



Te Kārearea Agenda

Date: Wednesday, 18 April, 2018
Time: 9:00 am
Location: Council Chamber
Forum North, Rust Avenue
Whangarei
Attendees: Her Worship the Mayor Sheryl Mai
(Co-Chairperson)
Cr Crichton Christie
Cr Vince Cocurullo
Cr Tricia Cutforth
Cr Sue Glen
Cr Greg Innes
Cr Sharon Morgan
Cr Anna Murphy
Allan Halliday
Deborah Harding
Merepeka Henley
Violet Sade
Taipari Munro
Takiri Puriri
Delaraine Armstrong

For any queries regarding this meeting please contact
the Whangarei District Council on (09) 430-4200.

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Te Kārearea



Te Pae Tawhiti/Vision:

“He Whenua Rangatira”

“Whangārei, a district of prosperity, wellbeing and empowered communities”

Te Kaupapa/Mission:

“Ka tūtuki te Kāwanatanga ā-rohe, ka puāwai hoki te kotahitanga me ōna tini kaupapa”

“Local Government that works through effective partnership and provides practical solutions”

Ngā Tikanga/Principles:

- He kitenga mutunga kore, mahi tahi, mahi pono – Strategic partnership working collaboratively and in good faith
 - Kia Māia – Providing leadership through courage
 - Te Manawatōpu – Of one heart and mind. We are stronger working together
 - Anga mua – Progressive and proactive
 - Me kōrero tika, tau noa ngā take – Open and frank mutually agreed outcomes
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Te Kārearea Meeting Minutes

Date: Wednesday, 21 March, 2018
Time: 9:00 a.m.
Location: Tau Henare Marae
 Pipiwai

In Attendance

Her Worship the Mayor Sheryl Mai (Co-Chairperson)
 Cr Crichton Christie
 Cr Sue Glen
 Cr Sharon Morgan
 Allan Halliday
 Taipari Munro
 Takiri Puriri
 Delaraine Armstrong

Not in Attendance

Jared Pitman (Co-Chairperson)
 Cr Vince Cocurullo
 Cr Tricia Cutforth
 Cr Greg Innes
 Cr Anna Murphy
 Deborah Harding
 Merepeka Henley
 Violet Sade

Scribe

Debbie Taylor (EA to General Manager
 Community and General Manager
 Strategy & Democracy)

Also in attendance:

Rob Forlong (Chief Executive WDC) arrived at 10.10am, Jill McPherson (General Manager Strategy and Democracy), Jason Marris (Manager – Democracy & Assurance), Kathryn Candy (Senior Legal Adviser), Aperahama Edwards (Manager – Maori Relationships), Aorangi Kawiti, Hona Edwards, Puti Tipene, Pita Cherrington, John Luisi, Alex Wright (arrived at 9.40am)

1. **Open Meeting**
2. **Karakia/Mihi**

Opening Karakia – Kaumatua – Hona Edwards, Pita Cherrington

Mihi – Taipari Munro, Aperahama Edwards, Takiri Puriri

Meeting adjourned for refreshments at 9.46am.

Meeting reconvened at 10.16am

3. Apologies

Cr Anna Murphy, Cr Tricia Cutforth, Cr Vince Cocurullo, Cr Greg Innes, Deborah Harding, Delaraine Armstrong, Huhana Lyndon, Julian Rewiti, Sharon Kaipo, Merepeka Henley and Jared Pitman (Co-Chairperson)

The apologies were accepted by consensus.

4. Introductions (Whakawhanaungatanga)

5. Previous Minutes

5.1 Minutes Te Karearea Meeting 21 February 2018

Moved by Cr Sue Glen

Seconded by Hona Edwards

That the minutes of the Te Karearea meeting held on 21 February 2018, having been circulated, be taken as read and now confirmed and adopted as a true and correct record of proceedings of that meeting. There were no amendments or matters arising from the previous minutes.

Carried

Community Issues

Puti Tipene	<p>Puti advised she had sent a complaint to the Roding Manager re overflow of water from Pipiwai Road (near the FNDC end of Pipiwai Road) directed onto her whenua. There had been no consent given for this discharge to occur and she has not had a reply from WDC.</p> <p>Rob Forlong advised he had seen this email come in and would follow up and get back to Puti.</p> <p>Cr Sharon Morgan advised she was in a similar situation on her road. As she was the lowest lying point on Kara Road, Council can run overflow water from road onto her property.</p>
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Pita Cherrington	<p>Complaint regarding Henare Road. The continuous rain we have had lately has damaged the road on numerous occasions. There are no drains or culverts until you get to the lowest point of the road. Water overflow scours both sides of the road and causes potholes and corrugations. This hasn't been as bad a problem in the past but very bad just recently.</p> <p>Rob Forlong advised he would look into the road maintenance program and get back to Pita. Rob also advised that this time of the year was often when roads are at their worst, especially if your road was on the rally schedule as remedial work would be carried over until after the rally had gone through. Hona enquired if there was compensation for land owners from the Rally. Rob advised that the Rally gives funding to Council for road repairs from damage caused by the Rally but not to land owners.</p>
Alex Wright	<p>Alex supported the comments made earlier by Puti. She suggested that a drive through of the areas concerned with WDC staff would clarify issues.</p> <p>Alex has identified and reported an issue lately at the intersection between Pipiwai/Riponui Roads. A slump/slip in the road had occurred. There had been a temporary fix with road markings and filling of slump area with hotmix but that this was only a temporary solution and a permanent solution needed to be found.</p> <p>Also, a slump in the road at Pipiwai Junction off Puketitoti Road. The road had been marked but no work had been done to fix it.</p> <p>Quite a few areas of Pipiwai Road need fixing up. Request for action by a Roding Inspector to address these issues.</p> <p>2B2B2B Land – Alex has had quite a few people come to her raising concern about rates and rates arrears. Council need to look at this issue and have a strategy in place so people feel comfortable addressing concerns with Council. There are a lot more people coming back to their whenua.</p> <p>Her Worship the Mayor asked as a general query what was the intended purpose of the people coming back to the land.</p> <p>Alex advised they are coming back to occupy their lands, then next step would be to build on land and also graze</p>

	<p>land with stock but that when they come back are hit with a rates demand or rates arrears they are scared off. Her Worship the Mayor advised we do have a Rates Remission Policy.</p> <p>Rob Forlong advised he had met late last year with Trustees he thought were from 2B2B2B and that they had reached a good resolution on rates arrears. Rob will double check he is talking about the same group. He emphasised how important it was for groups of concerned people to come in and talk to Council or to get Council to go out to Marae and discuss these issues and get a plan in place that suits all parties.</p> <p>Takiri Puriri advised re X1 and X2 blocks they had set up a meeting with Council and were able to work a way forward. You need to engage with Council and discuss.</p> <p>Pita Cherrington advised Te Horo 2B2B2B meeting will be held this Saturday with hopefully all of the landowners attending. Some of the current landowners want to take their land out of the Trust.</p> <p>Puti Tipene expressed her disappointment that not one representative from 2B2B2B had shown up today.</p> <p>Cr Crichton Christie said rating was an ongoing issue that comes up time and time again. Council have a good Policy which gets renewed every now and again and is robust and flexible.</p> <p>Aorangi Kawiti said it was a lack of knowledge and education. Many people get a rates notice in the mail, get a fright and then ignore it. Once people are granted an occupation order they get a rates bill. It goes against a lot of the principles that her people believe in, that they shouldn't be paying rates on their land. Public services like roading, rubbish, etc another issue that needed to be handled separately. All of the land in Northland came from Maori and there needs to be a level of partnership that was originally agreed to right at the beginning with Central and Local Government. Shared governance. What are we going to do about the two separate current views and how do we get a balance and reach an agreement? Maori need to have a voice.</p> <p>Pita Cherrington advised to work on getting your rates and arrears, if any, up to date by end of 2018 and then you have a better bargaining place with Council.</p>
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	<p>John Luisi asked 'How do we get this message out to the people'. They hear the word rates and get turned off.</p> <p>Hona Edwards mentioned that this was in the Action Plan under Rates Structure Review and that the preferred rating policy will be included in the Consultation Document for the Long Term Plan 2018-2028 that would be provided to members.</p> <p>Her Worship the Mayor advised that this was in the draft document handed out to Te Huinga. It was on page 22 on the LTP document under Rates Review Summary.</p> <p>Janelle Beazley advised it was their responsibility as representatives of their hapu to report back from these meetings.</p> <p>A request was made for copies of any document to be sent through to secretaries of Marae. Council would need to have a database of names and addresses of secretaries for this to happen.</p> <p>Request for any relevant documents to be brought to the marae meetings of Te Karearea as a resource kit. A koha for the community.</p> <p>Rob Forlong advised that a Local Government Funding review was happening shortly and that he would take to them the collective view that this rates mechanism isn't working from Te Huinga. It would need to be a collective view and not individual hapu.</p> <p>Cr Crichton Christie advised that Council needs to help get the rates and rates arrears message out and what people can do, apply for. It may be a chance for Council to look at our Policy, bring to Te Karearea and representatives can then take back to their hapu. Currently about 3500 people each year apply for rebates of up to \$600 per subsidy.</p> <p>John Luisi advised people need to understand why rates are important and what benefit they get from them. They can't see any direct benefit.</p> <p>Janelle Beazley advised this topic comes up often. It is our responsibility to make sure our people know. There is also information put into every rates demand explaining how it works but that people don't bother to read it. Rates is an issue but it's also nice to flush the toilet and put out recycling.</p>
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	<p>Hona Edwards would like to see a sliding scale of rating, means testing. People are often ignorant of the rebate process and don't have an understanding of rates.</p> <p>Puti Tipene advised that people on multiply owned lands don't qualify for a rebate.</p> <p>Cr Christie advised we would need to put this item on the agenda, that it needs to be discussed and might take more than one session.</p> <p>Pita Cherrington closed the open forum meeting at 11.10am</p>
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6. Reports:

6.1 Hapu Mandating Update March 2018

Moved by Hona Edwards

Seconded by Janelle Beazley

That the Te Kārearea Strategic Partnership Forum notes that;

Jared Pitman Co-Chair, Taipari Munro, Takiri Puriri, Sharon Kaipo, Janelle Beazley, Violet Sade, Alan Halliday and Delaraine Armstrong are confirmed by Te Huinga as members on the Te Karearea Strategic Partnership Forum.

Carried

This will need to be relooked at as one hapu (Whangaruru) hadn't as yet completed their mandate and with the resignation of Jared Pitman.

Alternatives would be any one of the Te Huinga group. When representatives from Te Huinga attend Te Karearea they are representing Maori across the board rather than individual hapu.

Her Worship the Mayor read out the email from Jared advising of his resignation and advising that Deborah Harding would be attending for Patuharakeke with Joanne Midwood as alternative. Taipari would talk to Jared to advise him that his resignation from Patuharakeke does not preclude him from being a member on Te Huinga or Te Karearea.

Kaile Nahi-Taihia to be removed from the front agenda cover.

Numbers of Te Huinga members and Councillor representatives on Te Karearea historically were the same. 8 from each group. Taipari would discuss at the next Te Huinga and come back to Te Karearea final numbers, as currently the 8 from Te Huinga did not include the hapu who haven't completed their mandate process.

Jared's resignation to be included in the next Te Karearea meeting as an agenda item.

6.2 Treaty of Waitangi Settlements - Progress from Hapu March 2018

Moved by Hona Edwards

Seconded by Cr Crichton Christie

That the Te Kārearea Strategic Partnership Forum note the verbal update of the Treaty of Waitangi Settlement progress from Hapū representatives.

Carried

Hona Edwards advised they had had their Te kotahitanga this week. A delegation had gone down to meet with Minister Little. Suggestion from Minister Little for them to look at a different model instead of the current Maranga Mai model. Minister Little away at present and group meeting again with him in April. Minister Little is hoping for a quicker resolution than the group think is possible. Both parties want to work together to navigate progress. Don't want to see this going through another generation and another.

Janelle Beazley advised Tuhoronuku met on Sunday and were presented with a structure. One entity similar to Tuhoronuku with five or six regions. One Post Settlement Government Entity (PSGE) sitting in all five regions with a separate collective PSGE for commercial PSGE. Janelle will send out the information received from the meeting.

6.3 Te Karearea Strategic Partnership Forum Bookings for 2018

Moved by Cr Sharon Morgan

Seconded by Allan Halliday

That the Te Kārearea Strategic Partnership Forum notes the marae bookings for 2018.

Carried

Aperahama Edwards will check on May Paratene te Manu Marae booking. All other bookings confirmed.

Taipari Munro confirmed that all marae were given the option to host Te Karearea meetings but some marae were restricted due to limited capacity of people who can help.

6.4 Action Log March 2018

Moved by Cr Sharon Morgan

Seconded by Hona Edwards

That the Te Kārearea Strategic Partnership Forum note the verbal update to the Action Log.

Carried

Jill McPherson advised no update on Winstones Quarry.

Whangarei Falls – budget in draft LTP to do work, but won't be confirmed until end of June.

Wāhi Tapu – A way forward had been resolved. Jill will update monthly in the Action Log i.e. updates on Plan Change. Jill to contact Evan and ask him to contact Hona Edwards for assistance with their Sites of Significance. Jill advised Ruarangi information had been received but that it had to go through the Plan Change to be finalised.

Rob Forlong advised a report on GBC Winstones overburden had been received in and staff had declined based on Cultural Effect. This is not a final decision but a recommendation from staff.

Cr Crichton Christie asked how Sites of Significance to Maori are decided. Taipari Munro advised it was an involved process to explain. Links back to spiritual and traditional religious views. Historical stories sit around these sites. There are different degrees of tapu or sacredness within Maori. Hona Edwards explained that if hapu are made aware of any intended change to the environment it allows them to sit down and talk about it. In a lot of cases they haven't had the opportunity to engage. There can be work arounds that allow changes e.g. Puriri Tree in Grant Street and large rock on road at Whakapara. Retrospective consents cause a lot of angst as there had been no engagement at all and work/damage has already been done. Aorangi Kawiti mentioned that Wāhi Tapu was to protect the place, the water and the people. Keeping all safe.

Cr Glen raised the issue of Repo Consultancy. Jill reminded group it discussed at the last meeting and a way forward resolved. Allan Halliday asked if we had copies of payment and invoices so his hapu could check if monies had been received and to whom they went to. Jill advised we didn't have this level of detail. Janelle Beazley advised it was up to hapu to consider from their end if there were further concerns.

Rob Forlong left at this part of the meeting to attend his next appointment in town.

Alex Wright asked that on page 24 of the agenda concerning sealing of rural roads does this information go into the LTP? Her Worship the Mayor advised there is budget in the LTP for some unsealed road work. There is a matrix for prioritisation of these works. It hasn't been presented yet. Once the matrix is completed and into Council H Her Worship the Mayor is happy to distribute.

Her Worship the Mayor read out an email from Francis Spencer and Andrew Norman regarding the Ruarangi block being plagued by vandals. The letter advised that no residents of Acacia Park has trespassed or caused any vandalism to the Ruarangi Block.

Allan Halliday would like the Environmental Hub put back on the Action Log. There are many agencies working together including Living Water, Kaipara Moana and Northern Wairoa Improvement Fund. A lot of work being done and an Environmental Hub would be beneficial to all. Her Worship the Mayor advised that the best way to get this back on the agenda would be to get together and complete an LTP submission. That way it is in front of Councillors and would get addressed.

6.5 Representation Review 2018

Moved by Allan Halliday
Seconded by Cr Sharon Morgan

That Te Kārearea Strategic Partnership Forum

- a) Note the information provided on the representation review in this report and the hard copy presentation from Council.
- b) Provide any feedback to staff on appropriate channels for consulting with hapu on the representation review.

Carried

Kathryn Candy spoke to the item and requested feedback on what would be the best way to engage with and gain a Maori perspective.

Alex Wright asked what a Community Board was and how it worked. Jason Marris answered. Her Worship the Mayor advised this agenda item was not to discuss the review but to seek feedback on the best ways to engage with our hapu partners.

Aorangi Kawiti asked that the dates be pushed out to not clash with the LTP consultation currently going on. Visits to Marae would be a good place to start engagement.

Jason advised he will present item to Te Huinga.

Kathryn asked that if anyone had any ideas to please contact her by email kathryn.candy@wdc.govt.nz or call on 09 470 3011.

Hona Edwards asked for any information to be forwarded through to the Marae Secretaries, who would then present it through to the Marae. Hona also reiterated that Marae are not given enough time to sit and hui and participate effectively.

Cr Crichton Christie advised that if 5% of the district population does not agree with the decision they have a right to request a poll.

6.6 Trustee Appointment - Whangarei Art Museum Trust

Moved by Janelle Beazley

Seconded by Cr Crichton Christie

That Te Kārearea Strategic Partnership Forum notes that two trustee appointments for the Whangarei Art Museum Trust are required by the end of May 2018, and that one of these positions is the local Hapu representative.

Carried

Her Worship the Mayor spoke to this item. Council are looking for nominations from hapu. Taipari Munro has served his term on the Trust and is not putting himself forward for nomination. Cr Morgan advised it was very important to have Maori Representation on this Trust particularly with the Hundertwasser Wairoa Maori Arts Centre, but that the position needed the right credentials and required quite a lot of work. Janelle Beazley advised this had been raised at the March Te Huinga meeting and information sent out. Jason Marris will present in April to Te Huinga and there should be a representative nominated by then to give to Jason.

7. General Business

Cr Sharon Morgan – Well supported Kiwi Release in Pukenui with over 300 in attendance. Great event. Encourage all to go down and have a look at the Sculpture Symposium currently on at the Hihiaua Peninsula. Theme for this year is 'Journeys'.

Allan Halliday – Recently spent 2/3 weeks working with NIWA. They went out to look at the stations to check on tuna. Currently a long reach digger working out at Ngararatunua causing sediment to run down into waterways which is as

harmful as chemicals to tuna. Flood gates where closed at the Mountain Station, water was black. Hydrotech not letting water out or reporting on tuna fatalities. They are doing a lot of work around catching, tagging and releasing tuna to record data. No point in this if flood gates are closed. Allan recently had one of his neighbours fined \$40k by NRC for releasing effluent into a stream. Of this fine, none of the monies collected goes back into fixing the damage. Alan would not like to see Council get into this predicament as currently we are not acting within our Resource Consent at the Hikurangi Swamp.

Cr Crichton Christie advised he will take this information on board to take back to the working group.

8. Closure of Meeting - Karakia

12.59pm - Karakia

6.1 Hapū Mandating Update April 2018

Meeting: Te Kārearea Strategic Partnership Forum
Date of meeting: 18 April 2018
Reporting officer: Jill McPherson (General Manager Strategy and Democracy)

1 Purpose

A verbal update will be provided by hapū representatives to the Te Kārearea Strategic Partnership Forum

2 Recommendation

That the Te Kārearea Strategic Partnership Forum note the verbal update of hapū representatives on the mandate progress.

6.2 Treaty of Waitangi Settlements Progress from Hapū – April 2018

Meeting: Te Kārearea Strategic Partnership Forum
Date of meeting: 18 April 2018
Reporting officer: Jill McPherson (General Manager Strategy and Democracy)

1 Purpose

A verbal update on Treaty of Waitangi Settlements will be provided by hapū representatives to Te Kārearea Strategic Partnership Forum.

2 Recommendation

That Te Kārearea Strategic Partnership Forum note the verbal update of the Treaty of Waitangi Settlements progress from hapū representatives.

6.3 Action Log – April 2018

Meeting: Te Kārearea Strategic Partnership Forum
Date of meeting: 18 April 2018
Reporting officer: Jill McPherson (General Manager Strategy and Democracy)

1 Purpose

To brief Te Kārearea Strategic Partnership Forum on the actions undertaken by Council for queries brought up at previous meetings as outlined in the attached Action Log.

2 Recommendation/s

That Te Kārearea Strategic Partnership Forum note the attached Action Log.

3 Background

Queries from previous Te Kārearea Strategic Partnership Forum meetings are added to the Action Log with Council updating actions.

4 Attachment

Action Log

ACTION LOG

	PRIORITIES	MEETING DATE	PROGRESS	STATUS
1.	Rating	March 2018	Maori Land and Rating arrears. Council to look at working with marae to help people understand and feel comfortable with talking to council about rating and rating arrears. Explain the Rates Remission Policy. Request to put this on the agenda for discussion in further meetings.	
2.	Environmental hub at the Fernery	15 June 2017	A scoping report, including cost estimates, has been requested by Te Huinga.	
		Response	Council has determined not to proceed with this initiative at this time.	Closed
		Update March 2018	Request from Allan Halliday for Council to relook at this. Allan to also submit through the LTP process.	Reopened
		Update April 2018	While there is no progress on the Environmental Hub Project the He Kakano Community Nursery upgrade project is proposed for nursery facilities at the rear of the building.	
3.	Correspondence to Marae	March 2018	Request for all marae to receive copies of any important information from Council. Need to update data base of marae contacts.	
4.	Marae resource kits	March 2018	Request for Marae resource kits of important documents e.g. LTP, Rating Policies, Fees and Charges, Urban design etc.	
5.	Pipiwai Road works.	March 2018	A complaint to Roding re overflow of water from Pipiwai Road (near the FNDC end of Pipiwai Rd) directed onto whenua (land). There had been no consent given for this discharge to occur.	Completed
		Update/ Response:	Team have assessed the work and discussed it with the Roding Manager. Work carried out at this site by our contractors has not changed the direction of the stormwater runoff. WDC contractors have only cleared vegetation from existing water tables. If residents want to send all stormwater into one catchment, then Roding will require written permission from the land owner concerned. Other residents of this area have also approached council and we advised that the only work our contractors have done here is clear vegetation from existing water tables. There are no programmes in place to alter any existing stormwater drains for this area.	
6.	Pipiwai/Riponui Road	March 2018	A slump/slip in the road had occurred. There had been a temporary fix with road markings and filling of slump area with hotmix but that this was only a temporary solution and a permanent solution needed to be found.	Completed

	PRIORITIES	MEETING DATE	PROGRESS	STATUS
		Update/ Response:	Work has been completed.	
7.	Pipiwai/Puketitoe Road Junction	March 2018	Slump in road at Pipiwai Junction of Puketitoe Road. Road had been marked but no work to fix.	Under Action
		Update/ Response:	Work will be completed in the next few weeks.	
8.	Henare Road	March 2018	The continuous rain we have had lately has damaged Road on numerous occasions. There are no drains or culverts until you get to the lowest point of the Road. Water overflow scours both sides of the road and causes potholes and corrugations. When is road maintenance programmed?	Under Action
		Update/ Response:	Our Northern Roading Inspector has advised that there are works programed for Henare Road for within the next few weeks weather dependant.	
9.	Issues of pedestrian safety in Tikipunga	November 2017	Pedestrian safety at the new subdivision, close/behind to Totara Primary School. Questions were raised about the safety (for school children) of the new subdivision roading designs.	Pending
		Update/ Response:	Issues like this are dealt with at the time of consent – approximately seven years ago. We are aware of one reported incident on Wairau Drive, this involved a near miss of a child. We are monitoring the zebra crossing on Corks Road to see if this be moved away from the roundabout.	
10.	Registering Waahi Tapu (and other sites of significance to Maori)	20 September 2017	There was general concern expressed regarding Sites of Significance register including: <ul style="list-style-type: none"> - Is there funding for Hapu? - The funding that was provided to Ngati Hau – how was it spent? - What protection does recording a site give? 	Pending
		Response November 2017	Information that has been received has been reviewed. it is now considered that 75% is collected. This is no longer an active plan change while awaiting further information. There is no additional Council funding for this at this time. Council initially funded this through Repo Consultancy. This funding was to cover costs to the Hapu and the consultant. It has all been spent without the full information being passed to Council from Hapu. The planned Sites of Significance Plan Change is reliant on this information so a new solution will be required. <ul style="list-style-type: none"> • The total amount paid to the contractor was \$172,250 +GST. The contractor has detailed within invoices to Council payments to hapu including Te Parawhau. Council has no evidence of what happened to the 'hapu' payments. 	

	PRIORITIES	MEETING DATE	PROGRESS	STATUS
			<ul style="list-style-type: none"> Mapping information has been received from Ngati Kahu, Ngati Hau, Te Waiariki, Patuharakeke, half information from Ngati Wai and Ngati Hine and no data from Te Parawhau. The contract required the consultant to obtain data from all of the above hapu plus Ngati Korora and Ngati Taka Pari. <p>Information is held by Council in three ways:</p> <ul style="list-style-type: none"> Confidentially ("black" sites restricted to two staff with authority) Open Council-only. <p>When an application is received for a consent that has a site on the land involved, the applicant is required to discuss the development with the relevant Hapu.</p>	
		Update:	Two reports are included on this agenda. One chronicles the history of the project, and the second recommends a way forward.	
11.	Blue Goose Entranceway	20 September 2017	Future developments for the Blue Goose entranceway, potentially could host a cultural precinct which may include a marae for Otaika.	On hold. Will be considered as part of the Long Term Plan 2018 submission request.
		Response November 2017 (no change)	The treatment of this entranceway is being considered as a new item for the Long Term Plan 2018.	
12.	Sealing Rural Roads	19 July 2017	<p>Requests to seal rural roads:</p> <p>All of Wrights Road (partial seal is a project for 17/18 year). Forestry routes. Dust/mud on roads that are school bus routes. Henare Road – access to urupa and marae. This road is unsafe after big rains.</p> <p>A prioritised list of roads to be sealed and dedicated annual budget for LTP was requested.</p>	On hold. Will be considered as part of the Long Term Plan 2018.
		20 September 2017	<p>Request to seal Ngunguru Ford Rd was made.</p> <p>Further seal extensions and how they are prioritised will be considered as part of the Long Term Plan 2018</p>	
		Response: November 2017 (no change)	Council is intending to repair 3 short sections of Kokopu Rd as the pavement in these locations has failed. These will be completed in the next few weeks. These are ongoing maintenance work required for all roads to keep the travelling public safe. These works do not include the sections of	

	PRIORITIES	MEETING DATE	PROGRESS	STATUS
			<p>road with the various tight corners which are before the first section of the proposed works, as the pavement through these sections are ok.</p> <p>The logging companies previously investigated the potential use of Kokopu Rd for returning empty logging trucks because the narrow windy nature of this made this route unsafe as the trucks couldn't traverse the corners without crossing the centreline.</p> <p>Council has allocated \$1.3M to the sealing of an additional 2.5km of Wright and McCardle Rds this summer and tenders for the work close in early November. Therefore, we assume works will commence on the road later in November.</p> <p>Funding for the maintenance of Kokopu Rd and the funding for the seal extension works on Wright Rd come from different funding sources within NZTA and their funding rules do not allow the two activities to be mixed.</p> <p>Council is about to commence the agreed dust suppression programme of works on the District's unsealed logging routes in November.</p> <p>Further seal extensions and how they are prioritised will be considered as part of the Long Term Plan 2018</p>	
13.	Maori Participation in elections	4 August 2017	Desire expressed to encourage more Maori Candidates and more Maori voting.	Pending
		Response November 2017 (no change)	This is a matter for the next local government elections to be held in 2019.	
14.	Hihiaua Cultural Centre	19 April 2017	Support was expressed for the Cultural centre and support for Council to contribute to it financially.	Completed
		Response November 2017 (no change)	Council has committed \$500,000 to the Hihiaua Cultural Centre. It will be available to them when certain milestones are achieved. Fundraising has started and a \$675,000 grant has been secured for Stage 1 to proceed in the near future.	
		Response April 2018	The Crown (Provisional Growth Fund) has contributed a further \$1M Construction due to start this year.	

	PRIORITIES	MEETING DATE	PROGRESS	STATUS
15.	Focus on Youth (Joint initiative)	19 April 2017	Clarification has been requested on what this action means.	Pending
		20 September 2017	Hapu have requested that Council develop some ideas for this initiative.	
		Response November 2017 (no change)	Council will do so and report back to Te Karearea.	
		Response: February 2018	This arose from a joint Council/Te Huinga workshop soon after the elections. No action to date. Ideas also required from Te Huinga.	
16.	Rates Structure Review	19 April 2017	In April 2017 Council provided Te Karearea with an overview of the Rating Structure review and agreed to discuss the rating of Maori land as a separate process from the wider engagement process. It was also agreed that Schedule 11 of the Rating Act would be a specific focus of that discussion. A suitable forum for this will be arranged in the near future.	Consultation now Complete
		Several	Interest in a workshop on schedule 11 was repeated.	
		20 September	Te Huinga invited staff to attend a Te Huinga meeting to have a workshop on the Rating Policy. Also a report to Te Karearea was requested.	
		Response: February 2018	The preferred rating policy will be included in the Consultation Document for the Long Term 2018-28 that will be provided to the members at this meeting.	
17.	Rates arrears	24 May 2017	Treatment for Maori land will form part of broader Council rating review.	

	PRIORITIES	MEETING DATE	PROGRESS	STATUS
18.	Winstones Quarry	May - August 2017	<p>Winstone Quarry Development – there is concern about placing the overburden onto the Pegram land.</p> <p>GBC Winstones resource consent application for overburden (LU1700100) has been received. The application includes an assessment of effects on the limestone outcrop (Tonkin & Taylor, Preliminary Overburden Disposal Area). There is only a small area of this on the site with the vast majority located to the north-west of the disposal area. The report concludes that there is a low to negligible risk of void collapse due to limited area underlain by limestone and the expected limited thickness of limestone in the area. The Hapu disagree, and have continued to express their concern at each meeting.</p>	Under Action Now with Hearings Commissioner
		<p>Response November 2017 (no update available)</p>	<p>Update: Winstones have requested that the application be put on hold (suspended).</p> <p>Previous meetings: At the request of the CE, Murray McDonald asked CBC Winstones if they would specifically consult with Taipari Munro. They responded as follows:</p> <p><i>As described in our resource consent application, we have an on-going, working relationship with the Ruarangi Trustees, of which Marina Fletcher is our primary point of contact.</i></p> <p><i>Marina is in the final stages of preparing a Cultural Impact Assessment, which addresses the Pegram block proposal, among other matters. It is the preference of both parties to continue working together as we have done so, to date.</i></p> <p>The application was publicly notified on 12 July 2017 so parties were able to make submissions on the proposal. An independent commissioner with Tikanga Maori has been appointed to the Panel to hear submissions.</p>	
19.	Having a voice in RMA matters amendment to Act	19 July 2017	Hapu expressed ongoing concern about input into RMA matters. They agreed Maori Planning Commissioners could address some of these concerns.	Pending
		<p>Response November 2017</p>	WDC has asked for nominations from Te Huinga for possible Independent Planning Commissioners. Two names have been received. Council is also considering a request for a Mana Whakahono a Rohe from Patuharakeke.	

	PRIORITIES	MEETING DATE	PROGRESS	STATUS
		Response February 2018	Council has received nominations for Commissioner training from Te Huinga. These people will be registered for the training during 2018.	
	Temperature of Pool at Aquatics Centre	20 September 2017	It was noted that the temperature of the large swimming pool is too cold for comfortable swimming.	Closed
		Response	CLM (pool operators) have reported that they had a problem with two of the four boilers. This resulted in lower temperature in the pools for a period. They have now been repaired.	
	Youth Advisory Council	20 September 2017	Is there cultural supports for Maori youth on the advisory group? The young Maori advocates are strong leaders and thrive in their Maori upbringing and would like to feel safe to express their values in this forum.	Closed
		Response	The Maori Relationships Officer is available to the Forum, and attends as required, and if known to the members. He will ensure Maori members are safe to express their culture.	
	Porowini Terenga Paraoa Marae – Traffic Impact Report	May-August 2017	<p>Three lanes on Tarewa Road cause an issue for the entrance. What can be improved in future?</p> <p>It was noted that the three lanes on Tarewa Road have caused an issue for the entranceway. Request was that the committee would like to see the Traffic Impact Report for this and what can be improved in the future.</p> <p>The Marae has a vehicle crossing on Tarewa Rd. There are 3 traffic lanes northbound in this location directly outside the vehicle crossing. Historically, there has been 2 lanes northbound in this location.</p> <p>In 2012 the right turn bay was added by taking land and widening the road on the opposite side of the road. Apart from this widening, all other works were undertaken within the road reserve. No resource consent was required and therefore no Traffic Impact Report was completed and was not a requirement.</p> <p>Porowini Terenga Paraoa Marae entrance – a marked “KEEP CLEAR” on Tarewa Road was discussed as an option to provide safer entrance to the Marae. Traffic engineers declined this request. It was asked that WDC re-consider this.</p>	Closed

	PRIORITIES	MEETING DATE	PROGRESS	STATUS
		Response	WDC Traffic Engineers have stated again that a “KEEP CLEAR” area will not be possible. This is because of the nearness of the vehicle entrance to the traffic lights and that it is double-laned.	
	Whangarei Waterfall issues	November 2017	A number of issues in regard to the Whangarei Falls reserve were stated: <ul style="list-style-type: none"> - The water smells when it is low. - The rubbish bins need to be cleared more often. - Buses and cars make it unsafe for pedestrians. - There are dogs wandering in the area. 	Closed
		Response:	These are on going issues continually being monitored by NRC, Parks, Waste and Regulatory Departments. When these issues occur, it is best for the public to call these issues into Council when they are occurring, straight away.	
	Opening hours of toilets at The Hub	20 September 2017	Can these toilets be open to coincide with the Inter-city Bus timetable?	Closed
		Response	The toilets are only open when the i-Site is open – 9am-5pm seven days a week. There is a sign on the door directing people to other public toilets with clear directions on how to get to them for times when the i-Site is closed.	
	Entrance to Otangarei via Puna Rere	May 2017	Entrance to Te Hononga Street off Puna Rere Drive needs better signage and lighting – easy to miss. It was noted that the intersection is not clearly marked and has poor lighting. Request was to check for signage and lighting.	Closed
		4 July	There is a request for higher than standard signage and lighting. Options for the entrance to Te Hononga Street, Otangarei to be investigated and brought back to a future meeting.	
		16 August	Signage has also been requested to mark the entrance to the Otangarei Walkway.	
		Response	There is planned signage for the walkway. Investigations show that Puna Rere Dr has a Street Light at the intersection with Te Hononga St, and the intersection is clearly marked according to the roading standards. Otangarei Neighbourhood Safety Panel in principle, support signage around the entranceway to Otangarei and if possible signs for the park and the walkway. They would like to have some input in the design and location of the signs. The request for the Otangarei Community to create a sign will now progress through the Community Development Team, via their Community Village Planning.	

	PRIORITIES	MEETING DATE	PROGRESS	STATUS
			LED street lights are being installed over the next 18 months. These are an improvement over existing lights. Additional signage has been approved for: <ul style="list-style-type: none"> • “Otangarei” to be included on NZTA green destination sign at the corner of State Highway 1/Puna Rere Drive; • Signage has been included at the intersection of Puna Rere Drive/Te Hononga Street. 	
	Participation in RMA matters	4 July 2017	Concern expressed that Maori were not included in decisions on RMA matters – especially issuing of resource consents.	Closed
		4 August 2017	Again – there was concern that some hapu were not being notified of all resource consents.	
		20 September 2017	Further concern was expressed that some hapu are not receiving notification of all resource consent applications as they expect.	
		Response	No changes have been made to notifying Hapu of resource consents in their areas of interest. All go to Hapu where they have an interest and/or Statutory Acknowledgment.	
	Te Waiariki Trust (Pataua)	19 July 2017	Not getting resource consent notifications anymore.	Closed
		Response	We have not changed our process re: notifying iwi. Te Waiariki is within our system as having an interest in the Taiharuru, Pataua & Ngunguru areas. As such notified applications within those areas will be sent to Te Waiariki.	
	Hapu Environmental Management Plans	19 July 2017	How does Council use them? Do not replace engagement, should facilitate it. Copy should be given to all Councillors after elections → Part of induction programme? ↕ Hapu presenting their Hapu Environment Management Plans (HEMPS). [Central to concern that they are not satisfied with involvement in RMA and Consents]	Closed

	PRIORITIES	MEETING DATE	PROGRESS	STATUS
		Response	<p>Hapu Environmental Management Plans (HEMPs) are used through the plan change preparation process to inform the plan change outcomes. Every plan change section 32 evaluation report includes a section analysing the proposed plan change regarding lodged HEMPs.</p> <p>Section 74 of the RMA specifies the matters that council must consider when preparing/changing a district plan. Section 74(2A) states that council <i>must take into account any relevant planning document recognised by an iwi authority and lodged with the territorial authority, to the extent that its content has a bearing on the resource management issues of the district.</i></p> <p>All plan changes are released in draft form as part of pre-consultation, in the past this has included the presentation/workshopping of plan changes with Te Karearea and Te Huinga. Hapu representatives are sent copies of all draft plan changes for feedback and sent proposed plan changes for formal submission.</p> <p>District Plan staff are always available to meet with hapu to discuss concerns, this offer was readily taken up during the pre-consultation of PC94B Papakainga Phase 2. A copy of the plans held by WDC have been printed and put into a folder in the Councillors' Room.</p>	
	Parking at sports parks	4 August 2017	Parking at rural sports fields – cars block roads eg: Springs Sports Complex.	Closed
		Response	There is no record of any complaints or enquiries on this matter. Should similar issues reoccur, please contact Council's after-hours number and our contractor will respond. If large events are known in advance, please inform Council and we can have enforcement people on site.	
	Helena Bay Holdings	4 August 2017	Consent allowing water taken from Mimiha Creek for garden-irrigation. Should be reserved for Marae.	Closed
		Response	Application put on hold and referred back to Marae.	
	Effective 2-way Communication	19 April 2017	Council calendar and a marae/hui calendar will be co-ordinated to look for opportunities to work together. Completed for Te Huinga Meetings.	Closed
		Response	Marae have been contacted. Awaiting responses. Due to many marae reluctant to provide this information we have stopped asking.	
	Land locked off Rewarewa Road	4 July 2017	Section that is possibly land locked off Rewarewa Road. This will need to be addressed via an outside meeting. Need more detail on property – exact location and lot number. Issue also of beside the waste management ponds, sightlines for going in and out.	Closed

	PRIORITIES	MEETING DATE	PROGRESS	STATUS
		Response	There is potential access available to the land via a paper road which can be developed by the land owners to facilitate any development.	
	Raumanga Height Block Subdivision	April 2017	Raumanga Height Block Subdivision – Tribal & geological factors – caves can't be accessed	Completed
		Response	In relation to the Raumanga Heights subdivision (Trading Corporate Ltd), this will lapse on 7 November 2017 unless a survey plan is submitted to Council by that date.	
		February 2018 Response	No survey plan submitted, nor any application to extend the consent. Confirmed as lapsed.	
	Ngunguru Ford Road	4 July 2017	How many times does it get graded; cost of grading; cost to have it sealed. Why "Council Maintenance ends here" sign where it is; can it get moved to further along road?	Completed
		Response	<p>The Council maintained portion of Ngunguru Ford Rd is 6.9 km long. The road was graded 10 times in the last 12 months.</p> <p>1300m³ of metal was also placed on road during the last 12 months.</p> <p>A total of 25 CRM's have been received for Ngunguru Ford Rd in the last 12 months. However, a number were received at the same time from a number of different people reporting the same issue.</p> <p>Grading is generally programmed on a monthly routine but can be weather dependant. During the monthly routine all the roads in a particular area are graded generally at the same time over a week or so.</p>	
	Waste Minimisation and Management Plan	June 2017	A request was received to participate in the development of the Waste Minimisation and Management Plan.	Completed
		Response	The plan was sent to Te Huinga and considered at the July meeting.	
	Papakainga Plan		Updates on the Papakianga Plan Change were requested.	Completed
		Response	An update to be provided for the Papakainga Plan change appeal. A report will be on the agenda of the Te Karearea Meeting on 16 August 2017	

	PRIORITIES	MEETING DATE	PROGRESS	STATUS
	Pataua Boat Ramp & Camp Resource Consent	19 July 2017	What does the consent allow to be built compared to what has been built?	Completed
		Response	What was approved was more than they built – WDC has put compliance in place. What is built is according to the consent.	
	Safety at Whangarei Falls	19 July 2017	Concern was expressed at the danger for visitors to Whangarei Falls	Completed
		Response	The upper falls bridge now has warning signs erected both sides stating “Danger. Do not attempt to cross the bridge if water is flowing over the top of the walkway.” There is also a safety barrier.	
	LTP – early engagement	16 August 2017	Request was made for early engagement opportunities for Hapu.	Completed
		Response	WDC made known we were open to meeting with hapu at their request. Meetings were arranged for Pakotai, and with Patuharakeke.	
	Rubbish on roads		Eg: Crane Road = regular site for illegal dumping. Skips at village centres? eg: Pipiwai/Oakura. More transfer stations? (Over summer) eg: Opotiki. Get volunteers/community involved? Rubbish from Christmas to Waitangi week at Ohinewai. Litter on Te Hononga Street and Puna Rere Drive.	Completed
		Response	These concerns were referred to the Waste Minimisation And Management Plan process.	

6.4 Whangarei District Council Branding

Meeting: Te Karearea Strategic Partnership Forum
Date of meeting: 18 April 2018
Reporting officer: Tim Conn (Manager Communications)

1 Purpose

The purpose of this item is to present the strategic brand review process for the Whangarei District Council and gain feedback from Te Karearea Strategic Partnership Forum.

2 Recommendation

That Te Karearea Strategic Partnership Forum provides feedback.

3 Background

The overarching *Brand Elevation Project* aims to deliver a more cohesive, consistent brand identity across Council's brands as well as clear 'ownership' by Council where appropriate.

Council currently owns or is a key stakeholder in a stable of around 40 event and service related brands that have little or no visible connection or ownership back to Council and mostly do not reflect our cultural heritage.

A good percentage of these brands are well known, trusted or well-liked by the public.

Council engaged Big Fish Creative to undertake a strategic and creative review of these brands, to ultimately build WDC's brand reputation.

4 Significance and engagement

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy.

6.5 Infrastructure Operations Update

Meeting: Te Kārearea Strategic Partnership Forum
Date of meeting: 18 April 2018
Reporting officer: Simon Weston (General Manager Infrastructure)

1 Purpose

To ensure members of Te Kārearea Strategic Partnership Forum are well informed on Council's infrastructure programme.

2 Recommendation

That Te Kārearea Strategic Partnership Forum note the Infrastructure Operations Report Update.

3 Background

Please find attached the Infrastructure Operations Report for the month of April 2018, outlining progress on Infrastructure works for the District from February 2018.

4 Attachments

Infrastructure Operations Report – April 2018

Infrastructure Operations Report for Te Karearea Strategic Partnership Forum - April 2018

Infrastructure Development Projects Overview

Planning & Capital Works

Planning & Capital Works Projects	Current Stage	Due
Sense of Place Projects		
Car Park to Park	Design	Jun-19
Hatea Loop Lighting	Construction	Mar-18
Amenity Dredging	Construction	Jun-18
Camera Obscura	Funding applications	Mar-18
Parks & Recreation Projects		
Matapouri Beach Restoration	Design & consenting	Mar-18
One Tree Point Seawall Investigation	Procurement	Jun-18
Seawall Renewals 17/18	Design	Jun-18
One Tree Point Cliff Erosion Management	Consenting	On-hold
Sandy Bay Beach Restoration – Car Parks	Complete	Feb-18
Otaika Sports Park Field Construction	Construction	Apr-19
Hikurangi Multiuse Hardcourt	Construction	Feb-18
William Fraser Memorial Park Development (Pohe Island)	Design	Apr-18
Parihaka Track Renewals	Construction	Jun-18
Laurie Hall Park	Design	Feb-18
Ruakaka Sports Field	Design	Mar-18
Abbey Caves Car Park & Toilet Facility	Concept Design Procurement	Mar-18
Quarry Gardens Car Park	Concept Design	May-18
Water Projects		
Ridermain Replacement 2018/19	Design	Apr-18
Three Mile Bush Road Reservoir	Prelim Investigation	Mar-18
Reservoir Rehabilitation 2017/18	Construction	Mar-18
Whau Valley WTP Upgrade Professional Services	Preliminary Design	Ongoing
Waste & Drainage Projects		
Tarewa Emergency Storage	Construction	Jun-18
Regulatory		
New Dog Pound	Investigation	Jun-18

Waste and Drainage

Waste and Drainage Projects	Current Stage	Due
Construction of Rama Rd Stages 2 and 3	Tender	Jun-18
Langs Bridge PS-Rising Main Replacement	Design	On hold
Union Street Wastewater Upgrade	Planning	Jun-18

Water

Water Projects	Current Stage	Due
Water Treatment Plant Upgrades	Construction	Jun-18
Meter Replacement Contract 2017/18	Construction	Apr-18
Reticulation Programmed Works 2017/18	Construction	Jun-18
Minor Projects - Emergency Works	Design	Jun-18
Ruddells Raw Water Line Renewal	Construction	May-18

Roading

Roading Projects	Current Stage	Due
Thompson & Old Tokatoka Rd bridge upgrades	Complete	Oct-17
Kokopu Rd Pavement Rehabs (x3)	Complete	Nov-17
Cycleway – Kamo Stage 1 (Rust Ave to Cross St)	Construction	May-18
Cycleway – Kamo Stage 2 Separable Portion 1 (Cross St to Wrack St)	Construction	Jun-18
Cycleway – Kamo Stage 2 Separable Portion 2 (Wrack St to Kamo Rd)	Construction	Oct-18
Cycleway – Kamo Stage 3 Fisher Tc Underpass	Tender	Jan-19
Cycleway – Kamo Stage 4a (Kamo Rd to Puna Rere Dr)	Tender	Mar-19
Cycleway – Kamo Stage 4b (Jack St to Fisher Tc)	Tender	Mar-19
Springfield Rd Pavement Rehab	Construction	Apr-18
Abbey Caves Slip Remediation	Construction	Feb-18
Ararua Rd Bridge Upgrade	Re-Tender	Feb-18
Bank St Pavement Rehab & Resurfacing	Complete	Oct-17
Wright/McCardle Rd Seal Extensions	Construction	Apr-18
Wilson Rd Bridge upgrade	Construction	Apr-18
Dr Hill Rd bridge 557 upgrade	Construction	Apr-18
General Bridge maintenance 1718	Construction	Jun-18
Scour protection Bridge maintenance 1718	Construction	Jun-18
Pipiwai & Whatitiri Rd Pavement Rehab	Tender	Jan-18
LED Street Lighting – Luminaire Supply (P Category)	Supply	Completed
LED Street Lighting – Twin Coast Discovery Upgrade	Construction	Apr-18
LED Street Lighting – Northern Area Installation (P Category)	Construction	May-18
LED Street Lighting – Southern Area Installation (P Category)	Construction	May-18
LED Street Lighting – Supply and Installation (V Category)	Design/Construction	Jan-18/Sept-18
Porowini Ave / Tarewa Rd Intersection Improvements	Re-tender	Jul-18

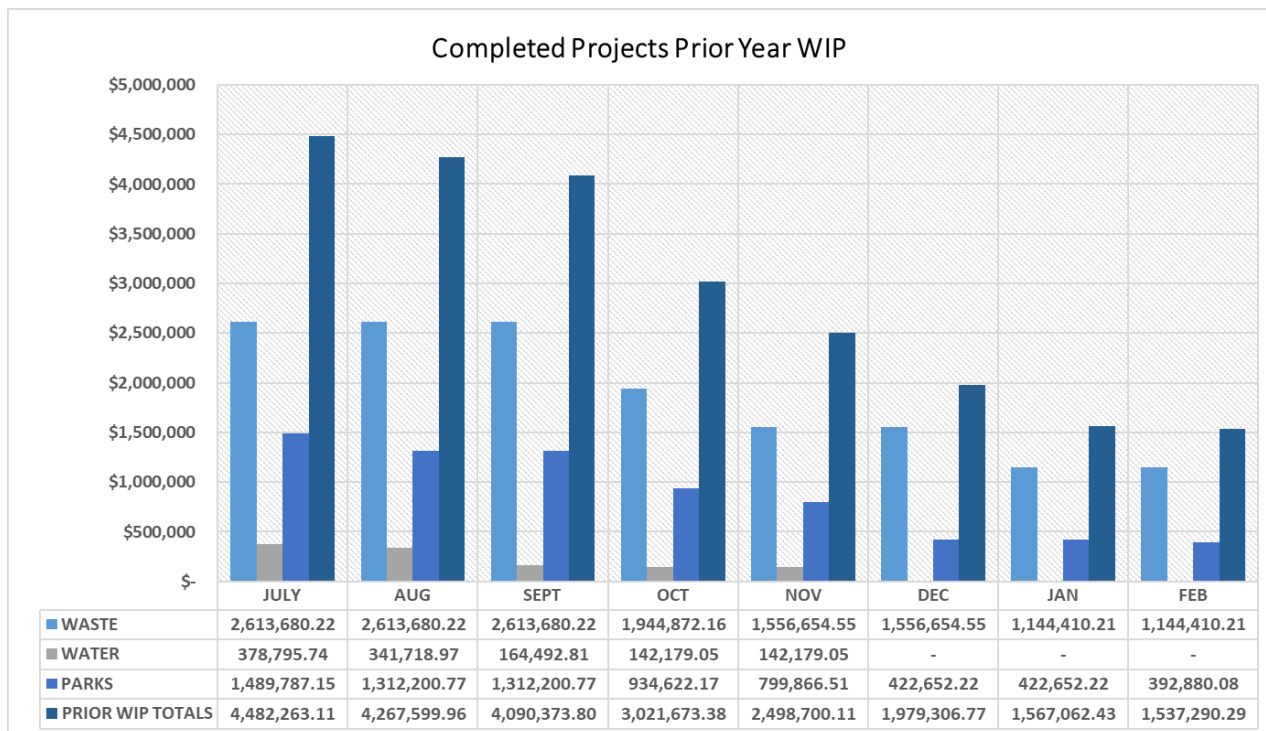
Parks and Recreation

Parks and Recreation Projects	Current Stage	Due
Urban Design - Themed Communities and Settlements	Construction	ongoing
Parks Interpretation Information – Heritage signs	Investigation	Jun-18
Otangarei Centre Development - playground	Concept	2018
Ngunguru Cycleway	Design	Apr-18
Pataua North Boat Ramp	Completed	Sep-17

Infrastructure Development

Capitalisation

The prior period WIP had limited movement in February as staff worked through older projects, which can prove more difficult to compile the information required to capitalise.



To assist this process, and ensure that all prior period WIP is capitalised by year end, one on one sessions have been arranged with the department managers responsible for capitalisation of each activity. The team are also working alongside Finance, who are planning a new round of capitalisation training. Since July the balance of prior period WIP has reduced by \$2.94 million.

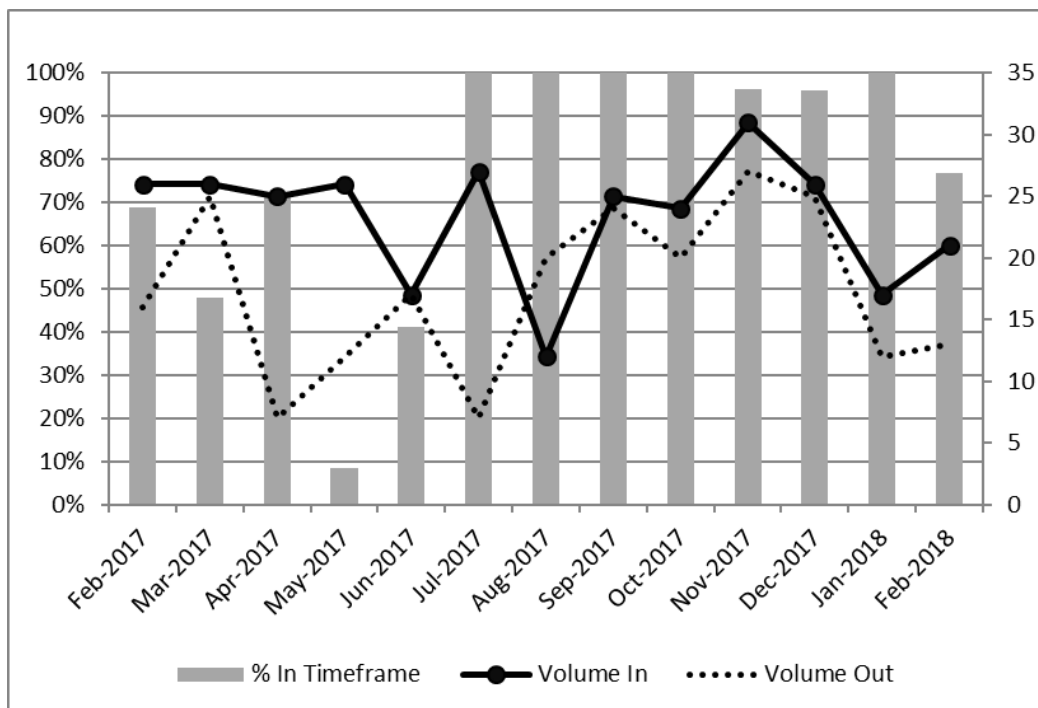
Asset Management and the Long Term Plan

Since the restructure the Infrastructure Development Department have taken on formal co-ordination of the Asset Management and Long Term Plan portfolio for Infrastructure. This portfolio involves co-ordinating the development of Asset Management Plans by each of the activities (there is a dedicated asset manager in each department), producing a 30 year Infrastructure Strategy and co-ordinating development contributions modelling.

In February the draft Development Contributions Policy was updated to reflect modelling undertaken, with the changes being worked through in a Council Briefing. Both the draft Policy and the Infrastructure Strategy were adopted for consultation on the 28th February.

Development Engineering

The Resource Consent Development Engineers shifted to Infrastructure when the new structure came into effect on 01 July. This coincided with the team filling the vacant Development Engineer's position which has in turn assisted in 100% of applications being processed within timeframe from July to October.

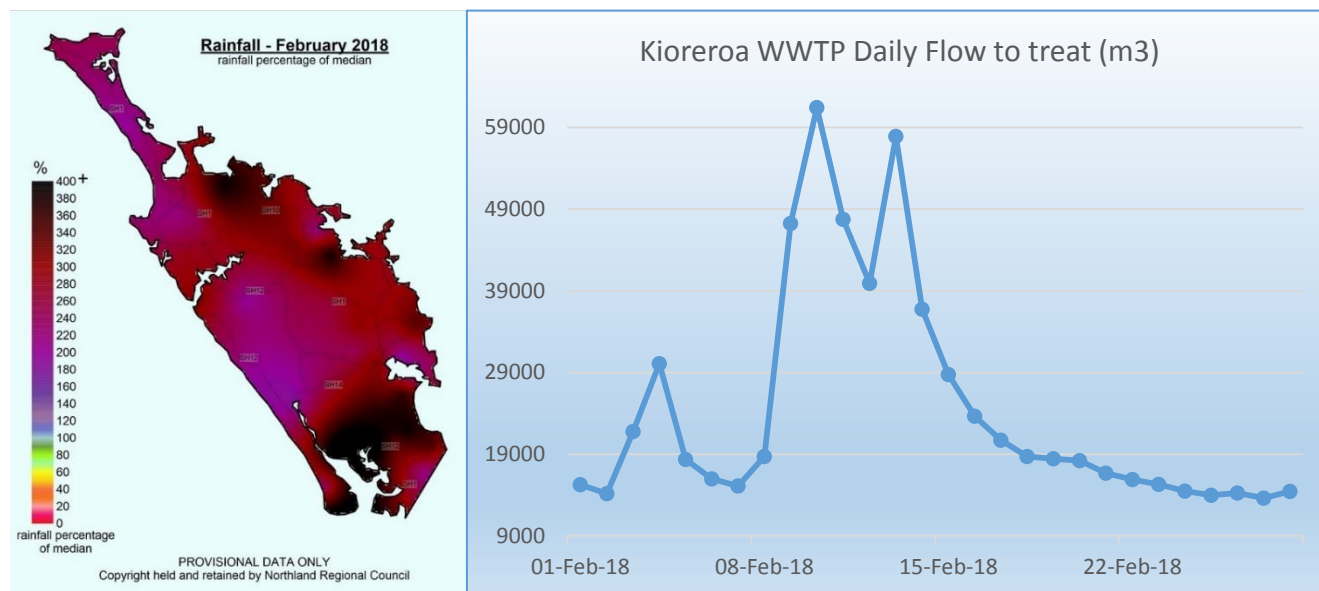


However, the volume of applications received remains high and while applications processed within timeframe returned to 100% January (having dropped to 96% in November and December) the team have received a number of larger, more complex applications in February. As a result, applications processed within timeframe dropped below 80% last month and we are working through resourcing options to clear backlog and meet demand going forward.

Waste and Drainage

Operations

Whangarei WWTP



NRC image depicting the percentage of normal rainfall and graph illustrating the flow in m³/d through Whangarei WWTP

Operations and Maintenance

Health and Safety

- A new staff member was inducted
- Test and Taging equipment was completed
- Dangerous goods store step painted
- Chemical handler training being scheduled
- Chemical audit report discussed
- Signs on entrance gate replaced at Ngunguru

Kioreroa WWTP

- Biogas generator support installed
- Extreme flows recorded; Hatea operated

Rural WWTP

- Oakura water pump leaking
- Oakura generator purchased and delivered
- Ngunguru and Tutukaka testing for pathogen loading
- Ruakaka roads require spraying
- Tutukaka UV's cleaning better with SS wiper rings
- Hikurangi chemicals delivered
- Waiotira wetlands weeds sprayed
- Oakura, Ruakaka and Portland roads sprayed
- Hikurangi membrane building given go ahead

Human Resources

- Toby Bergerson started as a wastewater treatment technician
- Judith Ellensohn starting as Project Engineer 3 April

Reticulation

There were five sewerage spills in February; this is an unusually bad month due to the rainfall that occurred.

Date Spill Started / Ceased	Location	Cause	Volume (m³)	NHDB Notified of the event	Type of Sewage	Action Taken
4/02/2018	Riverside Drive adjacent to Vale Road	Partial rag blockage in downstream line coupled with elevated flows in the morning resulted in brief surcharges from the manhole cover when the upstream pump cycled	<100litres	Yes	Raw/unscreened	Both NRC and DHB notified along with WDC staff, line flushed, no contamination visible on road
5/02/2018	4 Paranui Crescent Tikipunga Whangarei	Heavy root intrusion in manhole partially blocking outlet coupled with elevated flows	<50m³	Yes	Raw/unscreened	Roots cleared, pond pumped back to sewer, NRC and DHB notified, too return to remove remainder of roots, seal manhole and remove willow tree
10/02/2018	Various locations around harbour catchment both identified and possibly not identified	Sewer networks over capacity surcharging at several known locations in the harbour catchment and possibly other locations that we were not aware of due to persistent heavy rain	<10m³ DWE	Yes	Raw/storm water content	NRC and DHB notified at 12:15, cones and barriers installed at Heretaunga and Takahe Street isolating contamination from public

13/02/2018	Various locations around harbour catchment both identified and possibly not identified	Sewer networks over capacity surcharging at several known locations in the harbour catchment and possibly other locations that we were not aware of due to persistent heavy rain	<10m ³ DWE	Yes	Raw/storm water content	NRC and DHB notified at 10:50, cones and barriers installed at Heretaunga and Takahe Street isolating contamination from public
22/02/2018	8 West End Avenue, Horahora, Whangarei	Unknown blockage in downstream manhole drop line	<2m ³	Yes	Raw/unscreened	NRC and DHB notified. Area cleaned and disinfected.

Capital Works Projects

Sewer CAPEX

Hikurangi Union Street project specified and put to quote by Hydrotech.

Sewer and Stormwater Renewals

Bank/Manse Street stormwater \$141K commenced

These sewer relines and replacements were approved to Hydrotech.

Heretaunga Street	HERET0006SM	HERET0016SM	150	91.9
Reyburn Street	REYBU0058SM	REYBU0058SM	150	73.1
115 Lower Dent Street	DENTS0011SM	REYBU0058SM	150	95.4
42 Murdock Cres	MURD00042SM	MURDO0038SM	150	40.4
50a Morningside Road	MORNI0050SM	MORNI0047SM	150	20

Urgent 101 to 111 Morningside job for road replacement requested from Hydrotech.

Consents and Compliance

Ngunguru ammonia non-compliant.

Policy and Procedures

Waste and Drainage is developing a standard/policy to define service standards and how Stormwater assets are maintained and constructed across the region, in cooperation with other internal stakeholders.

Storm Water

Hikurangi Swamp Flood Management Scheme

A Working Group Meeting was held and Terms of Reference revised and agreed on; to go to Council for approval.

Approval was given to recondition a large Plueger for scheme as a spare.

Drain cleaning for February is 4208 meters in Maruarua Stream, Ngaratunua

Some complaints about bank damage were received.

Solid Waste Operations

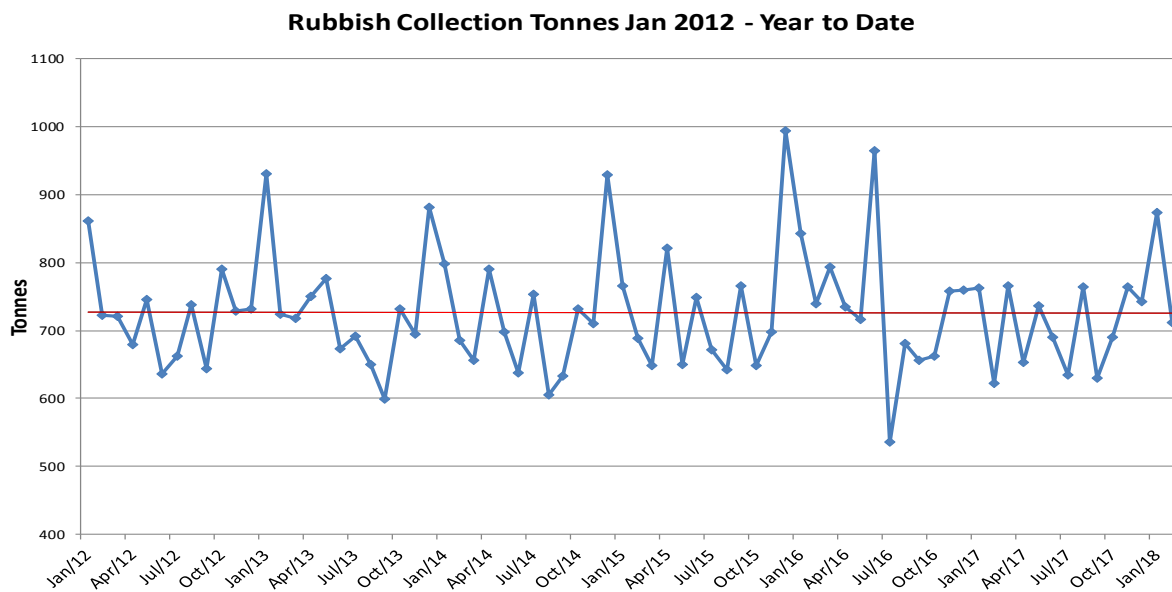
Monthly waste tonnages are shown in the table and charts below.

Rubbish Collection Tonnes	2017/18	2016/17	RTS Tonnes	2017/18	2016/17	Recycling Tonnes	2017/18	2016/17
June		690	June		277	June		532
May		736	May		328	May		658
April		653	April		368	April		566
March		766	March		321	March		561

February	711	622	February	320	311	February	700	701
January	873	762	January	412	412	January	848	668
December	742	760	December	439	406	December	783	621
November	764	758	November	311	386	November	624	589
October	690	663	October	316	371	October	623	563
September	630	656	September	323	298	September	527	688
August	764	681	August	330	332	August	441	567
July	634	535	July	264	297	July	583	515
Total for period	5808	8282	Total for period	2715	4107	Total for period	5129	7229

Kerbside Rubbish and Recycling Collection and Rural Transfer Station Operations

Rubbish and recycling and transfer station figures are similar to last year.



Laboratory Report

The Laboratory received 1128 samples requiring 2836 tests during February; 216 tests were subcontracted. 76% of jobs were reported within 5 working days. Sample numbers continue to show an increase compared with last year, current increase percentage for year to date is 12.5%.

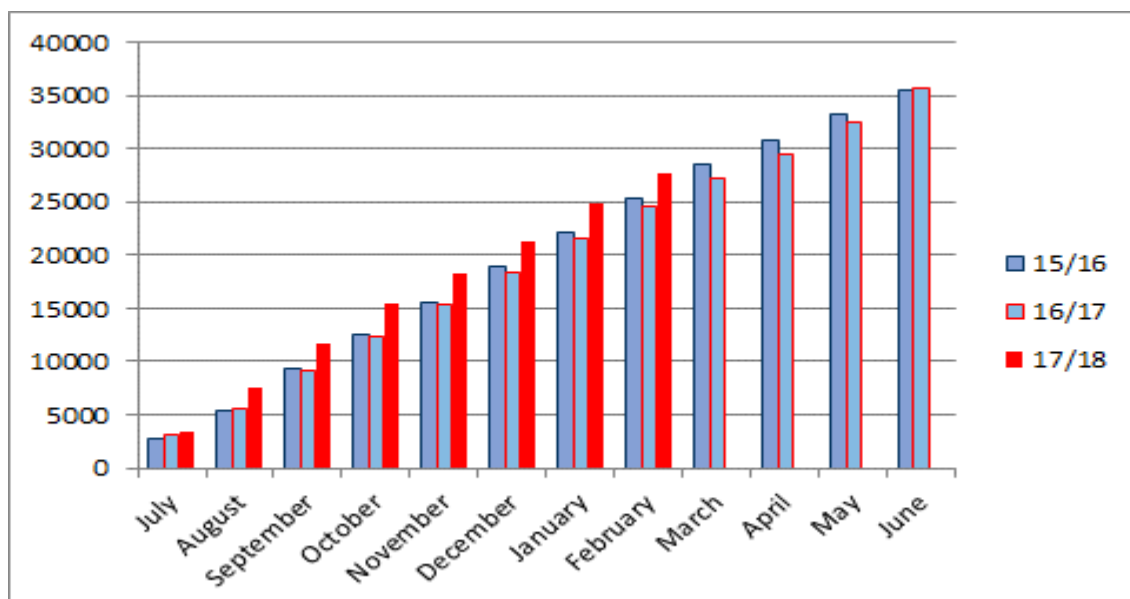


Figure 1; Tests performed to date for current year ending.

Infrastructure Planning & Capital Works

Projects

Sense of Place Projects

- Carpark to Park: Initial scoping works on the Carpark to Park project are completed, including concept design and budget estimates. The Carpark to Park Working Party has been formed and is underway. A decision has been made to time the physical works so that they do not interfere with the construction of Hundertwasser. A final program for the Hundertwasser construction has not been confirmed, however it is likely that construction of Carpark to Park will need to occur in 2019-2020 to prevent any interference.
- Hatea Loop Lighting: Contract Awarded to McKay. Physical works began 17 October 2017 and run through to March 2018.
- Amenity Dredging: This year's dredging is underway, starting outside the Art Park where last year ended.
- Whangarei Entranceways Signage: The civil works for the new Entranceway and Signage at Mander Park was completed December 2017. Planting will be completed after the hot summer months once weather is more favorable for plants to establish.
- Camera Obscura: The external project team are in the process of seeking funding for the construction of a camera obscura on Pohe Island. The site is planned to be preloaded with metal in March, weather permitting. The construction is planned to commence in August 2018.

Parks & Recreation Projects

- Matapouri Beach Restoration: Peer review of the engineering design is complete and comments are being incorporated/addressed. Community consultation will begin in April and the consent application will be lodged. It is anticipated that replenishment works will be undertaken from Spring 2018.
- One Tree Point Cliff Erosion Management: This project is on hold until a coastal erosion protection strategy along the whole of One Tree Point has been completed.
- One Tree Point Seawall Investigation: The investigation will look at the entire length of coast around the One Tree Point area and will be the first step to develop a consistent approach to erosion management in the area. The professional services tender was awarded in January to RS Engineering and the final report is due in June 2018.
- Seawall Renewals 17/18: The design and consenting works have been awarded to Hawthorn Geddes and are underway with the consent applications submitted to NRC.
- Ngunguru Seawall Renewal: Stage 1 at Te Maika Road is completed with agreed remedial works to the top of the wall and grass area to be completed once the contractor is available. Stage 2-3 seawall renewals along Ngunguru Road frontage are being reviewed based on community feedback. A concept plan is being prepared to refine the scope of work. Cost estimates will then be compared to budget. Additional funding will be necessary to achieve the community's desired outcomes.
- Sandy Bay Beach Restoration: The logs which were installed along the beach to manage the river, and sand fence have now been removed after a trial period. An investigation is underway to determine a long-term solution to manage erosion. Culvert extension/rock wall, car park reshaping/surfacing and drainage works are now completed. Finishing works to furniture and grass areas will be done after consultation with the local community has been completed.
- Otaika Sports Park Field Construction: The construction of two new sports fields at Otaika, including lighting, irrigation and drainage is currently underway, and the fields will be ready for the winter season April 2019.
- Hikurangi Multiuse Hardcourt: Construction of the hardcourt is now complete with only minor finishing works required. An application for resource consent to install the lighting has been lodged.
- William Fraser Memorial Park Development Pohe Island: Professional Services have been awarded to Hawthorn Geddes to design and document the central island carpark design through to physical works. This work package is due in April 2018.
- Ruakaka Sports Fields: The design for the two new fields and refurbishment of the existing fields is nearly completed.
- Laurie Hall Park: Drainage works are complete. Design for stage 2 of the upgrade of Laurie Hall Park is under revision. Construction of the new pathways and lighting is planned to commence in the 2018/19 financial year.
- Parihaka Track Renewals: The Contract has been awarded to Plantpro & Sons. Construction is underway on the Drummond Track.
- Limestone Island Pontoon – RS Engineering has been engaged to complete the design of the pontoon.

Parks and Recreation

Operational updates

Tracks:

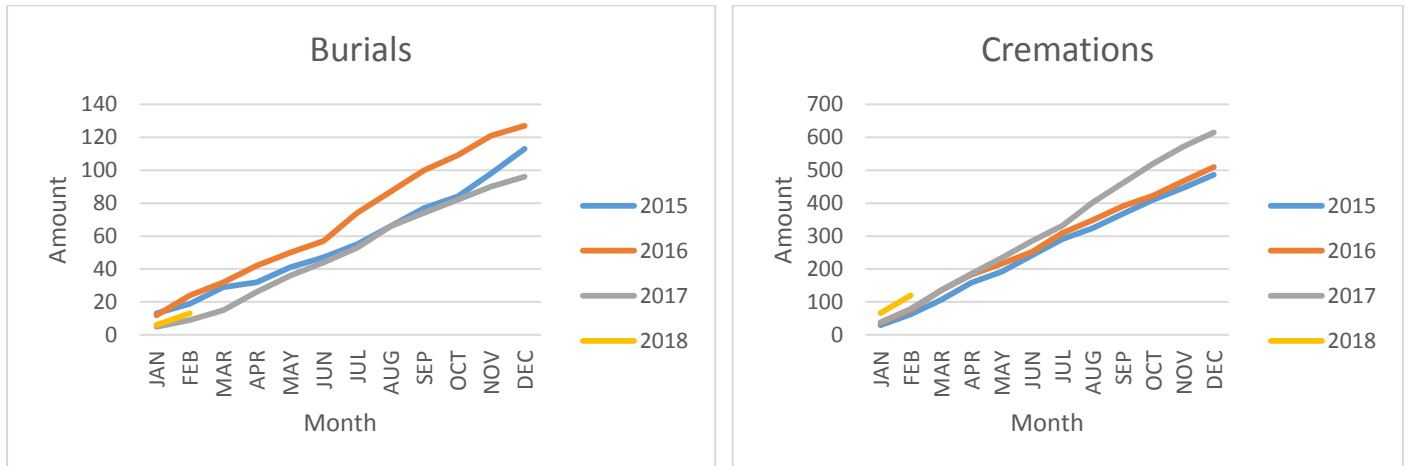
The upgrade of the Drummond Track continues and this is reported on by our Projects Team.

The new Track maintenance contract will start 1 April and has been awarded to Northland Park Care, the incumbent. Their proposal included a two-man crew working throughout the District meaning a faster response to CRM's and storm damage.

A new Kauri Dieback Disease hygiene station is planned for the main entrance to AH Reed. This is being donated by DOC. Our greatest risk is potentially at this site and effort needs to be made to minimize the risk of infection occurring.

Cemetery:

The trend of lower burial numbers and higher than usual cremation numbers is continuing.



Discussions have concluded with the local Muslim community to agree on setting aside a Muslim burial area.

Maunu Cemetery has just been awarded the Green Flag Award joining the list of 18 other parks and open spaces around NZ including Parihaka. This makes Maunu one of only 2 NZ cemeteries to have the award. The team are very proud of the result.



Botanica

Visitor numbers are continuing to climb with business returning to normal after the roof repairs in December. To improve the visibility of Botanica, the bridge linking Cafler Park to First Ave is receiving a face lift and later in March new signage will be installed.

Trees:

Some relatively minor wind events occurred during the month, which caused some tree damage. This generated an abnormal peak in CRM enquiries and all concerns were addressed by tree inspection by our arborists.

Treescape introduced an all new 'Tree Cloud' asset collection system this month, which records the inspection of every tree, plots it on a GIS plan providing council with 'live' data as work is being undertaken. New tree crews are also employed by Treescape, one being shared with Northpower and equipped with a fully electrically insulated EPV truck for high level work around power lines. Pace is already picking up for a flying start to the new contract on 1 April.

Coastal Structures:

The RS Consultant's report on coastal protection options from Pyle Road West to Marsden Cove is progressing well. In the meantime, interim repair measures have been undertaken along the timber retaining wall near Pyle Road West and a Request for Price (RFP) to remove the illegal seawall constructed of pipes.

Replacement of the Limestone Island pontoon will not be completed for the up-coming celebration of the release of the 150th Kiwi from the island back to the mainland. The ranger at Limestone Island has advised that they can manage by using the northern lagoon and boat for another six months to disembark visitors. As part of NRC's normal monitoring of coastal structures WDC has been asked to make the old wharf on Limestone Island safe. This wharf is not used by the public and feedback from the local ranger is that it does have wildlife value and they would prefer to see it isolated to remove human risk than see it demolished. This is a very cost effective solution that we are working towards.

Sports fields:

Significant rain (200mm) fell during February, and with the hot humid conditions, grass growth has been rapid.

Further action at Cobham Oval kept ground staff very busy. Three Ford Trophy matches were held during the month. The changeover from summer to winter codes is underway, with fields not being used for summer codes being line marked for winter.

Vehicles continue to be a problem at some parks, with some individuals seemingly determined to get onto the sports fields to skid around. The contractor is having to repair or add new bollards monthly.

Audit results averaged 95.4% against a target of 90%.

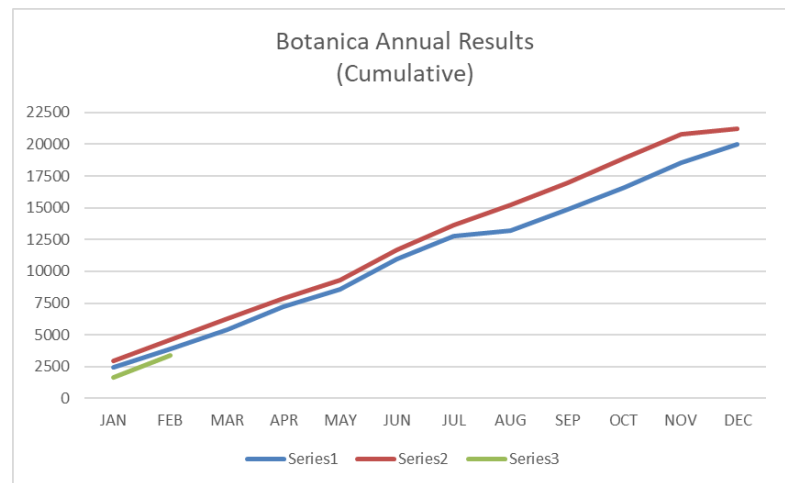
Parks and Gardens:

Another warm (average Max temp of 25.3 C) and wet (200mm rainfall) month produced rapid weed growth throughout the District, making it hard for the Contractor to keep up with their schedules. The annual bedding displays did not require additional watering and are still showing great colour. Preparation for the winter annual displays will take place in March.

The Hanging baskets around town are looking their best in years. The outstanding display of colour and form throughout Summer received plenty of positive feedback from the public.

February was another difficult month for the contractors' mowing crews as the extreme growth continued throughout most of the City and District North. The growth slowed marginally for the team covering District South. Freedom campers are still an issue on sites such as Woolleys Bay and Sandy Bay.

The contractor has been water blasting, staining, painting and maintaining Parks assets from Wellingtons Bay through to Sandy Bay, Lake Waro, Ngunguru and Scows Landing. Picnic tables at Oakura were painted as well as park furniture at Teal Bay, Mair Park, and the Library.



With a few heavy rainfalls, many drains were checked and cleared. These included Mair Park, Hodges Park, Tait St Reserve and Laurie Hall.

New bollards were installed at Panorama Reserve which had a significant issue with people doing wheelies on the park. The land at Panorama Dr is part reserve and part church land. We worked with the owner (The Church of Jesus Christ of Latter Day Saints) with a cost share arrangement to block off the whole road frontage.

New macrocarpa bench seats and concrete pads were installed on the Onerahi Foreshore. In Waipu, a new bench seat, supplied by the Menshed, was installed on the Waipu Cycleway.



Panorama Reserve

At Wellingtons Bay, a new handrail has been fitted to the stairway down to the beach and the treads were re-secured. The fence at the top is past its use by date and is in serious need of replacing, have suggested installing barriers the same as McLeod's Bay which double as seating.

Replacement of Bollards was also undertaken at the Onerahi Scout Hall after they were vandalised with a chainsaw

Playgrounds and Skate parks:

During February, the contractor repaired the seesaw at Mander Park and had to replace some rope items at the Town Basin. Graffiti was removed from Kamo Sports Park, Sherwood Park, Korau Park and Laurie Hall Park playgrounds.

One of the sails at the Town Basin has been replaced, as it was ripped.

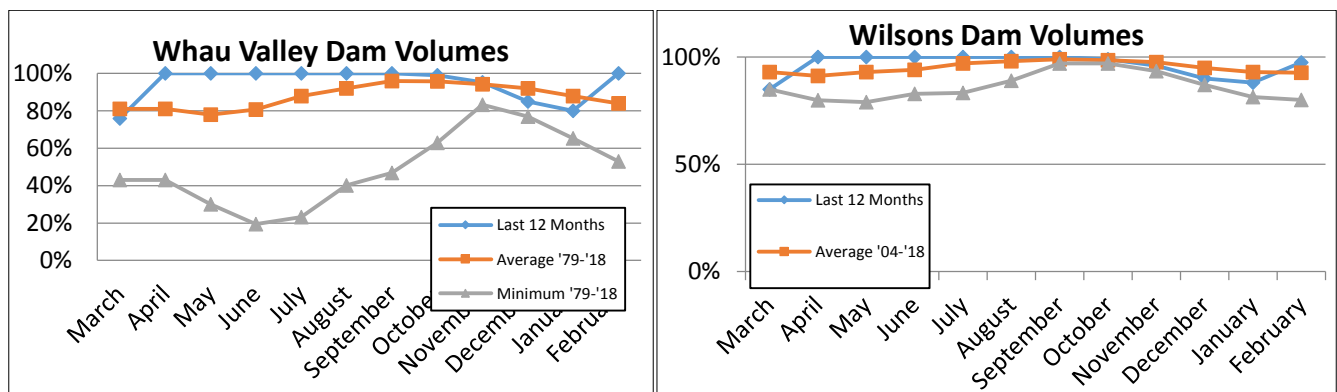
The new playground at Amber Place has been completed. However, the supplier miscalculated the distance between the playground structure and the shade sail, giving kids access to the sail. In the short term the sail was removed. The supplier has agreed to make some alterations to the playground at their cost, to rectify this issue. This work will be undertaken in late March or early April.

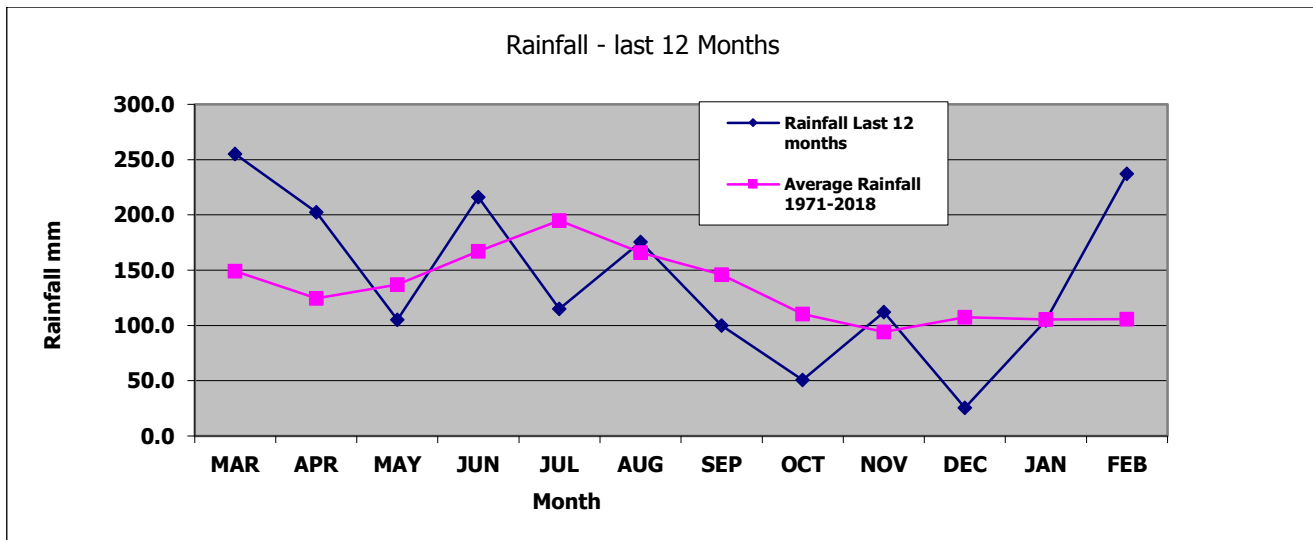
The playground at Ruakaka is complete. We have yet to install the shade sail, which will be going up shortly. We plan to install a new swing set into Shearwater Reserve (One tree Point) in the next 2 months. This is to offset some confusion around moving the old playground at Ruakaka Rec to this reserve.

Water Services

Rainfall and Water Sources

The moist North Easterly airflow brought plenty of rain to the district in February with 237mm falling in town during the month. This was the third wettest February at Whau Valley and both dams jumped back up to near 100%. This is unusual for the time of year and it is now unlikely that we will have any water availability concerns at any of our sources before next summer.





Production Report

A report has been received on the forced shut down incident at the Ruakaka water treatment plant in January. The report identified the cause of the problem as the Ruakaka River source. It is likely that a build up of silt following heavy rains the preceding week had caused the wet well to become partially blocked. This in turn lead to air being drawn into the pumps and compressed into very fine bubbles. These bubbles impacted on the performance of the treatment plant and in particular the clarifiers. Whilst the issue was well handled by staff it did require the temporary shutdown of the plant leading to the Refinery running low on water. Staff have since met with Refinery personnel with a view to improving protocols around such incidents in future. There are also some plant improvements that can be made to improve the resilience of the Ruakaka plant.

Capital Works

Work is nearly complete on the preliminary design for the new Whau Valley Water Treatment Plant. This will be followed by the detailed design before the work can be tendered. Work has started on the logging of the pine trees at Whau Valley and this should be complete well before any other physical works is undertaken along the same road.



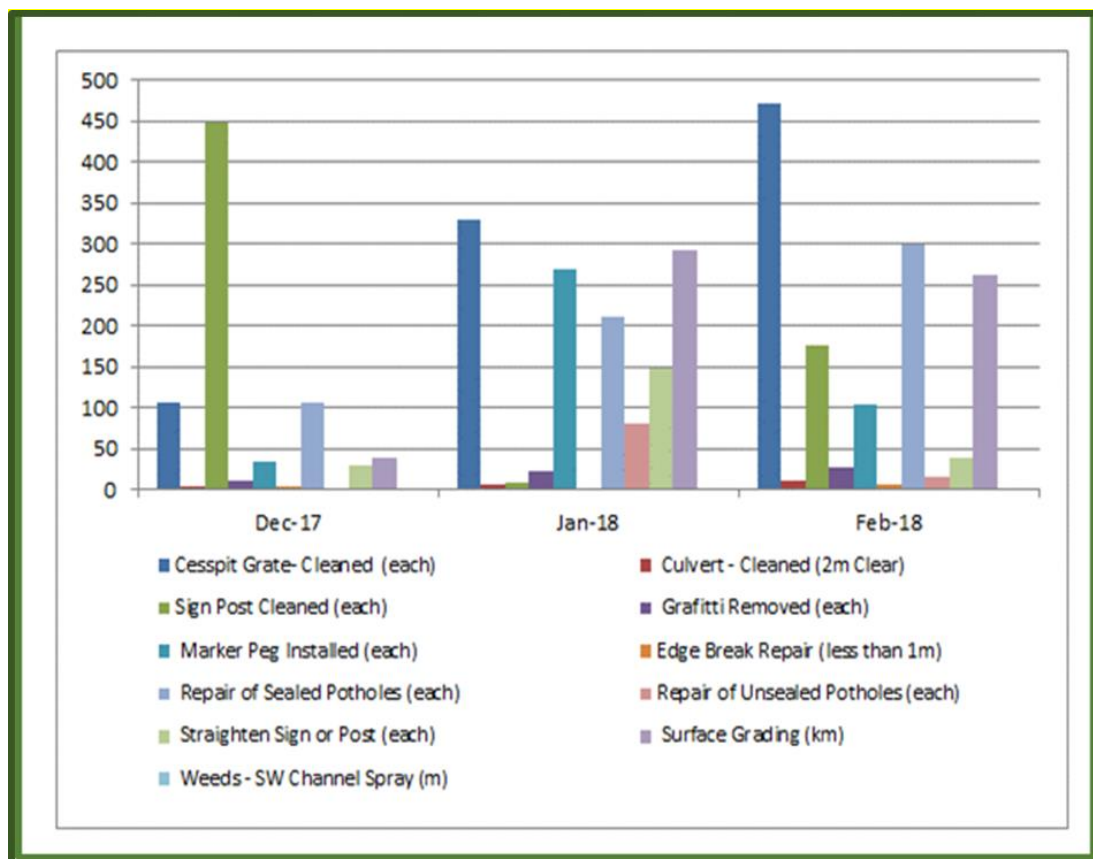
Work on the meter replacement is now complete for the year. The Ruddells raw water line replacement project tendered before Christmas was awarded in mid-February. Work is now underway and is expected to be completed in May.

Roading

Maintenance

Routine work this month has been mainly responsive work due to adverse weather conditions for this time of year involving pothole repairs, surface detritus, cleaning and maintenance grading. Two dedicated patrol units have been concentrating on routine work including general maintenance of signage and other assets, edge marker pegs, minor vegetation sight clearing and cesspit grate/surface water channel cleaning.

Roading Operational Outputs - Monthly Achievement – Routine Works



Pavement Rehabilitation and Seal Extensions.

The programme of rehabs on rural roads has commenced and is programmed to be all completed by April this year. Works have been completed on 3 small sections on Kokopu Rd, as well as a major slip repair on Abbey Caves Rd. A section on Springfield Rd, and Rehabs on Pipiwai Rd and Whatitiri Rd are currently under construction. The seal extension contract for 2.5km of new seal on Wrights and McCardle Rds has been awarded and construction started in early late November. 2 of the 6 sections of road to be sealed as part of this project were completed and sealed prior to Christmas. 2 more sections are nearly ready for seal and work has commenced on the final 2 sections.

Bridge Repair

The upgrade of the first of the bridges on Doctors Hill Road and the Thompson and Old Tokatoka Rd bridges are now complete. Upgrade of the second bridge on Doctors Hill Road, Ararua Rd and Wilson Rd bridges will be completed by April of this year. Major bridge maintenance contracts for scour protection and general maintenance are under construction.

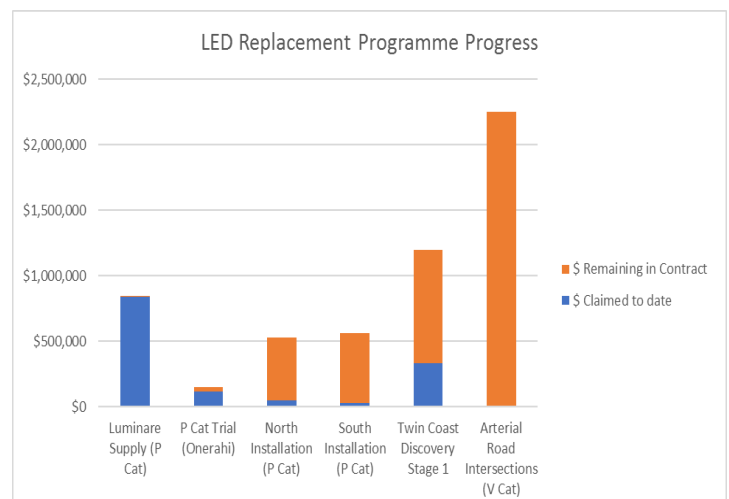
LED Street Light Conversion

Funding has been approved from NZTA for \$6.6M to replace the existing streetlights with energy efficient LEDs. This work is funded at 85% FAR (subsidy) for work completed by 30 June 2018.

The installation trial that was undertaken on the Onerahi/Whangarei Heads area is now complete.

The two contracts for the installation of the P-Category lights in the northern and southern halves of the Whangarei District Council area have been awarded to Currie Electrical and McKays. Work on these contracts started in January and is due to be completed in May. In total, 800 P-Category lights have been installed to date.

The upgrade of the V-Category (Arterial road) lights on the Twin Coast Discovery Highway in Whangarei City, which is being undertaken by Currie Electrical, is well underway. The V Category lights for the arterial road intersections have been designed and a preferred light supplier determined. As there are only 80 intersection lights, this work is likely to be included in the Twin Coast Discovery Highway contract as a variation.



The 200 V-Category lights in rural areas will be designed by early March and it is expected that these should be ordered and installed before the end of June. The remaining 1,000 V-Category lights for mid-block areas in Whangarei City are to be designed by the end of March 2018. Originally it was intended for the existing V-Category lights to be replaced on a like-for-like basis with new LEDs by June 2018. However, this is no longer possible without compromising the lighting design. This has resulted in the order of these luminaires being delayed until the lighting design is completed in April which, with a 3-4 month lead time, will result in these arriving after 30 June. Discussions with NZTA have confirmed that the 85% FAR will still apply to the luminaire supply for these V-Category lights as long as they are ordered before 30 June.

We are currently determining whether the central management system (CMS) to control the new LED streetlights can be provided by the Spark proposed "Smart Cities" LoRaWAN network.

Kamo Cycleway

The stage 2 contract (Cross St to Kamo Rd) has been awarded and construction has commenced. Construction of the cycleway for Stage 1 were completed by the end of January but works on the Railway and Crossing controls will not be completed until May.



The programme of works and progress is reported below:

Stage 1 (CON16020 Rust Avenue to Cross Street)

- Civil works 95% complete
- Fencing at Whangarei Club on hold. KiwiRail are opting to fix a slump in the upper dry stonewall embankment (near Rust Ave) before we complete this section. Target completion date for all works here is May 2018. This section is to be opened for public use as part of the official opening of the first section (Rust Ave to Manse St).
- Railway signalling to be done by KiwiRail contractor in March-May, with commissioning in mid-May
- Planting will be completed over the next few months.
- Stage 1 has a target official opening of June 2018.

Stage 2 (CON16086 Cross Street to Kamo Road)

SP 1 Cross Street to Wrack St (target completion of mid-2018)

- Earthworks nearly complete
- Manse St / Lupton Ave intersection improvements started
- First section of concrete due for pour in early February

SP 2 Wrack St to Kensington Ave has started. Closure of Wrack St intersection with Lupton Avenue is planned for May-June 2018. SP 2 Kensington Ave to Kamo Rd will start mid-2018, target completion date of late-2018.

Stage 3 (Kamo Rd to Jack Street)

- Design completed, awaiting KiwiRail feedback
- Physical works in 2018-19

Stage 4 (Adams Place to Fisher Terrace)

- Path design mostly complete
- underpass preliminary design completed, awaiting KiwiRail 50% review feedback
- Underpass construction likely to take place during the Christmas railway shutdown.

Stage 5 (Fisher Terrace to Kamo village)

- Scoping design underway for future links to Kamo Intermediate, Kamo High School and Kamo Village. This will involve a combination of shared paths and traffic calming (greenways).

The Walking and Cycling Strategy

The Walking and Cycling Strategy 2012 is currently undergoing its 5-yearly review. The updated strategy will be the keystone for securing funding for urban walking and cycling projects, as well as strategic regional walking and cycling connections through Whangarei District.

An initial review has been undertaken, which has included consultation with Council's Walking and Cycling Reference Group, Northland Regional Council and other key stakeholders. A workshop with key stakeholders was held on the 9th February. The focus of this workshop was agreeing the major issues and goals for the Strategy, as well as prioritising strategic actions and implementation mechanisms.

It is anticipated that the Draft Strategy will be available for formal public feedback this month.

Te Matau a Pohe Road Light Replacement

- A project has been initiated to replace the road lights on Te Matau a Pohe which are located below the crash barriers on each side of the road. This project will look to replace the existing LED lights with a new light which is more suitable for this environment and less prone to failure. Offers of service will be sought in March for an electrical designer to carry out a review of the existing lights and to determine a suitable replacement. In conjunction with this work, a review of the CCTV cameras and PA system will be undertaken at the same time.
- Once an electrical designer has been engaged it will take about 2-3 months for the lighting design to be developed because the lighting designers are currently stretched nationally due to the LED streetlight roll-out. Following the receipt of the design, a lighting supplier will be engaged. It is likely that any luminaires will be sourced from overseas and this typically takes 3 months to be manufactured and shipped to the country and a further month to install. Based on this, it is expected that the new lights will be installed by about October. The cost of this work is not yet known.
- In the interim, we will continue to replace faulty lights using existing lights from the ends of the bridge. This is only a short term strategy until the new lights are installed.

Whangarei District Road Safety Promotion January 2018

- **Key Activities for February:**
- **SAID (Stop Alcohol Impaired Driving):** 4 participants attended in February
- **Drive Soba:** 4 and 8 recidivists are attending programmes due for completion in 2 March and 26 April respectively.
- **Young Drivers:** Of 20 learners, 16 completed, 15 sat and 14 passed.
- **Speed:** A radio advertising campaign is ongoing to target speed around road works. Speed advertising will commence in March on 2 bus backs and 4 cinemas
- **Community Mentor Driver Programme:** 24 learners are being mentored by 13 volunteer mentors, including 2 new. They carried out 135 hours. 2 sat and 2 passed restricted licences.
- **Restraints:** 500 interactions approx occurred at the Ngapuhi Festival, 71 adults completed questionnaires to enter the draw for a booster seat. A family with 4 and 1 on the way won. In February 33 Adults and 68 children engaged in 2 kindy talks, 1 checking clinic and kindy talk and 1 full workshop.
- **Motor Cycle Safety Campaign:** The report is being compiled by ACC nationally for regions.
- **RYDA:** 9 Secondary Schools in the district have committed to the RYDA programme for FY18.
- **Fatigue Stops:** 4 fatigue stops on SH1 have been completed since Oct last year, and 287 vehicles and 630 people took advantage of the services provided.

Key district issues

- Young Drivers
- Alcohol and/or drugs
- Speed
- Rural speed zone loss of control / head on
- Intersections

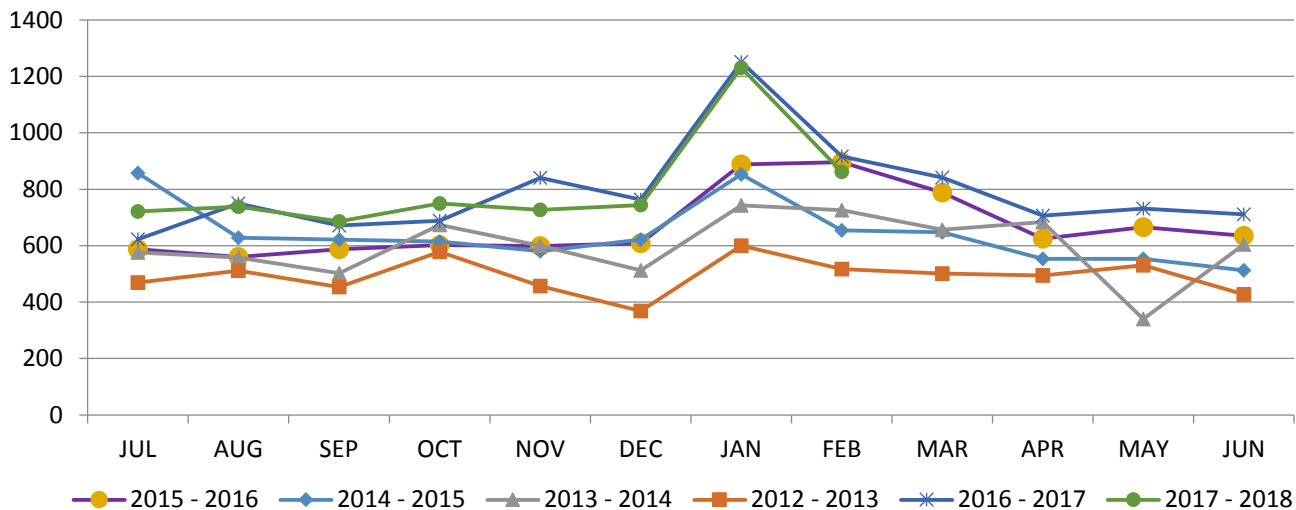
Northland Road Toll

Road Toll	Total for all 2016	Total for all 2017	Total at End January 2018	Whangarei District SH Network	Whangarei District Local Network
Whangarei	9	14	6	3	3
Kaipara	9	5	1	1	0
Far North	9	22	2	1	1
Totals	27	41	9	5	4

Customer Request Management Services

The Infrastructure Group received a total of 2081 CRMs in the month of February 2018. 4,435 CRMs for 2018 to-date with 28,852 CRMs in total for 2017.

Waste - Total Service Requests

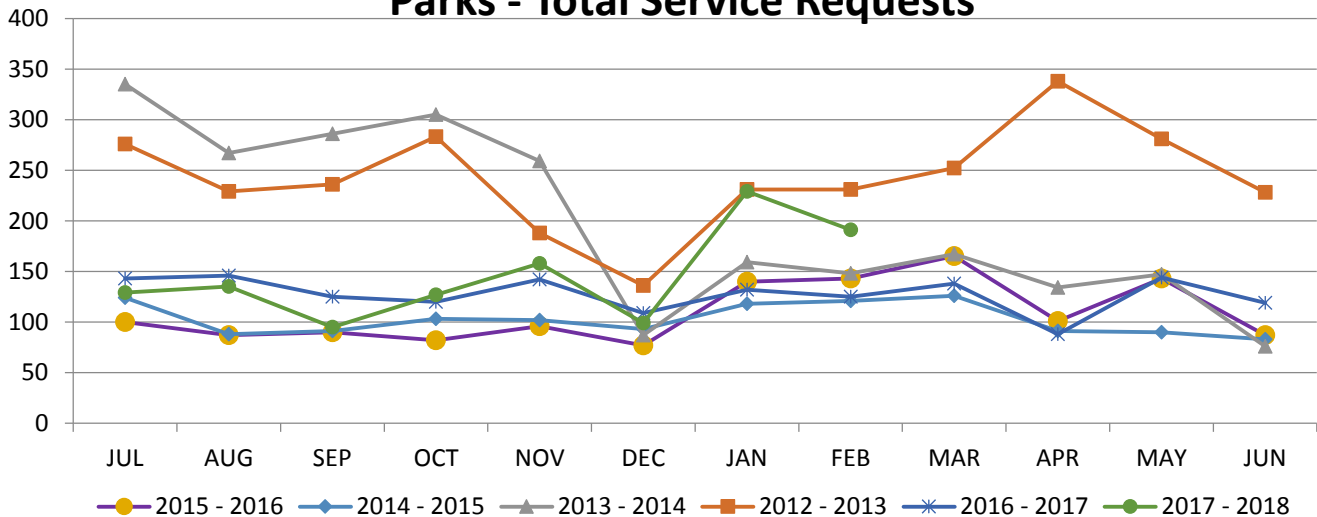


The Waste and Drainage Team received 862 CRMs in February 2018. 8 were impressed CRMs, 9 acceptable and no dissatisfied calls.

The top five CRM issues for our Waste and Drainage Department for the month of February were:

- Rubbish Queries- 232 calls (non-collection, fly tipping etc)
- Public Toilet queries/complaints- 113 (eg Soap dispenser empty).
- Recycling queries and complaints- 97 (eg Bin missed during collection)
- Stormwater queries- 86 (eg blocked storm drain)
- Sewer queries- 58 (eg blocked waste drain)

Parks - Total Service Requests

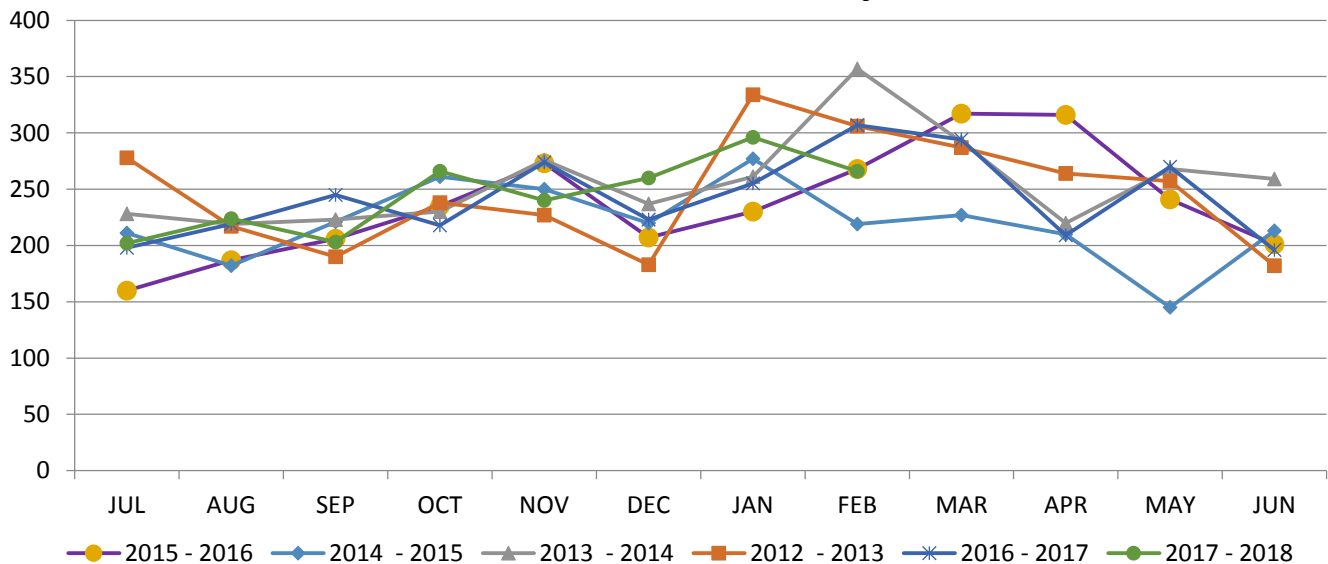


The Parks team received 191 CRMs in February 2018. There were 1 acceptable and 5 impressed CRM's recorded for the Parks Team in February and there were 2 Dissatisfied calls.

The top five CRM issues for our Parks and Recreation Department for the month of February were:

- General Parks queries- 92 (eg access to reserves, Drone requests etc)
- Tree and Street Tree queries- 79 (eg tree fallen over)
- Cemetery enquiries- 22 (Burial enquiries etc)
- Walkways- 15 (Works on walkways)
- Mowing- 21 (Mowing of Parks and reserves)

Water - Total Service Requests

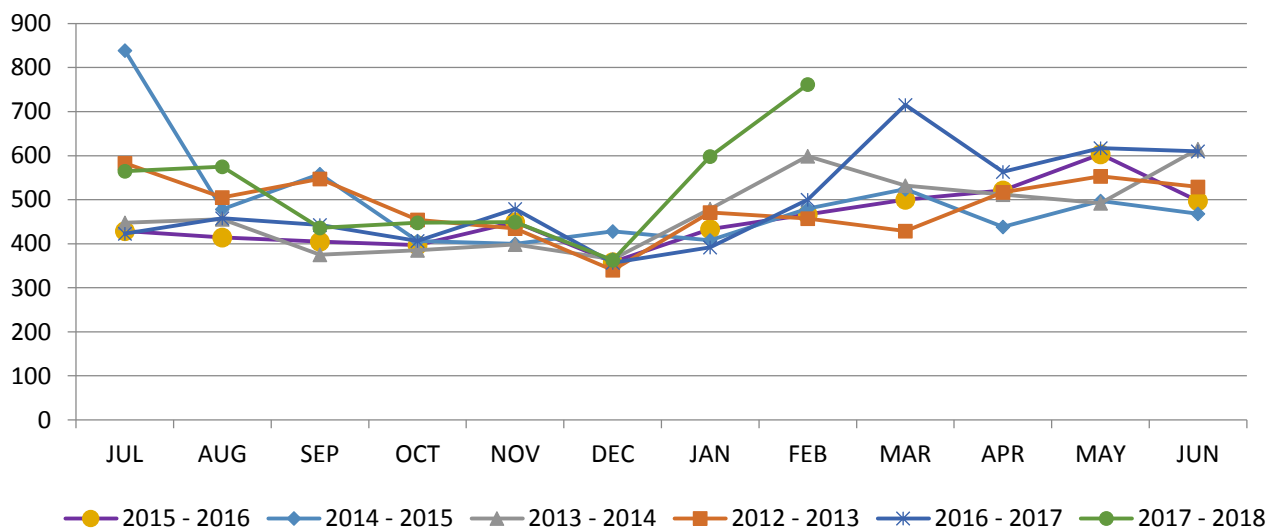


The Water team received 266 CRMs in February 2018. The Water Team received 7 acceptable, 25 impressed and 1 dissatisfied follow up calls.

The top five CRM issues for our Water Department for the month of February were:

- Water Leaks- 234 (Leak repairs or concerns)
- Meter Box Queries- 54 (New box, new meters)
- Quality- 18 (Water quality issues- clarity, odour, taste)
- General Water Queries- 16 (land enquiries etc)
- Water Pressure- 13 (Pressure related queries)

Roading - Total Service Requests



The Roding Team received 762 Customer Service Requests in February 2018. Roding had an increase in CRM's due to the heavy rain events we had in late January and February, most reports being stormwater issues.

There were 62 follow up calls made in the month of February. 7 customers were dissatisfied. 31 customers found our service acceptable. 24 customers were impressed by the Roding team and contractors.

The top five CRM issues for our Roding Department for the month of February 2018 were:

- | | |
|--|--|
| 1. 128 reports of Stormwater issues. | E.g. Maintenance and blocked drains. . |
| 2. 89 reports of Unsealed Road issues. | E.g. Grading and Pot holes |
| 3. 70 reports of General Maintenance | E.g. Safety issues. |
| 4. 70 reports of Street Lights | E.g. Repair and LED enquiries |
| 5. 60 reports of Parking Meters | E.g. Maintenance of sealed roads. |