

TAUPŌ DISTRICT COUNCIL
MINUTES OF THE TURANGI/TONGARIRO COMMUNITY BOARD MEETING
HELD AT THE BOARDROOM, TURANGI SERVICE CENTRE, TOWN CENTRE, TURANGI
ON TUESDAY, 9 APRIL 2019 AT 1.00PM

PRESENT: Mr Te Takinga New (in the Chair), Cr Tangonui Kingi, Cr Maggie Stewart, Mrs Karen Donlon, Miss Sharlyn Holt (until 2.00pm), Mrs Pauline Jenkins-Lyons, Mr Wally van der Aa

IN ATTENDANCE: Mayor David Trewavas, Cr John Boddy, Cr Christine Rankin
Chief Executive, Head of Economic Development & Business Transformation, Head of Democracy, Governance & Venues, Head of Communications & Customer Relations, Infrastructure Manager, Administrative Headquarters Building Project Manager, Senior Policy Advisor, District Parks Operations Manager, Parks Manager-Community & Environmental Open Space, Asset Manager Stormwater & Solid Waste, Project Management Advisor, Strategic Relationships Team Leader, Democratic Services Officer
Mr Andy Hema - former Turangi/Tongariro Community Board Chairman

MEDIA AND PUBLIC: Nine members of the public

Mr Te Takinga New welcomed everyone to the meeting and acknowledged those who had passed away, including Council staff member Mr Mike Lees. He then recited a karakia, and invited former Turangi/Tongariro Community Board Chairman Mr Andy Hema to say a few words.

Mr Andy Hema advised that he had been appointed to the position of Turangi customer relations manager. Technically he could have continued his role on the Community Board, but to ensure no conflicts of interest arose and to enable him to focus 100% on the new role, he had decided to resign from the Board. He thanked everyone for their support over the last 2.5 years.

In turn Mr New thanked Mr Hema for his services as chairman and congratulated him on his new role. He also acknowledged the presence of His Worship the Mayor and Councillors John Boddy and Christine Rankin, noting that their attendance was appreciated.

Note: Miss Sharlyn Holt left the meeting at 2.00pm during item 4.6 and was not present for resolutions TT201904/06, 07, 08, 09, 10 and 11.

1 APOLOGIES

Nil

2 CONFLICTS OF INTEREST

Nil

3 CONFIRMATION OF MINUTES

3.1 TURANGI/TONGARIRO COMMUNITY BOARD MEETING - 12 MARCH 2019

TT201904/01 RESOLUTION

Moved: Cr Maggie Stewart
Seconded: Mrs Pauline Jenkins-Lyons

That the minutes of the Turangi/Tongariro Community Board meeting held on Tuesday 12 March 2019 be confirmed as a true and correct record.

CARRIED

4 REPORTS

4.1 PRESENTATION: UPDATE FROM TURANGI POLICE

This item was withdrawn.

4.2 PRESENTATION: TURANGI ACTION GROUP (TAG)

Messrs Zane Cozens and David Winterburn were in attendance. Mr Zane Cozens addressed the Community Board, and noted the following:

- The purpose of today's presentation was to seek an update from Council on the items agreed to at the public meeting held on February 14, 2019, so that a progress report could be provided (back) to the community regarding concerns raised at that meeting.
- Issues identified to date included
 - Long-Term Plan amendment to include \$20-million dollar fund specifically for town assets
 - Develop a master plan for Turangi – investment strategy
 - Council was to open its books for an audit to provide the last 10-years financial data pertinent to the Turangi / Tongariro Ward – including rates and any other income / fees received by Council – and show where those monies had been spent ('What had Turangi received back')
 - Council to employ someone specifically to have oversight of Turangi affairs
 - Council to provide its vision for long-term investment and growth for Turangi
 - All patch-up repairs on Turangi Council owned buildings to cease until a master plan was developed
 - That the Community Board be empowered to monitor all of the above.
- Council had digressed from the original agreement, and the lack of feedback and response to date was poor.
- Had spoken to Anthony Byett regarding the financial audit. Mr Byett had advised that the audit would be undertaken by Price Waterhouse Coopers (PWC) and would cover the past 5 years and future 5 years, which was not in line with the original brief of Council providing financial information for the past 10 years. Also noted that the \$16,500 unbudgeted funds allocated for the audit was an insignificant amount in accounting terms.
- Felt that Council did not value Turangi.
- Understood that the Community Board had been kept uninformed about the status / progress of the items raised, which (in his opinion) reinforced the perceived notion of Turangi being insignificant to Council.
- Council had until May 14 (being 3 months from the date of the public meeting) to provide a response however, was concerned that the response would be lacking.
- Turangi Action Group (TAG) comprised members of the community.
- Sought leadership and advocacy from the Community Board.

Mr Winterburn then made additional comments:

- Agreed with Mr Cozen's assertion that the community had received very little from Council for many years.
- Having been a part of the community for 40 years, it was empowering to witness the community stand together, and also those people who do not usually speak up voice their concerns at the meeting.
- Felt the only way to bring about change was through policy and structure.
- Considered that the Community Board was disconnected from the views of its community; implored the Board to get behind its community.

The following comments were noted during questions, answers, and related discussion:

- The Chief Executive confirmed that Council had recently approved a financial analysis which Price Waterhouse Coopers (Napier) had been commissioned to undertake. Council had also held several conversations and were still working through all other points raised by Mr Cozens. A comprehensive response / outcome would be provided within the agreed timeframes given at the public meeting.

- A member commented that she had always been behind Turangi, and did not want Turangi left behind. She further clarified that some items had already been implemented, such as the Turangi customer service manager role, and repair of the I-site roof, which was done as a result of a decision made by the Board. When considering whether to approve the repair, the Board was particularly mindful of the tenants who work in the building on a daily basis. Equally, a decision to not repair the roof would not result in future plans for the building being expedited.
Regarding the Arts & Crafts building, repair of the roof was temporarily put on hold while an investigation for asbestos was completed. The results came back clear therefore the re-roof, which was already included in the budget and previously scheduled, could proceed. In reply, Mr Cozens noted that the community had asked for such repairs to be put on hold and that Council should have directed a cessation to that effect. He further noted that the current course of undertaking patch-up repairs was in conflict with the community's wishes.
- Another member felt that the Board had not been kept up to date with this process by staff; she would raise those issues in the 'members' reports' item.

TT201904/02 RESOLUTION

Moved: Cr Tangonui Kingi
Seconded: Mr Wally van der Aa

That the Turangi/Tongariro Community Board receives the information and thanks Mr Zane Cozens for his presentation.

CARRIED

4.3 PRESENTATION: COMMUNITY REPRESENTATION

Ms Jen Shieff addressed the Community Board (A2443703). The following key points were noted:

- Thanked the Board for the opportunity to present.
- Wanted to explain what had provoked her to write her hard-hitting letter published in the Taupō Weekender in March. Highlighted that as mentioned by Messrs Cozens, Winterburn and member Ms Jenkins-Lyons, the Board needed to greatly improve its communication.
- Resident ratepayer of almost 20 years.
- Information was key, innovation paramount and preconceptions were dangerous.
- As a previous ratepayer in Auckland and Wellington, felt that return for Taupō District Council rates (around \$60k paid over the past 18 years) was poor value for money, citing patchy street lighting, occasional leaf sweeping, weekly rubbish collection, poorly lit underpass, etc.
- Some things asked for by Ms Shieff over the years included
 - DGLT to pay meaningful attention to Turangi - felt that they still overlooked Turangi and were uninformed of what Turangi was about.
 - Seasonal banners - eventually supported by Council.
 - A fair approach to residential rating valuation – had a major dispute against Council's preconceived misconception in 2012 that Turangi was a dying town, and Landmass's desk analysis of skewed data resulting in a 20% drop in valuations. Succeeded with a subsequent increase in rating valuation and property sale prices.
 - Revitalised township – well supported by Council with \$1.2m allocated over three years, however only one of the steering group's recommendations (the skate park) was implemented.
 - Wayfinding signage – never eventuated.
 - Gateway to town (coming from Rotorua SH5) – a lot of time and effort went into undertaking consultation, meetings, etc, with no resulting outcome.
- Flood protection - Environment Waikato made Turangi feel valued and showed that effective consultation could be done, resulting in an excellent landscaped solution between the main road bridge and the Major Jones footbridge.
- Council used to support the Easter / Colours festival in autumn and fund Go Tongariro (including former coordinator Christine Dally) however, that had now stopped. Why was there such a short term approach

to funding for Turangi?

- Noted that the Board had won a prize for its community plan however, personal perception was that nothing from the plan had been implemented.
- Council wiped the ratepayers levy for the mall following completion of 'Project Pounamu'. Why were the water issues not addressed at that time?
- Council should revisit the Turangi Facilities Review; fix the whole i-Site and install proper signage; keep Turangi Cemetery beautiful; promote Turangi as the gateway to the mountains; ensure DGLT and EGLT gave Turangi the same priority as Taupō; and support new tourism opportunities, etc.

A member asked if Ms Shieff would be willing to be part of a steering group to develop the master plan for Turangi. Ms Shieff declined however noted she would support from the sidelines.

The Chair thanked Ms Shieff for her presentation and advised that the Board would go through the items and issues raised by her.

TT201904/03 RESOLUTION

Moved: Mrs Pauline Jenkins-Lyons

Seconded: Miss Sharlyn Holt

That the Turangi/Tongariro Community Board receives the information and thanks Ms Jen Shieff for her presentation.

CARRIED

4.4 ACTION POINTS UPDATE

The Head of Economic Development & Business Improvement provided the following additional updates:

- The 'no jumping off Tongariro Bridge' signage had been installed – *remove item*.
- A suitable storage bench for the giant chess set had been sourced – *remove item*.

TT201904/04 RESOLUTION

Moved: Cr Maggie Stewart

Seconded: Mrs Karen Donlon

That the Turangi/Tongariro Community Board receives the action points update.

CARRIED

4.5 TAUPŌ DISTRICT COUNCIL LONG-TERM PLAN AMENDMENT

The Administrative Headquarters Building Project Manager provided an update on the Long-term Plan 2018-28 amendment process and the following points were noted:

- Consultation was underway and the closing date for submissions was May 3, 2019.
- The four options for the civic administration building were explained. Council's preferred option was to build on the Tūwharetoa Street carpark.
- Submitters were being asked to provide reasons for their preferred option.
- It was proposed that the building would be 2,500m² with 140 work stations to accommodate 180 staff, along with a 300m² Council chamber.
- Council had indicated a desire for the entire building to be built to IL4 standard.
- The Cultural Precinct Project master planning work had identified the fact that the Taupō museum was not fit-for-purpose. Council's preferred approach was to leave the museum for now, but submitters could indicate support for museum funding to be included in the Long-term Plan amendment.

A member suggested that some consultation events should be scheduled in the evenings in future.

It was decided that the Turangi/Tongariro Community Board would make a submission to Council's Long-term Plan 2018-28 amendment process. The submission would be circulated and approved via email and endorsed retrospectively at the next Board meeting.

TT201904/05 RESOLUTION

Moved: Mrs Pauline Jenkins-Lyons

Seconded: Mrs Karen Donlon

That the Turangi/Tongariro Community Board receives the information and makes a submission to the Long-term Plan 2018-28 amendment process.

CARRIED

4.6 TAUPŌ DISTRICT COUNCIL ASSET MANAGEMENT PLANNING

The Asset Manager Stormwater & Solid Waste made a PowerPoint presentation (A2433676) about asset management planning at Taupō District Council. An explanation was given of the process and an overview of the work undertaken by Council's asset managers. Key points noted were:

- Asset Management Planning (AMP) process was a 3-yearly process.
- Objective was to meet the required levels of service (LOS) in the most cost effective manner.
- Assessment process included AMP linkages, LOS, asset life cycle, renewal planning, determining whether the asset providing the expected outcome, and identifying who was involved.
- Infrastructure asset plans such as pipes were done over a 30-year life cycle; consideration had to be given to what the need for Council would be 30-years out.
- AMPs had the ability to be reviewed every year through the Annual Plan process; the Board could feed into that process.
- AMPs were usually supported by various strategies / documentation and typically included a business plan, which the assets, performance and outcomes would then filter out from. Strategies included LOS, performance measures, and operations planning. Data needed to be collected and consideration given to how an asset would be funded. That information was fed back to the CEO and if approved, put into the Annual Plan.
- Asset management was an ongoing process that also supported decision-making. Anything new required a comprehensive business case including cost benefit analysis, lifecycle analysis, costs to operate, and review date.
- Considerable time was spent undertaking due diligence, investigation and strategising.

Note: Miss Sharlyn Holt left the meeting at this point.

- Used an example of asbestos pipes which had a life expectancy of 100 years but (in reality) only last 40-50 years to demonstrate how that impacted Council's ability to fund new pipes; in such instances, funds would need to be moved forward. Conversely, Turangi stormwater pipes were currently in relatively good condition therefore funds could be moved farther out.
- Feedback from the community was received through various consultation processes including the Long-Term Plan and Annual Plan.
- AMP process involved ensuring decision-making was well documented and options were identified.
- Service requests were very useful to identify whether an asset was performing or not.

The following comments were noted during questions, answers, and related discussion:

- AMP looked at the condition of an asset. In the event that an asset was destroyed, a prioritisation assessment and balancing act (to move funds around) would need to be undertaken. If a major asset was involved, it could require political direction.
- Renewals were planned / scheduled and did not happen overnight.
- The Asset Manager Stormwater & Solid Waste preferred to ring and speak with people who had taken the time to phone in a service request. All steps taken to deal with the issue would be documented, and a follow up call to the customer was made once the issue had been sorted.

- The Asset Manager Stormwater & Solid Waste would seek funding for the same type of glass bay in Turangi as the one in Taupō.
- An asset's lifecycle lasted from installation through to the end of its useful life. New technology and opportunities for improvement were always being considered. Part of the asset management process looked at desired outcomes, which may change over time. New technology would be implemented if it supported the outcome that the community was looking for; and if it would result in savings.

The Chair thanked the Asset Manager Stormwater & Solid Waste for his presentation noting that the timeframes provided by the Head of Operations in the previous month's capex projects update were also very helpful.

TT201904/06 RESOLUTION

Moved: Mr Wally van der Aa

Seconded: Mrs Pauline Jenkins-Lyons

That the Turangi/Tongariro Community Board receives the information in relation to Council's asset management planning.

CARRIED

4.7 TAUPŌ DISTRICT COUNCIL PROJECT MANAGEMENT METHODOLOGY

The Project Management Advisor made a PowerPoint presentation (A2436996). Key points noted were:

- Project management methodology was explained. Projects were temporary endeavours, with a beginning and an end, by which changes were introduced.
- Since October 2018, staff had been gathering information about all the projects Council was currently working on. Some projects were Long-term Plan project items and others were not. Of the 160 projects identified, 115 of which were to be delivered in the current financial year.
- The reason behind the analysis of projects was to support Council to deliver more for less. It was important to deliver quality and ensure that the community would benefit from Council's projects and in turn achieve Council's vision.
- Delivery phases were explained – initiation; business case; execution; close and handover.
- The project delivery excellence programme of work consisted of four streams. Project clustering supported better understanding of dependencies between projects. Benefits would be tracked and projects reviewed to ensure they were delivering on expected outcomes.

The following comments were noted during questions, answers and related discussion:

- Engaging with stakeholders was an important part of project management.
- Project templates were being drafted to support the whole process from project initiation to close and handover/review.

The Chair thanked the Project Management Advisor for his presentation.

TT201904/07 RESOLUTION

Moved: Mrs Pauline Jenkins-Lyons

Seconded: Mrs Karen Donlon

That the Turangi/Tongariro Community Board receives the information on project management methodology.

CARRIED

4.8 TURANGI MALL CANOPY AND PAVERS

The Infrastructure Manager had provided a list of items to be costed following a workshop held earlier in the day at which options for Turangi mall canopy and pavers were discussed. The list of items was read out by the Head of Democracy, Governance & Venues as follows:

- replacement of broken pavers
- replacement of stormwater gutters on the glass canopy
- water blasting twice per year (once pre-Christmas and once pre-winter)
- application of non-stick surface bi-annually after water blasting
- options for acrylic roofing sheet in place of glass
- hanging baskets suspended around mall

Members agreed that the list adequately covered mall maintenance for the time being. They asked staff to investigate options for limiting vehicular access to the mall after the pavers had been replaced, noting that this would require engagement with the business community.

TT201904/08 RESOLUTION

Moved: Cr Maggie Stewart

Seconded: Cr Tangonui Kingi

That the Turangi/Tongariro Community Board receives the report on the Turangi Mall Canopy and Pavers and directs staff to provide cost estimates for:

- replacement of broken pavers
- replacement of storm water gutters on the glass canopy
- water blasting twice per year (once pre-Christmas and once pre-winter)
- application of non-stick surface bi-annually after water blasting
- options for acrylic roofing sheet in place of glass
- hanging baskets suspended around mall

CARRIED

4.9 MONTHLY UPDATE ON TURANGI PROJECTS

The Head of Economic Development & Business Improvement advised that the Turangi Public Library roof replacement would commence on April 26, 2019 with interior painting scheduled to commence the following week on Monday April 29, 2019.

TT201904/09 RESOLUTION

Moved: Cr Maggie Stewart

Seconded: Mrs Karen Donlon

That the Turangi/Tongariro Community Board receives the update on Turangi projects.

CARRIED

4.10 TURANGI OPERATIONS REPORT - MARCH 2019

The District Parks Operations Manager and the Parks Manager-Community & Open Spaces provided an update on operations and answered questions. The following points were noted:

- Service requests were the best way for the public to raise issues for Council to investigate and attend to.
- A contractor would be engaged to assist with mowing where / when required, following the passing of Council's tractor driver / sports ground officer, Mr Marty Lownsborough.
- A recent street clean-up had yielded 10 bags of rubbish and would be repeated in the near future.
- Erosion protection measures at Kuratau were due to be consented later in the year.
- Operations staff would liaise with compliance staff in relation to animal control officers patrolling lakefront areas like Pukawa and Omori.
- Lockable gates had been ordered for the Stump Bay toilets.
- Mr Wally van der Aa advised he had raised a service request for extermination of wasps at Stump Bay.
- Installation of goal posts would be timed to avoid disruption to junior pre-season games.

- Climbing walls for the Turtle Pools would be ordered and installed shortly.

In answer to a question, the Head of Economic Development & Business Improvement advised that the new Council IT platform project had started and would be rolled out over several months into late 2020. There was a customer portal with more of a customer focus.

TT201904/10 RESOLUTION

Moved: Cr Maggie Stewart

Seconded: Mrs Karen Donlon

That the Turangi/Tongariro Community Board receives the Turangi Operations Report as at April 9, 2019.

CARRIED

4.11 MEMBERS' REPORTS

The following tabled report was received:

Mr Andy Hema (A2443701)

- Emergency Management Committee representatives trip to Christchurch – How did they recover from earthquake event?
- Briefing from electoral officer.
- Emergency Management Committee – Eclipse presentation.
- Met with Ngāti Tūrangitukua Charitable Trust members – introduction discussions.
- Work with Z representative to keep toilets open until midnight.
- Work with community group who requested free use of Senior Citizens Hall to end of 2019.

The following verbal reports were received:

Cr Maggie Stewart

- Attended a presentation to Council from Taupō secondary school students about climate change. The rangatahi were passionate and really cared about the planet they were going to inherit. The local government leaders climate change declaration would be on the agenda for the next Council meeting.
- Met with staff to discuss erosion in Kuratau.
- Attended Omori Kuratau Ratepayers Association meeting.
- Attended community engagement session in Omori.
- Various meetings with ratepayers.
- Advised that she would not be able to lay the wreath at the ANZAC service this year. Mrs Karen Donlon offered to organise the wreath-laying in Cr Stewart's stead.

Mrs Pauline Jenkins-Lyons

- Attended Go Tongariro Business After 5 event at which tourism group information was presented.
- Expressed concern about lack of information provided to Turangi/Tongariro Community Board members from Council. Examples included the appointment process for the Turangi customer relations manager role, and informing of the launch of a new Council website.
- Expressed concern that Council's vision did not apply to Turangi. For example, Turangi was excluded from activities such as the upcoming Earth Day celebrations.

Mr Te Takinga New

- Requested that staff arrange a sympathy card to be sent to compliance team staff on behalf of the Board, acknowledging the passing of their colleague, Mr Mike Lees.
- Requested a letter be sent to Tongariro School leaders on behalf of the Board, congratulating them on their appointments.
- Advised that he had attended the Creative Communities grants distribution meeting. It was important to encourage more Turangi applicants to apply to future funding rounds.

- Advised that he would be attending the Community Boards conference on April 11, 2019, with Mr Andy Hema.

Additional Members' Comments

- Members agreed to meet at 6.30pm the following evening, April 10, 2019, in the Boardroom, Turangi Service Centre to discuss their submission to Council's Long-term Plan 2018-28 amendment, along with any other topics of interest.
- Members also agreed to hold a facilitated planning workshop on the evening of May 1, 2019. The Head of Economic Development & Business Transformation would email a proposed brief to members, who were asked to respond promptly with any suggested changes.
- A member noted that with the resignation of Mr Andy Hema from the Community Board, a replacement representative on Council's Emergency Management Committee would need to be appointed.
- In answer to a question, the Head of Democracy, Governance & Venues advised that a report would be provided to the next Turangi/Tongariro Community Board explaining the process to be followed as a result of the Chairperson's resignation.

TT201904/11 RESOLUTION

Moved: Mrs Pauline Jenkins-Lyons
Seconded: Mr Wally van der Aa

That the Turangi/Tongariro Community Board receives the members' reports and community plan updates.

CARRIED

5 CONFIDENTIAL BUSINESS

Nil

The meeting closed with a karakia by Cr Tangonui Kingi at 3.03pm.

The minutes of this meeting were confirmed at the Turangi/Tongariro Community Board meeting held on 14 May 2019.

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CHAIRPERSON