

ATTACHMENTS

Turangi/Tongariro Community Board Meeting

1 June 2022

Table of Contents

3.1	Turangi/Tongariro Community Board Meeting - 4 May 2022	
	Attachment 1 Turangi/Tongariro Community Board Meeting Minutes - 4 May 2022	3
4.1	Request for tree removal, 13 Te Hei Place, Tūrangi	
	Attachment 1 Arborist's assessment, 13 Te Hei Place	8
4.2	Monthly Update - Tūrangi Revitalisation (Kerb and Channel) Project	
	Attachment 1 Tūrangi/Tongariro Community Board Update - Tūrangi Revitalisation Project	11
4.3	Monthly Update - Tūrangi Customer Relations	
	Attachment 1 Customer Relations Report May 2022	17

Turangi/Tongariro Community Board Meeting Minutes

4 May 2022

**TAUPŌ DISTRICT COUNCIL
MINUTES OF THE TŪRANGI/TONGARIRO COMMUNITY BOARD MEETING
HELD AT THE BOARDROOM, TŪRANGI SERVICE CENTRE, TOWN CENTRE, TŪRANGI
ON WEDNESDAY, 4 MAY 2022 AT 2.00PM**

PRESENT: Mr Robert Severne (in the Chair), Cr Tangonui Kingi, Ms Paula McRae (from 2.03pm), Mr Te Takinga New, Mr George O'Connor Patena, Mrs Donna Searancke

IN ATTENDANCE: General Manager - Planning and Strategy, District Customer Relations Manager, Team Leader Customer Support Tūrangi and Mangakino, Infrastructure Project Manager – Operations, Southern Lake Taupō Engagement Partner, Governance Quality Manager

MEDIA AND PUBLIC: Nil

Notes (i) Chair Mr Robert Severne opened the meeting with a karakia.

(ii) Ms Paula McRae entered the meeting at 2.03pm. She was not present for resolutions TT202205/01-02.

1 WHAKAPĀHA

APOLOGIES

TT202205/01 RESOLUTION

Moved: Cr Tangonui Kingi

Seconded: Mr George O'Connor Patena

That the apologies received from Mr Clint Green and Cr John Mack be accepted.

CARRIED

2 NGĀ WHAKAPĀNGA TUKITUKI

CONFLICTS OF INTEREST

Nil

3 WHAKAMANATANGA O NGĀ MENETI

CONFIRMATION OF MINUTES

3.1 TŪRANGI/TONGARIRO COMMUNITY BOARD MEETING - 6 APRIL 2022

TT202205/02 TE WHAKATAUNGA RESOLUTION

Moved: Mrs Donna Searancke

Seconded: Mr George O'Connor Patena

That the minutes of the Turangi/Tongariro Community Board meeting held on Wednesday 6 April 2022 be confirmed as a true and correct record.

CARRIED

Page 1

Turangi/Tongariro Community Board Meeting Minutes

4 May 2022

4 NGĀ RIPOATA**REPORTS****4.1 MONTHLY UPDATE - TŪRANGI REVITALISATION (KERB AND CHANNEL) PROJECT**

Ms Paula McRae joined the meeting at this point (2.03pm).

Further to the report provided, the Infrastructure Project Manager – Operations advised that from the beginning of the following week replanting to bigger trees would commence in Te Iwiheke, Maria and Mawake Places.

In response to Service Requests received, the stump to a fallen tree in Patikura Place would be removed. The owner of a motel near Raukura Street asked for additional concrete work on their driveway but was advised this was out of scope of the project and given contact details of the construction company.

Following questions by members, the Infrastructure Project Manager – Operations confirmed the following:

- Some of the berms, including those on Mawake Place would be mowed. A lot of weeds have been removed by spraying and those berms which haven't taken would be re-seeded, and kept watered.
- Let downs on Mawake Place had been quoted and approved so would be completed in the near future.
- The Principal of Te Kura o Hirangi had been informed of the work taking place in Mawake Place and supports it.
- The project was currently tracking within budget.

Timing of the remaining packages was confirmed as follows:

Package	Scheduled to finish (month, year)
Three	October 2022
Four	May 2023
Five	December 2023

TT202205/03 TE WHAKATAUNGA RESOLUTION

Moved: Mr Te Takinga New

Seconded: Mrs Donna Searancke

That the Turangi/Tongariro Community Board receives the information on the Turangi Revitalisation Project as presented on 4 May 2022.

CARRIED

4.2 MONTHLY UPDATE - TŪRANGI CUSTOMER RELATIONS**Visitor Numbers**

The Team Leader Customer Support Tūrangi and Mangakino confirmed that the information provided on the report was for April 2022. Omicron affected service levels in the district in April but Tūrangi was able to remain open. Foot traffic had increased due to school holidays and the international borders opening.

There was a good response to the whio blue duck walk with lots of families asking for the forms to complete from the i-Site Tūrangi.

State Highway 1 Underpass Light

The Team Leader Customer Support Tūrangi and Mangakino advised that Council had been in contact with Waka Kotahi regarding the lighting in the State Highway 1 underpass. The Contact Centre had been advised that the light was not working and Council were lodging Service Requests to record complaints to provide to Waka Kotahi. Members expressed concern that the community had not been kept informed of progress and

Page 2

Turangi/Tongariro Community Board Meeting Minutes

4 May 2022

asked that Council get a response from Waka Kotahi especially given the health and safety risks with the lack of light. Bollards had been put in the underpass to stop cars driving through.

Autumn Leaves

The Team Leader Customer Support Tūrangi and Mangakino advised that he and his team are giving the public free bags for leaves collection to be taken to the Tūrangi Transfer Station. They would communicate this to the community. In answer to questions, the Team Leader for Parks and Reserves Tūrangi confirmed that a truck sweeps leaves from the streets but not the berms. The public are notified in the Tūrangi Times regarding the schedule of the truck, and the Customer Support team are also notified.

Roaming dogs

Complaints regarding roaming dogs had increased and as a result the Compliance team had increased their numbers assisting in Tūrangi to three officers, particularly if attending high risk properties. The numbers increased over the school holidays and a member's neighbour left their dog behind which was collected by Compliance Officers.

I-Site Tūrangi update

The Customer Support team intended to get ANZAC flags in time for ANZAC 2023.

The upgrade to the meeting rooms at the Tūrangi i-Site was almost complete and the Board should be able to meet there from June onwards because it was now operational. The boardroom and electrics were being finished, along with the new signage reflecting that from July onwards it would no longer be part of the i-Site brand.

In response to a query from a member, the District Customer Relations Manager confirmed that members of the public could use the meeting spaces for free as it is a community facility. However, they would need to be mindful of the opening hours of the visitor centre, as well as meet certain criteria to qualify for use of the space.

The General Manager - Planning and Strategy confirmed that the blessing of Tūrangitukua Park would take place on 16 May and that all of the Board were invited. The District Customer Relations Manager advised that the intention was to bless the new meeting space at the i-Site on the day of the next board meeting.

Rubbish and Recycling

The Tūrangi Transfer Station had been under a lot of use over the school holidays and following long weekends which was due to a delay in getting a truck and extra bins down from Taupō. This had since been resolved.

Whareroa held their Annual General Meeting at Easter and queries were raised as to who was eligible to use the Whareroa Transfer Station. The General Manager - Planning and Strategy advised that it was open to anyone and keys were provided to people for green waste. He advised he would follow up with the Asset Manager Stormwater & Solid Waste and his team regarding the gate being locked most of the time.

TT202205/04 TE WHAKATAUNGA RESOLUTION

Moved: Ms Paula McRae

Seconded: Cr Tangonui Kingi

That the Turangi/Tongariro Community Board receives the update on themes and customer feedback presented on 4 May 2022.

CARRIED**4.3 MONTHLY UPDATE - COMMUNITY ENGAGEMENT**

The Southern Lake Taupō Engagement Partner advised that submissions for the Speed Management Plan would close on 13 May and so far there had been close to 200 submissions. Council had received good engagement from Tūrangi at a couple of pop up sessions. The Southern Lake Taupō Engagement Partner advised that there would be a slight restructure of the Community and Engagement team which the Community Engagement and Development Manager would share with them next month.

The Co-Governance Manager tabled a document (A3128327) outlining the establishment timeframes of the Mana Whakahono up until May 2023. Both Council and Ngāti Tūrangitukua had adopted the Mana Whakahono and the Board had been invited to the signing ceremony on 11 June.

Page 3

Turangi/Tongariro Community Board Meeting Minutes

4 May 2022

Ngāti Tūrangitukua would undertake their election process in June, and would welcome new members in July. The Board expressed their desire for an informal wananga to share learnings in August. The Board supported an event to acknowledge and celebrate the Tūrangī-Tongariro Community Board past and present members of which details would be discussed at the June meeting.

TT202205/05 TE WHAKATAUNGA RESOLUTION

Moved: Mr George O'Connor Patena

Seconded: Ms Paula McRae

That the Turangi/Tongariro Community Board receives the report from the Southern Lake Taupō Engagement Partner and the update from Co-Governance Manager on Mana Whakahono.

CARRIED**4.4 MEMBERS' REPORTS**

The following members' reports were received:

Mrs Donna Searancke:

- The Tongariro School rugby games would commence the following Saturday from 12pm at the school with the First and Second boys' team, and the girls' team. Junior rugby has started up in Taupō and the Tongariro Womens' rugby team played their first game at Owen Delaney Park two weeks ago. The Rangatahi hub in the school holidays was a success and the fitness club weightlifting competitions were going well. Tūrangī fitness were holding five classes per week including weights, high intensity interval training, and boxfit.

Mr George O'Connor Patena:

- The Tūrangī-Tongariro Community Board had been invited to attend the Tūrangī Dambusters Rugby League Carnival from 10am on 15 May at Tūrangitukua Park. This would be a great opportunity for the Board to engage with the community.
- An ANZAC dawn ceremony had been organised by the Omori Kuratau Charitable Trust with around 150 people attending.
- The Board members had been invited to an Omori Kuratau Charitable Trust quiz night in the Omori hall for a cost of \$80 per table of eight people on 14 May. Drinks and nibbles were not provided but could be brought in and dress up was optional.
- At the Whareroa AGM over Easter the issue was raised around freedom camping in Whareroa and the lack of signs apart from at the public toilet. The General Manager - Planning and Strategy advised that best practice is to call the Council so that the after hours team Senjo can move campers on and there is a record.
- In Omori there had been issues with people driving quad bikes during the night which has been reported to the police and needs to be continuously reported if it occurs.
- Funding had been received for an art exhibition over Matariki commencing with a quiet opening on the evening of 23 June. The exhibition would be opened to the public in Whareroa for 9 days and then moved to Tokaanu. The lightboxes represent the stars of Matariki and there are two art pieces representing Kuia and Koroua. Each box contains a brief description of the stars, the connection to the environment and a QR code with more information. Invitations would be sent through to the Community Engagement and Development Manager as well as to the community.

Mr Te Takinga New:

- Acknowledged and congratulated Council for adopting the Mana Whakahono but first Ngāti Tūrangitukua should be acknowledged. As mana whenua they should be able to make decisions on their land but this agreement gives them only 50% of the decision-making. He would like the Board to thank the Mayor and Councillors formally by letter, and also for them to thank Council staff for their work on this Co-Governance agreement.
- Looked forward to education and messages from Council acknowledging Matariki and would

Page 4

Turangi/Tongariro Community Board Meeting Minutes

4 May 2022

encourage work with Ngāti Kurauia because all the street names in Tokaanu are named after stars and constellations.

Ms Paula McRae:

- Thanked the members' for their contributions and news.

Mr Robert Severne:

- Frisbee golf had their first club day and going forward club days will be from 5pm on Monday nights. The course is near the coffee cart and the old State Highway and has nine par 3 holes. There are three types of frisbees (drivers, mid-ranges and putters) and the aim is to get them in the baskets and record the score. The Southern Lake Taupō Engagement Partner is assisting the ambassador of the club to seek permission from Ngāti Tūrangitukua Charitable Trust and Waka Kotahi as the owners of the land. Council have given their consent provided there is landowner permission.
- Tautoko member Te Takinga New's comments and thanked Mayor and Councillors for adopting the Mana Whakahono.
- Raukura Road residents had passed on their thanks for the revitalisation project.

The Board would like to thank Tūrangī librarian Pam Quinlan and recognise her contribution to the community. The District Customer Relations Manager advised she would organise something on behalf of the Board and invited them to attend Pam's farewell the following Friday.

TT202205/06 TE WHAKATAUNGA RESOLUTION

Moved: Mr Te Takinga New

Seconded: Mrs Donna Searancke

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

CARRIED

5 CONFIDENTIAL BUSINESS

Nil

The meeting closed at 3.22pm.

The minutes of this meeting were confirmed at the Turangi/Tongariro Community Board meeting held on 1 June 2022.

.....
CHAIRPERSON

Appendix 1 – Council Tree Assessment Checklist (SR#: 2104865)

(Note: for provisions relating to notable and amenity trees and indigenous trees and vegetation within significant natural areas – refer to Taupo District Plan)

Location 13 Te Hei Place, Turangi
 Tree Species Red oak (*Quercus rubra*)
 Girth 0.82 metres
 Height 20 metres
 Spread 15 metres
 Approximate age ≥50 years (est.)
 Tree Health/Condition (1 excellent – 5 very poor) 1-2
 Berm Width 1.8 metres (est.)

1 Roadway Damage Assessment

1.1 Footpath damage Yes/No
 1.2 Has the footpath been replaced Yes/No
 1.3 Kerb & channel damaged Yes/No
 1.4 Road pavement damage Yes/No
 1.5 Buried services damaged Yes/No

2 Adjoining Property Impact Assessment

2.1 What side of the property is the tree on North/South/East/West
 2.2 Is the tree over shading the property in winter Yes/No (deciduous)
 2.3 Is the tree damaging the property Yes/No
 2.4 Comment on tree damage

The adjacent footpath has been replaced and the new panel is lifted and cracked. The kerb is also cracked.

2.5 Is the tree a danger to the property if it falls Yes/No
 2.6 Do the adjoining owners want the tree removed Yes/No
 2.7 Is the tree encroaching on power lines Yes/No
 2.8 Is the tree adversely impacting on adjoining services, e.g. footpaths, roads, underground services Yes/No
 2.9 Is there erosion potential if the tree is removed Yes/No

3 Values and Options Assessment

- 3.1 Does the tree have formal protection e.g. District Plan, Reserves Act, Covenant Yes/No
- 3.2 Has the tree historic or other significance Yes/No
- 3.3 Can the tree be pruned to overcome the current problem Yes/No
- 3.4 What is the frequency of trees on the street

There is a high frequency of trees on the street with a tree outside every property or every other property forming a continuous canopy.

- 3.5 Are there mature trees in private gardens, parks or street berms adjoining this site Yes/No
- 3.6 How significant is the tree in the local landscape

This is a significant tree contributing to a mature avenue of the species. Trees on private property are of much lesser stature.

4 Proposed Action

- 4.1 What species of tree is a suitable replacement?

N/A

- 4.2 Do you recommend the removal of the tree Yes/No
- 4.3 Do you recommend the replacement of the tree Yes/No N/A
- 4.4 Can work be safely completed near power lines or is Power Authority Consent required Yes/No N/A
- 4.5 General comment:

The customer has complained about shade over her property from the tree. However this will be limited to early in the day and only at times of the year when the tree is in leaf, and in my opinion would not amount to severe hardship. Intermittent shade is an expected and normal consequence of having mature street trees.

The tree is a good quality specimen with no particular health or structural issues that would justify removal.

The tree has already been pruned to a significant extent to raise the crown. Further pruning is not advised and in any case would not make an appreciable difference to the shade cast.

- 4.6 Photos taken? (attach photos) Yes/No (see below)

Parks Officer Name Adrian Lamont





The subject tree and customer's property (set back on centre left).



The tree in relation to the private property boundary.



Package 2 Update

Berms with issues that was identified through service requests received from Residents have been reworked and Berms have been Completed including tidying up and seeded.

Downer will go through and mow relevant berms where residents have left berms to overgrow. This is a once-off request.

Sweeping of streets will be done as needed until Chip Sealing is completed in all streets.

Tree Replanting is scheduled to continue beginning of June with Sub-Contractor and Parks & Reserve Team currently looking at what trees are allocated to which streets.

Package 3 Update

Kerb and Channel is currently being poured in Raukura Street.

PKV Treeworx completed the tree removal and stump grinding in the following street,

- Patikura Street

Berm topsoiling and seeding are continuing in Noni Street and will move into Raukura street once done,

Firth's batching plant was closed due to unknown reasons and meeting was called between TDC and Firth's Management and they agreed to open and continue with supplying concrete on Monday's and Tuesdays. Concrete can be trucked from Taupo as well to mitigate and possible delays in the future.

Patikura Street

- PKV did the tree felling and stump grinding.
- Downer has marked out all driveways and footpaths that needs to be removed and replaced.





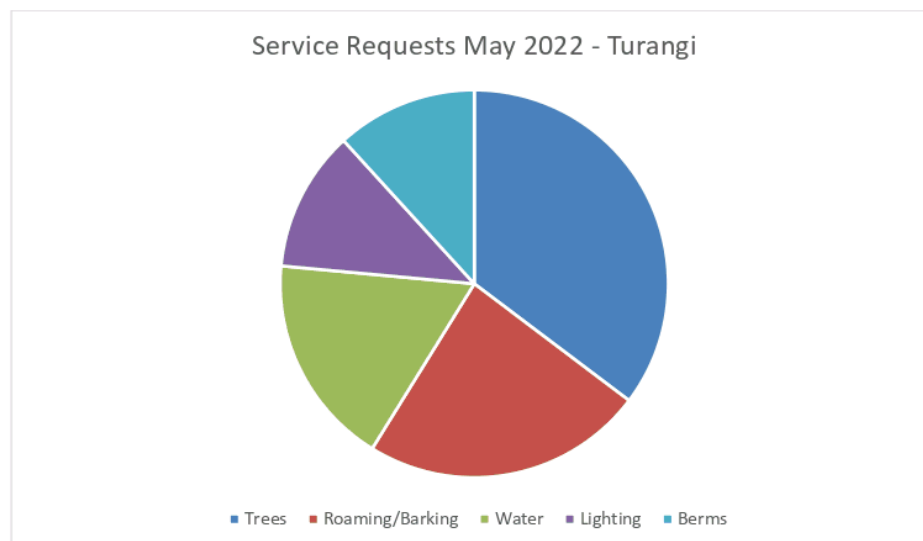
Te Whakarau Street

- Berms all tidied up.
- Only chip sealing left to be done.



Noni Street









- Last section of kerb poured.
- Continuing with Footpaths and Driveways.
- Berms will be topsoiled and seeded next

Customer Relations Report TTCB 01 June 2022**SR Themes from May 2022****Service Update for May 2022****SERVICE**

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

- Our Contact Centre handled 7,211 customer interactions in March with an 86% first point resolution outcome (total of 6201 interactions).
- Our top 5 service requests in April were related to: Animal Management (32% - which is a 10% increase on last month), Building & Resource (16%), 3 Waters (15%), Parks & Reserves (13%), Refuse/Recycling (6%),
- We had a total of 40,051 customers through the doors at our customer service offices, and TEC/ AC Baths in April. This is a 17% reduction from April 2021 however an increase of 45% on March 2022 showing the positive impact School Holidays had on our community.
- Blue ducks, Red Bikes & Green Geckos created a lot of family driven activity and foot traffic around the District during the School Holidays. This is a favorite amongst locals & visitors and brings lots of laughter into our spaces.
- In April we reached out to over 3500 Dog Owners to confirm their details in preparation for Dog Registration. Through the process we have shifted the majority of our dog owners to digital registration for this year minimizing the cost behind printing/postage and the environmental impact of printed registration forms.
- During April we received 1829 applications via our Online Portal, 619 of which were for Online Property Files or LIM's and 486 For Environmental Services (Building, Health, Liquor & Compliance)

Project Updates for Turangi May 2022

Turangi Street Revitalisation			<p>We have received very positive feedback from the Community.</p> <p>The re-instatement of last couple of berms within Package 2 is almost complete and was delayed due to COVID isolation. Package 2 is 99% complete and Package 3 has already commenced with trees removed in three streets. The sub-contractor will start in the fourth street in the 2nd week of May. Kerbing being poured on two streets. 45% complete.</p>
COMMUNITY FACILITIES			
Turangi Recreation & Activities Centre (TRAC)			<p>Third Party (RSL) engaged to lead the scoping/discovery phase of the project. To be completed FY21/22.</p> <p>Initial workshops and conversations with key stakeholders have been taking place, with good engagement to date. Site options analysis in progress with more detailed analysis now taking place on two preferred locations. 5% complete.</p>
Te Kapua Park Playground Upgrade			<p>Concept design has been further developed following ongoing dialogue with Ngati Tūrangitukua and community feedback received via online and face to face exercises. The design is now being refined as part of the detailed design process.</p> <p>The development of the playground has been split into 3 phases with the focus now on progressing Phase 1 (achievable within current approved budget). Phases 2 and 3 are dependent on additional funding being allocated via the Annual Plan. 20% complete.</p>
Tūrangitukua Park Community Sports Facility			<p>The contractor (Livingstone Building) has formally been appointed. Pre-start meeting held with all parties to confirm approach, roles and responsibilities.</p> <p>Site Blessing scheduled for 16 May. Site set-up to take place from 16 May. \$300k grant from Bay Trust has now formally been distributed to TDC. 40% complete.</p>