

# LONG TERM PLAN 2024-2034 SUBMISSIONS

# Volume 10

**Submissions 511 to 570** 

From consultation 5 April to 6 May 2024

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# Your details

Full name (required)	DIANA MA	GuiRE	
Organisation (if applicable)			
Postal address			1
Phone		Email	
Hearing			
	will have 5-10 minutes t	and Thursday 23 May 2024 for present your feedback to e	for those wanting to present lected members in person or
Would you like to present	your views at the hear	ing?	
If yes, please make sure yo	our contact details in the	e previous section are correc	t so we can get in touch.
☐ Yes (in person)	☐ Yes	(via Microsoft Teams)	No
About you			
	approach. Your respons	rs of the community are provi ses will not be made public wi	
What is your age range?			
What is your ethnicity? (yo	ou may tick multiple bo	oxes)	
What is your gender?			
Do you live with impairmen	nts/long-term health co	onditions 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Bi	g Decision 1: Town Hall, library and archive
То	wn Hall (Consultation Document pages 13-18)
Ø	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	ne Council's Preferred Option and Alternative Option 1 include provision and budget to retain e Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep e façade?
П	Yes – keep the façade ☑ No – do not keep the façade
	asterton District Library and Wairarapa Archive (Consultation Document pages 19-24)
M	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.
Bi	g 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
D	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.
Bi	g Decision 3: Council Funding (Consultation Document pages 29-31)
Ø	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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	☐ Cease funding for this (annual saving of \$35K)	Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	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)	☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives  Fees and cha	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>○ OR</li> <li>□ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>
Da vou support our propo	sed fees and charges for 2024/25?	
□ Yes		☑ Don't know

# Your thoughts to help shape our thinking

Henley Lake and Lake of Re	emembrance (Consultatio	n Document page 42)	
Would you prefer the Council to and feel in the future if it would		lakes as they are now or ex	kplore a different look
Invest in maintaining the lak	es as they are now		
☐ Explore a different look and	feel in future if it would co	st less	
☐ Don't know			
Please tell us what you value ar	nd enjoy most about these	lakes now:	
Good wolking natural b Interesting i	eauty. vildlife sitors	ig)	
How we deliver customer see These questions will help inform When you need information about often? Please tick one opt	m a review of how we delivout Council services, even	ver our customer services. ts or activities, what chann	
☐ Visit the Council website		☐ Phone	e the Council
☐ Visit the Council's social me	dia pages – e.g. Facebook	or Instagram	the Council
☐ Visit the Queen Street Custon	mer Service Centre in perso	on	
☐ Other – please specify	local Newsper	pers	
When you need to report a pro Please tick one option.			
☐ Log a service request online	9	₩ Phone	e the Council
☐ Visit the Queen Street Custor	mer Service Centre	☐ Email	the Council
☐ Other – please specify			
When you need to pay your rate etc), what channel do you use r			ration, consent fees,
☐ Pay via the Council's website	e Pay in pers	on at the Queen Street Cu	stomer Service Centre
Pay by automatic payment of	or direct debit		
How often, on average, have yo Street Customer Service Centre			r contacted the Queen
☐ More than once a week	☐ Weekly	☐ Monthly	☐ Never
LTP Submissions Volume 10		☐ Monthly Ravely,	Page 7

How often, on average, have you v	risited the Queen Street (	Customer Service Cer	tre in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	Ravely,
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 les	ss Council business onlin	e?	
☐ More	Less	U	About the same
Do you have any other comments customer services that you would l			now? Or suggestions for
Please be au square, it looks	tifye the for	entain in ken pipe!	the town
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	ur feedback on the 2	024-34 Long Term Plan?
			$\sim$

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@MastertonDC

TE KAUNIHERA Ä-ROHE O WHAKAORIORI

MASTERTON

DISTRICT COUNCIL

Page 8

## Your details

Full name (required)	Warjory Wahapula	
Organisation (If applicable)	¥ ¥	
Postal address		
Phone	Email	
Hearing		
이 그는 마음, 그리가 나를 가게 되는 것이 되었다. 그리고 그렇게 잘 되었다고 있다면 그래?	on Wednesday 22 and Thursday 23 May 2024 for ave 5-10 minutes to present your feedback to elec	마시 그는 집에서 그리고 얼마나 되었다. 그런 그렇게 하시네요? 그리다
Would you like to present your	views at the hearing?	
If yes, please make sure your co	ontact details in the previous section are correct s	o we can get in touch.
Yes (in person)	☐ Yes (via Microsoft Teams)	⊠ No
About you		
	stand which sectors of the community are providing bach. Your responses will not be made public with the Council.	
What is your age range?		
What is your ethnicity? (you ma	ay tick multiple boxes)	
What is your gender?		
Do you live with impairments/lo	ng-term health conditions or do you identify as tā	ngata 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Big D	Decision 1: Town Hall, library and a	rchive
Town	Hall (Consultation Document pages 1	3-18)
To	나는 사람들이 가장 하는 사람들이 가장 하는 사람들이 되었다. 그런 사람들이 되었다면 하는데 되었다면 나를 다 되었다면 다른데 나를 다 되었다면 하는데 되었다면 하는데 되었다면 하는데 되었다면 되었다면 되었다면 되었다면 되었다면 되었다면 되었다면 되었다면	olish the Town Hall and Municipal Buildings and build a new retain the Municipal Building façade, and expand Waiata House
ref		wn Hall and build a new Town Hall on the site; retain and including façade; and retain Waiata House.
bu	ternative Option 2 — Demolish the Tou uildings; retain Waiata House and the le ost: \$3.57 million.	wn Hall and Municipal Building and do not replace these eased Queen Street office.
the M		ative Option 1 include provision and budget to retain ted cost to do this is \$1.97 million. Do you want to keep
Ye:	es – keep the façade	☐ No – do not keep the façade
Maste	erton District Library and Wairarapa A	Archive (Consultation Document pages 19-24)
ext	ne Council's Preferred Option — Upgra tension to include the Archive. ost: \$10.75 million.	ade and expand the Library and consider in future a further
	ternative Option 1 – Upgrade and expost: \$14.66 million.	oand the Library and include the Archive now.
	ternative Option 2 – Complete essent ost: \$2.3 million.	tial Library repairs and maintenance only.
Big D	Decision 2: Town centre improveme	ents (Consultation Document pages 25-28)
in t	e Council's Preferred Option – Comp the town centre. There would be no ot ost: \$6.48 million	lete essential work to improve water and roading infrastructure ther improvements to Queen Street.
cer		I work to renew water and roading infrastructure in the town improve the 'look and feel' of that space.
Big D	ecision 3: Council Funding (Consul	Itation Document pages 29-31)
	e Council's Preferred Option — Fundin ntestable. Applications for this funding	ng for community groups and organisations would become would be considered annually.
mix	사용하다 가게 보는데, 그 모델리아 하다를 하는 것이다고 하는데 되었다. 하다 모든데 가장하다 그 것이다.	ouncil funding arrangements. (Note: there is currently a ong-Term Plan process and a smaller pool of annual

## 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.

beyond 2025 when current year from 2025/26 when external funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)  5: Climate initiatives  Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than  year from 2025/26 when external funding expires.  Increase funding expires.  Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate	2: Regional Walking and Cycling facilitation 3: Regional Positive Ageing facilitation 4: Welcoming Communities facilitation  5: Climate initiatives	ompared to 2023/24 (annual aving of \$20K)  Gease funding for this (annual aving of \$35K)  Gease funding for this (annual aving of \$40.5K)  Gease funding for this (annual aving of \$40.5K)  Geek further external funding eyond 2025 when current anding expires. If further funding annot be secured, cease rojects and activities (annual aving of \$55K from 2025/26)  Gerease Community-led  Glimate Initiatives Fund from 50K to \$100K rather than anding Climate Activation	<ul> <li>□ Maintain funding</li> <li>□ Maintain funding</li> <li>□ Provide Council funding of \$55K per year from 2025/26 when external funding expires.</li> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate</li> </ul>
saving of \$35K)  3: Regional Positive Ageing facilitation  4: Welcoming Communities facilitation  4: Welcoming Communities facilitation  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)  5: Climate initiatives  Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than  Maintain funding  Provide Council funding of \$55K proper 2025/26 when external funding expires.  Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate	and Cycling facilitation  3: Regional Positive Ageing facilitation  4: Welcoming Communities facilitation  5: Climate initiatives  In Communities	ease funding for this (annual aving of \$40.5K)  eek further external funding eyond 2025 when current unding expires. If further funding annot be secured, cease rojects and activities (annual aving of \$55K from 2025/26)  acrease Community-led climate Initiatives Fund from 50K to \$100K rather than unding Climate Activation	<ul> <li>□ Maintain funding</li> <li>□ Provide Council funding of \$55K peryear from 2025/26 when external funding expires.</li> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate</li> </ul>
Ageing facilitation  4: Welcoming Communities facilitation  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)  5: Climate initiatives  Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than  Seek further external funding provide Council funding of \$55K grow 2025/26 when external funding expires.  Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Cli	Ageing facilitation  4: Welcoming Communities facilitation  fu ca pi Si  5: Climate initiatives  In C \$1 fu fa	eek further external funding eyond 2025 when current unding expires. If further funding annot be secured, cease rojects and activities (annual aving of \$55K from 2025/26) acrease Community-led climate Initiatives Fund from 50K to \$100K rather than unding Climate Activation	<ul> <li>□ Provide Council funding of \$55K per year from 2025/26 when external funding expires.</li> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate</li> </ul>
beyond 2025 when current funding expires. If further funding cannot be secured, cease projects and activities (annual saving of \$55K from 2025/26)  5: Climate initiatives  Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than  pear from 2025/26 when external funding expires.  funding expires.  funding expires.  Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Cl	Communities facilitation  fu  ca  pi  sa  5: Climate initiatives  fu  fu  fu  fa	eyond 2025 when current unding expires. If further funding annot be secured, cease rojects and activities (annual aving of \$55K from 2025/26) acrease Community-led limate Initiatives Fund from 50K to \$100K rather than unding Climate Activation	year from 2025/26 when external funding expires.  Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate
Climate Initiatives Fund from by \$92K from 2026/27, with no \$50K to \$100K rather than increase to Community-led Climate	C \$! fu fa	limate Initiatives Fund from 50K to \$100K rather than Inding Climate Activation	by \$92K from 2026/27, with no increase to Community-led Climate
facilitation beyond April 2026, when external funding ceases			OR Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives
	o you support our proposed fee	es and charges for 2024/25?	☑ Don't know

LTP Submissions Volume 10

Page 11

## 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. M Phone the Council ☐ Log a service request online ☐ 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? Morte Phsylphoissions a Valuement 10 ☐ Weekly ☐ Monthly

How often, on average, have you v	isited the Queen Street (	Customer Service Centre	e in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	☑ Never
Have you used the Council's after h	nours service in the past	12 months?	
☐ Yes	☑ No	□ D	on't know
Would you prefer to do more or less	s Council business online	9?	
☐ More	Less	□ A	bout the same
Do you have any other comments of customer services that you would li			ow? Or suggestions for
(attach separate pages if needed)			
	4		

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@MassartanDCiume 10



#614

No

#### COMPLETE

Collector: Test Link (Web Link)

Started: Sunday, May 05, 2024 5:05:25 PM **Last Modified:** Sunday, May 05, 2024 5:19:33 PM

00:14:08 **Time Spent:** 

IP Address:

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

#### Q1

Your details

Full name (required) ANNE C MAJOR

Postal address

Email

Phone

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?

What is your ethnicity? You may tick multiple boxes.

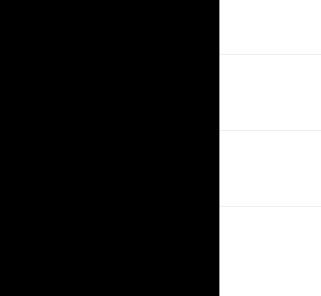
Q5

What is your gender?

Q6

Q4

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

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

## **Q16** Servi

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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

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 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

Moving all staff to Waiata House will improve staff morale and efficiency and save rent.

Moving the Archive into the Library now will be cheaper in the long term and increase efficiency for users.

I support David Borman's plans for a new town hall and retention of the facade as a large entertainment venue for the Wairarapa

#99 **514** 

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Friday, April 19, 2024 9:21:49 PM

 Last Modified:
 Friday, April 19, 2024 9:35:49 PM

**Time Spent:** 00:13:59

IP Address:

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

#### Q1

Your details

Full name (required)

Postal address

Email

Phone

**Danielle Malton** 



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.

No



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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

#### Q8

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

No - do not keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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 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** 

**Q22** 

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

Definitely the area and atmosphere when walking around Henley, it's a beautiful space

**Q21** Visit the Council website

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

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

Other - please specify: All of them

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

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

**Q24** Monthly

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

**Q25** Monthly

How often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months? Q26 Yes

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

Q27 About the same

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

Q28 Respondent skipped this question

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

#### Q29

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 we should focus on one project at a time and try knock each one out separately, we'll be able to do more and finish each project 100% before moving onto the next. I picked just demolish the old town hall building because then it can give the council a fresh start to think about the next steps after.

## Your details

Full name (required) Mon	garet Elizabeth MANL	EX
Organisation (if applicable)		
Postal address		
Phone .	Email	
Hearing		
	ng on Wednesday 22 and Thursday 23 May 2024 for ill have 5-10 minutes to present your feedback to elec	
Would you like to present yo	our views at the hearing?	
If yes, please make sure you	r contact details in the previous section are correct so	o we can get in touch.
☐ Yes (in person)	Yes (via Microsoft Teams)	IJ No
About you		
	derstand which sectors of the community are providin proach, Your responses will not be made public with d to the Council.	
What is your age range?		
What is your ethnicity? (you	ı may tick multiple boxes)	
What is your gender?		
Do you live with impairment	s/long-term health conditions or do you identify as tār	ngata 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 a	nd archive
Town Hall (Consultation Document pa	ges 13-18)
	Demolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House.
	e Town Hall and build a new Town Hall on the site; retain and Iding including façade; and retain Waiata House. certainty).
Alternative Option 2 — Demolish the buildings; retain Waiata House and Cost: \$3.57 million.	ne Town Hall and Municipal Building and do not replace these the leased Queen Street office.
	Alternative Option 1 include provision and budget to retain the ated cost to do this is \$1.97 million. Do you want to keep the
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairar	rapa Archive (Consultation Document pages 19-24)
The Council's Preferred Option – extension to include the Archive. Cost: \$10.75 million.	Upgrade and expand the Library and consider in future a further
☐ Alternative Option 1 — Upgrade an Cost: \$14.66 million.	d expand the Library and include the Archive now.
☐ Alternative Option 2 – Complete e Cost: \$2.3 million.	essential Library repairs and maintenance only.
Big Decision 2: Town centre impro	ovements (Consultation Document pages 25-28)
· 프라마스 : 4 - Colon Colo	Complete essential work to improve water and roading infrastructure no other improvements to Queen Street.
	sential work to renew water and roading infrastructure in the town ntre to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (C	Consultation Document pages 29-31)
- <del> </del>	Funding for community groups and organisations would become inding would be considered annually.
	ting Council funding arrangements. (Note: there is currently a the Long-Term Plan process and a smaller pool of annual

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	☐ Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding		
2: Regional Walking and Cycling facilitation	☐ Cease funding for this (annual saving of \$35K)	☐ Maintain funding		
3: Regional Positive Ageing facilitation	☐ Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding		
4: Welcoming Communities facilitation	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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.		
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	☐ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR		
		Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K		
Fees and cha	rges (See proposed fees and char	rges on our website)		
Do you support our propos	sed fees and charges for 2024/25?			
☐ Yes	□ No	☐ Don't know		
LTP.Submissions.Valume.10		Page 24		

## 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? ☐ Phone the Council ☐ Visit the Council website ☑ 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?: Phone the Council ☐ Log a service request online ☐ 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? ☐ Weekly ☐ Never ☐ More than once a week prless

Page 25

LTP Submissions Volume 10

How often, on average, have you v	risited the Queen Street	Customer Service Centre	e in the past 12 months?
☐ More than once a week	☐ Weekly	Monthly or less	☐ Never
Have you used the Council's after I	hours service in the past	12 months?	
☐ Yes	M No	☐ Don't know	
Would you prefer to do more or les	,	e?	
☐ More	☑ Less		
Do you have any other comments of customer services that you would I			ow? Or suggestions for
			-
Is there anything else you would (attach separate pages if needed)	inke to say as part of yo	ur reedback on the 202	4-54 Long Term Flan:
			4
			TE KAUNIHERA Ä-ROHE O WHAKAOR

MSTN.GOVT.NZ

•• @MastertonDC

TE KAUNIHERA Ä-ROHE O WHAKAORIORI

MASTERTON

DISTRICT COUNCIL

#639 **516** 

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 8:42:42 PM

 Last Modified:
 Sunday, May 05, 2024 8:45:22 PM

**Time Spent:** 00:02:40

IP Address:

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

#### Q1

Your details

Full name (required) Allen David Marsh

Organisation (if applicable) N/A

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.

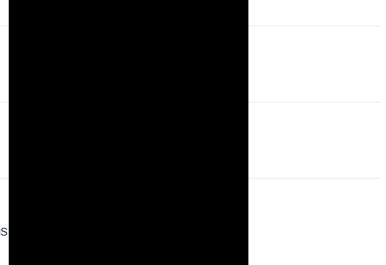


What is your ethnicity? You may tick multiple boxes.

**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

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

#### Q15

Service Area 4: Welcoming Communities facilitation

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

Page 28

## Q16 The Council's Preferred Option - Increase Communityled Climate Initiatives Fund from \$50K to \$100K rather Service Area 5: Climate initiatives 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** 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 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 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 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 #638 **517** 

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 8:37:46 PM

 Last Modified:
 Sunday, May 05, 2024 8:42:04 PM

**Time Spent:** 00:04:18

IP Address:

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

#### Q1

Your details

Full name (required) Lesley Marsh

Organisation (if applicable) N/A

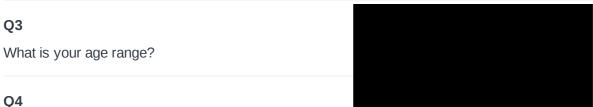
Postal address

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.

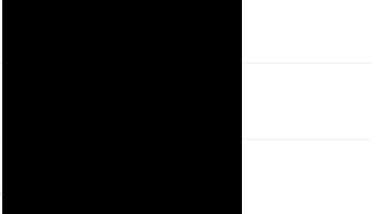


What is your ethnicity? You may tick multiple boxes.

**Q5**What is your gender?

Q6

Do you live with impairments/long-term health conditions



Page 2: Your Thoughts on the Big Decisions

or do you identify as tāngata whaikaha/disabled?

#### Q7

Town Hall (Consultation Document pages 13-18)

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#### Q8

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

Yes - keep the façade

#### Q9

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

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

#### Q10

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Service Area 2: Regional Walking and Cycling facilitation

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#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

## Q16 The Council's Preferred Option - Increase Communityled Climate Initiatives Fund from \$50K to \$100K rather Service Area 5: Climate initiatives 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** 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

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?

Council service (e.g. dog registration, consent fees, etc),

what channel do you use most often?

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

☐ No

## Your details

Full name (required)	bon/4LD	Linn,		
Organisation (if applicable)	uninomininomitos		unt (until until value enter tiere)	
Postal address				
Phone .		Email		×
Hearing				
The Council will hold a hea their views in person. You w via Microsoft Teams online.	will have 5-10 m	sday 22 and Thurso inutes to present yo	day 23 May 2024 fo our feedback to ele	r those wanting to present cted members in person or
Would you like to present	your views at th	ne hearing?		
If yes, please make sure yo	our contact deta	ils in the previous s	section are correct :	so we can get in touch.

## About you

Yes (in person)

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.

☐ Yes (via Microsoft Teams)



# 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 a	and archive
Town Hall (Consultation Document pa	ges 13-18)
	Demolish the Town Hall and Municipal Buildings and build a new I site, retain the Municipal Building façade, and expand Waiata House
	ne Town Hall and build a new Town Hall on the site; retain and ilding including façade; and retain Waiata House. certainty).
Alternative Option 2 — Demolish the buildings; retain Waiata House and Cost: \$3.57 million.	ne Town Hall and Municipal Building and do not replace these the leased Queen Street office.
	Alternative Option 1 include provision and budget to retain the ated cost to do this is \$1.97 million. Do you want to keep the
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairar	rapa Archive (Consultation Document pages 19-24)
The Council's Preferred Option – extension to include the Archive. Cost: \$10.75 million.	Upgrade and expand the Library and consider in future a further
☐ Alternative Option 1 – Upgrade an Cost: \$14.66 million.	nd expand the Library and include the Archive now.
☐ Alternative Option 2 — Complete e Cost: \$2.3 million.	essential Library repairs and maintenance only.
Big Decision 2: Town centre impro	evements (Consultation Document pages 25-28)
	Complete essential work to improve water and roading infrastructure no other improvements to Queen Street.
어머니는 그렇다 가장으로 가고싶다. 느무슨 것이 없는 사람들이 다 하는 점점이 되었다.	sential work to renew water and roading infrastructure in the town ntre to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (C	Consultation Document pages 29-31)
	Funding for community groups and organisations would become and inding would be considered annually.
	ting Council funding arrangements. (Note: there is currently a the Long-Term Plan process and a smaller pool of annual

# 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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	▼ Maintain funding
2: Regional Walking and Cycling facilitation	☐ Cease funding for this (annual saving of \$35K)	Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☑ Maintain funding
4: Welcoming Communities facilitation	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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>☑ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>

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

LTP Submissions Volume 10

Do you support our prop	osed fees and charges for 2024/25?	,
Yes	□ No	Don't know
T		

Page 37

# 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?: ☐ 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?

LTP Submissions Volume 10 Page 38

■ Weekly

☐ More than once a week

Monthly Monthly

Never

How often, on average, have you v	isited the Queen Street (	Customer Service Centre	e in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	
Have you used the Council's after h	hours service in the past	12 months?	
☐ Yes	☑ No		on't know
Would you prefer to do more or les	ss Council business online	e?	
☑ More	Less		
Do you have any other comments of customer services that you would I	ike the Council to conside	er in future?	
the apility to mulio	Paper scibiniss	in-(11g/14)	tunt to sono?
Is there anything else you would (attach separate pages if needed)	like to say as part of you	ur feedback on the 202	4-34 Long Term Plan?
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>			
MCTN COVE NZ			TE KAUNIHERA Ä-ROHE O WHAKAORIDRI





#634 **519** 

## COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 7:53:21 PM

 Last Modified:
 Sunday, May 05, 2024 8:11:25 PM

**Time Spent:** 00:18:04

IP Address:

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

# Q1

Your details

Full name (required)

Organisation (if applicable)

Postal address

Email

Phone

**Peter Martin** 



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.

No

Q3

What is your age range?

Q4

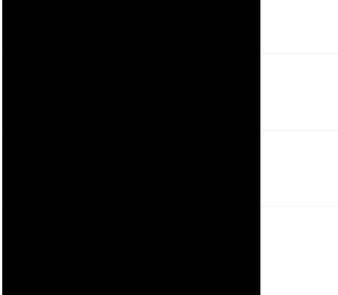
What is your ethnicity? You may tick multiple boxes.

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

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

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

Yes - keep the façade

### Q9

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

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

## Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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).

### Q12

Service Area 1: Wairarapa Economic Development Strategy

**Alternative Option - Maintain funding** 

### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

# Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

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

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 + bird life - very relaxing & enjoyed by thousands of walkers. Henley Lake is one of the best features in Masterton (+ QE2 Park Lake) attracting hundreds of visitors

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?

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Q25 Never

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

Q26 No

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

Q27 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

Relieved to hear from Mayor water retention (dam) is to become a priority. Relieved to hear also that no extension will be done to Hood Aerodrome

#635 **520** 

## COMPLETE

Collector: Test Link (Web Link)

**Started:** Sunday, May 05, 2024 7:52:00 PM **Last Modified:** Sunday, May 05, 2024 8:13:39 PM

**Time Spent:** 00:21:39

IP Address:

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

### Q1

Your details

Full name (required) Sarah Martin

Postal address

Email

Phone

Q2 No

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

Q3
What is your age range?

Q4

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Q6

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



Page 2: Your Thoughts on the Big Decisions

Q7

Town Hall (Consultation Document pages 13-18)

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

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?

No - do not keep the façade

## Q9

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

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

## Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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).

### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

## Q14

Service Area 3: Regional Positive Ageing facilitation

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

### Q15

Service Area 4: Welcoming Communities facilitation

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

#### **Q16**

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 Yes

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

### **Q18**

#### Comments

I support as little increase in spending as possible in these financially uncertain times, apart from spending to mitigate climate change, and improve disaster responsiveness (but I cannot do that separately as an option). I support developing the library rather than the town hall as community groups would be able to use the new library facilities and we don't need a posh town hall venue.

## 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:

I like the wetlands area but mostly avoid going there due to the large number of dogs. It's not pleasant. It would be nice to keep at least a small area of water/lake especially part of the Lake of Remembrance..and the train

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 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 Yes

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

Q27 About the same

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

### **Q28**

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

I certainly don't support 2m for a new pound unless you do better

# 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

Thank you for making the LTP, and respondingto it, understandable. I appreciate what the Mayor and everyone involved with the LTP has done. It's been great. The District Plan was not in everyday language and was just about impossible. It seemed as though you didn't want people to respond. Overall, please save our money, and invest in dealing with climate change. The Town Hall facade really doesn't matter in the scheme of things.

#63

No

## COMPLETE

Collector: Test Link (Web Link)

Started: Wednesday, April 17, 2024 9:33:13 AM **Last Modified:** Wednesday, April 17, 2024 10:03:30 AM

00:30:16 **Time Spent:** 

IP Address:

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

# Q1

Email Phone

Your details

Full name (required) **Sheley Mason** 

Organisation (if applicable) **Festival Hire Wairarapa** 

Postal address

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.

What is your gender?

Q5

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

Town Hall (Consultation Document pages 13-18)

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

### Q8

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

Yes – keep the façade

#### 09

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

# Q11

Council Funding (Consultation Document pages 29-31)

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

### Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

### Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

## Q15

Service Area 4: Welcoming Communities facilitation

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

Page 49

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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:

Nothing in the future will cost less..... these are HUGE assets for our town and need to be used more. How about building the new Events Centre there!? How stunning woud it be to use this area, the view, the opportunities for businesses i.e. cafes around that area. The wasted space sitting there at the moment is a eye sore. It all links with the walking track to town thorugh our stunning park and would be cost effective as these is no buildings remove to relocate. Think about creating future for growth, not just what is cost effective for now.

Q21 Visit the Council website

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

Q22 Email the Council

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

Q23 Pay by automatic payment or direct debit

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

Q24 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

Yes!!!! I would really like to see a experienced, passionate working group made to make the decisions around the town hall or new event centre. Both CDC and SWDC made silly mistakes which is going to cost them millions in the future due to their restrictions on their events centres. The council members are not experienced nor qualified to make this decison for our future. All other Wairarapa areas have created a name for themselves, Masterton has been stuck in the dark ages for too long. We have so much to offer from 1hr drive to one of the most popular beaches in NZ, to the hills or award winning wineries. Focus on a center that is not only going to cater for our community but also grow Masterton through conferences, visitors, shows and sports events. Get creative and think outside the box. This centre could create so many new and exciting opportunities for our community moving forward. Picture this, 400 guest conference, sitting in a open meeting space that overlooks Henly Lake one side, the Tararuas the other. For lunch or break out sessions they can sit at a cafe that goes over the water, they watch the wildlife, go for a walk around the tracks or they walk along the river walk, through the park to town for lunch. They visit Arotoi, the Shearing shed has demostrations on, the end of town has been given a new lease of life with the building facades back to their original glory and new businesses proudly showcase what the community has to offer. Magic! The old town hall site is not large enough to sustain the growth that this new events centre should be needing to survive the next 300+ years!

#259 **522** 

## COMPLETE

Collector: Test Link (Web Link)

 Started:
 Monday, April 29, 2024 5:23:56 PM

 Last Modified:
 Monday, April 29, 2024 5:27:33 PM

**Time Spent:** 00:03:36

**IP Address:** 

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

## Q1

Your details

Full name (required)

Organisation (if applicable)

Postal address

Email

Phone

**Andrew Croskery** 

**Masterton Trust Lands Trust** 



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.

No

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

Town Hall (Consultation Document pages 13-18)

Q7 Respondent skipped this question

LTP Submissions Volume 10 Page 52

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?

Respondent skipped this question

## Q9

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

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

Q10

Town centre improvements (Consultation Document pages 25-28)

Respondent skipped this question

011

Council Funding (Consultation Document pages 29-31)

Respondent skipped this question

Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

Q13

Service Area 2: Regional Walking and Cycling facilitation

Respondent skipped this question

Q14

Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

Q15

Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

Q16

Service Area 5: Climate initiatives

Respondent skipped this question

Page 3: Fees and Charges

Q17

Respondent skipped this question

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

Q18

Respondent skipped this question

Comments

Page 4: Your thoughts to help shape our thin	inkina
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Respondent skipped this question

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

Q20

Respondent skipped this question

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

Q21

Respondent skipped this question

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

**Q22** 

Respondent skipped this question

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

**Q23** 

Respondent skipped this question

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

**Q24** 

Respondent skipped this question

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

Q25

Respondent skipped this question

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

**Q26** 

Respondent skipped this question

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

**Q27** 

Respondent skipped this question

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

Respondent skipped this question

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

### **Q29**

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

This submission is made by MASTERTON TRUST LANDS TRUST and is in relation to the Masterton District Library.

The Trust has a long history supporting libraries in Masterton. In-fact the Trust was instrumental in establishing Masterton's first "Literacy Institute" in 1872. The Masterton Trust Lands Act 2003 specifically identifies libraires as a function that the Trust can support.

We would like to see any library refurbishment and expansion delivering on the following contemporary themes:

- 1. Community hub spaces that can be used by community groups, and
- 2. Makerspace a collaborative workspace for making, learning, exploring and sharing that uses high tech to no tech tools. This space should be open to children, adults, and entrepreneurs and have a variety of maker equipment including 3D printers, laser cutters, CNC machines, and even sewing machines. The ability to operate and teach in this space will be critical to its success.

We encourage you to engage with New Zealand's best designers to ensure a library of national class.

In conclusion, the Trust supports MDC's preferred option, to "Upgrade and expand the library and consider in the future a further extension to include the archive".

# Your details

Full name (required)	Marise	Matthews	
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)
_	100		PCIOCIT

_				
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- 1	YAS	MA	Microsoff	Ipamel
_	100	AICI	MICHOSOIL	10011131



# 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.



LTP Submissions Volume 10

# Your thoughts on the Big Decisions

2 - 1

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

Bi	ig Decision 1: Town Hall, library and archive
	www.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).
d	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	ne Council's Preferred Option and Alternative Option 1 include provision and budget to retain e Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep e façade?
	Yes – keep the façade   No − do not keep the façade
Ma	asterton 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	g Pecision 2: Town centre improvements (Consultation Document pages 25-28)
V	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	g 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.
2	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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☑ Maintain funding
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	☐ 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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	☐ Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>○ OR</li> <li>□ Increase funding for facilitation by \$92K from 2026/27 and increase</li> </ul>
<b>○</b>		Community-led Climate Initiatives Fund by 50K to \$100K

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

Doxou support our prop	osed fees and charges for 2024/25?	
₩ Yes	□ No	☐ Don't know

# Your thoughts to help shape our thinking

Heriley Lake and Lake of Rememb	nance (Consultation	Document page 42)	
Would you prefer the Council to invest and feel in the future if it would cost le		kes as they are now or ex	xplore a different look
☐ Invest in maintaining the lakes as the	ney are now		
☐ Explore a different look and feel in	future if it would cos	t less	
☐ Don't know			
Please tell us what you value and enjo	y most about these I	akes now:	
Park vill repuis	the a lo	is.	
How we deliver customer services These questions will help inform a revi When you need information about Cou most often?  Visit the Council website	iew of how we delive	r our customer services.	el do you use the Council
☐ Visit the Council's social media pag	jes – e.g. Facebook (	or Instagram 🔲 Email i	the Council
☐ Visit the Queen Street Customer Ser	vice Centre in person		
☐ Other – please specify			
When you need to report a problem w	vith a Council facility (	or service, what channel d	o you use most often?:
☐ Log a service request online	•		the Council
☐ Visit the Queen Street Customer Ser	rvice Centre	☐ Email:	the Council
☐ Other – please specify			
When you need to pay your rates or pa etc), what channel do you use most off		il service (e.g. dog registr	ation, consent fees,
☐ Pay via the Council's website	Pay in perso	n at the Queen Street Cus	stomer Service Centre
Pay by automatic payment or direct	t debit		
How often, on average, have you accesstreet Customer Service Centre in the		m the Council's website o	r contacted the Queen
☐ More than once a week	☐ Weekly	Monthly	☐ Never
LTP Submissions Volume 10			Page 59

How often, on average, have you v	risited the Queen Street (	Customer Service Centre	e in the past 12 months	?
☐ More than once a week	☐ Weekly	☐ Monthly	☐ Never	a
Have you used the Council's after h	nours service in the past	12 months?		
☐ Yes	□ No	☑ b	on't know	
Would you prefer to do more or les	s Council business online	e?		
☐ More	Less	- N Applica	6U.	
Do you have any other comments of customer services that you would l	on how the Council delive	ers customer services no		r T
Is there anything else you would (attach separate pages if needed)	like to say as part of you	ır feedback on the 2024	1-34 Long Term Plan?	
There's an ever woder utilised, a town half T	nt centre r	is Carperton	That is	
croller utilised,	why would	d Masterta	on regula	)
a John hall T	hat boshit	or But	it for life	2
Maybe a have	I with con	unith and	decide	1
but need to to	ME 10 100	noting.		
about abouts s	culturate 7	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		



f @MastertonDC LTP Submissions Volume 10



#234

# COMPLETE

Collector: Test Link (Web Link)

Started: Saturday, April 27, 2024 1:02:48 PM **Last Modified:** Saturday, April 27, 2024 1:27:46 PM

00:24:57 **Time Spent:** 

IP Address:

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

# Q1

Q4

Your details

Full name (required) **Sharman May** 

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.

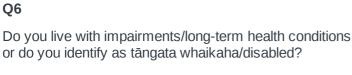
Q3 What is your age range?

What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?

Do you live with impairments/long-term health conditions



Page 2: Your Thoughts on the Big Decisions

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

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

Yes - keep the façade

### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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).

# Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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

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:

Great place to go walking and have picnics and BBQ's with family and friends

**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 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

Your details	
Full name (required)	Mari

00		-		1 1	
111	. (	0	DU	1-1	4
		********			

Full name (required)	
Organisation (if applicable)	
Postal address	

.....Email .....

# Hearing

Phone .....

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 y	es,	please make sure	your contact	details in the	previous section	are correct so w	e can get in touch
		make an included the contract of the contract	1	The property of the second			The second secon

Yes (in pe	erson)
------------	--------

Yes	(via	Microsoft	Teams



# 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 tangata whaikaha/disabled?

LTP Submissions Volume 10 Page 65

# 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 an	d archive
Town Hall (Consultation Document page	es 13-18)
	emolish the Town Hall and Municipal Buildings and build a new ite, retain the Municipal Building façade, and expand Waiata House.
	Town Hall and build a new Town Hall on the site; retain and ing including façade; and retain Waiata House. rtainty).
Alternative Option 2 – Demolish the buildings; retain Waiata House and the Cost: \$3.57 million.	Town Hall and Municipal Building and do not replace these ne leased Queen Street office.
	ernative Option 1 include provision and budget to retain the ed cost to do this is \$1.97 million. Do you want to keep the
▼ Yes – keep the façade	☐ No — do not keep the façade
Masterton District Library and Wairara	pa Archive (Consultation Document pages 19-24)
The Council's Preferred Option – Up extension to include the Archive.  Cost: \$10.75 million.	ograde and expand the Library and consider in future a further
☐ Alternative Option 1 – Upgrade and Cost: \$14.66 million.	expand the Library and include the Archive now.
☐ Alternative Option 2 – Complete ess Cost: \$2.3 million.	sential Library repairs and maintenance only.
Big Decision 2: Town centre improve	ements (Consultation Document pages 25-28)
	omplete essential work to improve water and roading infrastructure o other improvements to Queen Street.
	ntial work to renew water and roading infrastructure in the town re to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (Cor	nsultation Document pages 29-31)
☐ The Council's Preferred Option — Fu contestable. Applications for this fund	nding for community groups and organisations would become ding would be considered annually.
	g Council funding arrangements. (Note: there is currently a e Long-Term Plan process and a smaller pool of annual

LTP Submissions Volume 10 Page 66

# 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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	Maintain funding
2: Regional Walking and Cycling facilitation	☑ Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>
	rges (See proposed fees and chaused fees and charges for 2024/25? ☐ No	rges on our website)  Don't know

------LTP-Submissions-Volume-10 Page 67

# Your thoughts to help shape our thinking

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

Would you prefer the Council to invest and feel in the future if it would cost le		kes as they are now or explor	e a different look
✓ Invest in maintaining the lakes as the	ney are now		
☐ Explore a different look and feel in	future if it would cos	t less	
☐ Don't know			
Please tell us what you value and enjo	y most about these I	akes now:	
Henley Lake	a Queer	· Elizabeth	Lake
are unique t	o Master	ton. The num	nber of
people walkin			
The bird 1	1 fc 00	the lake c	idd to
the attraction	<u> </u>		
How we deliver customer services These questions will help inform a revi When you need information about Cou often?	ew of how we delive	r our customer services.	you use most
☐ Visit the Council website		☐ Phone the	Council
√ Visit the Council's social media pag	es – e.g. Facebook	or Instagram 🔲 Email the (	Council
☐ Visit the Queen Street Customer Ser			
Other – please specify			
When you need to report a problem wi	th a Council facility o	or service, what channel do yo	u use most often?:
☐ Log a service request online		☐ Phone the	
✓ Visit the Queen Street Customer Services	vice Centre	☐ Email the C	Council
Other – please specify			
When you need to pay your rates or pa etc), what channel do you use most oft	ay for another Counc		, consent fees,
When you need to pay your rates or pa	ay for another Counc en?		
When you need to pay your rates or pa etc), what channel do you use most oft	ay for another Councen?  Pay in persor	il service (e.g. dog registration	
When you need to pay your rates or paetc), what channel do you use most ofto Pay via the Council's website	ay for another Councen?  Pay in personed debit  ssed information from	il service (e.g. dog registration	er Service Centre

LTP Submissions Volume 10 Page 68

How often, on average, have you visited			
☐ More than once a week	☐ Weekly	✓ Monthly	Never
Have you used the Council's after hours			
Yes	☑ No	☐ Doi	n't know
Would you prefer to do more or less Cou	uncil business online?		**
☐ More	Less		
Do you have any other comments on ho customer services that you would like th			v? Or suggestions for
· · · · · · · · · · · · · · · · · · ·			
Is there anything else you would like to (attach separate pages if needed)	o say as part of your f	eedback on the 2024	-34 Long Term Plan?
the building			
must for au		5	
costing is hi	uge, bu	1 Maste	rton 15
losing out o	on event	s and re	venu for
our commu	n1743		
There has be	in talk o	20 USIDO	Wairarapa
and Rath kea			
not be practo	blc.		
There has no	t been er	solar doso	no notion
the facility would	id be a	multi fo	
Groups a Slace	of andrena	l	
Exciting Tim	es ahea	all all	
MSTN.GOVT.NZ			TE KAUNIHERA Å-ROHE O WHAKAORIORI
f @MastertonDC			MASTERTON DISTRICT COUNCIL

I worked in Flahburton?

#620 **526** 

## COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 6:20:51 PM

 Last Modified:
 Sunday, May 05, 2024 6:29:30 PM

**Time Spent:** 00:08:39

IP Address:

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

### Q1

Your details

Full name (required)

Postal address

Email

Phone

**Rowan McArthur** 



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.

No

## 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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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?

### No - do not keep the façade

## Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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).

### Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

# Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

## Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

### Q15

Service Area 4: Welcoming Communities facilitation

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

#### 016

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

No

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

#### Comments

I would prefer to demolish town hall and extend waiata house for civil defence purposes but this not an option

### 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:

I love queen elizabeth park and think this should be maintained even in drought Henley lake water levels should go up and down naturally

#### **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

#### **O22**

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

Respondent skipped this question

## **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**

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

Monthly

## **Q26**

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

No

# 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?

Respondent skipped this question

Q29 Responder
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 #572 **527** 

### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Saturday, May 04, 2024 9:06:56 PM

 Last Modified:
 Saturday, May 04, 2024 9:22:47 PM

Time Spent: 00:15:51

IP Address:

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

### Q1

Your details

Full name (required) Sean McBride

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?



Q7

Town Hall (Consultation Document pages 13-18)

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

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?

No - do not keep the façade

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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

### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

### Q14

Service Area 3: Regional Positive Ageing facilitation

**Alternative Option - Maintain funding** 

### Q15

Service Area 4: Welcoming Communities facilitation

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

### Q16

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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 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 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 Oueen 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

# Your details

Full name (required)	JENNIFER MCCAROLE	
Organisation (if applicable)		~
Postal address		
Phone	Email	
Hearing		
The Council will hold a hearing heir views in person. You will h via Microsoft Teams online.	on Wednesday 22 and Thursday 23 May 2024 have 5-10 minutes to present your feedback to e	for those wanting to present elected members in person or
Nould you like to present your	views at the hearing?	
yes, please make sure your c	ontact details in the previous section are correc	ct so we can get in touch.
Yes (in person)	☐ Yes (via Microsoft Teams)	√Z No
About you		
hese questions help us under mprove our engagement appro collated data will be reported to	stand which sectors of the community are provoach. Your responses will not be made public wo the Council.	iding feedback so we can ith your submission. Only
What is your age range?		
Vhat is your ethnicity? (you ma	av tick multiple boxes)	
, , , , , , , , , , , , , , , , , , , ,	-y note managed boxesy	
Vhat is your gender?		

LTP Submissions Volume 10 Page 78

How often, on average, have you v	visited the Queen Street (	Customer Service Cent	re in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	₩ Never
Have you used the Council's after h	hours service in the past	12 months?	
☐ Yes	√ No		Don't know
Would you prefer to do more or les	s Council business online	9?	
☐ More	<b>√</b> Less		
Do you have any other comments of customer services that you would li	on how the Council delive like the Council to conside	ers customer services n er in future?	ow? Or suggestions for
			·
Is there anything else you would li	ke to say as part of you	feedback on the 202	4-34 Long Term Plan?
(attach separate pages if needed)			
The state of the s			

MSTN.GOVT.NZ

• @MastertonDC

LTP Submissions Volume 10



# Your thoughts to help shape our thinking

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

Would you prefer the Council to invest and feel in the future if it would cost les		es as they are now or exp	olore a different look
Invest in maintaining the lakes as th	ey are now		
Explore a different look and feel in t	future if it would cost I	ess	
☐ Don't know			
Please tell us what you value and enjoy	y most about these lal	kes now:	
·			
How we deliver customer services			
These questions will help inform a revi	ew of how we deliver	our customer services.	
When you need information about Coumost often?	uncil services, events	or activities, what channe	el do you use
☐ Visit the Council website		M Phone	the Council
☐ Visit the Council's social media pag	ges – e.g. Facebook o	r Instagram 🔲 Email t	he Council
☐ Visit the Queen Street Customer Ser	vice Centre in person		
☐ Other – please specify			
When you need to report a problem w	rith a Council facility o	r service, what channel d	o you use most often?:
☐ Log a service request online		Phone	the Council
☐ Visit the Queen Street Customer Ser	rvice Centre	☐ Email t	he Council
☐ Other – please specify			
When you need to pay your rates or p etc), what channel do you use most of		l service (e.g. dog registr	ation, consent fees,
☐ Pay via the Council's website	☐ Pay in persor	at the Queen Street Cus	tomer Service Centre
Pay by automatic payment or direc	t debit		
How often, on average, have you accesstreet Customer Service Centre in the		n the Council's website o	r contacted the Queen
☐ More than once a week	□ Weekly	☐ Monthly	Never Never

Page 80

LTP Submissions Volume 10

# 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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	✓ Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>○ OR</li> <li>□ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>

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

Yes	M No	☐ Don't know	
		4.	

# Your thoughts on the Big Decisions

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

Big	g Decision 1: Town Hall, library and archive			
To	wn 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).			
Ø	<b>Alternative Option 2</b> – 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	e Council's Preferred Option and Alternative Option 1 include provision and budget to retain e Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep e façade?			
V	Yes – keep the façade ☐ No – do not keep the façade			
Ma	asterton 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.			
Ø	Alternative Option 2 — Complete essential Library repairs and maintenance only.  Cost: \$2.3 million.			
Bi	g Decision 2: Town centre improvements (Consultation Document pages 25-28)			
Ø	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.			
Bi	g Decision 3: Council Funding (Consultation Document pages 29-31)			
M	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).

#8 **529** 

### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 09, 2024 11:25:14 AM

 Last Modified:
 Tuesday, April 09, 2024 12:24:11 PM

**Time Spent:** 00:58:57

IP Address:

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

### Q1

Your details

Full name (required)

Postal address

Email

Phone

Justin McCarthy



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.

No

Q3

What is your age range?

Q4

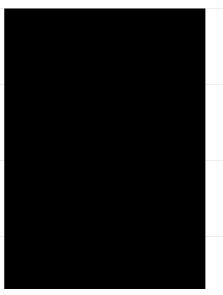
What is your ethnicity? You may tick multiple boxes.

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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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?

No - do not keep the façade

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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).

### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

**Alternative Option - Maintain funding** 

### Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

### Q15

Service Area 4: Welcoming Communities facilitation

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

### 016

Service Area 5: Climate initiatives

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

### Page 3: Fees and Charges

Q17

Yes

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

### Comments

Town Hall & Municipal Building - support alternative option 2. Our community cannot afford either of the other 2 options. Library & Archive - support alternative option 2. Our community cannot afford either of the other two options and there are other spaces available to deliver programmes and activities.

Town Centre - agree with the preferred option. Would like to see improved cycling infrastructure included such as modern bike racks

Community Group Funding - Do not support the preferred option. This means important work being carried out in our community may not continue due to inability to plan across a 3 year period.

Changes to services - do not support preferred option on changes 2-5. We need representation in this space to continue to educate, promote, coordinate cycling activities in Wairarapa. Without such roles we will have no one in Wairarapa Councils advocating for cycling and walking, no one to help implement the walking and cycling strategies. Wairarapa Road Safety Council is not resourced sufficiently to deliver this across the region, and there is no Wairarapa based role within GWRC.

Our older persons population is increasing significantly and dedicated resource is required to coordinate and deliver the outcomes regional Positive Ageing Strategy. Youth development is supported by MDC through provision of resource to deliver the Rangatahi Strategy, so unsure why there is not the same value placed on older persons.

Suggest funding should be sought for continuation of the Welcoming Communities programme, however the position should remain if funding cannot be secured. It is important that our refugee and migrant community are fully supported as they integrate into our district.

Very important to maintain Climate Change Activators - if MDC is committed to reducing emissions and the impact of climate change we need to continue to educate our community. Administering a grant fund instead of activation will still attract considerable costs for admin, marketing, promotion, education, reporting.

I do support change 1 to reduce contribution to WEDS.

I support the re-establishment of a Street Tree Advisory Group and when considering changes to methodology in managing the Masterton Street Tree population, they prioritise the health of the trees and look at alternatives to removal or pollarding. Following the removal of 10 mature 100+ year old trees from King Edward Street this year with limited engagement with the community we can summise that every street tree in Masterton is under threat if the same methodology in dealing with stormwater issues is applied.

### 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:

Value the open space of Henley Lake wider park, along with birdlife and recreation opportunities, disc golf, cycling, running. Would support establishment of a large wetland to resolve current consenting issues.

I don't have a strong attachment to the Lake of Remembrance and would support investigation into alternate options.

Q21 Visit the Council website

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

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** 

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

Number one priority for this council has to be affordability for our community. We have a very good events facility within 20 minutes.

**#**6 **530** 

### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Monday, April 08, 2024 10:31:32 AM

 Last Modified:
 Monday, April 08, 2024 12:06:58 PM

Time Spent: 01:35:25

IP Address:

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

### Q1

Your details

Full name (required)

Postal address

Email

Phone

**Kirsty McCarthy** 



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.

No



What is your age range?

# Q4

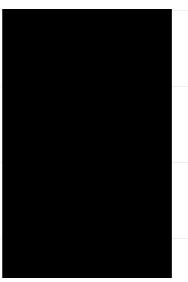
What is your ethnicity? You may tick multiple boxes.

# 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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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?

No - do not keep the façade

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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).

### Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

### Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

### Q15

Service Area 4: Welcoming Communities facilitation

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

### 016

Service Area 5: Climate initiatives

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

### Page 3: Fees and Charges

Q17

Yes

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

Comments

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

#### General comments:

Parks & Open Spaces Strategy - congratulations on completing this strategy as outlined in the "Looking Back" section. This was adopted in 2021 - when will the implementation plan be completed? When will Reserve Management Plans be completed? When will a working action plan be developed? Noting: "A key issue for the council is the need to provide and update its management plans. This has been identified in the council's Parks and Open Spaces Asset Management Plan, as a 'medium' level legal risk, modified to a 'low' level legal risk with ongoing action to update or complete all RMP's being a 'high' ongoing priority. Recommendations for a suite of reserve management plans will be identified in the working action plan that will be developed to accompanying this strategy"

What is MDC's position on Five Towns Trail, given it is referred to a number of times in the Parks & Open Spaces Strategy and the Climate Action Plan?

I note your rates increases outlined in Years 5-10 are completely unrealistic.

I also note apart from the major infrastructure projects all other items being consulted on have a direct impact on community outcomes - ie they sit in the community team. To me this speaks to MDC no longer valuing community outcomes.

- 1. Town Hall & Municipal Buildings I do not agree with the preferred option or alternative option 1. I do agree with alternative option 2. Our community can not afford a new facility, we have operated without one for many years now and there is a very good facility based in Carterton.
- 2. Library and Archive I do not agree with the preferred option or alternative option 1. I do agree with option 2, to carry out essential R&M only. Preferred option and option 1 refer to "Fit for Purpose", this is a subjective term. Our community cannot afford the rates impact. There are other premises available to deliver community events and programmes, eg Coronation Hall, Long Room at Grandstand, delivery of outreach programmes into the community.
- 3. Town Centre I agree with the preferred option. I would like to see provision for more/better bike racks throughout the town centre.
- 4. Funding for community groups I do not support the preferred option. Three yearly funding for the organisations such as those listed as impacted by this option, means they have no surety of being able to continue beyond one year. For the organisations listed this will have a huge impact in being able to deliver ongoing services, and plan for the future, retain staff. This also creates additional administration work for MDC and organisations.
- 5. Change in services I do not support ceasing funding for Change 2/3/4/5. These roles contribute to community wellbeing, social outcomes, health and wellbeing outcomes, physical activity outcomes, supporting our ageing population. By continuing these roles there is no impact on rates. Disestablishing change 2 & 3 roles will impact service levels at the cost of only \$7 per year.

Change 2: I do not support ceasing funding for Walking & Cycling roles. It is not clear in the consultation document that Walking & Cycling facilitation includes the Regional Trails Coordinator role. How does MDC plan to meet the outcomes of different strategies where walking and cycling is specified (Climate Action Plan, POSS) without coordination and education? There is only very limited support available through Wairarapa Road Safety Council, and no Wairarapa based Greater Wellington staff working in this space.

Change 3: I do not support ceasing funding for the Positive Ageing Coordinator Role. MDC has a commitment through the Regional Positive Ageing Strategy to support this work. Over the next 30 years our ageing population will increase to 24%. How will MDC plan and support this increase?

Change 4: I support the alternative option for the Welcoming Communities role to continue, however I would encourage further funding to be sought as well. This is an important role to support the wellbeing and integration of refugees, migrants and new folk in our community.

Change 5: I support alternative option 1 to increase funding for Climate activation facilitation. If MDC are committed to their Climate Change Action Plan, and reducing emissions they will support funding for staff to deliver on outcomes. The preferred option will still require administering, marketing, education with associated costs.

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:

Henley Lake - walking and cycling network, open space, bird life, biodiversity - the lake itself is not important to me, a wetland would be amazing and still support the activities above.

Lake of Remembrance - I appreciate the Lake aesthetically but am all for change if having a lake puts our rivers at risk.

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? Never

**Q25** 

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

Never

**Q26** 

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

Nο

Q27

More

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

**Q29** 

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?

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

Eull pama (roquirad)	Meryl Mc Carthy -	
Full name (required)	Meryl McCarring -	
Organisation (if applicable)		
Postal address		
Phone	Email	
Hearing		
	ing on Wednesday 22 and Thursday 23 May 2024 for t will have 5-10 minutes to present your feedback to elect	
Would you like to present y	our views at the hearing?	
If yes, please make sure you	ur contact details in the previous section are correct so	we can get in touch.
Yes (in person)	☐ Yes (via Microsoft Teams)	☑ No
About you		
이 등이들이 어느 물이 되었습니다. 하루 그 등은 그 있는 그 있으면 없는 그 없었다.	derstand which sectors of the community are providing oproach. Your responses will not be made public with yed to the Council.	
What is your age range?		
What is your ethnicity? (yo	u may tick multiple boxes)	
What is your gender?		
Do you live with impairment	ts/long-term health conditions or do you identify as tān	gata whaikaha/disabled?

LTP Submissions Volume 10 Page 93

# Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> 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 Definitly !!    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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☑ Maintain funding
4: Welcoming Communities facilitation	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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>○ OR</li> <li>□ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>

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

Yes Don't know			
☐ Yes	₩ NO	☐ Don't know	

LTP Submissions Volume 10 Page 95

# Your thoughts to help shape our thinking

Henley Lake and Lake of Remo	embrance (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 fee	el in future if it would cos	t less		
☐ Don't know				
Please tell us what you value and	enjoy most about these l	akes now:		
My grandkids love of do be either the sa	alhe playground, me, or better than	bke, etc + I would	ld like those cost less.	
How we deliver customer serving These questions will help inform a When you need information about	review of how we delive	r our customer services.	el do you use	
most often?				
☐ Visit the Council website		☐ Phone	the Council	
$\ \square$ 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	wspaper items			
When you need to report a problem Log a service request online	m with a Council facility o		lo you use most often?:	
☐ Visit the Queen Street Customer Service Centre			☐ Email the Council	
Other – please specify	of had to yet, but	would use either	of two marked	
When you need to pay your rates of etc), what channel do you use mos		il service (e.g. dog registr	ation, consent fees,	
Pay via the Council's website	☐ Pay in persor	n at the Queen Street Cus	tomer Service Centre	
Pay by automatic payment or di	rect debit			
How often, on average, have you a Street Customer Service Centre in		n the Council's website o	contacted the Queen	
☐ More than once a week	☐ Weekly	☐ Monthly	☑ Never	

LTP Submissions Volume 10

Page 96

How often, on average, have you v	visited the Queen Street (	Customer Service Centr	e in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	Never
Have you used the Council's after l	hours service in the past	12 months?	
☐ Yes	No		on't know
Would you prefer to do more or les	ss Council business online	e?	
☐ More	Less		
Do you have any other comments customer services that you would I			ow? Or suggestions for
Is there anything else you would (attach separate pages if needed)	like to say as part of you	ur feedback on the 202	4-34 Long Term Plan?
			*

MSTN.GOVT.NZ

MastertonDC
LTP Submissions Volume 10



#345 **532** 

### COMPLETE

Collector: Test Link (Web Link)

Started: Thursday, May 02, 2024 3:33:40 PM **Last Modified:** Thursday, May 02, 2024 3:46:14 PM

00:12:34 **Time Spent:** 

IP Address:

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

## Q1

Your details

Katrina McClelland Full name (required)

Organisation (if applicable)

Postal address

Email

Phone

KatrinaM



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**

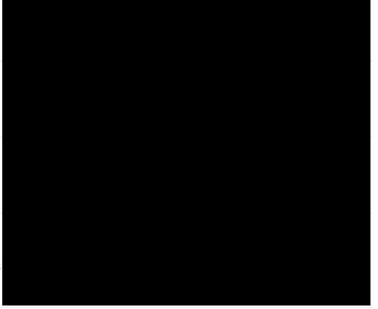
What is your ethnicity? You may tick multiple boxes.

### 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

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

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?

No - do not keep the façade

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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

### Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

# Q13

Service Area 2: Regional Walking and Cycling facilitation

**Alternative Option - Maintain funding** 

# Q14

Service Area 3: Regional Positive Ageing facilitation

**Alternative Option - Maintain funding** 

### **Q15**

Service Area 4: Welcoming Communities facilitation

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

2/4

Page 99

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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

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** 

**Phone the Council** 

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

**Q23** 

Pay by automatic payment or direct debit

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

**Q24** 

Never

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? Q25 Never

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

Q26 No

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

Q27 More

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

### **Q28**

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 received an invoice for payment, but I was not notified in advance about the impending invoice or informed that there would be a charge for the swimming pool inspection. It's crucial for customers to be informed ahead of time about any upcoming invoices or charges they may incur, ensuring transparency and clarity in the billing process. You cannot expect customers to be checking a Facebook page - I was told the notification was posted on FB.

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 #655

### COMPLETE

Collector: Test Link (Web Link)

Started: Sunday, May 05, 2024 10:10:13 PM **Last Modified:** Sunday, May 05, 2024 10:24:05 PM

00:13:51 **Time Spent:** 

IP Address:

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

## Q1

Your details

Full name (required) **Rhonda McCormick** 

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.

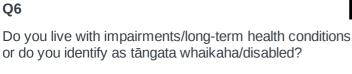
Q3 What is your age range? Q4

What is your ethnicity? You may tick multiple boxes.

What is your gender?

Q5

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

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

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

Yes - keep the façade

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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).

### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

# Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

### Q15

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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 Don't know

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

### Q18

Comments

I would prefer less fees in general

# 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 love seeing the community out using and walking around both lakes,

# 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 Phone the Council

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

# 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 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

#287 **534** 

### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 30, 2024 4:57:58 PM

 Last Modified:
 Tuesday, April 30, 2024 5:18:19 PM

**Time Spent:** 00:20:20

IP Address:

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

## Q1

Your details

Full name (required) Adrienne Clare McClure

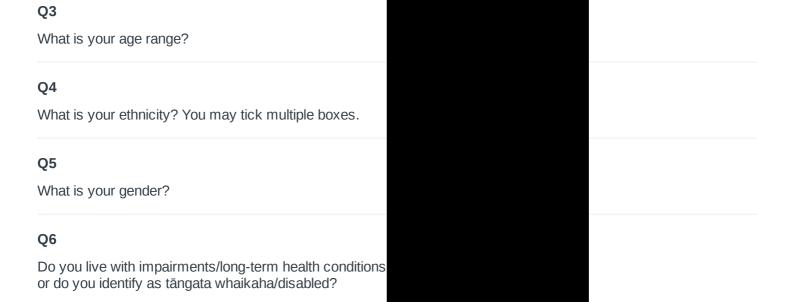
Organisation (if applicable) N/A

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.



Page 2: Your Thoughts on the Big Decisions

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

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?

No - do not keep the façade

### Q9

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

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

### Q10

Town centre improvements (Consultation Document pages 25-28)

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

### Q11

Council Funding (Consultation Document pages 29-31)

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

### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

# Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

# Q14

Service Area 3: Regional Positive Ageing facilitation

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

### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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:

Significant public amenity. Should be maintained.

Q21

**Email the Council** 

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

**Q22** 

**Phone the Council** 

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

**Q23** 

Pay by automatic payment or direct debit

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

**Q24** 

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 would like to compliment the Council on the work in maintaining Queen Elizabeth Park, the Kids Own Playground and Skate park. The new pedestrian bridge over the Waipoua River is a well used asset.

#286 **535** 

## COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 30, 2024 4:25:19 PM

 Last Modified:
 Tuesday, April 30, 2024 4:56:49 PM

**Time Spent:** 00:31:30

IP Address:

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

## Q1

Your details

Full name (required) Keith Andrew Mcclure

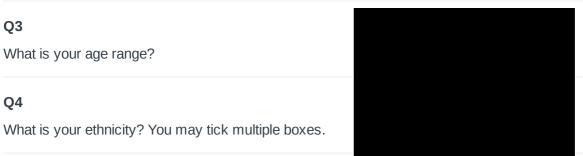
Organisation (if applicable) N/A

Postal address

Email Phone

Q2 Yes (in person)

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



What is your gender?

Q5

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

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

No - do not keep the façade

#### 09

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

## Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

## Q15

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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:

The lakes have significant amenity value. The parks are well utilised and should be maintained as they are now. The allocation of water is an issue but surely the community is entitled to expect that the existing water use should be recognised and continued.

Q21 Email the Council

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

Q22 Email the Council

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

Q23 Pay by automatic payment or direct debit

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

Q24 Monthly

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

Q25 Monthly

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

Q26 Yes

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

Q27 About the same

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

#### **Q28**

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

In my view the current model of customer delivery service works well. The reception counter in the main Queen St office is appropriately staffed. The staff are experienced and knowledgeable. The Waiata House with it's electronic log in monitor works very well, is easy to use and ensures an electronic record of visitors. The email contact via the Council website works well. No change required.

#### **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

Town Hall and building projects;

In my view the Council needs to reduce capital expenditure on projects including the Town Hall and library extension and concentrate instead on the upgrading of the key infrastructure including water sewer and storm water.

So my view of the options is that Council should demolish the existing town hall and municipal building and return it to a green field site that can be maintained as such. Retain the land so that when and if economic circumstances allow then an appropriate building can be erected. Do not retain the old town hall facade.

Maintain Waiata House and the existing leased office in Queen St. (or purchase the Queen St building). There is community benefit in Council having a CBD presence.

## Roading:

I would implore Council to cost and report to residents on the differential between coarse chip road seal and smooth asphalt/bitument mix (such as used on the recent Opaki Rd reseal). The use of chip seal is cheap and nasty and results in significant increased road noise. To say nothing of the fuel saving with bitumen roads.

#585 536

## COMPLETE

Test Link (Web Link) Collector:

Started: Monday, May 06, 2024 8:53:34 AM **Last Modified:** Monday, May 06, 2024 8:56:23 AM

00:02:48 **Time Spent:** 

IP Address:

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

#### Q1

Your details

Full name (required) Isabella McClymont

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?

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

Q6

Town Hall (Consultation Document pages 13-18)

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

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?

No - do not keep the façade

## Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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).

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

**Alternative Option - Maintain funding** 

## Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### 016

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

Yes

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

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 Other - please specify:

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 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 #144 **537** 

## COMPLETE

Collector: Test Link (Web Link)

Started: Tuesday, April 23, 2024 11:47:32 AM Last Modified: Tuesday, April 23, 2024 11:58:03 AM

**Time Spent:** 00:10:30

IP Address:

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

#### Q1

Your details

Full name (required)

Postal address

Email

Phone



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.

No

## 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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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?

No - do not keep the façade

## Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

## Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

## Q15

Service Area 4: Welcoming Communities facilitation

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

## Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 No Do you support our proposed fees and charges for 2024/25? Q18 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 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** 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 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** Weekly How often, on average, have you accessed information from the Council's website or contacted the Oueen 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?

**Q25** 

Monthly

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 #656 COMPLETE Collector: Test Link (Web Link) Started: Sunday, May 05, 2024 10:11:05 PM **Last Modified:** Sunday, May 05, 2024 10:25:31 PM 00:14:26 **Time Spent:** IP Address: Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN Q1 Your details Full name (required) **Beryl McCormick** 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 65+ What is your age range? Q4 **New Zealand European** What is your ethnicity? You may tick multiple boxes. Q5 **Female** What is your gender? Q6

Page 2: Your Thoughts on the Big Decisions

or do you identify as tāngata whaikaha/disabled?

Do you live with impairments/long-term health conditions

Yes

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

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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).

## Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

**Alternative Option - Maintain funding** 

## Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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

Respondent skipped this question

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

## Q18

Comments

Keep fees as low as possible please.

## Page 4: Your thoughts to help shape our thinking

#### Q19

Invest in maintaining the lakes as they are now

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

## **Q20**

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

Community use of same is valued.

Q21

Visit the Council website

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

**Q22** 

**Phone the Council** 

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

**Q23** 

Pay by automatic payment or direct debit

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

Q24 Never

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

Q25 Never

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

Q26 No

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

Q27 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?

Multichoice options above fo not give any response from 12 annual to never.

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 #268 **539** 

## COMPLETE

Collector: Test Link (Web Link)

 Started:
 Monday, April 29, 2024 9:26:36 PM

 Last Modified:
 Monday, April 29, 2024 9:47:17 PM

Time Spent: 00:20:41 IP Address:

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

## Q1

Your details

Full name (required)

Jordan McDowall

Postal address

Email

Phone

Q4

Q6

Q2 Yes (via Microsoft Teams)

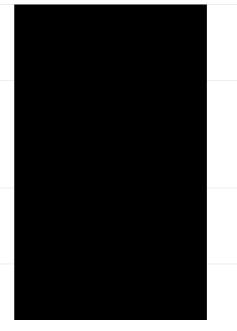
Would you like to present your views at the hearing?If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3
What is your age range?

What is your ethnicity? You may tick multiple boxes.

**Q5**What is your gender?

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

Town Hall (Consultation Document pages 13-18)

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

#### Q8

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

## Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

**Alternative Option - Maintain funding** 

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

## Q14

Service Area 3: Regional Positive Ageing facilitation

**Alternative Option - Maintain funding** 

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

Q17

Yes

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

## Q18

#### Comments

Our town/region is growing and the previous elected councils had predicted these issues but did next to nothing to properly prepare. Now we are seeing these issues begin to creep in. We have an aging population in the Wairarapa with the harsh realization that within the next twenty years many of this population will cease to exist. With family's and opportunities in small town from the city. We must prepare accordingly for community and economic growth in our region so we can grow or retain population.

Thanks,

Jordan McDowall

## 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 community uses Henly lake frequently and it is used for Waka Ama which brings people to our region. The lake of remembrance is a waste of rate payers money and isn't big enough or available enough to the public.

#### **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 Phone the Council

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

LTP Submissions Volume 10 Page 128

## 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**

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

Be solution focused get the jobs done. We pay you and vote you to fix the problems. Stop listening to aging population who is out of touch with today's world and reality of our region.

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 #252 **540** 

## COMPLETE

Collector: Test Link (Web Link)

 Started:
 Monday, April 29, 2024 1:00:18 PM

 Last Modified:
 Monday, April 29, 2024 1:14:11 PM

**Time Spent:** 00:13:53

IP Address:

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

## Q1

Your details

Full name (required)

Postal address

Email

Phone

**Neil McEwen** 



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.

No

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

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

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

## Q13

Service Area 2: Regional Walking and Cycling facilitation

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

## Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

## Q16 The Council's Preferred Option - Increase Communityled Climate Initiatives Fund from \$50K to \$100K rather Service Area 5: Climate initiatives 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** 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 #402 **541** 

## COMPLETE

Collector: Test Link (Web Link)

 Started:
 Friday, May 03, 2024 9:05:05 AM

 Last Modified:
 Friday, May 03, 2024 9:16:04 AM

**Time Spent:** 00:10:59

IP Address:

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

#### Q1

Your details

Full name (required)

Postal address

**Email** 

Phone

Paul Desmond McGruddy



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.

No

## 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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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?

No - do not keep the façade

## Q9

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

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

## Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

## Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

## Q14

Service Area 3: Regional Positive Ageing facilitation

**Alternative Option - Maintain funding** 

## Q15

Service Area 4: Welcoming Communities facilitation

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

## Q16

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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 Don't know Do you support our proposed fees and charges for 2024/25? Q18 Respondent skipped this question Comments Page 4: Your thoughts to help shape our thinking Q19 Invest in maintaining the lakes as they are now Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? **Q20** Respondent skipped this question Please tell us what you value and enjoy most about these lakes now: Q21 Visit the Queen Street Customer Service Centre in person When you need information about Council services. events or activities, what channel do you use most often? **Q22** 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 Oueen 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)	ALAN	MCEU	INNESS	L	
Organisation (if applicab	ılė)			***************************************	
Postal address					
Phone		Ē	mail		

## 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.

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	YAS	(in	person)
	100	4111	DCISCII

		Yes	(via	Microsoft	Teams
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## About you

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



## 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 at	id archive
Town Hall (Consultation Document page	ges 13-18)
	Demolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House.
[18] - 18]	e Town Hall and build a new Town Hall on the site; retain and ding including façade; and retain Waiata House. ertainty).
Alternative Option 2 – Demolish the buildings; retain Waiata House and to Cost: \$3.57 million.	e Town Hall and Municipal Building and do not replace these the leased Queen Street office.
	Iternative Option 1 include provision and budget to retain the ated cost to do this is \$1.97 million. Do you want to keep the
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairara	apa Archive (Consultation Document pages 19-24)
☐ The Council's Preferred Option — Coxtension to include the Archive.  Cost: \$10.75 million.	Jpgrade and expand the Library and consider in future a further
☐ Alternative Option 1 – Upgrade and Cost: \$14.66 million.	d expand the Library and include the Archive now.
Alternative Option 2 – Complete es Cost: \$2.3 million.	ssential Library repairs and maintenance only.
Big Decision 2: Town centre improv	vements (Consultation Document pages 25-28)
	Complete essential work to improve water and roading infrastructure no other improvements to Queen Street.
	ential work to renew water and roading infrastructure in the town tre to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (Co	onsultation Document pages 29-31)
	funding for community groups and organisations would become and and a solution of the considered annually.
	ing Council funding arrangements. (Note: there is currently a ne Long-Term Plan process and a smaller pool of annual

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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>
Fees and cha	rges (See proposed fees and char	rges on our website)
Do you support our propos	sed fees and charges for 2024/25?	
Yes	□ No	☐ Don't know
LTP Submissions Volume 10		Page 140

## 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? Phone the Council ☐ Visit the Council website ☐ 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?: Phone the Council ☐ Log a service request online ☐ 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 in person at the Queen Street Customer Service Centre ☐ Pay via the Council's website 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? Never ☐ Monthly ☐ Weekly ☐ More than once a week

LTP Submissions Volume 10

More  Do you have any other comments on how the Council delivers customer services now? Coustomer 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	or suggestions fo
Would you prefer to do more or less Council business online?  More  Detess  Do you have any other comments on how the Council delivers customer services now? Coustomer 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 (attach separate pages if needed)	or suggestions fo
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#654 **543** 

## COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 10:02:11 PM

 Last Modified:
 Sunday, May 05, 2024 10:19:20 PM

**Time Spent:** 00:17:09

IP Address:

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

#### Q1

Your details

Full name (required) Rachel Mckay

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

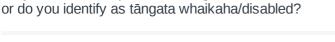
What is your ethnicity? You may tick multiple boxes.

Q5

Q6

What is your gender?

Do you live with impairments/long-term health conditions or do you identify as tangets who it she discipled?



## 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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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?

#### No - do not keep the façade

## Q9

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

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

## Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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).

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

## Q13

Service Area 2: Regional Walking and Cycling facilitation

Respondent skipped this question

## **Q14**

Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

#### Q15

Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

#### 016

Service Area 5: Climate initiatives

Respondent skipped this question

#### Page 3: Fees and Charges

Q17

Respondent skipped this question

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

#### Comments

Interestingly, these are increasing. As a Dog owner, I feel we get a raw deal as we do the right thing and get penalised for others who don't.

Page 4: Your thoughts to help shape our thinking

Q19 Don't know

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

#### **Q20**

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

Walking with my dog and family around the lake

Q21 Visit the Council website

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

O22 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?

LTP Submissions Volume 10 Page 145

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?

We don't use them

## 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

Let's focus on our needs rather than our wants! Why take away from community projects to get a town hall? get/invest in a great sound system in Wairarapa College Hall. This, in turn, will support our youth and save \$ we don't have for the Town Hall.

Library users, at a guess, are under-5s, their parents, or retirees. Everyone else uses school libraries or is too busy taking their children to sports or activities to go to the library. We all shop online as there is more choice.

I would like to know who you think would use a town hall.

It would be great to include all community members in a vote regarding the town hall

#571 **544** 

### COMPLETE

Collector: Test Link (Web Link)

Started: Saturday, May 04, 2024 8:10:24 PM Last Modified: Saturday, May 04, 2024 8:21:35 PM

**Time Spent:** 00:11:11

IP Address:

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

# Q1

Your details

Full name (required) Pauline McKenzie

Postal address

Email

Phone

Q4

Q5

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.

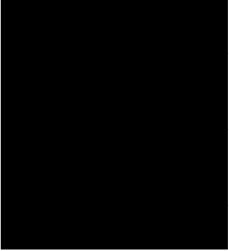
Q3
What is your age range?

What is your ethnicity? You may tick multiple boxes.

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

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

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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).

## Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### **Q15**

Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

#### Q16

Service Area 5: Climate initiatives

Respondent skipped this question

# Page 3: Fees and Charges Q17 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 Email the Council** When you need information about Council services. events or activities, what channel do you use most often? **Q22 Email the Council** When you need to report a problem with a Council facility or service, what channel do you use most often? Q23 Pay by automatic payment or direct debit When you need to pay your rates or pay for another Council service (e.g. dog registration, consent fees, etc), what channel do you use most often? **Q24** 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 #586 **545** 

### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 11:20:53 AM

 Last Modified:
 Sunday, May 05, 2024 11:39:06 AM

**Time Spent:** 00:18:12

IP Address:

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

# Q1

Your details

Full name (required) Trevor Spencer Colin McKeown

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

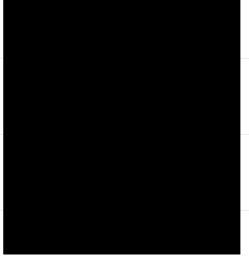
What is your ethnicity? You may tick multiple boxes.

What is your gender?

Q5

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

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

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

# Q13

Service Area 2: Regional Walking and Cycling facilitation

**Alternative Option - Maintain funding** 

# Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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

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:

Appearance, bird life, walking, seeing people enjoying themselves.

**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?

# Power often, on average, have you visited the Queen Street Customer Service Centre in the past 12 months? Possible 12 months? No Have you used the Council's after hours service in the past 12 months? 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?

none

# **Q29**

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

No

#486 **546** 

### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Friday, May 03, 2024 2:26:54 PM

 Last Modified:
 Friday, May 03, 2024 3:31:07 PM

**Time Spent:** 01:04:13

IP Address:

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

# Q1

Your details

Full name (required) Jan Mclaren

Postal address

Email

Phone

Q4

Q5

Q6

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?

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?



Page 2: Your Thoughts on the Big Decisions

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

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

## Q14

Service Area 3: Regional Positive Ageing facilitation

**Alternative Option - Maintain funding** 

#### Q15

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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:

Henley Lake is a beautiful asset to our town. Hundreds of people walk/ run/bike/exercise dogs there each week. Volunteers spend hours planting, gardening and improving the park. It gives peace and tranquility and should be treasured.

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 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

As a cyclist I am impressed with the cycling trails that other towns provide eg. Waikato river trail, Palmerston North to Linton trail. I am not sure how this is funded but we seem to be behind the eight ball. We have a lovely but short river track and the Fourth Street Reserve but there are few facilities other than that around Masterton. Greytown has a lovely trail that leads to Featherston eventually. In Masterton you are a moving target if you venture down High Street or head south on the main road. I believe there are previous plans to build trails but they have never eventuated. Masterton is on the Te Araroa Trail route to Wellington and yet all these passing cyclists have to deal with considerable traffic because there are few off-road trails. How about revisiting those plans and building a network which assures safe passage and encourages people to exercise without fear.

#88

### COMPLETE

Test Link (Web Link) Collector:

Started: Thursday, April 18, 2024 6:05:06 PM **Last Modified:** Thursday, April 18, 2024 6:17:14 PM 00:12:08

**Time Spent:** 

IP Address:

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

#### Q1

Your details

Full name (required) **Gary McLean** 

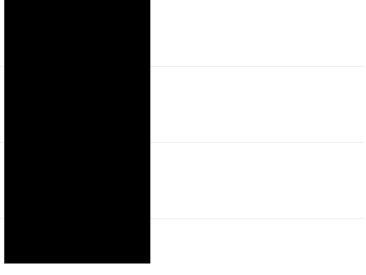
Q2 No

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.

What is your gender?

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

Q5

Q6

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.

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?

No - do not keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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).

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

## Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### **Q16**

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 No Do you support our proposed fees and charges for 2024/25? Q18 Respondent skipped this question Comments Page 4: Your thoughts to help shape our thinking Q19 Explore a different look and feel in future if it would cost less Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? **Q20** Respondent skipped this question Please tell us what you value and enjoy most about these lakes now: Q21 Visit the Council website When you need information about Council services. events or activities, what channel do you use most often? **Q22 Email the Council** When you need to report a problem with a Council facility or service, what channel do you use most often? **Q23** Pay 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 Oueen Street Customer Service Centre in the past 12 months?

**Q25** 

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

LTP Submissions Volume 10

Monthly

Page 161

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?

the range of choices on when using council services is poor. I doubt any general person would be in the council weekly or fortnightly

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

# Gary Caffell

From:

Sally McLennan

Sent:

Saturday, 4 May 2024 7:18 pm

To:

Gary Caffell

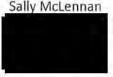
Subject:

Long term plan submission

Hi Gary

Can I please add these thoughts about Masterton to the council plan submission process?

Sally McLennan



I don't have much to add to what I'm about to say. I just want to put forward that it's really important to me that a few community treasures are funded and supported.

It's especially important because of our high suicide statistics in Masterton and the large number of people struggling in our communities whether financially, socially, or with wellbeing. Also, as a small city, resources for healing and growth/opportunities could be lacking. In their own way each of these strengthen Masterton immeasurably around these risk areas. I've seen it first hand, repeatedly. If anything growing these resources is really important.

- 1) The Fab Lab gives critical stem learning to many kids and adults. Its people have an incredible track record of teaching and have even provided some tech at their expense to create this opportunity. The skill level in staff is world class. Masterton needs to continue to fund it on a 3 year cycle and keep it as part of the library plan, please.
- King St Art is a treasure and must be valued, protected, and funded.
- 3) Come sew with me nurtures, feeds, and teaches some of the most vulnerable. As with all these groups, except Hauora, I donated (in this case a sewing machine) and well remember how the kindness encountered during that donation process lifted me when I felt low. I don't know what would happen to the vulnerable people there if they couldn't access it.
- 4) Hauora is amazing. I don't know how it is funded but they do top notch Mahi in our community. If they need funding please fund them.
- 5) Rachel's Kitty Kat Rescues. Rachel is based in Upper Hutt but is seen around the Wairarapa rescuing cats with her team, much of which is Masterton based. She has in care currently 108 cats, many from/in Masterton, which has a particular problem. Her people respond to run over cats, microchip checks, trapping requests and general cat related cries for help in our community especially where SPCA has said they can't.

I rescued cats in Masterton, by founding and running Dump Cats for 3 years. I rescued, desexed, and rehomed over 100 cats and burnt out. The need in the community is vast. The calls for help were constant and came at 1 or 4 am. I quickly realized that helping animals in distress was helping people in distress. I'd get a call for help and find I was visiting a home where women and children were scared and had too little. I'd meet a homeless guy who couldn't feed his dog. I'd meet a person who'd run over a cat and wanted to tell the owner but didn't know how. I'd change it in any way I could, and make people happy taking cats out of awful situations and putting them into great ones, along the way. Rachel now steps up in our community and to my knowledge is the only non profit aside from SPCA that does. She's stretched to breaking point right now. I don't know what her particular days here are like. Rescuers all have our own way of approaching rescue and our own experiences doing it. What I do know is that she's doing

amazing work and deserves recognition and support. Rescue is profoundly needed in our community and benefits many.

I hope you'll be able to present my words Gary and that they'll have an impact

In gratitude Sally #397 **549** 

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Friday, May 03, 2024 8:00:43 AM

 Last Modified:
 Friday, May 03, 2024 8:10:57 AM

**Time Spent:** 00:10:14

IP Address:

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

# Q1

Your details

Full name (required)

Postal address

Email

Phone

**Amanda McLeod** 



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?

What is your ethnicity? You may tick multiple boxes.

Q5

Q6

Q4

What is your gender?

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

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

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

# Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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

or

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

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 outdoor trails

**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

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

Pay in person at the Queen Street Customer Service Centre

Q24 Weekly

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

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Q25 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 #398 **550** COMPLETE Collector: Test Link (Web Link) Started: Friday, May 03, 2024 8:02:00 AM **Last Modified:** Friday, May 03, 2024 8:17:07 AM 00:15:07 **Time Spent:** IP Address: Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN Q1 Your details Full name (required) **Angus McLeod** 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.

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

Page 2: Your Thoughts on the Big Decisions

or do you identify as tāngata whaikaha/disabled?

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

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

# Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

# Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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

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

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** 

Respondent skipped this question

Please tell us what you value and enjoy most about

these lakes now:

**Q21** 

**Phone the Council** 

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

**Q22** 

**Phone the Council** 

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

**Q23** 

Pay by automatic payment or direct debit

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

**Q24** 

Monthly

How often, on average, have you accessed information from the Council's website or contacted the Queen Street Customer Service Centre in the past 12 months? Q25 Monthly

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

Q26 No

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

Q27 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 Groham MCNae 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. P No ☐ Yes (via Microsoft Teams) Yes (in person) 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) ☐ Māori ☑ NZ European ☐ Pākehā ☐ Pacific Peoples ☐ Asian ☐ Other What is your gender?

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Do you live with impairments/long-term health conditions or do you identify as tangata 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> 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 a	and archive
Town Hall (Consultation Document pa	nges 13-18)
The Council's Preferred Option – Town Hall on the current Town Hall Cost: \$42.6 million.	Demolish the Town Hall and Municipal Buildings and build a new I site, retain the Municipal Building façade, and expand Waiata House.
	ne Town Hall and build a new Town Hall on the site; retain and ilding including façade; and retain Waiata House. certainty).
☐ Alternative Option 2 — Demolish the buildings; retain Waiata House and Cost: \$3.57 million.	ne Town Hall and Municipal Building and do not replace these the leased Queen Street office.
	Alternative Option 1 include provision and budget to retain stimated cost to do this is \$1.97 million. Do you want to keep
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairar	apa Archive (Consultation Document pages 19-24)
The Council's Preferred Option — extension to include the Archive. Cost: \$10.75 million.	Upgrade and expand the Library and consider in future a further
☐ Alternative Option 1 – Upgrade an Cost: \$14.66 million.	d expand the Library and include the Archive now.
Alternative Option 2 — Complete e Cost: \$2.3 million.	ssential Library repairs and maintenance only.
Big Decision 2: Town centre impro	vements (Consultation Document pages 25-28)
	Complete essential work to improve water and roading infrastructure no other improvements to Queen Street.
	ential work to renew water and roading infrastructure in the town atre to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (C	onsultation Document pages 20, 21)
The Council's Preferred Option – F	Funding for community groups and organisations would become nding would be considered annually.
☐ <b>Alternative Option</b> – Maintain exist	ing Council funding arrangements. (Note: there is currently a he Long-Term Plan process and a smaller pool of annual

# 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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	☑ Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	☐ Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund  OR
	when external funding ceases	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 Doc	cument page 42)
Would you prefer the Council to invest in maintaining the lakes and feel in the future if it would cost less?	as they are now or explore a different look
Invest in maintaining the lakes as they are now	
$\square$ Explore a different look and feel in future if it would cost less	S
☐ Don't know	
Please tell us what you value and enjoy most about these lakes	now:
Urgently need water storage projection the lakes can be topped up the Opaki Water race network,	ect to proceed.
Then the lakes can be topped a	t t li cost
How we deliver customer services (Consultation Document These questions will help inform a review of how we deliver our	page 42) customer services.
When you need information about Council services, events or a most often?	ctivities, what channel do you use
☐ Visit the Council website	☐ Phone the Council
$\hfill \square$ Visit the Council's social media pages — e.g. Facebook or Ins	stagram
☑ Visit the Queen Street Customer Service Centre in person	
☐ Other – please specify	
When you need to report a problem with a Council facility or ser	vice, 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 seretc), what channel do you use most often?	vice (e.g. dog registration, consent fees,
Pay by automatic payment or direct debit	ne Queen Street Customer Service Centre
How often, on average, have you accessed information from the Street Customer Service Centre in the past 12 months?	Council's website or contacted the Queen
☐ More than once a week ☐ Weekly	☐ Monthly ☐ Never
12 doz times a year.	

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How often, on average, have you vi	sited the Queen Street (	Customer Service Centre i	n the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly ?	☐ Never
Have you used the Council's after h	ours service in the past	12 months?	
☐ Yes	No	☐ Dor	n't know
Would you prefer to do more or less	s Council business online	9?	
☐ More	Less		
Do you have any other comments of customer services that you would li			? Or suggestions for
Is there anything else you would I (attach separate pages if needed)	L		
Has a plan to earthquake stength It may - be	leave Town H	tall as is an	d just
earthquake stength	en it gone	of the Table	
It may - be	a cheap optic	in to have a to	own hall, STILL
- Sat	risty those who	don't want me	oney spent.
- All most every co	uncil in N2	has the same	problem - rates
in creasing,	Fo		,
Do all councils ne	ed more help	from Central	Government!
			1
	3.90 6.00		

MSTN.GOVT.NZ

@MastertonDC

TE KAUNIHERA Ä-ROHE O WHAKAORIORI

MASTERTON

DISTRICT COUNCIL

Page 177

# Your details

Full name (required)	Scanelle	M'Nae.	
Organisation (if applicable)			
Postal address			
Phone		Email	
Hearing			
		22 and Thursday 23 May 2024 for es to present your feedback to elec	
Would you like to present you	ır views at the he	earing?	
If yes, please make sure your	contact details in	the previous section are correct s	o we can get in touch.
Yes (in person)	□ Y	es (via Microsoft Teams)	No
About you			
These questions help us unde improve our engagement app collated data will be reported	roach. Your response	ctors of the community are providir onses will not be made public with	ng feedback so we can your submission. Only
What is your age range?			
What is your ethnicity? (you r	nay tick multiple	boxes)	
What is your gender?			
Do you live with impairments,	long-term health	conditions or do you identify as tā	ngata whaikaha/disabled?
			V

LTP Submissions Volume 10 Page 178

# Your thoughts on the Big Decisions

Read about the Big Decisions in the 2024-34 Long-Term Plan Consultation Document available on our website <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> 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 p	pages 13-18)
The Council's Preferred Option - Town Hall on the current Town Ha Cost: \$42.6 million.	– Demolish the Town Hall and Municipal Buildings and build a new all site, retain the Municipal Building façade, and expand Waiata House
	the Town Hall and build a new Town Hall on the site; retain and uilding including façade; and retain Waiata House.
	the Town Hall and Municipal Building and do not replace these d the leased Queen Street office.
	Alternative Option 1 include provision and budget to retain estimated cost to do this is \$1.97 million. Do you want to keep
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Waira	arapa Archive (Consultation Document pages 19-24)
,	- Upgrade and expand the Library and consider in future a further
☐ Alternative Option 1 – Upgrade a Cost: \$14.66 million.	nd expand the Library and include the Archive now.
☐ Alternative Option 2 — Complete Cost: \$2.3 million.	essential Library repairs and maintenance only.
Big Decision 2: Town centre impr	ovements (Consultation Document pages 25-28)
The Council's Preferred Option — in the town centre. There would be Cost: \$6.48 million	- Complete essential work to improve water and roading infrastructure e no other improvements to Queen Street.
	ssential work to renew water and roading infrastructure in the town entre to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (	Consultation Document pages 29-31)
The Council's Preferred Option — contestable. Applications for this for	Funding for community groups and organisations would become unding would be considered annually.
	sting Council funding arrangements. (Note: there is currently a the Long-Term Plan process and a smaller pool of annual

# 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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	☐ Cease funding for this (annual saving of \$35K)	Maintain funding
3: Regional Positive Ageing facilitation	☐ Cease funding for this (annual saving of \$40.5K)	✓ Maintain funding
4: Welcoming Communities facilitation	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)	☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives  Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases		☐ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund OR
	When external fariding seases	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 pro	posed fees and charges for 2024/25?	$\checkmark$
☐ Yes	□ No	Don't know

# Your thoughts to help shape our thinking

Herney Lake and Lake of Reme		1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	
Would you prefer the Council to invand feel in the future if it would cos		akes as they are now or e	explore a different look
✓ Invest in maintaining the lakes a	is they are now		
☐ Explore a different look and feel	I in future if it would cos	t less	
☐ Don't know			
Please tell us what you value and e	njoy most about these	lakes now:	
of nata	re for all	and enja	ment
How we deliver customer service. These questions will help inform a reward when you need information about 0 most often?	eview of how we delive	er our customer services.	el do you use
☐ Visit the Council website		☐ Phone	e the Council
$\square$ Visit the Council's social media p	oages – e.g. Facebook	or Instagram 🔲 Email	the Council
☐ Visit the Queen Street Customer S	Service Centre in person		
☐ Other – please specify			
When you need to report a problem  Log a service request online	with a Council facility o		do you use most often?:
☐ Visit the Queen Street Customer S	Service Centre	☐ Email	the Council
☐ Other – please specify			
When you need to pay your rates or etc), what channel do you use most o		il service (e.g. dog registı	ation, consent fees,
☐ Pay via the Council's website	Pay in persor	n at the Queen Street Cu	stomer Service Centre
Pay by automatic payment or dire			
How often, on average, have you ac Street Customer Service Centre in th	cessed information fror ne past 12 months?	n the Council's website o	r contacted the Queen
☐ More than once a week	☐ Weekly	☐ Monthly	Never

How often, on average, have you vi	sited the Queen Street	Customer Service Centr	e in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	Never
Have you used the Council's after h	ours service in the past	12 months?	
☐ Yes	Ø No		Don't know
Would you prefer to do more or less	s Council business onlin	e?	
☐ More	Less		
Do you have any other comments of customer services that you would li			ow? Or suggestions for
customer services that you would in	ke the Council to Consid	er in future;	
			,
			1
Is there anything else you would (attach separate pages if needed)	like to say as part of yo	ur feedback on the 202	24-34 Long Term Plan?
	\	11 .1 the	Frust
Just	emember -	I I	entre and exparaded
house	ger recr	eation co	· rograded
Stadio	م اانعب سه	reed to 0	
in the	nex-1 10-	20 45	

MSTN.GOVT.NZ

@MastertonDC



# Your details

Full name (required)	Cale b Aaron Herbert Mc	NaMara
	Care of the following	
Organisation (if applicable)		
Postal address		
Phone	Emaîl	
Hearing		
	g on Wednesday 22 and Thursday 23 May 2024 for have 5-10 minutes to present your feedback to elec	
Would you like to present you	ur views at the hearing?	
lf 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)	II No
About you		
	erstand which sectors of the community are providing troach. Your responses will not be made public with y to the Council.	
What is your age range?		
What is your ethnicity? (you เ	nay tick multiple boxes)	
What is your gender?		
Do you live with impairments	long-term health conditions or do you identify as tār	ngata 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> 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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Town Hall (Consultation Document pa	iges 13-18)
	Demolish the Town Hall and Municipal Buildings and build a new I site, retain the Municipal Building façade, and expand Waiata House.
	ne Town Hall and build a new Town Hall on the site; retain and ilding including façade; and retain Waiata House. certainty).
☐ Alternative Option 2 — Demolish the buildings; retain Waiata House and Cost: \$3.57 million.	he Town Hall and Municipal Building and do not replace these I the leased Queen Street office.
	Alternative Option 1 include provision and budget to retain stimated cost to do this is \$1.97 million. Do you want to keep
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Waira	rapa Archive (Consultation Document pages 19-24)
☐ The Council's Preferred Option — extension to include the Archive.  Cost: \$10.75 million.	Upgrade and expand the Library and consider in future a further
Alternative Option 1 – Upgrade ar Cost: \$14.66 million.	nd expand the Library and include the Archive now.
Alternative Option 2 — Complete Cost: \$2.3 million.	essential Library repairs and maintenance only.
Big Decision 2: Town centre impro	ovements (Consultation Document pages 25-28)
	Complete essential work to improve water and roading infrastructure no other improvements to Queen Street.
	sential work to renew water and roading infrastructure in the town entre to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (	Consultation Document pages 29-31)
	Funding for community groups and organisations would become unding would be considered annually.
	sting Council funding arrangements. (Note: there is currently a the Long-Term Plan process and a smaller pool of annual

### 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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	Maintain funding
2: Regional Walking and Cycling facilitation	☐ Cease funding for this (annual saving of \$35K)	Maintain funding
3: Regional Positive Ageing facilitation	☐ Cease funding for this (annual saving of \$40.5K)	Maintain funding
4: Welcoming Communities facilitation	☐ 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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives Fees and cha	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund  OR  Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K
Do you support our propos	sed 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. Phone the Council ☐ Visit the Council website ☐ 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. Phone the Council ☐ Log a service request online 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 in person at the Queen Street Customer Service Centre ☐ Pay via the Council's website 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 LTP Submissions Volume 10 ☐ Weekly Monthly

How often, on average, have you v	isited the Queen Street (	Customer Service Centre	e in the past 12 months?
☐ More than once a week	☐ Weekly	Monthly	☐ Never
Have you used the Council's after h	nours service in the past	12 months?	
☐ Yes	I No		on't know
Would you prefer to do more or les	s Council business online	e?	
☐ More	Less	ПА	bout the same
Do you have any other comments of customer services that you would like the property of the pr	ke the Council to consid	er in future?	
Is there anything else you would I			

(attach separate pages if needed)

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@MastertonDC LTP Submissions Volume 10



#602 **554** 

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Sunday, May 05, 2024 2:07:08 PM

 Last Modified:
 Sunday, May 05, 2024 2:29:19 PM

**Time Spent:** 00:22:10

IP Address:

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

#### Q1

Your details

Full name (required) Margaret medlin

Organisation (if applicable)

Leave blank if no company...

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?

What is your ethnicity? You may tick multiple boxes.

Q5

**Q4** 

Q6

What is your gender?

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

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

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

#### Page 3: Fees and Charges

017

No

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

#### Q18

#### Comments

if rates are increasing anyway then why increase other fees just yet when the country is suffering enough. We do not own a dog or have a pool etc but maybe just let people enjoy some things and not penalise their happiness.

#### Page 4: Your thoughts to help shape our thinking

#### Q19

Invest in maintaining the lakes as they are now

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

#### **Q20**

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

these are iconic parts of Masterton and have been visited by hundreds of thousands over the years. why take away the beauty and tranquility of those that are unable to travel further afield to enjoy such peaceful settings. Visitors come to see these also and use the facilities around them, including spending a good amount of money while they are here. Dont take away this natural setting or alter it, dont mess with what already works just to save a few dollars. smiles and happiness are priceless!

#### 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

**Phone the Council** 

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

#### **Q23**

Pay by automatic payment or direct debit

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

Q24 Monthly

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

Q25 Monthly

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

Q26 Yes

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

Q27 About the same

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

#### **Q28**

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

keeping us truthfully informed and up to date on important issues...including the awful public transport service. we are still suffering for the error while installing 'new' tracks.

#### **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

Obviously we wish to keep our rates as low as possible as it is already stressful. Urgent work may be needed in many places but the rest needs to be shared and needed and used by all and not just a fanciful idea to serve only a few. thank you

#243 **555** 

#### COMPLETE

Collector: Test Link (Web Link)

 Started:
 Tuesday, April 30, 2024 3:45:13 AM

 Last Modified:
 Tuesday, April 30, 2024 3:54:00 AM

**Time Spent:** 00:08:46

IP Address:

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

#### Q1

Your details

Full name (required) Rebecca Mellon

Email Phone

Q4

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.

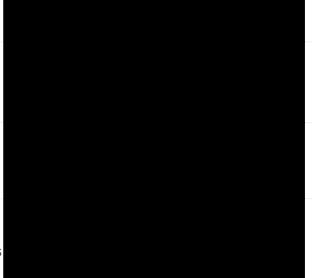
# Q3 What is your age range?

What is your ethnicity? You may tick multiple boxes.

**Q5**What is your gender?

Q6

Do you live with impairments/long-term health conditions



Page 2: Your Thoughts on the Big Decisions

or do you identify as tāngata whaikaha/disabled?

#### Q7

Town Hall (Consultation Document pages 13-18)

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Yes - keep the façade

#### Q9

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#### Q10

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#### Q11

Council Funding (Consultation Document pages 29-31)

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#### Q12

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### Q16

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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** 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 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 Oueen 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) Cal Cin	nette Melton	
Organisation (if applicable)		
Postal address	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Phone	Email ,	<del>0</del>
Hearing	-	
The Council will hold a hearing on Wedn their views in person. You will have 5-10 via Microsoft Teams online.		
Would you like to present your views at	the hearing?	
If yes, please make sure your contact de	tails in the previous section are corre	ect so we can get in touch.
Yes (in person)	Yes (via Microsoft Teams)	☑ No
About you		
These questions help us understand whimprove our engagement approach. You collated data will be reported to the Cou	r responses will not be made public	
What is your age range?		
		0
What is your ethnicity? (you may tick m	ultiple boxes)	
What is your gender?		
Do you live with impairments/long-term	health conditions or do you identify a	as tāngata whaikaha/disabled?

# Your thoughts on the Big Decisions

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Town Hall (Consultation Document page	es 13-18)
	emolish the Town Hall and Municipal Buildings and build a new te, retain the Municipal Building façade, and expand Waiata House.
	Town Hall and build a new Town Hall on the site; retain and ng including façade; and retain Waiata House. tainty).
☐ Alternative Option 2 — Demolish the buildings; retain Waiata House and th Cost: \$3.57 million.	Town Hall and Municipal Building and do not replace these e leased Queen Street office.
	ernative Option 1 include provision and budget to retain the ed cost to do this is \$1.97 million. Do you want to keep the
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairarap	a Archive (Consultation Document pages 19-24)
✓ The Council's Preferred Option – Up extension to include the Archive.  Cost: \$10.75 million.	grade and expand the Library and consider in future a further
☐ Alternative Option 1 – Upgrade and 6 Cost: \$14.66 million.	expand the Library and include the Archive now.
☐ Alternative Option 2 – Complete ess Cost: \$2.3 million.	ential Library repairs and maintenance only.
Big Decision 2: Town centre improve	ements (Consultation Document pages 25-28)
	mplete essential work to improve water and roading infrastructure of other improvements to Queen Street.
경우 그리고 하는 사람들이 하는 것이 없는 것이 없는 것이 없는 것이 없는 것이 없는 것이 없는 것이다.	ntial work to renew water and roading infrastructure in the town e to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (Con	sultation Document pages 29-31)
The Council's Preferred Option – Fur contestable. Applications for this fund	nding for community groups and organisations would become ing would be considered annually.
	g Council funding arrangements. (Note: there is currently a

LTP Submissions Volume 10 Page 197

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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	☑ Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>
Fees and cha	rges (See proposed fees and chai	rges on our website)
Do you support our propo	sed fees and charges for 2024/25?	
Yes	□ No	☐ Don't know

# Your thoughts to help shape our thinking

Henley Lake and Lake of Remem Would you prefer the Council to inves	st in maintaining the lake		xplore a different look
and feel in the future if it would cost le			
Invest in maintaining the lakes as t			
Explore a different look and feel in	n future if it would cost le	ess	
☐ Don't know			
Please tell us what you value and enj	oy most about these lak	es now:	
Would prefer b	keep the last	is as they	ar now.
Creat walking as	ea.		
BUT It money	car be save	bluca I bs	support
exploring a differ	sent look		
How we deliver customer service These questions will help inform a rev			
When you need information about Co often? Please tick one option.	ouncil services, events o	r activities, what channe	el do you use most
✓ Visit the Council website		Phone	the Council
☐ Visit the Council's social media pa	ges – e.g. Facebook or	Instagram 🔲 Email t	the Council
☐ Visit the Queen Street Customer Se	ervice Centre in person		
Other – please specify			
When you need to report a problem v Please tick one option.	with a Council facility or	service, what channel d	o you use most often?
☐ Log a service request online		Phone	the Council
☐ Visit the Queen Street Customer Se	ervice Centre	Email t	he Council
Other – please specify			
When you need to pay your rates or petc), what channel do you use most of	경기 취임하는 이 등이 되었다. 이번 경기 사이지도 보다 하는	, , ,	ation, consent fees,
Pay via the Council's website	Pay in person a	at the Queen Street Cus	tomer Service Centre
Pay by automatic payment or direc	ct debit		
How often, on average, have you acc Street Customer Service Centre in the		he Council's website or	contacted the Queen
☐ More than once a week  LTP Submissions Volume 10	☐ Weekly	☐ Monthly	✓ Never Page 199

□ Monthly ☑ Never  past 12 months? □ Don't know  online? ☑ About the same  delivers customer services now? Or suggestions onsider in future?  of your feedback on the 2024-34 Long Term Plane.
□ Don't know  online?  □ About the same  delivers customer services now? Or suggestions on sider in future?
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# 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 a	nd archive
Town Hall (Consultation Document page	ges 13-18)
	Demolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House.
	e Town Hall and build a new Town Hall on the site; retain and Iding including façade; and retain Waiata House. certainty).
Alternative Option 2 – Demolish the buildings; retain Waiata House and Cost: \$3.57 million.	ne Town Hall and Municipal Building and do not replace these the leased Queen Street office.
	Alternative Option 1 include provision and budget to retain the ated cost to do this is \$1.97 million. Do you want to keep the
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairar	apa Archive (Consultation Document pages 19-24)
The Council's Preferred Option — extension to include the Archive.  Cost: \$10.75 million.	Upgrade and expand the Library and consider in future a further
☐ Alternative Option 1 — Upgrade an Cost: \$14.66 million.	d expand the Library and include the Archive now.
☐ Alternative Option 2 – Complete e Cost: \$2.3 million.	essential Library repairs and maintenance only.
Big Decision 2: Town centre impro	vements (Consultation Document pages 25-28)
	Complete essential work to improve water and roading infrastructure no other improvements to Queen Street.
	sential work to renew water and roading infrastructure in the town ntre to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (C	Consultation Document pages 29-31)
4	Funding for community groups and organisations would become inding would be considered annually.
☐ Alternative Option — Maintain exis	ting Council funding arrangements. (Note: there is currently a

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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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>
rees and cha	rges (See proposed fees and char	rges on our website)
Do you support our propos	sed 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. Phone the Council Visit the Council website Email the Council ☐ Visit the Council's social media pages – e.g. Facebook or Instagram 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. Phone the Council Log a service request online 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?

Weekly

More than once a week LTP Submissions Volume 1 Monthly

☐ More than once a week	☐ Weekly	☐ Monthly	Never
			_ ivever
Have you used the Council's after h			
Yes	✓ No		Don't know
Would you prefer to do more or les	s Council business online	e?	
☐ More	Less		About the same
Do you have any other comments of customer services that you would li			now? Or suggestions for
***************************************			
<b>Is there anything else you would</b> (attach separate pages if needed)	like to say as part of you	ır feedback on the 20	24-34 Long Term Plan?
	like to say as part of you	ır feedback on the 20	24-34 Long Term Plan?
	like to say as part of you	ur feedback on the 20	24-34 Long Term Plan?
	like to say as part of you	ur feedback on the 20	24-34 Long Term Plan?
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	like to say as part of you	ır feedback on the 20	24-34 Long Term Plan?
	like to say as part of you	ur feedback on the 20	24-34 Long Term Plan?



### Your details

Full name (required)	ndra Wleo	
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)

U 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.



LTP Submissions Volume 10

# Your thoughts on the Big Decisions

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Big Decision 1: Town Hall, library ar	nd archive
Town Hall (Consultation Document pag	es 13-18)
	emolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House.
	Town Hall and build a new Town Hall on the site; retain and ding including façade; and retain Waiata House. ertainty).
buildings; retain Waiata House and t Cost: \$3.57 million. At this Stage To The Council's Preferred Option and Al-	ternative Option 1 include provision and budget to retain the ted cost to do this is \$1.97 million. Do you want to keep the
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairara	pa Archive (Consultation Document pages 19-24)
☐ The Council's Preferred Option — U extension to include the Archive.  Cost: \$10.75 million.	pgrade and expand the Library and consider in future a further
☐ Alternative Option 1 — Upgrade and Cost: \$14.66 million.	expand the Library and include the Archive now.
Alternative Option 2 – Complete es Cost: \$2.3 million.	sential Library repairs and maintenance only.
Big Decision 2: Town centre improv	rements (Consultation Document pages 25-28)
경기가 그렇게 되는 이번 이번 경기 어떻게 되었습니다. 그런 이 아니라 이번 사람이 어떻게 되었습니다. 네티얼	omplete essential work to improve water and roading infrastructure no other improvements to Queen Street.
아마하다 아내는 이 나는 없이 하나요? 이렇게 된 가입니까 얼마나 없는 사람이 하는 것이 되었다.	ential work to renew water and roading infrastructure in the town re to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (Co	onsultation Document pages 29-31)
☐ The Council's Preferred Option — For contestable. Applications for this fun	unding for community groups and organisations would become ding would be considered annually.
	ng Council funding arrangements. (Note: there is currently a e Long-Term Plan process and a smaller pool of annual

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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	☐ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund
	when external funding deases	☐ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K
Fees and cha	rges (See proposed fees and cha	rges on our website)
Do you support our propo	sed fees and charges for 2024/25?	
Yes	□ No	☑ Don't know
Not sure	at stage.	
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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: 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?: ☐ Phone the Council ☐ Log a service request online 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 in person at the Queen Street Customer Service Centre ☐ Pay via the Council's website 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? Monthly ☐ Weekly ☐ Never ☐ More than once a week

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How often, on average, have you v	isited the Queen Street	Customer Service Centr	e in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	☐ Never
Have you used the Council's after I	hours service in the past	12 months?	
☐ Yes	No		Don't know
Would you prefer to do more or les		e?	
☐ More	Less	7	
Do you have any other comments customer services that you would I			ow? Or suggestions for
		*	
		<b>*</b>	
Is there anything else you would (attach separate pages if needed)			
	10. A 1. A 2. (10.9) (10.10) (10.10) (10.10) (10.10) (10.10)		
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			A C

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•• @MastertonDC



### Your details

Full name (required)	Michael Mercer
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	(in	person
-----------------	--	-----	-----	--------

☐ Yes (via Micros	oft Teams
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### ☑ 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Bi	ig Decision 1: Town Hall, library and archive
To	own 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).
Th	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.  Mothing The Council's Preferred Option and Alternative Option 1 include provision and budget to retain e Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep e façade?
V	Yes – keep the façade $\square$ No – do not keep the façade
Ma	asterton 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.
V	Alternative Option 2 — Complete essential Library repairs and maintenance only. Cost: \$2.3 million.
Bi	g Decision 2: Town centre improvements (Consultation Document pages 25-28)
J	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.
Bi	g 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.
<b>√</b>	Alternative Option — Maintain existing Council funding arrangements. (Note: there is currently a mix of funding that is allocated via the Long-Term Plan process and a smaller pool of annual contestable funding).

### 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	✓ Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	✓ Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	✓ Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	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)	☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	✓ Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>□ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>

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

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

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How often, on average, have you v	risited the Queen Street Cu	stomer Service C	entre in t	the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	V	☐ Never
Have you used the Council's after l	nours service in the past 12	months?		
☐ Yes	<b>☑</b> No	1	☐ Don't	know
Would you prefer to do more or les	s Council business online?			
☐ More	✓ Less			
Do you have any other comments customer services that you would I			es now?	Or suggestions for
Is there anything else you would	like to say as part of your	feedback on the	2024-34	4 Long Term Plan?
(attach separate pages if needed)				
				<b>&gt;</b>

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Your details		
Full name (required)	Warren James.	MIKOZ.
Organisation (if applicable)		
Postal address		
Phone	Email	
Hearing		
	ng on Wednesday 22 and Thursday 23 May 2024 for th ill have 5-10 minutes to present your feedback to electe	
Would you like to present ye	our views at the hearing?	
If yes, please make sure you	r contact details in the previous section are correct so v	we can get in touch.
Yes (in person)	Yes (via Microsoft Teams)	No No
About you		
	derstand which sectors of the community are providing proach. Your responses will not be made public with yo d 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 impairment	s/long-term health conditions or do you identify as tāng	ata whaikaha/disabled?

## Your thoughts on the Big Decisions

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	emolish the Town Hall and Municipal Buildings and build a new ite, retain the Municipal Building façade, and expand Waiata House.
	Town Hall and build a new Town Hall on the site; retain and ing including façade; and retain Waiata House. 'tainty).
Alternative Option 2 – Demolish the buildings; retain Waiata House and th Cost: \$3.57 million.	Town Hall and Municipal Building and do not replace these e leased Queen Street office.
	ernative Option 1 include provision and budget to retain mated cost to do this is \$1.97 million. Do you want to keep
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairarap	a Archive (Consultation Document pages 19-24)
☐ The Council's Preferred Option – Up extension to include the Archive. Cost: \$10.75 million.	grade and expand the Library and consider in future a further
Alternative Option 1 – Upgrade and e Cost: \$14.66 million.	expand the Library and include the Archive now.
Alternative Option 2 — Complete essection Cost: \$2.3 million.	ential Library repairs and maintenance only.
Big Decision 2: Town centre improve	ements (Consultation Document pages 25-28)
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	ntial work to renew water and roading infrastructure in the town e to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (Con	sultation Document pages 29-31)
The Council's Preferred Option — Fur contestable. Applications for this fund	nding for community groups and organisations would become ing would be considered annually.
	g Council funding arrangements. (Note: there is currently a 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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	Maintain funding
2: Regional Walking and Cycling facilitation	☐ Cease funding for this (annual saving of \$35K)	Maintain funding
3: Regional Positive Ageing facilitation	☐ Cease funding for this (annual saving of \$40.5K)	Maintain funding
4: Welcoming Communities facilitation	☐ 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)	Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	☐ Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>□ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>

## 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

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How often, on average, have you vi	sited the Queen Street (	Customer Service Centre	e in the past 12 months?
More than once a week	☐ Weekly	☐ Monthly	☐ Never
Have you used the Council's after h  ☐ Yes	ours service in the past		on't know
☐ Yes			OTTENIOW
Would you prefer to do more or less  ☐ More	S Council business online Less	e? /	i i
Do you have any other comments of customer services that you would lil			ow? Or suggestions for
Mes on	V VOC	ads!	
	tho	inking	YOU.
		W.J	5. M.
Is there anything else you would I (attach separate pages if needed)	ike to say as part of you	ır feedback on the 202	4-34 Long Term Plan?
The roa		so ba	d
use on	se me	A 1	\
use on wheel	allighn	ment	
		Thank	
		V	V.J. //

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#37 **561** 

## COMPLETE

Collector: Test Link (Web Link)

Started: Saturday, April 13, 2024 11:14:25 AM Last Modified: Saturday, April 13, 2024 11:42:00 AM

**Time Spent:** 00:27:34

IP Address:

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

#### Q1

Your details

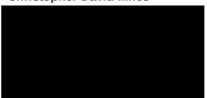
Full name (required)

Postal address

Email

Phone

**Christopher David Miles** 



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.

No



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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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?

No - do not keep the façade

## Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

## Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

## Q15

Service Area 4: Welcoming Communities facilitation

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

## Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

## Q17 No Do you support our proposed fees and charges for 2024/25? Q18 Comments the fees should remain the same. No change 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: 021 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 Oueen 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 am a lifestyle block owner and the proposed 19% rate increase is absolutely day light robbery. Being a lifestyle block owner I supply my own water, sewerage, I don't have street lighting. The Council berm that is 250m long and 5m wide I mow on a regular basis.

When is this rates theft by council going to stop.

#34 **562** 

## COMPLETE

Collector: Test Link (Web Link)

 Started:
 Friday, April 12, 2024 9:00:35 AM

 Last Modified:
 Friday, April 12, 2024 8:49:55 PM

**Time Spent:** 11:49:19

IP Address:

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

#### Q1

Your details

Full name (required)

Postal address

Email

Phone

**Richard Miles** 



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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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

Yes - keep the façade

## Q9

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

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

## Q10

Town centre improvements (Consultation Document pages 25-28)

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

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Council Funding (Consultation Document pages 29-31)

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

## Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

## Q14

Service Area 3: Regional Positive Ageing facilitation

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

## Q15

Service Area 4: Welcoming Communities facilitation

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

#### 016

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 No

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

#### **Q18**

#### Comments

Council needs to continue to make savings for ratepayers whilst continuing with essential services to maintain our beautiful town to attract visitors and increasing our population and community development to further the rates collection from housing expansion. I would like to see a rates increase under 5% annually and no more.

Encouraging and promoting cycle ways, walkways, bridle ways will encourage the community to improve health and vitality by having better access to these types of facilities.

#### 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 walkways, gardens, wildlife are big attractions as well as maintaining the health of the lakes for public use such as kayaking and dogs being able to drink from them when out walking.

Q21 Visit the Council website

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

Q22 Log a service request online

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

Q23 Pay by automatic payment or direct debit

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

Q24 Monthly

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

Q25 Never

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

Q26 No

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

Q27 More

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

## **Q28**

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

Encouraging online services and ceasation of postal notices to save and reduce costs is preferable

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 #21 **563** 

## COMPLETE

Collector: Test Link (Web Link)

Started: Thursday, April 11, 2024 12:10:38 PM Last Modified: Thursday, April 11, 2024 12:21:27 PM

**Time Spent:** 00:10:49

IP Address:

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

## Q1

Your details

Full name (required) Rodney Miller

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?

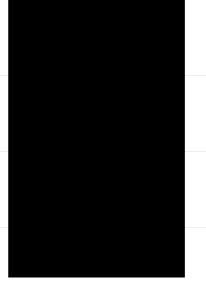
What is your ethnicity? You may tick multiple boxes.

**Q5**What is your gender?

Q4

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

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

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

## Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

## Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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

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

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

#### **Q20**

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

Respondent skipped this question

## **Q21**

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

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

## **Q22**

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

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 Yes

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

Q27 About the same

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

## **Q28**

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

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

Get on with it

## Your details

Full name (required)	Jennifer Mitchell			
Organisation (if applicable)	NA			
Postal address				
Phone		Email		
Hearing				
The Council will hold a heari their views in person. You w via Microsoft Teams online.	-		-	
Would you like to present yo	our views at the hear	ring?		
lf yes, please make sure you	r contact details in th	e previous se	ction are correct	so we can get in touch.
Yes (in person)	person)			
About you				
These questions help us und improve our engagement ap collated data will be reported	proach. Your respon		-	
What is your age range?				
	ultiple bo	oxes)		
What is your gender?				
what is your gender:				
Do you live with impairment	s/long-term health co	nditions or de	you identify as t	āngata 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 <a href="www.mstn.govt.nz">www.mstn.govt.nz</a> or pick up a copy from the library or our Customer Service Centre at 161 Queen Street. Tick one response for each decision.

Bi	g Decision 1: Town Hall, library and archive
То	wn Hall (Consultation Document pages 13-18)
	<b>The Council's Preferred Option</b> – 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).
<b>✓</b>	<b>Alternative Option 2</b> – 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	ne Council's Preferred Option and Alternative Option 1 include provision and budget to retain e Municipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep e façade?
	Yes – keep the façade   ✓ No – do not keep the façade
Ma	asterton District Library and Wairarapa Archive (Consultation Document pages 19-24)
	<b>The Council's Preferred Option</b> – 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.
Bi	g Decision 2: Town centre improvements (Consultation Document pages 25-28)
<b>√</b>	<b>The Council's Preferred Option</b> – 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.
Bi	g Decision 3: Council Funding (Consultation Document pages 29-31)
<b>√</b>	<b>The Council's Preferred Option</b> – Funding for community groups and organisations would become contestable. Applications for this funding would be considered annually.
	<b>Alternative Option</b> – 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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding	
2: Regional Walking and Cycling facilitation	☐ Cease funding for this (annual saving of \$35K)	✓ Maintain funding	
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding	
4: Welcoming Communities facilitation	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)	☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires.	
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>□ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>	
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 reel in the future if it would	COST less?		
✓ Invest in maintaining the lake	es as they are now		
Explore a different look and feel in future if it would cost less			
☐ Don't know			
Please tell us what you value and enjoy most about these lakes now:			
Henley Lake and the Lake of Robe altered. HenleyLake: The walking path Lake of Remembrance. This is boats. Our visitors think it's wor	is .The feel of being in the na such an attraction for famili	tural surroundings with a	all the birdlife is so healir
How we deliver customer see These questions will help inform	•	, ,	
When you need information abomost often?	out Council services, events	or activities, what chanr	el do you use
✓ Visit the Council website		<b>✓</b> Phone	e the Council
☐ Visit the Council's social me	dia pages – e.g. Facebook c	r Instagram 🔲 Email	the Council
✓ Visit the Queen Street Custor	mer Service Centre in person		
☐ Other – please specify			
When you need to report a pro	blem with a Council facility o	r service, what channel	do you use most often?:
☐ Log a service request online	9	<b>✓</b> Phone	e the Council
✓ Visit the Queen Street Custor	mer Service Centre	☐ Email	the Council
$\square$ Other – please specify			
When you need to pay your ratetc), what channel do you use r	' '	service (e.g. dog regist	ration, consent fees,
☐ Pay via the Council's websit	e 🛮 🗹 Pay in person	at the Queen Street Cu	stomer Service Centre
✓ Pay by automatic payment c	or direct debit		
How often, on average, have yo Street Customer Service Centre		n the Council's website o	or contacted the Queen
☐ More than once a week	☐ Weekly	✓ Monthly	☐ Never

How often, on average, have you vi	sited the Queen Street	Customer Service Cent	re in the past 12 months?
☐ More than once a week	☐ Weekly	☐ Monthly	☐ Never
Have you used the Council's after h	ours service in the past	12 months?	
☐ Yes	<b>☑</b> No		Don't know
Would you prefer to do more or less	s Council business onlin	e?	
☐ More	☐ Less		
Do you have any other comments o customer services that you would lil			now? Or suggestions for
I am perfectly satisfied with their se	rvices right now.		
Is there anything else you would I (attach separate pages if needed)	ike to say as part of yo	ur feedback on the 20	24-34 Long Term Plan?
I feel that the council need to go who want you to put us all into hug time. So many people are losing the pay more rates for a Town Hall tha	ge debt at a time like th neir jobs, have massive	is. The economic situa mortgage payments o	tion is the worst it's been
It should be left until things improve peoples lives miserable. They will be forcing on them.	ve. If you insist on build be losing their homes be	ing a monument now	,
Please reconsider your preference: Leave the luxuries like the town hal I was one of the 'hands around the climate away.	ll and all those other 'nic		·
			$\sim$



# Your details Full name (required) Ronald Keith Mitchell Organisation (if applicable) ..... Postal address .....Email 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. MNO Yes (in person) ☐ Yes (via Microsoft Teams) 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 tangata whaikaha/disabled?

LTP Submissions Volume 10

## 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 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.
Μι	e Council's Preferred Option and Alternative Option 1 include provision and budget to retain the unicipal Building façade. The estimated cost to do this is \$1.97 million. Do you want to keep the cade?
	Yes – keep the façade
Ma	asterton 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.
Ø	Alternative Option 2 — Complete essential Library repairs and maintenance only. Cost: \$2.3 million.
Big	g Decision 2: Town centre improvements (Consultation Document pages 25-28)
Ø	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	g 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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	☐ Cease funding for this (annual saving of \$35K)	Maintain funding
3: Regional Positive Ageing facilitation	✓ Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	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)	☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>OR</li> <li>□ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>
		rges on our website)
Do you support our propos  TYPES	sed fees and charges for 2024/25?	☐ Don't know

## Your thoughts to help shape our thinking

Henley Lake and Lake of Remembrance (Consultation Document page 42) Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? Invest in maintaining the lakes as they are now ☐ Explore a different look and feel in future if it would cost less ☐ Don't know Please tell us what you value and enjoy most about these lakes now: The Lake and park areas are an Icon and are a high draw card for the Masterton. Jourist influx. As well as an extremely will facility for the community. 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 ☐ Monthly ☐ Weekly 2-4 Times per y-Page 241 LTP Submissions Volume 10

How often, on average, have you visited	the Queen Stree	t Customer Service Cer	ntre in the past 12 months?
More than once a week	☐ Weekly	3-4 Times	Per new.
Have you used the Council's after hours			
☐ Yes	No		] Don't know
Would you prefer to do more or less Cou	ncil business onli	ne?	
☐ More	Less		
Do you have any other comments on how customer services that you would like the			s now? Or suggestions for
I consider the	Customer	service	section of
The council is	of a	Very good	etandard.
easy access and			
Is there anything else you would like to (attach separate pages if needed)			
Times have char			
difficult for q	Large	part of M	asterton rate
payers. They sim	ply can	not sustain	n puying more
and More vale inc	reages, "	Stop' Wast	and think.
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MSTN.GOVT.NZ

f @MastertonDC

MASTERTON
DISTRICT COUNCIL

No

#600 **566** 

## COMPLETE

Test Link (Web Link) Collector:

Started: Monday, May 06, 2024 9:07:42 AM **Last Modified:** Monday, May 06, 2024 9:55:58 AM

**Time Spent:** 00:48:16

IP Address:

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

#### Q1

Your details

Full name (required) **Karen Monks** 

Postal address

Email

Q2

Q4

Phone

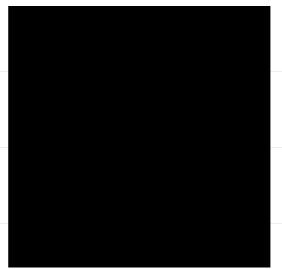
Would you like to present your views at the hearing?If yes, please make sure your contact details in the previous section are correct so we can get in touch.

Q3 What is your age range?

What is your ethnicity? You may tick multiple boxes.

Q5 What is your gender?

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

Q6

Town Hall (Consultation Document pages 13-18)

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

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?

No - do not keep the façade

## Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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).

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

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

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

Alternative Option - Maintain funding

## Q14

Service Area 3: Regional Positive Ageing facilitation

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

#### Q15

Service Area 4: Welcoming Communities facilitation

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

#### **Q16**

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 Yes

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

#### Q18

#### Comments

The town hall and associated buildings - Given the challenges we face in terms of water, sewerage and storm water., the climate change effects on people and infrastructure and the cost of living. It does not seem at all prudent or logical to be putting a large amount of money into the town hall solution. Mazlows hierarchy would suggest that a town hall is well above the level of where our need as a community is. We do not need a multipurpose performance or function space. It is a nice to have. Civil Defence does need space, that doesn't have to happen in a new town hall area.

The library - This is something the community does need. More than ever we need a modern library. However the options listed don't seem to encompass what a modern library is. There is no real mention of the FabLab, it has done amazing things for the community, teaching and helping people to bring their ideas to life. It is very technical and requires specialist teachers rather than librarians and this seems to be glossed over in all the documents. The FabLab is an excellent resource and needs to be supported fully.

Queen Street - It needs to be pedestrianised. But no council has ever been brave enough to propose this. Masterton is the perfect town for walking, e-bikes, electric scooters etc and the council is being nowhere near brave enough to change the town centre to adapt to this. Essential works will have to be done by the looks of it. Big changes are needed. Stop wimping out! Be bold, be brave, put on your big council pants and change our town. The centre of Dunedin is changing a street into a playground. Palmerston North has dedicated bike ones with raised bollards for safety. Our town is tiny and we could make wonderful. Never mind the town hall. Make moving through town more pleasant!

Funding - making all funding to all groups constantly contestable each year does not allow for future planning for those groups. The next problem is that big organisations like Destination Wairarapa would suck up more funds from the pool and leave less for smaller groups if the contestable pool remains the same size. Because currently those funds are seperate to the funding pool. Climate change Funding - community led initiatives have those far not been inspiring. There is only so much composting that can be done. A facilitator led approach would be better.

#### Page 4: Your thoughts to help shape our thinking

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**

019

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

More native wildlife in a wetland would be fantastic

## **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

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** 

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 **567** 

## COMPLETE

Test Link (Web Link) Collector:

Started: Tuesday, April 30, 2024 11:57:12 AM **Last Modified:** Tuesday, April 30, 2024 12:18:22 PM

**Time Spent:** 00:21:10

IP Address:

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

#### Q1

Your details

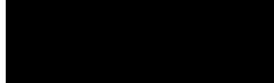
Full name (required)

Postal address

Email

Phone

**Wayne Montgomery** 



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.



What is your age range?

## Q4

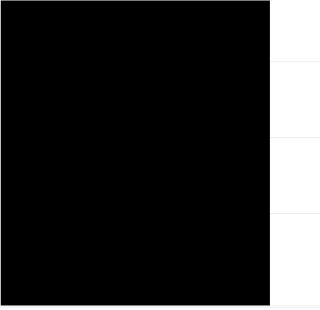
What is your ethnicity? You may tick multiple boxes.

## 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 thesebuildings; retain Waiata House and the leased Queen Street office. Cost: \$3.57 million.

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?

No - do not keep the façade

## Q9

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

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

## Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

## Q12

Service Area 1: Wairarapa Economic Development Strategy

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

### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

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

## Q15

Service Area 4: Welcoming Communities facilitation

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

## Q16

Service Area 5: Climate initiatives

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

Page 3: Fees and Charges

Q17 Yes Do you support our proposed fees and charges for 2024/25? Q18 Respondent skipped this question Comments Page 4: Your thoughts to help shape our thinking Q19 Explore a different look and feel in future if it would cost less Would you prefer the Council to invest in maintaining the lakes as they are now or explore a different look and feel in the future if it would cost less? **Q20** Please tell us what you value and enjoy most about these lakes now: Excellent facilities at Henley Lake for walking and dog excersise. **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 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** 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

Since 2011 my rates have increased in excess of 100%, this is becoming unsustaniable. While I understand that the councils cost have increased I would doubt it would be this much. I would like to see a better effort from council on reducing our rates. The average households in Masterton cannot afford these increases. You have to take in consideration the long term cumulitive percentage increases.

#231 568

## COMPLETE

Test Link (Web Link) Collector:

Started: Saturday, April 27, 2024 11:08:18 AM **Last Modified:** Saturday, April 27, 2024 11:14:53 AM

00:06:34 **Time Spent:** 

IP Address:

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

## Q1

Your details

Full name (required)

Postal address

Email

Phone

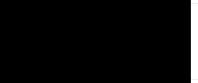
Mair Moorcock



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.



What is your age range?

Q4

Q3

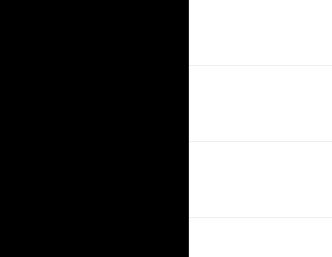
What is your ethnicity? You may tick multiple boxes.

Q5

What is your gender?



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)

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

#### Yes - keep the façade

## Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

Respondent skipped this question

#### Q11

Council Funding (Consultation Document pages 29-31)

Respondent skipped this question

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

Respondent skipped this question

#### Q13

Service Area 2: Regional Walking and Cycling facilitation

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

#### Q14

Service Area 3: Regional Positive Ageing facilitation

Respondent skipped this question

## Q15

Service Area 4: Welcoming Communities facilitation

Respondent skipped this question

### Q16

Service Area 5: Climate initiatives

Respondent skipped this question

#### Page 3: Fees and Charges

Q17

Respondent skipped this question

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

Q18

Respondent skipped this question

Comments

## Page 4: Your thoughts to help shape our thinking

## Q19

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

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

#### **Q20**

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

Respondent skipped this question

#### **Q21**

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

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

Q22

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

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

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

Never

**Q26** 

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

No

**Q27** 

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

About the same

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

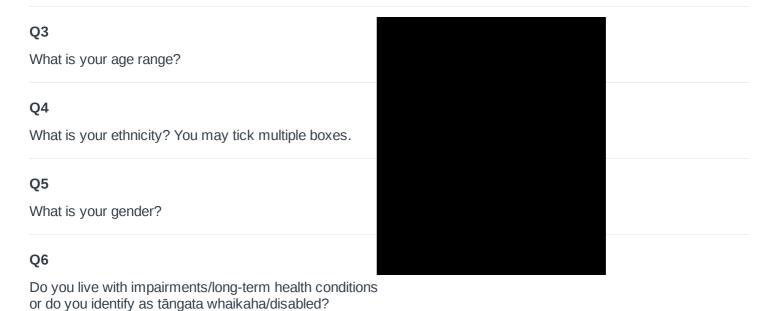
Support David Bormans plans for town hall and library upgrade

#664 **569** COMPLETE Collector: Test Link (Web Link) Started: Monday, May 06, 2024 7:41:33 AM **Last Modified:** Monday, May 06, 2024 7:52:43 AM 00:11:09 **Time Spent:** IP Address: Page 1: TŌ WĀHI, TŌ MAHERE | YOUR PLACE, YOUR PLAN Q1 Your details Full name (required) **Greg Morgan** 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.

Phone



Page 2: Your Thoughts on the Big Decisions

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

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

Yes - keep the façade

#### Q9

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

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

#### Q10

Town centre improvements (Consultation Document pages 25-28)

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

#### Q11

Council Funding (Consultation Document pages 29-31)

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

#### Q12

Service Area 1: Wairarapa Economic Development Strategy

Alternative Option - Maintain funding

## Q13

Service Area 2: Regional Walking and Cycling facilitation

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

## Q14

Service Area 3: Regional Positive Ageing facilitation

Alternative Option - Maintain funding

#### **Q15**

Service Area 4: Welcoming Communities facilitation

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

Service Area 5: Climate initiatives

The Council's Preferred Option - Increase Communityled 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

More funding for council tree removal and maintenance required. Many council trees are far too big as maintenance (annual pollarding) has not been done for many years. Some trees are now at the point they should be removed due to the size and location of them but no council funding is available.

### Page 4: Your thoughts to help shape our thinking

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**

Q19

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

Both lakes are a great asset to the community and wonderful to see so many families utilising these facilities, however they aren't as well maintained, especially the Lake of Remembrance, as they use to be.

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)	John Morgan	1
Organisation (if applicable)		
Postal address		
Phone	Email	
Hearing		
The Council will hold a hearing on Wedn their views in person. You will have 5-10 via Microsoft Teams online.		
Would you like to present your views a	t the hearing?	
If yes, please make sure your contact de	etails in the previous section are co	orrect so we can get in touch.
☐ Yes (in person)	☐ Yes (via Microsoft Teams)	□ No
About you		
These questions help us understand whimprove our engagement approach. You collated data will be reported to the Col	ur responses will not be made pub	
What is your age range?		
What is your ethnicity? (you may tick m	nultiple boxes)	
What is your gender?		
Do you live with impairments/long-term	health conditions or do you identi	fy 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 an	nd archive
Town Hall (Consultation Document pag	ges 13-18)
이 마음이 가는 것이 되었다. 그 아이들은 사람들은 사람들이 되었다면 하는 것이 없는 것이 없는 것이 없다면 없었다.	Demolish the Town Hall and Municipal Buildings and build a new site, retain the Municipal Building façade, and expand Waiata House.
	e Town Hall and build a new Town Hall on the site; retain and ding including façade; and retain Waiata House. ertainty).
□ Alternative Option 2 – Demolish the buildings; retain Waiata House and t Cost: \$3.57 million.	e Town Hall and Municipal Building and do not replace these the leased Queen Street office.
마음이 있다며 얼마를 하는데 되면 다른 생각이 되었다. 그 아이들은 바람이 되었다.	ternative Option 1 include provision and budget to retain the sted cost to do this is \$1.97 million. Do you want to keep the
Yes – keep the façade	☐ No – do not keep the façade
Masterton District Library and Wairara	pa Archive (Consultation Document pages 19-24)
The Council's Preferred Option – Uextension to include the Archive. Cost: \$10.75 million.	Ipgrade and expand the Library and consider in future a further
Alternative Option 1 – Upgrade and Cost: \$14.66 million.	d expand the Library and include the Archive now.
☐ Alternative Option 2 — Complete es Cost: \$2.3 million.	ssential Library repairs and maintenance only.
Big Decision 2: Town centre improv	vements (Consultation Document pages 25-28)
The Council's Preferred Option – Coin the town centre. There would be a Cost: \$6.48 million	complete essential work to improve water and roading infrastructure no other improvements to Queen Street.
	ential work to renew water and roading infrastructure in the town tre to improve the 'look and feel' of that space.
Big Decision 3: Council Funding (Co	onsultation Document pages 29-31)
The Council's Preferred Option – For contestable. Applications for this fundamental contestable.	unding for community groups and organisations would become ding would be considered annually.
(many 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ng Council funding arrangements. (Note: there is currently a ne Long-Term Plan process and a smaller pool of annual

## 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	Reduce funding by 20 per cent compared to 2023/24 (annual saving of \$20K)	☐ Maintain funding
2: Regional Walking and Cycling facilitation	Cease funding for this (annual saving of \$35K)	☐ Maintain funding
3: Regional Positive Ageing facilitation	Cease funding for this (annual saving of \$40.5K)	☐ Maintain funding
4: Welcoming Communities facilitation	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)	☐ Provide Council funding of \$55K per year from 2025/26 when external funding expires.
5: Climate initiatives  Fees and cha	Increase Community-led Climate Initiatives Fund from \$50K to \$100K rather than funding Climate Activation facilitation beyond April 2026, when external funding ceases	<ul> <li>□ Increase funding for facilitation by \$92K from 2026/27, with no increase to Community-led Climate Initiatives Fund</li> <li>○ OR</li> <li>□ Increase funding for facilitation by \$92K from 2026/27 and increase Community-led Climate Initiatives Fund by 50K to \$100K</li> </ul>
	sed fees and charges for 2024/25?	
☐ Yes	□ No	Don't know

# Your thoughts to help shape our thinking

Henley Lake and Lake of Remembra	nce (Consultation Docume	nt page 42)	
Would you prefer the Council to invest in and feel in the future if it would cost less?		ey are now or explore	a different look
Invest in maintaining the lakes as they	are now		
Explore a different look and feel in fut	ture if it would cost less		
☐ Don't know			
Please tell us what you value and enjoy r	most about these lakes now	<i>r</i> :	
Open space in	town		
Sustable for s	one adivit	ries not	catered for
elsewher (6			
(b	oating-no oth	e place)	
How we deliver customer services (Council These questions will help inform a review	of how we deliver our cus	tomer services.	vou uso most
When you need information about Counc often? Please tick one option.	ill services, events or activi	ies, what channel do y	ou use most
☐ Visit the Council website		Phone the C	Council
☐ Visit the Council's social media pages	– e.g. Facebook or Instagr	am 🔲 Email the Co	ouncil
Visit the Queen Street Customer Servic	e Centre in person		
Other – please specify			
When you need to report a problem with Please tick one option.	a Council facility or service	, what channel do you	use most often?
Log a service request online		Phone the C	Council
Visit the Queen Street Customer Service	e Centre	☐ Email the Co	ouncil
▼ Visit the Queen Street Customer Servic     Other – please specify	or used sofe	r (ratipago	gandie
When you need to pay your rates or pay etc), what channel do you use most often		(e.g. dog registration,	consent fees,
Pay via the Council's website	Pay in person at the Q	ueen Street Customer	Service Centre
Pay by automatic payment or direct de	ebit		
How often, on average, have you accesse Street Customer Service Centre in the pa		ıncil's website or conta	acted the Queen
More than once a week  LTP Submissions Volume 10	☐ Weekly	Monthly O	Never Page 262

How often, on average, have you v	isited the Queen Street (	Customer Service C	Centre in the past 12 months?
☐ More than once a week	☐ Weekly	Monthly	Never one or fuice
Have you used the Council's after h	nours service in the past	12 months?	
☐ Yes	U No		☐ Don't know
Would you prefer to do more or les	s Council business online	e?	
☐ More	Less		☐ About the same
Do you have any other comments of customer services that you would I	ike the Council to consid	er in future?	
Maybe a smaller, b	lack and white	bootslet	5 au' 7 costs
(attach separate pages if needed)			
		/	
		/	
	/	/	
Section of the sectio			
			TE KAUNUEDA À DOUE O WUAKAODIO

MASTERTON DISTRICT COUNCIL