

Agenda for a meeting of the Onewhero-Tuakau Community Board to be held in the Board Room, Tuakau Memorial Hall, George Street, Tuakau on **MONDAY 6 MAY 2019** commencing at **7.00pm**.

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 1 April 2019 2

5. REPORTS

5.1 Public Forum

5.2 Police Update 6

5.3 Discretionary Fund Report to 18 April 2019 7

5.4 Projects/Issues/Activities and Actions, May 2019 9

5.5 Waikato District Council Executive Update *Verbal*

5.6 Year to Date Service Request Report 15

5.7 Chairperson's Report *Verbal*

5.8 Councillors' and Community Board Members' Report *Verbal*

GJ Ion
CHIEF EXECUTIVE

Open Meeting

To	Onewhero-Tuakau Community Board
From	Gavin Ion Chief Executive
Date	8 April 2019
Prepared by	Lynette Wainwright Committee Secretary
Chief Executive Approved	Y
Reference #	GOV0502
Report Title	Confirmation of Minutes

1. EXECUTIVE SUMMARY

To confirm the minutes of the Onewhero-Tuakau Community Board meeting held on Monday 1 April 2019.

2. RECOMMENDATION

THAT the minutes of the meeting of the Onewhero-Tuakau Community Board held on Monday 1 April 2019 be confirmed as a true and correct record of that meeting.

3. ATTACHMENTS

OTCB Minutes – 1 April 2019

Minutes of a meeting of the Onewhero-Tuakau Community Board held in the Port Waikato Community Hall, 3 Oceanview Road, Port Waikato on **MONDAY 1 APRIL 2019** commencing at **7.00pm**.

Present:

Mr B Cameron (Chairperson)
Ms C Conroy [from 7.37pm]
Mr S Jackson
Mr V Reeve
Mrs B Watson

Attending:

Mrs S O’Gorman (General Manager Customer Support)
Mrs L Wainwright (Committee Secretary)

APOLOGIES AND LEAVE OF ABSENCE

Resolved: (Mr Cameron/Mrs Watson)

THAT an apology be received from Cr Church, Cr Main and Mr Petersen;

AND THAT an apology for lateness be received from Ms Conroy.

CARRIED on the voices

OTCBI903/01

CONFIRMATION OF STATUS OF AGENDA ITEMS

Resolved: (Mr Jackson/Mr Reeve)

THAT the agenda for a meeting of the Onewhero-Tuakau Community Board held on Monday 1 April 2019 be confirmed and all items therein be considered in open meeting;

AND THAT all reports be received;

AND FURTHER THAT the Board resolves that the following item be withdrawn from the agenda:

- Item No. 5.4 – Waikato District Council Executive Update.

CARRIED on the voices

OTCBI903/02

DISCLOSURES OF INTEREST

There were no disclosures of interest.

CONFIRMATION OF MINUTES

Resolved: (Mr Jackson/Mr Reeve)

THAT the minutes of a meeting of the Onewhero-Tuakau Community Board held on Monday 4 March 2019 be confirmed as a true and correct record of that meeting.

CARRIED on the voices

OTCBI903/03

REPORTS

Public Forum

Agenda Item 5.1

No members of the public presented any items for discussion.

Onewhero-Tuakau Community Board – Projects – Issues – Activities and Actions, April 2019

Agenda Item 5.2

The report was received [*OTCBI904/02 refers*] and discussion was held on the following items:

- Tuakau Main Street Bollards – discussions on the staining of the bollards held with the Tuakau Lions and Rotary Clubs on Thursday 4 April;
- Street lighting in Tuakau – the Board would complete a map showing lights that are not functioning;
- Variation of funds available for the Port Waikato Wharf – the Board queried the current status of available funds;
- Tuakau Bridge – signage was now a priority following the heavy traffic diversion being placed on the Mercer Ferry Road bridge; and
- Tuakau Library Extension – concept plans were prepared and the Board would view these before they are circulated for public consultation.

Ms Conroy entered the meeting at 7.37pm during discussion on the above item.

Discretionary Fund Report to 28 February 2019
 Agenda Item 5.3

The report was received [OTCBI904/02 refers] and discussion was held.

Resolved: (Mr Cameron/Ms Conroy)

THAT the Onewhero-Tuakau Community Board approve the following commitments:

- **\$1,000.00 be paid to Mrs Watson for catering purposes for the 2019 ANZAC Day service in Tuakau; and**
- **the quotation of \$340.00 plus GST from SignMax be approved for the purchase of a sandwich board to advertise Board events.**

CARRIED on the voices

OTCBI903/04

Chairperson's Report
 Agenda Item 5.5

The report was received [OTCBI904/02 refers]. The Chairperson gave a verbal report on the Hamilton to Auckland Corridor project meeting held at Pokeno.

Councillor's/Councillors' and Board Members' Reports
 Agenda Item 5.6

The report was received [OTCBI904/02 refers] and discussion was held. Verbal reports were received on the following items:

- Blueprint workshop held at the Tuakau Library on Thursday 14 March;
- Jellicoe Ave and Martindale Lane residents meeting in relation to road safety;
- Workshop held on Monday 8 April 2019 at 6.30pm in the Supper Room, Tuakau Memorial Town Hall to formulate the Board's priority project list.

There being no further business the meeting was declared closed at 8.52pm.

Minutes approved and confirmed this day of 2019.

BB Cameron
CHAIRPERSON

Open Meeting

To	Onewhero-Tuakau Community Board
From	Gavin Ion Chief Executive
Date	24 April 2019
Prepared by	Lynette Wainwright Committee Secretary
Chief Executive Approved	Y
Reference #	GOV0514
Report Title	Police Update

1. EXECUTIVE SUMMARY

To advise members that a representative from the New Zealand Police will be in attendance at the Community Board meeting.

2. RECOMMENDATION

THAT the report from the Chief Executive be received.

Open Meeting

To	Onewhero-Tuakau Community Board Tony
From	Whittaker Chief Operating Officer
Date	18 April 2019
Prepared by	Julienne Calambuhay Management Accountant
Chief Executive Approved	Y
Reference/Doc Set #	GOV0514
Report Title	Discretionary Fund Report to 18 April 2019

1. EXECUTIVE SUMMARY

To update the Board on the Discretionary Fund Report to 18 April 2019.

2. RECOMMENDATION

THAT the report from the Chief Operating Officer be received.

3. ATTACHMENTS

Discretionary Fund Report to 18 April 2019

ONEWHERE TUAKAU COMMUNITY BOARD DISCRETIONARY FUND 2018/2019

		GL	1.215.1704
2018/19 Annual Plan			28,878.00
2017/18 Carry forward			38,618.00
Total Funding			<u><u>67,496.00</u></u>
 EXPENDITURE:			
06-Jul-18	Onewhero Society of Performing Arts Inc - purchasing a new projector	OTCB1805/05	2,500.00
16-Jul-18	Repayment of Anzac costs		(35.32)
18-Aug-18	Sunset Beach Lifeguard Service Committee - replace Automated External Defibrillator (AED) machines	OTCB1808/04	750.00
12-Sep-18	Te Kohanga School - maintenance of school pool for community use	OTCB1711/12	399.10
25-Sep-18	Catering exp for meeting at Glen Murray - reimbursement to Mr Cameron	OTCB1808/06	55.93
25-Sep-18	Catering exp for meeting at Glen Murray - reimbursement to Mr Jackson	OTCB1808/06	37.34
04-Oct-18	Nikau Cave Ltd - room hire 01 October 2018		43.48
25-Oct-18	Onewhero Area School - purchasing 15 traditionally made piu piu costumes	OTCB1711/13	2,200.00
25-Oct-18	Onewhero Area School - chemicals for community use of school pool	OTCB1711/14	500.00
07-Nov-18	Armistice Day Event - wreath for flowers	OTCB1810/04	47.83
16-Nov-18	B Cameron - OTCB Workshop expenses	OTCB1811/3	44.30
10-Nov-18	Tuakau Lions Club - Christmas flags- Tuakau Community Christmas Parade	OTCB1811/4	2,375.00
10-Nov-18	RN & LR Patel - food for Armistice Day	OTCB1810/04	127.13
27-Nov-18	Port Waikato Yacht & Motor Boat Club - 6 new life jackets	OTCB1703/07	614.00
14-Dec-18	B Cameron - Armistice Day expenses	OTCB1810/04	26.46
07-Feb-19	Nikau Cave Ltd - meals & Juice for 04 February 2019 meeting	OTCB1902/03	124.35
12-Feb-19	Nikau Cave Ltd - room hire 04 February 2019 Meeting	OTCB1812/04	43.48
13-Mar-19	Tuakau Lions Club towards "Kids off the Couch"	OTCB1902/04	1,000.00
Total Expenditure			<u>10,853.08</u>
Net Funding (Excluding commitments)			<u><u>56,642.92</u></u>
COMMITMENTS:			
01-Jul-15	Allocated amount to the Chair to purchase misc. items (balance from 30/6/2015)	301.81	
	Less : Expenses	<u>(257.05)</u>	
	Balance from previous allocations	44.76	
03-Dec-18	Allocated amount to the Chair to purchase misc. items (OTCB18/12/04)	300.00	
	Less : Expenses (OTCB1902/03)	<u>(143.00)</u>	201.76
01-Sep-14	Contribution towards placemaking project (OTCB1409/06/2)	6,000.00	
	Less : Expenses	<u>(1,500.00)</u>	4,500.00
03-Dec-18	Hall hireage for meeting held in the District (OTCB1812/04)	200.00	
	Less : Expenses	<u>(43.48)</u>	156.52
03-Dec-18	Tuakau & Districts Devt Association - cost of installing additional CCTV cameras in Tuakau (OTCB1812/05)		12,706.78
04-Feb-19	NZ Community Board Conference - Registration and Travel costs for Mr Shaun Jackson (OTCB1902/05)		to be confirmed
01-Apr-19	Mrs Watson - catering for 2019 ANZAC Day service (OTCB1903/04)		1,000.00
01-Apr-19	SignMax - sandwich board to advertise Board events (OTCB1903/04)		340.00
Total Commitments			<u>18,905.06</u>
NET FUNDING REMAINING (Including commitments) as of 18 April 2019			<u><u>37,737.86</u></u>

Open Meeting

To	Onewhero-Tuakau Community Board
From	Sue O’Gorman General Manager Customer Support
Date	24 April 2019
Prepared by	Evonne Miller PA General Manager Customer Support
Chief Executive Approved	Y
Reference #	GOV0514
Report Title	Onewhero Tuakau Community Board – Projects – Issues - Activities And Actions, May 2019

1. EXECUTIVE SUMMARY

To update the Board on issues arising from the previous meeting.

2. RECOMMENDATION

THAT the report from the **General Manager Customer Support** be received.

3. ATTACHMENTS

Register

ONEWHERE TUAKAU COMMUNITY BOARD – PROJECTS/IDEAS/ACTIVITIES AND ACTIONS

1. Issues – Ideas – Activities Register

Date	Issue – Idea - Activity	Assigned To	Commentary
1.4.19	Harrisville Road Bridge – Keep the Board updated on progress – make sure it aligns to the water main pipes project.	Service Delivery – Luke	The process is currently in the proof of concept stage where the consultants are trying a number of different methodologies to make strengthening work. Longer life and strength v full replacement. Staff are reviewing the report and working through the implications.
1.4.19	Tuakau Street Lighting - losing ground - no lights in Tuakau – only 30% working	Vern	To provide a map.
1.4.19	Tuakau Youth Centre - pursue the building permit for the closing in of the youth centre (Bronwyn) - get an indication of what a permit might cost (Sue)	Bronwyn	Bronwyn to provide a design that can be costed.

2. Actions from meeting of OTCB on Monday 4th March 2019, Tuakau

Date	Action	Assigned To	Commentary
1.4.19	Liquor ban in Tuakau	Lynette/Sue	Have spoken to Police and they do have a desire for Lightbody Reserve to be considered and potentially for longer bans than just the summer months. Sue has forwarded the process for a Bylaw amendment to the Board members by email.
1.4.19	Business Cards	Bronwyn	Bronwyn to find business card stock
1.4.19	Auckland Ham corridor	Vishal	There was a Pokeno workshop, was there a Tuakau workshop and if there was why weren't the board invited?
<p>The Hamilton to Auckland Corridor Plan workshop on Pokeno held on 15 March was specifically looking at a 'what if' scenario for Pokeno should the current level of developer interest in the town continue. The town's strategic location - with respect to SH1 and SH2 – is a</p>			

key driver of this growth. The workshop was aimed at coming up with a high-level spatial plan for Pokeno premised on a high-growth scenario. This was an officials/staff workshop to take stock of the planning done thus far and how to future proof growth in the town to proactively respond to the existing level of developer interest.

Whilst primarily an officials/staff workshop, local elected members – in the form of the Chairperson of the Pokeno Community Board (Helen Clotworthy), the Chairperson of the Onewhero-Tuakau Community Board (Bruce Cameron) and the ward councillors from the northern area (Cr Jacqui Church, Cr Stephanie Henderson and Cr Bronwyn Main) - were invited as the representatives of their respective boards/wards.

Tuakau already has a structure plan (which is being given effect to through Council’s District Plan Review) to guide growth and development within a defined area. However in Pokeno, developer interest/aspiration has spilled over the existing structure plan area and it is important that Council (with the assistance of central government agencies) is able to respond quickly to proactively manage and respond to growth in this town due to the associated pressures on network and social infrastructure.

The workshop acknowledged the links (functional, social and economic) between Pokeno and Tuakau and this is being factored in the high-level spatial plan for Pokeno (as it was in the North Waikato Integrated Growth Management Business Case). The workshop also acknowledged the planning that has been done for Tuakau through the Tuakau structure plan. The input provided by Cr Church, Cr Henderson, Bruce Cameron and Helen Clotworthy (the latter two as representatives of their respective community boards) were invaluable. Mass transit connection (buses and a passenger train service between Pokeno/Tuakau/Pukekohe) are key initiatives identified.

The workshop outputs are being collated for reporting back to the workshop participants.

1.4.19	Lighting for the central park in Tuakau (next to Gas Alley)	Service Delivery	<p>There is no lighting in this park, concern from security point of view. The board believe there is power there but it is not connected.</p> <p>Bollard lighting in this reserve had been vandalised in the past and staff have requested a quote to have this repaired. Initially staff was waiting to align the work with the build of the toilet as it was anticipated that an upgrade would be needed but now that this has been shifted, staff have reconsidered options.</p> <p>Staff are now looking at replacing the bollards with ground mounted floodlights encased in a metal enclosure to prevent damage. It is hoped that this work will be completed in the coming month.</p>
1.4.19	Tuakau Toilets	Vern	Inform the trucking companies around the new toilet location because they currently park there.

1.4.19	Inventory of any buildings in Tuakau that are Earthquake prone.	David J/Tim	
<p>There is a new national system that categorises New Zealand into high, medium and low seismic areas (Tuakau sits in the low risk area) and sets time frames for identifying assessing and doing seismic work to earthquake prone buildings.</p> <p>Under the new system for managing earthquake-prone buildings territorial authorities, engineers and building owners have key roles to play.</p> <p>These are set out in the Building Act and can be summarised as:</p> <ul style="list-style-type: none"> • territorial authorities identify potentially earthquake-prone buildings • owners who are notified by their territorial authority must obtain engineering assessments of the building carried out by suitably qualified engineers • territorial authorities determine whether buildings are earthquake prone, assign ratings, issue notices and publish information about the buildings in a public register • owners are required to display notices on their building and to remediate their building. <p>Tuakau buildings are currently being assessed to see if they are earthquake prone and whether or not they are priority - certain types of buildings in high and medium seismic risk areas that are considered to present a higher risk because of their construction, type use or location. They may be buildings that are considered to pose a higher risk to life safety or buildings that are critical to recovery in an emergency.</p>			
1.4.19	Blueprint Aspirations	Sue	<p>Sue to check with Clive/Jim/Roger – Is there any connection between the blueprint aspirations and the asset management project, eg. The Harrisville road bridge?</p> <p>Verbal update to be given at the May meeting.</p>
4.3.19	Port Waikato Wharf had a budget in 2015 – boat ramp renewal – is it still in the LTP – where and how much if not where has it gone as was promised.	Community Connections, Annetta Purdy	<p>Correction and confirmation that there is a budget of \$15,000.00 (not \$150.00) for the wharf.</p> <p>10.4.19 – can you confirm that is \$15K not \$150K, the board thinks it is \$150K</p> <p>The budget is \$150,000 for the boat ramp – ownership of the actual wharf still debateable as to whether it is WDC or WRC.</p>
4.3.19	Tuakau Bridge – investigation around possibility of a system that warns oncoming traffic that there is a wide vehicle on	Gareth	<p>Gareth to look at current signage to may sure it is located correctly and is visible.</p> <p>10.4.19 – Gareth to inform options going forward for signage, the board believes that the heavy truck traffic will increase with the limits put on Mercer Bridge.</p>

	the bridge.		The only option that provides a level of surety is to install priority give way.
--	-------------	--	--

Community Projects Update

Onewhero Reserve Wastewater Treatment Upgrade

Following the total wastewater flow reading at the dispersal field this has identified the peak summer use is considerably less than the calculated theoretical use. It is important to now reassess the need to construct the designed system in its entirety, as these were based on theoretical use.

The designer and supplier have confirmed that by installing one of the three buffer tanks, this will allow the system to control the output flow into the new Wisconsin Mound. This buffer tank will contain the final pump unit, sensors, flow meter and SCADA control that will be used in the construction of the complete system.

The solids contained in the wastewater will remain in the existing septic tank with the water being transferred to the buffer tank via a gravity line. Accurate flow data will be recorded live and reports able to be generated allowing the system to be reassessed based on actual use. This will also allow adjustments to the outgoing flow rate via the SCADA control ensuring the Wisconsin Mound doesn't overflow.

It is to be noted that this staged approach is not consentable and will only gain consent upon completion of the entire revised treatment system. It is also to be noted that although the solids will remain contained in the existing septic tank, the discharged water is untreated and therefore an odour may be present from the dispersal mound. However the reduction in the volume of water in the septic tank is expected to reduce or eliminate any odours currently experienced from the septic tank.

Boat Ramps

Les Batkin Ramp

Quotes have been received. Staff are preparing to award the contract for the repairs.

Water

Tuakau – Whangarata Industrial Park – dedicated Bulk Watermain

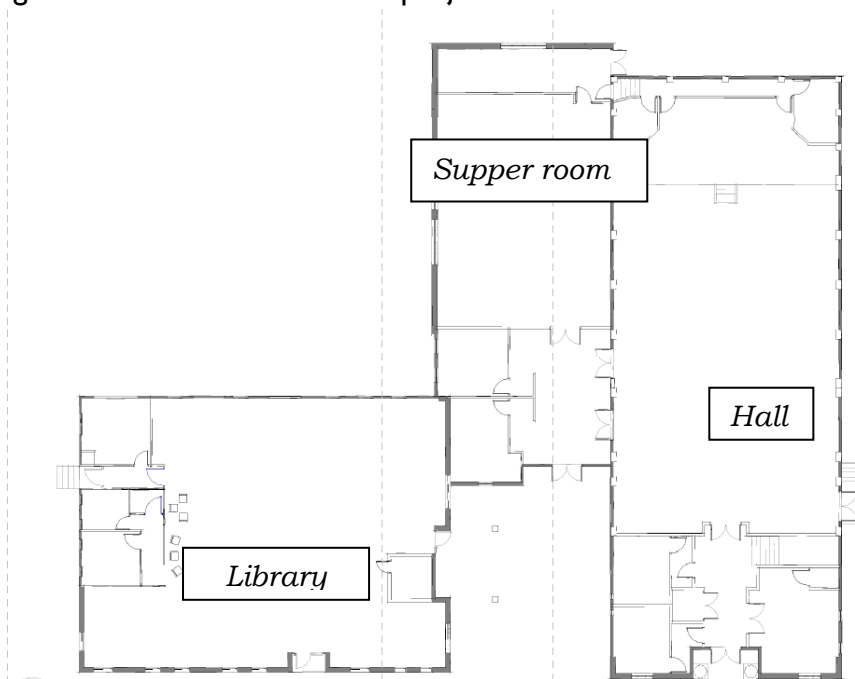
The proposed construction works are for 1.6km of Bulk Watermain from the Harrisville Road reservoir to near Park Avenue, and will connect to the already constructed bulk watermain from Park Avenue to the industrial area.

The Contractor is due to commence work onsite on 15 April. Community Projects staff will work with Roading staff to ensure coordination around the bulk watermain work and the proposed strengthening or replacement of Harrisville Road Bridge.

Facilities

Tuakau Library

Three concept drawings are being provided by the architect. Once the project team have received the concepts drawings, the process of co-design with the community will commence with Onewhero Tuakau Community Board. Initial engagement with key user groups has begun to stimulate them on the project.



**Current Tuakau Library and Hall floor plan.*

Open Meeting

To	Onewhero-Tuakau Community Board
From	Tony Whittaker Chief Operating Officer
Date	23 April 2019
Prepared by	Sharlene Jenkins Executive Assistant
Chief Executive Approved	Y
Reference/Doc Set #	GOV0514
Report Title	Year to Date Service Request Report

1. EXECUTIVE SUMMARY

To update the Board on the Year to Date Service Request Report to 31 March 2019.

2. RECOMMENDATION

THAT the report from the Chief Operating Officer be received.

3. ATTACHMENTS

Year to Date Service Request Report for Onewhero-Tuakau Community Board

Service Request Time Frames By Ward for ¹⁶

ONEWHEREO

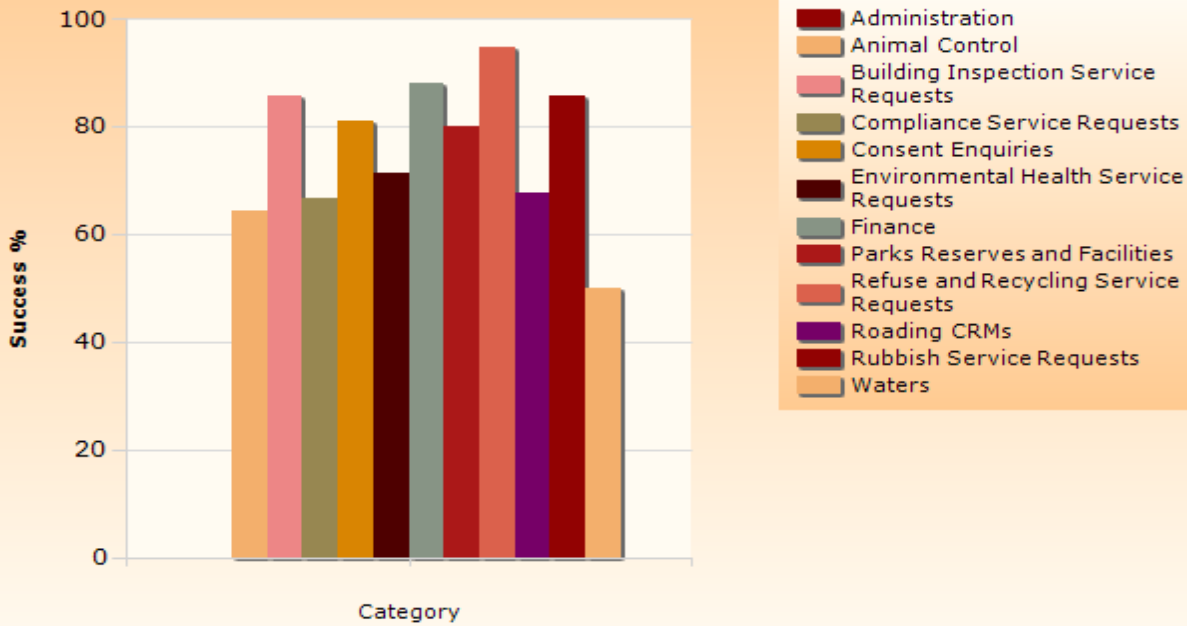


Date Range: 01/01/2019 to 31/03/2019

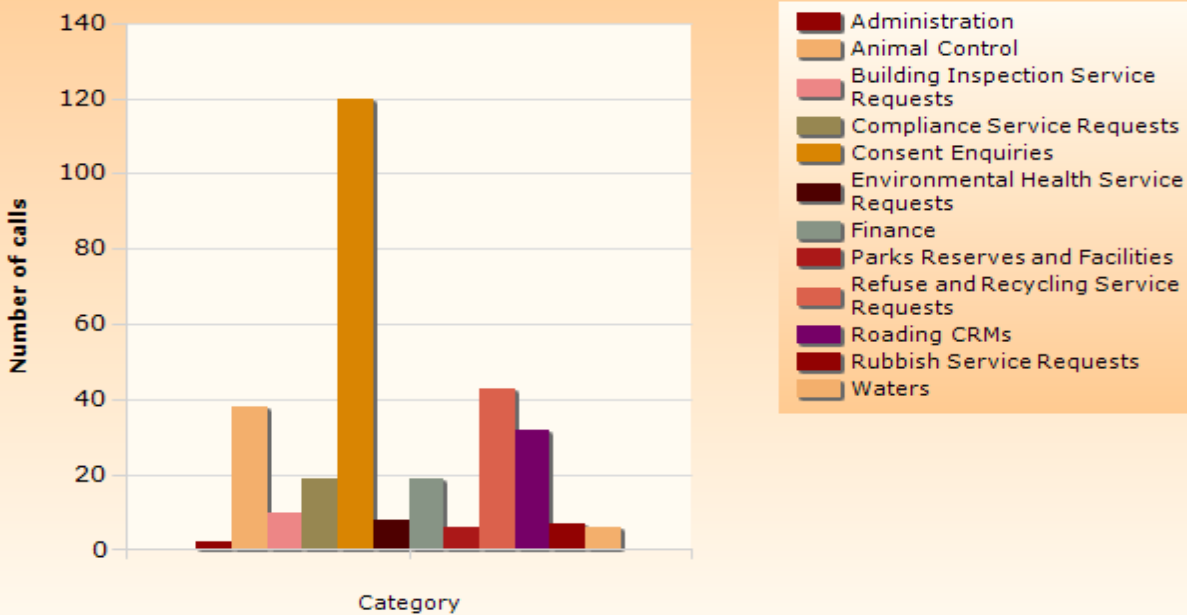
The success rate excludes Open Calls as outcome is not yet known.

4/10/2019 4:33:02 PM

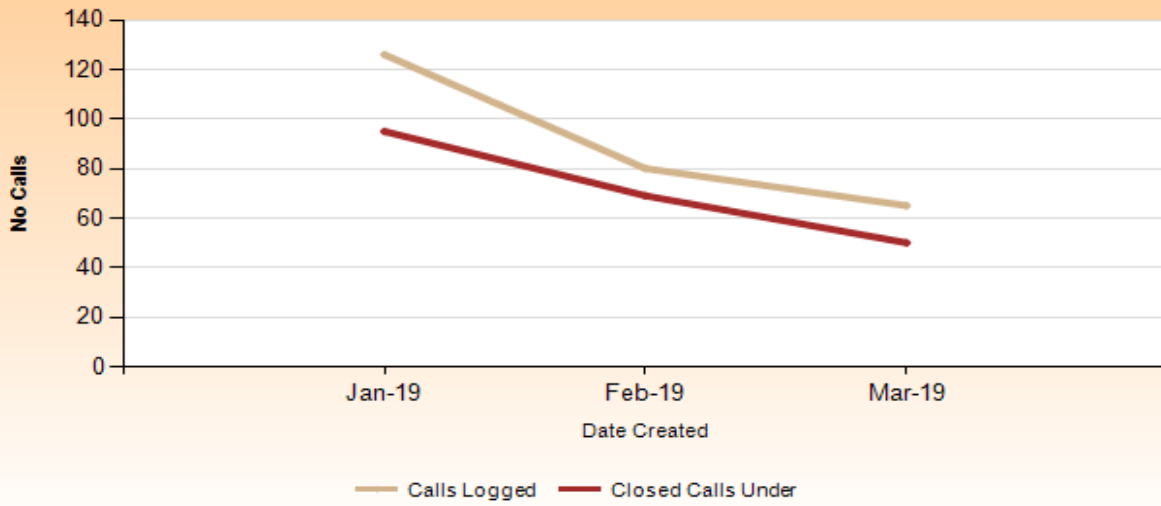
Call Completion % Success by Type



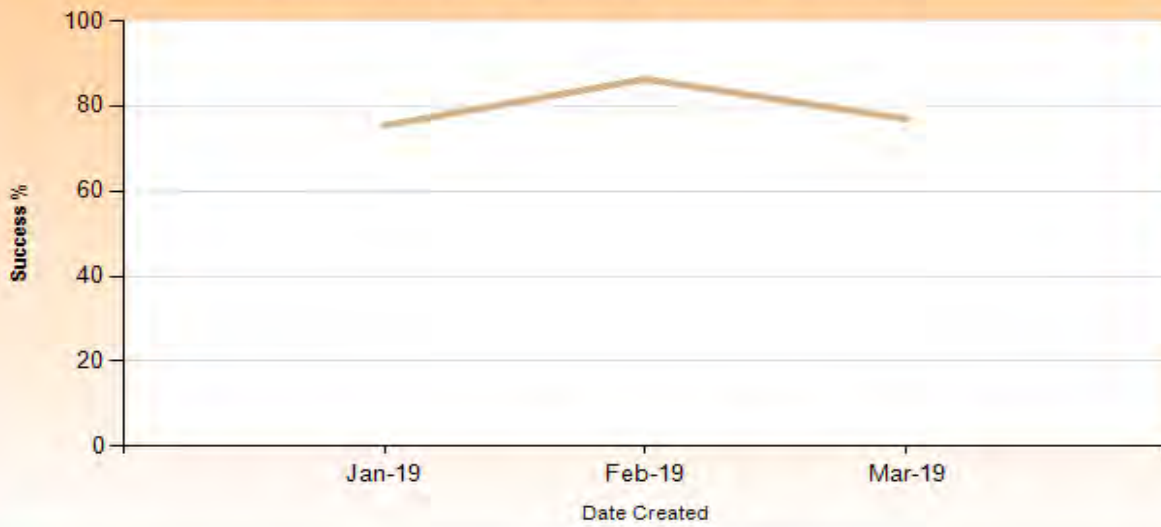
Number of Calls logged by Type



Volume of Calls Closed vs Calls Closed in Time



Completion Success per month



			Open		Closed		
Closed Calls are those calls logged during the time period that are now closed.	Open Calls are all the calls open for the ward and may have been logged at any time.	Number of Calls	Open Calls Over	Open Calls Under	Closed Calls Over	Closed Calls Under	Success Rate
Administration							
	Summary	2	2				NaN
	Pro rated rates for the period xx to xx	2	2				NaN
Animal Control							
	Summary	38	3	4	11	20	64.52%
	Animal Charges	6				6	100.00%
	Dog Property Visit	10	1	4	1	4	80.00%
	Dog Straying - Current	5			4	1	20.00%
	Dog Straying - Historic	2				2	100.00%
	Dog Welfare - Not immediate threat to life	2				2	100.00%
	Dog/Animal Missing	2				2	100.00%
	Dogs Aggression - Current	2			2		0.00%
	Dogs Aggression - Historic	3	2		1		0.00%
	Dogs Barking Nuisance	1				1	100.00%
	Livestock Trespassing - Current	5			3	2	40.00%
Building Inspection Service Requests							
	Summary	10	3		1	6	85.71%
	Building Inspection Service Requests	10	3		1	6	85.71%
Compliance Service Requests							
	Summary	19	1	6	4	8	66.67%
	Compliance - Unauthorised Activity	13	1	5		7	100.00%
	DNU - Illegal parking	2			2		0.00%
	Non-animal bylaws	4		1	2	1	33.33%
Consent Enquiries							
	Summary	120	1	7	21	91	81.25%
	Onsite Services	3			3		0.00%
	Planning Process	22		3	5	14	73.68%
	Property Information Request	40		1	1	38	97.44%
	Rural Rapid Number assignment & purchase of plates	2	1			1	100.00%
	Zoning and District Plan Enquiries	53		3	12	38	76.00%
Environmental Health Service Requests							
	Summary	8		1	2	5	71.43%
	Environmental Health Complaint	1		1			NaN
	Noise Complaint - Environmental Health	2			2		0.00%
	Noise complaints straight to contractor	5				5	100.00%
Finance							
	Summary	19		2	2	15	88.24%
	Rates query	19		2	2	15	88.24%

Parks Reserves and Facilities	Summary	6		1	1	4	80.00%
	Parks & Reserves - Council owned land	1				1	100.00%
	Parks & Reserves - Reserve Issues	5		1	1	3	75.00%
Refuse and Recycling Service Requests	Summary	43	1	3	2	37	94.87%
	Recycling Not Collected	28			1	27	96.43%
	Refuse - Non-Collection	10	1	2		7	100.00%
	Refuse & Recycling Contractor Complaints	1		1			NaN
	Refuse & Recycling Enquiries	4			1	3	75.00%
Roading CRMs	Summary	32		4	9	19	67.86%
	New Vehicle Entrance Request	1				1	100.00%
	Road Culvert Maintenance	6		1	4	1	20.00%
	Road Marking Sign & Barrier Maint Marker Posts	1			1		0.00%
	Road Safety Issue Enquiries	2				2	100.00%
	Roading Work Assessment Required - OnSite 5WD	14		1	3	10	76.92%
	Routine Roding Work Direct to Contractor 5WD Comp	1		1			NaN
	Urgent Roding Work 4Hr Response	3				3	100.00%
	Vegetation Maintenance	4		1	1	2	66.67%
	Rubbish Service Requests	Summary	7			1	6
Abandoned Vehicle		2				2	100.00%
Illegal Rubbish Dumping		5			1	4	80.00%
Waters	Summary	6			3	3	50.00%
	3 Waters Enquiry	2			1	1	50.00%
	Drinking Water Major Leak	1			1		0.00%
	New Drinking Storm Waste water connections	1				1	100.00%
	No Drinking Water	1			1		0.00%
	Stormwater Open Drains	1				1	100.00%
Total		310	11	28	57	214	78.97%

Service Request Time Frames By Ward for ²⁰

TUAKAU

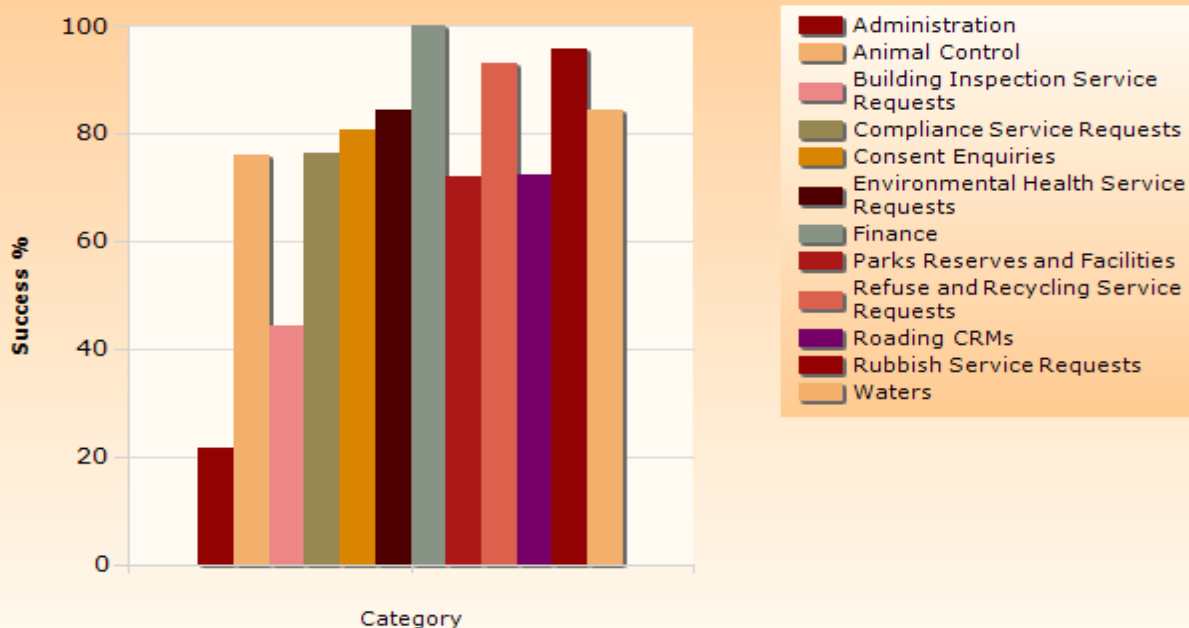


Date Range: 01/01/2019 to 31/03/2019

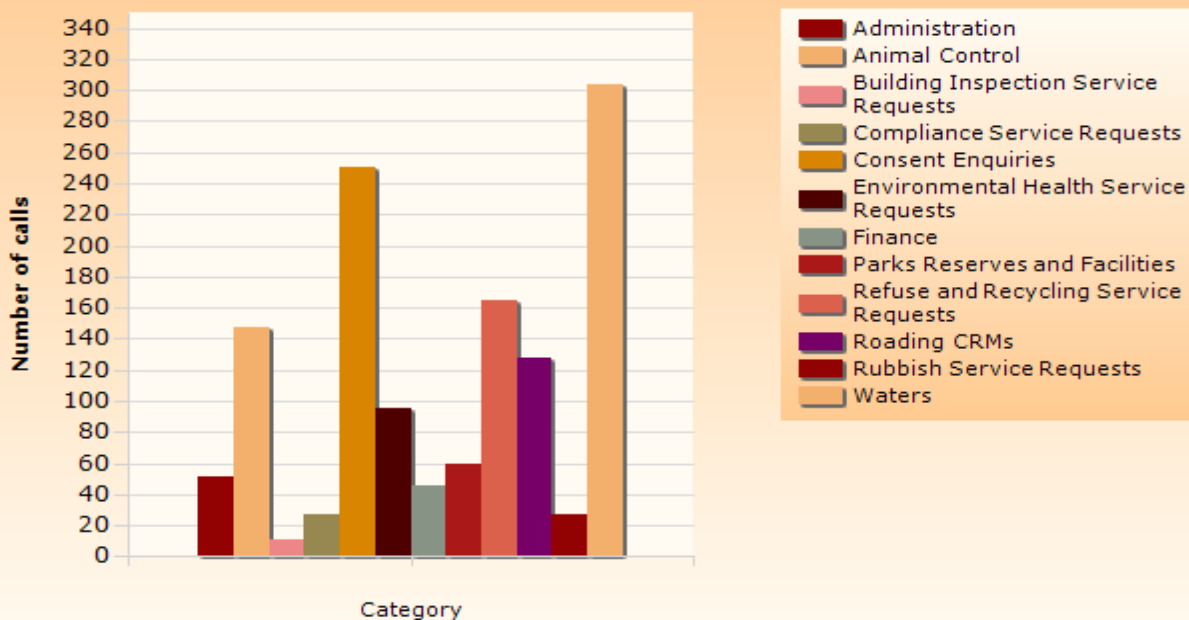
The success rate excludes Open Calls as outcome is not yet known.

4/10/2019 4:42:06 PM

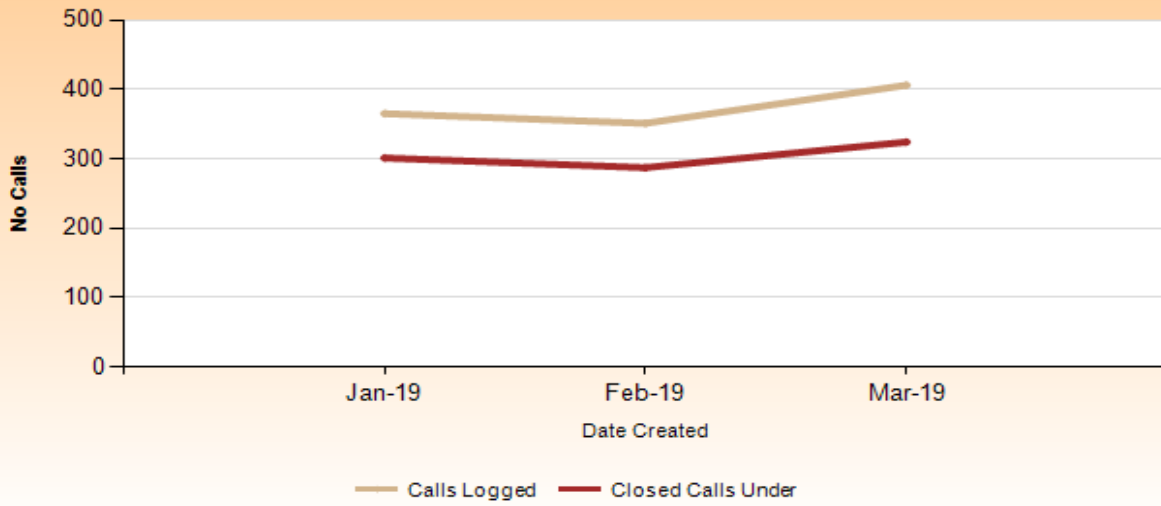
Call Completion % Success by Type



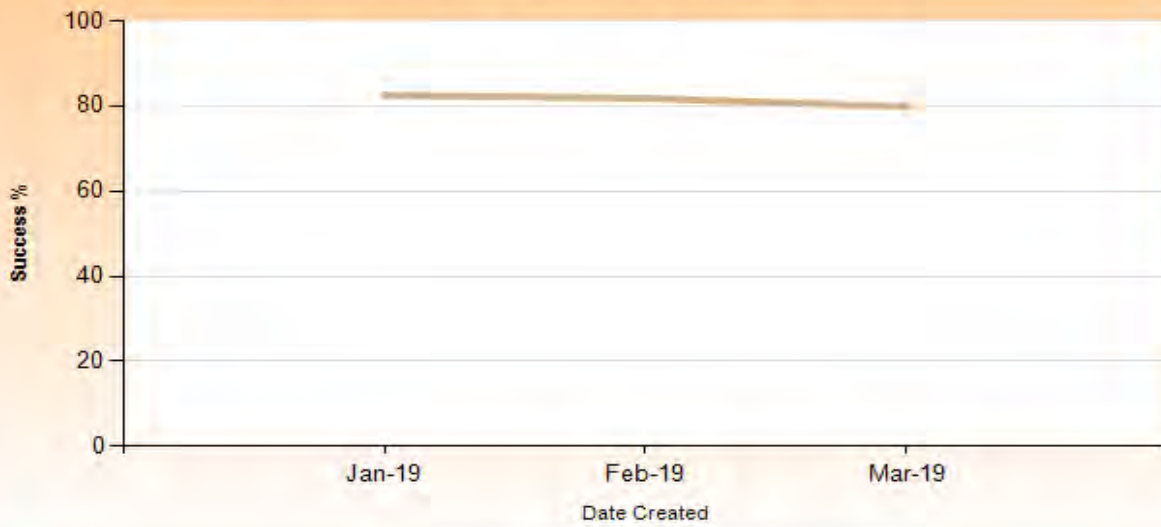
Number of Calls logged by Type



Volume of Calls Closed vs Calls Closed in Time



Completion Success per month



			Open		Closed		
Closed Calls are those calls logged during the time period that are now closed.	Open Calls are all the calls open for the ward and may have been logged at any time.	Number of Calls	Open Calls Over	Open Calls Under	Closed Calls Over	Closed Calls Under	Success Rate
Administration							
	Summary	51	27	1	18	5	21.74%
	Pro rated rates for the period xx to xx	51	27	1	18	5	21.74%
Animal Control							
	Summary	147	7	11	31	98	75.97%
	Animal Charges	17	1			16	100.00%
	Dog Property Visit	24	4	4	8	8	50.00%
	Dog Straying - Current	34			10	24	70.59%
	Dog Straying - Historic	12			1	11	91.67%
	Dog Surrender	2				2	100.00%
	Dog Welfare - Not immediate threat to life	1				1	100.00%
	Dog/Animal Missing	7		2		5	100.00%
	Dogs Aggression - Current	11	2		5	4	44.44%
	Dogs Aggression - Historic	8		1	3	4	57.14%
	Dogs Barking Nuisance	15		4	1	10	90.91%
	Livestock Trespassing - Current	13			3	10	76.92%
	Livestock Trespassing - Historic	3				3	100.00%
Building Inspection Service Requests							
	Summary	11	2		5	4	44.44%
	Building Inspection Service Requests	11	2		5	4	44.44%
Compliance Service Requests							
	Summary	27	6	4	4	13	76.47%
	Compliance - Animal By Law	3			3		0.00%
	Compliance - Unauthorised Activity	16	4	3		9	100.00%
	DNU - Illegal parking	6	2	1		3	100.00%
	Non-animal bylaws	2			1	1	50.00%
Consent Enquiries							
	Summary	250		10	46	194	80.83%
	Onsite Services	5			3	2	40.00%
	Planning Process	45		4	12	29	70.73%
	Property Information Request	89		1	1	87	98.86%
	Rural Rapid Number assignment & purchase of plates	3				3	100.00%
	Zoning and District Plan Enquiries	108		5	30	73	70.87%
Environmental Health Service Requests							
	Summary	95	2	2	14	77	84.62%
	Environmental Health Complaint	10	2	1	6	1	14.29%
	Noise Complaint - Environmental Health	13		1	5	7	58.33%
	Noise complaints straight to contractor	72			3	69	95.83%
Finance							
	Summary	46		1		45	100.00%
	Rates query	46		1		45	100.00%

Parks Reserves and Facilities	Summary	60		6	15	39	72.22%
	Parks & Reserves - Boat Ramp and Jetty issues	1		1			NaN
	Parks & Reserves - Buildings	12			11	1	8.33%
	Parks & Reserves - Cemetery Complaints (not mowing)	1				1	100.00%
	Parks & Reserves - Council owned land	13				13	100.00%
	Parks & Reserves - Graffiti	1		1			NaN
	Parks & Reserves - Non-urgent Public Toilet Issues	1				1	100.00%
	Parks & Reserves - Reserve Issues	23		2		21	100.00%
	Parks & Reserves - Urgent Public Toilet Issues	2			2		0.00%
	Parks & Reserves-Council owned buildings on reserv	6		2	2	2	50.00%
	Refuse and Recycling Service Requests	Summary	165	4	16	10	135
Green stickered rubbish bags		1	1				NaN
New collections		4				4	100.00%
Recycling Not Collected		51	1	3		47	100.00%
Refuse - Non-Collection		56	1	4	1	50	98.04%
Refuse & Recycling Contractor Complaints		8	1		2	5	71.43%
Refuse & Recycling Enquiries		6			4	2	33.33%
Rubbish bag sticker/tag orders - internal use only		10		2	1	7	87.50%
Tuakau Wheelie Bins		29		7	2	20	90.91%
Roading CRMs	Summary	128		23	29	76	72.38%
	Bridge Maintenance Non-Urgent	1			1		0.00%
	Footpath Maintenance - Non_Urgent	1				1	100.00%
	New Vehicle Entrance Request	44		12		32	100.00%
	Request 4 new street light path sign etc	3		1		2	100.00%
	Road Culvert Maintenance	9		1	7	1	12.50%
	Road Marking Sign & Barrier Maint Marker Posts	5				5	100.00%
	Road Safety Issue Enquiries	8			1	7	87.50%
	Roading Work Assessment Required - OnSite 5WD	19		5	10	4	28.57%
	Routine Roding Work Direct to Contractor 5WD Comp	12			2	10	83.33%
	Street Light Maintenance	10		1	5	4	44.44%
	Urgent - Footpath Maintenance	1				1	100.00%
	Urgent Roding Work 4Hr Response	4				4	100.00%
	Vegetation Maintenance	11		3	3	5	62.50%
Rubbish Service Requests	Summary	27		3	1	23	95.83%
	Abandoned Vehicle	11		3		8	100.00%
	Illegal Rubbish Dumping	16			1	15	93.75%

Waters							
Summary	304	3	61	37	203	84.58%	
3 Waters Enquiry	6			1	5	83.33%	
3 Waters Safety Complaint - Urgent	1				1	100.00%	
Drinking water billing	80		35	3	42	93.33%	
Drinking Water Final Meter Read	82		20	2	60	96.77%	
Drinking Water Major Leak	36	1		12	23	65.71%	
Drinking Water minor leak	33	1	1	6	25	80.65%	
Drinking Water quality	1				1	100.00%	
Drinking Water Quantity/Pressure	5			1	4	80.00%	
Fix Water Toby	13		2	5	6	54.55%	
New Drinking Storm Waste water connections	7		1		6	100.00%	
No Drinking Water	23			4	19	82.61%	
Stormwater Open Drains	5		1	1	3	75.00%	
Stormwater Property Flooding	2				2	100.00%	
Wastewater Odour	5		1	2	2	50.00%	
Wastewater Overflow or Blocked Pipe	3				3	100.00%	
Wastewater Pump Alarm	1				1	100.00%	
Waters Pump Station jobs - only for internal use	1	1				NaN	
Total	1311	51	138	210	912	81.28%	