

Community Connection

Issue 199 JUNE 2024

Horowhenua
DISTRICT COUNCIL



Bernie Wanden

Message from the Mayor

Kia ora Horowhenua,

Recently, at our Council Meeting, we signed off on some important strategies and policies that will positively shape our community's future.

One of the big outcomes was our decision on the Foxton War Memorial Hall. After what feels like a long period of consultation and thoughtful deliberation, we've decided to return the ownership of the hall to the community. We're now keen to see the community working closely with iwi and hapū to shape a unified business plan, including plans for earthquake strengthening by 15 September 2024.

If all goes well, ownership and management of the hall will be transferred for \$1 to a new community entity. This decision wasn't taken lightly and has been a topic of much discussion and concern over the years. Nevertheless, it's a big step forward, and I'm hopeful the community will rally behind preserving this historic building.

Another major achievement was the adoption of our refreshed Community Wellbeing Strategy 2024-2027. This update strengthens our commitment to achievable, measurable goals that reflect the community's priorities and needs. While Council may not drive all of these actions, we will support and facilitate various initiatives with the support of other government agencies like Ministry of Social Development, Health, Education, Justice and others.

We also discussed the Levin Town Centre Development, which will become public in due

course. There's a lot to be excited about as we look forward to some fantastic developments in this space in the near future. Stay tuned for updates, I can't wait to share these with you.

On a more practical note, we signed off on some critical wastewater infrastructure projects around Tyne Street and Oxford Street, Levin. This is the final piece in connecting northeast Levin to the wastewater treatment plant. While this work will cause some inconvenience, including road closures and traffic diversions, it's essential to ensure reliable water services. We appreciate your patience as we carry out these necessary upgrades.

As we approach the mid-year mark, we're preparing to sign off our Long Term Plan 2024-2044. This is a big milestone for Council and we'll share more details about the upcoming changes in service delivery at the end of the month.

I also want to remind everyone about the Companion Card, a fantastic initiative that supports people living with disabilities by providing free access for their companions at participating venues. It's a positive step towards ensuring that everyone can participate fully in our community activities.

With Matariki just around the corner, it's a time for reflection and celebration. In partnership with local iwi and hapū, Council has organised a series of family-friendly events across Horowhenua from 24 June to 9 July. Let's come together as a community to honour our past and look forward to a bright future.

Ngā mihi,

A handwritten signature in black ink that reads "Bernie Wanden".

Mayor Bernie Wanden

Council Meetings



Public Forum

Wednesday 26 June 2024,
12.15pm to 12.45pm
Council Chambers, 126 Oxford Street, Levin

Council Meeting

Wednesday 26 June 2024, 1pm
Council Chambers, 126 Oxford Street, Levin



Te Awahou Foxton

Community Board Public Forum

Monday 1 July 2024, 5.30pm to 6pm
Foyer, Te Awahou Nieuwe Stroom,
92 Main Street, Foxton

Te Awahou Foxton

Community Board meeting

Monday 1 July 2024, 6pm
Ngārongo Iwikātea Room, Te Awahou
Nieuwe Stroom, 92 Main Street, Foxton

Meeting dates and times are subject to change. Please refer to horowhenua.govt.nz/Council/Council-Meetings for the full meeting schedule, minutes and agendas.

Health and safety upgrades in Civic Building foyer



Health and safety improvements in Council's Civic Building foyer are scheduled to begin on Monday 24 June. These works are a direct result of a recent audit recommending enhancements to ensure the safety of our staff in this area.

These improvements are essential and we appreciate your patience as we prioritise the wellbeing of our staff.

The works are expected to take just over two weeks to complete. During this period, all services will continue as usual, though you may experience some extra noise if entering the building.

Additionally, starting 1 July, dog registration renewals will be available, and we encourage the community to take advantage of the convenience and ease of completing their renewals online.

Thank you for your understanding and cooperation.

Puanga Matariki

24 JUNE TO 9 JULY 2024

horowhenua.govt.nz/matariki



Horowhenua Dog Owners

Dog registration renewal time is just around the corner, and it's time to ensure all your details are up to date.

Dog renewal registrations will open at 10am on Monday 1 July 2024. Don't let time slip away – register by Wednesday 31 July 2024, to avoid the 50% penalty fee.

Learn more about dog registrations and owner information:

horowhenua.govt.nz/DogOwnersInfo

In the Works



Major Upgrade for Levin Wastewater Discharge Site

Levin's unique wastewater discharge site, The Pot has undergone its biggest upgrade in 38 years. This 110-hectare pine and native forest plantation now meet modern environmental standards and is ready for future growth.

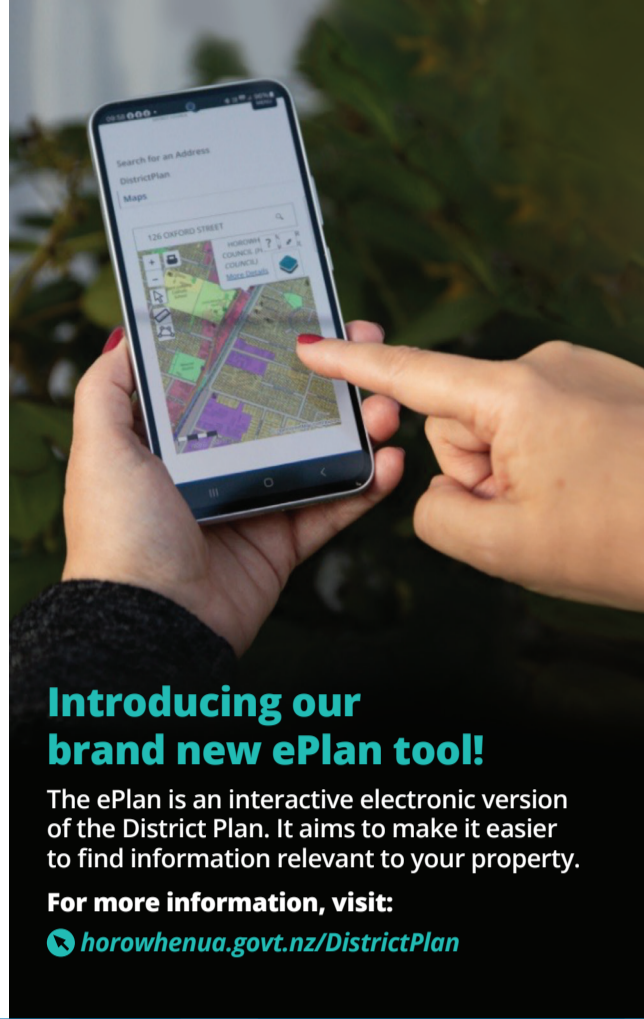
In 2020, the Council received a new 25-year consent for wastewater discharge and replaced over 1,600 sprinklers, automated valves, renewed 43 km of pipes, and expanded the irrigated area to 57 hectares. The pump station also received major improvements, including a new satellite communication system and a higher-capacity pump, enhancing efficiency and reducing costs.

Environmental initiatives include a large-scale woodchip bio-reactor to reduce nitrate-nitrogen discharge, developed with Massey University.

Ōtauru Stream Restoration

Council is working with Ngāti Whakarete to restore the Ōtauru Stream through riparian planting, aiming to enhance water quality and ecosystem health. The project will eventually span 1.7km, with over 7,500 native plants to be planted over the next few years.

Initial works have begun, including clearing invasive and non-native vegetation to prepare the ground for plantings. Council has allocated \$100,000 over five years for the project and is seeking additional funding from external grants to support its community-driven initiatives.



Introducing our brand new ePlan tool!

The ePlan is an interactive electronic version of the District Plan. It aims to make it easier to find information relevant to your property.

For more information, visit:

horowhenua.govt.nz/DistrictPlan

Resident Satisfaction Survey 2024

One of the ways we measure the public perception of how we are performing is through our resident satisfaction survey.

The survey was emailed out in March and was available online throughout the year. A total of 5,602 surveys were completed, a 7% decrease in collective responses compared to 2023.

Thank you to everyone who took the time to answer the survey questions and provide feedback on how we're progressing. Your input will help us determine which areas we need to focus on most.

Rubbish and Recycling

88% satisfied Kerbside rubbish

61% satisfied Recycling stations

82% satisfied Kerbside recycling

67% satisfied Shannon and Foxton transfer stations service

Council facilities

95% satisfied Library services

86% satisfied Sports grounds

72% satisfied Drinking water

86% satisfied Wastewater services

88% satisfied Cemeteries

81% satisfied Parks and reserves

64% satisfied Swimming pools

49% satisfied Stormwater

Roads

67% satisfied Parking

58% satisfied Street lights

39% satisfied District road maintenance

39% satisfied Footpath maintenance

Consulting with our community

We asked how satisfied you were with processes to provide feedback on Council plans or strategies.

63%

63% were satisfied or very satisfied with how easy the process was to navigate.

50%

50% were satisfied or very satisfied that Council considered your views.

63%

63% were satisfied or very satisfied with the availability of information.

Leadership

47% were satisfied or very satisfied that the Mayor and Councillors display sound and effective leadership.

38% were satisfied or very satisfied with the way Council responds to issues raised by the community.

47% believe that Horowhenua District Council has a good overall reputation.

54% say they are well informed about what Council is doing.

41% say that Horowhenua District Council is open and transparent with our decision-making.

62% Overall satisfaction with Council facilities and services for 2024 was 62%.

Alongside customer satisfaction measurements, for the last two years, we've also been measuring Net Promoter Score (NPS) - a customer loyalty and satisfaction metric. NPS can range from -100 to 100. Council's NPS improved by 5.7 points to -4.2 compared to 2023 which was -9.9.

Method used

The 2024 survey was conducted solely via Ask Nicely, an online Voice of Customer survey tool. 10 surveys (broken down by different Council services and facilities) were sent to our emailable ratepayer base, via social media channels to a broader Horowhenua target audience and distributed throughout the year via the Community Connection.

We received 5,602 collective survey responses (those people who completed more than one survey) and 3,066 individual responses.

The surveys had a margin of error ranging from 3% to 6% with a 95% confidence level, meaning the sample size is robust and reflective of a cross section of our community and results are statistically significant.



Customer service at Aquatics Horowhenua, Te Takeretanga o Kura-hau-pō, Horowhenua District Council Main Office and Te Awahou Nieuwe Stroom achieved 74% satisfaction, with the Library services scoring an overall 95% satisfaction rate.