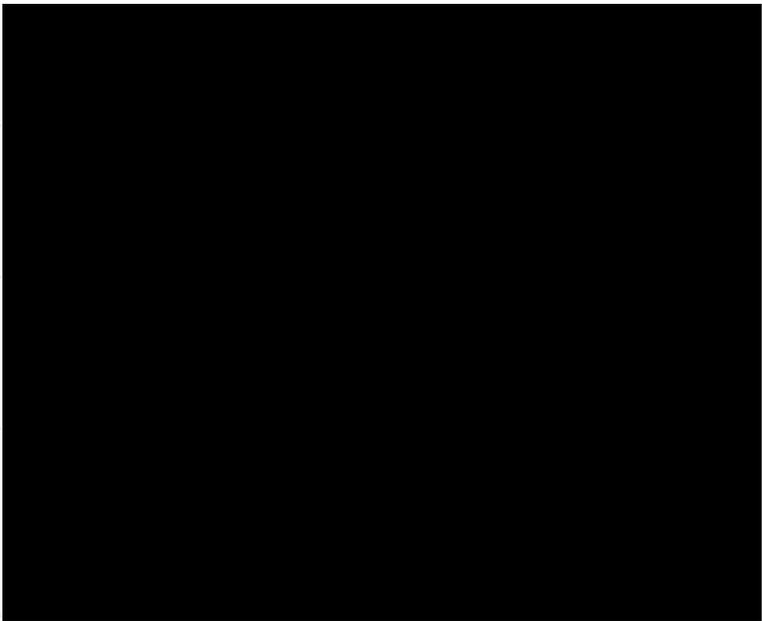
What is your ethnicity? You may tick multiple boxes.

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>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>Respondent skipped this question</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**

**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:

A feel good walk in the park! Henly lake needs to get rid of geese

**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?

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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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# #163

**COMPLETE**

**Collector:** Test Link (Web Link)  
**Started:** Tuesday, April 23, 2024 7:38:30 PM  
**Last Modified:** Tuesday, April 23, 2024 7:55:45 PM  
**Time Spent:** 00:17:15  
**IP Address:** [REDACTED]

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

### Q1

Your details

**Full name (required)** Erin Wilkie  
**Email** [REDACTED]

### Q2

No

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

### Q3

What is your age range?

[REDACTED]

### Q4

What is your ethnicity? You may tick multiple boxes.

### Q5

What is your gender?

### Q6

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

## Page 2: Your Thoughts on the Big Decisions

### Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

**Q9** **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** **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

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**

**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?

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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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#387

COMPLETE

Collector: Test Link (Web Link)  
 Started: Thursday, May 02, 2024 9:07:45 PM  
 Last Modified: Thursday, May 02, 2024 9:17:14 PM  
 Time Spent: 00:09:29  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Freddie Wilkie**  
 Organisation (if applicable) **TA**  
 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

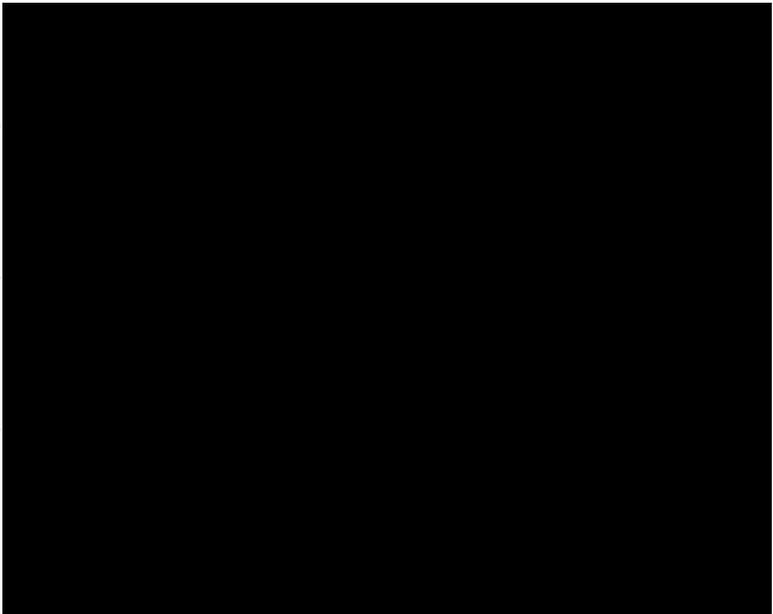
What is your ethnicity? You may tick multiple boxes.

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>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>

**Q16**

Service Area 5: Climate initiatives

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

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Page 3: Fees and Charges

**Q17**

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

**Don't know**

**Q18**

Comments

**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:

On a nice evening with the beautiful Wairarapa sky a nice walk or bike around lake Henley hits the spot.

**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?

**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?

**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?

**More than once a week**

**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?

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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

---

#598

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 1:27:50 PM
Last Modified: Sunday, May 05, 2024 1:40:33 PM
Time Spent: 00:12:42
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Zachary George wilkie
Postal address [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

**Q17**

**Yes**

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

**Q18**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

**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**

**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

---

#214

COMPLETE

Collector: Test Link (Web Link)  
 Started: Thursday, April 25, 2024 9:18:48 AM  
 Last Modified: Thursday, April 25, 2024 9:26:21 AM  
 Time Spent: 00:07:33  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Dorothy Williams

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)

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** **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

user pays

---

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:

walking tracks and peace and quiet area. Get rid of the Canadian geese.

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Log a service request online**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

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?

Answer your phones after 4pm.

---

**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

---

#247

COMPLETE

Collector: Test Link (Web Link)  
 Started: Tuesday, April 30, 2024 9:12:14 AM  
 Last Modified: Tuesday, April 30, 2024 10:26:16 AM  
 Time Spent: 01:14:01  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Eve Williams**  
 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>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>Alternative Option - Maintain funding</b></p>
<p><b>Q13</b> Service Area 2: Regional Walking and Cycling facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b> Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</b></p>
<p><b>Q15</b> Service Area 4: Welcoming Communities facilitation</p>	<p><b>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>

**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:

Green recreation space in urban centres is critical to community wellbeing. Whanau who live in close quarters, or people who don't have gardens of their own, have space to move and exercise that is free, isn't exclusionary and is easy to access. they also provide space for birds and animals that are critical to ecosystems.

**Q21**

**Visit the Council website**

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

**Q22**

**Log a service request online**

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

**Q23**

**Pay by automatic payment or direct debit**

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

**Q24**

**Monthly**

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

**Q25**

**Never**

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

**Q26**

**No**

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

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**Q27**

**More**

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

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**Q28**

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

Antenno is a great resource. As the demographic of Wairarapa homeowners changes, and there are a greater number of working people who are not home during business hours, online facilities provide greater flexibility for us.

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**Q29**

**Respondent skipped this question**

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

---

## Your details

Full name (required) ..... *Jamie Williams* .....

Organisation (if applicable) .....

Postal address ..... [Redacted] .....

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

## Hearing

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

Would you like to present your views at the hearing?

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

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

## About you

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

What is your age range?

[Redacted] 5+

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).



# Your thoughts to help shape our thinking

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

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

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

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

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How we deliver customer services (Consultation Document page 42)

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

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

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

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

- Log a service request online  Phone the Council
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- Other – please specify .....

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

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

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

- More than once a week  Weekly  Monthly  Never

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less

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

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

.....

The proposed initiatives range in the millions and cost savings initiatives are in the tens of thousands, which seems like a waste of time or a token gesture. I don't think that given the current financial climate that the council should be borrowing these sums of money for non essential services. The cost of living is becoming unaffordable for many and will only get worse over the coming years with increase costs.?? I think there are more important and less expensive priorities that the Council should focus on.

#67

COMPLETE

Collector: Test Link (Web Link)  
 Started: Wednesday, April 17, 2024 2:51:40 PM  
 Last Modified: Wednesday, April 17, 2024 3:11:28 PM  
 Time Spent: 00:19:47  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Kelvin Willams  
 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** **Respondent skipped this question**

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**

**Log a service request online**

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

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**Q23**

**Pay 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?

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**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**

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 majority of people I know are disconnecting from social media and your website should be the primary online medium for communication with the public.

---

**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

Both the labour and National Governments have signaled that their preference is for the three Wairarapa Councils to combine and to proceed with redeveloping the Town Hall at this time would result in a facility that is not suitable for purpose.

I realize that the councils have stopped working toward combining but putting your head in the sand is not going to stop this process from being forced on you.

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#220

COMPLETE

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 Last Modified: Friday, April 26, 2024 2:37:13 PM  
 Time Spent: 00:07:30  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Iyn Williams**  
 Postal address [REDACTED]  
 Email [REDACTED]

Q2

No

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

Q3

What is your age range?

[REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

**Q9** **Alternative Option 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** **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 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**

**Respondent skipped this question**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**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

---



<p><b>Q7</b> Town Hall (Consultation Document pages 13-18)</p>	<p><b>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</b></p>
<p><b>Q8</b> The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>Yes – keep the façade</b></p>
<p><b>Q9</b> Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p><b>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</b></p>
<p><b>Q10</b> Town centre improvements (Consultation Document pages 25-28)</p>	<p><b>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</b></p>
<p><b>Q11</b> Council Funding (Consultation Document pages 29-31)</p>	<p><b>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</b></p>
<p><b>Q12</b> Service Area 1: Wairarapa Economic Development Strategy</p>	<p><b>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**

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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

---

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:

Henley Lake & Lake of Remembrance are iconic and an essential part of Masterton's identity. It is important to ensure they remain well kept and available to be enjoyed by everyone. My only major concern is the excessive number of Canadian geese on Henley Lake. Their numbers have a negative impact on water quality and they foul the pathways, which as a wheelchair user I find rather unpleasant. I understand that controlling their numbers is controversial but they are an introduced species and need to be kept in check.

**Q21**

**Visit the Council website**

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

**Q22**

**Other - please specify:  
Use Antenna**

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

This comment may seem rather ironic but I believe too much time and money is expended asking for comment from the public. It seems that most reaction and comment comes from a very small, noisy minority. Asking for public comment on major decisions as part of the democratic process comes with great cost in terms of time it takes to get anything done. I believe that ratepayers have their say in the democratic process on election day. After that we need to allow the elected officials and their professional advisors to get on with what needs to be done.

So in regard to the Town Hall enough has been said, and much time has been wasted all the while costs have increased and opportunities lost. Masterton needs a Town Hall, the facade is essential, Waiata house with civil defence function needs to be included. The Library and archives must be upgraded and expanded. Make the decisions and in 20 years time the majority of ratepayers will be grateful.

---

## Your details

Full name (required) Nathan Williams

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)
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## About you

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

What is your age range?

[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

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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.
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# Your thoughts to help shape our thinking

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

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

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

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

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How we deliver customer services (Consultation Document page 42)

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

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

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

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

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

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

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- Pay by automatic payment or direct debit

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

- More than once a week  Weekly  Monthly  Never

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less

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

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

.....

I dont think a \$42.6m town hall is the option. A building that is multifunctional would be more suited for a town like Masterton. Talk to the theatre groups!

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# #291

**COMPLETE**

**Collector:** Test Link (Web Link)  
**Started:** Tuesday, April 30, 2024 8:00:06 PM  
**Last Modified:** Tuesday, April 30, 2024 8:32:48 PM  
**Time Spent:** 00:32:41  
**IP Address:** 114.23.223.119

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

### Q1

Your details

Full name (required) **Steven Williams**

Postal address

Email

Phone



### Q2

No

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

### Q3

What is your age range?



### Q4

What is your ethnicity? You may tick multiple boxes.

### Q5

What is your gender?

### Q6

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

## Page 2: Your Thoughts on the Big Decisions

### Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**No**

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

---

**Q18**

Comments

I do not understand why the Council supports user pays but does not charge appropriately by the hour. Some of the fees are now unjustifiable, -the Objective fee is not \$190. If the fees are difficult to justify on a time basis (ie the hourly rate for assessing an amendment is greater than the hourly rate of a BCO) then the regulatory teams may lose influence in the community as more people are inclined to break the rules when they see no value in the process. I consider it essential that the council adopts time-based charging for professional services.

Not showing the % increases on the proposed fee PDF is also misleading for those unfamiliar with how much some of these rates are increasing from 5400 to 6800 for a house is a 25% increase - this far exceeds inflation.

---

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:

Nature must be natural, trying to keep something going because of how it was is not sustainable. If the lakes dry up we can clear the silt, and maintain them better before they refill

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay via the Council's website**

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

---

**Q24**

**Monthly**

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

---

**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?

Customer service is about meeting expectation, if the service meets the customers expectation, they are happy. It is up to MDC staff to communicate the service offerings clearly so that customers know what to expect.

---

**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

Happy to dicuss my feedback if required.

---

#165

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 23, 2024 8:33:07 PM
Last Modified: Tuesday, April 23, 2024 8:50:41 PM
Time Spent: 00:17:34
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Noel wilson
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** **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**

**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:

Never used them

**Q21**

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

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

**Q22**

**Phone the Council**

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

**Q23**

**Pay 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**

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?

Be more polite and not so defensive and rude

---

**Q29**

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

Now is not the time for the town hall throw it in the bin infrastructure only such as water roads etc

---

#433

COMPLETE

Collector: Test Link (Web Link)  
 Started: Friday, May 03, 2024 10:56:21 AM  
 Last Modified: Friday, May 03, 2024 11:00:06 AM  
 Time Spent: 00:03:45  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Steve Wilton  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

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

**Q16**

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

**Q17**

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

**Yes**

**Q18**

Comments

**Respondent skipped this question**

Page 4: Your thoughts to help shape our thinking

**Q19**

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

**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?

Other - please specify:  
NA

**Q23**

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

**Pay by automatic payment or direct debit**

**Q24**

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

**Monthly**

**Q25**

**Never**

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

---

**Q26**

**No**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

---

#550

COMPLETE

Collector: Test Link (Web Link)  
 Started: Saturday, May 04, 2024 5:51:51 AM  
 Last Modified: Saturday, May 04, 2024 5:59:51 AM  
 Time Spent: 00:07:59  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Todd Wilton**  
 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 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?

**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?

**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 by automatic payment or direct debit**

**Q24**

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

**Monthly**

**Q25**

**Monthly**

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

---

**Q26**

**Yes**

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

---

**Q27**

**More**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**Respondent skipped this question**

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

---

#575

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, May 03, 2024 5:12:07 PM
Last Modified: Sunday, May 05, 2024 1:12:56 AM
Time Spent: Over a day
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Matt Winder
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

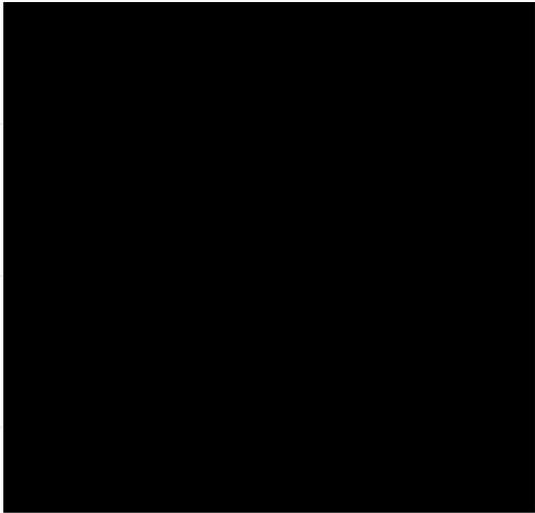
What is your ethnicity? You may tick multiple boxes.

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** **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

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:

They attract a lot of tourists and birdlife

---

**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**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

## Q29

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

I believe that the costs and increased debt that would result from Masterton Councils preferred options is far too high for a town the size of Masterton. It will be loading far too much debt onto ratepayers. I don't believe this is in the best long term interests of ratepayers. It is especially inappropriate to be spending this sort of money and taking on this sort of debt during a cost of living crisis, when so many people are struggling to even pay for food and the increased cost of everything. The preferred options lead to significantly increasing debt and rates for non essential 'nice to have' projects, and these increased rates would greatly exceed inflation.

- Town Hall and Council Buildings

In terms of the Town Hall and Council buildings, I understand the council now has until 2030 to do anything about the earthquake risks associated with the old town hall building. I understand that this date got extended to 2030 by central government, so there is now no rush to demolish it or take other action.

As an Architectural Designer I don't believe that current façade alongside Chapel Street is architecturally significant enough to retain. It also provides no pedestrian weather protection to the footpath and is a very closed off facade from the street. It is not a pleasant space to walk along. A facade like that also restricts how a new building behind it can be designed and what spaces occur behind that facade. It also greatly affects the positioning of any building on the site and the layout it has relative to any other council buildings that may get built on the site. For example it maybe better to set any new events centre building back off Chapel street, and then have a large public space at the front entrance to the building on Chapel Street. So the entrance to the events centre is openly facing the street, such as it is with Cartertons Events centre. Currently it is at the side and looks odd, when it should face the street.

There is also currently space for indoor events throughout the area, including those venues provided by colleges in the area. There doesn't appear to be any proven business case that a larger venue will result in a return on the investment, or result in more larger events.

The existing building also appears to be in a 1% AEP Flood hazard zone. I question whether it is appropriate to be spending this level of money in this area, without building it up above that the flood level, as is recommended by the GWRC for new buildings. That likely isn't possible if reusing the old townhall façade. Building in a flood zone will likely increase insurance costs, and this also applies to larger improved library.

The new National government has cancelled a lot of projects, including the new Ferry replacements because of the high costs and this not being the right time for spending massive amounts of money. They have used the justification that they were only 'nice to have's' rather than essential. This is despite already spending a lot of money on those cancelled projects. The costs to build and maintain government council buildings, compared to the cost to build private commercial buildings is often a significantly higher SQM rate. So in terms of capital costs alone, it may make more financial sense to lease existing commercial building stock in Masterton for council use, as the council is currently doing. Also other councils around NZ do this. It potentially means costs savings for ratepayers in insurance and future maintenance, and all the other hassles associated with owning the building.

When the Masterton council merges with the other Wairarapa councils, the new Combined Wairarapa Council will likely have different and new requirements. It may require more space, and need a new building, rather than one that has been designed specifically for Masterton Councils needs. So any new building likely won't be ideal for this new combined council entity. So any new building should only be built after the councils are merged. SWDC are in need of new council building and are currently leasing buildings in Greytown for council staff. They don't appear to have any plans to build a new council building. This is likely because of the high cost to ratepayers and they are aware that the councils will be merging in the future, and a new building may end up being redundant. We also don't know where the new combined council will be based, as it could end up being based in Carterton. It also makes sense for any new Wairarapa council building to be paid for by the entire Wairarapa population, rather than just Masterton ratepayers. Otherwise Masterton ratepayers may end up having the debt ring-fenced or have targeted rates, even though Masterton ratepayers will have paid for a building that services the entire region. That would not be fair on Masterton ratepayers. So the Masterton council should not be putting Masterton ratepayers into that position, and shouldn't be making major spending decisions like this, when the future combined Wairarapa Councils needs are not yet know.

- The Library

The current issues with the library building appears to be a lack of maintenance and upgrading over time. Things like a leaking roof should have been maintained and replaced when it reached the end of its life. That should then have prevented any water damage. There should have been an annual budget and money put aside for larger costs like roof replacement after a certain number of years. It is part of the councils job to be looking after ratepayer owned assets and making sure they are adequately maintained. Depreciation of the building should help allocate funds for it's maintenance. Upper Hutt library was refurbished and extended about 10 years ago, but it was found that the structure of the building wasn't up to the improved earthquake standards and it needed to be closed for a long time for additional strengthening work. Could that happen with the Masterton library structure after improvements, which is of a similar age? Is it going to be up to earthquake standards, in say 20 years time?

- Rates increases are unsustainable and not equitable.

A major problem with the rating system in Masterton, is that they aren't fairly and evenly distributed amongst residents. It rates on the CV. Unlike SWDC which rates in LV, which is fairer. So you could have 8 people living in a rental in Masterton, and each person maybe paying the equivalent of \$400 per year each. A rental is likely to be a lower priced house with lower rates of say \$3200/yr. However you may have one person living in a modest newish house worth 800k with rates of \$5000/yr. Therefore they could be paying \$5k per person. Even though the household paying \$5k for one person is likely using far less in council resources, such as water, sewage, local roading etc. So the council should be looking at a fairer way of rating residents, so that everyone is paying their fair share.

As mentioned in the media, the current way of rating is broken and not sustainable. Many people can't afford a doubling of rates over 10 years, and the councils preferred options would increase the debt on ratepayers substantially, thus requiring significant rates increases. Councils should be concentrating on providing and maintaining core services and getting the basics right first. Not spending such significant amounts on 'nice to haves' during a cost of living crisis. The council should be demanding central government provides council with more of it's tax take, including the GST it collects on rates. Instead the government is providing many billions in tax cuts, much of which should instead be going back to councils to improve infrastructure throughout New Zealand. It is not sustainable to increase rates by more than inflation, and especially hits those on fixed incomes.

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#233

COMPLETE

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Last Modified: Saturday, April 27, 2024 1:03:58 PM
Time Spent: 00:08:39
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Jillian Patricia Winter

Postal address [Redacted]
Phone [Redacted]

Q2 No

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

Q3 [Redacted]

What is your age range?

Q4 [Redacted]

What is your ethnicity? You may tick multiple boxes.

Q5 [Redacted]

What is your gender?

Q6 [Redacted]

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

**Q17**

**Don't know**

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

---

**Q18**

**Respondent skipped this question**

Comments

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Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

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**Q20**

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

Walking area, recreation, feeling of space and nature

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**Q21**

**Visit the Council website**

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

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**Q22**

**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**

**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**

**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

---

## Your details

Full name (required)

Ian Wishart

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).



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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less

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

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

(attach separate pages if needed)

Why aren't staff cost increases up for discussion  
"These are obscene"  
With the reduction of services staff  
numbers should be reducing.

# Your thoughts to help shape our thinking

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

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

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

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

Great asset for the town  
The Wellington Regional Council will destroy  
the Wairarapa.

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

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

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

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

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

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

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

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

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

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

#251

COMPLETE

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

Q1

Your details

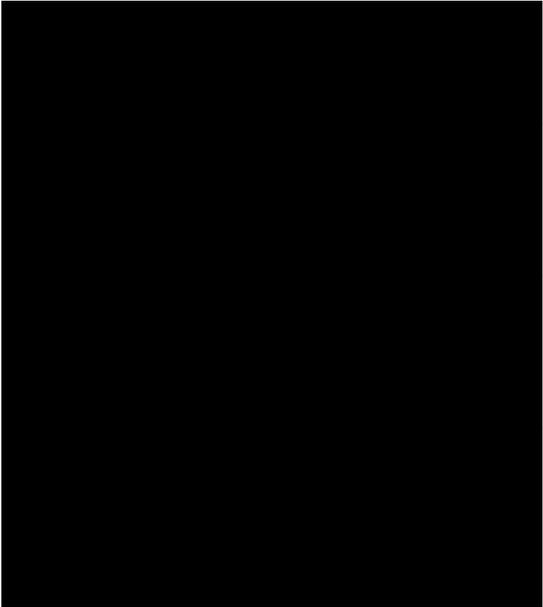
Full name (required) **Phill Wishnowsky**  
 Organisation (if applicable) **Ratepayer**  
 Postal address [REDACTED]  
 Email [REDACTED]  
 Phone [REDACTED]

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>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**

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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?

**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:

There is something fundamentally wrong when one ratepayer-funded organisation (Regional Council) charges excessively another ratepayer-funded organisation (MDC). This rorting must cease.

**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?

---

**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?

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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

Council must live within their means, just as all of us must. Council must stop spending on 'nice to have' and 'feel good' issues, and concentrate on essential services only.

---

## Your details

Full name (required)

MURRAY RICHARD WOLLAND

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

#581

COMPLETE

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

Q1

Your details

Full name (required) Deborah  
 Organisation (if applicable) Woodhouse  
 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

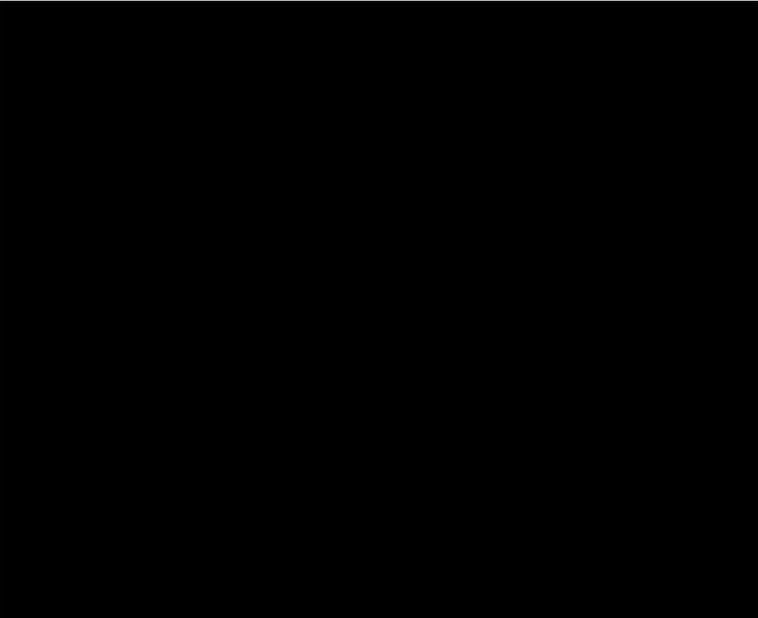
What is your ethnicity? You may tick multiple boxes.

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>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>Respondent skipped this question</b></p>
<p><b>Q16</b> Service Area 5: Climate initiatives</p>	<p><b>Respondent skipped this question</b></p>

**Q17**

Respondent skipped this question

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

---

**Q18**

Respondent skipped this question

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

Invest in maintaining the lakes as they are now

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

---

**Q20**

Respondent skipped this question

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

---

**Q21**

Visit the Council website

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

---

**Q22**

Phone the Council

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

---

**Q23**

Pay by automatic payment or direct debit

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

---

**Q24**

Monthly

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

---

**Q25**

Monthly

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

---

**Q26**

**Yes**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

**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

---

# #105

**COMPLETE**

**Collector:** Test Link (Web Link)  
**Started:** Saturday, April 20, 2024 11:37:19 AM  
**Last Modified:** Saturday, April 20, 2024 12:02:27 PM  
**Time Spent:** 00:25:08  
**IP Address:** [REDACTED]

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

### Q1

Your details

Full name (required) **Graham Workman**

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** **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**

**Yes**

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

---

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

These are popular lakes and well worth maintaining. They have a long history in our town and are popular with visitors from Wellington and further afield.

---

**Q21**

**Visit the Council website**

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

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Respondent skipped this question**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Never**

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

---

**Q26**

**Yes**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

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

I prefer demolishing town hall and admin building asap. However I would like to see planning for a new town hall on the same site kept in mind for the future. Maybe some futuristic drawings published. Have a vision for the future town hall.

---

#123

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, April 21, 2024 5:26:22 PM
Last Modified: Sunday, April 21, 2024 5:48:16 PM
Time Spent: 00:21:54
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Les Wright
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** **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**

**Respondent skipped this question**

Comments

Page 4: Your thoughts to help shape our thinking

**Q19**

**Don't know**

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

**Q20**

**Respondent skipped this question**

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

**Q21**

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

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

**Q22**

**Visit the Queen Street Customer Service Centre**

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

**Q23**

**Pay by automatic payment or direct debit**

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

**Q24**

**Monthly**

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

**Q25**

**Monthly**

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

**Q26**

**No**

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

---

**Q27**

**About the same**

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

---

**Q28**

**Respondent skipped this question**

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

---

**Q29**

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

please think VERY carefully about all the increases are going to have on our ageing population -we are on fixed incomes that DO NOT keep up with the increases proposed-Remember there is another local body election in 3 yrs time -Older people have LONG memories

---

## Your details

Full name (required) ..... *Paula Margaret Wyatt* .....

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.

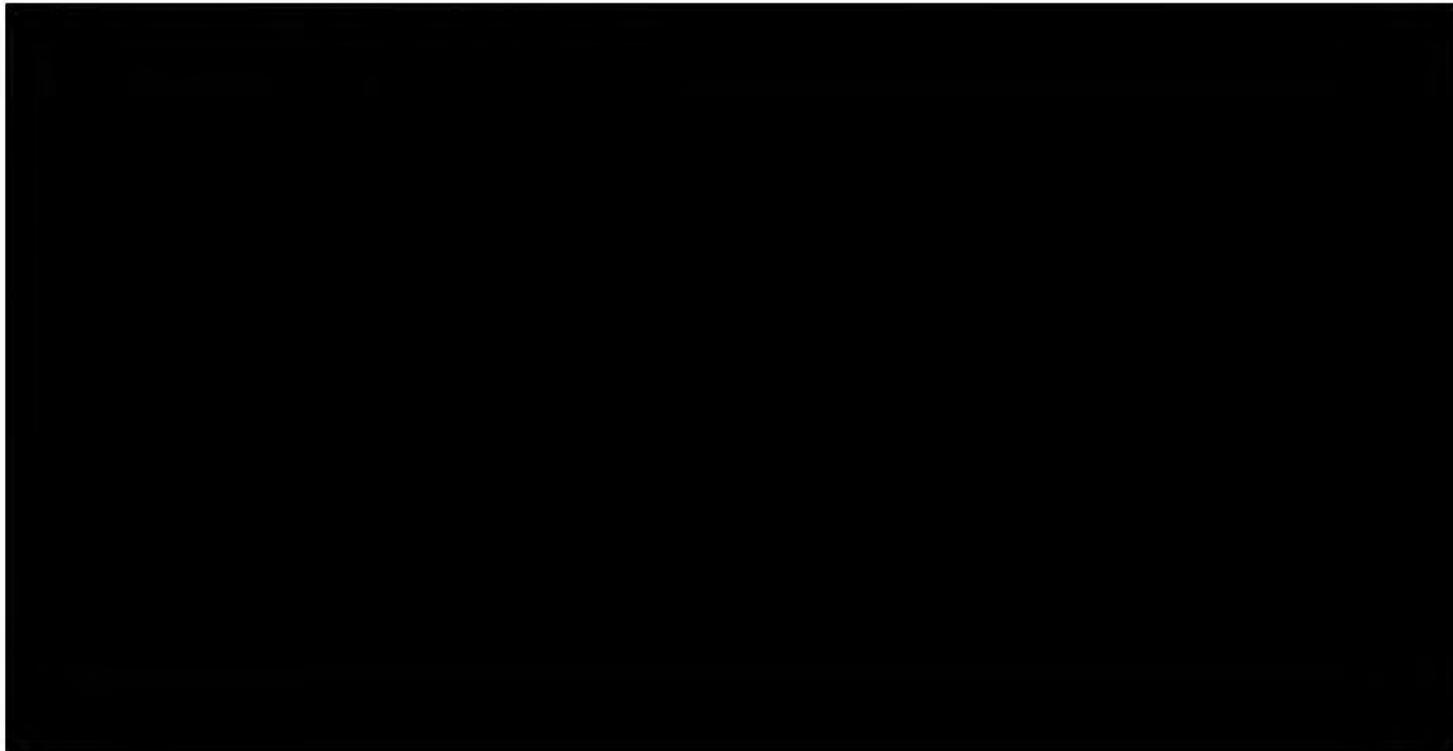
Would you like to present your views at the hearing?

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)
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 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

Fees should only increase if absolutely necessary — no nice to haves, this would look better costs.

Remember that the council and the employees all work for the ratepayers.

These are hard times and we all need to help each other to provide a decent life.

That is done by small things in life like being able to afford to have a dog etc.

# Your thoughts to help shape our thinking

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

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

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

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

.....

.....

.....

.....

.....

.....

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

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

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

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

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

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

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

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

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

- More than once a week  Weekly  Monthly  Never

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

- More than once a week       Weekly       Monthly       Never

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

- Yes       No       Don't know

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

- More       Less

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

.....

.....

.....

.....

.....

.....

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

(attach separate pages if needed)

Council need to consider the financial situation of residents.

From Radio NZ - the Financial Services Council's index (1-5-24)

- 70% of households are suffering from financial stress
- Personal debt increased by 6%
- Decrease in job security especially under 30s and over 65s
- 60% of retirees report that they only have enough savings to maintain their current standard of living for one year.

It goes on to say businesses are also ~~struggling~~ struggling with increase closures of small businesses.

Therefore I am very concerned about increased council debt causing rate rises at this

Page 2

time.

Insurances, cost of general living eg food + clothes, road user charges and petrol have risen — in some cases over 20%. Add all these and you come up with the 70% stress figures.

I feel that Wairarapa Councils will eventually join together.

How about being collaborative and use Canterton's event centre and eventually build a lovely new library here in Masterton (? on the old town hall site) to serve the whole Wairarapa?

I have been to wonderful events at Wairarapa college, Rātūkeale and Canterton.

Other comments: —

Cost savings — currently I know many large shop spaces are not tenanted — so the Council need to review their rents paid currently. and be prepared to move!

Also it is a nice to have but not essential to have all council staff in one place.

That is what modern communication is about.

Decrease staff — is the increase over the ~~last~~ last few years necessary? Review!

Pay for some smaller things that the local population could enjoy — such as —

- ① buses to the beach in summer
- ② free days to outside pool
- ③ longer library hours eg to 4 or 5 on Saturdays

And don't close for 10 days over the Xmas New Year!

Page 3.

I'm sure Tim Nelson would have some interesting ideas of things that would improve actually living here.

Conclusion: -

The review done in Nov '20 concluded that there was very little demand for a new town hall.

Spend some \$ on making lives better instead.

Paula Wyatt.

## Your details

Full name (required)

Shane Wylie

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

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

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

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

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

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

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

- Yes
  No
  Don't know

# 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 walk Henley Lake most days anything with water most therapeutic and appreciate all the Council does to keep it under control.

## 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  Occasionally

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

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

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

- Yes       No       Don't know

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

- More       Less       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)

## Your details

Full name (required) ..... *Tami Wylie* .....

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.

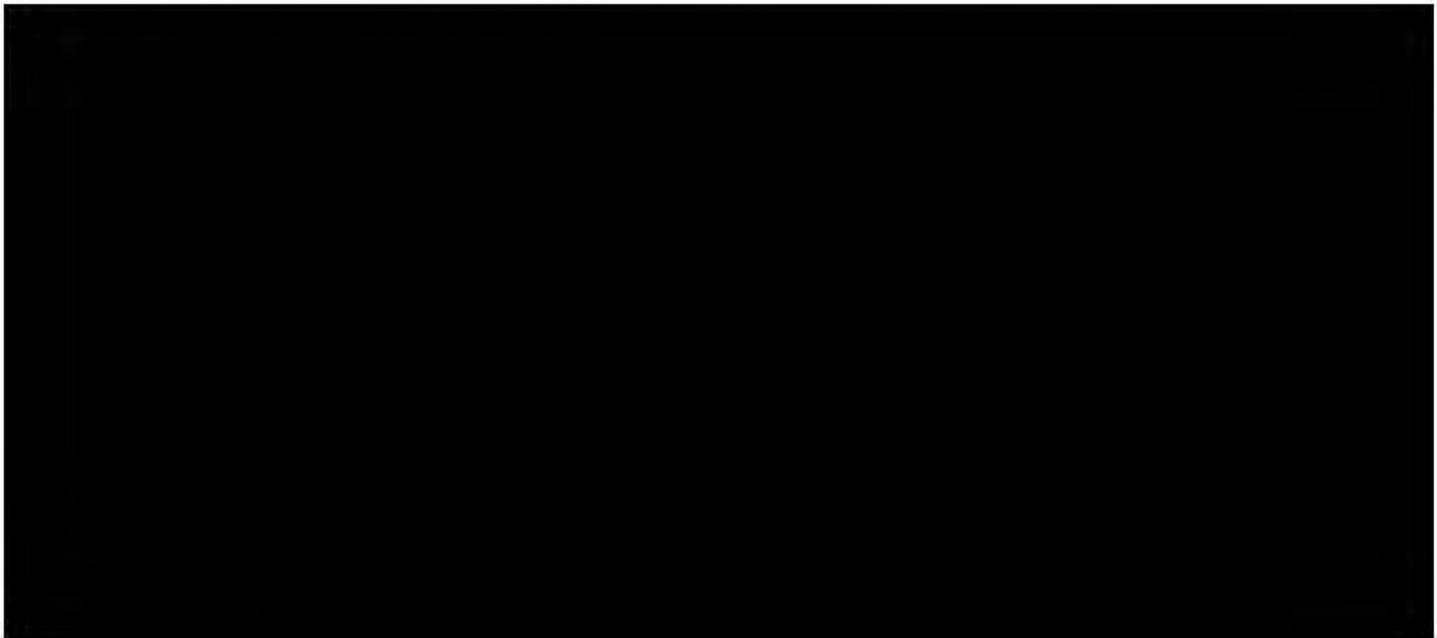
Would you like to present your views at the hearing?

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).



# 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



#628

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 7:26:18 PM
Last Modified: Sunday, May 05, 2024 7:43:30 PM
Time Spent: 00:17:12
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Dayna Yeo
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

**Q17**

**Don't know**

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

---

**Q18**

**Respondent skipped this question**

Comments

---

Page 4: Your thoughts to help shape our thinking

**Q19**

**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:

Gwt rid of duck swan and geese crap

---

**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**

**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

There are already other heritage buildings you can't save them all spend the money on maintaining services like roads infrastructure pipes and walking tracks. My age group wouldn't use a town hall fullstop. I certainly don't want to support an outdated concept like a townhall

---

# #102

**COMPLETE**

**Collector:** Test Link (Web Link)  
**Started:** Saturday, April 20, 2024 9:08:26 AM  
**Last Modified:** Saturday, April 20, 2024 9:34:38 AM  
**Time Spent:** 00:26:11  
**IP Address:** [REDACTED]

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

### Q1

Your details

**Full name (required)** Sharyn Yeo  
**Postal address** [REDACTED]  
**Email** [REDACTED]  
**Phone** [REDACTED]

### Q2

No

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

### Q3

What is your age range?

[REDACTED]

### Q4

What is your ethnicity? You may tick multiple boxes.

### Q5

What is your gender?

### Q6

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

## Page 2: Your Thoughts on the Big Decisions

### Q7

Town Hall (Consultation Document pages 13-18)

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

<p><b>Q8</b></p> <p>The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p><b>No – do not 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>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>Alternative Option - Maintain funding</b></p>
<p><b>Q14</b></p> <p>Service Area 3: Regional Positive Ageing facilitation</p>	<p><b>Alternative Option - Maintain funding</b></p>
<p><b>Q15</b></p> <p>Service Area 4: Welcoming Communities facilitation</p>	<p><b>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</b></p>
<p><b>Q16</b></p> <p>Service Area 5: Climate initiatives</p>	<p><b>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</b></p>

**Q17**

**No**

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

---

**Q18**

Comments

Not if it means supporting a new town hall

---

Page 4: Your thoughts to help shape our thinking

**Q19**

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

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

---

**Q20**

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

The visual view of the lake leaving and returning that way to town each day

---

**Q21**

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

Other - please specify:

The newspaper and the website

---

**Q22**

**Phone the Council**

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

---

**Q23**

**Pay by automatic payment or direct debit**

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

---

**Q24**

**Monthly**

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

---

**Q25**

**Monthly**

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

---

**Q26**

**Yes**

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

---

**Q27**

**About the same**

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

---

**Q28**

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

Would like feedback on progress of suggestions made and also on complaints on services not adhered to

---

**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 do not need the burden of a new town hall..the old one isn't missed.there are plenty of other venues available. Realistically how often would we use a 700-800 seater. The continuation of maintaining parks reserves and walking tracks for wellbeing would be one of my priorities.Masterton is popular with what it offers now.. we just need to keep enhancing its natural attributes not creating more debt

---

#167

COMPLETE

Collector: Test Link (Web Link)  
 Started: Wednesday, April 24, 2024 6:39:54 AM  
 Last Modified: Wednesday, April 24, 2024 6:48:51 AM  
 Time Spent: 00:08:57  
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Glenda Young**  
 Organisation (if applicable) **Mid Central Health**  
 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>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**

**No**

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

**Q18**

Comments

Too much increase, find a person who's wages have increased 10.6% especially senior citizens lower increase

---

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:

How many people utilize this site

Incredible number

**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**

**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**

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

Rural roads are at extreme hazard risks, put safety first

---

## Your details

Full name (required)

ROBERT DAVID YOUNG

Organisation (if applicable)

Postal address

[Redacted]

Phone

[Redacted]

Email

[Redacted]

## Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

## About you

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

What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

# Your thoughts on the Big Decisions

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

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

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

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- Alternative Option** – 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:

## 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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- Email the Council
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- 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?

POSTAL DELIVERY for THE PREVIOUS OWNER  
ARE STILL COMING HERE

[REDACTED] SOLD TO US 2 YRS AGO

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)

[Empty text box for additional feedback]



## Your details

Full name (required)

Rumane N. Yule

Organisation (if applicable)

Postal address

[Redacted]

Phone

[Redacted]

Email

[Redacted]

## Hearing

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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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Yes

No

Don't know

# Your thoughts to help shape our thinking

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

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

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

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

Great walking tracks! Please continue maintenance for tracks: I think it would be a waste of money to increase walking and cycling tracks as they are substantial now:

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

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

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

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

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

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

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

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

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?

keep up the MDC email reports  
monthly

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)

How about the council start saving  
money to spend on necessary  
infrastructure: low income housing  
would be a start: