



LONG TERM PLAN 2024-2034

SUBMISSIONS

Volume 5

Submissions 191 to 260

From consultation 5 April to 6 May 2024

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#564

191

COMPLETE

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

Q1

Your details

Full name (required) **Mark Callaghan**
 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 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K**

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

Respondent skipped this question

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

Q21

Phone the Council

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

No

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

Q27

Less

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

Q28

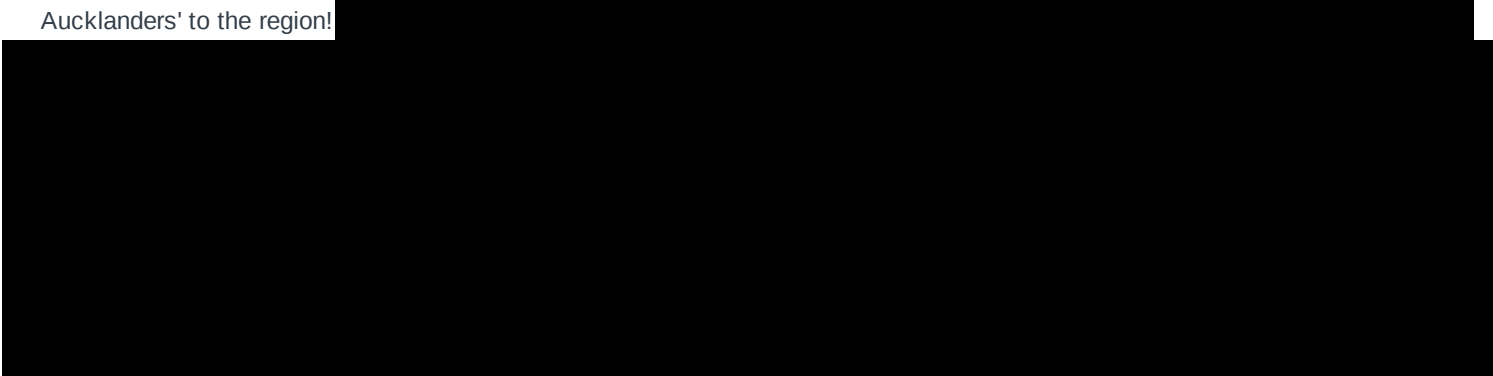
Respondent skipped this question

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

Firstly, congrats that the council has struck the lowest rate increase of the three district councils in the region! However, unlike the CDC where we resided, this council place two large capital expenditure projects to keep rate increase as low as possible!! If the council goes ahead with the construction of the new town hall, extending the administration building, and/or any of these projects, having to borrowing huge sums of money, during a 'cost of living crises', I will cancel my D/D and only manually pay the increase rates, less all rates required for 'so called essential capital expenditure'. I did this in Auckland, just prior us becoming 'escapee Aucklanders' to the region!



#75

192

COMPLETE

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

Q1

Your details

Full name (required) David Cameron

Q2

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

Q3

What is your age range?

Q4

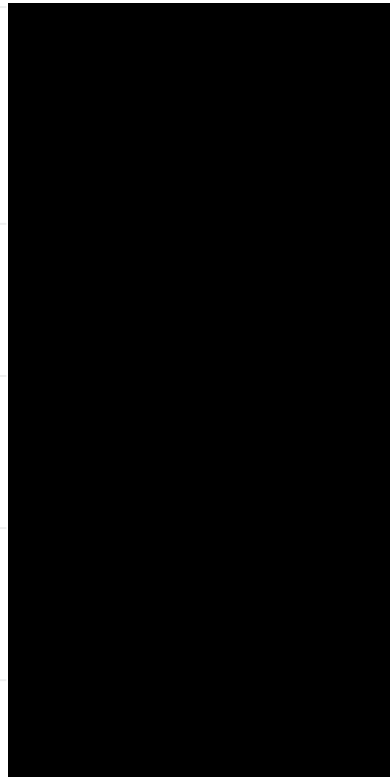
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 No – do not keep the façade

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

Q9 The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

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

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

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

Q13 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

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

Less

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

Q28

Respondent skipped this question

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

Q29

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

I find the Town Hall options bemusing. The third option is laughable, surely Council has enough feedback that a Town Hall is needed. To propose an option that leaves a blank canvas, will probably score highly on the back of least cost to ratepayers. What then? Time is of the essence before this current 3 year term in office has failed on one of the main priorities.

#164

193

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

Q1

Your details

Full name (required) Emma Cameron

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

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

Q3

What is your age range? [REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes. [REDACTED]

Q5

What is your gender? [REDACTED]

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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Q9 The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

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

Q11 Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).
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Q12 The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)
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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)
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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)
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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

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

I don't enjoy the lakes. They are both disgusting. Restore wetlands for both.

Q21

Visit the Council website

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

Q22

Email the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

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

#551

194

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

Q1

Your details

Full name (required) Fiona Cameron

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

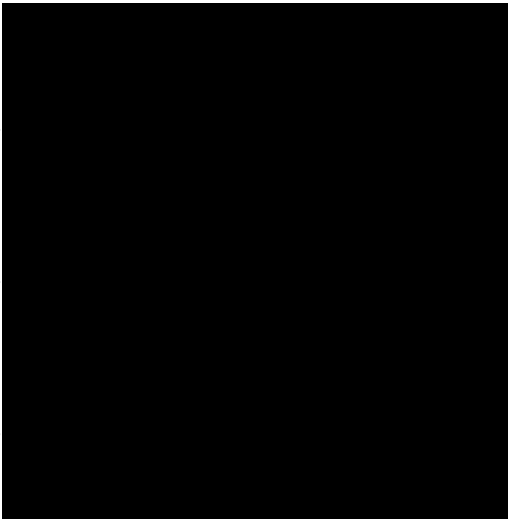
What is your ethnicity? You may tick multiple boxes.

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

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

Q10

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

Town centre improvements (Consultation Document pages 25-28)

Q11

Respondent skipped this question

Council Funding (Consultation Document pages 29-31)

Q12

Respondent skipped this question

Service Area 1: Wairarapa Economic Development Strategy

Q13

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

Respondent skipped this question

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

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

#71

195

COMPLETE

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Time Spent: 00:33:44
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Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

No

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

Respondent skipped this question

Q21

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

Visit the Council website

Q22

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

Phone the Council

Q23

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

Pay by automatic payment or direct debit

Q24

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

Monthly

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#241

196

COMPLETE

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

Q1

Your details

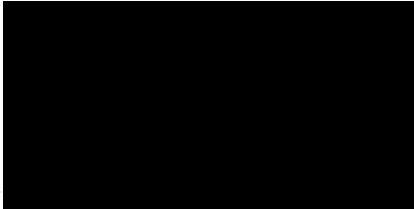
Full name (required)

Marion cameron

Postal address

Email

Phone



Q2

No

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

Q3

What is your age range?

Q4

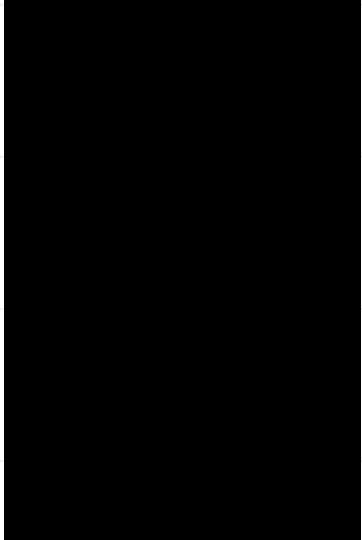
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Don't know

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

They provide an interesting place to enjoy a walk or sit and contemplate.

Q21

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

Phone the Council

Q22

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

Phone the Council

Q23

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

Pay by automatic payment or direct debit

Q24

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

Monthly

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

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

Building the archives with library extension will save money in the long run. It is always cheaper to build it now than add it at a later date.

The archives need to be kept in a safe environment and cannot be replaced. Some may be copied and /or stored digitally but this cannot replace the originals.

Building a place for the archives with the library concentrates sources of information in one place and makes for better use of staff and other resources.

The present building is not a safe space for storing these precious materials which help us to understand the early history and people who made the district what it is today.

There is also the considerable savings in rent.

Your details

Full name (required)

JOHN ROBERT CANNING

Organisation (if applicable)

CURRENT BUSINESS OWNER (RESIDENT FOR 45 YEARS)

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]

TŌ WĀHI, TŌ MAHERE

YOUR PLACE, YOUR PLAN

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

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

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



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



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



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



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

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

Privacy statement

What we do with your personal information

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

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

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

HYBRID
PLEASE SEE BACK PAGE

- 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.

HYBRID

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

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

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

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

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

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

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

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

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

- Yes
 No
 Don't know

Your thoughts to help shape our thinking

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

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

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

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

EXPLORING A DIFFERENT LOOK MAY NOT COST LESS IF IT CAN BE BETTER. I UNDERSTAND THERE ARE PROBLEMS RE WATER DEPTH, QUALITY & AVAILABILITY. THE MAINTENANCE OF THE SIZE OF THESE RECREATIONAL AREAS IS IMPORTANT. BUT IF THE CONTENT NEEDS TO BE DIFFERENT DON'T CUT COST FOR MAKING IT UNATTRACTIVE.
HOW ABOUT A DESIGN COMPETITION FOR ALL AND ~~MACCAMORE~~ THE BEST IDEAS.

How we deliver customer services (Consultation Document page 42)

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
- No
- Don't know

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

- More
- Less
- About the same

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

I SEE THE NO.1 PRIORITY BEING THE LIBRARY EXTENSION AND ARCHIVES AS THAT IS THE COUNCIL SERVICE THAT THE MAJORITY OF PEOPLE FROM ALL THE AREA WILL USE MOST OF THE TIME, CONTAINS OUR HISTORY AND NEEDS PRESERVING FOR MOTCH.

SECOND PRIORITY IS TO EXTEND WANAKA HOUSE TO CONTAIN ALL PERENELL PCD AND FREE UP LEASE BUILDINGS & COST.

I SEE THE TOWN HALL PROJECT AS A WASTEFULL USE OF MONEY GIVEN THAT WE HAVE A TRAFFIC PROBLEM THAT NEEDS ADDRESSING AND HAS BEEN PUT OFF ~~BE~~ ^{FROM} MANY PREVIOUS COUNCILS AS BEING IN THE

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)

→ TOO HARD, TOO COSTLY BASKET WITH THE HUGE PROJECTED GROWTH THIS WILL ONLY GET WORSE AND IS SOMETHING THAT EVERYONE EVERY DAY WOULD RECEIVE THE BENEFIT FROM — UNLIKE A TOWN HALL WHOSE ANNUAL RUNNING COST U USE BY A LESSER NUMBER OF PEOPLE. WE NEED A TRAFFIC BYPASS TO TAKE THE ~~HEAVY~~ ^{INDUSTRIAL} TRAFFIC AWAY FROM ENTERING CENTRAL MASTERTON.

I PROPOSE THAT THE TOWN HALL SITE BECOMES A COMMERCIAL RATEABLE DEVELOPMENT PROJECT. IT SITS ON A HIGHLY VALUABLE RATEABLE SITE. I WOULD DEMOLISH IT ALL SO IT COULD BECOME A 'GREEN FIELDS' DEVELOPMENT. IF A POTENTIAL DEVELOPER COULD SEE ADVANTAGE ~~IN~~ USING THE FACADE, IT COULD BE RETAINED. BUT I SEE THAT AS PROBLEMATIC.

WITH THE RAIL UPGRADE, NEW TRAINS, BIGGER POPULATION WILL DRIVE MORE SERVICES SO THAT TRAINS FOR MAJOR EVENTS IN WELLINGTON WILL BE A HOP ON, HOP OFF EVENT MAKING IT MORE ACCESSIBLE. THIS IS THE LONG TERM FUTURE FOR EVENTS. AND WHEN AN AMALGAMATION COMES TO PASS, IF A TOWN HALL IS DEEMED NECESSARY FOR THE AREA IT SHOULD

MSTN.GOV.T.NZ BE BUILT & PAID FOR BY THE WHOLE @MastertonDC ARE AND SITUATED CENTRALLY.



#269

198

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 29, 2024 11:04:41 PM
Last Modified: Monday, April 29, 2024 11:11:11 PM
Time Spent: 00:06:29
IP Address: [Redacted]

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

Q1

Your details

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

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'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?

Visit the Queen Street Customer Service Centre

Q23

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

Pay by automatic payment or direct debit

Q24

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

Never

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#114

199

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, April 21, 2024 10:43:10 AM
Last Modified: Sunday, April 21, 2024 10:54:58 AM
Time Spent: 00:11:47
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Karen Carman
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>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
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<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
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Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Don't know

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

Somewhere to spend time in a pleasant atmosphere and it's all free.

Q21

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

Visit the Council website

Q22

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

Log a service request online

Q23

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

Respondent skipped this question

Q24

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

Monthly

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

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?

They seem to have trouble answering the phone after 4.00pm

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

Wonder whether any consideration has been given as to incorporating the toy library into a new library as happened in Carterton.

Your details

200

Full name (required) *Phil Cooman*

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.

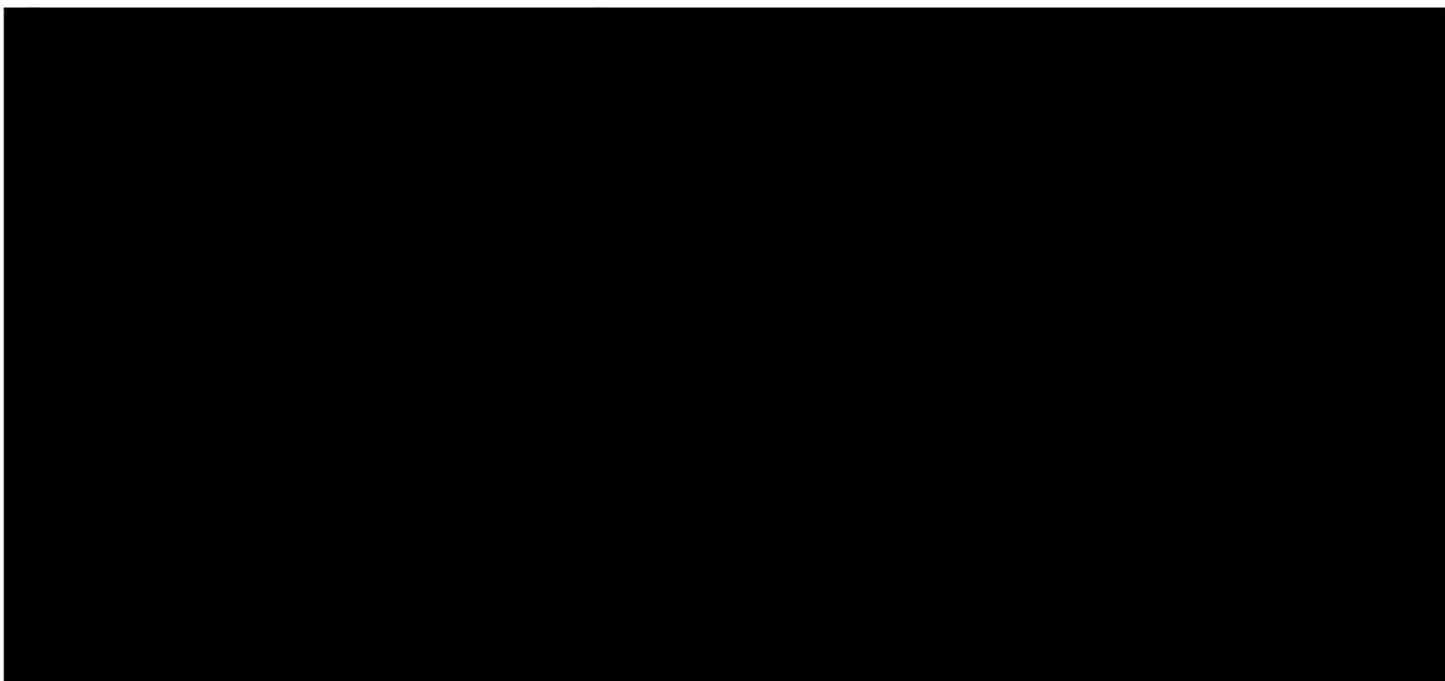
Would you like to present your views at the hearing?

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
 No
 Don't know

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Your thoughts to help shape our thinking

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

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

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

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

The therapeutic effect provided by bodies of water are well documented and both sites provide easy access for all residents. Both were created as lakes and must remain so. It is well past time that the GWRC [redacted] were resigned to.

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 *Waikato Times Age*
- 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 *Talk to the Mayor, neither worked.*
- Phone the Council
- Email the Council

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

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

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

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

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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?

Departments should communicate directly and not through the communications dept. The double handling of complaints is inefficient and an avoidable cost.

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)

Something must be done to improve counsils historic inability to remain with in budget

Your details

201

Full name (required)

Judy Margaret Carr

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]

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes No Don't know

Noticed, as our pension does not increase at the same rate.

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:

Enjoy time @ The lakes.

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

News papers

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 = Rates .

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

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

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

More than once a week

Weekly

Monthly

Never *not at all.*

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?

Doesn't use it.

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

No other - thank you for your time.

#9

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 09, 2024 6:52:15 PM
Last Modified: Tuesday, April 09, 2024 7:01:02 PM
Time Spent: 00:08:46
IP Address: [Redacted]

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

Q1

Your details

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

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

Don't know

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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:

Lakes FULL of water

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:
Never have**

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

Q23

Pay via the Council's website

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

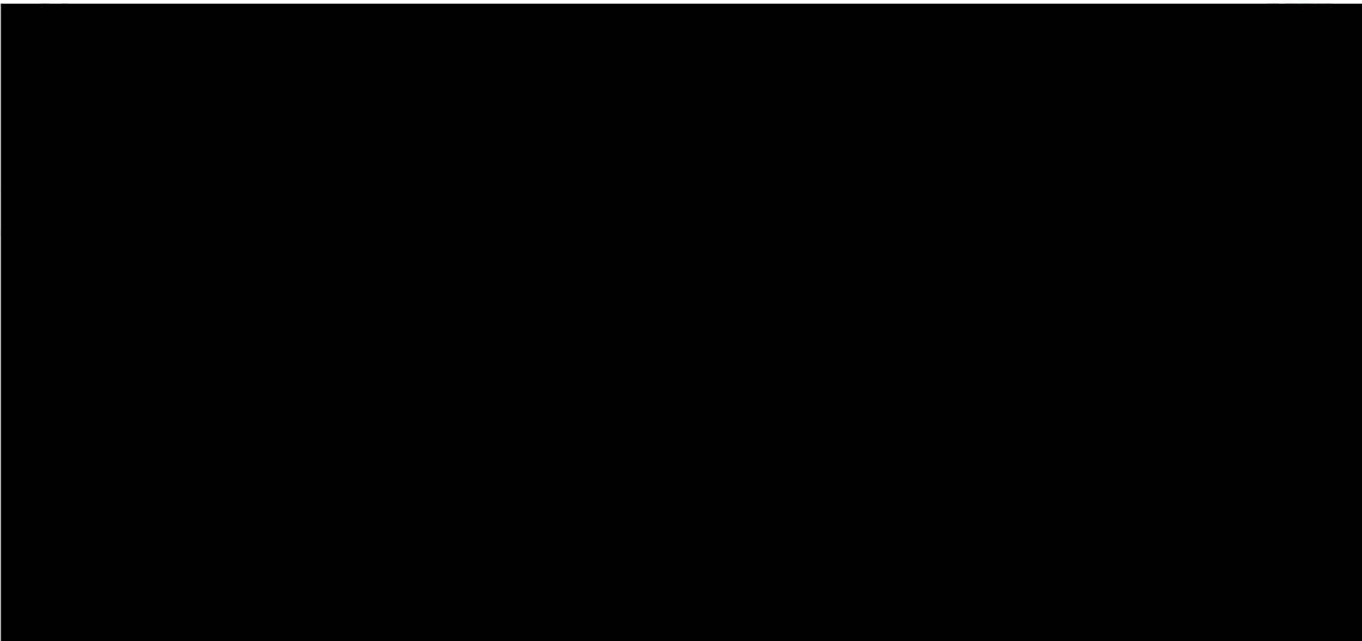
Would you like to present your views at the hearing?

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

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

About you

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



Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

*TH's PL's ↑
Extend Waiata House*

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

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

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

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

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

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

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

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

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

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

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

No one

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 and charges seem very high, but if it keeps the rates increases down it probably has to happen.
 High fees and charges may encourage people to find a way around paying, to the detriment of everyone eg fly-tipping; not getting consents

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 ^{2 or 3} _{times a year} 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?

I still like face-to-face customer service at times but am happy to conduct other business on-line. I don't believe the public toilets, on Barnister Street, require a custodian to be present throughout the hours open. Perhaps a presence for 2 to 3 hours, in the middle of the day, for thorough cleaning and facilitation of visitor showering.

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 haven't chosen any of the options for the town hall but prefer Option 2 plus extend Waitata house in the near future. Our community cannot afford a new town hall, which could easily become a White Elephant, and get very little use by the majority of the rate-payers. It is a WANT not a NEED!!

- As a regular user of the Library I would like to see all repairs completed. Plus, an extension, to upgrade/expand and include the archive, in the future - say, 4-5 years time.

Your details

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

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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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

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

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- 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

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

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

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

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

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

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

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

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

- Yes No Don't know

Your thoughts to help shape our thinking

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

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

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

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

How we deliver customer services (Consultation Document page 42)

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

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

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

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

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

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

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

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

- More than once a week Weekly Monthly Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less About the same

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

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

(attach separate pages if needed)

Your details

205

Full name (required) *ALAN CASEY*

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes No Don't know

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Your thoughts to help shape our thinking

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

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

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

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

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How we deliver customer services (Consultation Document page 42)

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

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

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

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

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

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

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

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

- More than once a week Weekly Monthly Never

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

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

About you

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

What is your age range?

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

What is your gender?

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

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

Rates are too high.

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:

Would like to see more seating around lake, beautiful walk or biking, less dogs with no leads, jump on you, get in the front of bikes. Some dog owners have no consideration of others.

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 once

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

- Yes No Don't know

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

- More Less About the same

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

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

Yes why can't the halls in College's around Wairarapa be used more, for many activities. There's no reason this can't be done, most of the time not in use during after hours.

#322

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 11:24:17 AM
Last Modified: Thursday, May 02, 2024 11:43:58 AM
Time Spent: 00:19:40
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Isaac Chamberlain

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

I use the walking tracks around Henley in particular almost daily for running and dog walking. Although not my favorite it is good to see the park get a wider use now with the inclusion of frisbee golf.

Q21

Visit the Council website

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

Q22

Email the Council

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

Q23

Pay via the Council's website

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

More

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

Q28

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?

Updating online payment methods, in particular rates could be much easier.

Q29

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

I think it is important to continue funding of business development within the region, in particular tourism through the likes of Destination Wairarapa.

#384

COMPLETE

Collector: Test Link (Web Link)
 Started: Thursday, May 02, 2024 8:35:57 PM
 Last Modified: Thursday, May 02, 2024 8:41:26 PM
 Time Spent: 00:05:29
 IP Address: [REDACTED]

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

Q1

Your details

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

No

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

The serenity of being able to escape to such a quite setting within the town boundary. Watching recreational activities such as waka ama, kids fishing and radio control boats.

Q21

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

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

Q22

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

Log a service request online

Q23

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

Pay 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

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

#385

COMPLETE

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Started: Thursday, May 02, 2024 8:41:42 PM
Last Modified: Thursday, May 02, 2024 8:48:43 PM
Time Spent: 00:07:00
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Lincoln Chapman

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>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
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<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

No

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

Respondent skipped this question

Q21

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

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

Q22

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

Log a service request online

Q23

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

Pay 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

#339

COMPLETE

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Time Spent: 00:11:43
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Valerie Chapman
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

Q12 **Respondent skipped this question**

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

No

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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 add beauty and recreational facilities to the town

Q21

Visit the Council website

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

Q22

Email the Council

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

Q23

Pay in person at the Queen Street Customer Service Centre

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

Q24

Monthly

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

Q25

Monthly

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

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

I think its time the council took a long hard look at the Sewage problem for the Town. The population is expanding quite rapidly and will increase futher in the future and it is time the Council put aside money for a Sewage Pumping Station instead of relying on gravity which would have solved the mess we had from the situation that occurred in Masterton in recent time. think ahead as it will cost a lot more to implement the change the longer it is put on hold.

#310

211

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, May 01, 2024 2:05:37 PM
Last Modified: Wednesday, May 01, 2024 2:31:11 PM
Time Spent: 00:25:33
IP Address: [REDACTED]

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

Q1

Your details

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Comments

well kind of have to support rates increases, all those things need to be done, within budgets and allocated funding, and of course it needs to come from our rates. As a resident of Masterton, I do like to see improvements and see where the money is being spent. I appreciate the opportunity to have a comment. But I need to point out these increases to rates will put extra strain on living costs, I am still trying to find work here and we are just surviving on one income, so personally rates increases are not ideal. I want to point out I do support most of the Councils proposals, but I do recommend these cost are further analysed by the quote givers. Thank you kind wishes

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

Nothing at the moment. I dont go there purely on the basis of toxic algae, freedom campers and I do not feel safe.

Q21

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

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

Q22

Email the Council

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

Q23 **Pay by automatic payment or direct debit**

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

Q24 **Monthly**

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

Q25 **Never**

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

Q26 **No**

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

Q27 **About the same**

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

Q28
Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

my expectations are being met

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

#390

212

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 9:44:33 PM
Last Modified: Thursday, May 02, 2024 9:50:59 PM
Time Spent: 00:06:25
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Elizabeth Cheetham
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>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases</p>

Page 3: Fees and Charges

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:

The lakes attract locals and visitors throughout the year. They are safe, beautiful places for all ages. Both are central and easily reached on foot and bicycle as well as car. I like the way the trails link them.

On a 'wish list', a cafe or a seasonal coffee cart would enhance Henley Lake and be profitable given the number of walkers and cyclists. I also think relocating the 'Cafe Cecile' historic building to the West of the park, near the sunken garden would be great. Perhaps Entice could move into it? It would be visible, accessible and family friendly with room for children to play outside. I lament that all cafes in Masterton look out at cars and carparks. Cafe Cecile could be a wonderful family friendly venue if moved.

Q21

Visit the Council website

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

Q22

Visit the Queen Street Customer Service Centre

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

Q23

Pay by automatic payment or direct debit

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

Q24

Respondent skipped this question

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

Q25

Respondent skipped this question

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

Q26

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?

Great customer service received when organising the interment of family ashes. The upkeep of parks and public plantings are much appreciated too. Thank you.

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

#216

213

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, April 26, 2024 8:41:19 AM
Last Modified: Friday, April 26, 2024 8:55:18 AM
Time Spent: 00:13:59
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Leah Burns Cheetham
Organisation (if applicable) Hastwell Partnership
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>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>Alternative Option – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Yes

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

The openness of the area and how everyone can use it including dogs and horses.

Q21

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

Visit the Queen Street Customer Service Centre in person

Q22

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

Phone the Council

Q23

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

Pay by automatic payment or direct debit

Q24

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

Never

Q25

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

#604

COMPLETE

214

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 2:39:00 PM
Last Modified: Sunday, May 05, 2024 2:46:58 PM
Time Spent: 00:07:58
IP Address: [REDACTED]

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

Q1

Your details

Full name (required) **Gavin David Chilcott**

Postal address [REDACTED]

Email [REDACTED]

Phone [REDACTED]

Q2

No

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

Q3

What is your age range? [REDACTED]

Q4

What is your ethnicity? You may tick multiple boxes. [REDACTED]

Q5

What is your gender? [REDACTED]

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</p>

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

Our lakes provide a leisure environment and give the town centre much needed character .

Q21

Phone the Council

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

Your details

215

Full name (required) *Stephanie Chilcott*

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

What is your age range?

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

What is your gender?

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

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

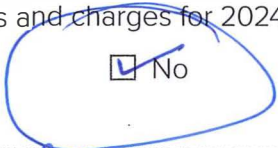
Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input 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

No increase in funding by Council.

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



Especially swimming pool inspection charges which equate to \$2000 (\$2K) per annum.

if our government is sacking public employees left right and centre, WHY is this council intending to spend ratepayers money and increase rates? Stop it!

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:

if council decides to turn Henley Lake + Remembrance into a "different look + feel" that means turning the lakes into wet lands the Council must cost this out and ask rate payers what we want once the changes (look + feel) + costs are identified.

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?

*Not enough emphasis on costs by Council := rate payer
deserve lower rates NOT higher -*

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)

*too difficult + convoluted for "normal" people can't
understand. Need plain English version with fewer
pages.*

#246

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 30, 2024 9:37:48 AM
Last Modified: Tuesday, April 30, 2024 9:44:19 AM
Time Spent: 00:06:31
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Siobhan Choat
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>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>No – do not keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>Alternative Option – Complete essential work to renew water and roading infrastructure in the towncentre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

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:

They are a very positive feel and utility to Masterton. Keep them going.

Q21

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

Visit the Council website

Q22

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

Phone the Council

Q23

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

Pay via the Council's website

Q24

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

Monthly

Q25

Monthly

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

Q26

No

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

Q27

More

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

Q28

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

Digital is the future but it's always good to have a face to face option.

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

#623

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 8:22:56 PM
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Time Spent: 00:18:41
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Jason Christensen

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

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

Respondent skipped this question

Town centre improvements (Consultation Document pages 25-28)

Q11

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

Council Funding (Consultation Document pages 29-31)

Q12

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

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

No

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

Feeding the ducks and waka ama enjoyment for their crews. Potential risk of smell if there is no water.

Q21

Respondent skipped this question

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

Q22

Respondent skipped this question

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

No

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

Q27

Less

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#316

COMPLETE

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 Time Spent: 00:11:16
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Will Clapperton
 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 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

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

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

Town centre improvements (Consultation Document pages 25-28)

Q11 **Respondent skipped this question**

Council Funding (Consultation Document pages 29-31)

Q12 **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

Q15 **Respondent skipped this question**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17 **Don't know**

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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'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 via the Council's website

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

Q24

Never

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

Q25

Never

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

Q26

Don't know

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

Q27

About the same

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

Q28

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

#119

COMPLETE

Collector: Test Link (Web Link)
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Last Modified: Sunday, April 21, 2024 3:10:35 PM
Time Spent: 00:18:22
IP Address: [Redacted]

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

Q1

Your details

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Yes

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

Great place for a walk

Q21

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

Visit the Queen Street Customer Service Centre in person

Q22

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

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

#399

220

COMPLETE

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Started: Friday, May 03, 2024 8:35:56 AM
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Time Spent: 00:07:10
IP Address: [Redacted]

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

Q1

Your details

Full name (required) DEREK E CLARKSON
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 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).

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

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

Respondent skipped this question

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

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

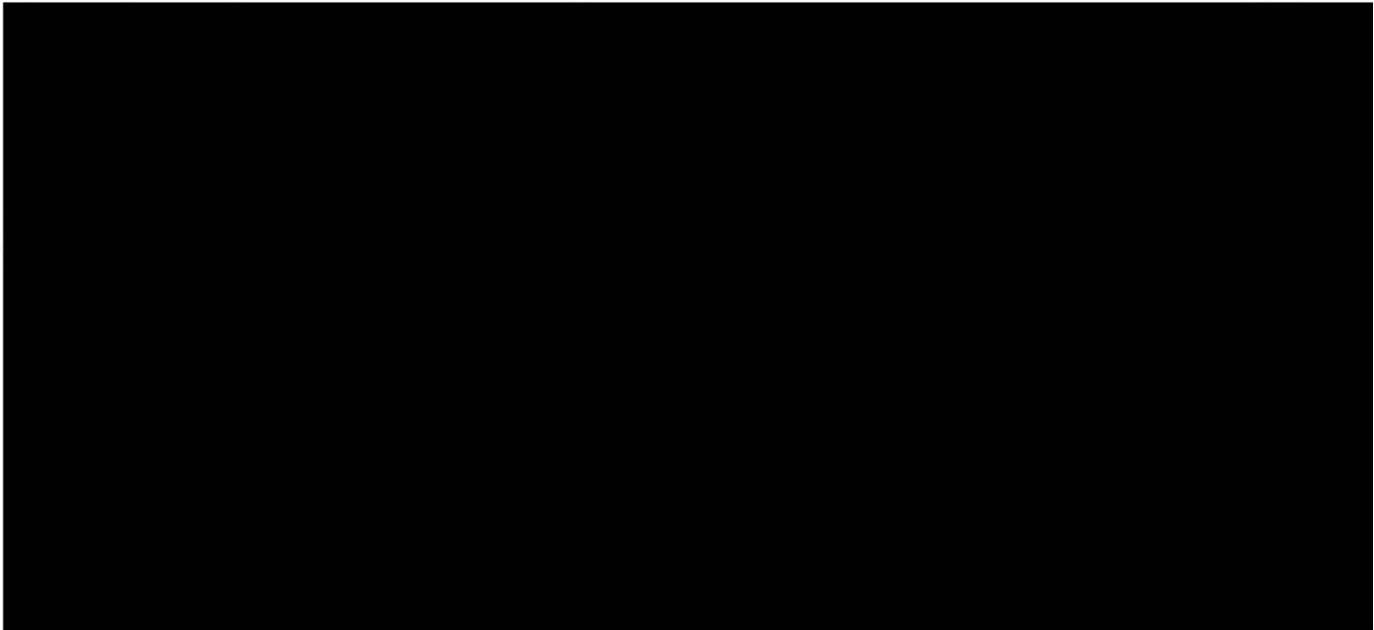
Would you like to present your views at the hearing?

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

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

About you

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



Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
 No
 Don't know

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)

#126

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, April 21, 2024 8:58:30 PM
Last Modified: Sunday, April 21, 2024 9:09:02 PM
Time Spent: 00:10:31
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Janet Mary Clement
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

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

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

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

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

Never

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#127

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, April 21, 2024 8:56:40 PM
Last Modified: Sunday, April 21, 2024 9:09:03 PM
Time Spent: 00:12:23
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Sandra Diane Clement
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 **No – do not keep the façade**

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

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

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

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

Town centre improvements (Consultation Document pages 25-28)

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

Council Funding (Consultation Document pages 29-31)

Q12 **Alternative Option - Maintain funding**

Service Area 1: Wairarapa Economic Development Strategy

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

Service Area 2: Regional Walking and Cycling facilitation

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

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Q17

Don't know

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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:

Like walking around Henley lake

Q21

Visit the Council website

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

Q22

Visit the Queen Street Customer Service Centre

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

Q23

Pay by automatic payment or direct debit

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

Q24

Never

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#253

COMPLETE

Collector: Test Link (Web Link)
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 Time Spent: 00:08:49
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Nicola Clements
 Postal address [REDACTED]

Q2

No

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

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8

Yes – keep the façade

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

Q9

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

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

Q10

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

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

Service Area 4: Welcoming Communities facilitation

Q16

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

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:

Masterton is an inland town (no easy access to the beach) and so the lakes present an opportunity to enjoy a freshwater outlook for rest and relaxation. We use Queen Elizabeth Park daily for walking the dog, including the island, and at weekends with the children for picnics, the playground and train. It would be a shame to lose access to the Lake of Remembrance. We hardly use Henley Lake.

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:
Haven't had to report a problem

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

Q23

Pay in person at the Queen Street Customer Service Centre

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

Q24

Monthly

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

Q25

Monthly

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

Q26

No

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

Q27

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?

It is useful to have access to 'in person' and face to face, especially for older folk who are less digitally savvy.

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

#250

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 29, 2024 10:35:30 AM
Last Modified: Monday, April 29, 2024 10:49:49 AM
Time Spent: 00:14:18
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Randall Cobb

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

Respondent skipped this question

Town Hall (Consultation Document pages 13-18)

Q8 Respondent skipped this question

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

Q9 Respondent skipped this question

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

Q10 Respondent skipped this question

Town centre improvements (Consultation Document
pages 25-28)

Q11 Respondent skipped this question

Council Funding (Consultation Document pages 29-31)

Q12 Respondent skipped this question

Service Area 1: Wairarapa Economic Development
Strategy

Q13 Respondent skipped this question

Service Area 2: Regional Walking and Cycling facilitation

Q14 Respondent skipped this question

Service Area 3: Regional Positive Ageing facilitation

Q15 Respondent skipped this question

Service Area 4: Welcoming Communities facilitation

Q16 Respondent skipped this question

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17 Respondent skipped this question

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

Q18

Comments

If Bob Francis supports Dave Norman's town hall proposal, then so do I. I trust his judgement completely.

Add amenities that will bring people to the town center. It sits empty all the time.

Take down the lightbulb cone in the town center. In my opinion it is silly and unattractive all year long (even when lit at christmas time. It has the flavour of old, dowdy, provincial NEW Zealand and isn't appropriate to the 21st century

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 walk there everyday and would miss it if the entire lae were changed to wetlands. I shared an idea and diagram with Ross Cottle, which described a compromise solution. In it I showed that approximately 1/3 of the lake could be converted wetland, while still retaining the remainder of the lake for dragon boat, kayaking, and other activities. At the same time a reduced lake would improve the summertime water flow through the lake. That increased flow, and the additional wetland areas may keep the water far cleaner in the summer.

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

Respondent skipped this question

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

Q25

Respondent skipped this question

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

Q26

Respondent skipped this question

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

Q27

Respondent skipped this question

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#238

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, April 27, 2024 4:00:00 PM
Last Modified: Saturday, April 27, 2024 4:05:52 PM
Time Spent: 00:05:51
IP Address: [REDACTED]

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

Q1

Your details

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Yes

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

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

Q20

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

Cycling trails around them

Q21

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

Visit the Council website

Q22

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

Phone the Council

Q23

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

Pay via the Council's website

Q24

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

Monthly

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

#482

COMPLETE

Collector: Test Link (Web Link)
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Time Spent: 00:10:20
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Jennie Cohen
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 **Alternative Option - Maintain funding**

Service Area 3: Regional Positive Ageing facilitation

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

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17

No

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

Q18

Comments

With regard to dog registration, I believe that the Council should implement a Companion Animal registration, as has the Carterton District Council.

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 abundance of wild life is fabulous - there's a reason why QEII park has won awards. Henley Lake is a scenic pastoral landscape and the lake is paramount in this. They need to be preserved the way they are 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

#553

COMPLETE

Collector: Test Link (Web Link)
Started: Saturday, May 04, 2024 10:06:38 AM
Last Modified: Saturday, May 04, 2024 10:21:28 AM
Time Spent: 00:14:50
IP Address: [Redacted]

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

Q1

Your details

Full name (required) Noel Cohen
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

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

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

Q8 No – do not keep the façade

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

Q9 The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

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

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

Q12 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

Provided it is focused on user charge recovery

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:

QEII Park Memorial Lake supports a wide range of wildlife, is used by the community massively and has won awards highlighting Masterton as a great place to visit or live. Henley Lake also supports a wide range of wild life and the lake is paramount to the whole area, not only for the wildlife, but for the groups that use it for sport.

Q21

Phone the Council

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Monthly

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

Q26

No

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

Q27

About the same

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

Q28

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

No

Q29

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

I believe the new build of the proposed town hall will be me insufficiently utilised due to changing age demographic requirements for such a facility vs the capital costs required that will be borne by ratepayers and future generations of ratepayers

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

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

About you

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

What is your age range?

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

What is your gender?

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

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Yes

No

Don't know

Your thoughts to help shape our thinking

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

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

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

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

How we deliver customer services (Consultation Document page 42)

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

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

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

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

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

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

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

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

- More than once a week Weekly Monthly Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

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

Your details

230

Full name (required) Joanne Coley

Organisation (if applicable)

Postal address [REDACTED]

Phone [REDACTED] Email [REDACTED]

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

What is your age range?

[REDACTED]

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

[REDACTED]

What is your gender?

[REDACTED]

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

[REDACTED]

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Yes
 No
 Don't know

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As dog fees is TBC

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Your thoughts to help shape our thinking

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

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

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

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

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How we deliver customer services (Consultation Document page 42)

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

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

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

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

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

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

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

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

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

Your details

Full name (required) Marshall John Coley

Organisation (if applicable)

Postal address 

..... 

Phone 

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

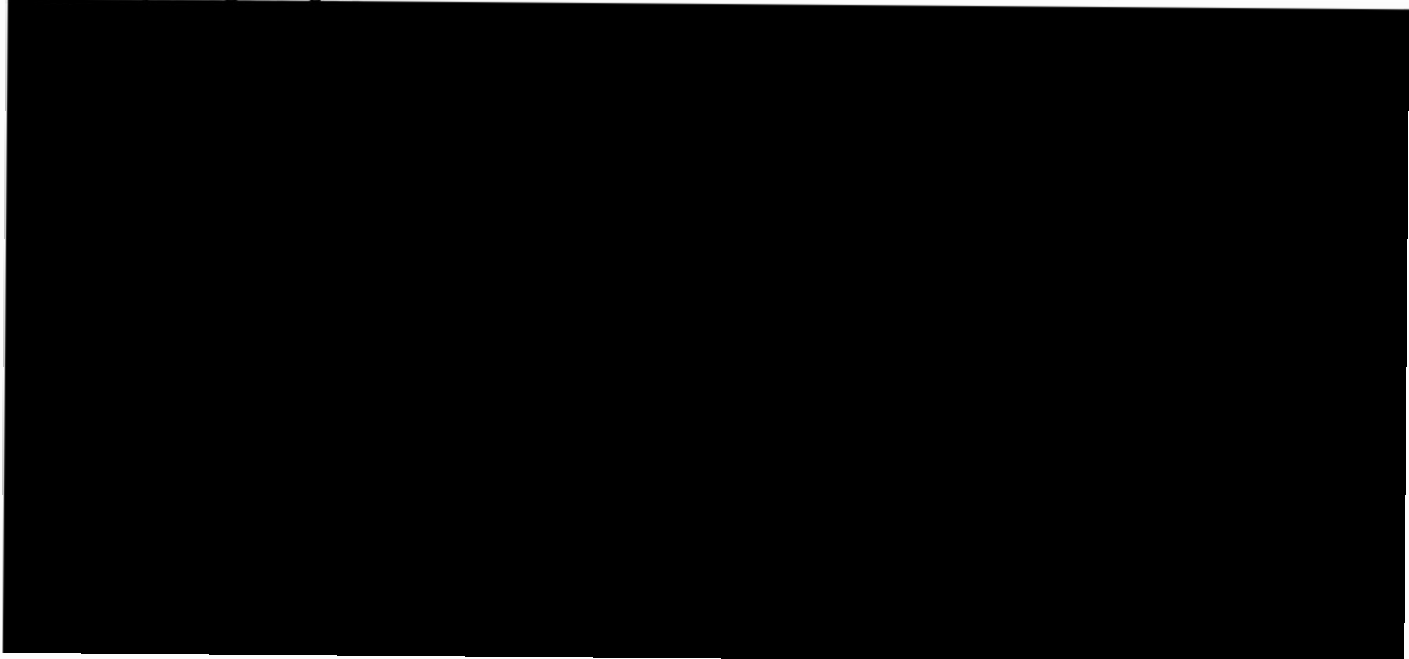
Yes (via Microsoft Teams)

No

About you

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

What is your age range?



Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website www.mstn.govt.nz 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.
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Cost: \$2.3 million.

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

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

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

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

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1: Wairarapa Economic Development Strategy	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input checked="" type="checkbox"/> Maintain funding
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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.
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Fees and charges (See proposed fees and charges on our website)

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

Yes No Don't know

I would suggest a levy put on fuel that way every person who comes to Masterton would pay towards the costs and Rate Payers not facing increasing costs.

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:

Again a Honesty Box
talking to the people who use
it they would not object to
paying.

How we deliver customer services (Consultation Document page 42)

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

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

- Visit the Council website
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- More than once a week
- Weekly
- Monthly
- Never

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less

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

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

(attach separate pages if needed)

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A Town Hall will provide suitable space for Entertainment groups for Masterton people instead of supporting the Carterton Events Centre.

Your details

Full name (required) Roslyn Cowley

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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Your thoughts on the Big Decisions

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- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
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The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

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

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

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

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- 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 checked="" type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

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

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

- Yes
 No
 Don't know

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Your thoughts to help shape our thinking

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

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

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

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

..... WE VISIT PARK WEEKLY IN NICE WEATHER

.....

..... NEED MORE BINS — THEY ARE ALWAYS

..... OVERFLOWING !!

..... ITS LOVELY & PEACEFUL — EXCEPT !!!

..... EVERY TIME WE HAVE BEEN THERE (WEEKLY IN WARM

..... BOY RACERS !!! "NEED CAMERAS" WEATHER)

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 **NOISE CONTROL** 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)

.....

LOVED THE OLD TOWN HALL =>

(ALL THE SAT NIGHT DANCES OF THE 60'S)

COULD BE USED FOR SO MANY

ACTIVITIES - FLOWER SHOWS - CAT SHOWS -

BIRD SHOWS - FASHION SHOWS - FUNDRAISERS -

TALENT QUESTS - CONCERTS - BIG BANDS -

DANCES - BALL ROOM - SCOTCHISH - ROCK 'N ROLL

CLASSES - LINE DANCING - VARIETY SHOWS -

AND HEAPS MORE!!!!

SO MUCH IS GOING OUT OF MASTERTON TO =

CANTERBURY EVENTS CENTRE - WHEN

WE COULD ACCOMADATE EVENTS =>

Your details

Full name (required)

Todd Coley

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?

Under 20

20-29

30-39

40-49

50-59

60-64

65+

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

Māori

NZ European

Pākehā

Pacific Peoples

Asian

Other

What is your gender?

Male

Female

Another Gender

I refer to myself as

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

Yes

No

Prefer not to answer

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
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3: Regional Positive Ageing facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input checked="" type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
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Fees and charges (See proposed [fees and charges](#) on our website)

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

- Yes
 No
 Don't know

Your thoughts to help shape our thinking

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

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

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

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

How we deliver customer services (Consultation Document page 42)

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

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
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Other – please specify

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

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- Pay by automatic payment or direct debit

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

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

- More than once a week Weekly Monthly Never

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

- Yes No Don't know

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

- More Less About the same

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

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

234

Full name (required) *Lyndon Collins*

Organisation (if applicable)

Postal address [Redacted]

[Redacted]

Phone [Redacted] Email

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

What is your age range?

[Redacted]

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

[Redacted]

What is your gender?

[Redacted]

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

[Redacted]

Your thoughts on the Big Decisions

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

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

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

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

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

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

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

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

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

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

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 lake of remembrance is a special part of mastertens park History, as it is, Do not change it in any way!

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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- 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?

No

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)

If the Archive and the Library are together on the same site, the signage at the front entrance should be in English only, A Language common for everyone.

Masterton Library and Archive.

#265

COMPLETE

Collector: Test Link (Web Link)
Started: Monday, April 29, 2024 8:08:00 PM
Last Modified: Monday, April 29, 2024 8:40:22 PM
Time Spent: 00:32:22
IP Address: [Redacted]

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

Q1

Your details

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

wonderful recreation area for walkers bikers ,Frisby golf, and lake use. Outdoor wetlands, animal ,refuge in a town far from the coast. Always plenty of people enjoying it when i am there. amazing facility.

Q21

Visit the Queen Street Customer Service Centre in person

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

Q22

Visit the Queen Street Customer Service Centre

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

Q23

Pay in person at the Queen Street Customer Service Centre

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

Respondent skipped this question

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

Q29

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

just to say that the entrance to our town, and first impression, from north is disgusting ,dead colorless native plants ,the only redeeming factor the awesome sculpture on the roundabout.bring back flowers.
also the grass verges need to be mowed regularly. Other towns i visit look so neat and tidy, and visitors i have had remark on this. some locals and visitors, have started calling it Master hole.

From: [ConArt NZ](#)
To: [Submissions Sub](#); submissions@cdc.govt.nz; submissions@swdc.govt.nz
Subject: Destination Wairarapa
Date: Thursday, 2 May 2024 6:17:58 pm

To the Wairarapa District Councils - Masterton, Carterton and South Wairarapa.

As Chair of ConArt Gallery and Studios Inc. a cooperative of local artists on the corner of Queen and Bruce Streets, Masterton, and a part of what is becoming known as the Arts Quarter or Precinct in Masterton, I am writing to support Destination Wairarapa.

A large proportion of our visitors are tourists. On weekends, I would estimate that about 70 to 80 percent of the people who visit our gallery and studios are from out of town or from overseas.

The following points are relevant not only for us but for the whole region.

1. Destination Wairarapa is the only local organisation solely focused on growing tourism in the region.
2. Tourism has returned to being the second biggest export industry in New Zealand. Wairarapa visitor spend is up 21 per cent from pre-Covid 2020
3. Increased national attention indicates a promising future for Wairarapa tourism and increased GDP growth because of tourism

ConArt strongly supports the continued investment and support of Destination Wairarapa at current levels.

We support them and they support us.

Thank you for the opportunity to have a say in support of Destination Wairarapa.

Yours faithfully

Karen Madoc (Chair, ConArt Gallery and Studios Inc.)



#480

COMPLETE

Collector: Test Link (Web Link)
 Started: Friday, May 03, 2024 2:55:22 PM
 Last Modified: Friday, May 03, 2024 3:20:38 PM
 Time Spent: 00:25:15
 IP Address: [REDACTED]

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

Q1

Your details

Full name (required) Elaine Joy Cole
 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>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>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).</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
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<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>Alternative Option - Maintain funding</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

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

Don't know

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

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

Invest in maintaining the lakes as they are now

Q20

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

Recreational opportunities, beauty, walks, assets to be proud of.

Q21

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

Visit the Council website

Q22

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

Phone the Council

Q23

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

Pay by automatic payment or direct debit

Q24

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

Never

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

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

No

Q29

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

Stop procrastinating on rebuild of Town Hall, get on with the process.

#141

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 23, 2024 7:48:24 AM
Last Modified: Tuesday, April 23, 2024 7:59:13 AM
Time Spent: 00:10:48
IP Address: [Redacted]

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

Q1

Your details

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

Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17

Yes

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

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

These lakes provide stress relief and health benefits for a wide range of ages and all nationalities. They are very well used and iconic for our town and area. Water, although precious is extremely healing for those using it to mediate and find times for well being .

Q21

Visit the Council website

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

Q22

Phone the Council

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

Q23

Pay by automatic payment or direct debit

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

Q24

Monthly

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

Q25

Never

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

Q26

No

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

Q27

About the same

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

Q28

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?

Stay the same

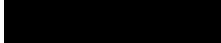
Q29

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

Try to maintain and improve infrastructure to our best ability, keep our lakes and areas of beauty,with the minimum of cost to ratepayers especially pensioners.

#408

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, May 03, 2024 9:34:54 AM
Last Modified: Friday, May 03, 2024 9:41:01 AM
Time Spent: 00:06:07
IP Address: 

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

Q1

Your details

Full name (required) Mary Cook
Postal address 
Email 
Phone 

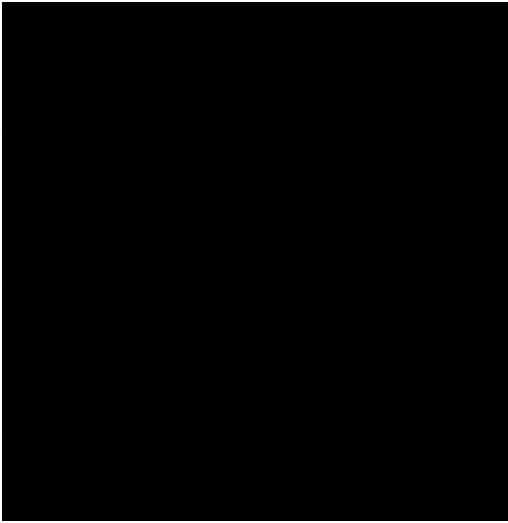
Q2

No

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

Q3

What is your age range?



Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>
<p>Q16 Service Area 5: Climate initiatives</p>	<p>Respondent skipped this question</p>

Page 3: Fees and Charges

Q17

Respondent skipped this question

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Invest in maintaining the lakes as they are now

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

Q20

Respondent skipped this question

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

Q21

Respondent skipped this question

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

Q22

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

Never

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

Q25

Never

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

Q26

No

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

Q27

Respondent skipped this question

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

Q28

Respondent skipped this question

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

Q29

Respondent skipped this question

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

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

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

Would you like to present your views at the hearing?

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

Yes (in person)

Yes (via Microsoft Teams)

No

About you

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

What is your age range?

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

What is your gender?

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

Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website www.mstn.govt.nz 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.~~ *Expand Waiata House*
Cost: \$3.57 million. *give up Queen St lease*

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

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

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

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

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

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

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

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

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

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

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input checked="" type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input checked="" type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

Fees and charges (See proposed [fees and charges](#) on our website)

Do you support our proposed fees and charges for 2024/25?

- Yes No Don't know

Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrance (Consultation Document page 42)

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

Please tell us what you value and enjoy most about these lakes now:

A fantastic free facility for the Masterton community and tourists it must be maintained. Get rid of the geese

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?

It would be appreciated if council would act when they are told of water leaks etc.

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?
(attach separate pages if needed)

I would have supported the preferred option for the town hall with Dave Boormans plans but the cost has already ballooned. I love the building facade but quite frankly it has become totally unaffordable. The money needs to be spent on infrastructure ^{roads, pipesy} when all that is remedied then see if we actually need a town hall. Extend Waita House so don't need the Queen St office. Keep the rate increase to the minimum, it's getting out of hand

Your details

Full name (required)

Peter John Coom

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?

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Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the ~~leased Queen Street~~ office. Cost: \$3.57 million. *expand Waiata House and give up lease on Queen St.*

The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

- Yes – keep the façade
- No – do not keep the façade

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

Big Decision 3: Council Funding (Consultation Document pages 29-31)

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

Big Decision 4: Changes to services (Consultation Document pages 32-37)

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input 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 checked="" type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

Fees and charges (See proposed [fees and charges](#) on our website)

Do you support our proposed fees and charges for 2024/25?

Yes

No

Don't know

Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrance (Consultation Document page 42)

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

Please tell us what you value and enjoy most about these lakes now:

Much used and enjoyed facilities which must be maintained.

How we deliver customer services (Consultation Document page 42)

These questions will help inform a review of how we deliver our customer services.

When you need information about Council services, events or activities, what channel do you use most often? Please tick one option.

- Visit the Council website
- Phone the Council
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- 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
- Other – please specify

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- Pay by automatic payment or direct debit

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

- More than once a week
- Weekly
- Monthly
- Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

More than once a week

Weekly

Monthly

Never

Have you used the Council's after hours service in the past 12 months?

Yes

No

Don't know

Would you prefer to do more or less Council business online?

More

Less

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?

There is a decided lack of action or response when complaints are made, or things needing attention are pointed out.

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)

There is a real need to keep rate increases to the minimum level. So projects that are ~~not~~ essential (like infrastructure repairs + maintenance) should be shelved until a more healthy economic climate eventuates. ^{Nice to have projects}

must be done.

I think a new town hall is a luxury at this stage and I think Waiata House should be expanded to keep the council in one location.

From: [Geoffery Corbett](#)
To: [Submissions Sub](#)
Subject: Council long term plan submission . Continued support Destination Wairarapa
Date: Saturday, 4 May 2024 10:06:15 am

Hello Councillor's

Here are some points you need to note in making your funding decisions in the long term plan. As long term rate payers in Masterton you must consider the below before changing any funding levels for Destination Wairarapa . Working in tourism we can't stress how much work this organisation completes to promote, support and grow tourism in this region.

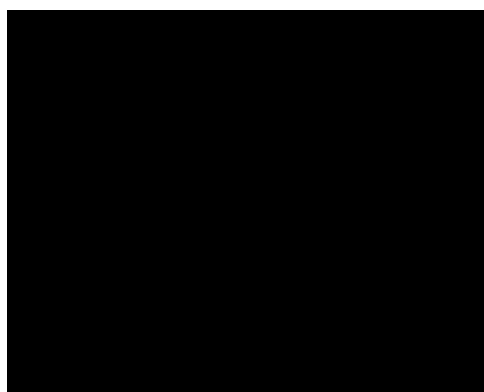
- Destination Wairarapa is the only local organisation solely focused on growing tourism in the region.
- Tourism has returned to being the second biggest export industry in NZ
- Wairarapa visitor spend is up 21 per cent from pre-Covid 2020
- Increased national attention indicates a promising future for Wairarapa tourism and increased GDP growth because of tourism

We fully **support the continued investment and support of Destination Wairarapa at current levels.**

This is continued funding for Destination Wairarapa is vital for our region to continue to grow and be a success along with being a lovely place to live and work.

Your faithfully

Mr Geoffrey and Mrs Robin Corbett



#172

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, April 24, 2024 9:39:01 AM
Last Modified: Wednesday, April 24, 2024 10:14:28 AM
Time Spent: 00:35:26
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Matt Cornford
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

Q8 **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

Q9 **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

Q10 **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

Q11 **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

Q12 **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

Q15 **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

Q16 **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

Q17

Don't know

Do you support our proposed fees and charges for 2024/25?

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

Explore a different look and feel in future if it would cost less

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

Q20

Respondent skipped this question

Please tell us what you value and enjoy most about these lakes now:

Q21

Visit the Council website

When you need information about Council services, events or activities, what channel do you use most often?

Q22

Log a service request online

When you need to report a problem with a Council facility or service, what channel do you use most often?

Q23

Pay via the Council's website

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

Q24

Monthly

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

Q25

Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

Q26

No

Have you used the Council's after hours service in the past 12 months?

Q27

More

Would you prefer to do more or less Council business online?

Q28

Respondent skipped this question

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

Q29

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

A budget should never spend more than it's income. Decrease expenses or increase income are your 2 options. Any public service that creates a service for niche use, has the options of rates (forced taxation) or charges (user pays). I do not think that fringe or luxury public services should come via rates, but rather charges or public/private partnership. Cut your expenses, as hard as possible. When money is cheap again, consider splashing out. You elected officials will be held to account for your stewardship of these funds. All that I ask is you perform your task in light of this. Justice will not be mocked. I am confident you don't work your own household budgets flippantly (if you do, get out of public office). Be wise. Lead, but do not be driven by fear.

Gary Caffell

From: Mike Cornford [REDACTED]
Sent: Saturday, 4 May 2024 7:33 pm
To: Gary Caffell
Subject: Civic centre

Hi Gary

Please take this as a submission re the civic centre proposal .

I believe the current site is the most suitable and support the Borman proposal with the exception that I believe retaining the facade should be excluded.

The whole building should be demolished and then start with a blank canvas and not be restricted to rebuilding to include facade.

Something new modern that will stand the test of time into the future.

I am slightly concerned at the possible cost to rate payers about increases to cover this build as personally know a few people that are struggling terribly at the moment financially.

Regards

Mike Cornford

Sent from my iPhone

#334

COMPLETE

Collector: Test Link (Web Link)
Started: Thursday, May 02, 2024 2:03:51 PM
Last Modified: Thursday, May 02, 2024 2:14:12 PM
Time Spent: 00:10:20
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Katrina Cosgrove

Postal address [Redacted]

Email [Redacted]

Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range? [Redacted]

Q4

What is your ethnicity? You may tick multiple boxes. [Redacted]

Q5

What is your gender? [Redacted]

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled? [Redacted]

Page 2: Your Thoughts on the Big Decisions

<p>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>Alternative Option - Maintain funding</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>

Q16

Service Area 5: Climate initiatives

Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

Page 3: Fees and Charges

Q17

Do you support our proposed fees and charges for 2024/25?

Respondent skipped this question

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

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:

The scenery. The well maintained walkways.

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

No

Have you used the Council's after hours service in the past 12 months?

Q27

Less

Would you prefer to do more or less Council business online?

Q28

Respondent skipped this question

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

Q29

Respondent skipped this question

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

Hearing

The Council will hold a hearing on Wednesday 22 and Thursday 23 May 2024 for those wanting to present their views in person. You will have 5-10 minutes to present your feedback to elected members in person or via Microsoft Teams online.

Would you like to present your views at the hearing?

If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Yes (in person) Yes (via Microsoft Teams) No

About you

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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

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website www.mstn.govt.nz or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

- Yes – keep the façade
- No – do not keep the façade

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

Big Decision 3: Council Funding (Consultation Document pages 29-31)

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

Big Decision 4: Changes to services (Consultation Document pages 32-37)

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

Fees and charges (See proposed [fees and charges](#) on our website)

Do you support our proposed fees and charges for 2024/25?

- Yes
 No
 Don't know

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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- 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

Don't use online.

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan?
(attach separate pages if needed)

Your details

Full name (required)

Organisation (if applicable)

Postal address

Phone Email

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Would you like to present your views at the hearing?

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- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

- Yes – keep the façade No – do not keep the façade

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
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- 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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3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
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Fees and charges (See proposed [fees and charges](#) on our website)

Do you support our proposed fees and charges for 2024/25?

- Yes
 No
 Don't know

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.

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- Visit the Queen Street Customer Service Centre in person
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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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- 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

Once a year.

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

Don't use online.

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

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)

From: [Ethan Coulston](#)
To: [Submissions Sub](#)
Subject: LTP Submission
Date: Sunday, 5 May 2024 4:10:43 pm

I strongly endorse the continued investment and support of Destination Wairarapa at current levels. As the only organisation devoted to promoting and marketing Masterton and our wider region, Destination Wairarapa plays a crucial role in showcasing our area not only to New Zealand but also to international audiences.

The Wairarapa's growth remains impressive, with visitor spending increasing by 21% since pre-COVID-19 levels in 2020. Much of this achievement can be attributed to Destination Wairarapa's efforts in creating high-profile marketing campaigns across various channels. Given tourism's status as New Zealand's second-largest industry, maintaining visitor expenditure is imperative for ensuring the sustained growth of Masterton and our region.

It is important to support Destination Wairarapa's for the prosperity of Masterton and our wider region.

Ethan Coulston



#109

249

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, April 21, 2024 8:09:19 AM
Last Modified: Sunday, April 21, 2024 8:19:02 AM
Time Spent: 00:09:42
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Jarrod Coventry
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.**

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Q11 **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

Q12 **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

Q15 **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

Q16 **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

Q17

No

Do you support our proposed fees and charges for 2024/25?

Q18

Comments

Rate payers are continually treated as a cash cow, this is unsustainable going forward.

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'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 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

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

#429

COMPLETE

Collector: Test Link (Web Link)
 Started: Friday, May 03, 2024 10:44:44 AM
 Last Modified: Friday, May 03, 2024 10:51:40 AM
 Time Spent: 00:06:55
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Anita Crocker
 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)

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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 Respondent skipped this question
Council Funding (Consultation Document pages 29-31)

Q12 Alternative Option - Maintain funding
Service Area 1: Wairarapa Economic Development Strategy

Q13 Alternative Option - Maintain funding
Service Area 2: Regional Walking and Cycling facilitation

Q14 Alternative Option - Maintain funding
Service Area 3: Regional Positive Ageing facilitation

Q15 Alternative Option - Provide Council funding of \$55K per year from 2025/26 when external funding expires
Service Area 4: Welcoming Communities facilitation

Q16 Alternative Option 2 - Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K
Service Area 5: Climate initiatives

Page 3: Fees and Charges

Q17 Yes
Do you support our proposed fees and charges for 2024/25?

Q18

Respondent skipped this question

Comments

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

Other - please specify:

When you need to report a problem with a Council facility or service, what channel do you use most often?

Antenno

Q23

Pay by automatic payment or direct debit

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

Q24

Monthly

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

Q25

Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

Q26

Yes

Have you used the Council's after hours service in the past 12 months?

Q27

More

Would you prefer to do more or less Council business online?

Q28

Respondent skipped this question

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

Q29

Respondent skipped this question

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

#302

251

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, May 01, 2024 11:49:31 AM
Last Modified: Wednesday, May 01, 2024 12:09:46 PM
Time Spent: 00:20:15
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Brian Stewart Crump
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>Q7 Town Hall (Consultation Document pages 13-18)</p>	<p>The Council's Preferred Option – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.</p>
<p>Q8 The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?</p>	<p>Yes – keep the façade</p>
<p>Q9 Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)</p>	<p>The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.</p>
<p>Q10 Town centre improvements (Consultation Document pages 25-28)</p>	<p>The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.</p>
<p>Q11 Council Funding (Consultation Document pages 29-31)</p>	<p>The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.</p>
<p>Q12 Service Area 1: Wairarapa Economic Development Strategy</p>	<p>The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)</p>
<p>Q13 Service Area 2: Regional Walking and Cycling facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$35K)</p>
<p>Q14 Service Area 3: Regional Positive Ageing facilitation</p>	<p>The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)</p>
<p>Q15 Service Area 4: Welcoming Communities facilitation</p>	<p>The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)</p>

Q16

Service Area 5: Climate initiatives

Alternative Option 1 - Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund

Page 3: Fees and Charges

Q17

Do you support our proposed fees and charges for 2024/25?

Yes

Q18

Comments

Respondent skipped this question

Page 4: Your thoughts to help shape our thinking

Q19

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

Invest in maintaining the lakes as they are now

Q20

Please tell us what you value and enjoy most about these lakes now:

Respondent skipped this question

Q21

When you need information about Council services, events or activities, what channel do you use most often?

Visit the Council website

Q22

When you need to report a problem with a Council facility or service, what channel do you use most often?

Phone the Council

Q23

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

Pay by automatic payment or direct debit

Q24

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

Monthly

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

#157

COMPLETE

Collector: Test Link (Web Link)
Started: Tuesday, April 23, 2024 5:42:13 PM
Last Modified: Tuesday, April 23, 2024 6:19:06 PM
Time Spent: 00:36:53
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Diana Cudby
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

Q8 No – do not keep the façade

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

Q9 Alternative Option 1 – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

Q10 The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.
Town centre improvements (Consultation Document pages 25-28)

Q11 Alternative Option – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).
Council Funding (Consultation Document pages 29-31)

Q12 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

Comments

A lot of your preferred options don't consider the burden on MDC and the Rate payers.

If climate lead initiatives include electric vehicles, please don't take this option just because other municipalities have been sucked into this vortex. They're expensive and not a climate change solution. The battery manufacturing processes involves huge coal consumption in China, especially for the batteries and noone wants to touch them when they're scrapped either. The "whole of life" carbon footprint of a diesel vehicle is far lower than it's EV equivalent. Please don't get sucked in by marketing narrative.

As for the Council Buildings, let's go for a multi-purpose building to accommodate public events, concerts, front of house and office space. Have a composite replica facade of the current building to appease the sense of some history if need be.

PLEASE think of the debt burden as a legacy you will be passing onto the city and rate payers now and into the future.

Does the library really need replacing? If the building leaks can that be remedied? We are in a recession. If the money was coming out of your pocket would you be so reckless? We don't have a bottomless pit of dollars to spend, but we will have a bottomless pit of debt if ou don't reign in your spending millions of dollars unnecessarily.

Think!

Where can costs be cut?

If it's traditional to use a particular contractor (with a nudge wink and handshake arrangement) it's time to stop the internal waste and be GOOD (Get Out Of Debt) budget management.

You counsellors need to tighten your belts in your work decisions like the rest of us have to in our private lives and businesses.

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:

Recently I read an article about Henley Lake vs water conservation.

As I understand, some flow of a river is diverted to the Lakes, but at the other end doesn't some of this flow back into our river system?

Q21

Phone the Council

When you need information about Council services, events or activities, what channel do you use most often?

Q22

Phone the Council

When you need to report a problem with a Council facility or service, what channel do you use most often?

Q23

Pay by automatic payment or direct debit

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

Q24

Never

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

Q25

Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

Q26

No

Have you used the Council's after hours service in the past 12 months?

Q27

About the same

Would you prefer to do more or less Council business online?

Q28

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

I have visited the Queen St Council offices once in the past 10 months. We needed to phone about 8 times, mostly because we moved to Masterton in June 2023 and needed advice on some matters. Normally we'd hardly need to contact Council, and pay our rates on time via internet banking.

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)

Kevin Cudby

Organisation (if applicable)

Postal address

Phone

Email

Hearing

The Council will hold a hearing on Wednesday 22 and Thursday 23 May 2024 for those wanting to present their views in person. You will have 5-10 minutes to present your feedback to elected members in person or via Microsoft Teams online.

Would you like to present your views at the hearing?

If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Yes (in person)

Yes (via Microsoft Teams)

No

About you

These questions help us understand which sectors of the community are providing feedback so we can improve our engagement approach. Your responses will not be made public with your submission. Only collated data will be reported to the Council.

What is your age range?

What is your ethnicity? (you may tick multiple boxes)

What is your gender?

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website www.mstn.govt.nz or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

- Yes – keep the façade No – do not keep the façade

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

Big Decision 3: Council Funding (Consultation Document pages 29-31)

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

Big Decision 4: Changes to services (Consultation Document pages 32-37)

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

Fees and charges (See proposed [fees and charges](#) on our website)

Do you support our proposed fees and charges for 2024/25?

- Yes
 No
 Don't know

In general the fees look pretty steep already. MDC needs to find ways to do more with fewer people, or simply work with central government to reduce or eliminate administration activity.

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 Lake of Remembrance is an essential part of the park and provides a useful attraction for people looking to relax. Henley Lake provides boating opportunities, analogous to a sports field. Access to boating on this lake should be kept or expanded

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?

Social media not an appropriate channel for a government organisation. Social media is an advertising channel. MDC is a monopoly, and therefore, advertising is redundant. Put your forms and information on a website, make it a good one, minimise website development and operating costs, and back it up with real people behind the counter and on the phones.

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]

#196

COMPLETE

Collector: Test Link (Web Link)
Started: Wednesday, April 24, 2024 1:56:16 PM
Last Modified: Wednesday, April 24, 2024 2:10:45 PM
Time Spent: 00:14:29
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Deborah Cunliffe
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

Don't know

Do you support our proposed fees and charges for 2024/25?

Q18

Comments

I do not have enough insight to comment on the various fee changes however I would add if your administrator fee is \$125 ph then someone is overpaid! I also suggest that where people have more than one urban dog registered, a reduced fee be applied. Thank you for the beautiful presentation of the LTP, I have some concerns however that giving preferred options is actually undemocratic and misleading with the potential for bias. I am also concerned that where options are given these are limited - there should always be, where true representation is expected, the opportunity for other options. An eg of this would be q 2, if \$5 million has already been allocated to this previously, then where is the \$5 mill and why is this cost being re-presented as a new cost when it is part of ongoing upkeep? Q4 does not reflect other alternatives and the submitter has two limited options to choose from when there are so many other options available. Not a great example of democracy at work when we are given the expected answers from a limited number of options. We could do better MDC!

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?

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

Q 24 badly worded. This should relate to the website or visits not both. It should also give options such as once, twice, or more in 12 months. the current options do not reflect on those who may have visited either the website of building once - this question does not determine if the visit was on council business or to see the mayor re something else
Q25 i have visited Queen street twice. This was not monthly or weekly or more. Badly written!!

Your details

Full name (required) Eileen Mary Cunningham

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]

Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website www.mstn.govt.nz or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House. Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House. Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

- Yes – keep the façade No – do not keep the façade

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

Big Decision 3: Council Funding (Consultation Document pages 29-31)

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

Big Decision 4: Changes to services (Consultation Document pages 32-37)

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input checked="" type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

Fees and charges (See proposed fees and charges on our website)

Do you support our proposed fees and charges for 2024/25?

- Yes No Don't know

I don't use a cell phones or a Computer. But most people have both which brings me to the point of the library. I don't see the point in expanding the library. Myself I like books very much. But the truth is with computers and cell phones laptops note books Siri and Alexa. People can find out anything they want for including kids. plus they can read books too. I believe. The days of libraries and books ect will soon be gone like many things already with all the gogets that are around today where is it going to end.

Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrance (Consultation Document page 42)

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

Please tell us what you value and enjoy most about these lakes now:

.....

These lakes both run into the rivers which
 along with the settling ponds at Gladstone
 do pollute the rivers
 where does the water come from if water is needed - to
 fill people water tanks during summer and droughts

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
- once a year only*

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? *once per year*

- 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?

Once per year to pay dog Registration.

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)

Try and keep the Opaki water race open.

For ourselves and our other people on the water race.

For our Stock which is what it was ~~be~~ dog for

all those years ago by one man over 100 year ago

could money be saved here with better organization

Roads I know it costs a lot to keep our roads in good repair

but at time while driving through Road works I have to wonder why these

are trucks parked up with guys sitting inside them very little going on guys

standing around talking someone on a shovel comes everywhere like pop people

doing their job a bit of machinery working or parked

when I drive back not much had changed

Your details

256

Full name (required) KEVIN JOHN CUNNINGHAM

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. [REDACTED]

Would you like to present your views at the hearing? [REDACTED]

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]

Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website www.mstn.govt.nz or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waita 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 Waita 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 Waita House and the leased Queen Street office. Cost: \$3.57 million.

The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

- Yes – keep the façade
- No – do not keep the façade

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now. Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.

Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space. Cost: \$14.12 million.

Big Decision 3: Council Funding (Consultation Document pages 29-31)

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

Big Decision 4: Changes to services (Consultation Document pages 32-37)

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input 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 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

.....

Don't do computer stuff at all

Also don't understand questions 4 - 3 - 5

.....

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.....

Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrance (Consultation Document page 42)

Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less?

- Invest in maintaining the lakes as they are now
- Explore a different look and feel in future if it would cost less
- Don't know

Please tell us what you value and enjoy most about these lakes now:

We really need to keep our water base at open!

I don't visit the Lakes at all I have enough to do looking after my own place. Years ago I worked for the Masteron Metal Company and I drove a 955-track excavator and put the track in to the sight where the lake is, as the Masteron Metal Company ^{took} a lot of metal out of there. I dug the first scoop of metal out of the lake sight.

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?

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 a year to Register the dogs.*

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?

In August to Register our dogs.

I don't use the computer at all

Can money be saved here. This could be looked at

Roading we do need to keep our roads in good repair

The cost for this is huge. I notice when driving through the Road

works, there is trucks with very little going on they are parked and much happening. Comes for Africa. The little pop people seem to be the only ones doing

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)

Guys sitting in vehicles or standing around talking, a bit of machinery working a gag working anything. Can a Stravato

To keep the open water place open for livestock

This water race is a must for all of the uses

for livestock. as this was dug by hand by a man

for exactly that. This was over a hundred years ago

as mentioned in the archives there are other reasons

why we would like it left open.

If money is saved in other areas surely the water

race could be left open. IP pollution is a problem. I think the

2 lakes and the setting ponds for the sewerage pond ^{at Gladstone} would

cause more pollution than anything. To think the water ^{to fill}

tanks for people who run out of water in the summer

does it come from the rivers, where does it come from?

#464

257

COMPLETE

Collector: Test Link (Web Link)
Started: Friday, May 03, 2024 2:13:25 PM
Last Modified: Friday, May 03, 2024 2:23:06 PM
Time Spent: 00:09:41
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Dianne Curnow
Postal address [Redacted]
Email [Redacted]
Phone [Redacted]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

Q8 **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

Q9 **The Council's Preferred Option – Upgrade and expand the Library and consider in future a further extension to include the Archive. Cost: \$10.75 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

Q10 **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

Q11 **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

Q12 **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **The Council's Preferred Option - Cease funding for this (annual saving of \$35K)**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **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

Log a service request online

When you need to report a problem with a Council facility or service, what channel do you use most often?

Q23

Pay by automatic payment or direct debit

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

Q24

Monthly

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

Q25

Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

Q26

No

Have you used the Council's after hours service in the past 12 months?

Q27

More

Would you prefer to do more or less Council business online?

Q28

Respondent skipped this question

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

Q29

Respondent skipped this question

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

#468

COMPLETE

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 Started: Friday, May 03, 2024 2:28:35 PM
 Last Modified: Friday, May 03, 2024 2:36:47 PM
 Time Spent: 00:08:11
 IP Address: [REDACTED]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required) Sarah Dadley
 Postal address [REDACTED]
 Email [REDACTED]
 Phone [REDACTED]

Q2

No

Would you like to present your views at the hearing? If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3

What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

Alternative Option 2 – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

Q8 **No – do not keep the façade**

The Council's Preferred Option includes provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

Q9 **Alternative Option 2 – Complete essential Library repairs and maintenance only. Cost: \$2.3 million.**

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

Q10 **The Council's Preferred Option – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street. Cost: \$6.48 million.**

Town centre improvements (Consultation Document pages 25-28)

Q11 **The Council's Preferred Option – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.**

Council Funding (Consultation Document pages 29-31)

Q12 **The Council's Preferred Option - Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)**

Service Area 1: Wairarapa Economic Development Strategy

Q13 **Alternative Option - Maintain funding**

Service Area 2: Regional Walking and Cycling facilitation

Q14 **The Council's Preferred Option - Cease funding for this (annual saving of \$40.5K)**

Service Area 3: Regional Positive Ageing facilitation

Q15 **The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)**

Service Area 4: Welcoming Communities facilitation

Q16 **The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases**

Service Area 5: Climate initiatives

Q17

Don't know

Do you support our proposed fees and charges for 2024/25?

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thinking

Q19

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:

Beautiful views and good walkways

Q21

Visit the Council website

When you need information about Council services, events or activities, what channel do you use most often?

Q22

Phone the Council

When you need to report a problem with a Council facility or service, what channel do you use most often?

Q23

Pay by automatic payment or direct debit

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

Q24

Never

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

Q25

Never

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

Q26

Yes

Have you used the Council's after hours service in the past 12 months?

Q27

More

Would you prefer to do more or less Council business online?

Q28

Respondent skipped this question

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

Q29

Respondent skipped this question

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Your details

259

Full name (required) Richard Alan Dahlberg

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

It needed
About you ok.

These questions help us understand which sectors of the community are providing feedback so we can improve our engagement approach. Your responses will not be made public with your submission. Only collated data will be reported to the Council.

What is your age range?

What is your ethnicity? (you may tick multiple boxes)

What is your gender?

Do you live with impairments/long-term health conditions or do you identify as tāngata whaikaha/disabled?

Your thoughts on the Big Decisions

Read about the **Big Decisions** in the **2024-34 Long-Term Plan Consultation Document** available on our website www.mstn.govt.nz or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Big Decision 1: Town Hall, library and archive

Town Hall (Consultation Document pages 13-18)

- The Council's Preferred Option** – Demolish the Town Hall and Municipal Buildings and build a new Town Hall on the current Town Hall site, retain the Municipal Building façade, and expand Waiata House.
Cost: \$42.6 million.
- Alternative Option 1** – Demolish the Town Hall and build a new Town Hall on the site; retain and refurbish the existing Municipal Building including façade; and retain Waiata House.
Cost: \$49.9 million (noting high uncertainty).
- Alternative Option 2** – Demolish the Town Hall and Municipal Building and do not replace these buildings; retain Waiata House and the leased Queen Street office.
Cost: \$3.57 million.

The Council's Preferred Option and Alternative Option 1 include provision and budget to retain the Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the façade?

- Yes – keep the façade No – do not keep the façade

Masterton District Library and Wairarapa Archive (Consultation Document pages 19-24)

- The Council's Preferred Option** – Upgrade and expand the Library and consider in future a further extension to include the Archive.
Cost: \$10.75 million.
- Alternative Option 1** – Upgrade and expand the Library and include the Archive now.
Cost: \$14.66 million.
- Alternative Option 2** – Complete essential Library repairs and maintenance only.
Cost: \$2.3 million.

Big Decision 2: Town centre improvements (Consultation Document pages 25-28)

- The Council's Preferred Option** – Complete essential work to improve water and roading infrastructure in the town centre. There would be no other improvements to Queen Street.
Cost: \$6.48 million
- Alternative Option** – Complete essential work to renew water and roading infrastructure in the town centre, and redevelop the town centre to improve the 'look and feel' of that space.
Cost: \$14.12 million.

Big Decision 3: Council Funding (Consultation Document pages 29-31)

- The Council's Preferred Option** – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
- Alternative Option** – Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

Big Decision 4: Changes to services (Consultation Document pages 32-37)

The Council is proposing five changes that will reduce costs for our community but will also have implications for delivery of services or projects. Tick which option you support for each change.

Service areas	The Council's Preferred Option	Alternative Option(s)
1: Wairarapa Economic Development Strategy	<input checked="" type="checkbox"/> Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	<input type="checkbox"/> Maintain funding
2: Regional Walking and Cycling facilitation	<input checked="" type="checkbox"/> Cease funding for this (annual saving of \$35K)	<input type="checkbox"/> Maintain funding
3: Regional Positive Ageing facilitation	<input type="checkbox"/> Cease funding for this (annual saving of \$40.5K)	<input checked="" type="checkbox"/> Maintain funding
4: Welcoming Communities facilitation	<input checked="" type="checkbox"/> Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)	<input type="checkbox"/> Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	<input checked="" type="checkbox"/> Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR <input type="checkbox"/> Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K

Fees and charges (See proposed fees and charges on our website)

Do you support our proposed fees and charges for 2024/25?

- Yes No Don't know

Dog Reso. Pool checking charges are Ridiculous

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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:

Lakes are a necessity NOT a
want. Future Generations will need
more of these. Dams etc for
Water Storage will help in the future
so much water is wasted.

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?

Talking to a real Person by Phone
or face to face is far more productive
as both Parties can listen and be Pro Active

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)

Re Town hall: (Civic Center)

Dave Borman and Bob Francis should be
allowed to get the preferred option going.

Those naysayers that oppose are not thinking of
our Mokos future: Masterton is growing at such
a rate that it would be a travesty if this is

not built: I as a elder person will not get
much if any benefit from it. But if all felt
like that and said no: that is not what

we need. Masterton needs it own facility.

The Carterton Center is ok for them But

not suited for our future. and
that is what we must think about

#622

260

COMPLETE

Collector: Test Link (Web Link)
Started: Sunday, May 05, 2024 6:20:02 PM
Last Modified: Sunday, May 05, 2024 6:32:32 PM
Time Spent: 00:12:29
IP Address: [Redacted]

Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN

Q1

Your details

Full name (required)

Dale and Zelda

Postal address

Email



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 Alternative Option - Maintain funding
Service Area 3: Regional Positive Ageing facilitation

Q15 The Council's Preferred Option - Seek further external funding beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)
Service Area 4: Welcoming Communities facilitation

Q16 The Council's Preferred Option - Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases
Service Area 5: Climate initiatives

Q17

No

Do you support our proposed fees and charges for 2024/25?

Q18

Comments

Should be worked within current budget and reduce costs

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:

Open safe spaces that are family friendly

Q21

Visit the Council website

When you need information about Council services, events or activities, what channel do you use most often?

Q22

Log a service request online

When you need to report a problem with a Council facility or service, what channel do you use most often?

Q23

Pay by automatic payment or direct debit

When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often?

Q24

Weekly

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months?

Q25

More than once a week

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months?

Q26

No

Have you used the Council's after hours service in the past 12 months?

Q27

More

Would you prefer to do more or less Council business online?

Q28

Do you have any other comments on how the Council delivers customer services now? Or suggestions for customer services that you would like the Council to consider in future?

More services should be available online with login details. This also gives 24/7 and after hours service.

Q29

Is there anything else you would like to say as part of your feedback on the 2024-34 Long Term Plan? OR click Done below to complete your submission

Shouldn't we be looking at all new builds having water tanks to reduce our requirement to upgrade water treatment in the future. This should prolong the requirements and not cost the rate payers any additional cost. I didn't think anyone would have an issue with a water tank as it would also assist in the event of an earthquake or drought.
