

# **NGĀ TĀPIRIHANGA ATTACHMENTS**

**Tūrangi/Tongariro Community Board  
Meeting**

**4 May 2022**

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Turangi/Tongariro Community Board Meeting Minutes

6 April 2022

**TAUPŌ DISTRICT COUNCIL  
MINUTES OF THE TURANGI/TONGARIRO COMMUNITY BOARD MEETING  
HELD ONLINE VIA 'ZOOM' AND LIVESTREAMED TO WWW.TAUPO.GOV.NZ  
ON WEDNESDAY, 6 APRIL 2022 AT 2.00PM**

**PRESENT:** Mr Clint Green (in the Chair), Cr Tangonui Kingi, Cr John Mack, Ms Paula McRae- (from 2.32pm), Mr Te Takinga New, Mr George O'Connor Patena, Mrs Donna Searancke, Mr Robert Seveine

**IN ATTENDANCE:** Chief Executive, General Manager – Planning and Strategy, District Customer Relations Manager, Environmental Services Manager, Community Engagement and Development Manager, Co-Governance Manager, Senior Policy Advisor, Southern Lake Taupō Engagement Partner, Team Leader Customer Support – Tūrangi and Mangakino, Senior Transportation Engineer, Infrastructure Project Manager – Operations, Project Management Office Manager, Governance Quality Manager, Senior Committee Advisor

**MEDIA AND PUBLIC:** Nil

Note: Ms Paula McRae joined the meeting at 2.32pm. She was not present for resolutions TT202204/01-04.

**1 WHAKAPONOKORE**

**APOLOGIES**

Nil

**2 TUHINGA O MUA**

**CONFLICTS OF INTEREST**

Nil

**3 WHAKATŪTURUTANGA NGĀ MENETI**

**CONFIRMATION OF MINUTES**

**3.1 TURANGI/TONGARIRO COMMUNITY BOARD MEETING - 2 MARCH 2022**

**TT202204/01 RESOLUTION**

Moved: Mr George O'Connor Patena

Seconded: Mrs Donna Searancke

That the public and confidential portions of the minutes of the Turangi/Tongariro Community Board meeting held on Wednesday 2 March 2022 be confirmed as true and correct records.

**CARRIED**

Turangi/Tongariro Community Board Meeting Minutes

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**4 NGĀ RIPOATA****REPORTS****4.1 SPEED MANAGEMENT PLAN - CONSULTATION**

The Board agreed to hold a workshop to formulate their submission for the Speed Management Plan.

The Board members commented in particular that the speed limit of 80km proposed for Hirangi Road is not suitable and that they would like it reduced to 60km to change driver behaviour and reduce the harm and risk on this road. Along with near misses and accidents not reported, increased pedestrians using the road and occasional flooding, 80km is not low enough.

The Senior Transport Engineer asked the Board to include this information in their submission. He advised that if the speed limit was not reduced to 60km after this consultation, it may be considered as a 2 stage approach, with infrastructure to slow traffic included in the Long Term Plan followed by a reduction to 60km in the future.

**TT202204/02 RESOLUTION**

Moved: Mr Te Takinga New

Seconded: Mr George O'Connor Patena

1. That the Turangi/Tongariro Community Board makes a submission on the draft Speed Management Plan which includes the following key points:
  - Approach to speed limits and the prioritisation
  - Speed limit changes around schools
  - Speed limit changes to the Turangi Township
  - Speed limit changes to the Whareroa Township
2. That the Turangi/Tongariro Community Board delegates authority to its Chairperson to sign the final submission and lodge it prior to close of submissions.

**CARRIED****4.2 ANNUAL PLAN SUBMISSION**

The Board thanked council staff for all their work on the Annual Plan and agreed that they would formulate their group submission at a workshop.

**TT202204/03 RESOLUTION**

Moved: Mr Robert Severne

Seconded: Cr John Mack

That the Turangi/Tongariro Community Board makes a submission on Taupō District Council's Annual Plan.

**CARRIED****4.3 MONTHLY UPDATE - TŪRANGI REVITALISATION (KERB AND CHANNEL) PROJECT**

Further to the report provided, the Infrastructure Project Manager - Operations advised that the team was re-working some of the berms as result of Service Requests received from residents. They would apply lessons learned to their work on the upcoming packages.

The Board passed on the positive feedback they had heard from Tūrangi residents:

- Te Whakarau Street residents are enjoying the additional sunlight
- The contractors have been very professional

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- Residents are generally pleased with the results

The Infrastructure Project Manager - Operations will follow up with contractors regarding additional concrete along the berm at 79 Rangipoia Place. He will also check that the trees to be replanted will be suitable in terms of size and coping with colder weather.

**TT202204/04 RESOLUTION**

Moved: Cr Tangonui Kingi

Seconded: Cr John Mack

That the Turangi/Tongariro Community Board receives the information on the Turangi Revitalisation Project as presented on 6 April 2022.

**CARRIED****4.4 MONTHLY UPDATE - TŪRANGI CUSTOMER RELATIONS**

Ms Paula McRae joined the meeting at this point (2.32pm)

Further to the report provided, the Team Leader Customer Support Tūrangi and Mangakino advised that staff were hoping to see more visitors to Tūrangi once the international borders reopen.

The Southern Lake Taupō Engagement Partner added that she and her team have engaged with the community via social media and by having meetings with various community representatives and asking them to share with their groups. The pop up sessions at the library and market in Tūrangi had not been hugely busy but had generated good questions about Council's draft Annual Plan. Engagement with Omori Kuratau members was positive as they were able to get answers to specific questions and pass them onto Whareroa and Pukawa residents as well.

The Te Kapua Park Playground upgrade submissions close this week 8 April and to date there have been over 200 online submissions. The team has engaged with a representative from disabled groups in Tūrangi and also gotten their input.

The Southern Lake Taupō Engagement Partner has provided support to Awhi farm for a funding request to The Lines Company for a community garden. She will update the Board as this progresses.

The Board acknowledged and thanked the The Southern Lake Taupō Engagement Partner and the wider Taupō District Council (TDC) team as Tūrangi is now well serviced. The TDC have become more accessible to residents in terms of engagement and progress for the community.

In answer to a question from a Board Member, the Team Leader Customer Support Tūrangi and Mangakino advised that the renovations at the Tūrangi i-Site are progressing well with lighting due to go up later that day. Once furniture is in place it will open up to the public as a bookable meeting space, following a blessing.

**TT202204/05 RESOLUTION**

Moved: Cr John Mack

Seconded: Mr Robert Severne

That the Turangi/Tongariro Community Board receives the update on themes and customer feedback presented on 6 April 2022.

**CARRIED****4.5 MONTHLY UPDATE - COMMUNITY ENGAGEMENT**

The Community Engagement and Development Manager thanked the Board members for their support around the new approach being taken by her and the team, which included asking Tūrangi community members how they would like to engage.

The Senior Policy Advisor gave the Board a verbal update on the changes proposed to the District Plan while legislation changes to the Resource Management Act (RMA) are taking place at a central government level.

TDC plans to undertake a refined series of plan changes instead of a complete review of the District Plan

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while they transition to the new planning legislation. Tūrangi will be affected in the planned second bundle of changes due to the timing of implementing the Mana Whakahono ā Rohe.

The Policy team signalled to the Board that they will return to a future meeting asking for feedback and community ideas for improving the town centre. These will inform concepts which will be produced around the middle of this year.

**TT202204/06 RESOLUTION**

Moved: Mr George O'Connor Patena

Seconded: Cr John Mack

That the Turangi/Tongariro Community Board receives the report from the Community Engagement and Development Manager.

**CARRIED****4.6 MEMBERS' REPORTS**

The following members' reports were received:

Mr Te Takinga New:

- As the District Health Boards (DHBs) cease to exist on 30 June and the new Māori Health Authority and HealthNZ go live from 1 July, the Board should invite Pihanga Health and Tūwharetoa Health Charitable Trust to the next meeting in order to thank them for their work, and also ask how they will deal with the changes.
- Asked if there would be any ANZAC services this year? It would be great to raise morale and support in the community with an event.

Mr George O'Connor Patena:

- Omori Kuratau Charitable Trust recently had a Civil Defence Community meeting - thanks to the Community Engagement and Development Manager and her team for support in setting this up. The community would continue to meet to discuss connections, relationships and how they would deal with an emergency.
- There will be art installations celebrating Matariki from 24 June. These will be at Whareroa for 2 weeks, followed by another 2 weeks at Tokaanu.

Ms Paula McRae:

- Agreed with the Board's earlier discussion about 60km/hr being a reasonable speed limit for Hirangi Road.
- Looked forward to meeting with Board members in person soon.

Mr Robert Severne:

- Taupō Chiropractic now operates from the Westerman's building in Tūrangi on Mondays and will increase to more days if required.
- Raukura Road residents have asked about tree work in their neighbourhood as part of the revitalisation project.
- Removal of autumn leaves was a topic of conversation in Tūrangi again this year.
- Residents have given positive feedback now that the Southern Lake Taupō Engagement Partner and Team Leader Customer Support Tūrangi and Mangakino are onboard.

Chair Clint Green:

- Retired Tūrangi resident Dennis Molloy passed away on Thursday 17 March and a memorial service was held in Whangamatā where his wife Elaine and him were living.

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**TT202204/07 RESOLUTION**

Moved: Mr Te Takinga New

Seconded: Mr Robert Severne

That the Turangi/Tongariro Community Board receives the members' reports.

**CARRIED**

**5 CONFIDENTIAL BUSINESS**

Nil

**The meeting closed at 3.03pm after a closing karakia by Chair Clint Green.**

**The minutes of this meeting were confirmed at the Turangi/Tongariro Community Board Meeting held on 4 May 2022.**

.....  
**CHAIRPERSON**





## Package 2 Update

Covid has hindered Sub-Contractor progress on the completion of Package 2 as well as working off the snag lists.

The following Berms have been Completed including seeding

Rea Grove

Marotoa Grove.

Hera Grove.

Snag list still to be worked through in the following streets,

Te Iwiheke Place

Maria Place

Mawake Place

Discussions with Sub-Contractor and Parks & Reserve Team regarding when Tree replanting will continue.



**Marotoa Grove**

- Berms have been seeded and grass took well with berms looking great.
- Kerb & Channel has been completed with seal work still outstanding.



### **Hera Grove**

- Berms have been seeded and grass took well with berms looking great.
- Kerb & Channel has been completed with seal work still outstanding.

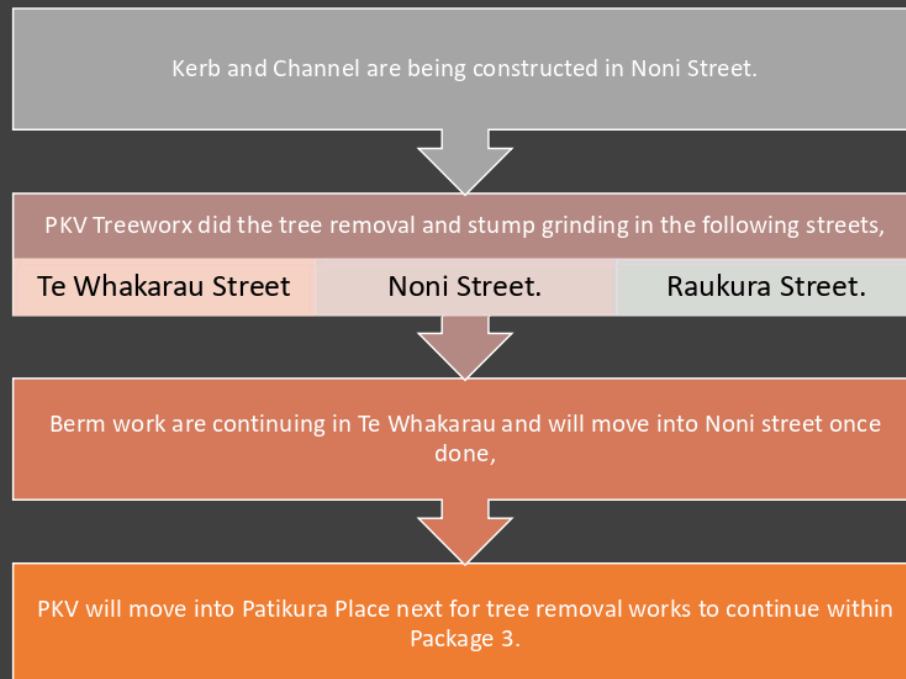




**Rea Grove**

- Berms have been seeded and grass took well with berms looking great.
- Kerb & Channel has been completed with seal work still outstanding.

## Package 3 Update



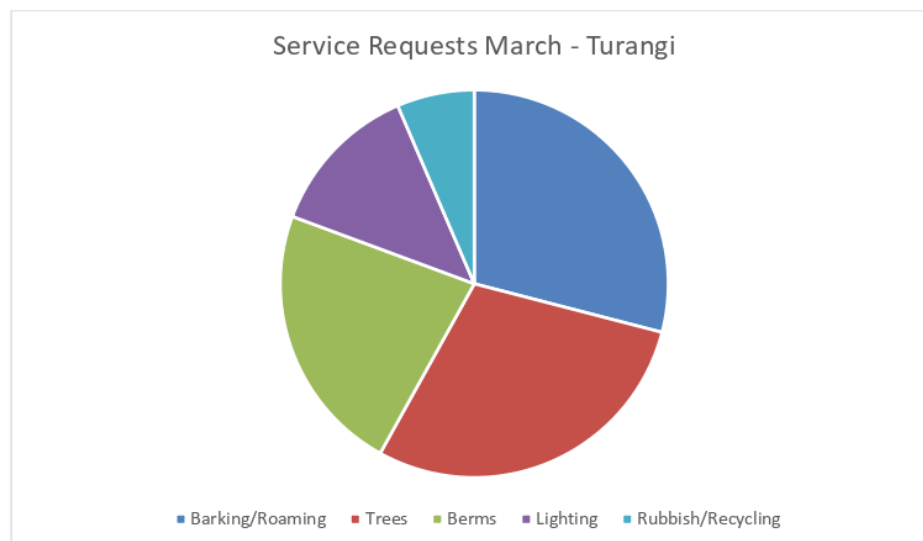
### **Te Whakarau Street**

- Berms being completed with topsoil and seeding.
- Last bit of driveways and pram crossings being completed.



## Customer Relations Report TTCB April 2022

## SR Themes from March 2022



## Service Update for March 2022







## 2.11 SERVICE

Lift our service standards through the organisation, benchmarked against non-local Govt peers. Progress in March:

- Omicron has had a bump in our service levels for March. The impact to our teams meant we had to close our doors for 2 days at Tongariro Street, and 1 day in Mangakino. Our Contact Centre staff have been hit hardest by the pandemic to date, thankfully we have had the support across the organisation to sub-in extra team members – looking after our customers truly is a group effort!
- Our Contact Centre handled 8,392 customer interactions in March with an 83% first point resolution outcome (total of 6965 interactions).
- Our top 5 service requests in February were related to: Animal Management (22%), Parks & Reserves (25%), Transportation (19%), Building & Resource (17%), 3 Waters (14%)
- We had a total of 25,790 customers through the doors at our customer service offices, and TEC/ AC Baths. This is a 15% reduction from March 2021.
- For March we issued 169 Building Consents which is a 28% increase Year on Year with an additional 62 LIM reports issued showing that our District growth in this sector is strong.

## Project Updates for Turangi March 2022

Turangi Street Revitalisation			We have received very positive feedback from the community. Re-instatement of last couple of berms within Package 2 almost complete, this was slightly delayed due to COVID isolation. Package 2 is 99% complete and Package 3 has already commenced with trees removed in three streets and new kerbing being poured in some streets.
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COMMUNITY FACILITIES			
Turangi Recreation & Activities Centre (TRAC)			Third Party (RSL) engaged to lead the scoping/discovery phase of the project. To be completed FY21/22. Initial workshops and conversations with key stakeholders have been taking place, good engagement to date.
<del>Te Kapua</del> Park Playground Upgrade			Concept design has been further developed following ongoing dialogue with Ngati Turangitukua and community feedback received via online and face to face exercises. Community engagement has been excellent. An application for external funding to go towards BBQ, shade and seating has been submitted. An outcome is expected around June.
Tūrangitukua Park Community Sports Facility			Revised pricing received from proposed main contractor. Contract negotiations are being finalised. Work has begun to integrate separate pieces of work such as floodlights and perimeter/security fencing into overall programme of work. Floodlight design being developed. Proposed fencing solution drafted.



ON TRACK


ON TRACK  
(MAY NOT  
MEET TARGET)

WILL NOT MEET  
TARGET


ACHIEVED