

Agenda for a meeting of the Onewhero-Tuakau Community Board to be held in the Rugby Clubrooms, 11 Hall Road, Onewhero on **TUESDAY 7 JUNE 2016** commencing at **7.30pm.**

Information and recommendations are included in the reports to assist the Board in the decision making process and may not constitute Council's decision or policy until considered by the Board.

1. APOLOGIES AND LEAVE OF ABSENCE

2. CONFIRMATION OF STATUS OF AGENDA

3. DISCLOSURES OF INTEREST

4. CONFIRMATION OF MINUTES

Meeting held on Monday 2 May 2016.

2

5. MATTERS ARISING FROM MINUTES

6. REPORTS

6.1	Discretionary Fund Report to 24 May 2016	7
6.2	Change in Health & Safety Legislation	9
6.3	Year to Date Service Request Report	14
6.4	Works & Issues	26
6.5	Pre-meeting forum	Verbal
6.5	Chairperson's Report	Verbal
6.6	Councillors' and Community Board Members' Report	Verbal

GJ Ion

CHIEF EXECUTIVE

Agenda2016\OTCB\160607 OTCB OP.dot

Open Meeting

To	Onewhero-Tuakau Community Board
From	GJ Ion Chief Executive or General Manager
Date	6 May 2016
Prepared by	LM Wainwright Committee Secretary
Chief Executive Approved	Y
DWS Document Set #	1511818
Report Title	Confirmation of Minutes

1. EXECUTIVE SUMMARY

To confirm the minutes of the Onewhero-Tuakau Community Board meeting held on Monday 2 May 2016.

2. RECOMMENDATION

THAT the minutes of the meeting of the Onewhero-Tuakau Community Board held on Monday 2 May 2016 be confirmed as a true and correct record of that meeting.

3. ATTACHMENTS

OTCB Minutes 2 May 2016

MINUTES of a meeting of the Onewhero-Tuakau Community Board held in the Board Room, Tuakau Memorial Hall, George Street, Tuakau on **MONDAY 2 MAY 2016** commencing at **4.33pm**.

Present:

Mr N Miller (Chairperson)
 Cr L Petersen
 Mrs A Anderson
 Mr B Cameron
 Mr R Gee
 Mrs B Watson

Attending:

Mr GJ Ion (Chief Executive)
 Mrs LM Wainwright (Committee Secretary)
 Ms M McIntyre (Operations Engineer)
 Ms C Petereit (Solid Waste Consultant)
 Mr B Titchmarsh (Tuakau Community Patrol)
 52 Members of the Public

APOLOGIES AND LEAVE OF ABSENCE

Resolved: (Mr Cameron/Mr Gee)

THAT an apology be received from and leave of absence granted to Cr Costar and Mrs Gower.

CARRIED on the voices

OTCBI605/01

CONFIRMATION OF STATUS OF AGENDA ITEMS

Resolved: (Cr Petersen/Mr Gee)

THAT the agenda for a meeting of the Onewhero-Tuakau Community Board held on Monday 2 May 2016 be confirmed and all items therein be considered in open meeting;

AND THAT in accordance with Standing Order 3.7.2 the order of business be changed with agenda item 6.3 [*Refuse and Recycling Changes*] being considered after agenda item 5 and item 6.6 [*Annual Plan 2016/17*] being considered after agenda item 6.2.

CARRIED on the voices

OTCBI605/02

DISCLOSURES OF INTEREST

There were no disclosures of interest.

OTCBI605/03

CONFIRMATION OF MINUTES

Resolved: (Mr Miller/Mr Gee)

THAT the minutes of a meeting of the Onewhero-Tuakau Community Board held on Monday 7 March 2016 be confirmed as a true and correct record of that meeting.

CARRIED on the voices

OTCBI605/04

MATTERS ARISING FROM THE MINUTES

There were no matters arising from the minutes.

OTCBI605/05

REPORTS

Refuse and Recycling Changes
Agenda Item 6.3

Resolved: (Cr Petersen/Mrs Anderson)

THAT the report of the General Manager Service Delivery – Refuse & Recycling Changes – be received.

CARRIED on the voices

OTCBI605/06/1

The meeting adjourned at 5.25pm and resumed at 5.42pm.

Discretionary Fund Report to 18 April 2016
Agenda Item 6.1

Resolved: (Mr Gee/Cr Petersen)

THAT the report from the Acting Chief Executive – Discretionary Fund Report to 18 April 2016 – be received;

AND THAT the Board approve payment of \$68.00 to Anita's Flowerbiz for flowers for Cr Costar.

CARRIED on the voices

OTCBI605/06/2

Application for Funding – Tuakau Community Patrol
Agenda Item 6.2

Resolved: (Mr Gee/Cr Petersen)

THAT the report from the Acting Chief Executive – Application for Funding – Tuakau Community Patrol – be received;

AND THAT an allocation of \$5,000.00 is made to the Tuakau Community Patrol towards the cost of upgrading the community patrol vehicle;

AND FURTHER THAT if a car is donated to the Tuakau Community Patrol, the allocation of \$5,000.00 be returned to the Onewhero-Tuakau Community Board.

CARRIED on the voices

OTCB1605/06/3

Mrs Watson requested her abstention be recorded.

Annual Plan 2016/17
Agenda Item 6.6

Resolved: (Mrs Watson/Cr Petersen)

THAT report from the General Manager Strategy & Support - *Annual Plan 2016/17* - be received.

CARRIED on the voices

OTCB1605/06/4

Draft Plaques, Memorials and Monuments Policy
Agenda Item 6.4

Resolved: (Mr Gee/Cr Petersen)

THAT the report of the General Manager Service Delivery be received;

AND THAT the Onewhero-Tuakau Community Board provide feedback to staff on the content of the proposed policy;

AND FURTHER THAT feedback be provided to the Open Spaces Team Leader by 31 May 2016.

CARRIED on the voices

OTCB1605/06/5

Tuakau Public Toilets
Agenda Item 6.5

Resolved: (Cr Petersen/Mr Gee)

THAT the report from the General Manager Service Delivery be received;

AND FURTHER THAT feedback be provided to the Programme Delivery Manager by 31 May 2016 on the proposed location of the Tuakau Public Toilets.

CARRIED on the voices

OTCB1605/06/6

Pre-meeting Forum
Agenda Item 6.7

Nil to report.

Chairperson's Report
Agenda Item 6.8

The chairperson gave a verbal report and answered questions of the Board.

Councillors' and Community Board Members' Report
Agenda Item 6.9

Cr Petersen gave a verbal report and answered questions of the Board.

Board members gave verbal reports and answered questions of the Board.

There being no further business the meeting was declared closed at 7.23pm.

Minutes approved and confirmed this day of 2016.

N Miller
CHAIRPERSON
Minutes2016/OTCB/160502 OTCB Minutes

Open Meeting

To	Onewhero-Tuakau Community Board
From	TG Whittaker General Manager Strategy & Support
Date	24 May 2016
Prepared by	SL Jenkins PA to General Manager Strategy & Support
Chief Executive Approved	Y
DWS Document Set #	I52I605
Report Title	Discretionary Fund Report to 24 May 2016

I. EXECUTIVE SUMMARY

To update the Board on the Discretionary Fund Report to 24 May 2016.

2. RECOMMENDATION

THAT the report from the **General Manager Strategy & Support** be received.

3. ATTACHMENTS

Discretionary Fund Report to 24 May 2016

ONEWHERE TUAKAU COMMUNITY BOARD DISCRETIONARY FUND 2015/2016

	GL	1.215.1704
2015/16 Annual Plan		28,878.00
2014/15 Carry forward		30,257.00
Total Funding		59,135.00
EXPENDITURE:		
14-Jul-15 Anzac Day costs - reimbursement to B Watson		170.90
01-Jul-15 Te Kohanga School - purchasing of chemicals for pool maintenance		309.57
03-Nov-15 Lions Club of Tuakau Inc. - towards cost of the Tuakau Community Christmas parade		1,000.00
03-Nov-15 Lions Club of Tuakau Inc. - towards cost of replacing the Christmas flags and decorations for the Tuakau town centre		4,099.94
12-Nov-15 Adult Literacy Trust - resource material and equipment required for the adult online learning course		2,442.12
16-Nov-15 Pukekawa School - towards the running of the school pool for community use		500.00
16-Nov-15 Sunset Beach Lifeguard Service Inc. - cost of lifeguard programme over the summer of 2015/16		4,000.00
20-Dec-15 Naikē Community Inc. Society - cost of replacing the roof on the community centre building		7,910.19
06-Apr-16 Tuakau Youth Hunt - cost of purchasing signage for the prohibited illegal activities to stock theft and unlawful hunting		3,362.72
30-Apr-16 ANZAC 2016 commitments - misc purchases from Tuakau Super Value		317.57
26-Apr-16 ANZAC 2016 commitments - Anita's Flowerbiz - flower arrangement Tuakau Hall for ANZAC Day		31.31
26-Apr-16 ANZAC 2016 commitments - Anita's Flowerbiz - wreaths for ANZAC Day		260.87
18-May-16 Flowers for Cr Costar - family bereavement		59.13
Total Expenditure		24,464.32
Total Income		-
Net Expenditure		24,464.32
Net Funding (Excluding commitments)		34,670.68
COMMITMENTS:		
01-Jul-15 Allocated amount to the Chair to purchase misc. items (balance from 30/6/2015)		301.81
01-Sep-14 Contribution towards placemaking project (OTCB1409/06/2)		6,000.00
02-Nov-15 Onewhero Area School - cost of purchasing a defibrillator (OTCB1511/06/5)		3,262.00
02-Nov-15 Onewhero Rugby Football Club - cost of having plans drafted for the extension of Rugby Club facility - (OTCB1511/06/6)		4,000.00
02-Nov-15 Opuatia Hall Committee - cost of painting the interior of the community hall facility (OTCB1511/06/7)		5,500.00
02-Nov-15 Glen Murray Community Equestrian Centre - upgrading the access track leading into the club's equestrian grounds (OTCB1511/06/8)		1,300.00
07-Dec-16 ANZAC 2016 commitments (OTCB1512/06/6)	3,000.00	
Less: Expenses	609.75	2,390.25
07-Mar-16 Onewhero Society of Performing Arts - towards cost of short playwriting competition (OTCB1603/06/3)		350.00
07-Mar-16 Port Waikato Resident and Ratepayers Association - cost of upgrading the security surveillance systems located at Port Waikato (OTCB1603/06/4)		5,000.00
02-May-16 Tuakau Community Patrol - cost of upgrading community patrol vehicle (OTCB1605/06/3)		5,000.00
TOTAL COMMITMENTS		33,104.06
NET FUNDING REMAINING (Including commitments) as of 24 May 2016		1,566.62

Open Meeting

To	Onewhero Tuakau Community Board
From	G J Ion Chief Executive
Date	20 May 2016
Chief Executive Approved	Y
DWS Document Set #	I522680
Report Title	Change in Health & Safety Legislation

I. EXECUTIVE SUMMARY

The purpose of this report and its attachments is to provide an update on the recent changes to the health and safety legislation following the introduction of the Health & Safety at Work Act 2015 (the Act). Council recognise that compliance is essential but they aspire to achieve best practice in health and safety performance and to create a sustainable zero harm culture where everyone goes home safe and healthy each day.

2. RECOMMENDATION

THAT the report from the Chief Executive be received;

3. BACKGROUND

We are in a new era of health and safety legislation. Whilst many are viewing this as a fundamental shift, it is not. The obligation and responsibility to keep people safe and health at work has not changed.

4. DISCUSSION AND ANALYSIS OF OPTIONS

4.1 DISCUSSION

This report and attachment provides a summary of a presentation provided by the Zero Harm Manager to the recent meeting of the Community Board and Community Committee members in Ngaruawahia.

5. CONSIDERATION

5.1 FINANCIAL

There are no direct financial implications of this report but inevitably providing a safe and healthy workplace requires investment in training, personal protective equipment and other resources.

5.2 LEGAL

This report outlines changes in legislation and details the requirements of the Health and Safety at Work Act 2015.

5.3 STRATEGY, PLANS, POLICY AND PARTNERSHIP ALIGNMENT

This report is written in accordance with Council's Zero Harm Policy and is aimed to inform members of Community Boards and Community Committees.

5.4 ASSESSMENT OF SIGNIFICANCE AND ENGAGEMENT POLICY AND OF EXTERNAL STAKEHOLDERS

(Ascertain if the Significance & Engagement Policy is triggered or not and specify the level/s of engagement that will be required as per the table below (refer to the Policy for more detail and an explanation of each level of engagement):

Highest levels of engagement	Inform <input checked="" type="checkbox"/>	Consult <input type="checkbox"/>	Involve <input type="checkbox"/>	Collaborate <input type="checkbox"/>	Empower <input type="checkbox"/>
	The due diligence requirements of the Act and the goal of zero harm should be to the forefront of the minds of staff, elected members, contractors, volunteers, the public and other stakeholders.				

State below which external stakeholders have been or will be engaged with:

Planned	In Progress	Complete	
	✓		Internal
	✓		Community Boards/Community Committees
			Waikato-Tainui/Local iwi
			Households
			Business
			Other Please Specify

6. CONCLUSION

It is intended that as a result of this report, Community Committee and Community Board members will understand their role and responsibilities. In essence, to achieve zero harm

and keep everyone safe, everyone (including Community Committee and Community Board members) must be responsible.

7. ATTACHMENTS

- Legislation summary

Community Committees and Boards

The Health and Safety at Work Act 2015 and corresponding Regulations 2016

The Act came into being on 4 April 2016; the main purpose of the Act is to provide for a balanced framework to secure the health and safety of **workers and workplaces** by:

- Protecting workers and others against harm to their health, safety and welfare by controlling risks.
- Providing for fair and effective workplace representation, consultation, co-operation and resolution of issues in relation to workplace health and safety.
- Encourages unions and employer organisations to take a constructive role in promoting improvements in workplace health and safety.
- Promotes the provision of advice, information, education and training in relation to work health and safety.
- Securing compliance with the Act through effective and appropriate compliance and enforcement measures.
- Ensuring appropriate scrutiny and review of actions taken by persons performing functions and exercising powers under the Act.
- Providing a framework for continuous improvement and progressively higher standards of work health and safety (**further to the above**)
- A regard must be had to the principle that workers and other persons should be given the highest level of protection against harm to their health and safety and welfare from hazards and risks arising from work or specified types of plant as is reasonably practicable.

Under the Health & Safety at Work Act 2015 an **Officer** of a PCBU (person conducting a business or undertaking) includes any other person occupying a position in relation to the business or undertaking that allows the person to exercise significant influence over the management of the business or undertaking.

An Officer includes the Chief Executive, directors of companies and probably general managers of the respective departments.

Community Boards are established pursuant to Section 48 of the Local Government Act 2002, and the role and powers are outlined in Sections 52 and 53 respectively.

Community Committees act as a representative of the community and provide a voice to the wider Council business.

Key functions of Community Committees are:

- Working with, and promoting the interests of the community in which they serve.
- Accumulating and using any available funds as the Committee considers necessary to carry out the objectives of the Committee on behalf of the community.
- Carrying out other lawful acts that are incidental to or conducive to the objectives of the Committee.

Given that Community Committees and Community Boards do not have significant decision making powers and limited hands on involvement, it is considered that Community Committee members and Community Board members would not be Officers under the Act as they do not have the ability to exercise significant influence over the day to day activities of a Business or undertaking.

Community Board members as elected members are not liable for prosecution but are expected to act responsibly and contribute to an effective health and safety culture in Waikato District Council.

Community Committees and Community Boards have a duty of care to ensure any activities carried out under their direction or knowledge is done so with the requirement that a person acts towards others and the public with watchfulness, attention, caution, and prudence that a reasonable person in the circumstances would. Caution would extend to ensuring that any volunteer work carried out for or on behalf of the committee would be carried out in a healthy and safe manner.

Community Committees or Community Boards are not seen as separate PCBU's so an elected member or member of those bodies are not Officers under the Health and Safety at Work Act 2015. The Council, as the PCBU holds that responsibility.

Duties of other persons at workplaces

Community Boards and Community Committees should also be aware of the general principles. A person at a workplace, whether or not the person has another duty under the Act must:

- a) take reasonable care for his or her own health and safety; and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- c) comply, as far as he or she is reasonably able, with any reasonable instruction that is given by the PCBU to allow the PCBU to comply with the Act or regulations.

Open Meeting

To	Onewhero-Tuakau Community Board
From	TG Whittaker General Manager Strategy & Support
Date	23 May 2016
Prepared by	SL Jenkins PA to General Manager Strategy & Support
Chief Executive Approved	Y
DWS Document Set #	I52I044
Report Title	Year to Date Service Request Report

I. EXECUTIVE SUMMARY

To update the Board on the Year to Date Service Request Report for Onewhero-Tuakau.

2. RECOMMENDATION

THAT the report from the **General Manager Strategy & Support** be received.

3. ATTACHMENTS

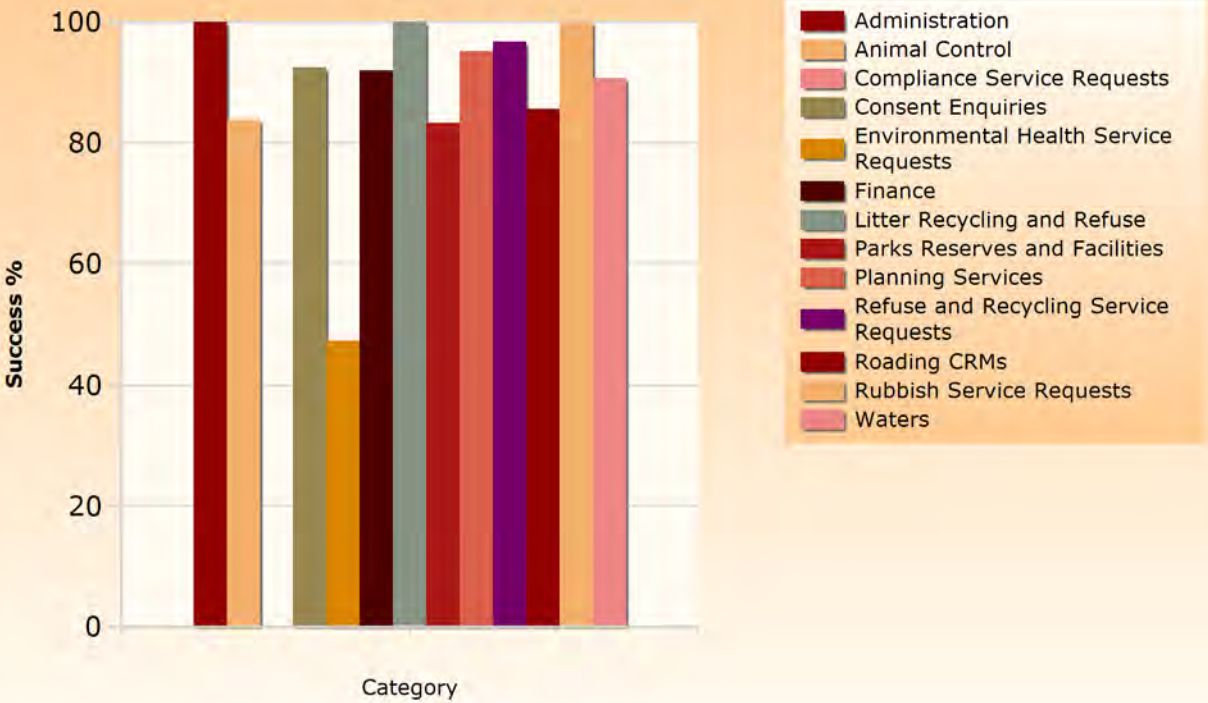
Year to Date Service Request Report for Onewhero-Tuakau.

Date Range: 01/07/2015 to 30/04/2016

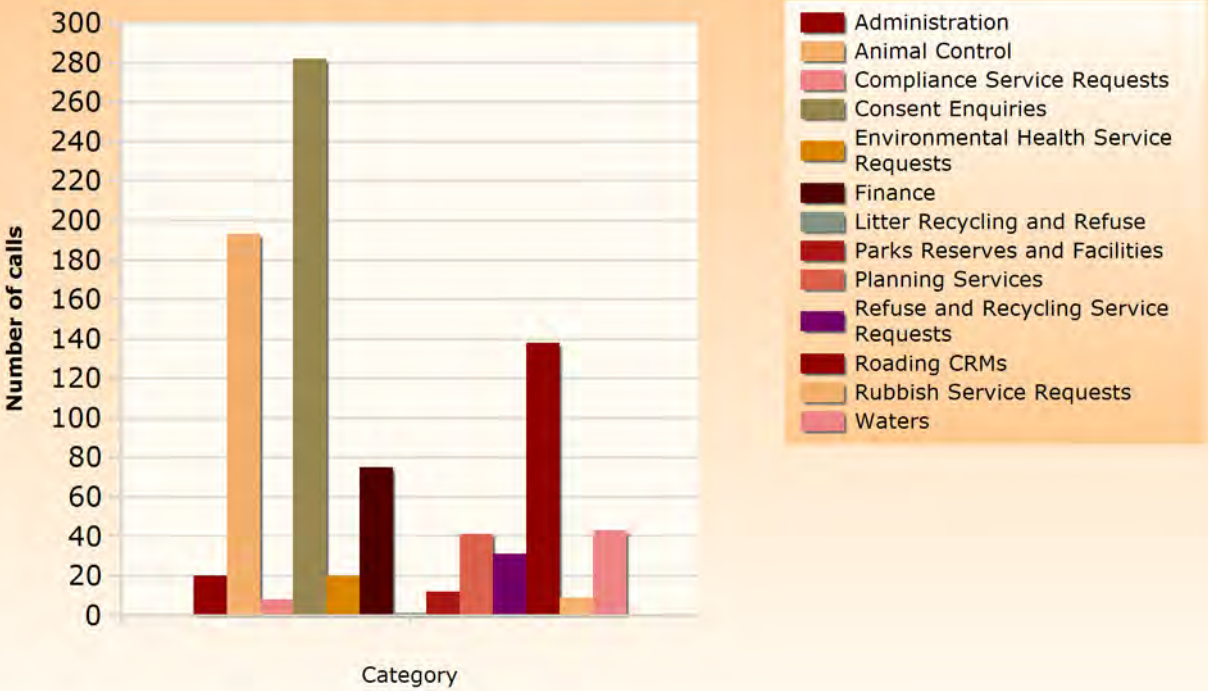
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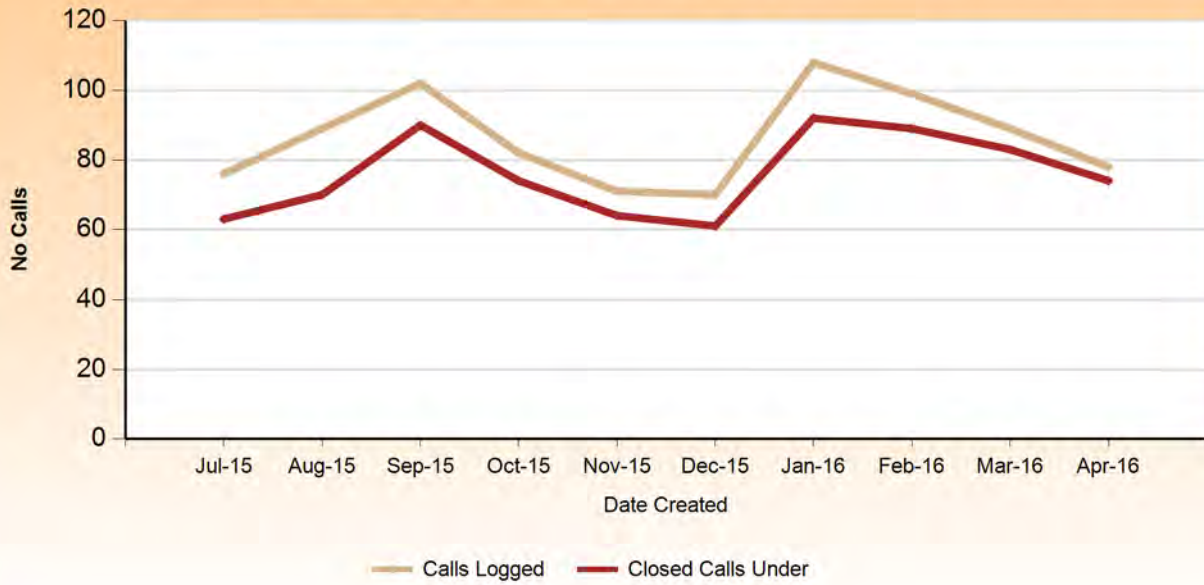
Call Completion % Success by Type



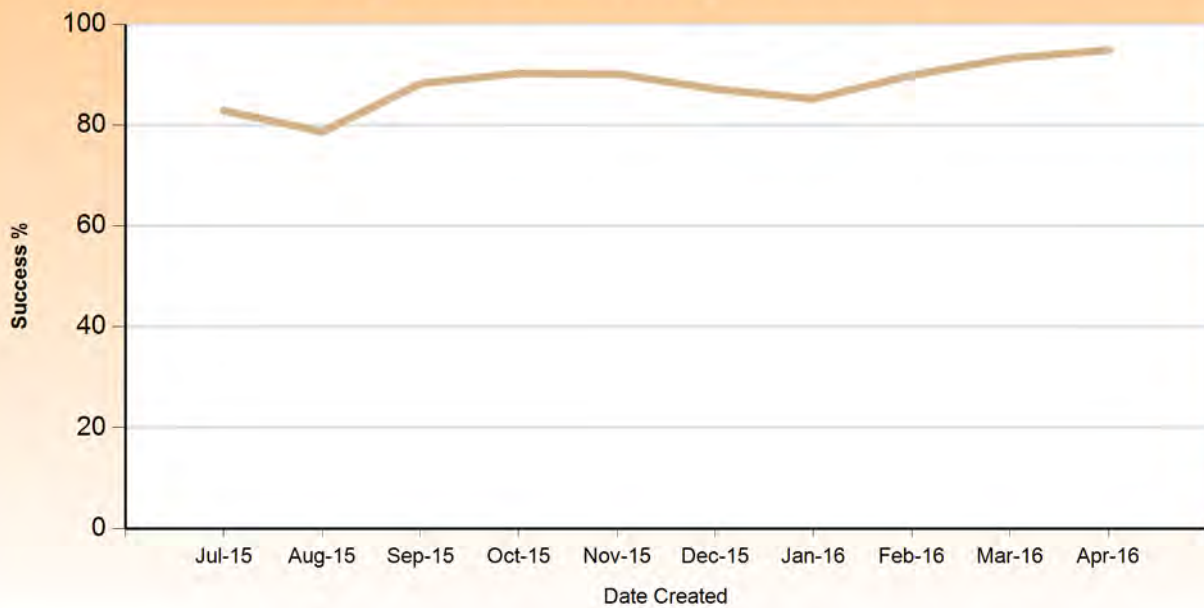
Number of Calls logged by Type



Volume of Calls Closed vs Calls Closed in Time



Completion Success per month



			Open		Closed		
		Calls Logged	Open Calls Over	Open Calls Under	Closed Calls Over	Closed Calls Under	Success Rate
Administration							
	Summary	20				20	100.00%
	House/rural address numbering	2				2	100.00%
	Property Information Request	18				18	100.00%
Animal Control							
	Summary	193		1	31	161	83.85%
	Animal Charges	33			3	30	90.91%
	Dog / Cat Trap Required	3		1		2	100.00%
	Dog Property Visit	69			17	52	75.36%
	Dog Straying - Current	17			3	14	82.35%
	Dog Straying - Historic	5				5	100.00%
	Dog Surrender	4				4	100.00%
	Dog Welfare - Not immediate threat to life	3				3	100.00%
	Dog/Animal Missing	16				16	100.00%
	Dogs Aggression - Current	7				7	100.00%
	Dogs Aggression - Historic	8				8	100.00%
	Dogs Barking Nuisance	14			3	11	78.57%
	Livestock Trespassing - Current	10			4	6	60.00%
	Livestock Trespassing - Historic	4			1	3	75.00%
Compliance Service Requests							
	Summary	8			8		0.00%
	Compliance - Environmental Spill	1			1		0.00%
	Compliance - Unauthorised Activity	7			7		0.00%
Consent Enquiries							
	Summary	282		1	21	260	92.53%
	Land Hazard Enquiries	1		1			NaN
	Onsite Services	19			1	18	94.74%
	Planning Process	24			4	20	83.33%
	Property Information Request	104				104	100.00%
	Zoning and District Plan Enquiries	134			16	118	88.06%
Environmental Health Service Requests							
	Summary	20		1	10	9	47.37%
	Environmental Health Complaint	12		1	10	1	9.09%
	Noise Complaint - Environmental Health	2				2	100.00%

		18	Open		Closed		
		Calls Logged	Open Calls Over	Open Calls Under	Closed Calls Over	Closed Calls Under	Success Rate
Environmental Health Service Requests	Noise complaints straight to contractor	6				6	100.00%
Finance							
	Summary	75			6	69	92.00%
	Rates query	75			6	69	92.00%
Litter Recycling and Refuse							
	Summary	1				1	100.00%
	New collections	1				1	100.00%
Parks Reserves and Facilities							
	Summary	12			2	10	83.33%
	Parks & Reserves - Beach Issues	2				2	100.00%
	Parks & Reserves - Buildings	2			1	1	50.00%
	Parks & Reserves - Council owned land	1				1	100.00%
	Parks & Reserves - Graffiti	1			1		0.00%
	Parks & Reserves - Reserve Issues	5				5	100.00%
	Reserves	1				1	100.00%
Planning Services							
	Summary	41			2	39	95.12%
	Business Activity	4				4	100.00%
	Dependent Persons/Second/Farm Workers Dwelling	3				3	100.00%
	Land Use Consent (Resource Consent)	2				2	100.00%
	Other	6			1	5	83.33%
	Re-site	1				1	100.00%
	Setbacks/boundaries/buildin g bulk and location	18				18	100.00%
	Subdivision	7			1	6	85.71%
Refuse and Recycling Service Requests							
	Summary	31			1	30	96.77%
	New collections	4				4	100.00%
	Refuse - Non-Collection	10			1	9	90.00%
	Refuse & Recycling Contractor Complaints	1				1	100.00%
	Refuse & Recycling Enquiries	15				15	100.00%
	Tuakau Wheelie Bins	1				1	100.00%
Roading CRMs							
	Summary	138	1	5	19	113	85.61%
	Bridge Maintenance Non-Urgent	1				1	100.00%

		19	Open		Closed		
		Calls Logged	Open Calls Over	Open Calls Under	Closed Calls Over	Closed Calls Under	Success Rate
Roading CRMs	Emergency Events - 1 Hr Response	3				3	100.00%
	Footpath Maintenance - Non_Urgent	1				1	100.00%
	New Vehicle Entrance Request	5				5	100.00%
	Request 4 new street light path sign etc	20			5	15	75.00%
	Road Culvert Maintenance	27		3	1	23	95.83%
	Road Safety Issue Enquiries	4			1	3	75.00%
	Roading Work Assessment Required - OnSite 5WD	29		2	1	26	96.30%
	Routine Roading Work Direct to Contractor 5WD Comp	18			7	11	61.11%
	Street Light Maintenance	4				4	100.00%
	Urgent - Footpath Maintenance	2			1	1	50.00%
	Urgent Roading Work 4Hr Response	15			3	12	80.00%
	Vegetation Maintenance	9	1			8	100.00%
	Rubbish Service Requests						
Summary		9				9	100.00%
Abandoned Vehicle		1				1	100.00%
Illegal Rubbish Dumping		8				8	100.00%
Waters							
	Summary	43			4	39	90.70%
	3 Waters Enquiry	15			3	12	80.00%
	Drinking water billing	6				6	100.00%
	Drinking Water Final Meter Read	2				2	100.00%
	Drinking Water minor leak	3				3	100.00%
	Drinking Water quality	1				1	100.00%
	Drinking Water Quantity/Pressure	1			1		0.00%
	New Drinking Storm Waste water connections	1				1	100.00%
	No Drinking Water	2				2	100.00%
	Stormwater Blocked pipe	1				1	100.00%
	Stormwater Open Drains	4				4	100.00%
	Stormwater Property Flooding	7				7	100.00%
	Total		873	1	8	104	760

Service Request Time Frames By Ward for ²⁰ TUAKAU

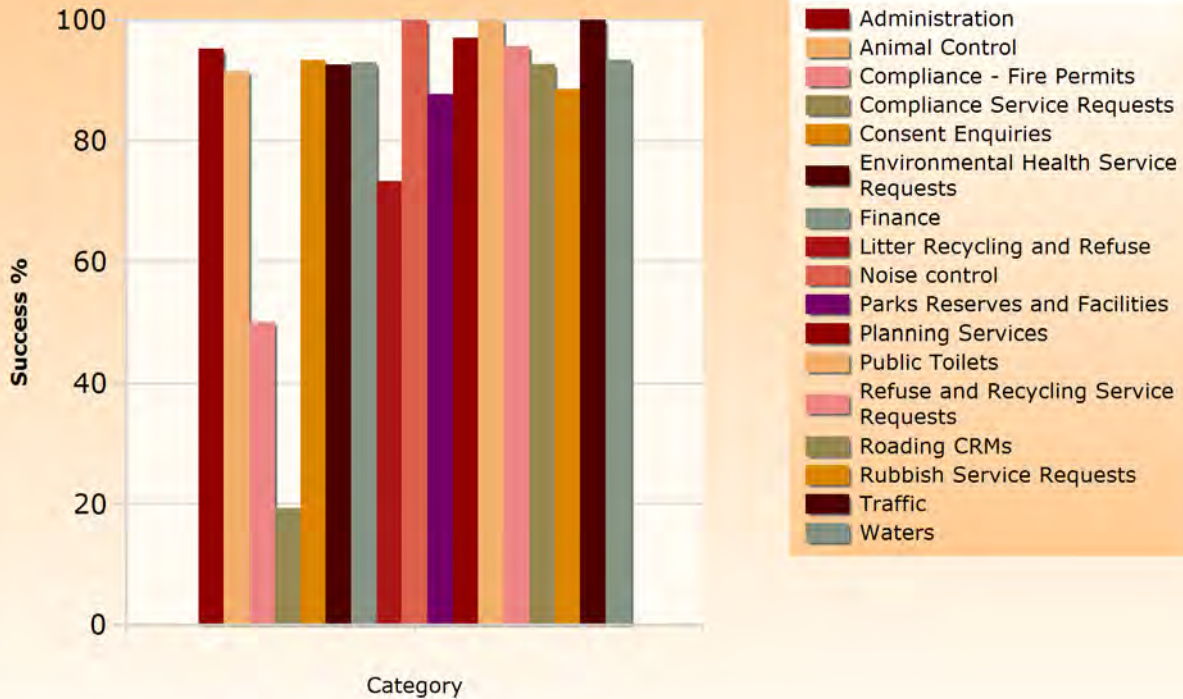
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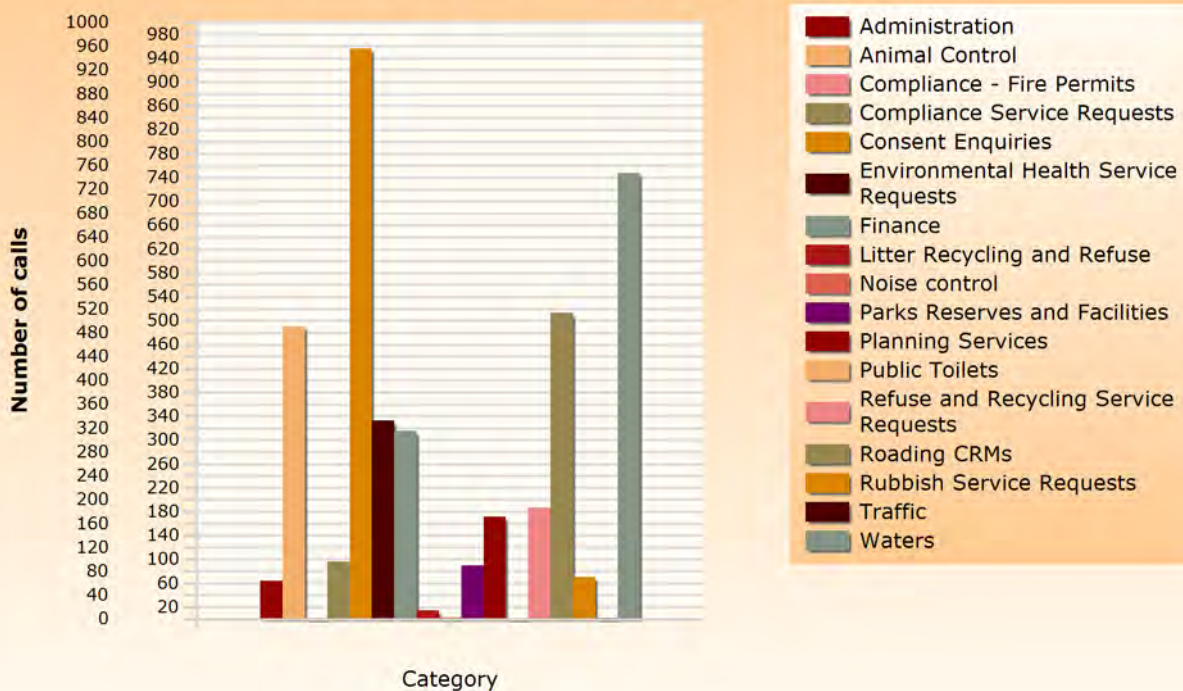
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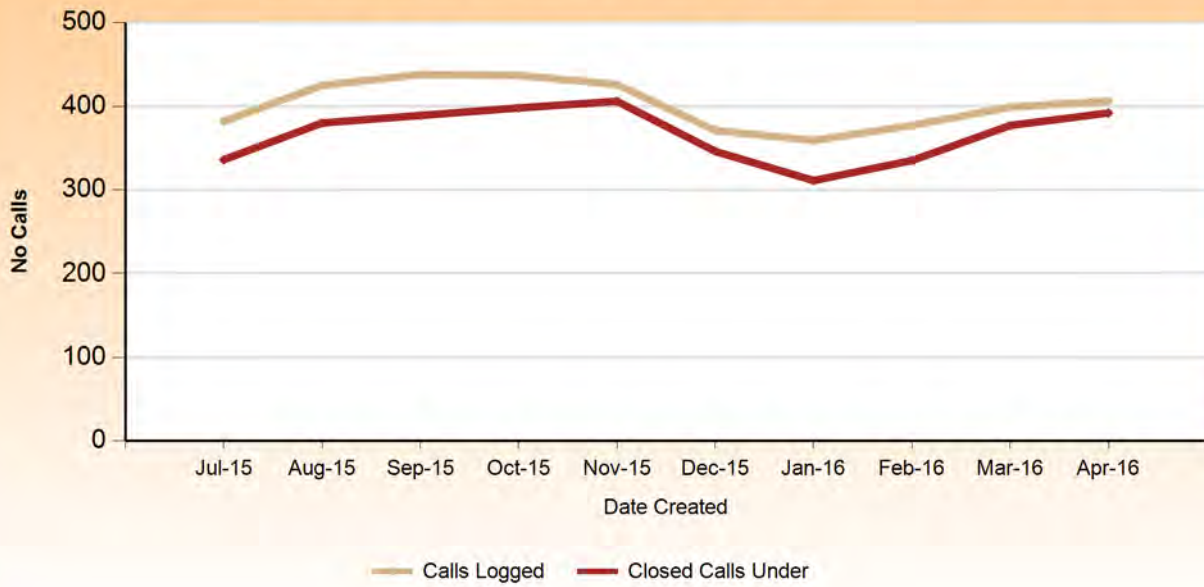
Call Completion % Success by Type



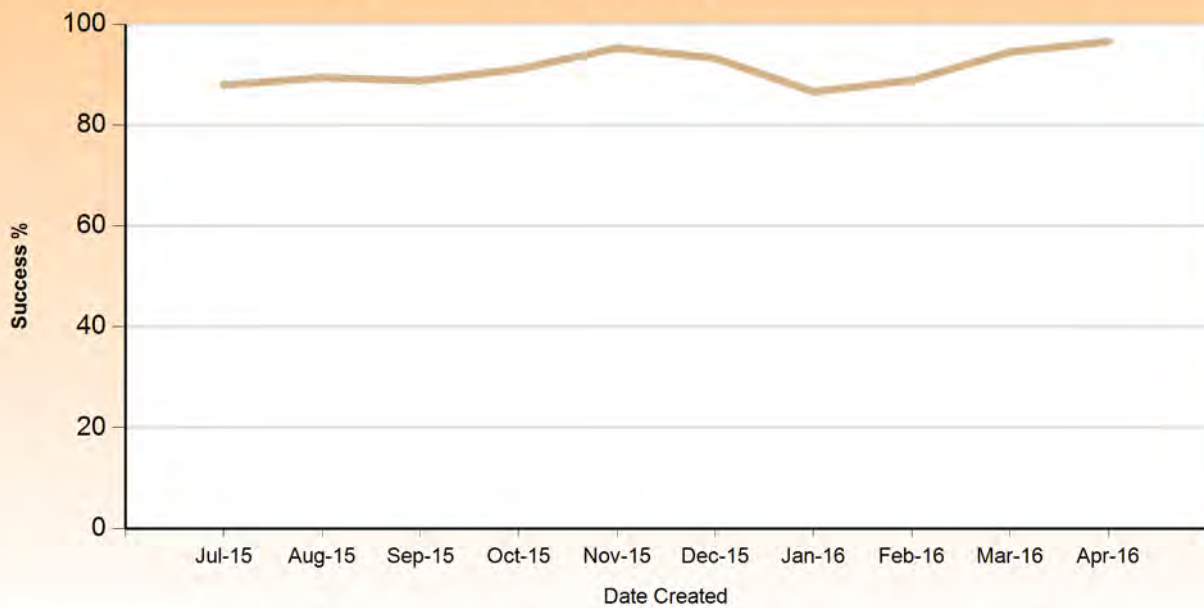
Number of Calls logged by Type



Volume of Calls Closed vs Calls Closed in Time



Completion Success per month



			Open		Closed		
		Calls Logged	Open Calls Over	Open Calls Under	Closed Calls Over	Closed Calls Under	Success Rate
Administration							
	Summary	64			3	61	95.31%
	House/rural address numbering	3				3	100.00%
	Property Information Request	54				54	100.00%
	Service Plan	5			1	4	80.00%
	Trade Waste	2			2		0.00%
Animal Control							
	Summary	491	3	1	41	446	91.58%
	Animal Charges	100			1	99	99.00%
	Dog / Cat Trap Required	3				3	100.00%
	Dog Control Assist Police	1				1	100.00%
	Dog Property Visit	94			12	82	87.23%
	Dog Straying - Current	114	1		10	103	91.15%
	Dog Straying - Historic	27			3	24	88.89%
	Dog Surrender	6				6	100.00%
	Dog Welfare - Immediate threat to life	1				1	100.00%
	Dog Welfare - Not immediate threat to life	5				5	100.00%
	Dog/Animal Missing	34				34	100.00%
	Dogs Aggression - Current	17			3	14	82.35%
	Dogs Aggression - Historic	12			1	11	91.67%
	Dogs Barking Nuisance	48		1	6	41	87.23%
	Livestock Trespassing - Current	26	1		5	20	80.00%
	Livestock Trespassing - Historic	3	1			2	100.00%
Compliance - Fire Permits							
	Summary	2			1	1	50.00%
	Fire permits	2			1	1	50.00%
Compliance Service Requests							
	Summary	96	2	1	75	18	19.35%
	Compliance - Animal By Law	15			14	1	6.67%
	Compliance - Environmental Spill	1				1	100.00%
	Compliance - Unauthorised Activity	71	2	1	56	12	17.65%
	Compliance - Urban Fire Hazard (Dry conds only)	4			4		0.00%
	Illegal parking	5			1	4	80.00%
Consent Enquiries							
	Summary	956			63	893	93.41%
	Land Hazard Enquiries	1				1	100.00%

		23	Open		Closed		
		Calls Logged	Open Calls Over	Open Calls Under	Closed Calls Over	Closed Calls Under	Success Rate
Consent Enquiries	Onsite Services	39			7	32	82.05%
	Planning Process	57			7	50	87.72%
	Property Information Request	382			6	376	98.43%
	Zoning and District Plan Enquiries	477			43	434	90.99%
Environmental Health Service Requests							
	Summary	333	6		24	303	92.66%
	Environmental Health Complaint	26	6		18	2	10.00%
	Noise Complaint - Environmental Health	13			3	10	76.92%
	Noise complaints straight to contractor	294			3	291	98.98%
Finance							
	Summary	315			22	293	93.02%
	Rates query	315			22	293	93.02%
Litter Recycling and Refuse							
	Summary	15			4	11	73.33%
	New collections	2				2	100.00%
	Not Collected	6			1	5	83.33%
	Tuakau Wheelie Bins	7			3	4	57.14%
Noise control							
	Summary	3				3	100.00%
	Noise Control	3				3	100.00%
Parks Reserves and Facilities							
	Summary	90			11	79	87.78%
	Buildings	7			1	6	85.71%
	Parks & Reserves - Buildings	27			3	24	88.89%
	Parks & Reserves - Cemetery Complaints (not mowing)	6			1	5	83.33%
	Parks & Reserves - Council owned land	3				3	100.00%
	Parks & Reserves - Graffiti	6			2	4	66.67%
	Parks & Reserves - Non-urgent Public Toilet Issues	2				2	100.00%
	Parks & Reserves - Reserve Issues	32				32	100.00%
	Parks & Reserves - Urgent Public Toilet Issues	5			4	1	20.00%
	Parks & Reserves-Council owned buildings on reserv	1				1	100.00%
	Vegetation Removal - Urban	1				1	100.00%
	Planning Services						
Summary		172			5	167	97.09%
Affected Party / Neighbours Written Approval		1				1	100.00%

		Open			Closed		
		Calls Logged	Open Calls Over	Open Calls Under	Closed Calls Over	Closed Calls Under	Success Rate
Planning Services	Business Activity	10				10	100.00%
	Dependent Persons/Second/Farm Workers Dwelling	11				11	100.00%
	Land Use Consent (Resource Consent)	10				10	100.00%
	Other	29			1	28	96.55%
	Policy & Zoning	12			1	11	91.67%
	Re-site	1				1	100.00%
	Setbacks/boundaries/building bulk and location	33				33	100.00%
	Subdivision	65			3	62	95.38%
Public Toilets							
	Summary	1				1	100.00%
	Toilet maintenance	1				1	100.00%
Refuse and Recycling Service Requests							
	Summary	187	2		8	177	95.68%
	New collections	13			2	11	84.62%
	Recycling Not Collected	25	1		1	23	95.83%
	Refuse - Non-Collection	58	1		1	56	98.25%
	Refuse & Recycling Contractor Complaints	7				7	100.00%
	Refuse & Recycling Enquiries	28				28	100.00%
	Tuakau Wheelie Bins	56			4	52	92.86%
Roading CRMs							
	Summary	513	1	19	36	457	92.70%
	Bridge Maintenance Non-Urgent	2		1		1	100.00%
	Emergency Events - 1 Hr Response	2				2	100.00%
	Footpath Maintenance - Non_Urgent	17				17	100.00%
	New Vehicle Entrance Request	193		4		189	100.00%
	Request 4 new street light path sign etc	66		3	4	59	93.65%
	Road Culvert Maintenance	37		4	1	32	96.97%
	Road Marking Sign & Barrier Maint Marker Posts	4				4	100.00%
	Road Safety Issue Enquiries	12			1	11	91.67%
	Roading Work Assessment Required - OnSite 5WD	66		7	4	55	93.22%
	Routine Roding Work Direct to Contractor 5WD Comp	26			15	11	42.31%
	Street Light Maintenance	40			6	34	85.00%
	Urgent - Footpath Maintenance	6			1	5	83.33%

		Open			Closed		
		Calls Logged	Open Calls Over	Open Calls Under	Closed Calls Over	Closed Calls Under	Success Rate
Roading CRMs	Urgent Roothing Work 4Hr Response	14			3	11	78.57%
	Vegetation Maintenance	28	1		1	26	96.30%
Rubbish Service Requests							
	Summary	70			8	62	88.57%
	Abandoned Vehicle	7				7	100.00%
	Illegal Rubbish Dumping	63			8	55	87.30%
Traffic							
	Summary	2				2	100.00%
	Illegal parking	1				1	100.00%
	Safety issue	1				1	100.00%
Waters							
	Summary	748		3	49	696	93.42%
	3 Waters Enquiry	74			11	63	85.14%
	3 Waters Safety Complaint - Non Urgent	2				2	100.00%
	3 Waters Safety Complaint - Urgent	2			1	1	50.00%
	Drinking water billing	58		1	2	55	96.49%
	Drinking Water Final Meter Read	282		2	12	268	95.71%
	Drinking Water Major Leak	36			3	33	91.67%
	Drinking Water minor leak	131			15	116	88.55%
	Drinking Water quality	2				2	100.00%
	Drinking Water Quantity/Pressure	8				8	100.00%
	Fix Water Toby	26				26	100.00%
	New Drinking Storm Waste water connections	51				51	100.00%
	No Drinking Water	29			1	28	96.55%
	Stormwater Blocked pipe	5			2	3	60.00%
	Stormwater Open Drains	6			1	5	83.33%
	Stormwater Property Flooding	14				14	100.00%
	Wastewater Odour	2				2	100.00%
	Wastewater Overflow or Blocked Pipe	15				15	100.00%
	Wastewater Pump Alarm	1			1		0.00%
	Waters Pump Station jobs - only for internal use	4				4	100.00%
Total		4058	14	24	350	3670	91.29%

Open Meeting

To	Onewhero-Tuakau Community Board
From	GJ Ion Chief Executive
Date	24 May 2016
Prepared by	LM Wainwright Committee Secretary
Chief Executive Approved	Y
DWS Document Set #	I524822
Report Title	Works & Issues

I. EXECUTIVE SUMMARY

To enable the Board to discuss the following items:

- Tuakau Memorial Hall Management, and
- Speed bumps outside he Tuakau Library.

2. RECOMMENDATION

THAT the report be received.