

# **ATTACHMENTS**

**UNDER SEPARATE COVER 1**

**Ordinary Council Meeting**

**24 February 2026**

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5.5     Review of Representative Groups

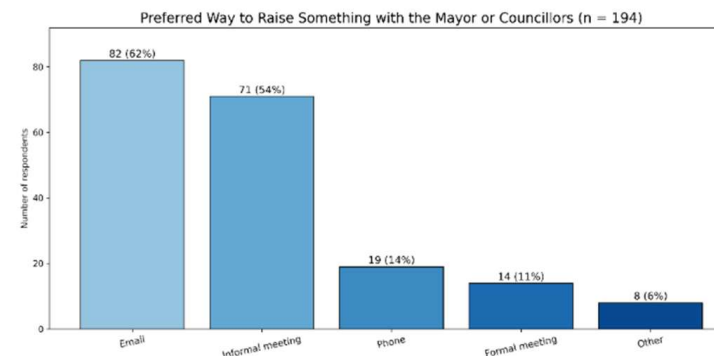
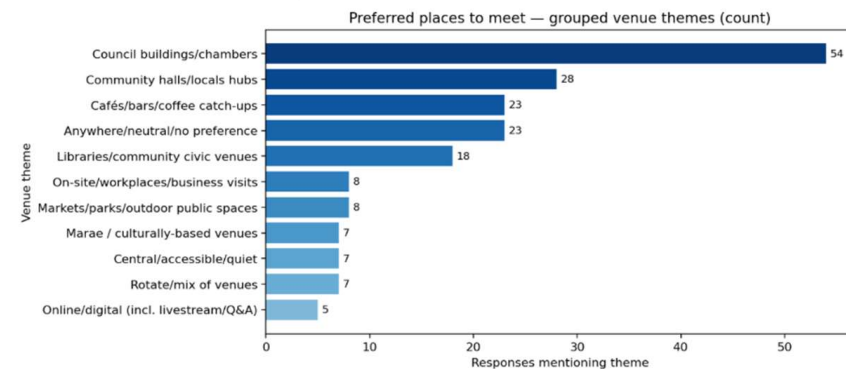
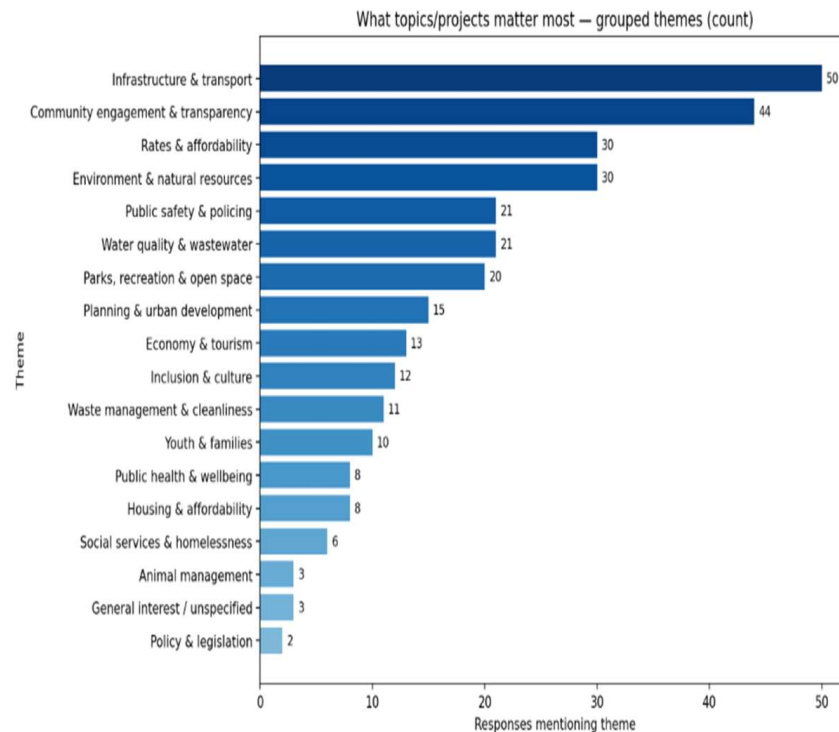
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## Rep Group Review 2026 Survey Data & Insights

## Overview by Ward – Taupō Ward excluding Kinloch



## Feedback by Ward – Taupō Ward excluding Kinloch

### Q001 Have you attended one of the representative group meetings:

- Didn't attend because there was never info around them and quite often they never really had much uptake from entire communities but rather circles of key people - people who don't usually struggle with representation.
- Did not know about them
- Didn't know they were on.
- Notifications not seen
- Overall positive as a former elected member on two of the rep groups. Generally engagement is good, excellent Council officer participation
- "I am in the Taupo Ward and there is no TDC committee that represents that Ward. Why Taupo Ward issues can only be raised directly with Council elected Councillors or staff on an ad hoc manner that usually has negative results. Or none at all!"
- I haven't lived here long and I live centrally.
- Didn't know they existed
- Didn't know about them
- Involvement with Acacia Bay residents association currently.
- Have never known about the details of these groups. Besides, I don't live in an area covered by them so thought my voice wasn't applicable. There's no info on why Taupō town area doesn't have its own group. I'm curious about that.
- I do not live in any of the areas that hold them.
- Taupō doesn't have a group.
- Never felt I needed to nor did I know when or where they were held
- Inconvenient times
- I've never actually known they were happening. I live in Taupo
- A good idea to get the feelings of the Taupo population, since the demise of the Taupo/Kaingaroa committee several years ago..
- Opportunity to query and present was good.
- Not in my area
- Timings do not work with my paid work schedule.
- The meetings were inefficient and unproductive. The community weren't clear what their role in the meeting was and what the rep group could and couldn't do.
- None for Taupo ward
- I don't live in these areas
- I attend regularly on behalf of my employment organisation. The meetings are often disjointed as there is a lack of consistency in who attends and people are present for a variety of reasons including collaboration, networking, gleaning ideas or just meeting their work outputs.
- Didn't know about them
- No valid reason.
- working
- Not well attended by community, more staff than community at times
- They aren't during times I could attend
- Wasn't ready to

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q001 Have you attended one of the representative group meetings:

- Just moved home and settling in.
- I am not available
- Stage shy
- Babies take up all my time
- Was unaware that you could attend until recently. Also the last meeting from the council that I was interested in going to was held during my work hours.
- The content was bias
- It depends on the area of interest. MPRG should stay. Rural rep group a waste of time. Should have six month or quarterly meetings with Mayor. Rural councillor ineffective and often absent as is rural ward. Tongariro Rep grip should stay IF it gets quality members - otherwise disband
- Live in town
- Didn't know you had them
- N/a
- Unsure of details/times as well as what would be discussed.
- Not my areas
- Too rigid and constrained. Limited ability to cover topics
- i am not part of those areas
- Wasn't aware of it.
- I had assumed things raised were specific to their areas, of which I am none as I live in Taupō.
- didn't know they were on
- Not Taupo central
- I live at Waitahanui where there is no group. We're part of Taupō.
- Didn't have the time due to work
- There is no representative group for Taupo Central
- didnt know about it
- The only thing I want more information on, is how rates are going to be lowered, using the ratings take to cover paying for the very basics... nothing more. I don't need to attend a meeting for that. The message has been made loud and clear to council. Rates in Taupo are unaffordable. No more rates increases. What's difficult to understand about that?
- I do not live in those areas but maintain online contact with the Kinloch happenings.
- No representative group in Taupo
- Don't drive (low vision)
- District councillor representing Mangakino Pouakani
- no representative group for Taupo
- Live in Taupō
- I'm based Taupō central
- I don't live in those areas and wasn't aware of them
- Timing and also a bit confronting for me

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q001 Have you attended one of the representative group meetings:

- Have not been available when they are held.
- Distrust: sense that its a council checkbox rather than really wanting to know.
- Only recently moved here although we've had a property since 1950.
- Living in Central Taupō i don't have access to a group.
- no time
- Too busy
- Times
- probably didn't know when they were on. When you work it is hard to make daytime meetings
- (yes- as a formal Councillor) Representative groups give a local view of council decision making
- havent seen them advertised. Unaware of them
- Im not in any of the groups and didnt know I could, the descriptions being for other people
- Not been aware of them or what the nature of them is
- I'm afraid I am not a committee/meeting person and feel more comfortable just doing the hands on community work. I find my mind tunes out and I lose track of what has been said
- Taupo town has not had such a group in the past
- Didn't know existed
- Did not know about them
- Did not know the meetings existed
- Did not know about it
- Age Friendly Taupo Steering Committee
- Recently moved to Taupo
- Recent arrive to live in Taupo
- None in Richmond Heights or Taupo so how can we attend

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q002 If you wanted to raise something with the Mayor or Council:

- There is more chance my opinion would be accepted in a formal meeting
- My personal experiences predominantly with the community
- "many people find formal meetings a challenge as they are not used to speaking and communicating their thoughts and concerns. Matters usually involve Government legislation and rules that the public are not informed about, so it is very difficult for the public to get a clear result. That is where emails using the English language record the concern and all related information. There is a trail of information that can also be shared with others. Mayor David failed to reply to emails. I hope Mayor John and the current Councillors do a better job with keeping in touch with the voters. Informal meetings used to be held with the Mayor and CEO at a local cafe once a month. Why did that stop? Informal meetings could now be held in the Council Chamber with as many Councillors that can be available. Written questions and concerns can be sent to you and then divided amongst the Council so that there is a one-on-one discussion. I am sure your team using modern technology could organise a monthly informal meeting as a trial."
- More informal meeting access, with opportunities to address issues before they become something major.
- Depends on the topic and circumstance.
- In today's environment I think social media can be used effectively whereby comments and messages can be collated to share community voice (albeit can be biased, extreme and privileged)
- During election I got prompt response from candidates using facebook messenger
- I believe face to face is best
- In person if a serious issue
- "An informal or formal meeting with the Mayor depending on the subject matter. The question below is odd, given this question."
- If I needed a non urgent reply then email would probably be OK - but if it was more important, then a casual meeting would be better
- Written to ensure a permanent track record of the conversation is available.
- Easier to have a direct access via email, lay out the information and then arrange an informal meeting to discuss
- I would initially send an email so there is a paper trail followed by an appointment for an informal meeting
- It would depend on the issue I want to discuss.
- great to see keen community involvement for the people
- I would initially call then email
- "Both formal and informal suit me. Also would like to attend Council meetings."
- "We have tried through our fluoride free groups to have the mayor and councillors look at the information we have provided but have been shutdown and eye rolled I even bought the subject up with my own dentist who said it would be political suicide for them to enter in the debate ironically most dentists live where they can access bore water"
- Social media public but online and from home I don't like conversations behind doors.
- It would depend on how serious the issue is.
- Face to face
- Just contact them directly. Of you I've rep groups refresh with all NEW members. Chuck out the past and bring in renewed energy - particularly Kinloch
- If it's a major issue I might want to meet with them
- Facebook.
- I think time constraints need to be considered. Our councilors do not have time to field ph calls or even emails from individuals (there are a lot of keyboard warriors out there) and emails aren't a clear form of communication. Informal meetings (with a set timeframe and someone managing that, as in a debate situation so that our councilors time is a consideration) may be a way to enhance communication for those who don't feel comfortable in formal meetings.

## Feedback by Ward – Taupō Ward excluding Kinloch

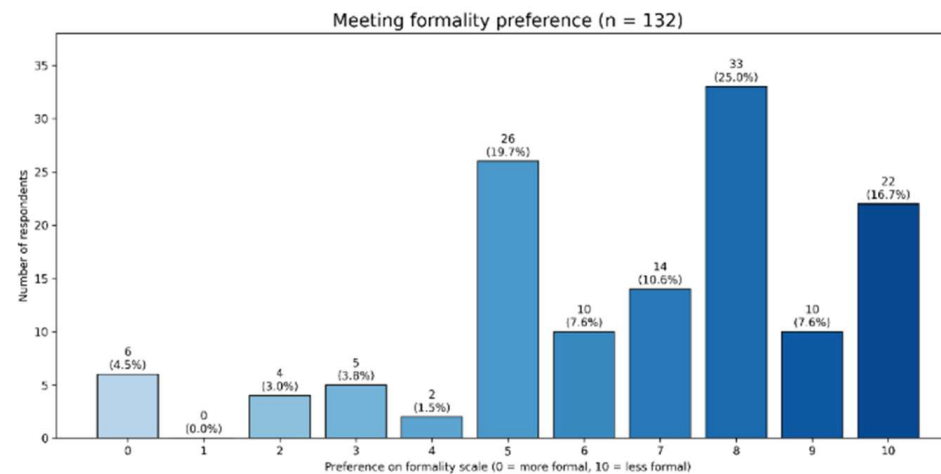
### Q002 If you wanted to raise something with the Mayor or Council:

- It depends on the urgency. If quite urgent then I would prefer phone than informal meeting. I assume formal and informal meetings are scheduled well in advance (i.e., are not arranged at short notice) but this is not clear from the question. I think scheduled meetings (whether formal or informal) are important in addition to the phone and email options. Meetings can allow for residents/community members to connect in real life (and perhaps online too) with one another and elected members and council staff about an issue whereas phone is more for one to one communication. Email is likely to be between an individual or perhaps a group and council.
- Prefer to speak in person
- One on one, face to face is good
- An email allows you to have a written reference that you can be revisited
- Ensure they receive this message: The only thing I want more information on, is how rates are going to be lowered, using the ratings take to cover paying for the very basics... nothing more. I don't need to attend a meeting for that. The message has been made loud and clear to council. Rates in Taupo are unaffordable. No more rates increases. What's difficult to understand about that?
- We need a response.. Currently sometimes just ignored. No response from February through to the end of August and that was in spite of polite reminders.
- I have emailed in the past but would prefer an informal chat
- Starts a paper trail and allows the Mayor and councillors to prioritise what is important - see next answer for formal vs informal meeting format
- Too difficult to raise an issue at present, as only the Info Centre is easily available, but not the Councillors
- Sending an email takes the anxiety out of a phone call or face to face. It gives you time to think longer on the point you want to make or seek clarification on
- I'd probably prefer in person as you can expand/explain the issue
- Qualitative surveys where we can actually share our thoughts
- By writing it down I can clarify my thinking. But probably wouldn't bother because you'd get a standardized thank you very much response.
- The Mayor is the main person in Council Talking to Councillors is a waste of time
- If I wanted to discuss something important to me I would like a discussion that is recorded in some form. I would like it to be a two way engagement so ideas can be collected and listened to and arguments heard.
- Hui at the Marae
- Send a DM
- DM! or TikTok comment
- Send a DM
- I fear we are losing the voice of the people- or are being forced into that position
- In an email you have a copy of the exact conversation and a record of when it took place. You can follow the conversation trail. It can be done at any time of day.
- An email previously has reached the councillor, but an informal meeting would give the chance to say more.
- Have emailed council about issues and has taken over month for response so prefer to speak to someone either phone or FaceTime even
- with email I am able to think about what I'm writing and recheck it so there are no ambiguities or surplus clutter. Verbally I lose my train of thought, forget what I should have said etc., then time's up and it's complicated to express it later. Later on it's helpful to meet the recipient as it is much more reassuring (esp in this AI automated age) to develop the relationship as real people (for both sides).
- Our councillors need to be ready to respond to questions, suggestions and acknowledge those who presented
- more communication with the council
- Face to Face is always best
- "NB. The Lake Terrace renewed Roading is great - "Well done". Repainting Road marking from Highway 1 to Woollies Roundabout is urgently required please. When wet can't see markings"
- Face to face with email confirmation as needed helps bring council & the people working better together. Builds knowledge and trust
- So discussions are minuted and in public forums

## Feedback by Ward – Taupō Ward excluding Kinloch

Q003 If you were to attend a meeting would you prefer a Formal (0) or Informal (10) Meeting forum:

- 6.8 overall responses are slightly more informal meeting forum preferred.





## Feedback by Ward – Taupō Ward excluding Kinloch

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- All of them being present and having panel discussions for up to 2 hours.
- They should come to the organisations, all and not just visit trendy/popular organisations
- The opportunity to present to Mayor and councillors
- Regular meetings with open discussions.
- Small meetings of locals where projects might impact
- "It's not that difficult, unfortunately some prefer certain Social media channels rather than pick up the phone or attend Council engagements"
- "As I have said above. One-on-one with a Councillor or Mayor once a month. For the Taupo Ward there are several Councillors available, and it would negate the need for a ridged formal Taupo Ward Representative group where someone's concerns could get twisted and mis represented by one or more of the group "Representatives". The Mayor and Councillors were elected to represent the voters. They must now accept that responsibility and 'talk' to the voters. Councillors are not elected to promote their agendas. Councillors first priority is to surely work on behalf of the voters and general public. Within the Local Government Act and other legislation."
- Small groups so I'd be more confident to speak up.
- Have a duty representative easily available. With a published roster
- Have a duty councillors easily available and approachable
- knowing were to contact them.
- Avoid public meeting, smaller interest groups.
- Regularly scheduled open forums for the mayor, councillors, and other elected officials to be accountable to ratepayers.
- Open but informal exchange of ideas without dominance from any one strand of the community - ie. those who have an axe to grind.
- After attending a ratepayers meeting and the Rotary meet the candidate event it became apparent that white privileged voices were being platformed. It was abhorrent the racism that was prevalent. Inclusion and diversity is critical. Additionally I'd love to see our council and elected members engaging with youth. Hosting platforms, meetings, engagement where marginalised voices are given the space to be heard is important. Is this survey being actively encouraged in marginalised spaces? Who is actively seeking out youth voice?
- "Structured as in agenda MC controlled to prevent people using it as their own personal soap box session"
- An effective facilitator that is not the mayor or a councillor
- Transparency honesty and respect
- Having the mayor or councillors present at community networking events, coffee catch ups
- They be available to talk about an issue
- Online moderated forum or meeting times like MPs have
- "Time is a factor for the Mayor and Councillors as well. I think it is up to them to allocate their time accordingly. Cafe meetings may suit some and not others however, ratepayers must pay for their own coffees etc."
- "Having the Mayor/Councillors available in communities to discuss issues on informal basis.."
- A process to ensure there is an opportunity to speak.
- Good control of those who hijack meetings by talking constantly
- Variety of meeting time options, 9-5 work day does not work for all.
- Actually understanding the role of a mayor and councillor vs the council staff but all seeing them support the council staff more in the work they do. Having particular times of the year when councillors speak with the community rather than when things are needed, and more forward planning of the big things that come up so that we can talk about things with more lead in time.
- Being at places people are already at. Eg. Markets, sports fields etc
- "Many of the community want to have a say but lack the confidence to do so. Keeping meetings a little less formal helps them to have their say in a comfortable setting. Maybe initial thoughts could be talked through with the community team or councillors where they could be acknowledged & structured into a format that can be presented to Mayor or Councillors in a more formal way. Often people shoot from the hip but lack any background or facts - a pre-conversation may be good to understand the bigger picture. "

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- Informal discussions
- They could attend social service meetings
- Be more aware of how to get in contact. If there are going to be set meetings, make sure they are well advertised.
- "Again it would depend on the subject. I don't believe there is actual anonymity within Council. I would like to think that there is mutual respect, professionalism and problem solving. Neither party should be compromised."
- Face to face
- pre-recorded discussions, handy options
- Informal opportunities to connect
- A relaxed, open environment where thoughts could be shared in a conversational way. Also, where just listening would be okay too.
- Honesty integrity and transparency
- "Maybe Marae gathering. Would be nice to see councillors relax outside their comfort zones. Public does need to earn trust of our leaders."
- My opinion maybe will be have meeting who are interested community group
- John has made himself available and seems open to discussion let's hope we can all now move away from any agendas and absolute stupidity to make Taupo a great place to live in
- Private every one judges
- "If the community genuinely felt like their voices were heard, I believe attendance and public input would naturally increase. Trust has been significantly damaged over the years, and rebuilding it will take transparency and effort. One way to help change public perception is by clearly sharing the reasoning behind decisions, not just the outcome. When people understand the "why," even if they don't agree, they're more likely to engage respectfully. Communication also needs to be straight to the point: clear language, real numbers people can understand, and no hidden information. Openness builds trust. You've said you want to meet with the public, but not everyone can attend in person meetings or feels confident speaking publicly. An accessible online platform where people can ask questions (with responses visible to everyone) would allow wider participation, including those who can't attend or are hesitant to speak up. Finally, engagement opportunities should be spread across different times weekday, weekday evenings, weekend days, and weekend evenings, to reach as many people as possible. If you truly want community involvement, communication needs to meet people when they are available and not everyone fits in one bubble."
- Smaller group numbers as hearing everything becomes problematic in larger groups for some people.
- That the environment be made more conversational
- Breakdown what their saying.. Half the crap they go on about is lost in phase 2. Get to the point .. You all sound like luxton.. you dont get to the point or spin long stories and not getting to the point.
- Evening catch ups rather than during the day when the main workforce of Taupō is at mahi
- Direct contact- details on website - no brainer. Stop wasting staff time. Rates will have a cap - this is a good way to demonstrate that. Residents and Ratepayers need to help themselves. Rep groups - apart from Kinloch are eroded by social media so why bother
- Knowing our time was not being wasted and there was a clear process and action plan for each case
- Email
- Open question time, weekly answers to questions in short informal video update on social media?
- Meeting outside of working hours
- Knowing when meetings are and how long these are held for, what's on the agenda, maybe be able to add items to the agenda beforehand.
- For them to be open and for speakers to not be made to feel their opinions don't count and are respected. A lot of our friends feel their voices and opinions are turned into being racist
- A sense of feeling listened to & acknowledged without feeling like you're out of place - sometimes information is available but people cannot/do not know how to find it, so appropriate responses to the situation without the person feeling silly for asking.
- "1) Treat voters as intelligent people. 2) Offer up background papers, research and regulations which shape important decisions. 3) Have one Council spokesperson, preferably the Mayor. 4) Enable questions regarding Council decisions to be asked electronically. 5) Provide evidence-based electronic answers, with background reference material cited above, provided. 6) Ensures all Councillors and staff cease Social Media activities surrounding Council Matters."

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- A facilitated meeting session with neutral moderators to enjoy the session doesn't turn abusive or into a full blown complaint session.
- He was at the bar Lionels when I was giving lunch, and was having a casual discussion with a member of the public and seemed very approachable. Talking face to face is the best approach. It's efficient, it's clear.
- have time set aside for people to visit councillors
- Obtain some feedback. In the past we have been asked to respond/complete surveys but not feedback nor change was ever seen
- Accessibility
- "Please note: the previous question forces people choose between informal and formal. I did not want to select any option as the question was not valid, yet I was forced to in order to continue the survey. There should have been an option to give a reason for the response selected, Transparency of council Information and a genuine desire to listen is needed to facilitate good conversations."
- Council meetings do not support open and frank discussion and input from community members. A variety of accessible and inclusive participatory dialogue mechanisms could be made available to enhance good conversations, allowing community members to engage with representatives in settings in which they feel comfortable and their inputs valued. Available methodologies include brown bag meetings, street-corner meetings, dialogue circles, citizen councils. These can be adapted to meet local needs.
- An open forum to speak to the mayor and councillors, with a time limit per speaker.
- Having informal talks where you are not in the spotlight
- That before they entered any conversation with rate payers, mayor and councillors started with understanding this: The only thing I want more information on, is how rates are going to be lowered, using the ratings take to cover paying for the very basics... nothing more. I don't need to attend a meeting for that. The message has been made loud and clear to council. Rates in Taupo are unaffordable. No more rates increases. What's difficult to understand about that?
- Response.. You send an email and it is not even acknowledged. However the mayor is the exception.
- I have been to information sessions in the past. Unfortunately they have often been "hijacked" by the grey-haired brigade who anti anything the council does or proposes. Need a strategy to ensure this behavior is contained.
- If they were available to spend time talking to folk
- Have open sessions
- phone/ email for an appointment
- More honesty and transparency from Mayor and Councillors. A mix of meeting types not just formal or informal feel-good meetings at coffee shops where action is not actually occurring. Feels split between public consultation and public updates without much space for public to input outside of these specific areas that council choose i.e., no an open and honest approach. Eg. Kinloch community association work following council decisions around bins. Surveys getting public thoughts would be a critical step alongside formal and informal meetings. Councillors acting on what is brought up by the public even if that is just clear transparent communication on why that is/isn't possible. Public agendas for council meetings made accessible, live stream of council meetings, polls, surveys, formal meetings with clear decision points and outcomes, informal meetings, and a clear pathway to raise concerns with councillors and mayor as at present they do not respond to anything and there is no clear process to raise issues and actually have them considered.
- Firstly being able to meet in person or via a phone call. Back and forth via email is not a very effective to communicate
- "Accessible times - evening sessions or breakfast meetings that fit around business hoursTopic-specific sessions - so you're not sitting through stuff that's irrelevant to you (e.g. business-focused vs residential issues)Two-way feedback loop - actually hearing back about what happened with the issues raised, not just a black holePlain language - cut out any jargon and tell us what things actually mean for businessesMultiple channels - some people want face-to-face, others prefer email or online submissionsBusinesses want to know their time investment is worthwhile - so seeing tangible outcomes from these conversations would encourage more participation."
- Example: how the rubbish collection issue was organised - in an informal way, accessible to all in the wider community. For a personal concern of something in their direct area, allowed to email the Mayor/Councillors to discuss via email, or allowed to visit Council.
- Advise of times they ( or set individuals) can be met. Maybe even a one on one by appt but at a time that others are also going to see the Mayor/Councillor so allocating a set afternoon once a week/fortnight/month
- Don't know
- Round table or coffee meeting. Probably best with not too many people present. And no red necks who are totally stuck on issues or are racist. I'm so over them! It's no good having someone hijack a meeting.

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- Knowing that they would follow up
- If councillors were at the library on certain days, and you could approach them to discuss any issues you have or to get information from them.
- Inclusive, small and tailored meetings that address specific issues with clear agendas and where there is impartial facilitation so that people are heard rather than a forum for council pressing their own agenda. Construct a process that is more open ended rather than going straight to telling people they have x number of choices. This limits democratic process and true participation.
- Information needs to be available on all the issues so that a conversation is well informed.
- To have them available at all times
- Time allowance to discuss finer details.
- At Waitahanui it would be nice to have conversations that have some sort of agenda about issues specific to our community and to have a record of those discussions so there is a trail to allow follow ups and facilitate actions.
- In school
- I'd like a formal meeting with the lot of them
- Hui
- Community meeting
- Community meetings
- Could go talk to the schools
- Talk about local issues in our village not where it's not our issues (Kinloch, Nukuhau etc)
- Come to the kura
- At school
- Show up & school & talk
- At school
- Privacy
- Specific times every week/fortnight when they were available for the voters to come and see. Like an open house at the council's office. Not all of them would have to be there every time
- Regular meetings
- Less formality
- One on one talk or maybe with friends.
- Agenda is good so doesn't go off on tangents if at group meeting.
- I thought the stall at the market was a good move. Also this reach-out helps, as it's easy to feel Council is too busy with more important things to mess with the ground level. This may not be true, but there are certainly a lot of people prepared to criticise Council as if it is a stand alone organisation enclosed in a fortified building. More public contact would show we are in this together.
- Mayor less scary
- Having a youth rep that helps bring things up with council
- A detailed agenda
- Time put aside by them in a place where people feel comfortable to air their thoughts and grievances
- That they are willing to turn up to do meetings
- Being able to meet in person
- "meet with 20 min slots with x amount of number of people. smaller and easy to get everyone's concerns issues sorted"
- "Friendly comfortable environment Details of why meeting is required Distribute well in advance so that participants have time to consider the issue prior to consultation"
- Councillors need to be accountable to citizens' opinions for their communities. Not sit in office & GUESS!!
- Regular progressive informal meetings to cover ongoing planning targets at least an annual review of progress and held in conjunction with a special event is in optimal
- Create opportunities to come to meetings and feel we are important as rate payers not idiots

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q005 What topics or projects matter most to you in your community:

- Neighborhood Support.
- Council needs to invest money in organisations that support the people in our town, those less fortunate
- "Getting the Taupo council to acknowledge the need for a community wide local alcohol plan and to at the very least put in place opening and closing times for off licences. Secondly to discuss and understand why out gardens parks and lawns are in such a poor state of management."
- community facilities and safety.
- "Wasting money on nice to haves instead of essentials. Lake Terrace roundabout a prime example, a whole lot of time wasting and cost to satisfy a small group."
- Good quality infrastructure and resilient civic amenities catering for all generations
- "Ignoring commonsense and professional reports.Mr. Roger Stokes and the Transport team need to take a breath and revisit the need for a roundabout on Lake Terrace to provide a new "access route" for the Wharewaka East residents, regardless of who pays.The current merging lanes work very well.As do the merging lanes at Wharewaka Road intersection work for a higher traffic volume than for the Wharewaka East intersection.If there is money available to waste on this proposed roundabout, then I suggest it could be allocated for more pressing projects that need to be considered. Like the work at Wharewaka Point Reserve where that roading is a disgrace and not what visitors to the Reserve should have to put up with. Since 2011 in fact"
- The environment: pest reduction, quality of our waterways, regeneration of native Bush.
- "Keeping rates at an affordable level. Keeping representation non racial.Keeping local tuwharetoa agreement recommendations non binding to be consulted on by everyone"
- "Rates at affordable level.Youth activities Wet weather activities/spacesFenced Dog friendly spaces"
- parking on berms ,wasteing money on things not needed ie roundabouts ,if it was not for volunteers taupo would be a total disgrace.
- Water and wastewater
- "The continued cultural interference in the development and progression of Taupo as a whole, for all its ratepayers. The inability of councillors to put "a stake in the ground" and recognise there are other minority NZ citizens that live ,work and contribute to this community.We are better than this, To start with, print your newsletter in Te Reo or English ,not with woke word insertions , clearly trying to be "relevant", that does nothing but create division., and we are past all that.If you insist on going down this route what about some Mandarin or Phillipino language to make our other residents feel included. "
- Support for social, sporting and cultural groups who provide positively toward the community.
- Mana whenua mātauranga on all aspects of te taiao and keeping our environment nourished for multiple generations to come. Ethical responses to waste, water, and land. Services that enhance a sense of care and community. Short term cost savings for ratepayers who moan about rate increases at the expense of the environment and people's wellbeing should be encouraged to look at what the long term impacts will be.
- "Environmental Projects"
- Water quality , safe roads
- Beautification Rate payers choice
- Conversations that affect business
- Foot paths need seeing to and we need mor footpaths
- Lakefront & garden maintenance also transport facilities
- Transparency from Council. Be present in the Community. Speak to us. I want to see more objective reporting re Council business in our local paper. Not in a thumbs up, thumbs down column.. I want to see letters to the editor of the paper allowing for people to hold viewpoints that may differ to Council ideology, although as is practise elsewhere, the editor of the paper does not have to print abuse. The Council should not control this. Use this local paper to be interviewed, be visible.
- Safety for the young and the elderly.
- Infrastructure
- Negative commentary's on line
- Accessibility
- My local playground, rubbish collection, supporting community groups and the amazing services and support they provide.

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q005 What topics or projects matter most to you in your community:

- How we are going to keep rates down but keep providing services
- Rates. Road upgrades. Beautification
- Rates rates and rates
- Finding out the needs of our rural community and how best to address those needs.
- Rates, spending,
- Maori land and that it is not being exploited; recreational spaces; rubbish disposal particularly recycling; maintaining the wastewater treatment plant;
- "As a Ratepayer I expect to be heard, listened to, be treated with respect, be an equal part of the dialogue, actually be allowed to speak without fear of intimidation, dismissive bullying behaviour, and most importantly, without then being dismissed as if I don't exist. So Council needs to be open and communicate. In Taupo we just don't get any everyday info....unless it's the gilded lily..blah blah stuff. Allow some debate..discussion. I am not referring to the JMA subject here. I'm referring to other things. The topic I am most interested in is communication from and with, The Council. I want to hear from you in the paper. That newsletter thing is fine but seriously it's a gaping void. A very useful info tool. The abuse thing is 2 way. Its nasty presence in communities should not be used by Council as a weapon or a useful tool to hide behind, to not be more transparent, upfront and communicative. Ratepayers can be subject to unpleasant behaviour from Council too. What actually is the direction that The Council are trying to take Taupo.....?? Put it out there..so mixed age mixed everyone can read about and get on board with, not just the privileged few. Is it just another Tourist destination or do you want a proper functioning town with functioning businesses, good shops, schools, facilities, health centres, good tradies, developers that are forced to have environmental n social integrity n good build practise. Along with the obvious outdoor, both professional n recreational opportunities. Why try n be like Queenstown etc etc. just be Taupo. Publish the financial income from these big Events and explain where the money is going and why. That would be transparent. Publish the costs of a few more items so I can see where my Rates are going. In other places the CEO is interviewed on issues or has articles in national newspapers....does Taupo's? I feel there's an opportunity to reset. Do it well. Good Luck. Your Call Centre Staff set a high benchmark for communication. I believe some of them set a pretty high standard indeed."
- Rates, water, roads
- to allow locals who live just outside region to vote here (those living/working here)
- Community facilities and community support
- The horrendous actions of Dog Control mainly
- "Ngahere. Wai Maori. Policy around rural and local areas for building homes. Maori Land against General land policies."
- Well I think our community needs more help attention about local health and all other sector services in Taupo
- "Wastage of funds Promoting a healthy community "
- Rate rise spending
- EVERYTHING
- "Keeping the council running efficiently while not constantly increasing the rates. Currently the JMA that is being discussed. "
- Rates!!!
- Probably the cost of living the housing the lack of homes to the lower income. No one cares about everything else if you haven't got a home ..
- All, weekly emails and following council Facebook page gives me my opportunities
- "Roading Cycle lanes with cars parked in them for months that you do nothing about Double standards for different contractors Awarding tenders to non local companies all the time "
- "Rubbish, keep gardens and plantings tidy, look after nzma members who are nz taxpayers mostly, get 5 mile bay reserve back or get the residents on it to tidy it. Such a waste. Don't loose Whakaipo Bay doc camp Get covered recycling bins to stop rubbish blowing up and down streets."
- Protecting our environment, law+order, supporting social services, issues with homelessness/begging/antisocial behaviour
- "Rates Wasteful spending on things like dinosaurs art Spending on necessities not nice to have"
- Housing, environment, infrastructure, schooling

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q005 What topics or projects matter most to you in your community:

- Builder a more closer community spirit. Less decision making behind closed doors. More community events to encourage a greater understanding of our diverse ethnic peoples. Examples, expand the library activities, more art exhibitions, subsidise more activities for local residents.
- Local initiatives supporting groups or individuals who need help. Making sure rate payers feel listened to and well informed
- Public Health, Sewerage, Water management including waste water. Council relations with Iwi.
- Three Waters, Co-governance , Costs of Living - rising grocery prices.
- "In general, I think you are all doing a fantastic job. So thank you. And thank you for this survey. Some ideas;- Making working visas for overseas workers in the hospitality industry easily accessible. I met a French pastry chef, working at Lionels, who has flown out here this week and despite being told he would be sponsored, is now concerned that this may not happen. Pre-Covid, service in the hospitality industry was high-end because we had so many overseas workers. Let's make it easy for them to come back into the district and get our restaurants and cafes buzzing with great service again. Young kiwis are too laid back. No match for our overseas workers.- Tourism - get the overseas tourists back to Taupō. Still not hitting the numbers we were pre-Covid.- Keep Air BnB status quo. Don't do what Rotorua have done by increasing rates for short term letting.- How can we manage golden clams? Washing facilities available for boats?- Incorporate more things Māori around the community; ie bilingual signs, give Waipahihi Botanical Gardens a Māori name, identify rongoa plants in there. Normalise the use of te reo Māori in the community. Be an example to the rest of NZ, embracing things Māori. Such a beautiful culture. Celebrate it.- Direct flights from Taupō to Wellington.- Crossing at the corner of Kotare and Taharepa for Intermediate school students to cross safely at the start and end of each school day. It's only a matter of time before a student is hit there.- Promote the use of the public bus service. Such a great service but often empty- Unofficial taxi stand in front of Finns restricts flow of traffic as they park in a way that creates a one way flow- Over New Year, employ cleaners to clean up the rubbish left on Kinloch beach, and empty the rubbish bins immediately after celebrations."
- roading, community safety
- Rubbish collection and waste rate payer money on statues and those types of non core projects
- Rates, JMA referendum
- Protection of lake water quality. Active transport (walking/biking infrastructure the town centre lacks bike parking; more pedestrian crossings are needed where pedestrians have right of way including on Lake Terrace). Protection of visual amenity.
- Cost of rates
- "I believe the most pressing issue in the Taupo District is the divisiveness across the district community. There are a number of contributing factors but a core factor is the lack of participation in democratic dialogue which limits understanding of other's perspectives and the ability to reach consensus on core topics. We need mechanisms which engage all corners of our community, build understanding and awareness and allow for consensus."
- Council spending, in particular on infrastructure, housing, and integration with local iwi.
- "- managing tourism and its impact on local residents- providing affordable housing- promoting our local bus service- proposing the best way to protect our Moana- investigating alternatives to the second river crossing"
- Infrastructure is a major worry as Taupo continues to grow, new subways spring up and tourism grows
- Paying only for the basics. How are rates going to be lowered, using the ratings take to cover paying for the very basics... nothing more. I don't need to attend a meeting for that. The message has been made loud and clear to council. Rates in Taupo are unaffordable. No more rates increases. What's difficult to understand about that?
- "Rubbish. Reserve maintenance and access. Traffic speed"
- Very interested in the basic council services, waste reduction and seeing council examine if there are activities they don't need to be involved in. Heartily sick of these huge rate rises.
- The lease of the offices from Tuwharetoa
- infrastructure, environment, community facilities
- Infrastructure is no longer able to cope with population and tourist growth in Taupo. eg. water care - sewerage plant
- Health and Safety for the young & elderly

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q005 What topics or projects matter most to you in your community:

- Management of the town for lake health and public health and amenity. Eg, putting more bins in not taking away and emptying them more regularly. better consultation around what we're doing with our Water reforms and public input on choosing to stay alone as TDC and not join the entity with Hamilton and Waikato. What is being done about the wastewater management and discharge to Waikato? are there long term plans for these upgrades and when can the community have input into the options. Better planning rules and ensuring the planning rules are actually followed by new developments (big and small). We have a beautiful town and environment and it is being degraded by poor planning and services by the council. Better management of socio-economic inequality in the township eg, lower income residents and out of town holiday owners may need a more equitable approach to rates and other payments. Investing in public facilities to remove high risk areas for anti-social behaviour such as violence and theft.
- Council spending and transparency. I do not believe the council is very open or transparent with its outcomes and spending.
- "Workforce development and retention - this is a key issue. We need solutions around skills training (like the Toi Ohomai partnership) and retention, affordable housing for workers, and attracting talent to our region. Infrastructure that supports business - Roads, digital connectivity, parking - the basics that allow businesses to operate and grow. Regional collaboration - Breaking down historical barriers between Taupō, Turangi, and Mangakino. We need to work together as a region, not in silos. There's real economic benefit in connecting our industries and supporting each other, but old perceptions and issues are holding us back."
- How planning is decided and consented, without community having any prior information or knowledge.
- Currently the rubbish collection. Safety.
- Rates, community safety
- Can't think of anything right now other than possible overspending by the council - though I may not understand all the issues. There will be issues that arise through the year. The council can't govern with everyone's consent (that's impossible) but good communication with the community is a must. If things are explained well it might avoid confusion and negativity in the community.
- Youth wellbeing, rubbish/recycling/sustainability, dog ownership and responsibility,
- Roading and keeping Taupo tidy.
- "Supporting the infrastructure and resources for permanent residents - way too much focus on tourism. Support retailers to be more customer focused - many have poor, lackluster attitudes - I choose not to shop in Taupo. Proper town planning and development including developers being made to be good citizens including more parks, green spaces, children's spaces, art. Kokomea is cheek by jowl and a little more thought could have been very attractive. Keep business buildings 1-2 stories - come on we can do better with our planning and architecture."
- I am now living in a retirement village & we own a holiday property that extended family use, so am interested in projects/ topics affecting all ages.
- They all matter!
- Use of Maori words without English ones One people one language
- The ridiculous CV's council hired speculators are placing on properties that are no where near valued at the price in reality. In order to hike the rates charges.
- "There is issues with security at the hall and field. Cars are able to access the field due to the fences being in disrepair. The burnouts are often leaving the sports ground messed up."
- Outside
- The bush and the lake
- Environmental/ Youth/ Safety
- Community facilities
- Youth, environment, community facilities
- Lake, Bush, Land
- Bush, Land, Fishing
- Community facilities, local business, safety, youth. Our kids are bored, they need things to do
- environmental
- Lake
- Walks up the bush
- Bush at the lake
- Sports



## Feedback by Ward – Taupō Ward excluding Kinloch

### Q005 What topics or projects matter most to you in your community:

- keeping costs down while maintaining services for the community. I also think that it is time that our tourists start helping towards maintenance costs for our town. AirBnB ( or similar ) should have to work with the same rates and costs to operate as our hotels and motels. That would then clear up more housing for locals
- infrastructure, environment, community facilities, local business, safety- youth/elderly
- crime, safety, roading
- Keeping rates down. Upkeep of our grounds, gardens parks, Rubbish. All voices should be heard
- Town size and where it expands, waste water, racism and the kings chain around the edge of the lake
- Congestion issues, speeding on long local suburb roads. Have requested judder bars to slow cars down on some long roads...example is wakeman road in acacia bay...trucks doing forestry speed and hit ditch in road which causes houses around it to shake....three years emailing council and still nothing has been done. Was directed to contact my councillor but I don't even know who that is?
- Safety- fire, earthquake, crime. Environmental- recycling, pests, pollution, plastics. What can we do to mitigate climate change.
- "Second crossing of the Waikato River 35 years of near-empty Regional Council buses in and around town"
- Environment
- Climate change, food safety (testing, disease preventatives), conservation
- "Roading/trafficPedestrian accessBus services Parks and lake reserves maintenance "
- Environment, community facilities, safety, youth
- Safety, alcohol, family harm
- Trees on Acacia Bay Road and others
- dumping chemical liquids in and around Mount Tauhara Rubbish Dump
- Safety
- community facilities for aged and disabled members of the community
- "Infrastructure, environment, community facilities safety.Rates is an issue. ""Especially for retirees. ""Rates"" Retirees don't have continuous income/salary to pay rates bills - also why are we paying regional rates - office - salary for staff.""speed limit need to drop (roundabout highway 1 through to Lake Tce. Getting out of Maunganamu St on to Lake Tce is a nightmare at times. Some vehicles travelling ""Bat out of Hell"" speed.Council to approach Waka Kotahi to drop the speed limit."
- "1. Whats in the council plan2. progress on the plan3. Review of major projects"
- Everything that we as rate payers should be aware of

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- Marae, community halls, school halls maybe.
- Anywhere
- in our offices
- In the council chambers
- Chambers or at a local community hall.
- Council offices
- Neutral venue ,Mayoral Office possibly depending on the gravity of the issue
- at the TDC Council Chamber or adjacent room.
- Anywhere central with good acoustics, sight lines and comfortable chairs!
- Away from the council office in a less formal space like a local cafe
- Somewhere supporting a local business, like a Cafe.
- anywhere private.
- Council offices
- Selected coffee shop forums.
- Anywhere really but too hard to be bothered to sign everyone in and out of the new council building.
- Sunday market informal, have a chat booth. Library sessions. After hours for those who work 8-5. Facebook live sessions?
- Any low cost venue or TDC owned building to prevent unnecessary expense.
- I'm flexible
- In that huge multi million dollar building in Town
- Networking events for casual conversations
- Over coffe or in their office
- Local halls or places with easy parking. Local business hosts
- I'm not sure about this. I would say the Office however getting into the building and then getting passed the front desk without feeling you're in an interrogation situation can be an intimidating experience for the bravest. There is also a question of discretion and confidentiality that may need to be addressed. The front desk needs to be acutely aware that as Ratepayers, if it's Ok with the Mayor or the Councillor then we don't owe need to given the 3rd degree about what we're doing there.
- "T a cafe or venue to suit both parties."
- Council or community hall.
- Council building
- Library
- Open to options
- At a park in summer, at a community hall or the council
- Somewhere within 10mins drive from my home
- A range of places, both informal and formal would allow for the widest range of interaction with a cross section of the community
- Neutral ground
- Wherever it suits all
- "This thing at the markets is great"

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- Either onsite at the council building or at our headquarters at REAP
- Council offices
- at a hall or a marae or in an open space around the community i.e. Tongariro Domain
- I'm not sure. I guess that would be a needs based decision. No one should be at risk of any type of risk, particularly verbal stuff that cannot be verified. Guidelines required I guess.
- Cafe, bar, hall anywhere really
- library, great local spot
- Cafe
- Maybe in a community hall
- Anywhere would suit preferably somewhere public with no restrictions on video recording
- Over a cuppa
- "I attend most council meetings and think it is the place to meetWe need to be mindful that councillors have a private life"
- Pub or work place visit
- hope and wahine are doing a great job with social media and keeping people updated, love designing their updates when I'm up at 2am breastfeeding... anyway more of that is great.
- In the enormous new council building that rate payers paid for. Why would we meet anywhere else?
- In a completely neutral place
- Firstly send out a panui for people to note their queries questions etc thrn address these at a Hui.
- A pub
- Coffee catch ups, public forum, social media from reliable sources
- TDC office
- Anywhere
- N/A
- Not concerned. Our town is relatively small.
- In council rooms. Library or other halls
- At school public building, e.g. GLC, library
- Civic centre or smaller venues for example churches.
- Locally to where I live - eg Taupo town
- "Electronically.Does Mayor and Councillors do after-hours home visits?"
- Council building meeting room
- Wherever is easiest for the Mayor and councilors to meet. Perhaps somewhere less formal once every couple of months, such as various bars around town, Acacia Bay bar, 2 mile bay sailing centre, Lionels, Finns, Plateau, however someone needs to be with each councillor to manage time with each speaker (5mins per person). Or offer less formal meetings in a meeting room, with nibbles offered to relax the mood.
- council offices
- It's doesn't really matter - what matters is council needs to start listening to the ratepayers and instigate projects based on majority support
- Council centre
- Library, community hall, Te Whate Hono, marae
- Council chambers
- See previous comments, but the provision of more informal settings will allow for wider engagement. It can be daunting to walk into a council chamber or formal meeting room, so maybe at markets, community halls, marae, street corners - places where the average person feels on more of an equal footing with an elected representative.

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- A community hall.
- At a local café
- I have no particular preference
- Small group venue such as a quiet cafe
- "Libaray. Last time I visited the Tuwharetoa office building there was not even a sign to tell you that the council was located there. Not welcoming."
- Library meeting room or some similiar venue.
- Library?
- Council office
- His office
- Online options that are actually responded to. Formal meetings at the Council offices. Live stream of council meetings that have a Q&A option for the public etc.
- Either council offices or say local library where there are private meeting spaces
- It depends: walk-arounds and being visible in the community make a huge difference. Meeting businesses on-site is great for specific issues, and cafes work well for casual catch-ups. The key is consistency - set dates scheduled for the whole year and publicised well in advance so people can diarise them. No excuses about not knowing or not having enough warning!
- At the Council building
- At the council, at Cafes or outside at a set place....say At a spot on the waterfront
- Dedicated meet and greet spaces. Could be Council chambers or in a café
- Wherever is better for the mayor or councillors.
- As stated previously at the library.
- Multiple forums - council, library, coffee shop - make it accessible for a range of people
- Council building
- Council Chambers, Library or any where quite without distractions
- In the Council Chamber or Councillors room
- Out in a back ally with no witnesses or security cameras..
- Waitahanui community hall or in chambers
- Marae
- At his office
- Community Hall
- Community halls
- Community halls
- Waitahanui Hall
- Waitahanui Hall
- Marae

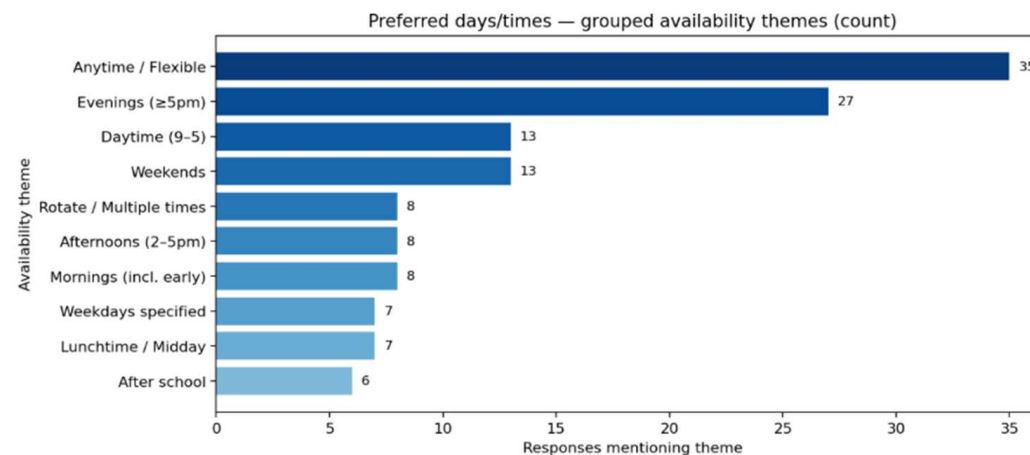
## Feedback by Ward – Taupō Ward excluding Kinloch

Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- within our community
- Hall
- Hall
- Hall
- n/a
- council offices or a my office
- the new council building
- not at the council chambers- smaller facility or cafe?
- Local community Halls, work places
- Office at tdc building
- Anywhere that suits them but could localise the meetings to the suburb relevant to locals, therefore smaller groups and specific meetings to their suburb perhaps??
- Somewhere neutral.
- Taupo town
- There is a grammatical error in this sentence. School bc I don't go anywhere else
- In a meeting, think speeches ect
- "The park or a playground "
- TDC HQ
- In a central location easily accessible by all
- Council chambers
- Anywhere
- events centre/ anywhere
- Somewhere quiet and comfortable accessible to disabled persons
- "Library/ Rotary Club Hall/ Lots of retirees live in Kokomea"
- Options are Council Chambers and/or designated local meeting venues
- In a public forum

## Feedback by Ward – Taupō Ward excluding Kinloch

Q007 What day and time works best for you?

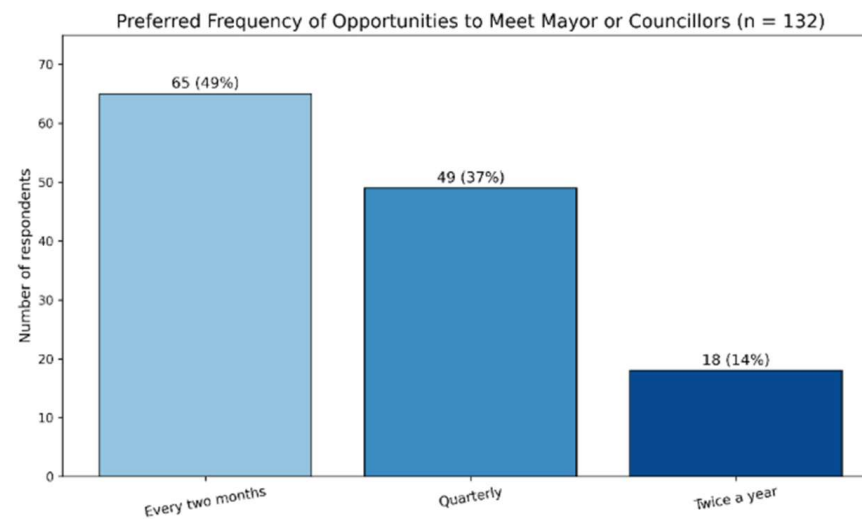


Two strong messages come through:

- 1. A large flexible cohort (28%)** will work around Council—useful for lowfriction engagement.
- 2. Afterhours demand is clear (22%),** closely followed by **weekend** options (10%). These reflect the reality that many can't attend during work hours.

## Feedback by Ward – Taupō Ward excluding Kinloch

Q008 How often should these opportunities to meet with the Mayor or Councillors happen:



## Feedback by Ward – Taupō Ward excluding Kinloch

Q009 Whats the best way for us to share outcomes from these:



- I think it could be shared in several ways.
- Formal minutes from meetings will be available on the Website
- "Meetings should be MONTHLY. That was not an option on the previous box/question. Emails can be used to make a question or raise an issue, in writing so it is clear for all who read. Responses after a discussion with Council can also be emailed, for a filed recorded. If need be. A decision can also be made by the parties for posting the information on your TDC website or other notice board. Once posted everybody would have access to read the results etc, and avoid repeat questions or provide for follow up concerns."
- Will get a better distribution of information
- All of the above really, as everyone has different ways of receiving information
- Email updates and results of recent meetings with those attending.
- Well, for starters only having one option is ridiculous. Multiple options should be available. Social media, website, email/council connect newsletters.
- Antenno App
- We should be able to meet with any of them when we need to one on one
- Paper copies posted on local notice boards
- Or perhaps by agreement? I'm not sure about this one. It could be tricky
- Social media and Antenno as well. "Not social media. People are then open to abuse... people are excluded from social media. Believe it not."
- Cheapest way
- "Email Social media Short update videos Summary of meetings (quick read) Explain the outcomes and reasoning behind decisions"
- Social media and email to all ratepayers
- All of the above- you will never get rid of keyboard warriors



## Feedback by Ward – Taupō Ward excluding Kinloch

Q009 Whats the best way for us to share outcomes from these:

- Update video etc
- All of the above listed really so all walks of life have access to outcomes
- Newsletter style email
- To be trusted, council would need to act upon the feedback not just provide lip service .
- I think there are a raft of ways to get information out at the same time, not just one particular method - eg, email, social media, website
- Please move all Council communications to the Council Website. Please stop all Councillors from dabbling in Conspiracy theories on Social Media.
- The email is great. Its regularly and keeps me informed.
- "I selected Other because this question forces respondents to select one. All of these should be used. Which meetings are you referring to? Have you made a decision to have a particular kind of meeting?"
- I'd suggest a mix of the above.. Different community members have different access to and preference for different communication channels, of which there are these days a multitude. The aim should be to directly reach as many community members as possible.
- Via email
- and also antenno app
- Frequency of meeting is insufficient. Should be weekly, to allow the meetings to be small numbers.
- Feedback is so important even if the outcome is not what the community wanted. Otherwise it just feels like a waste of your time
- I don't do social media. So anything but.
- And Antenno App
- All of the above because one form over the others is not accessible for everyone and you will only ever get a biased input by certain sections of the community and not lift up all voices
- Via email
- a monthly or bimonthly mailout to a database of interested parties + social media for the scrollers!
- "The weekly council email we currently receive is excellent "
- "Antenno website might be too public. If using the council website you'd have to email a link or notify us by email that an outcome had been reached."
- "The last two questions are a prime example of council limiting democratic process - for example there was no space in the last question to provide feedback and the options were limited. FYI - there should be weekly forums! And in this question I can only select one option when I want to select all. Council needs to be out there all the time - listening to its people in multiple ways."
- I think you need to share information in as many ways as possible as we all use different channels and repetition helps too.
- All above should be included for outcomes
- and email, receive a copy of formal minutes
- verbal communication at an informal meeting should be enough unless something was needed to be done to answer any queries/thoughts.
- Meetings must be recorded, and the option of sharing with other councillors discussed at the meeting
- Would be happy with multiple options...minutes to record discussions and show who is actioning with deadline noted. Email and Facebook are good.
- probably formal minutes are important. Although the taking of them seems formal, it's important to have the discussion results documented.
- "Other" = Taupo Times newspaper
- Needs to be multi choice - social media and council website
- Council website and email
- Receive a copy of minutes"social media, email, receive a copy of formal minutes, councillors1. Mayor and councillors need to share their learnings with their citizens2. Rates - Spending require ""fine too thing"" not love to have.3. Threats to ""Lake Gold Clams & pest etc is major issue!!!4. Need to work with citizens & iwi frequently 5. Highway one - Bully Point Plans with Govt!! major issue"
- and email, other - Weekly newspaper Taupo/Turangi
- If i attend a meeting i am happy to leave my contact details.

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q010 Any other comments or suggestions?:

- The meetings should include any non elected members such as Maori representatives
- No.
- Do the essentials well not the nice to haves.
- It's admirable that Council is striving to increase community participation and improve engagement. The emphasis on localism and connecting communities still requires buy in as a 'two way street' dynamic
- "This is a good start for getting Councillors to do the job they were elected to do. Public meetings four times a year is also a means for hearing what the concerns are. Public TDC workshops also need to be put online and recorded, for all to see and hear."
- You guys rock!
- Listen to your people, some of them have great ideas, some of them are stupid. You can use your brains and filter out the stupid.
- If this town is to move forward with everyone on board it is high time this new council recognised this without people walking around on eggshells with the fear of offending somebody or something. Businesses held to ransom and now unfortunately leaving for other areas. All this because it is too difficult to get any common sense applied. Clearly a new mayor was voted in by residents who have had enough of this, and now is the time to forge a new direction for all concerned. Thank you.
- A good initiative by council to let the community share their views on topics of interest.
- Please work in ways that harness the disengaged members of community. Diversity and inclusion is the responsibility of privileged people to do the heavy lifting. I'd love to see Taupō as the first district to declare it is going to work towards decolonising its council.
- Thank you for reviewing. I appreciate the opportunity to give feedback
- Please don't dilute the already scattered information sources further. Make getting information easy. Use AI tools to enable this.
- Ni thanks
- Just be available and follow through with what was agreed to!
- Encourage visits to local groups like sport and interest groups along with local businesses
- Thank you for even considering this.
- I appreciate this survey and am pleased with the way the disability Focus Group is evolving.
- No
- "New councillors are great"
- Taupo has a huge range of community service / support groups who need some direction. Some are competing for funding, others are voluntary, while others are either private business or not for profit. The issue is how to get them working together better.
- "I've previously commented on the big issue which is this very thing...your communication. There are people in TDC with fantastic communication skills..people who listen, engage, are clear, good response times and are frankly simply professional and helpful. And they sound on the phone, like they're smiling....and listening. A reinstatement of Letters to the Editor in the local paper would be good...it's the editors decision to print...it airs viewpoints in the open. Watching Council Meetings n subcommittee meetings online is enlightening and edifying...exposes individual behaviours and manner of contribution. It also shows just how hard many on Council are working. The huge load of work Council in general are required to undertake."
- Second attempt
- council staff doing great job everywhere
- Can have ability to live-stream formal meetings
- No thanks
- Nga mihi
- Thank you for selected me this survey

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q010 Any other comments or suggestions?:

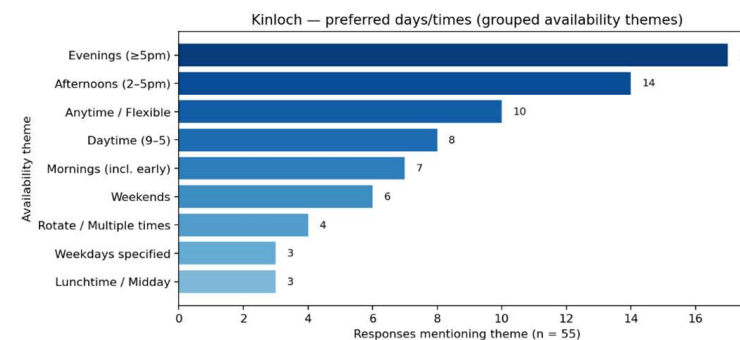
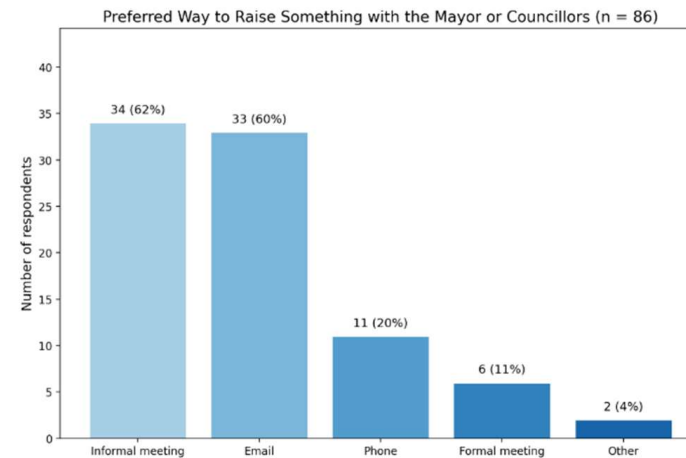
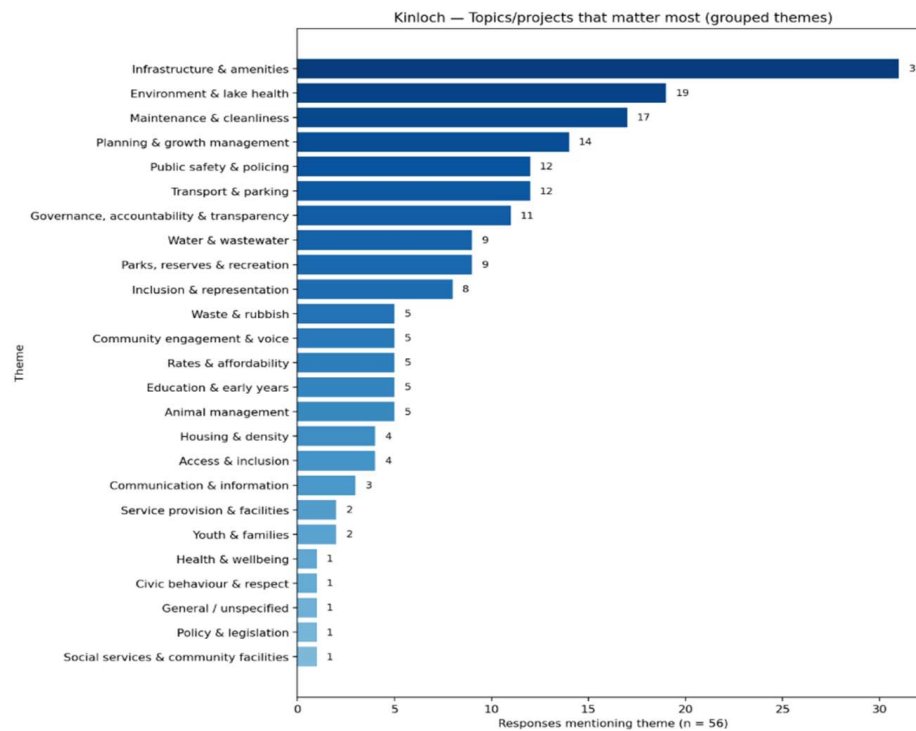
- Remember who put you there
- Review who the council uses for work as i know alot that over prices and rip the rate payers off
- Can we have an agenda list of everything coming up and being discussed I tend to plan 2-3 months ahead and I'm always busy and can never make it by time comunity are involved ...
- No
- Alot of people aren't about rates and resource consents and environment issues or saving this and that because they are trying hard to just survive to put a roof over their head to feed their families to put gas in the car..The struggle is real and ain't getting better..
- No rural ward or group - waste of time and rural councillor is always an absentee. I would also disband mana whakahono which is a legally binding group so doesn't come into this consultation. Rep review needs to sort out a lot of this...Kinloch needs a councillor to get rid of rep group so rejig rural ward to make space for a Kinloch ward
- "Opportunities for engagement should be at least monthly. Available for all communities, including Taupo town."
- "Good start on things"
- Don't waste money. Get money somehow from all the Bach's and Airbnb.
- You can't please everybody and many have strong opinions regardless of who they voted for - and Council can't do everything to please everyone. An open mind & quick responsiveness to matters from the public so they feel acknowledged, regardless of if the outcome meets their preferred want/need will give them the realisation that they're listened to, which may in turn bring more people out.
- "Let's take the politics out of Council operations.Stay evidence-based in all decisions.Treat the voting public with the respect they deserve and offer up the data they need to understand the decisions that Council make.Channel all communications through the Mayor.Manage as much of the questions that the voters pose through the council website in an open forum."
- Thank you. I love Taupō. I love the improvements that have been made since I've been here (2015). Keep doing what youre doing.
- The survey questions are loaded. A more open minded/open ended set of questions
- "I'd be happy to engage with the Mayor or Councillors on this matter.I have a background in design and implementation of democratic dialogue mechanisms.Sam Plummer 021 111452."
- It can be intimidating to meet with mayor and councillors so an informal setting is best
- How are rates going to be lowered, using the ratings take to cover paying for the very basics... nothing more. I don't need to attend a meeting for that. The message has been made loud and clear to council. Rates in Taupo are unaffordable. No more rates increases. What's difficult to understand about that?
- In my opinion communicating with some parts of council have become very poor. I had a problem with dog worrying. I rang and wanted to speak to dog control for some advice. This was not permitted. The person on the phone would make a report and dog control would get back to me. They did not.
- Thank you for this initiative and the consultation around the project.
- Would like fortnightly chats
- I do not believe the council is very good at being open and transparent. There appear to be a lot of hidden agendas and 'jobs for pals'.
- Think it's a great start to have this questionnaire. Every councillor has said they want better engagement and change - this is a real opportunity to make it happen.
- It is much appreciated that you are offering your constituents this opportunity to make approaching you easier
- In a situation where a decision is required to alter something, and the ratepayers views are important, form a sub committee
- Good on you for reaching out to try and improve communication with the community.
- There are other forms of engagement that can be explored such as Citizens' assemblies that could get better outcomes
- Stop wasting money on facebook etc postings and reduce number of media staff To see a video of a staff member doing a Bungy is an example of waste
- Downsize, we don't need a council that big. Just bureaucratic bullshit.
- We are considering assembling a small group to represent the demographical content of the community so we can discuss issues and then bring these to council for discussion. Currently we don't have any representation as we are connected to Taupo town. I feel we are not given the same support with parks and lawns as in town.
- "Pending on issues should be on call for how often.Best place for youth is online, my age older I think should be more formal on the whenua"

## Feedback by Ward – Taupō Ward excluding Kinloch

### Q010 Any other comments or suggestions?:

- Hoping the newly elected council will work hard on the issues that they got voted in by the public to do
- I feel we are being pushed into losing the local voice on decision making for council. cost cutting exercise
- I like the idea of changes proposed
- Like how you guys are doing things... your social media posts on facebook have given me more information that ever before on what you are trying to achieve which is great. Keep going all, doing great job so far!
- NZ is getting to a concerning point where we are falling behind in recovering from natural disasters such as weather and earthquakes. We haven't fully recovered from Gabrielle and we're struggling with the new damage. And there will be more. Although in a disaster many people help where they can, I feel a benefit in fortifying the community somehow, through sponsoring, perhaps a 'dad's army', a register of trained volunteer personel and available equipment. Perhaps a pile of emergency equipment.. A Council is not an 'army' and the survival mode needs to spread more into the community. Somehow reverse the community expectation that the Council will do it all.
- Informal meetings need to be controlled
- The effectiveness of any meetings and their successful outcomes depends on both parties. Listening and determined to have an amicable outcome.
- "A need to work with Tuwharetoa Settlement Trust about Lake & Highway 1. Waka Kotahi/govt for Highway 1Less formal where there is less people numbers.So that the attendees are able to give freedom of ideas and for their communities"
- "Establish re groups for all of us - why only Mangakino, Taupo East + Turangi - what about the rest of us.Please consider adding phone charging ports around the library. "

## Overview by Ward – Kinloch



## Feedback by Ward – Kinloch

### Q001 Have you attended one of the representative group meetings:

- They are dominated by individuals and council employees. Regular citizens are overlooked.
- Very good. Will have been expensive for TDC however with several staff and at least three councillors present each time. But information was very good for the community
- I have followed the live recordings on line, while I do appreciate the effort to provide these, often the sound is not great quality and can't clearly see the speaker. The best thing would be to attend in person.
- Informative
- Very worthwhile to be able to connect with the council.
- I attended Kinloch and it provided a good forum focused on Kinloch specific issues
- Boring as paint drying. Important matters lost in among repeat old people's opinions. Same people turn up each time. NOT a representative of community concerns. Will not attend other meetings as it was pointless. And nothing comes of it on the major point concerns.
- Timing has been difficult
- As it seems a waste of time as most decisions are already made and only letting rate payers feel like they have a say
- unable to attend as was away from kinloch
- I have been on the KRG for three terms
- Not taken an interest in Council until last election
- It's a council meeting held in Kinloch with a set Agenda. The public are not allowed to have an input unless they have requested to speak prior to the meeting and then they have two minutes. Sometimes the council makes decisions which the locals disagree with. As a consequence our Representatives set up a pre meeting to hear what the locals think about some of the issue's pertinent to our community.
- Not able to comment on matters raised. No follow up on requests by community members
- New to area and sometimes difficult to get into town.
- Kinloch Families Trust provides a livestream which can be watched later. Very useful when the meeting time conflicts with other priorities. The KRG meetings have been excellent, but must be expensive to run with staff time etc. Changing to every 2 months could work, and let Kinloch Families Trust livestream it as before. Belinda Wallker used to run these forward looking meetings a few years ago, before the KRGs were set up.
- Positive there is an opportunity to put forward an agenda item and listen to council
- Not sure what's on the agenda, not sure what or how I would contribute if I attended, not sure of the value, meeting times conflict with work commitments
- Firstly I thought the previous representative group had been captured by the two community groups (KCA and Kinloch Families/Families Trust) which don't see eye to eye and have created unwanted/undesirable tensions in the community. The representative group didn't help address/sometimes reinforced this tension, which is tearing the community apart to be honest. Secondly I thought the representative group process meant lip service was paid to any issues raised - the minutes/record of discussions were poor and there was no action list recording progress on or outcomes of issues previously raised. I made a presentation to the representative group and while the chair acknowledged this and said the information would be passed on, there was zero feedback, even when I raised it again at a later meeting - when I subsequently contacted Council staff directly they said none of the information I provided had been passed on and while they were aware of the topic, they didn't know about significant parts I had included in my submission. So I felt the engagement with the representative group was pretty much a waste of my time/a box ticking exercise.
- Too formal.
- Times and days never suit
- I was on Mko Poa Rep Group historically until around 2015. I found it brought urban Taupo councilors out to gain valuable knowledge outside of Taupo town.
- Informative
- Too structured with not enough time for locals to have their say
- Pukawa Ratepayers Group
- "The Kinloch KRG meetings used to be reasonably constructive with input/discussion with residents permitted, however the change in chair for the last 3 years (and very strict meeting procedure) has rendered these meetings as a PR exercise with little or no follow up to issues raised by either the public or appointed KRG members. Attendance by residents has dropped considerably. A return to a more collaborative format and replies/follow up from Council staff is essential if constructive community engagement is to be achieved going forward. If this cannot be implemented, recommend the KRG be disbanded."

## Feedback by Ward – Kinloch

### Q001 Have you attended one of the representative group meetings:

- The meetings prevented the public from having their say. You could only give your feed back at the next meeting and there was always a possibility that you may not be able to attend the next meeting. Found the structure of the meeting was very frustrating. We were always told it was a council meeting and we were not to interrupt, May as well not been there.
- Reasonably positive
- Too rigid. No opportunities to offer opinions, questions or to hear from knowledgeable locals.
- inconvenient time
- Yes, but I usually watched them on the live Facebook feed hosted by Kinloch Families Trust. This was an excellent and convenient way to communicate.
- Very good connection with Council
- Interesting but dont like the way they are run.
- Very formal and apparently have to submit question or concerns prior to any meeting to have right to speak. Don't think my input would count or change anything.
- Formality of standing orders is counterproductive to good community engagement.
- There is an agenda, and if I had to say something of interest I needed to get it put on the agenda. Havent heard much good feedback coming out of the meetings
- yes. A bit long winded. The online streaming from Kinloch Families Trust is better.
- I often miss them as I am away
- Live streamed video, from Kinloch Families
- "The first two trienniums of the KRG were reasonably successful and achieved improved relationships between the Kinloch community and TDC. The community was fully involved and engaged in the infrastructure upgrades which have now been completed. The elected councillors were fully engaged and supportive, as was the TDC CEO. The chairpersons The most recent KRG was beset with a number of problems. Competing agendas between the KFT and the long established KCA, resulting in the loss of 'one voice' for Kinloch. An over zealous approach to the enforcement of the mandated rules for meetings, turned many residents off and they ceased attending. Some staff did not like attending Kinloch meetings as they considered some in the community too pushy."
- Informative, friendly and I appreciated the mayor, councillor and staff taking the time to come and talk/listen to us. This is the first visit so until we see whether they action any ideas concerns and provide feedback I can't confirm whether it is successful or a waste of time.
- "Very controlled, to much protocol and irrelevant mumbo jumbo. The video footage is valuable if you cannot attend."
- Because not allowed to speak
- Positive, engaging, people willing to provide sensible feedback, councillors and various representatives keen to listen and take feedback
- Its a start for direct engagement
- Good experience - easy to get concerns accross
- The meetings were well run according to protocol and as such ensures courteous and respectful behaviour so all voices could be heard. Community concerns raised at the community meetings before the KRG were directed to the community representatives who were able to get items agended for discussion. I approve of this more formal process which prevents a lot of unnecessary chat and ensures the most important items are discussed appropriately. Having a council committee is of advantage to Kinloch because three councillors are located to this committee alongside three community members. This is by far the best representation for the kinloch community for council.
- I found it be honestly a waste of time as you can question the team, you need to be able to ask questions
- I thought it was a waste of time as we are unable to ask any questions.
- Just another talk fest only interested in congratulating themselves
- Frustratingly formal

## Feedback by Ward – Kinloch

### Q002 If you wanted to raise something with the Mayor or Council:

- All options are good and it would depend on the issue and urgency
- "Face to face to our representative elected people is the best way to connect and discuss concerns"
- Formal meeting as this is minutes and can be tracked for progress
- personal interaction would be best
- i believe surveys are a waste of time
- I agree with where council has arrived in terms of formal community meetings. They lead to frustration from ratepayers who want to engage but are unable to do so in a formal council environment.
- Sometimes the mayor is not the decision maker. It's important that the council gets to know the community concerns as well.
- I would contact them for an informal meeting, over a coffee, say.
- Email are most useful a follow up communication tools
- Easier to discuss an issue to explore it / work out possible actions etc - however would want to understand how any issues raised would be resolved if discussed informally - i.e. not just talking for talking sake, but accountable to whatever actions are agreed and possible etc
- I think regular meetings for the community are the way to go, but they must be better run by council so that 1/ they aren't captured by the two 'warring' community groups, and 2/ there is also some commitment and robust process by council to follow up issues raised and provide feedback on them. Otherwise it's just a talkfest, and simpler for individuals to go individually to council on individual issues, which is not as efficient.
- Starting the conversation is the first step, following through with results & answers goes both ways in the email process, if an informal meeting is an option people would feel more supported & confident.
- Excessive minor issues which staff can deal with can frustrate elected members. Major issues must reach elected officials.
- It needs to be friendly, informal and at a time when the community can come eg after work, after dinner, afternoon tea on a Sunday
- The recent informal meetings in Kinloch with the Mayor have been a great improvement. It would be good to have a couple of councillors allocated to Kinloch to also have regular informal meetings rather than the strict protocols implemented at recent KRG meetings which prohibit meaningful dialogue on issues.
- I would rather raise the issue informally or by email, I would find that more comfortable for myself.
- Email is convenient and can be done at any time. Informality is best as formality can be off putting for some people.
- The Kinloch KRG has been excellent but is a major production and must be expensive for TDC to operate. I would suggest a "lite" version, a Kinloch Forum, held say every 2 months. One Councillor to chair it and one TDC staff person. Less formal than the KRG but communicating any issues to the community. - eg: progress with new water reservoirs, new subdivisions, etc
- Initially email
- "Informal meeting encourages engagement. Face to face dialogue is important in discussion, allows topic to evolve. Provides an opportunity to listen to others knowledge and expertise on that topic. Enables a process for clear direction on an issue. Email correspondence useful for specific questions/actions required. Detailed trail of facts to refer to."
- Put something in writing and then if required meet informally
- "Councillors have a lot on just keeping up with regular council meetings, and attending representative meetings is more time, plus time consuming travel across a large geographical District. We need to allow them the most efficient and effective use of the time they spend on council business. Email is an effective communication tool, as is Attenno and Contact Us, for a lot of queries that residents and ratepayers may wish to have answers on. As there are designated liaison officers for the various communities, Councillors who receive requests, should be able to use these folks to liaise within council, and formulate appropriate responses for dissemination with the appropriate personal touch. Officers already spend considerable time on visiting communities with 'consultation proposals', and this should be the time when councillors make an appearance to support the work, meet, and engage with residents."
- Email creates an audit trail and is clear but an informal meeting where people are relaxed can have their say and constructive discussion would be my preference and it covers all people, not everyone likes to formally put in writing their thoughts but a lot more people will attend a casual group catch up.
- Should have the ability to talk one on one and build confidence and relationships.



## Feedback by Ward – Kinloch

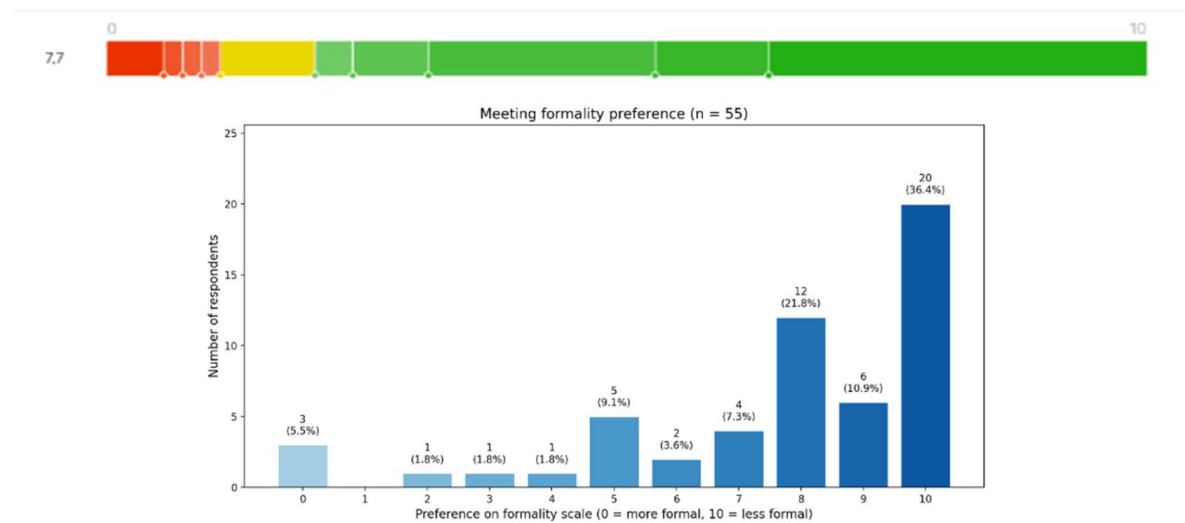
### Q002 If you wanted to raise something with the Mayor or Council:

- I think there is a place for both formal and informal meetings, formal type meetings can be restrictive and even a little intimidating for some people to confidently provide opinion and feedback.
- To start with.
- As above - easier forum to communicate
- The councillors and community reps are all approachable so informal advice can be sought by meeting in person but any important issue can be progressed through the formal meeting which brings it to the attention of council as a whole.
- The way it's been done presently, I feel the Council only tell you what they want to present.
- "I feel the KRG meetings in their current format don't work and should be open forum format were by questions can be asked and answered on the day as I feel we are getting the run around."

## Feedback by Ward – Kinloch

Q003 If you were to attend a meeting would you prefer a Formal (0) or Informal (10) Meeting forum:

- 7.7 overall responses are more informal meeting forum preferred.



## Feedback by Ward – Kinloch

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- Remove dominance of council employees and council appointed KRG Members
- Not sure. They seem very accessible s it is
- Email or phone discussions. Be available to meet by appointment if necessary
- No
- Frank informal opportunities to meet wit our elected officials. After all they are our elected connections to the buracrats.
- Kinloch ran evening Community Catch Up meetings every two months and this was much more accessible for the community to as questions however the lack of formal minutes means some of these good ideas aren't tracked
- Flexible hours. Open office hours including evenings to make it possible for others that are not retired old white people to attend.
- Maybe a forum where we could choose to chat with somebody about a specific subject at an agreed time
- They already have there agenda sorted so as above waste of energy
- i have access to the mayor and we are communicating on a number of issues effecting kinloch
- A coffee chat at a local cafe would be ideal and allow people to raise any concerns or put forward ideas they might have.
- Allow email and or social media interactions so that ideas can be freely expressed
- The current format would work if the community were allowed to engage in this formal meeting. The councillors would discuss their Agenda and then allow the locals to give feedback either during or at the end of the meeting. This would then initiate further discussion or future meetings. Sometimes it feels like the current council Representative Group meetings are on a time frame to fit into the councillors working day. And they need to be finished by 5pm!
- Attendance at meetings by the mayor and councillors. The previous mayor was a member of the Kinloch KRG but he only attended twice. Need a good chairperson.
- Alternative to f2f meetings. Video conference calls as an option and or. Video updates of what's happening which are uploaded onto the TDC site.
- Make sure each Councillor has enough support to respond to all emails within a reasonable timeframe, less than 48 hours. Councillors and Mayor could specify regular times and places where they are available to meet with all-comers.
- An approachable valued feeling towards ratepayers
- Knowing who to approach for each area / issue. Being able to book a time with them through a digital platform that shows available time slots etc, including time slots that suit working people (say 5.30 pm or over lunchtime), hosting online "ask me anything" type forums
- Better processes to capture issues and to provide feedback on them. I appreciate the effort council staff go to in monitoring social media and providing feedback, but there should also be a formalised process where issues can be raised/discussed in a community forum, prioritised and feedback provided.
- The idea of informal meetings is appealing. Not everyone is comfortable speaking in front of a gathering or group.
- An open listening ear followed by actions or genuine replies and explanations
- Meeting at the local hall
- Small meetings (less people) as the Mayor doesn't tolerate a lot of noise.Maybe one or two persons with the Mayor representing a group or streets etc.It could be based on the Neighbourhood Support System as there is a representative for each area.
- Community groups that are formally representative of specific communities within the Taupo district
- see previous answers
- To have informal meetings at a known time and place, but to ensure everyone can have their say, the times of the meeting must be at a time that suits workers and retired members of the village. Not just times to suit the council.
- Semi formal with chance to ask questions

## Feedback by Ward – Kinloch

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- Casual atmosphere, Local venue. Varying meeting times.
- Mayor and Councillors are usually not hard to meet with and talk with.
- Regular community meetings
- Informal structure and setting
- Honest communication
- "Informal meetings - need to have an agenda with listed items, and names of those people raising topics, for introduction. Necessary to have an active, engaged and capable Chair."
- Impressed with the meeting 23 January in Kinloch where you came to meet us and there was informal chats after the meeting with those who stayed around. Nice friendly staff wanting to connect with us.
- Make sure they are easily contactable - which they do seem to be at present
- Availability
- "A six monthly questions and answers meeting at the community hall with tea and cake. Most communities have forums and organisations that can run these, by publicising the meeting, formulating an Agenda and circulating questions or queries as part of the pre get together preparation. Put the onus on the various communities to do the arranging, provide any refreshments and make it happen. Unfortunately, meeting timing always becomes an issue if you want involvement. It's only the retirees who have flexibility. Daytime does not suit those working. Evenings are a problem for young couples with children. Evenings are an imposition for Mayor and Councillors. Greater use of on line media might be useful to cover a wider audience. This may mean making equipment available for use in community halls, as many have internet access available."
- I think the same format as the meeting we just had where people came and listened or asked questions in an informal way, the mayor was also available for a private chat as well, great idea.
- Regular informal catch up meetings.
- Informal meetings in Kinloch
- A 6 monthly informal meeting with mayor
- Informal meetings on location at Kinloch, as has been recently conducted, drawing a large group of locals
- Regular local meetings. Its always nice to have engagement from both sides. And reports back on prior engagements
- Informal more relaxed forum at your own community out of working hours or close to end of day
- To date I have found all the councillors, and especially the mayor, to be approachable and if one is well prepared they will listen and take concerns to the KRG for progressing or the community meeting for further discussion.
- Informal and there should be more time made, available for question
- Informal meetings where we can raise concerns about topics relating to our area.
- Open meeting say like a coffee morning
- Informal, casual, maybe coffee meetings at a neutral meeting place

## Feedback by Ward – Kinloch

### Q005 What topics or projects matter most to you in your community:

- General Kinloch activities and over use by outside groups eg Kinloch Market, Marathons iron man etc and bus parking in the boat trailer area of the reserve.
- Kinloch Kindergarten proceeding. It will provide an anchor for our community going forward, plus much needed support for young families on an ongoing basis
- "I want councillors to treat ratepayers money as if it were their own. Those who live in our community to abide by the same set of rules as apply to everyone else."
- Rates, better parking lakeside in Kinloch, more picnic tables and seats
- "Kinloch special plan, application of the rules. Looking after the special character of Kinloch. Prevention of Maori taking over areas, ie squatting on land. Beautification of Kinloch."
- Town planning, community connections, positive, families involvement in community
- Pet management - Cat and dog restrictions discussed and moves made to improve both in positive ways for all pet owners. Tried raising this over the last few years, 'it's in too hard basket', or 'we'll wait for new council to deal with it. Stop stuffing around and make changes.
- "The Council must endeavour to treat spending as if it were their own money, that includes the ""operational"" spend. It would appear to me that the rate payers can not afford to keep paying large rates increases"
- "What is our money going on. When is the kinloch lake front going to be tidied up gorse over grown . Some new shade trees planted . New treatment water plant situated on main entrance eye sore which was never deemed for that again council do what they like. More police total liquor ban over holiday periods. Kids out of control destructive."
- maintenance of reserves upgrade of facilities and stormwater issues
- "ResourcesStructure planningReserves and playgroundsHall facilities "
- No specific projects, but I want Council to conduct what they were elected to do and provide council services to local residents
- Planning Issues around further housing and lack of infrastructure. Roads, Toilets, community needs. council decisions that affect Kinloch.
- Council plans. Projects undertaken by council staff without adequate consultation with the community.
- Inclusive and consultative communication and decisions on services ie removing rubbish bins in kinloch with dog bins. No consultation undertaken. Public transport from kinloch to taupo would b great.
- It seems local government is trying to do more and more and it is just too much. Every aspect of a building project is inspected ad infinitum, over and over, all creating delay and cost. Some of your building inspectors are famous for being obstructionist and lack basic common sense. This serves no useful purpose whatsoever. Progress has become slower and slower as a result, and more and more expensive. TDC should be policing only egregious exceedences, and leaving the builders to get on with their jobs. Previous generations just got on and did things. What was wrong with that? I am interested in local infrastructure projects, and in what plans TDC has to reduce it's efforts to over-manage every aspect of life. Summary: Do less, get smaller, focus on the basics
- the kindergarten is very necessary, the toilet in the eastern reserve is overdue, more play equipment in the beach front,
- Use of reserves, traffic management / roading, events, public spaces, town centre improvements
- Formal review of Kinloch Structure Plan which is 20 years old now and becoming less and less relevant (reflected in Council planning decisions on subdivisions and building consents in older areas not reflecting its content/intentions) and is now just providing reasons for stalwarts not wanting progress to hold onto the past. Also progressing new reservoir, support for new Kinloch Village development and Seven Oaks based kindergarten, planting maintenance in new Kinloch subdivisions so people can feel proud of the environment in which they live, speed management particularly on Whangamata Road adjacent to the two Kinloch entrances.
- Public facilities & upkeep of shared spaces.
- Accessibility in the community, events, keeping up to date with any changes or progress
- Basic infrastructure, Excessive rate increases,
- Roads footpaths and council keeping public areas clean and tidy .More seating needed in the public areas and parking spaces organised around the main lakefront area.
- Infrastructure as Kinloch develops.Support from the community for Henry Halls next project-a Community Hall/ Meeting place , sporting facilities etc.The possibility of a cap on physical development here to retain the character and community here.
- Infrastructure, environment, community facilities
- "Development which does not comply with the Kinloch Structure Plan. The TDC continually approves developments which do not comply with the TDC District Plan of the Kinloch Community Structure Plan.Maintenance/development of Kinloch domainForeshore parking improvement (main beach area)"

## Feedback by Ward – Kinloch

### Q005 What topics or projects matter most to you in your community:

- "The lack of facilities, we need toilets at the eastern beach. At this time of year in gets very busy in Kinloch, and the Temporary toilet at the marina is not good enough. The water intake for Kinloch is on the eastern beach and I'm sure when it's busy everyone is not making their way to a proper toilet. We have had so many excuses why we can't have permanent toilets. Other lakes like Mangakino have new toilets by the lake. We are told it's not safe, it's a flood zone, it's not our land, all the excuses under the sun. But it's still our intake for our drinking water. It would also be nice to have a fully functional Hub or new community hall, that fits 2026."
- Keeping place tidy
- "Lake reserves Parking and over crowding. Provision of a swim zone on Eastern beach."
- Protection of the environment. Local amenities such as a local medical clinic.
- Anything which changes Kinloch. TDC maintenance work on road berms etc.
- "Transparency Kinloch Kindergarten"
- infrastructure, community facilities, safety
- "Future development especially high density housing, Rubbish control in summer in particular New Years Eve ban on gatherings of young people causing havoc and damage for residence and ratepayers to clean up and pay for."
- "Community facilities. Environment issues."
- "Things are happening in Kinloch - water treatment plant, water reservoir, found the mowing and gardening crew doing a bit more in the area over the last year. Happy to now see something for our rates we have been paying since 2016. Hearing about the Maori's doing what they want to do and the rest of us having to be careful not to upset them. Example - lady from Boat Harbour leaves her car at the mariner (trespassing), so when she goes to town, she boats to Kinloch, hops in her car to go to town and parks it back in the mariner. I believe the mariner don't want to upset anyone, but if we are not allowed to take a boat to Boat Harbour, should she be allowed to trespass on the Mariners land? Interesting to hear in Boat Harbour the water in the bay belongs to Maori's? Hearing local Maori's want to build a shanty town on the eastern end of the beach without sanitation, needing access to the site, also hearing people have been told they are not allowed to jump off the rock. Don't like how Maori's get up in arms, but if they are given money, they will let it pass. Not happy with the way the Government is not being decisive, which makes it harder for local councils, who need to tread carefully. Look what has happened in Rotorua and the shantytowns on the way into Rotorua, trying to get sewerage pipes through to Lake Tarawera and the protesting which caused excessive cost and delays in getting the job done. We also have these shanty towns in Taupo area. Do they have to get resource consent, building inspections, to keep the standard up. "
- What TDC is doing to support the growth of Kinloch
- "The development of a shanty town area on our eastern beach is very worrying. rumours are circulating that this Maori land is going to house dwellings, off grid which potentially will be like the horrid area in 5 mile bay. There is no current access to this site except by water. There are no sewage, water or power connections. The potential for contamination in our lake is obvious should this be allowed to go ahead. I would hope the council will not issue permits for dwellings, or grant access for transport or services through council land. I would also like to see no parking overnight on the eastern beach. If this does not happen, then people who squat on this lwi land, without vehicle access, may park their vehicles here and walk in. This affects landowners on the beach front on eastern beach and also limits parking for day trippers and holiday people wishing to use the beach"
- Kinloch reserves, berms, etc. Taupo always looks beautiful, why is Kinloch left so scruffy, weedy roundabouts, etc
- "The Reserves Management Plan review.-beachfront car parking.- Domain drainage and surface improvements, and reestablish parking arrangements for boat trailers.- swim lane on the Eastern Beach.- outdoor seating and shade.Far greater transparency on where Development Contribution funding is being targeted and spent.Road safety improvements, including review of speed limits for the Village.Assistance to the community and Police, to curb anti social behaviour, which is a growing problem.Assistance with dog control issues. (There are more frequent incidents).More regular footpath inspection and responsive management of problems."

## Feedback by Ward – Kinloch

### Q005 What topics or projects matter most to you in your community:

- "Kinloch remains a safe place where people are free to use the tracks, lake and beaches for their leisure, the community grows and keeps pace with infrastructure and remains the beautiful piece of paradise that it is now. The people who are residents are listened to and actioned taken with local advice a key part of the decision making. "
- "Obviously what is affecting my community specifically but also where are my rates being used, as a rate payer I think it is reasonable to have input as to what the council is doing. Obviously at various times situations arise and they need discussing. "
- "Community is kept safe, good infrastructure, good managed development with adequate infrastructure (Restaurant , supermarket, kindergarden ,) Development of more walking and cycling tracks accessible for all locals and visitors."
- "Eastern beach of Kinloch is rumored to be inhabited by local iwi squatting on the land. This can't be allowed to happen and council should not give them access across council land to get to it. Neither should they be allowed to park vehicles on council land in front of residents' houses on the eastern beach after 7pm at night. Infrastructure in this area. There is no sewerage connection or waste water disposal, so it leaves a potential disaster in polluting our lake. Kinloch residents pride themselves on beautifying our bay. We plant native plants, trap rodents to encourage native bird life. We encourage positive relationships within our multicultural community and with council....we don't need a small group of native iwi ruining our community. We don't want to be another 5 mile bay! 2) New Year's Eve in Kinloch needs addressing. The liquor ban this year was a joke. There was a mass of broken bottles on our streets, on our verges, beaches and gutters. Whilst I don't personally have the answer...there must be a solution and we look forward to this."
- "Eastern beach rumored takeover and iwi building shacks with no infrastructure. No sewerage. No water. No waste water. So... it will all go and pollute our lake. This can't be allowed by council to happen. Access is only via council land, this must not be granted. Where they park? Not in front of my lake front house please. 2) New Year in Kinloch. Couldn't believe how small the alcohol free signs were. There was a huge amount of smashed bottles so clearly alcohol free signs didn't work. A solution needs to be found to keep us safe in our own homes. 3) Dog management. Dogs off leads, dog poo on beaches, footpaths. No one from council monitors the dogs issues we have. There are signs that dogs aren't allowed on beach during the day, but ... no one seems to monitor it"
- "Eastern beach proposed settlement on iwi land. Don't want it turned into a shanty town like other areas around Lake Taupo. Buildings not built to code, drainage, sewerage, correct infrastructure etc potentially polluting our lake. Also concerned about proposed subdivisions, how they change the rules into higher density. Eg seven oaks. New Year's Eve. Liquor ban was not enforced and youths out of control, consequently broken bottles on roads, beaches and footpaths."
- Infrastructure, maintenance, future development and plans for Kinloch
- The general one within Kinloch. The land creep of the (some) Maori. And the threats of what's to come.
- Safety & security, Kinloch remains safe and access to tracks and attractions remains as it is now
- As Kinloch is a community growing extremely quickly, any projects which are for expanding infrastructure or facilities is important to Kinloch. For example the Kindergarten/community hall build and the new store build are critical facilities that are necessary for the community as expressed by its members. Attention has already been paid by the council to increasing sewerage and water capacity and these will both need to remain in the spotlight for the future. Further concerns expressed by the community are beachfront development and parking, marina parking and maintenance of the parks and reserves as there are many large and now elderly trees that need care. A tree register could be considered to mark any trees of significance e.g. the wonderful Lombardy poplars on both beach and road approach which are so iconic to Kinloch.
- "Holiday periods with broken glass and out of control teenagers. Parking on the beach front should be sealed to get rid of dust. Kinloch Road needs re-sealing to get rid of tree roots"
- Kinloch has a big problem over the holiday periods (particularly Christmas/New Year) with the volume of young holiday makers to our beautiful area. They have no respect for public property i.e. broken glass, smashed or removed letterboxes, public toilets jumped on and broken off the walls, used condoms left lying around and general disrespect.
- Maintenance of the domain and certainty over use of Maori land at the end of the eastern beach
- Loss of Kinloch "village" atmosphere. Kinloch getting too populated with very little or no infrastructure to support growth
- community facilities- youth activities- climbing wall. BMX tracks, Kinloch beach open access for all

## Feedback by Ward – Kinloch

Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- The inadequate hall.
- Kinloch hall
- Wherever suits them on a meeting room or office environment
- "Local community hall"
- Kinloch community hall.
- Flexible - during school hours its easy in town, maybe even 30 mins before school pick up. Evenings in Kinloch
- In Kinloch or via MS Teams
- The Council meeting rooms or similar, library, great Lake Centre etc
- Town
- at kinloch or in taupo whichever suits the mayor
- Until a new cafe is opened, I suggest either the Kinloch public Golf Course or the Jack Nicklas golf course cafe
- I want to communicate via email however a "town hall" environment may work, although the loud and angry seem to take over those events.
- Our current community hall in Kinloch.
- Either Kinloch Hall or at Council HQ
- In kinloch come to the people. Understand with work pressure cannot always b f2f then use technology
- Any handy private room. eg: BNZ partner offices, back room at Suncourt, upstairs at Dixie Browns etc. Best to not be at the TDC headquarters. In Kinloch for Kinloch, in Mangakino for Mangakino etc
- Honestly having had intimate experience with council workings people who want to access council will do so making yourself available on regular basis to all is not your job
- A cafe in town, or in my own community.
- Kinloch
- Our Community Hall is ok as are catchups on the lakefront reserves.
- Kinloch
- Kinloch village.
- The local hall
- In Kinloch I would recommend an outdoor meeting on a good weather day on either of the Tennis Courts(( the Domain and /or Lisland Drive.Mix and Mingle.The Hall gets too hot and too noisy
- A community hall or similar
- Currently the Kinloch Hall
- The old community hall in Kinloch, at least you would be inside if it rains or it's dark.
- Hall
- "Kinloch hallKinloch Golf club cafe."
- Local hall.
- At the community hall, every couple of months, same late in the day times as before.
- Kinloch Hall for general meetings, or coffee meetings by arrangement
- Community Hall and/or TDC HQ
- Kinloch Domain Hall
- Local hall



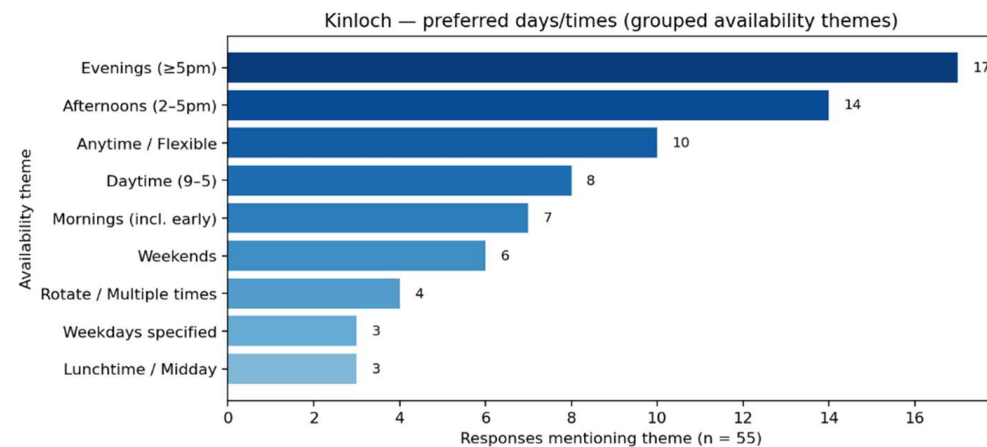
## Feedback by Ward – Kinloch

Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- I think Kinloch has a good, concerned community who will happily meet him in Kinloch. If it is on a personal basis, then I think we would go to town to see him.
- Local in Kinloch, say every 2-3 months
- Kinloch hall
- Kinloch hall is ok
- Kinloch Community Hall at the Domain.
- Down at the lake worked well
- Kinloch
- Informal meeting held in Kinloch
- Kinloch hall
- Kinloch hall
- Local kinloch hall
- Kinloch
- Kinloch community hall
- Kinloch marina or beach area
- The KRG group in Kinloch has been ideal
- Domain Hall
- In our Kinloch Domain Hall.
- Council office
- Perhaps Council Chambers
- Kinloch village hall

## Feedback by Ward – Kinloch

Q007 What day and time works best for you?

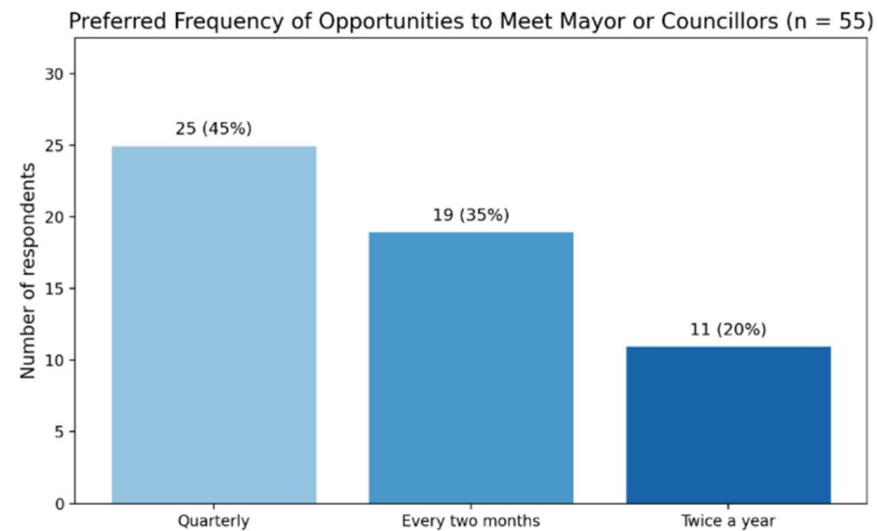


There's a **broad split** between people happy with **Anytime/Flexible** (28%) and those preferring **Afternoons** (28%) or **Daytime 9–5** (22%).

**Evenings** (20%) and **Weekends** (11%) remain important to **reach workers and families**, with several comments explicitly asking Council to **mix the schedule** (13%) so different people can participate.

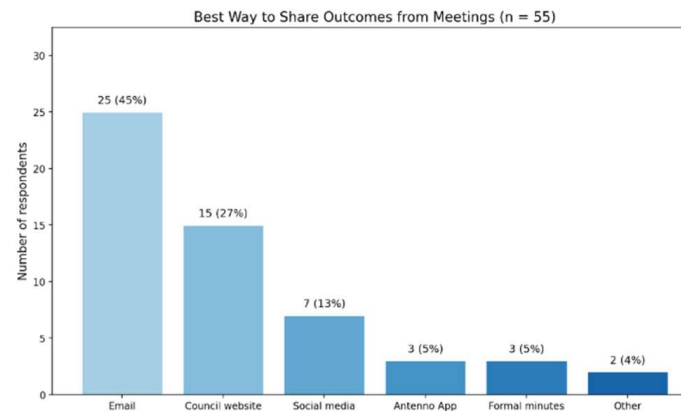
## Feedback by Ward – Kinloch

Q008 How often should these opportunities to meet with the Mayor or Councillors happen:



## Feedback by Ward – Kinloch

Q009 Whats the best way for us to share outcomes from these:



- "Important to have minutes but formal ones such as for council sub-committees probably not necessary. Posting these on social media would be helpful so non-attendees have easy access and see things being done rather than having to go and look"
- + social media. Your CD Taupo person is the best social media person out there - get them to do the updates, not the boring people!
- all relevant meeting decisions and agreements etc via email format.. I guess in a format that most people could decipher and totally understand
- email or formal meeting with action list and timetable on actions
- Combination of Socials and website
- Hard copies of minutes at the next meeting.
- TDC website, email, minutes, and social media - all are useful
- If people don't attend will they read?
- Council could set up a Kinloch page on its website with minutes/records of the discussions/issues raised and provide feedback through that channel. Alternatively social media is an option if more regular feedback is available, but it does have the downside of encouraging inappropriate/rude/unhelpful comments. Feedback at the next meeting at a minimum, which is not something the representative group has been consistent with/ good at.
- Meetings do not need to be regular unless issues are identified. Be efficient and consult or meet as needed or asked. Tangible outcomes are essential. Box ticking is a waste.
- Council website or email would be fine, I'm not on a social media site and the older generation may not be too technical.
- I don't use social media.
- Email is most convenient. Not everyone is on social media. Website can sometimes be confusing.
- Council website, formal minutes with allocated tasks, and have these posted on the Kinloch Families Trust Facebook channel. This channel allows community feedback ( which the old KCA facebook doesn't do )
- All of the above

## Feedback by Ward – Kinloch

Q009 Whats the best way for us to share outcomes from these:

- Kinloch Families Facebook OR Kinloch Association Facebook page
- Posted to community social media
- Not everyone does social media, me included. But does everyone have Antenno app, I do! It would be the persons responsibility to check the Council website. Email to everyone who pays rates in the district should get to everyone, I think.
- Maybe a specific email if that is appropriate .
- Or by emails if sensitive or personal
- Social media is ok as well
- Council website if the frame minutes can be accessed here and the mayors "Kōrero " was also a great source of information for Kinloch
- By email or Antenno

## Feedback by Ward – Kinloch

### Q010 Any other comments or suggestions?:

- A two monthly community forum led by a councillor would be good, and would ensure independence, ie not dominated by any particular interest group or any accusations of that
- VERY IMPORTANT TO CONTINUE HAVING COMMUNITY MEETINGS.
- Its vital to have not only the councillors but also senior staff connect with communities to understand what each area really values and how we can effectively use resources - Council, private and volunteers - to achieve the best outcome for each region
- "Community snapshot available for all to see. Simple, informatic, pictogram, so all can understand and get the basic information in their heads before wasting everyone's time in meetings. So much time is wasted on rants and answering the same questions each time, each meeting. Info should be- number of people in Kinloch (normal + holidays)- Basic knowledge of water and sewage abilities/capability- Kinloch plan basics- Representatives and roles eg, local vr central, is a local dedicated/point person to Kinloch or other towns, what responsibilities and influence do they have- Keep it short and sweet with basic vital information."
- "I believe the Council has an obligation to make all its best endeavours to inform people of decisions that will have an effect on them and the people of the district. It appears that some information is in a format that makes it difficult for the average person to completely understand eg legal/Govt/ agreement type of documentation. Can these documents be simplified into the actual ""effect"" on the public?"
- have yried dealing with CEO and executives without much sucess the anmswer always seems we dont have any budget
- I do not wish to have a kōrero with anyone in council! I wish to chat, meet or talk and get so put off with the Councils tendency for Maorification in everything it communicates. Any demonstration of woke means I won't engage with council.
- "The current format of having Representatives from the .community of Kinloch works. It is the format of those Representative/ Council meetings that doesn't work. Excluding residents from having a voice about the issues being discussed is the problem. There are so many issues still unresolved in the village like an Eastern beach toilet, parking in Kinloch, the road surface on Kinloch Road, the quality of the children's playgrounds, and the lack of a community hub for this expanding town. "
- Meetings should probably be in the various locations, eg Mangakino , Kinloch etc
- You have been voted on get on with it.
- Loud voices from active individuals or groups in communities can drown out the silent majority as you know - it's a tricky balance for Councils. Finding effective ways to connect with those that don't usually have the time or energy to engage will show different view points that are important to hear
- Just to reinforce that a Council representative group is a great opportunity for Council to be seen to be supporting the community as a whole, and to do that it needs to be agnostic to the KCA and Kinloch Families/Families Trust, at least until those two factions can agree to work together for the benefit of the community as a whole.
- Thank you for the opportunity to comment.
- Controlled group meetings are great when identified issues are needing input. Calendered meetings without prior information can just become a box tick exercise. I suggest meetings when issues need input and a semi formal format BUT formal control when necessary.
- It's good to see that the TDC is open to change for the benefit of these communities .
- If we are talking about the Mayor coming to these meetings, he needs to come. I've never been to any meeting in Kinloch where the last Mayor came. All I heard was, the Mayor gives his apologies, unable to attend.
- Ensure people feel listened to. We don't expect to get everything we ask for but we do expect our reasons for asking be considered.
- Best for TDC to align with the comms channels that are there already. The Kinloch Families Trust is by far the most pro-active and forward looking community group. The KCA group is more rearward looking, more negative.
- "Kinloch could have community meetings along the following lines:  

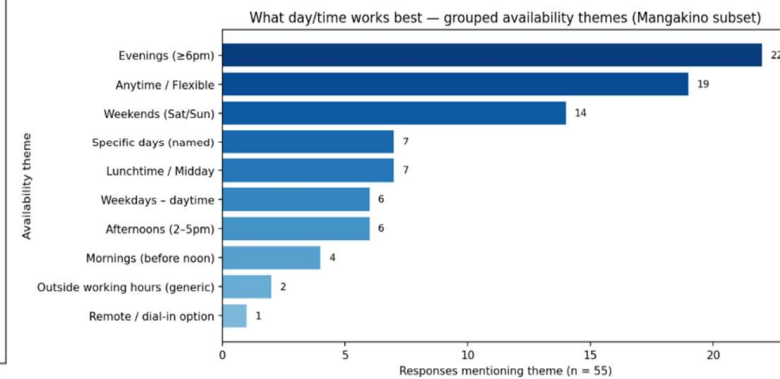
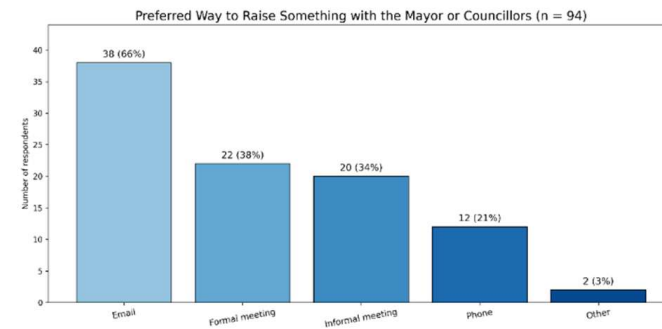
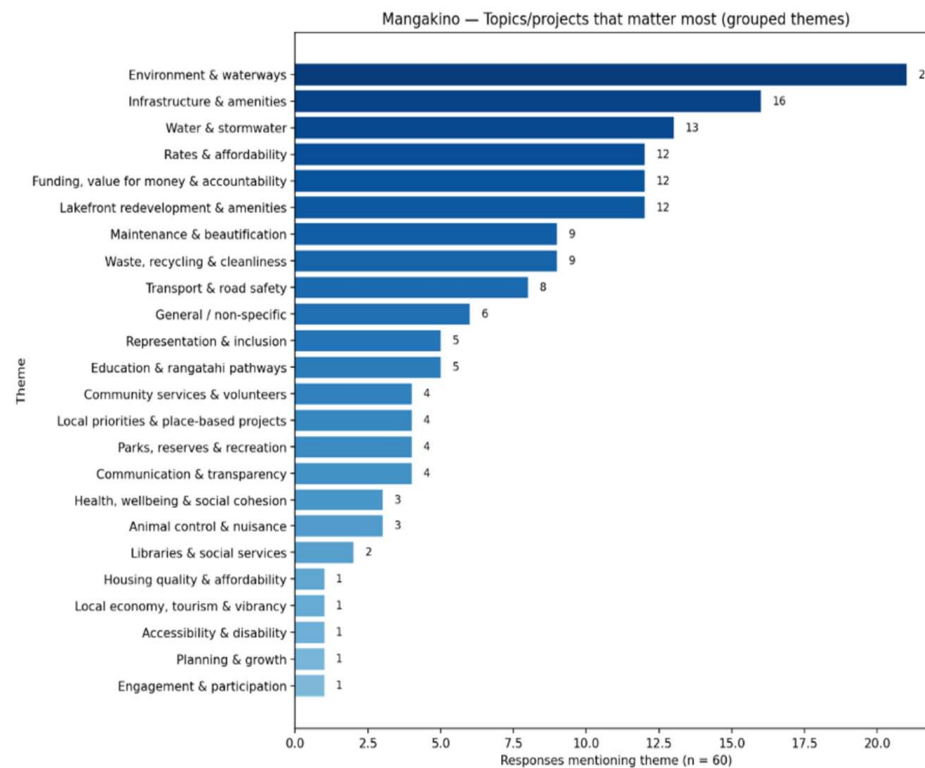
Name:	Kinloch Forum	Frequency:	Every two months	Notice:	TDC notices, Kinloch Families,
KCA Facebook pages and emails	Format:	Set start and finish time (say 7pm – 8.30pm)	Chaired by a Councillor (possibly but not necessarily the same person each time)	Notes taken by Claire who will follow up on issues and report back at next meeting	Participants:
Livestream to enable others to view – preferably on Kinloch Families Facebook page as this platform provides for feedback	Agenda:	Kinloch public – individuals only, no group representation	Invited senior TDC officer(s) if appropriate for particular issues	Agenda	TDC Councillor
and Liaison person (Claire)	Apologies	Notes from previous meeting(s) and Claire's report on actions	Other Matters arising	Invitation for other topics to be discussed	
Chair rules"	Topics raised from the floor as above	Actions going forward	Protocols	Courteous and respectful behaviour at all times	

## Feedback by Ward – Kinloch

### Q010 Any other comments or suggestions?:

- Understanding the unique make-up of a region, and the value of community members - long term experience living within the local area and community, specific and specialised skill sets available within the community, the willingness of the community to come together to support initiatives, the willingness of the community to work in partnership with council for mutually beneficial outcomes. Lose some red tape and lengthy process that hinders things being attended to. Simple is best.
- The TDC should align with the Kinloch Families Trust. This is run by the bright sparks who got booted out of the old KCA when it was captured by Tim Brittain and co. The KCA has become stultified and backward looking. example: it was the Kinloch Families that provided the excellent live video of the KRG meetings. Much appreciated by the wider community.
- New years eve in kinloch is a disaster. Despite promises of security and increased police presence, the crowds of youths are not controlled. The liquor ban was ineffective demonstrated by the amount of broken bottles on the streets and verges.
- "Most communities across the District have formal and informal ratepayer/associations that already engage with Council. Put more onus on the District communities, to list their priorities and timing for community projects that are submitted during the LTP process. They should be required to be realistic, and officers could provide more information around funding costs and The present practice of Councillors decided what goes forward into successive AP's, can result in lobbying, and pet projects getting priority ahead of the overall community view. Officers could be engaged to assist with decision making"
- Great initiative from Mayor John, he is trying to bring the people with him and doing a great job, that's what councillors are there for to support the people in their community, great start John.
- Communication is key, and particularly getting the answers to the issues.
- My observation is that Council does a good job for Kinloch. The residents of Kinloch whether permanent or own holiday homes have a deep pride in the village and surrounding area and has a result have high expectations of the council's plans, development, priorities, rates and funding allocation. Communicating and providing information at a high level on a regular basis on the key points of council activity will support an active relationship between council and the residents of Kinloch and surrounding area.
- Kinloch needs to remain the safe beautiful piece of paradise it is now with growth not outgrowing infrastructure and things like the district plan rules adhered to
- I understand that the Council may be attempting to reduce costs but the formal KRG committee preceded by an informal meeting run by the community, gave Kinloch a good platform for issues to be heard and acted on without a 'free-for-all' unproductive environment. A formal meeting ensures that all of the diverse voices of Kinloch have equal opportunity to have a say and the councillors can consult in a positive way with the community representatives to find a way forward. Better use could have been made of this very knowledgeable group to consult on any issues concerning Kinloch which council had to deal with.
- "The Kinloch Community is concerned about the future development of the Maori Land at the Eastern end of the beach and the access across Council Land from Keitha Place. We need confirmation that this won't end up a 5 mile bay and that any buildings must be to Taupo Council regulations ie plumbing and drainage etc."
- The Kinloch Community is concerned about the Maori land at the Eastern Beach end. We have heard that the Council is looking to provide access to the said land over Council property at the end of Keitha Place, if this happens we are equally concerned that it will become another Five Mile Bay debacle with shacks. I hope that any buildings built/or put on that land has to abide by Council Regulations and Resource Consent i.e plumbing, drainage and a building permit. I do not feel confident enough in our Council to provide us with truthful answers to our questions.
- No further comments
- "Improve Scotts landing launchway for small boat access to the water. Information campaign for jet ski/swimmers/small craft users for safety of all."
- Chair rules"

## Overview by Ward – Mangakino Pouakani





## Feedback by Ward – Mangakino Pouakani

### Q001 Have you attended one of the representative group meetings:

- Funding applications, great to get information about what is happening in the community
- "It was good I enjoyed the formality however I feel it needs microphones as I couldn't always hear those that were speaking councillors, rep members and public."
- Yes I have been the community representative for Mangakino and Whakamaru
- Very little local requests presented as our representatives didn't appear to consult with the community. The main happening seemed to be feedback from council on the different projects that they're working on, which was always interesting - keeping informed of what council was up to.
- Have always been at work while they were on, but also, anything that was needed in my community was well represented by my local rep on my behalf.
- It was good, I liked the public forum and how our councillor and the staff often answered questions that we had or came back to us with answers. The hui were good for keeping us up to date on what was happening in our hapori. It made us feel like we mattered enough to have such a hui. I must say it was hard to remember when they were on, a bit more advertising of dates/times would be useful please. Id like an evening or weekend time too as can't always make the times and day scheduled due to mahi. The agendas were also helpful to keep track of things as well. I think it's important we keep these going
- No time
- They're held during work hours
- Have been put off town
- These are always run well. Why would you need to change what works well.
- A well run meeting by Kirsty Trueman. Democracy on display.
- I have never had any need to attend.
- Lack of information about when and where meetings were on and the group seemed to be a closed group
- 5 mins is not a long time for something that the community is passionate about. Disappointing that no decisions can be made at these meetings. It would be great if the new mayor could make the effort to attend.
- I've not seen notifications. I would usually look to one of the community Mangakino fb pages for this type of notification
- The meetings are informative, the formal protocols could be seen as stuffy if you were not familiar with them.
- Informative
- It feels like a closed group to me.
- Inviting optimistic interesting and handsome on
- Be nice if our reps where there and not just apologies
- little frustrating it seems more driven by council than community and reps not always there some almost never
- Normally not available at the time
- They are great for the community, however These meetings could be better held in the weekend so more community members are able to attend, also it would be great to video the meetings so those that cant make it can go back over it
- Great for funding
- Very informative Appreciated knowledge given and feeling part of organisation - community
- Councillor meeting
- Not sure why - perhaps this might be something i will start attending :)
- I didnt know alot about the process but have learnt more recently

## Feedback by Ward – Mangakino Pouakani

### Q001 Have you attended one of the representative group meetings:

- I live between Mangakino and Cambridge and follow the local councilor social media pages, local social media groups, ,updates, a talk with neighbours in the community.
- They were very good it was a good chance to have your seat and at least have your thoughts recorded
- Interesting talk about what was needed for OUR area. Also represented several groups applying for the funding available.
- Mostly venues and times
- Although long term owner of property have only recently moved permanently
- Unsuitable timings
- Timings haven't been right with work/child and other events
- Very positive and engaging reps.
- Good to see such commitment and activity for our town and district
- These are held during the weekday while I am working. Would be great if they could be live streamed and also recorded so could watch later or held sometimes at night or weekend
- Hard to hear
- Good
- There is none applicable to my area.
- was not on right day or time
- cause i'm working when the meetings happen
- I work full time in Rotorua Monday - Friday so attending meetings during the day is not an option.
- Trust our representatives to keep us in our community informedthrough monthly hall meetings & weekly newsletter
- Good
- Work commitments

## Feedback by Ward – Mangakino Pouakani

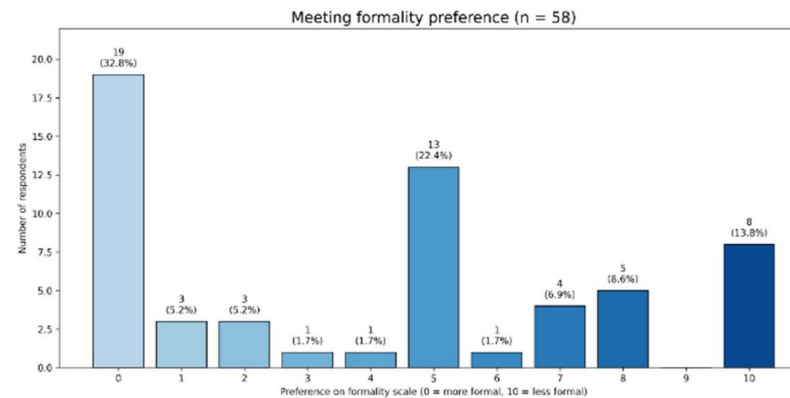
### Q002 If you wanted to raise something with the Mayor or Council:

- I believe that we need to have a process where residents have a meeting and bring those issues to the rep board meeting, individuals should be able to approach their councillors however if for whatever reason they aren't able to then emailing and cc in the mayor. I do believe that any meeting needs to be documented so we can keep track of what's happening to specific issues
- "It's important to have a trail of requests and feedback via email. Also informal community meetings might be a great way to hear the wants and needs of the whole community."
- Anything less than a formal meeting can be manipulated (yes, even emails can be forged), so unless proper minutes are taken, then only formal meetings are the way forward.
- I would move to formal meeting if necessary
- I have no trouble in expressing myself so a direct approach fits my style. I am nonconfrontational but I am direct and enjoy using humour to get my point across.
- I think it is always good to have some formal record ie minutes
- These modalities allow flexibility.
- I generally use email as I'm busy and often travelling for work it costs me a days wages to have a quick five minute talk as I need to structure a whole day and possibly the half day prior to be in a physical position to meet in mangakino or taupo
- I would contact Hope and i would be guided by the best course of action, if that meant sharing at a meeting I would
- Formal meetings if "time" is not limited by Council
- I would contact Hope and be guided about the best course of action - if that meant sharing at a meeting I would - if good for environment and community (heart heart)
- I support proper records of community feedback through documented correspondence and meeting minutes.
- It would depend what it related to but wherever possible i would go through the rep group.
- Through the local representative group
- In person conversation initially and direct email .
- All of the above - the representation group strengthened and promoted as a space for that with the community =can do that. It is not widely known that is a means for that support to the community
- I possibly prefer actual face to face meeting
- I probably prefer actual face-to-face meetings - either formal or informal
- Face to Face
- I have found our councillor to be responsive to both email and phone

## Feedback by Ward – Mangakino Pouakani

Q003 If you were to attend a meeting would you prefer a Formal (0) or Informal (10) Meeting forum:

- 4.1 overall responses are more formal meeting forum preferred.



## Feedback by Ward – Mangakino Pouakani

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- This would depend on what the topic to be discussed. But formal meeting where the floor is open for a certain amount of time for the general public to be able to bring up questions or concerns.
- "I believe that our councillors need to look impartial and practice restraint where needed. Our Mangakino councillor I believe has potential but her reactions can come across confrontational. Claire Dredge is an amazing community liaison and many have worked so hard to bring council and community to a respectful position. At the moment our present councillor does not present as someone who would be open to differing opinions or ideas "
- That they advertise various days and times they are in town and available for chat prior to formal meeting
- Community meetings in the evening so everyone who's interested can attend.
- Ensuring you have enough reps available in the community that cover all needs - ie. Elderly, Maori, Boating etc.
- "Define good conversation. If I had a specific issue I would raise it with my councillor or bring it to the public forum. If I wanted to have a conversation about something Taupo related I'd speak to a number of their councillors via email so it's recorded. If I wanted a specific conversation with the mayor I'd request an appointment. If I wanted casual chat not recorded with any of the councillors or the mayor then I'd see when they were going to be at functions and catch them then. The point of our rep groups now isn't just good conversation, it's documented issues relating to our specific area. Yes council and community need a better relationship but that isn't going to happen by taking away our formal voice and deciding things for us, we already feel left out as it is. A better relationship will happen with more openness, more details online and in the paper (which we don't get out here sadly). And make council things easier to understand "
- Trust. Feeling like you are genuinely being heard, not just ticking a box.
- Communicating in one language. Not same mash up
- Make yourselves available on a regular basis, alternating with during and after business hours
- An open floor informal meeting early evening so workers can attend
- The Mayor and Councillors need to be approachable and without their own agendas
- With the Representative groups its very easy now.
- People who don't talk down at residents and treat everyone with respect and kindness they deserve. Mayor and councillors to use every day language for those who may have limited language skills or understanding of local government and community terminology.
- "Regular and often. Fair for all. The person needs to know and understand the communities they serve and spend time in them often. Get to know the people who live and serve in these communities. You can't exclude certain communities because you have personal conflict. "
- Availability - perhaps office hours monthly or every two months - to listen to issues in community
- No fear of repercussions from the community and confidentially assured. Not on Facebook.
- Live streaming with the ability to join online.
- I have always been able to pick up the phone to talk to our local councilor or the Mayor, or spoken to them at community events. Attending informally arranged community meetings are a good way to "talk" to them if you are not confident enough to call.
- To have regular forums
- The meet and greet meetings of the past have been exactly that. Friendly but a waste of time. Could not discuss anything of value.
- Remain anomalous
- Just an open honest safe environment to freely korero
- Interesting I read people as part of my job often I can see confusion to I'll say distaste before I even speak. How do we combat that training I would say
- I think having 2 councilors in any meetings to give balance. clear rules set by council for any meetings
- Different times of the day including evenings
- Being in Mangakino, it would be great for the new Mayor to come here and get involved in our community.
- meetings or phone call - face to face
- Face to Face

## Feedback by Ward – Mangakino Pouakani

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- Kanohi ki te kanohi - Face to face
- having the opportunity to meet and discuss overall topics
- I'm keen on keeping up with all things bright and beautiful in Mangakino
- Regular meetings attended by more than just put local councilor would be great so we know that issues raised by the community are being actually passed along. Informal coffee mornings at the local café are always a hit
- Have a fun day park day and have him go around and korero
- "Accessibility through designated meetings. This is common place throughout new zealand. I have attended formal meetings in the cambridge area and it is great to see residents concerns heard and minuted for follow up of actions at future meetings. "
- If there was a structured meeting led by local representatives that the mayor and other council staff attended
- I don't think they actually listen much to us in Mangakino. We have always been the bottom of the food chain. At least with the rep group we have someone in our corner.
- Have fewer items to discuss don't try to discuss eg 5 or 6 an post on the outcomes
- I work 5-6 days so having someone local to talk to is key
- Having a representative to speak for and about concerns for more rural areas, our needs are different from those who live in the convenience of Taupo. I expect to see improvements in my own rural community with my rates not for new traffic lights in Taupo. That's an improvement for Taupo residents not my community. Keep the representative groups to speak on our behalf of rural residents in the region. I'm not a 'Townie'!!
- Being able to email your issue/query first to of wanted to be anonymous, To add to discussions. Some people don't like causing issues but want answers.
- Trust. Conversation is easy but need to be sure that outcomes are followed through on
- "Retain and strengthen the current Representation Group - Our past community boards were very useful: Having good conversations with the Mayor or councillors is important, but for Mangakino this works best when it happens through structures that already recognise and protect representation. The Mangakino–Pouākani Representative Group provides a consistent, trusted space where Māori voices are present through a marae representative and a Māori community representative. This is important because Māori are not always well represented in general community forums, and without a defined structure those voices can be easily missed. Under the principles of Partnership, Participation, and Protection, the Representative Group enables Mangakino and our marae to: Participate in a way that reflects our tikanga and collective voice. Maintain continuity and accountability in relationships with Council. Ensure Māori perspectives are heard alongside, not diluted within, wider community discussion. More informal conversations with elected members can be useful as an addition, but they should not replace a structure that ensures representation and equity. For Mangakino, the Representative Group makes it easier to have meaningful and safe conversations with councillors because roles, expectations, and Māori representation are clear. If Council is looking to strengthen engagement, the focus should be on supporting and improving the Representative Group model — not removing it — while adding other engagement options where they add value."
- After the formal meeting could have say hour to have a cuppa and a chance to interact with the mayor or councillors
- Just being a bit more available. Though Kirsty Trueman did a good job attending our meetings and we are hopeful that Hope will do the same
- Nothing, I already have good conversations with the mayor and councillors
- Information. Be seen in the community. Attend community activities often advertised in school newsletters.
- councillors
- Anything we need in Mangakino & Whakamaru
- We do need a formal format so as to record minutes and issues. Otherwise, it will become a he said she said scenario if something needs to be addressed.
- We have had great response from the previous mayor to any community issues raised
- Nothing connection is good
- Easy contact for phone calls

## Feedback by Ward – Mangakino Pouakani

### Q005 What topics or projects matter most to you in your community:

- Anything that directly affects the community or affects where our rates are going.
- Our water quality our lake is infested with claims and ongoing Algae issues , our isolation from emergency services.. our community relies on volunteers for emergency so it's imperative we have a healthy happy community one where people would be willing to volunteer
- Whakamaru- maintenance of assets and communications with local members
- Not overspending on the lake front development - putting some of that money towards beautifying the wider environment. Make Mangakino beautiful.
- Cohesive ones that help make our community thrive and bring us together as one!! We don't want much, but we do want to be heard!
- Our lakefront, our funding, knowing where our rates go
- "Maintaining our identity. Protecting the environment. Getting rid of all the stray cats."
- Mango lake front dev
- Funding for local projects, rubbish, clean waterways, safety, transport
- "Rates and valuations Lake water qualityPoison drops on golf course and in bush areas"
- Community unity and wellbeing
- Waste of resources within council and the slowness of any action.
- "Fair rates on our homes and we are fully aware of where the money goes and how it will be used. Libraries and other community services "
- "HealthEducationYouth "
- "The quality of the Waikato river and the Maraetai Lake - I am quite angry about the degradation of our lake and river - the continuation of the ""right to discharge"" into the lake by the Tokoroa Mill and into the River by Taupo Council and Wairakei thermal generation THE LIBRARY!Footpaths (Accessibility for disabled and older people ) and signage Gardens and the entry roads into Mangakino need to be welcoming - the place is looking tired Lake-side park development and tourist development - vibrant business and welcoming atmosphere! Visitors, the holiday-makers who come here and the tourists to Mangakino including welcoming the river trail users and cyclists "
- Speed limits and engine brake restrictions in Whakamaru, the state of the lakes, which I appreciate is a regional council problem but would like this council to put pressure on them to sort it out, local roading & dangerous trees on Pokuru Road North
- The current and on going care of the lake/water and the lake front upgrade. Community events, health and wellbeing
- "Our Lakefront is a disgrace. This has taken far too long to get moving. The state of the actual Lake and waterways are a HUGE concern, TDC should be seen to be doing much more to protect our Lakes."
- The Lakefront Redevelopment, the water quality issues with clans and algae
- "Freedom camping, lakefront development. Water quality of the lake."
- Local issues
- Rangatahi programmes
- Rates, maintenance, proactive on things like dog control
- lakefront development- facilities/activities for older community- quality of lake water
- Lake front development. Lack of disability parking
- "-Local Representation and engagement-Infrastructure and essential services-Infrastructure improvement-Care of Te Taiao -Water quality -Community Connection"
- environmental
- Rangatahi Programmes

## Feedback by Ward – Mangakino Pouakani

### Q005 What topics or projects matter most to you in your community:

- "environment" and everything else
- Council overspend, increased rates: Justification required
- All of the above
- Footpaths to be completed please. Not only for pedestrians but control of dogs, broken footpaths that need mended
- "Getting the lake front sorted and have council actually help us deal with the lake issue which has affected us immensely in the recent years. Also maybe some more things for seniors "
- Children parks, need better one up town
- "Lake front redevelopment.Water metering.Lake water quality. "
- That's a very loaded question and there's a lot of things that matter
- Childrens play equipment and sunshade. The reserves and their use, love the disc golf course. Support for our volunteer fire Brigade and St John.
- Lake front eg water health
- Keeping the lake clean supports local business and community
- Keeping our area clean, serviced and maintained as is currently. Locals need to have a say in what they would like to see improved in their community
- "Road safety on rural roads -we live where there are many crashes School speed safety around marotiri school"
- Water distribution to farming and non farming residents. Cleaner streams. Road maintenance.
- "I can't speak on behalf of the whole community. However, as a Māori health provider based in Mangakino, these are the topics and projects that matter most from our perspective and experience working alongside whānau.Supporting community-led kaupapa that build local capability and bring residents and visitors together through non-commercial, inclusive activities.In Mangakino, the issues that matter most are those that directly affect whānau wellbeing, identity, and the long-term sustainability of the community, including:Recognition and resourcing of the Māori communityEnsuring Māori voices are meaningfully included in decision-making and community initiatives.Housing quality, warmth, and affordabilitySupporting healthy, warm whare and enabling whānau to live locally without being priced out.Community infrastructure and essential servicesInvesting in local facilities, transport, and services so Mangakino remains a connected and liveable rural town.Environmental care and whenua-based initiativesProtecting and restoring land, waterways, and ngahere in ways that reflect kaitiakitanga and local knowledge.Opportunities for rangatahi and whānauEducation, training, employment pathways, and safe community spaces that help families thrive.Genuine engagement and representationEngagement processes that recognise Mangakino's unique context and ensure Māori communities are not overlooked in district-wide decisions.These priorities are interconnected. Addressing them together strengthens whānau, supports community resilience, and builds a stronger future for Mangakino"
- "RatesProjects that affect MangakinoAccountability"
- roading, water, scheme
- Roading, water scheme
- Maybe about the area they are in eg Kinloch, Mangakino, Turangi
- Rates
- Marae issues, Maori representation
- Farming related. Rates spend. Support. Information.
- need to look a better public toilet in whakamaru
- Lake - Youth chid (child?)
- Water allocation issues and rubbish collection
- "Maintenance of local hall. Weekly Recycling & rubbish collectionRoad safety"
- Rep groups!
- Support of local resources



## Feedback by Ward – Mangakino Pouakani

### Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- Within the community
- No idea perhaps our Mangakino hub
- Cafe
- Gauging the communities interest/support on a topic would best take place at an evening community meeting.
- Mangakino!!!
- Again, depends on what for. For a formal council meeting for our ward I was always happy where we had them previously, all around our rohe.
- Mangakino
- In mango
- If not locally then at council building
- "St Johns HallThe HubThe Marae"
- What has happened in the past with ward meetings has worked well.
- Anywhere,in Town , Rual ,( Tirohanga Hall) formal or with a coffee in hand. You name it not a problem.
- In a place that is agreeable between the mayor or councillors and the residents.
- Mangakino
- Mangakino Taupo Council offices or the Mangakino Hub for Community meetings
- Whakamaru. What about hiring the squash club?
- Mangakino
- "There are plenty of local options available for meetings."
- In Mangakino
- "The hub. The cafe has been used a lot, but it conflicts with the meetin purpose. Agenda and minutes would be an improvement"
- "Mangakino"
- Uptown library
- One of mangakinos issues is clicks I would move the meeting sites around. Also I believe these venues should not be charging like wounded bulls we all bitch about rates so let's as a community keep them down by keeping our charges to council reasonable if not all meetings to be held on council property
- Sports hub or St Johns
- In my community
- The community Hub for more formal hui, and for more a more casual meet, the local cafe has always be great. also if the meeting is regarding the lakefront or Taiao then just casual walk and chat in that specific area
- Library in Mangakino
- Marae+ CEO Mangakino
- Mangakino Face to face meetings
- Any time as i am retired. Also do have appointments can work around them
- The library is great or the cafe for meet and greet or informal meeti gs
- Town centre

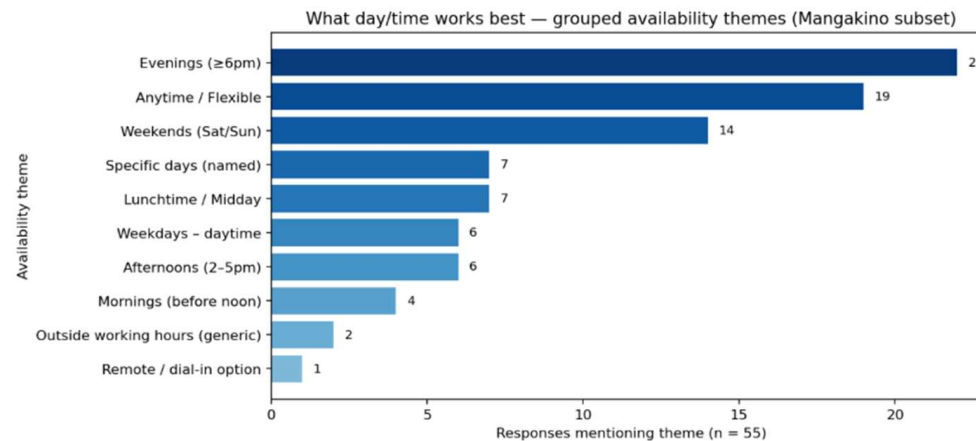
## Feedback by Ward – Mangakino Pouakani

### Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- In Mangakino.
- And a community hall and a public environment where what is said countd
- The boardroom at the council office seems to work well. For a larger meeting, maybe the community hub.
- The hub
- Due to work after hours is the only time available
- It should be normal for them to travel to the outer communities they serve in order to understand and learn how that community is different!
- Individual's issues should be acknowledged and meeting times arranged as suitable. Tirohanga Hall is convenient for group meetings and farming community.
- "In Mangakino, at a local, neutral and accessible community venue (such as the community hall or another familiar local space).Meeting locally makes it easier for residents to attend, supports open kōrero, and reflects the importance of councillors coming into the community rather than expecting people to travel elsewhere.I"
- After a formal rep meeting otherwise by appointment
- Tirohanga hall
- Tirohanga Hall
- Council Building hall
- Mangakino
- Mokai marae
- A farm where we can see the impact of council activities - ie a field day to explain how council has made/is making a difference for the rural community.
- cafe
- Any building available
- At the local hall or on site of issue
- At a hall meeting
- At the rep group
- Either in town or local hall

## Feedback by Ward – Mangakino Pouakani

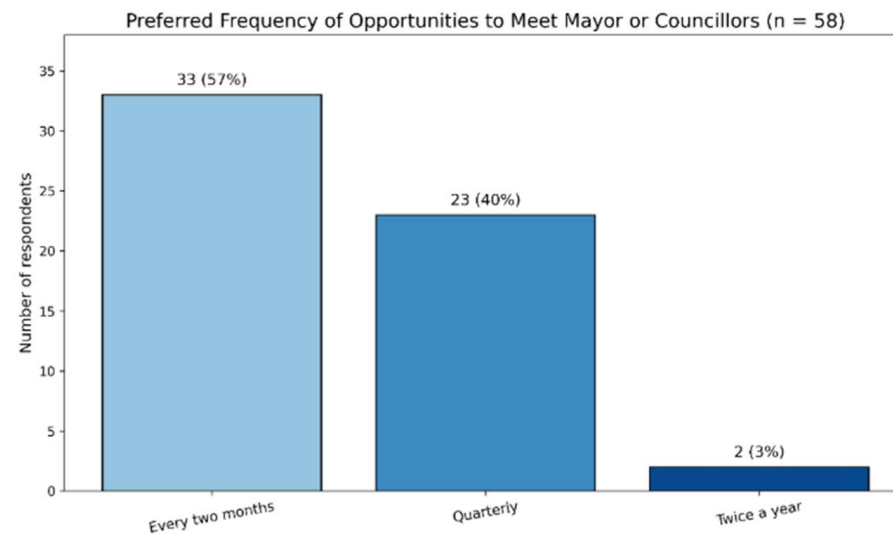
Q007 What day and time works best for you?



The **strongest signal is evenings** (around **46%**), closely followed by **weekends** (~39%). This reflects the large share of residents in regular employment who can't attend weekday daytime sessions. A sizeable group is **flexible** (~33%), often saying “anytime/to be arranged,” which can help with targeted deepdive sessions or small group/1on1 followups.

## Feedback by Ward – Mangakino Pouakani

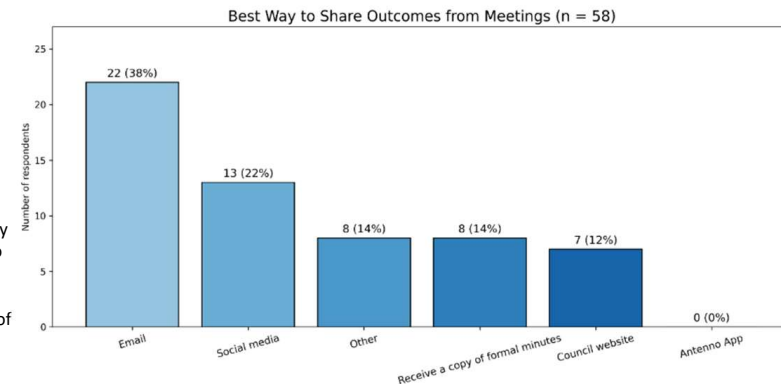
Q008 How often should these opportunities to meet with the Mayor or Councillors happen:



## Feedback by Ward – Mangakino Pouakani

Q009 Whats the best way for us to share outcomes from these:

- Again depending on what the topic is but email, social media or minutes etc are fine
- All of the above options
- All of above please
- Council site, email, social media, antenna app, paper, newsletter...even a text reminder like when you have an appointment
- Mangakino Facebook page. Also in our community newspaper.
- It would depend on what subject was being addressed at the meeting. If it involves the community it should probably be posted in a format so all residents can read it as some residents such as some senior citizens in the community do not have access to the internet and also do not know how to use it. Perhaps something put in the local newsletter such as the Mangakino Chronicle which is distributed throughout the Mangakino area monthly.
- Email newsletters are quite useful - not everyone is on Facebook or the Community notice board - with no delivery of the Taupo community newspaper in Mangakino - older people who are not on Facebook - don't know what is going on! It would be nice if the Taupo Newspaper could be delivered and we could read about what's going on in a newspaper with local advertising
- Social media is toxic in our area
- I see we can only select one option. I think council should use a broad range of contact options to keep in touch with the community. Emails are good, you can attach minutes to them, social media definitely important for those of us with limited access to emails, keeping your website current is also important.
- Both social media and Council Website. Online access
- Along with council website, for the elderly with limited tech they should have the opportunity for a mailed copy
- also social media, email, receive a copy of formal minutes
- A combination of all of the above
- Council website
- Kanohi ki te kanohi - Hui Face to face
- Social media, receive a copy of formal minutes
- Social media, email
- Email is always good but so is social media. We do have quite a number or elderly and those not always on social media.
- I can't select more than one. However minutes, email and updates through antenno and social media. It's not difficult to use all the platforms, however email including formal minutes is preferred.
- Our community representatives would be able to pass things on.
- Copies at council offices
- I do not use social media and find it is too heavily relied upon as a sole method of communication
- Council website and social media post on community page. Maybe something put up on a town notice board.



- Not everyone is on social media!!
- Outcomes should be available on the day. Anything that needs follow up would be any of the above as appropriate.
- and email
- This keeps it transparent and accountable.

## Feedback by Ward – Mangakino Pouakani

### Q010 Any other comments or suggestions?:

- Please keep the local representation for the rep groups, it's very important to continue with iwi rep, marae rep, and community rep even the rural rep.
- If we do end up continuing with the current formal mode we need to make sure elected community reps are committed to turning up to meetings with council after first liaising with the community.
- We need more than just two reps speaking for such a large ward please.
- Meetings need to maintain a level of formality in order to record facts and keep records. It is folly to not keep good minutes.
- I find it hard to read comms that mix English and maori. Use one or the other please.
- Not right now
- Congratulations to all regarding our last election. Highest voter turn out in NZ. Well done.
- It would be great to see these people more involved in educational outcomes, especially in small, rural schools.
- The format of the current "representative" group has not been very representative. Most people don't know what the council is doing until after the fact - there is no newspaper and the people involved in the past current representative group have been local activists doing what they want. for example - changes to the Library here in Mangakino - the Council gutted the book stacks out to create a playroom for a few toddlers who hardly use the space - Surely the decision should have been based on library usage statistics not based on a few opinions of what someone thought was a good idea. Older people used that Library and I for one was never consulted or given opportunity - perhaps I missed the memo but informing residents and ratepayers (that is the people who actually pay for Taupo Council projects and infrastructure ) would have been a nice thing to do!
- I think local decisions should be made by locals. I am totally opposed to council staff making these decisions without input from the people affected.
- By disbanding the Rep groups we risk losing our local voice. There are very few Council staff or Councillors who are from Mangakino and understand our history, community needs, people, iwi, groups and priorities. A formal meeting ensures a local voice can be heard by Council on a regular basis and local projects, issues, concerns etc can be reported on. Informal meetings do not necessarily mean important issues will be documented or reported on, it will depend on what staff informally record. Out of town ratepayers may find it difficult to participate (unless informal meetings have zoom access) and will not have access to formal minutes from meetings to read.
- I would appreciate more contact with the council directly, not through the local groups.
- No
- Nil
- The local Representative Groups are a major contribution to the communities surrounding Taupo as they keep everyone upto date and keeps the voice of those heard.
- "please keep the Representative group" Do not do anything more.
- Depend who Represent The Groups - Personal matters shouldn't get in the of a Rep Group Rep
- I am opposed of losing our rep groups
- Retain the Rep Groups
- It is important to have Mayor Councillors Representatives in our community. Being active is a must! for our Lake
- I am opposed of losing our rep groups
- Keeping a way for the community to feel included is important. Unfortunately our councilor has caused a division in the community and many feel she will not pass along what alot that don't follow her want.
- The community did not ask for this review. I am happy with the existing representative groups.
- Whenever I opportunities these meetings council staff don't seem to want to be there it looks like it's too hard for them I think they need to think about this and realise we are rape payers
- I feel that if it isn't broke you should leave it alone. The rep group meetings have worked well for us for a long time.
- I have only become aware of this survey from my wife who uses social media. I live rurally and do not receive a local newspaper on a regular basis. Possibly an email option for important communications would fill the gap
- Keep the representative groups, rural rates payers need a communication pathway. We cant all sit around the council table. But it takes two to communicate. So council being seen to come into our area as well as reps going into council is what's needed.

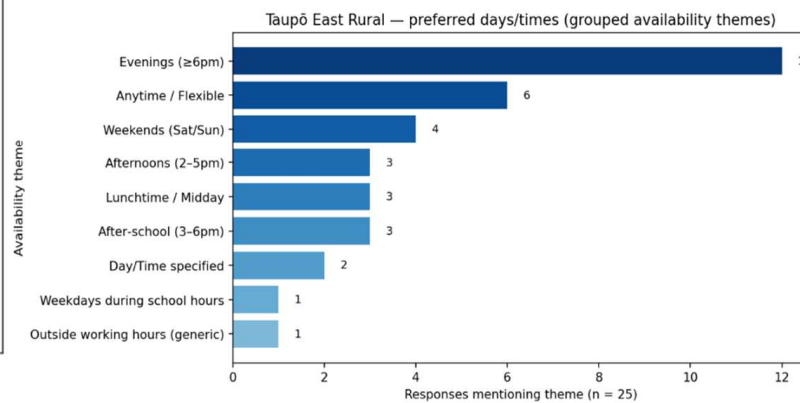
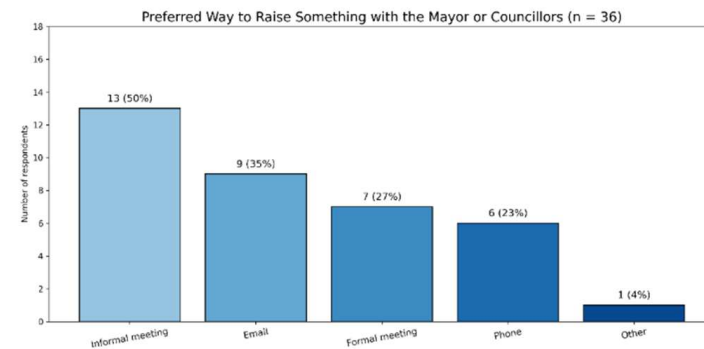
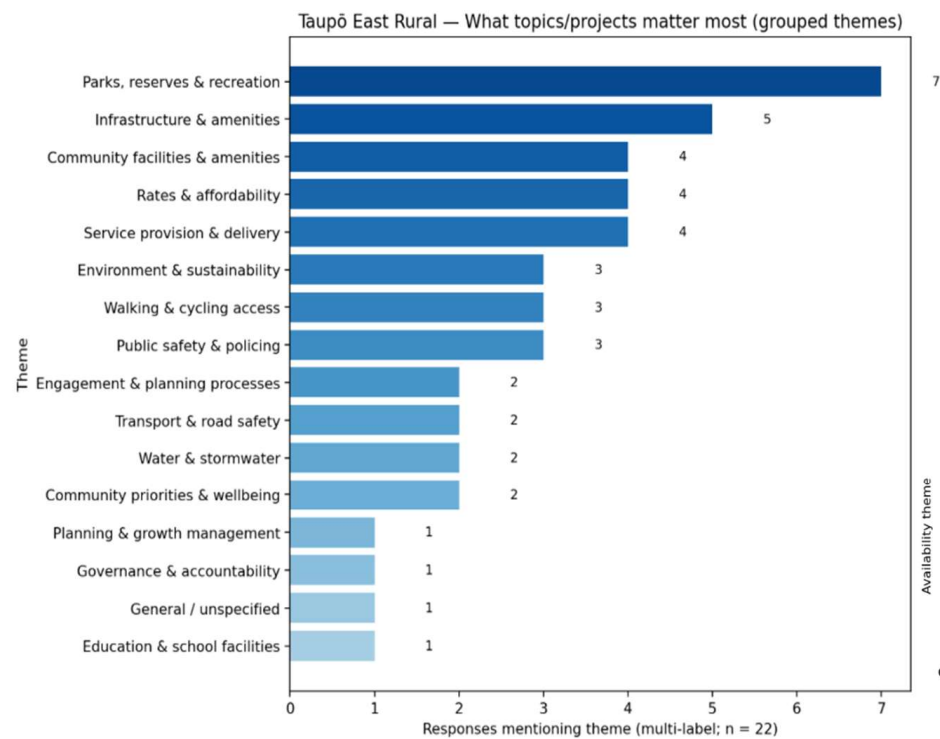
## Feedback by Ward – Mangakino Pouakani

### Q010 Any other comments or suggestions?:

- "The way this survey is framed appears to lean toward replacing Representative Groups, rather than neutrally seeking community views on whether they should be retained, strengthened, or adapted. While feedback is invited, the questions focus largely on alternative engagement models and do not clearly ask whether the current Representative Group structure continues to provide value — particularly for communities that rely on structured representation and equity of voice. From a Te Tiriti o Waitangi perspective, this is important. Under the principles of Partnership, Participation, and Protection, Council has an obligation to ensure Māori are not only consulted, but are able to participate meaningfully in decision-making processes in ways that recognise power imbalances and protect Māori interests. For Mangakino–Pouākani, the Representative Group has helped give effect to these principles by: Supporting Partnership through an ongoing, structured relationship between Council, Māori, and the wider community; Enabling Participation through recognised Māori and community representation, rather than reliance on informal or ad-hoc engagement; Providing Protection by ensuring Māori voices and local priorities are not diluted or overlooked in district-wide processes. The proposed shift to informal, elected-member-led forums — and the movement of functions such as community grants away from Representative Groups — risks weakening these protections if not carefully designed. In particular, removing community- and Māori-informed oversight of grants changes who holds influence over local priorities. A more balanced review would explicitly ask whether Representative Groups should be retained and improved, and how they can better meet Treaty obligations, alongside exploring any alternative engagement approaches. Strengthening existing structures may better support trust, equity, and meaningful participation than replacing them."
- "Thank you for the opportunity to provide feedback on the future of the Mangakino Representative Group. I appreciate the work undertaken to support our community and welcome the chance to contribute to a more transparent, accessible, and community-centred approach.
  1. Retaining the Mangakino Representative Group as a Formal Structure I support keeping the Mangakino Representative Group in its current formal capacity. A formal structure provides accountability, continuity, and a clear mandate for representatives to act on behalf of the community. Maintaining this structure ensures that local voices continue to be recognised within council processes.
  2. Rotating Meeting Locations Across the Area I recommend that meetings be held in different locations across the areas the group represents. Rotating venues would: Improve accessibility for residents who cannot always travel; Demonstrate that all parts of the community are valued; Encourage broader participation and visibility. This approach would help ensure that engagement is not limited to a single geographic area.
  3. Live-Streaming and Recording Meetings To support transparency and accessibility, I strongly encourage the council to: Live-stream meetings and make recordings available for later viewing. This would allow residents who work, have family commitments, or face transport barriers to stay informed and engaged. It also provides a clear public record of discussions and decisions.
  4. Transparent Nomination and Selection of the Three Representatives I would like clarity on how the three community representatives are currently nominated and selected. To strengthen trust and legitimacy, I recommend adopting a transparent, election-style process where: Candidates are publicly identified; The community can vote; Vote counts are made available. This would ensure representatives have a clear mandate and that the process is open, fair, and democratic.
  5. Establishing Informal Community Conversations I support the introduction of regular, informal meetings involving the three representatives and our councillors. These could follow the successful model previously trialled by Councillor Hope. Informal sessions provide a safe, approachable environment where residents feel more comfortable raising concerns, sharing ideas, and asking questions. Such sessions would complement formal meetings by encouraging open dialogue and strengthening relationships between council and the community.
  6. Improving Public Engagement by Representatives In the past, community representatives have not consistently engaged with the wider public. I believe active engagement is a core part of the role. Representatives should: Communicate regularly with residents; Seek input from a broad cross-section of the community; Facilitate open, robust conversations; Avoid limiting engagement to a small group of individuals. Healthy, inclusive dialogue is essential for effective representation and community trust.

Conclusion Overall, I am advocating for a representative structure that is transparent, accessible, and genuinely connected to the people of Mangakino. These changes would strengthen community confidence, improve communication, and ensure that local voices are heard and valued."
- Councillor every 2 months and mayor twice a year
- Our rep groups keep our voices local and our Maori representation, this must stay
- please keep the rep group :)
- We cannot lose our autonomy to be able to have a say in our area. Centralised government is not always the best way to go. Power needs to be shared for the greater good and specific to our area.
- We have highly valued the input from the former Mangakino Pouakani representative Kirsty Trueman, who serviced her electorate with dedication
- Keep the rep groups. Council needs to work with community better

## Overview by Ward – Taupō East Rural





## Feedback by Ward – Taupō East Rural

### Q001 Have you attended one of the representative group meetings:

- Good to here how restricted and how tied we are to the government policies.
- "I havent been able to attend as they have these meetings at 10am on a working day..only retired people can attend and have their say and the self appointed river rd reps do not tell us what is discussed and only put up what they view as important in their opinion 🙄 Their is no minutes taken that others can read of what was brought up or feedback from council for consideration etc"
- Bad experience, wouldn't do it again.
- I am usually working at the time of these meetings
- Quite structured with clear agenda. Little bit frustrating for attendees who weren't familiar with meeting process under the local government act. Good way to transmit information but to a limited audience. Not necessarily a good way for community views to be shared with council
- Excellent way to feel connected with council
- Very positive, nice free flowing meeting.
- Was interested in just one agenda item. Had to sit thru an hour of informative presentations about other topics. Meeting was in the daytime and I had to take time off work to attend.
- Didn't know about them
- It was enlightening. An opportunity to engage.
- Too regimented. Inappropriate time. Needs to be outside of work hours
- Didn't have any issue I thought would be useful to take to group meeting
- didn't know about them or that I could attend
- Really good
- N
- Honestly didn't know about the meetings.
- timing isnt typically suitable
- Timing isn't typically suitable

## Feedback by Ward – Taupō East Rural

### Q002 If you wanted to raise something with the Mayor or Council:

- I use the antenno app try and work directly with the person in charge and also contact kylie leonard for support or advice
- Needs to be in written and documented form with verification of results or nothing gets done
- Depends on the issue. For sense checking maybe an informal meeting / call might be enough, but for more serious issues, maybe email or a formal meeting might be better so there's a clear train of information
- To keep everyone accountable
- informal meetings allow more free following communication.
- Depends on the subject matter
- Depends on the depth of the context
- Report to staff. Would go "formal" including OIMA if concern raised "informally" was not adequately addressed
- Start off with email . Maybe phone etc to continue on . Sometimes contact with staff might be appropriate.
- Prefer to have some structure for meetings but also enough flexibility to get points across
- I dont like meetings
- I don't like meetings
- fer to have some structure for meetings but also enough flexibility to get points across

## Feedback by Ward – Taupō East Rural

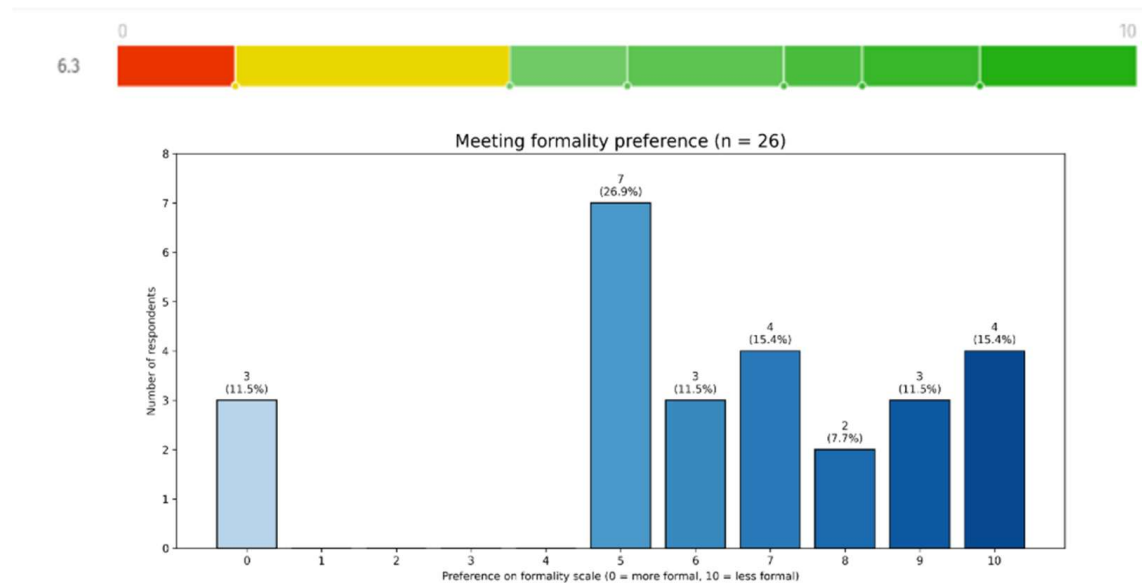
### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- One on one
- Yes. The formal way is hard to sit through all the other stuff in the rural meetings. Some less formal might attract more people
- "Get rid of the pc..your honour etcHave a agenda for meetings to discuss progress on prev projectsHave a section for new itemsRespect broadland residents and river rd residents when you schedule ironmans and inform rd marshalls that a resident pass is exactly that a pass to use broadlands rd when residents require to access the road , we live here, we work here and every year your rd marshalls do not allow residents to use their pass or traffic management from roto have never even heard of them and would not allow residents to use the rd at all and they closed the rd at broadlands at 6am... not the 7am to 8am as notified was timeframe before the bikes would be even on it.. its rude and disrespectful to residents"
- Yes, but "good" conversation is a subjective term. For whom? The only time we hear from councillors is when there are elections.
- Good relationship with local rep which i feel we have established
- Being able to speak and raise matters without being shut down
- Informal meetings reduce the constraints required under the local government act but I works be less interested in an unstructured talk fest that only serves the needs of those with an axe to grind. Informal meetings with an element of structure (meeting lead/s, agenda, opportunity for the community to raise ad-hoc issues or planned concerns, opportunity for council to raise issues with the community and highlight formal process.)
- Encouraging people who attend a rep group to have a say without feeling uncomfortable
- relaxed and informal will make people more likely to join in and speak up.
- Don't put people into area boxes Despite being close to town I have been put into Mangakino area some 45 kl from my home so I only have one councilor to talk to.
- Regular, scheduled, drop-in chat sessions at eg a cafe. No need for technical staff to b present. However, technical staff could b on standby to b asked a technical question.
- Meeting in an informal setting like a playground, park, Taupo event.
- Similar to current meetings but in a time that more locals can attend. Sometimes a drop in day might be good where mayor &/or councilors are available between given hours, with coffee, tea available to lighten formality and show more whanaungatanga
- "Less ""formal"" but with expresses follow up responses in writing Outside working hours. Prior subject notification in hard copy. (not email) Frank and Honest discussion No PC Bs"
- Email access.
- I have never tried
- Open meetings
- Fun and friendly
- More of a community event, like the information evening in Wairakei 29 Jan 2026 (today)
- engagement event
- presence at community engagement events, semi-regular engagement opportunity
- presence at community events, semi regular engagement opportunities

## Feedback by Ward – Taupō East Rural

Q003 If you were to attend a meeting would you prefer a Formal (0) or Informal (10) Meeting forum:

- 6.3 overall responses are slightly more informal meeting forum preferred.



## Feedback by Ward – Taupō East Rural

### Q005 What topics or projects matter most to you in your community:

- Just need to keep rates similar to inflation. People can't afford much more than that. Get rid of the nice to haves and stick to basics
- Road widening and safety on broadlands rd ,it has the highest fatality rate in the district and the most pot holes..hot mix every week is a ridiculous waste of resources and time for 6 months of the year
- Getting the services we already pay for in our rates.
- Our local school and hall.
- Safety - boat ramp. Water supply.
- This depends. Council led information and community led. This will vary over time and by community
- Topic and projects that respond to local needs or requests.
- Community safety, storm water control, consistent water supply to properties.
- I have no contact with Mangakino community because it is so far away.
- Making a submission to annual plan or long term plan. Transport issues, environmental quality, changes to existing services.
- "Services Council provides to our community.Plans you may have for upgrading the community facilities and land spaces."
- Local access, recreation opportunities such as better playground with family feel, community mindedness... and a way to have community use of old pub building for a neutral drop in hub, with internet. . I try to win lotto so I can buy for such a purpose, and reinstate a cafe dairy there. Blue sky thinking.
- 1. Rates 2. Quiet safe atmosphere in community 3. RNGR Environment protection and care (WRC)
- Public services eg library, reserves, sports facilities, support for local sports organisations.
- rural life, country living, overbuilding in the town, little infrastructure - need more doctors etc
- Rates
- "The people"
- Park
- Access to the village (particularly walking and biking) and facilities like play grounds.
- playground/environment
- community facilities - upgraded playground and recreational facilities. Infrastructure- connecting to wider Taupo area- cycle/walkways- crossing SH1 & 5 from Wairakei village
- "community facilities - upgrade playground & recreational facilities, infrastructure -connecting to wider Taupo area cycle/walkways - crossing SH1 & 5 from Wairakei Village"

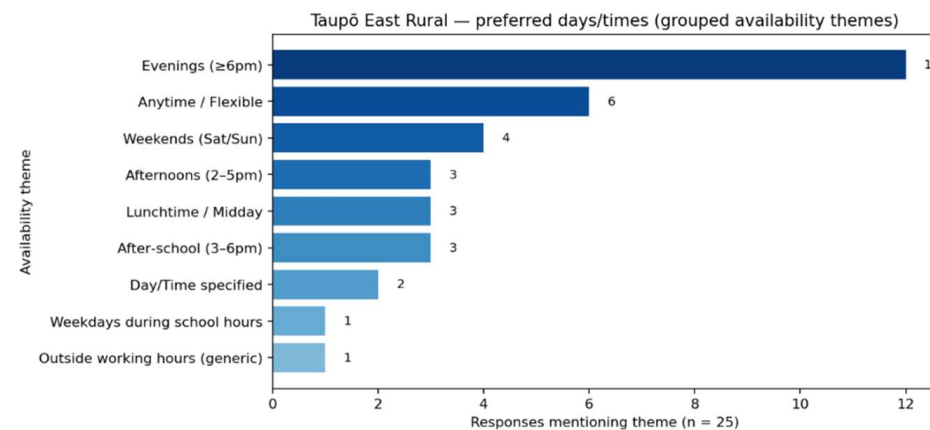
## Feedback by Ward – Taupō East Rural

Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- Great Lake centre
- Cafes. Local halls for rural people after 6. So they can finish milking etc
- River rd hall in the evening ie 6 pm so all residents could attend
- Local hall.
- Rangitaiki hall
- Local best
- In our local community and at times that work for the majority.
- Local community venue
- River Road Community Hall
- Taupo township
- Wairakei Resort bar restaurant.
- An informal setting - less daunting and in person. For Mayor in a quieter space near the river or lake (I understand hearing loss and the need for reduced background noise).
- At the school can work, or Waiora House or the upstairs space where awards were hosted last year at TDC new building which gives public some feeling of belonging to the building their rates helped to fund. Also with Tuwharetoa people comfortable to be there and work alongside us all..
- River Rd Community Hall
- At the Council building
- anywhere
- Central town
- Anywhere
- In my community
- In the Wairakei Village
- at the park
- what about the new council building
- Wairakei village hall
- at the park
- At the park
- Wairakei Village Hall

## Feedback by Ward – Taupō East Rural

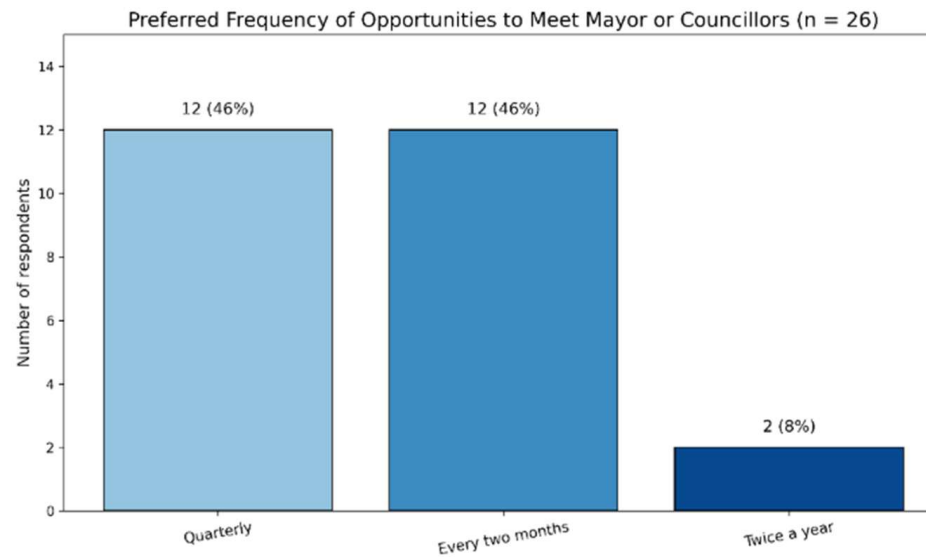
Q007 What day and time works best for you?



Clear preference for **afterwork evenings (≥6pm)**—this is the strongest signal (≈58%). A sizeable minority are **flexible/anytime** (≈29%), while many still want **weekend** options (≈21%) and **afterschool windows** (≈17%) to balance family/work.

## Feedback by Ward – Taupō East Rural

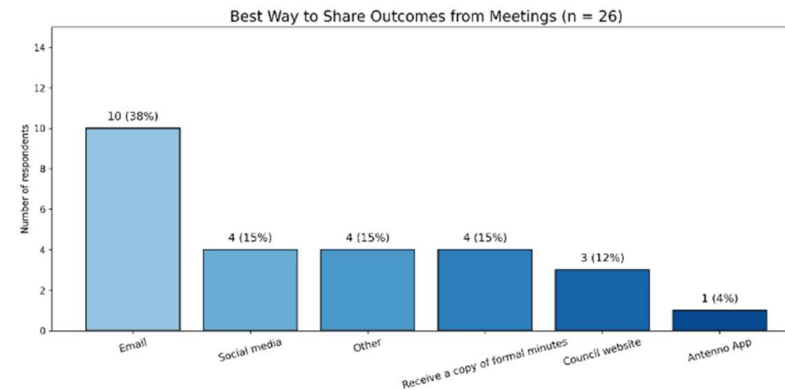
Q008 How often should these opportunities to meet with the Mayor or Councillors happen:





## Feedback by Ward – Taupō East Rural

Q009 Whats the best way for us to share outcomes from these:



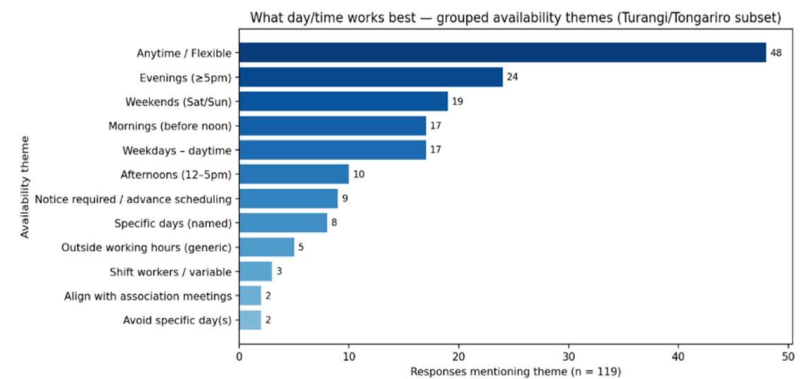
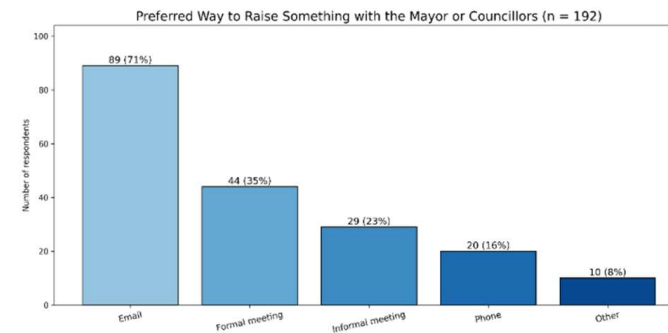
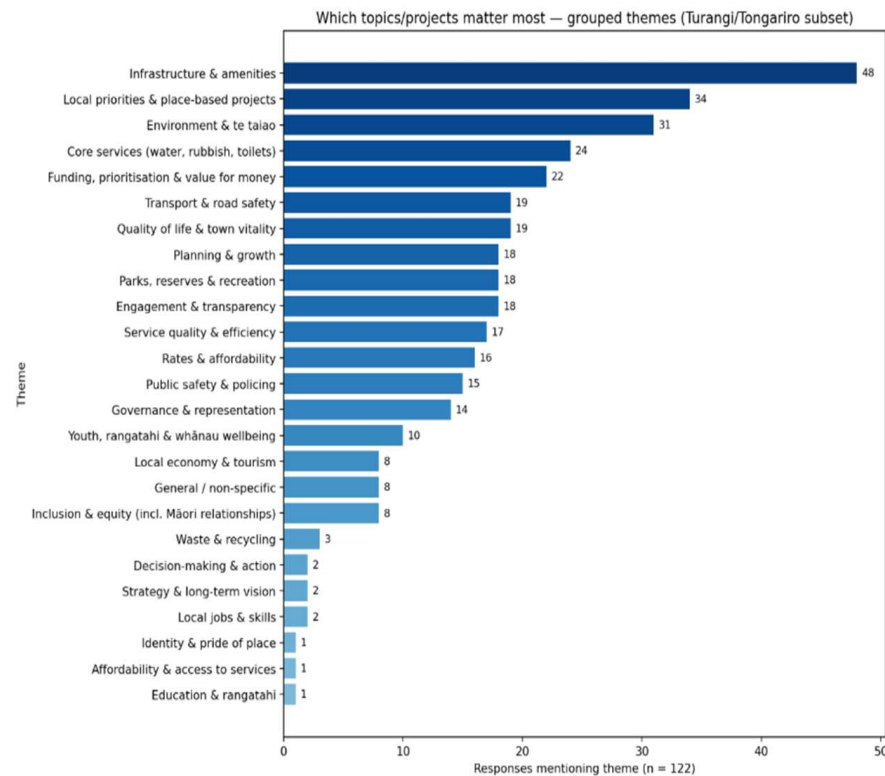
- Just need to make more people aware of the app
- In english not formal minutes... email
- Once again formal accountability and traceability of replies is critical.
- Email, social media and a copy of formal minutes. Not everyone in farming community engages with social media so would be good to receive an email copy to circulate to wide community
- Copy of meeting notes (key points), any decisions, and agreed actions
- People could fill in an attendance sheet to capture email address to send minutes to everyone
- If people know that they can access this information on the Council website and want to look at they can, not everyone is on Social media.
- Email, or follow up phone call or message on social media chat platform of my choice eg sms text or Messenger.
- Council website and option but an emailed link or texted link.
- Hard Copy. Full and Precise record. No Bs
- Meetings should be ad hoc ie if/when an issue arises.
- and Antenna app
- and council website

## Feedback by Ward – Taupō East Rural

### Q010 Any other comments or suggestions?:

- "Kylie has been a supportive councillor for taupo east ruralThe mayor i have no idea about.."
- There is a need for Council managers to be involved. The political and the executive branches of TDC are very different and what a Councillor will say often varies very much with what a manager will respond, if the latter does at all. Previous verifiable experience is that the latter will say anything verbally to keep ratepayers quiet or "happy" but not back it up in writing or action.
- Meetings need to be outside of working hours - for some of the meetings. Being able to raise concerns and having follow up communication back with any progress .
- Keep the formal meetings have them on a weekday evening, live stream them with a chat option for people to ask questions online if they cant attend in person.
- not at time, thank you.
- Give serious consideration to readdressing the representative groups.
- Meetings r far too long, way too much information is shared, no need for council experts to b present - perhaps a staff member could prepare a short video presentation. Each meeting should have a theme that is advertised beforehand by the councillor, or the councillor could ask people to get in touch and nominate a topic.
- Kylie has been awesome supporting us in Wairakei. As have Gillian and Claire.
- "Also when appropriate - at next quarterly meeting to expand on hard copy minutes and matters arising. TDC need to fully understand the fiscal structure of the district. Main employers, main industries, real income generation. Value or cost of service infrastructure - eg Tourism is possibly very poor return for rates costs per non business ratepayers. ATTACHED NOTESTDC district has boundaries with BOP RC, Rotorua DC WRC Ruapehu DC King Country, Hawkes Bay, NZFaG Eastern, there are shared - common industries and employment/ services eg, Heavy Transport, Aircraft, Military, Export Harvesting, Forest Management, (eg East Taupo, Timberlands, various construction and contractors) Same with farming and horticulture, Hunting & Fishing are massive earners with participants local, national, international (very poorly recognised by DOC)Māori interests (Part of Farming/Forestry) Hospital & Health. Power - Mercury, Contact etc Comms - One nz, 2degrees Spark etcMatter of essential food supplier!Certain service business - motor/trucks/machinery.Coffee bars, pubs, motels, hotels and some tourism ventures are frivolous non-productive but with excessive infrastructure costs. Same applies to excess TDC staff. - Needs a hard hunt"
- Maori representation is very important. Without maori wards, how do council plan on giving fair representation to maori? If the representation groups are removed, how do smaller communities like Wairakei have representation?
- We need more info about how the rep system works. Until recently I had no idea how the committee works or who is on it.
- I don't like meetings
- We need more info about how the rep system works. Until recently i had no idea how the committee works or even who is on it

## Overview by Ward – Tūrangi Tongariro



## Feedback by Ward – Tūrangi Tongariro

### Q001 Have you attended one of the representative group meetings:

- Had to work
- Great local support but not enough follow through from the council.
- Didn't know I could
- Family illness
- I HAVENT ATTENDED AS WE HAVE TO PROVIDE CARE FOR A YOUNG FAMILY MEMBER
- Not advertised as well as it could be and I may have been away at the time.
- I have only recently become interested in politics & council. Was not aware of it
- Was not aware of any meeting
- I don't remember being informed, or if I was, it probably required transport out of Motuoapa
- Because they're not freely advertised
- Watched on utube
- no idea why I didn't go
- What meetings? Council is too busy blowing its own trumpet to let us know about meetings
- Unable to attend due to timings
- Out of town
- They were so negative about promoting tourism that I gave up!
- Great to have our voices heard, easy forum to discuss issues relating to our area
- Was a holiday home now living here permanently
- Because Council never listens to what is required at this end of the lake.
- A meeting held to discuss the last meeting, and then to discuss about having a meeting....sounds like a waste of money.
- Haven't been in town when on
- "I understand this was a paid position with one representative who did not report back to our Ratepayers Assn OKRA. I think our representative may have been self appointed."
- But I have attended the Turangi meeting which is also a representative committee and represents the area in which I live.
- Time poor
- New years resolutions start watching our councils decisions
- "Leave for those who reside in that particular area. So they have a clear voice. Tūrangi has the joint committee to rep us. So only if its really important ie environmental impacts, should we need to be heard in different area. Before changing the Tongariro Turangi rep committee. Whats the problem, what is it lacking? What problem is being solved by disestablish / change? "
- I wasn't aware of their existence
- Unsure
- Had other commitments on when meeting's were held
- However I have a very strong connection with the community

## Feedback by Ward – Tūrangi Tongariro

### Q001 Have you attended one of the representative group meetings:

- Unaware of meetings, time or place
- I did not know about them
- Timing and availability
- I haven't attended because they are always thru the day when i am working
- As teenagers, we don't get a say in meetings like this so that would probably explain why.
- Dreadful and the seating set up was challenging. It is far less threatening and inclusive to have the chair and councillors sit informally in a semi circular meeting and not behind a desk.
- Don't know they are on and what they are for
- Haven't been available to attend. Can you record and offer them through your page
- Primary residence is in Wellington
- Not sure if there's one close to us?
- Badly run, and elected people have their own agenda and do not reflect the community's opinion
- I have not been made aware of them
- Too formal. Yes there needs to be structure and minutes. But council or others presented an item but no one was allowed to speak either to question or add/correct information. It was council paying lip service to consultation.
- Yes. Excellent .
- Haven't know about them
- Not well communicated - did not know there was a meeting
- I don't live in the areas mentioned therefore no interest in attending a group.
- Did not know about it
- Haven't been interested
- I currently work full time
- I have attended the Tongariro Representative Meetings in conjunction with the Turangi Co-Governance Meetings. It is vitally important that the community has the opportunity to put suggestions/concerns through to Council & this should be the forum to achieve this. Regrettably, since the abolition of the Turangi Community Board, this conduit to Taupo Council has been lost
- Received no information about a representative group
- Did not know when or where meetings were. Poor communication
- Motuoapa not mentioned!
- Had no knowledge of these meetings. Even when living in Taupo (Ingle ave) I had no knowledge of communication
- was never made aware of the meetings
- I am on the TRG
- I was not aware of any of the meetings.
- Because I became very disillusioned with TDC after speaking up about an issue
- Wasn't aware of when they were
- I live in Motuoapa have very little to do with Turangi and prefer to deal with the Motuoapa Ratepayers Association. I have been a long time member of the group and still act as a member of the Motuoapa Emergency Team.
- I have been a longstanding member of the Motuoapa Ratepayers Association Committee. As such I consider my thoughts and loyalties are with Motuoapa. I do not have any affinity or real interest in Turangi-Tongariro.
- Didn't know about em
- Not available working
- IDK

## Feedback by Ward – Tūrangi Tongariro

### Q001 Have you attended one of the representative group meetings:

- The timing didn't work
- Recently retired- (previously employed as fulltime secondary teacher and did not have time or energy)
- Whilst we couldn't speak it was great to see the discussions
- Don't know where when or why
- I didn't know they existed
- Yes - our rep group is excellent and listens to what is being said. The chair has communicated with our community consistently and works tirelessly on our behalf
- I have been working
- I didn't know about them until today, 21/1/2026.
- Have been a ratepayer for 25 years but only permanent resident for past 12 mths. Wasn't practical to attend in past due to distance. Had planned to attend meeting today but was cancelled and not rescheduled.
- Have not been aware of when they are on.
- It is difficult to attend given that we live remotely. Nevertheless this does not mean that we do not believe the representative group meetings are an important part of representing our interests as rate payers in the southern areas. It is a nonsense to imply that because I might not attend them that they should not be held. Formal regular minuted meetings of a representative group are the minimum we should expect in order that the views of our area, which tend to be different from urban Taupō, can be represented and discussed and is essential for good governance for the whole area. The fact that we and many residents cannot attend TDC meetings does not mean they are not important.
- Interesting but too formal.
- I have spent a lot of time overseas this year so have missed the meetings
- We rely on the good representation from our PPOA to keep us informed
- Very formal and time constraints applied to public input. Too many people at the top table.
- All one sided
- I have not heard when they were, plus I only spend 30% of my time in the district
- Read updates sent
- Health
- Meeting times have not coincided with residence at holiday home
- a ratepayer with a vested interest in the performance of the committee/council but not notified of meetings
- The only meeting available for me to attend at this stage was at the Turangi market last Saturday and I had another engagement.
- Limited information given and an example of non-minuted no agenda consultation with no accountability.
- I did not know that these meetings were open to the public - this reflects on the TDC more than the elected Reps.
- Timing of the meetings just haven't been ideal
- Haven't had time
- Turangi
- Busy time, not sure what it would offer
- Not good, not welcoming and issues already brushed aside or dismissed by having to table any questions in advance. TDC staff are paid well and should be accountable for the work they control with no budget overruns. Too many people with little or no real accountability to Rate Payers
- Our local Pūkawa Property Owners Association chair Margaret Sagar often attends meetings and reports back to our community regularly. I am an active member of the PPOA and the principal at Kuratau school. I am also able to get in touch with Sandra G when/if needed. It is difficult for me to attend meetings with work. But I feel that our local team keep us well informed and seek our opinions to share with TDC
- New resident to Whareroa
- very helpful

## Feedback by Ward – Tūrangi Tongariro

### Q002 If you wanted to raise something with the Mayor or Council:

- Pointless exercise really. Only one councilor now and TDC don't listen.
- Email is efficient, allows for attachments, photographs etc to be attached and the conversation history is contained within the email trail.
- Formal meeting leaves no chance of misunderstanding or misinterpretation of the topic being raised.
- At present I use the above methods. So often I don't get an immediate response. I think that we are often forgotten down at the far end of the lake. Conditions and maintenance that I believe should be automatically dealt with by the council are left until someone complains.
- I use several ways of talking to Councillors including formal and informal meetings, Facebook messenger, phone, email, Facebook.
- through my community rep
- Having given up on formal communication due to the lack of response, we use our Facebook blog to expose council instead. It appears to be far more effective.
- Needs face to face as often they have no idea what the problem is as they never visit our area
- I would contact Council, if it was a local issue first flag it with our Councillor and then if it was appropriate e.g lack of service or infrastructure support raise it locally with our Community board, then if need be, go to the Mayor and full council
- What's the point. It isn't going to change anything - except maybe having another meeting about it.
- We have only one councillor in a large geographic region and excluding Turangi are under represented on council. Emails, informal meetings and phone calls are too easily ignored
- Face to face is better
- "Social MediaTurangi rep groupPublic meetings"
- However, it would also depend upon the nature of the issue
- I have more time to think about what I want to say in an email.
- I am happy to talk with Council officers but I also am happy to talk to the Mayor or Councillors.
- I have already seen better transparency with our new Mayor. I'm excited to see what he has to offer and to move forward with him.
- My husband has been to a meeting and they are not productive. A lot of people moaning about their own agendas
- Formal meeting, phone and email so it's clearly communicated in person, documented and can be followed up with actions to close out
- new mayor has already stated that he won't attend meetings because he has hearing issues. Mayors are generally deaf to the public anyway. Just look at the last 2 mayors!
- In person meetings are where all forms of language can be observed.
- I regularly do raise/discuss matters with our councilor. I also raise matters directly with council staff/departments, some department respond positively and some don't.
- I often text or go via Messenger- that works well
- Optionality is good. I would've also selected formal and informal meeting if I had the option to select more. The mechanism used depends on the nature of the enquiry, request, complaint etc hence preference and importance of having multiple community engagement and decision-making platforms. The unintended issue with informal interactions [although they have their place too] is the reliance on individuals to consider, process, disseminate and manage often complex matters.
- I have emailed the Mayor directly in the past, and know my local ward councilor well enough to contact them directly if needed
- Initially by email but if response was not acceptable I would want a formal meeting
- E-mails and Formal meetings are recorded and this provides the history for progress on any given issue and for future planning, especially in those areas and communities outside of the main centre. This minimises gaps in communication with changes of staff, councilpersons etc. Phone calls and informal meetings do not.
- I have put forward a submission to council previously with a successful outcome

## Feedback by Ward – Tūrangi Tongariro

### Q002 If you wanted to raise something with the Mayor or Council:

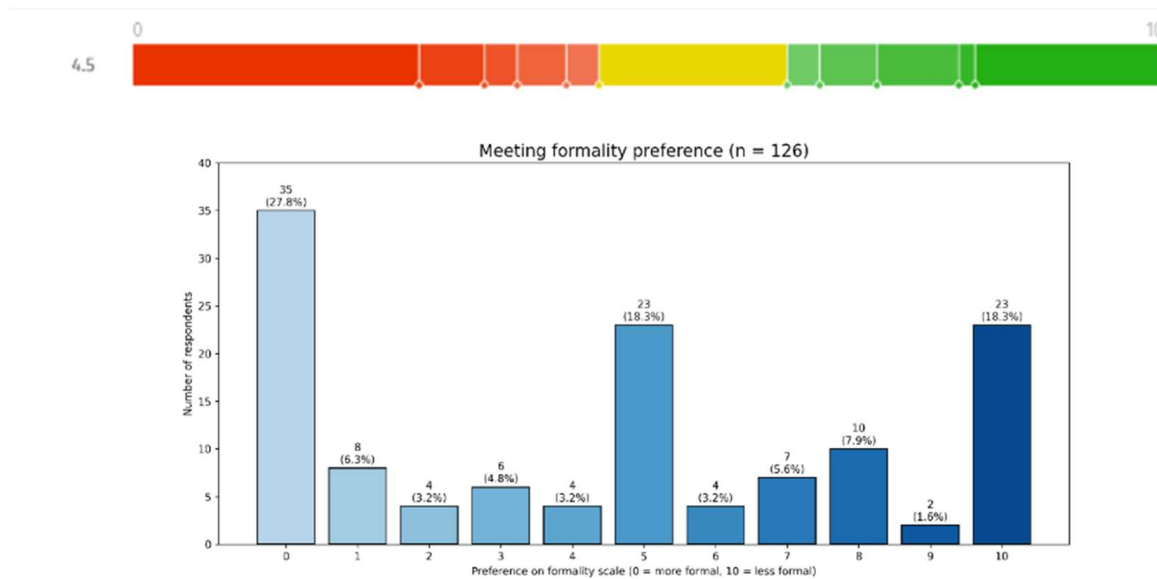
- Not sure if these are my preference but it is how I make contact now when I have a concern
- I will have my request/concern in writing and their response in writing. At a formal meeting, minutes are taken and everything is recorded, therefore able to follow up. There is accountability
- I think it is important to have a formal record of discussions about any issues of concern to residents.
- It wouldn't really matter in what format a meeting took place
- Through representatives of our area who support our community- Our areas needs 2 representatives as our population increases massively on a seasonal basis- these people AND the locals all contribute financially to our economy
- Use online app
- We use the Antenno app and find that works well for our community
- I prefer my views and responses to them to be on the record.
- Creates a paper trail that can be followed up on.
- I would any of the above depending on the issue. However, this is irrelevant when considering if Representative Group Meetings should be retained.
- I would and do use all of the above.
- Email allows for the communicator to convey their thoughts cogently. An informal meeting enables can widen the perspective.
- anything informal is not recorded and in my exoerience rarely carries any weight
- Face to face
- Easier for me
- The question does not allow distinction between "something" that would warrant a formal meeting and a matter where a phone call or email may suffice.
- i want to be sure that any issue i might have is attended to with sufficient formality and seriousness. would be happy to use the Representative Committee for this purpose.
- A meeting with my councillor
- A formal meeting carries more weight than an informal meeting in that minutes are kept and councilors present are able to ask questions which yo0u can answer on the spot.
- Local representative committee through agended minuted meetings
- Matters need to be on record.
- I usually go directly to a councillor
- With notes of major council issues raised recorded and addressed
- I believe there is not one way to interact with council and mayor, There needs to be a mix of engagement depending on the issues.
- "I realise that the Council meetings are available on line but I am 89 and never sure of when or what Council meetings will discuss. I trained in Social Welfare at a National level in Communication and know the the responsibility for passing on information, especially for decision making belongs to the giver not the receiver. So I think it is the Councils responsibility to inform. Whilst I was on the Motuoapa Ratepayers ccommittee I do not recall a Council Employee attending to explain any important action or forthcoming event."
- I am only really focussing on this problem, and would essentially like time to discuss this with my fellow Motuoapa Residents.
- Usually thoughts/issues are either individual or collective there should be a process that the Mayor and Council follows which allows the indoor collective the right of speech and recourse
- I'm a kid



## Feedback by Ward – Tūrangi Tongariro

Q003 If you were to attend a meeting would you prefer a Formal (0) or Informal (10) Meeting forum:

- 4.5 overall responses are more formal meeting forum preferred.



## Feedback by Ward – Tūrangi Tongariro

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- Drop in sessions locally ie Drop into the pools while a aqua class is running or when swim club is on, or rugby, soccer People have alot to say.
- Day and evening meetings
- Monthly/bymonthly turangi meetings in the ward area
- Hold the meetings at a local venue so more locals can attend.
- Minutes meeting, so as discussions are recorded
- Ready availability
- I guess there is no one size fits all solution for this. But the people of Turangi need an effective, accountable forum where real traction can be gained and where progress (or otherwise) can be measured.
- Good advertising the date time and location of the meeting. And make the meeting regular throughout the year.
- Access. A lot of Turangi residents work outside Turangi
- that you set up small community meetings
- I dont believe a good conversation with the mayor or councilors is possible. We need representatives that live in our community not the Taupo community.
- A community representative is a must
- I would like to see our Residents association being able to present cases from the people in Motuoapa or Turangi , or whoever involves themselves with a community, to councillors and/or the Mayor. This area seems too often to be ignored, compared with the like of Kinloch who I see has its own area, whereas the southeast small community groups are all having to negotiate for a share of the money budgeted for a wide area. There are many people in the southeast who are very keen for the smaller communities to reach their potential for tourism especially. Unfortunately many of the communities, like Turangi have been allowed to run down and maybe put into the too hard basket. This little town could be the trout fishing jewel of the lake, but there is so little money available. The town doesn't even have public toilets as I understand, and the township has become a disgraceful mall of empty shops during the last 20 years. How about some focus this end of the lake!
- Honesty rather than being evasive. I hear from the likes of Christine, Duncan and Sandra and certainly like Christine and Duncan's freedom of conversation. I feel other councillors are less engaged or feel they don't need to answer to the public. Much like the CEO
- Council business made easily accessible le to public knowledge
- The Mayor should have let even one know he was going to use his hearing impairment as an excuse to not represent or attend to the community. Maori Wards all the way for me.
- For councillors not to have a superiority complex
- Our experience over the last 20 years is that council staff are too arrogant and not interested in listening to Turangi ratepayers.
- To have a group that knows our area and can represent our area NOT from taupo. Locals helping locals
- We are short on councillors down here at the Southern end of the Lake, we have only one who is visible proactive, works tirelessly for the communities. In fact is over- worked and unsupported by the past Mayor and Deputy.
- Specific forums aimed at our local community
- Have approached several councilors re roading and footpath over the last 15 years. Will all can see the problems, nothing ever happens
- By having a mayor who actually listens and can answer truthfully.
- Having good representation in turangi that form part if the council. Ideally we need more councillors from the sourh end of the lake. As its the trout fishing capital of the world and appears negleted by council.
- "We have a Maori based committee in Turangi...that in my view is ineffective.We need one committee, maori and non maori that represents the wider region not just Turangi."
- To be honest the issue is not conversations, and that's the point, it's about decision making, democracy, and formal representation.
- Respect for each others views and being honest
- TDC come to us
- "Regular opportunities on different topicsOnce a month. A mix of informal and formal pending topic. Clear i formation ahead of time. Informal discussion supported by structure and accountability. "

## Feedback by Ward – Tūrangi Tongariro

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- I believe Sandra Greenslade makes herself very available for communication already
- In a less formal environment and in smaller groups. Some people are less likely to speak up in large groups and there are always those who hog these meetings and not necessarily with better questions, information etc. I feel intimidated by many of those louder more outspoken people but I know my opinion and input is just as important as theirs
- Less formal meeting.
- A regular opportunity to talk informally
- To actually see them in Turangi. Our one councillor does a good job, however our community comes from many different aspects and we need better representation at council level by someone the understands our community and its issues
- Regular in person clinics in Turangi
- The Mayor could not possibly meet all persons to discuss their issues. Raise the issue with your local councillor to take to council.
- They come into our community
- The Mayor being approachable, friendly and open to listening to what the locals want to see and being able to explain why they are not priority for Council
- To understand eachother.
- Let's have meetings and allow us to speak
- If it was a one on one
- Clear lines of communication, two way communication approach, defined feedback loops, formal engagement process in meetings
- Decisions are made, informal suggests all talk and no action. Formal suggests it minuted but no power to make decisions. Any meeting needs to have action especially if the same issue comes up every meeting!
- Proper minuted representation by our councillor
- Formal meeting with minutes
- Over a nice cup of tea informally 😊
- Our representative in Turangi is Sandra Greenslade, who has proven to be anti-progress for Turangi, and very pro Taupo!
- Knowledge of when these meetings are happening, what the proposed agenda is
- For them to come regularly to our area and see issues for themselves. Our councillor is regularly out and about in our area, but we don't see 'hide nor hair' of any others except at formal meetings.
- Ask them - they are the ones wanting to engage.
- Again - multiple engagement platforms. It's not a one size fits all as stated. Therefore, optionality re: informal engagements as well as formal platforms that enable and empower Localism, community-led decisions should be supported and enhanced.
- In writing initially as my husband has, been to a meeting and not everyone has the opportunity to speak as there are too many time wasters
- Ready access to representatives without being passed from pillar to post
- have meeting dates better advertised and smaller focussed meetings
- Having councillors that are genuinely working for the people and not promoting their own ego.
- Regular, accessible forums, plain-language communication, and genuine two-way engagement — where community voices are listened to and followed up — would help build trust and make conversations with the Mayor or councillors more effective for everyone.
- Local rohe meetings
- More public consultation/ meetings out of and away from Taupo.

## Feedback by Ward – Tūrangi Tongariro

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- Since the abolition of the Turangi Community Board, there has been a disconnect between the community and council. Often a lot of time & thought goes in to making a presentation. It is only courteous that the presenter gets a fair hearing and a commitment to respond from Council. This used to be the case - not so in the last triennium.
- To meet with our Residents Association
- Meetings with an agenda that are well advertised in smaller areas where ratepayers can discuss and contribute ideas for future planning that affects the whole region, not just listen to council representatives explaining what is good for our community. These meetings must be recorded and post meeting action plans sent to community resident groups who then communicate with their local ratepayers. Have a councillor liaison person for each community in the district no matter how small they are. That way smaller community ratepayers might not feel so ignored and uninformed and main centre elected councillors would get a better feel about what is working and what is not.
- A formal recorded meeting so that those that may be involved later on can see what has been said in earlier discussions
- I should make a better effort to attend.
- Set up regular formal meetings in each community
- To have the Mayor turn up to the meeting would be a start. The public forum needs to be more user friendly.
- I expect the Mayor and councillors to be approachable and open to engaging with residents, particularly about issues concerning us. I expect meaningful discussions and engagement, so we can be confident our voices have been heard and considered seriously.
- To be more present in other areas than just Taupo
- There are pro's & con's for formal meetings which I am familiar with but I think most prefer informal approach
- Sub group representation, eg a community committee to enable deep understanding of lived realities and greater ability for council draw on the full potential of our communities
- Coming to my community, to spaces and places that I live in
- Regular meetings/with agendas or information provided prior to meeting of upcoming topics so we can have informed debates/discussions that include all perspectives
- Informal after meeting
- Digital
- If they were more accessible. Either through social media, email or face to face in our community (Turangi). Not just in Taupo.
- nothing - we have no problem communicating with our councillor - I think it's up to the mayor to communicate with us isn't it?
- Ensure they are not recorded.
- We can do so already. Nothing needs to change.
- Formal process with accountability for outcomes. Representation for our ward, which has significant ratepayers, and different needs from Turangi.
- If the mayor or councillors were familiar with our area and the demographic, so that they could understand what we were talking about.
- The Representative Group Meetings should not be confused with "good conversations" with the Mayor and councillors. They provide the means to articulate our views in a formal manner that must be considered by TDC in terms of good governance.
- Public meeting with minutes. Accountability is important
- Retaining proper governance structures and not abolishing The Tongariro Representative Group
- I regularly have conversations with my councillor but in person and on the phone, she is very 'accessible'. I have been trying to arrange a meeting with our new mayor since he took office, but the meeting keeps getting put back.
- Keeping the representation group, especially as the meetings are well structured and documented
- A WHITEBOARD enabling all ideas, arguments and solutions to be contributed and collated. Residents have all sorts of thoughts, solutions, expertise and life experience to offer. Imagine if there was even as few as one great idea in a multiplicity that only that individual was proposing.

## Feedback by Ward – Tūrangi Tongariro

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- Direct contact, in a timely manner - we rely solely on Sanra Greenslade (who does a great job), but she's on her own, despite Turang representing 25% of the total voters.
- For them to listen to the Rate payers
- have meetings around the district in different places.
- .Meet with local representatives
- No reason why agenda cannot be provided prior to meeting for discussions to be held prior to formal meeting
- Good conversations are aided by both parties being well informed on the issue in hand and held in an environment of mutual respect for possibly differing views.
- Easy access in the area and a genuine concern for the settlement, rather than a Taupo-wide focus
- Formal and appropriately structured engagement with a clear, action oriented 'paper trail'
- Have a meeting where the public could ask questions not just a single representative
- Regular meetings which are well advertised.
- A valid local community board or in its absence a formal local committee meeting regularly with an agenda including both way communication on matters relating to local area and issues. This must be minuted to ensure accountability.
- What an idiot question - there are many ways to interact and communicate with the Mayor or Councillors. What the hell is a "good" conversation?
- Just a local informal conversation
- Being taken seriously
- Meetings over coffee in local area
- Understanding what the kaupapa is and knowing whatever the kōrero is that is going to be taken on board, not just tokenistic
- For you to pin your ears back and listen to the concerns of TDC Ratepayers
- If he visited our areas on a semi regular basis. Well advertised opportunities to connect.
- Regular open formal meetings.
- The first, is to acknowledge receipt of email. Not necessary to act on the email, but a thank you for the email. Hold at least one formal council meeting in one of the regions per year. Hold an informal meeting once per month, rotating different councillors each month.
- Regular informal morning meeting in Turangi
- I would like to hear what is about to be discussed, in order to decide whether it would affect me or mine. As previously stated I was a serving member of the Motuoapa Ratepayers Association Committee, where we discussed our thoughts, pushing towards and becoming a legal Association, but I do not recall the Taupo Regional Council Recognising our legal status. I would be interested in investigating this 'legal' status further. I would consider that the Taupo Regional Council has obligations to the Motuoapa Ratepayers that it has not met and Inthink has not even considered.
- I, confess that this my second attempt at this survey and my thoughts are starting to come together as it were. So our Motuoapa Ratepayers Association has a legal standing. I do not think that the Taupo Regional Council has recognised this. I therefore think that the Council should only make decision's affecting Motuoapa with the elected members of the Motuoapa Ratepayers Association. Informally I would like but formally if 'push comes to shove'.
- "Meetings that anyone and everyone in our Rohe is able to attend and voice their feelings.If there is a change as the Mayor and Councillors are proposing there should be a referendum where all affected parties are able to vote note a few gathers where one or two locals gather.We are not be afforded our democratic rights here"

## Feedback by Ward – Tūrangi Tongariro

### Q005 What topics or projects matter most to you in your community:

- "Affordable use of services such as pools it is out of reach for the one income parent. Which means we wait all year to use the lake or school pool now. Rates- I pay over \$500 a month and we can't see the fruits of that?"
- "Improve Turangi More Community events Multi purpose event center "
- Poor response to pressing issues if it does not suit TDC
- "Support local sporting infra-structure. Make financial decisions more transparent. Replace broken footpaths and kerbing. Better maintenance of public areas on a regular basis and provide a public toilet."
- "JMATown Centre. Recognition of Turangi instead of a Taupo centrist attitude"
- Infrastructure management & future proofing. Environment
- "Many people in Turangi including myself, feel that Turangi isn't listened to, or given pro-active or serious consideration when plans are made to develop our area. The previous Mayor flippantly spoke of 'trickle down economics' i.e. if Taupo thrived, then eventually Turangi would too. Most economists reject that as a serious economic model. Other examples include promotional material being produced that doesn't include or promote Turangi. It is important that economic opportunities and successes are spread beyond Taupo."
- "The deciduous trees around Turangi that make a big mess in Autumn. Some throughout the year. Roading, Public amenities. The way Turangi is financing more than its share of Taupo projects."
- Conservation, amenities or lack of. Turangi revitalisation
- Lack of ground maintenance eg weeding, mowing on a regular basis The council ground along Kiko Road is a disgrace It occasionally gets a mow of two strips leaving long grass and dead vegetation The gardens are poorly maintained Is it true you only have 3 gardeners for the whole of the area Maybe reduce your administration staff and employ more workers
- Fair spend in Turangi and projects getting completed, k&c replacement, public toilets
- "Our town centre and new public toilets. We want a fair share of our rate payments spent in our community. "
- All topics and projects matter
- Fix Turangi, and help the people present a vital township where tourists can again enjoy this beautiful part of the lake
- What is most important is the southern lake townships not being treated like a poor cousin. Maintenance of any kind is hard fought for, otherwise, council has its ears painted on.
- All of them
- socialising events, community events orientation, social services, homelessness and improper accommodations
- The town centre
- Animal welfare, roading, conservation, public transport
- Promoting tourism: Taupo seems to promote only Taupo, not Turangi.
- The lack of action from the council to promote growth in Turangi
- Parks, reserves, water access, play grounds, speed limits, rubbish stations
- Public Toilets in Turangi - Keep the place presentable. Level's of service provided here by TDC is poor in contrast to Taupo. Especially in high season e.g Bin clearance. Keep the roading maintenance work up, Parks and reserves in good order. Work with WRC to obtain MBIE climate resilience funding for the ongoing foreshore erosion due to the lake being used as a battery and lake levels being kept artificially high. Ratepayers should not be funding the foreshore work.
- Fair use of rates paid in this area. Still waiting for public toilets to be repaired in Turangi and the local mall is an eyesore
- Safety. Kids crossing roads. Cars speeding. Broken footpath.
- The incompetent attitude to the toilet situation in Turangi.
- "Toilet facilities. General upkeep of council facilities. Gardens and lawns. Promotion of Turangi. The expensive sculpture in Taupo represents a massive waste of money that could be used to promote Turangi."
- A fairer slice of the rates pool...possibly rates earned in our region are spent in our region. Southern Lakes is largely ignored by council and Turangi has become 3rd world...largely due to the prisons and associated families. It's a scary place at night where some locals (gang related) terrorise the town.
- The Tuangi Civic Centre, Parks (especially Waipapa) Town Centre and surrounds, amenities in general including the completion of the revitalisation

## Feedback by Ward – Tūrangi Tongariro

### Q005 What topics or projects matter most to you in your community:

- "Rubbish tip, recycling Water"
- Turangi is being left behind. I pay rates and have a town held together by duct tape and anger
- "ToiletsLightingCondition town centreSpeed control on Hirangi RoadSewage pondsFlooding and soak holes caused by TDC"
- "Isn't the budget primarily focused on infrastructure and maintenance. Completion of unfinished works. Public Toilets. Rangatahi opportunitiesClear comms o What projects are current or next or not funded. "
- Pest control, planting and maintenance
- To be taken seriously!! These gatherings or meetings have been going on for decades, we get heard in the moment with little or no results. The people who live in these communities know what they would like, know what they need but continually there are no results
- Turangi as a whole
- General issues.
- Upkeep of garden's, sports fields and grounds ie local tennis courts which are a disgrace unweeded, unpainted etc
- Capability and capacity building. Our small community needs to work together to be a success, not have many different groups that talk alot but with no action. The biggest topics that matter most to our community are the following: mental health, (includes drug/alcohol) the youth and employment and housing
- The Town Centre is scruffy, tired and uninviting. It needs a total revamp to encourage business to come to Turangi
- Public transport, petty crime, public adherence to local bye-laws (e.g. vehicles on reserves), and policing of car parks for the disabled.
- Turangi township - safety , overall appearance, lack of tenants in shops
- Maori relationships, understanding what is most important to Council and why it differs from what I believe is important.
- I want more opportunities here, more jobs to apply for. More everything really.
- "RATES RATES RATES ours doubled when we built a granny flat for our mother. I was totally shocked.Dog control in Turangi. Our gentle pointer has been attacked three times by a neighbours crappy pig dogs and they pack attacked him. We have an outstanding \$2,500 vet bill this neighbour has never tried to repay it and your rangers say he's feral and won't take it further. We were told he could no longer have dogs on his property and this has never been implemented "
- The things council will do to improve the quality of life in Turangi
- "Lake Taupo Water Levels still causing erosionEnergy company owning lake level water rightsErosion and roadingAmbulance and fire services resources in local areas outside Taupo "
- Public Toilets in Turangi, Road Signage highlighting Turangi. Beautification of our town. Safety in Turangi.
- "EnvironmentInfrastructure"
- "RubbishErosionTracks and vegetation"
- River of life church hire the hall in Turangi every week, a none profit organisation which does so much for the community. For instance the Xmas lunch which this year we had 170 people turn up, we didn't have enough chairs to seat everyone and the ones in the hall are in such bad repair. We hire tables from the marae. The toilets are full of junk. It was such a beautiful thing to be a part of. There are so many people hurting out there and was so nice to give them something. We need a voice in the community to tell stories like this. Thanks for listening.
- Jobs, infrastructure, and parks n reserves.
- Whānau being supported with dignity, culture being protected, rangatahi being uplifted and systems being made easier not harder for Māori.
- Health, community connection, infrastructure planning
- Everything that affects our community, road, water, parks etc
- Being listened to

## Feedback by Ward – Tūrangi Tongariro

### Q005 What topics or projects matter most to you in your community:

- "A holistic approach is needed to support social, cultural, economic, and environmental wellbeing — with particular focus on our most vulnerable and minority groups, including Māori, youth, elderly, and low-income families. Community facilities across the district's smaller towns and rural areas — such as Tūrangi, Mangakino, Waitahanui, Poutu, Papakai, Otukou, and Wairakei — require sustained and equitable investment. These communities often face high levels of deprivation and deserve ongoing, long-term support. The underinvestment in outlying towns highlights the urgent need for Council to not only maintain but strengthen meaningful local representation — ensuring community voices are heard both locally and at the Council decision-making table. Removing locally based representative groups risks amplifying unconscious bias when key operational and governance decisions are made - further marginalising these communities. I applaud Council staff and councillor's efforts in maintaining the positive position of supporting Iwi, Māori relationships and partnerships and the value they bring to the table despite the racial rhetoric being polarised by minority groups. Does disbanding representative groups also mean those Māori representatives/voices will be lost or added to the Council table? Kia kaha."
- Improving the quality of life in Turangi
- Accessible and safe communal areas eg shops, parks, toilets
- Infrastructure. Better amenities for the community of Turangi
- Criminal activity, elimination of gang presence, safety, local employment so people are not needing to commute to other towns, decent shopping areas that are safe to be in.
- The issues that matter most to me are those that strengthen community wellbeing and long-term resilience. This includes mental health and suicide prevention, whānau and youth wellbeing, cultural identity and connection, and reducing isolation. I am also deeply invested in initiatives that support strong local leadership, accessible services, and practical opportunities for communities to thrive socially, culturally, and economically.
- Functioning public toilet, town center maintenance, a facility for bikers eg dirt bikes, 4 wheelers etc to keep them off our streets, police presence in the community and streets, dump fee reduction to prevent fly tipping, for starters.
- The lack of reinvestment of rates paid to TDC by ratepayers from areas outside of Taupo in those areas.
- All things Turangi/Tongariro
- Affordable rates, community resources and support.
- "Presentation of the village -well maintained gardens, reserves, quality water supply, well maintained recreational facilities for all ages, ability to have at least annually face to face input with councillors, not council staff into future planning, consideration for growth of community. Staff responsibilities are operational, not governance. Community facility as a hub for a growing community and their interests. For each community ratepayer to feel that their community is getting value for the ever-increasing rates they contribute annually. "
- Safety of residents, environment, and services
- Community services improvement.
- Lack of council maintenance      Lack of communication from council
- "Erosion. Playgrounds. Regular Public Transport that guarantees a return trip. The road between Taupo and Turangi. The Waihi Hill. The road in and out of Omori Kuratau. RATES and the way money is spent (or not spent) in the southern bays area"
- Regular maintenance of all council facilities and parks and reserves, providing a cared for environment that we who live here, can be proud of.
- "Fix up the Turangi town centre. What role does the co-governance group play in getting things done. Have never heard anything or see anything Start promoting Turangi and surrounding areas as a destination "
- The future of the CBD and district roading
- Disability access
- Core services with long term investment planning
- "Health of the land and the water. Safety of my community. Dogs on the streets in Turangi. The Turangi gym Cleaning up the walkways. New fencing and artworks/murals on all the pedestrian thoroughfare in Turangi "
- Facilities, such as public toilets, water plant upgrades, community spaces (that provide opportunities for both young and older people) community spirit enhancement, rubbish/recycling issues, beautification of our town (and other smaller towns) on a par with Taupo



## Feedback by Ward – Tūrangi Tongariro

### Q005 What topics or projects matter most to you in your community:

- Facilities, such as public toilets, water plant upgrades, community spaces (that provide opportunities for both young and older people) community spirit enhancement, rubbish/recycling issues, beautification of our town (and other smaller towns) on a par with Taupo
- A person who get in loved in the community and cares what happens
- Continual rising cost of rates
- Infrastructure. Things in Turangi tend to be run down, especially when compared with Taupo.
- depends - heaps of stuff - town centre is a nightmare but council seem unable to deal with that
- Roading, infrastructure, safety (reducing crime in the area), youth issues
- "Foodbank.Environmental protection.The way ratepayer money is spent."
- Representation as above. Unuque flora and fauna conservation projects in Pukawa.
- Council need to be as interested in the south end of the lake as they are in Taupo. For example, if the public toilets in Turangi that have been out of action for at least 18 months were in Taupo, they would have been rebuilt many months ago. We are still waiting.
- The provision of basic services in a manner that reflects our needs which are not necessarily the same as for urban Taupō.
- All
- Everything and anything. Flooding, parks dept, roading resilience, high lake levels/damage cause by, and just about everything council is involved in/with.
- Rubbish and recycling collections done properly, keeping towns tidy and clean, good public toilets, public pathways, cycle lanes, free parking, clean water, good sewage systems and good roads
- "Numerous issues that arise from time to time in our community.Access to a strong voice is very important to us rather than just a light consultation"
- Economic Growth. Social Cohesion. Environmental Matters. Communication around how these can be progressed. i.e. Local ideas for Local solutions.
- Community Hall, Pest Management, Rabbit Control and Ratepayers Association
- Tongariro Representative group be retained
- lake levels, conservation, support for smaller communities
- Erosion of Beach. Need more planting.
- Fair distribution of funds with reserve for emergencies and where needs are most
- Maintenance of community facilities in Whareroa Village including the foreshore.
- Erosion, services and a say
- No co governance.
- Projects and initiatives that enhance the social and economic well-being of the communities in the south of the district. Given the current pattern of representation, 'northern' interests too easily dominate the council's headspace (and budget allocation).
- "Representatives, more than one.Environment, having someone in our community to oversee the needs more often than the occasional mowing."
- It is hard to be specific as there are numerous matters which crop up from time to time that need attention.
- Proper allocation of resources by counvil.
- Having the TDC bureaucracy listen to the communities and take them seriously. Not trying to find a way to duck responsibility.
- Infrastructure, community facilities and youth initiatives
- "Parks and Reserves - Need to be kept neat and tidy, recent comments about grass for bees is ignorant and doesn't take account for young children's smaller feet and heights, when they are running in a park and can not see, ruts in the ground, rubbish dropped etc. They look pretty but are also seen by others as an excuse for not doing the work. We are a rural area and there is plenty of opportunity for bees, I am all for supporting them as well. Flowering plants will do that.Public Facilities including sportsEnvironment - Recycling (Sometimes I feel we are going backwards in this space rather than forward)Access in some areas, for those with mobility issues (No-one knows when they may face this problem, and only those with issues really understand.)"
- All of the above

## Feedback by Ward – Tūrangi Tongariro

### Q005 What topics or projects matter most to you in your community:

- Te Taiao, Mana Whenua, Local Business
- Infrastructure / business / youth
- Roading - safe roads that are kept in good condition, education for our tamariki in what council do for communities, reviving Turangi town ...
- "Care of environment. Services"
- "Acknowledgment by district councillors and mayor that they are representative of the whole district...not just the councillor who was voted in that region. It is an imbalance of voting when one councillor who has an issue in their region doesn't get the support of councillors out of the region. The planning and allocation of the \$17m prior to covid for the Turangi sports and recreation centre, which now has disappeared. There was no consultation on why this happen. And what happened to the allocated \$17m in the budget? It is also concerning that short term rentals are not licensed like other STR in other districts around the world. In New Zealand STR do not have to be healthy homes compliant and do not have to follow commercial health and safety requirements that commercial operators do. Therefore STR in Taupo District have no health and safety regulations either as a rental or short term rental. A fire in an STR in Taupo that has loss of life will bring into question councils non compliance of these properties compared to world STR standards. All STR's are acknowledged by IRD as a business they pay GST and can claim expenses, therefore all STR's need to pay commercial rates."
- Environment, roading, crime, better tree control
- Council communication especially on representation.
- Anything concerning Motuoapa. I would highlight the time taken to move the petangue court. But two years for a simple thing. However when the residents ignored the Council formal path they erected a Disc Golf Course in a matter of months.
- Sports facilities, maintenance and upgrades to the town and gardens
- "Too many to list here but the Mayor and Councillors don't engage with those that live in the Rohe. A lot of us are at mahi and unable to attend council meetings. You have to be open and honest with your communities. Issues that are going to have a significant effect on communities around Taupo have to be transparent and open where residents are able to be informed and able to be always included in the outcome. The council holding a few informal gatherings is not a fair or democratic way to allow the councils process of making a decision on behalf of us based on the information gathered but not shared with the community it affects. Honesty and being transparent is foremost."

## Feedback by Ward – Tūrangi Tongariro

Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- "Informal café pools sports grounds Formal-halls, "
- Senior citz hall
- Turangi
- "Senior Citizens Hall or the old Council offices."
- Anyways available in Turangi
- Close to home
- Turangi
- In the council offices meeting room Turangi.
- Turangi evenings or weekends
- There is a meeting place in Motuoapa at the Boating Club They will probably charge you !!
- Here in Turangi.
- 3 monthly meeting in our community with question and answer time
- There are many venues in Turangi
- Turangi! Get off your backsides and get down here and show a face. Same for Mangakino.
- Turangi council buildings
- in our community centres
- A quiet coffee shop
- Here in Turangi
- Anywhere.
- Turangi
- At our community hall
- In Turangi or Omori
- Somewhere local as there is lack of public transport
- In our area.
- Council office...
- A hall in turangj monthly
- Cannot answer without identifying. Stupid question.
- For me personally any venue including over a coffee etc, but for the community in formal representative situations is better
- Turangi
- In our decrepit gym that leaks
- Turangi
- "Tūrangi Informal - Coffee shop - friendly chat Followed by more formal update. "
- At my home for one on one or Oreti Lodge for a group consultation
- Cafe, coffee shop, park bench
- in turangi
- Unsure
- Local community center

## Feedback by Ward – Tūrangi Tongariro

### Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- Here in Turangi where everyone would have their chance to speak
- At the council offices in the old I site
- A hall or building in Turangi township
- Somewhere in Turangi would be great
- In an office.
- My home, a local hall, phone call etc
- Prefer not to., just email or phone
- In a formal, neutral engagement envt where people can easily voice their opinions and talk freely so it's recorded and actionable by council
- Community center
- Our councillor meets at our Pukawa Property Owners AGM. And she also meets with our chair person. This works well
- Online or at the AGM
- The hall, we provide the tea 😊
- only with the mayor. Our councillor is rubbish!
- Turangi
- Turangi, Motuoapa
- Oreti Village, Pukawa marae, Omori Hall, but they need to be prepared to 'walk about' and see the area and issues for themselves!
- In our own Ward.
- Similar to the above. Its situational therefore optionality is crucial.
- In a small group meeting
- Somewhere local that doesn't involve travelling to Taupo
- Turangi - any venue
- Somewhere private and confidential. Not necessarily in the location I live in.
- The best place to meet would be within the community itself — in spaces where people live, gather, and work. This could include community hubs, marae, local meeting spaces, or kaupapa-based venues, as these environments support more grounded, open, and meaningful conversations than formal offices alone.
- Turangi
- Omori Community hall, Oreti or any suitable venue in Turangi
- In our 'hood - engage with the community. This has broken down. Sandra fights one hell of a battle on our behalf, often with little support
- Locally
- In our community so they can get a feel for the issues and ideas being discussed.
- In Taupo during the weekend or evening
- they could, at the very least, hold a meeting, annually, in each of the different districts.
- Meet in a local community setting
- TRG is meant to move around ALL the areas it represents. This happened the first year. Lately all the meetings were at the sports grounds in a building that is not suitable for meetings. Te Mataapuna. The isite is central, but going to the different areas raised age profile of the TRG and the community could see what we were trying to achieve.
- Turangi

## Feedback by Ward – Tūrangi Tongariro

### Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- Hydro cafe. Licorice cafe. Like the previous mayor used to do on a regular basis
- Council office?
- Meet and greet events
- Online for flexibility, but when in person we're flexible
- Marae. Te Mataapuna. Then gym in the rain so you can see all the leaks and how unsafe it is for our tamariki
- Community spaces that are easily accessible location wise- community halls, senior citizens building, RSA...
- In Turangi
- Digital
- Senior Citizens Centre
- we dont need to meet with them - they have a job to do and they need to do it
- informal meeting within online facilities
- In a public forum, as in the past.
- Oreti village restaurant.
- In Turangi: The library meeting room, I Site meeting room, or senior citizens hall. In Omori-Kuatau-Pukawa, at the community hall in Omori-Kuratau.
- In our local area. We have yet to see a reasonable representation of TDC at our community meetings
- "Community hall"
- Anywhere in Pukawa, but apart from our local councillor it seems to be in the 'too hard basket' for anyone from TDC to come to this end of the lake.
- At the representative meetings, or I know our local councillor is very good at meeting people individually
- Suitable place for all concerned. Preferably leave everything as per the status quo
- Anywhere comfortable/local, and time of day is important to inclusivity.
- Omori Community Hall
- Local
- in Whaeroa! but failing that as realise unlikely, Omori/ Kuratau
- Local
- Turangi. Perhaps at RSA Friday Social Connection Group with community invited.
- The Tongariro Representative Group meetings will be an ideal place.
- Ideally in the village or a surrounding village
- Should be having formal meeting around the taupo district. So everyone has a chance to have their say. We as rate payers Should be involved. You work for US.
- Turangi - but I don't mind coming to Taupo for something that is important.
- Kuratau
- In a local council room where meetings are regularly held.
- Via local committee.
- Another idiot question. It depends on many factors - are we meeting as a group, is the meeting about something personal? The list goes on; these are but two examples.
- At a local community event
- Community facilities, meeting rooms, parks, not coffee shops
- Local Community Centre (Omori)
- Locally, Senior Citz Hall etc

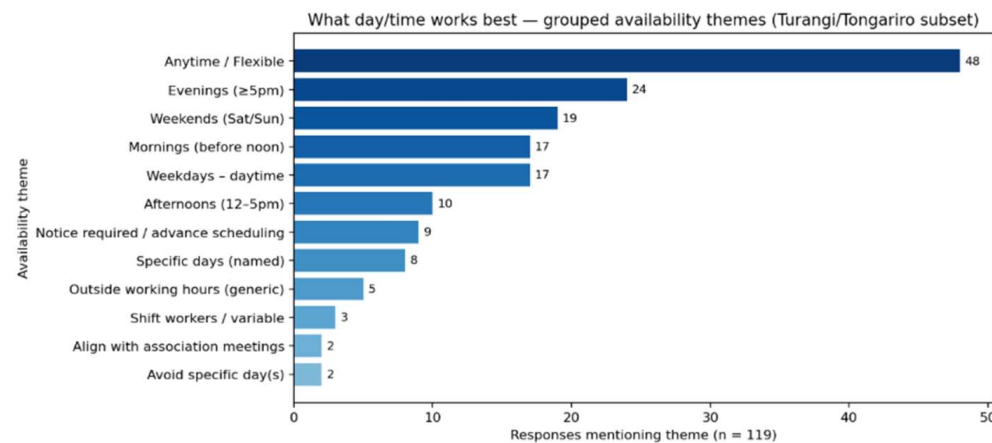
## Feedback by Ward – Tūrangi Tongariro

Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- Any local venue at a regular time every 2 months
- LOcally - eg Omori Hall, Turangi Senior Citz etc.
- Turangi public area eg Library. Site.
- In an office or hall. Not a coffee shop.
- At a room in the old council offices NOT THE MEETING ROOM BESIDE TGE FOOD BANK. The acoustics are terrible.
- As I have suggested our Ratepayers Association.
- Motuoapa!
- At the office
- For the communities around the Lake in a familiar hall or building not a council office

## Feedback by Ward – Tūrangi Tongariro

Q007 What day and time works best for you?

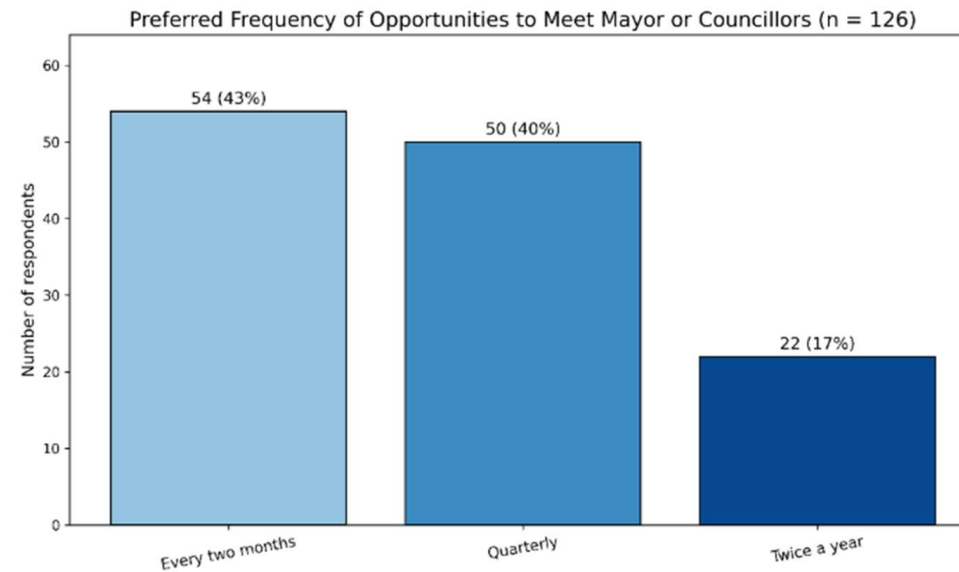


The **strongest inclusive option** is **weekday evenings** (around **5:30–7:00pm**), closely followed by **weekend daytime** slots. This combination caters to working people and families and was explicitly called out as more **representative**.

A **flexible cohort** (≈45%) can attend most times (retirees/shiftworkers among them), but they still value **clear notice** and a **regular cadence** (e.g., monthly, same weekday/time, well advertised).

## Feedback by Ward – Tūrangi Tongariro

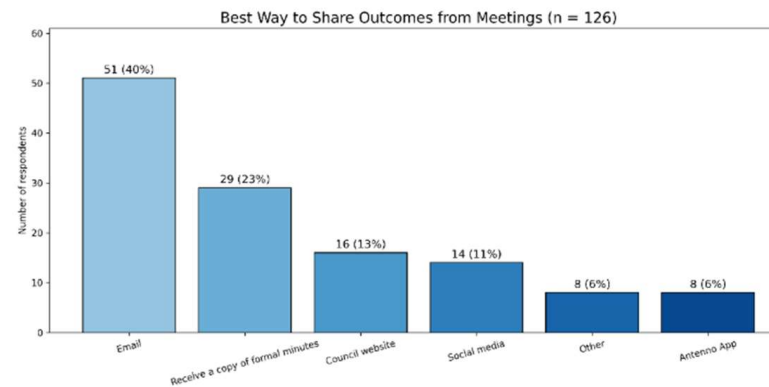
Q008 How often should these opportunities to meet with the Mayor or Councillors happen:





## Feedback by Ward – Tūrangi Tongariro

Q009 Whats the best way for us to share outcomes from these:



- A combination of email (if it was a matter that I had raised), followed by the website, social media, and the Antenna app. Would be my preferences
- Facebook
- email to all Rate Payers
- Both email and social media. One size does not fit all.
- Email, social media, formal minutes
- all of the above communication mediums
- "And email. OnY one choice available"
- Then social media
- "The Antenna app doesnt work...as responses do not contain useful information. I have attempted to use it a number of times and will not use it again. If council staff cant respond fully the public will not adopt this as a communication tool."
- I'm a bit miffed with this and the last questions to be honest they are based on the assumption that the respondents are supporting the notion of forum style meetings so to answer (which one has to) shapes the outcome! However in support of the above, both copies of minutes by email and publication on website.
- Too many questions in this survey
- "Would have preferred to select more than one answer. In Meetings, supported by mix of online website and social media. Also previous question How often should these opportunities to meet the Mayor or councillors happen? Is a forced/coerced answer selected 2 months is the most frequent I could select. Not the true answer I agree with monthly."
- At the moment social media but also the local paper, flyers in cafes, supermarkets, the gym, childcare centres, library - flyers with frequent updates
- Prefer email
- nothing in mind at the moment

## Feedback by Ward – Tūrangi Tongariro

Q009 Whats the best way for us to share outcomes from these:

- Send out minutes to local residents via email
- Not just one as many as possible
- For me personally, minutes and email but for the wider community (who won't attend any sort of meeting unless it's something that directly affects them) - local facebook pages.
- Option to select multiple options would've been good. If so i would've selected email and receive copy of formal minutes.
- Most important as formal documentation consolidates decision making and formulates post meeting action plans and can always be referred back to when there is an issue
- I, must make a bigger effort.
- It is important to have a record of the meeting, with an opportunity to question any points of disagreement or potential misunderstanding. These should be circulated to all interested people within a week of the meeting.
- Published on community websites, in local newsletters and papers
- Please make representation as formal as possible. Without formal agendas and minutes, there is no accountability and too many opportunities for important matters to be ignored.
- Via email and Antenno.
- Formal minutes can be shared via email
- It is unclear what meetings are being referred to. Any meetings that are held to discuss critical issues should be minutes. Adhoc informal meetings are not an adequate substitute for appropriately resourced Representative Group meetings.
- Any meeting has to have formal minutes otherwise council will just ignore any decisions made.....They do anyway but with no minutes it would be even easier so to do.
- Formal meeting minutes posted on the Council website is first preference
- A comment on the previous question on frequency - I would say quarterly AND when necessary, in addition to that. I would also add that this survey seems to be designed on the assumption that the Representative Committee will be replaced by 'informal' meetings. My strong view is that the formality of a Representative Committee should be retained. By all means, have 'informal meetings IN ADDITION.
- Email is the best, but if formal minutes are kept a link to the council website where the minutes are filed would also be useful.
- Via local committee.
- Keep it all on the record. I know that might sound distasteful to the bureaucracy, but it is called accountability
- and council website
- Receiving a copy of formal minutes and by email, but it wouldn't let me mark both
- Also receive a copy of formal minutes
- email all ratepayers using the ratepayers email list
- A proper record of the meeting should be circulated
- The Council Website is to me a 'web'
- The Motuoapa Ratepayers Association are a legally established body and should be accorded the rights of that.
- All of these as they suit some social media is obviously great but not everyone is savvy, Local community boards, notice boards

## Feedback by Ward – Tūrangi Tongariro

### Q010 Any other comments or suggestions?:

- Treat identified problems with fairness and not hold up decisions because of lower area populations
- "Concentrate spending more on basic infra-structure items instead of frivolous items in Taupo i.e. statues, etc..Improve inhouse communication to rate payers i.e. mailing notices. "
- No more dinosaurs please -
- Many Turangi ratepayers feel disenfranchised, and hold a grievance about the councils' ongoing lack of support to develop Turangi's attractions and promote its proximity to the Tongariro Crossing and the skifields etc.
- Not at this time.
- Do not just consult Action please
- Bringing this survey out to people right on Christmas and holiday time is a blatant way to hide in plain sight. Shame on you, doing this when most people are distracted with holiday plans.
- Community representation is an absolute must and the cornerstone of democracy
- Yeah, there's life outside Taupo
- Be Informative honest accountable
- remove the mayor
- What happens when the Maori wards end? What is the plan for Turangi/Tongariro with regard to councillors and local representation
- The council needs to retreat from its position to reduce formal engagement with the district. It has steadily been reducing its presence and interest in Turangi for some time now. The situation with our public toilets serves as an example of this. But never mind Taupo has its shiny dinosaur.
- We need a second Councillor down here, we have a darn good one, but she is in danger of being worked to death.
- I feel like our local area rates are not used within our area
- Southern Lakes is ignored...very little rates funding is reinvested, and while our councillor does her best, she's only one person in a huge geographical location.
- Any move to a less formal form of community meeting would be retrograde and undemocratic in my opinion.
- "I personally don't want to meet the mayor etc. But from what I have read the informal meetings will not serve us as well as the current formal ones. Our small communities (Whareroa, so small not even mentioned in your ""where do you live"" question) need strong representation to have our voices heard."
- "This survey is collecting inaccurate data. Some questions require compulsory answers. Public shouldn't be forced to provide details Or answer every question. The questions don't reflect all the information provided. - how useful will this be? "
- Don't keep talking about this stuff, do stuff. Small projects are great as they are less costly but can achieve results which communities have been begging .
- Remember turangi
- Nothing more to add.
- We all need to work together to make our region great
- It's about time that the council became more active and involved in Turangi as this town is a tourist hot spot and needs more council attention
- No
- No but thanks for sending out the email and asking
- Mayor Farrell is a fantastic appointment and our local councillor is not afraid to wade in and help our community. We often feel left out and forgotten and with an aging population of retired Baby Boomers moving here having retired from some incredible positions you need to involve us! The IQ of the village is rising!!!
- Invest in towns other than Taupo
- I think that the Tongariro Representative Committee needs to remain in place as a formal mechanism for the many rate payers that are not part of the Turangi urban area

## Feedback by Ward – Tūrangi Tongariro

### Q010 Any other comments or suggestions?:

- We would love public toilets 😊 you know there are some struggling families south of Taupo but no less important, we can't lose our voice because if we do no one will hear us. Sandra is fantastic and it is so evident that she cares about us. I spoke to her recently over at Kuratau and we love her, she needs more support than she gets. Thank you for listening,
- Pointless because I'm from Tūrangi
- Tongariro meetings must continue with minutes and accountability. The format less formal whereby attendees can ask and answer questions, add/correct, information/details.
- "We wish to retain the Tongariro Rep Group. The Co-Governance is in Tūrangi. These are our legal committees and any attempt to replace them will not be viewed well by our community. We lost our Community Board. We lost one councillor. Don't talk to us about what we want. You never listen."
- "Community-led and localism-based decision-making is not just a principle of good governance – it is the engine that drives thriving communities. Representative groups provide a vital link between Council and the people it serves, ensuring decisions reflect local priorities and aspirations. Disbanding these groups would be a significant step backwards, undermining trust and weakening community voice. Where some groups appear to be underperforming, the solution lies in strengthening internal processes and addressing barriers – not dismantling the structure. Individual biases and perspectives can and should be managed through robust governance frameworks. With the right resourcing, staffing, and support, these groups are well-placed to set the strategic direction and investment priorities for their communities. While their formal decision-making powers may be limited, their recommendations should carry weight and be endorsed by Council as a matter of course – as is common practice. To achieve this, members must be equipped with adequate training and ongoing support to make informed, confident decisions. Investing in these groups is an investment in stronger, more resilient communities. Regarding this question: How often should these opportunities to meet the Mayor or councillors happen? I selected the highest frequency but would've selected more often should that have been an option. But again, that's subject to the representative groups staying. In closing, removing these representative groups would not only diminish localism and community-led decision-making but also risk eroding Iwi/Māori representation, jeopardising Council's relationships with Iwi and Mana Whenua. A potentially regrettable backwards step – unless Council intends to absorb these roles at the Council table, which would truly symbolise genuine partnership. In addition to maintaining local representative groups - I'd encourage Council to adopt its own mechanisms to strengthen Māori representation, rather than follow fractions of the current government to diminish it. I commend Council's efforts during the previous triennium to review Māori representation and implement recommendations, including Māori seats on representative groups and Council, enhanced co-governance arrangements, and frameworks to ensure Iwi/Māori involvement in key decision-making processes as required under the Local Government Act. Building on this progress is essential to uphold partnership and equity. The Mana Whakahoio - Tūrangi Co-Governance Committee is a great template. Council could continue to be pioneers by implementing similar structures across the district guided by Mana Whenua."
- "Everyone should get the opportunity to be heard. Submissions could be made via email and then invitations could be sent out to small groups of people to be heard"
- I think it's very important for the smaller communities to have enough representation to get the views of the people who live there through to council and mayor. Many feel we are not heard around the council table and are disregarded in favor of our larger neighbour
- It would be great to have more visibility within the community (Tūrangi) by the Mayor and respective councillors from the Tūrangi Ward
- Keeping communication clear and consistent would make a big difference. Plain-language updates, visible follow-through on agreed actions, and opportunities for feedback after decisions are made would help build trust and ensure community input feels meaningful rather than symbolic.
- The proposal to de-fund and de-emphasize formal consultation with communities at the Southern end of Lake Taupo was not well thought through and needs to be reconsidered.
- Just make it happen. John was elected on a platform of engaging with the community. Remind him the Taupo region extends beyond Wharewaka
- This survey was not results driven. I'm not sure what was gained from completing it. I want to see the elected Councillors having more involvement in planning & outcomes for our community and not the administration staff of TDC or any other unelected persons or bodies.
- Would be interested in survey results community by community. Surveys via a website that not many ratepayers read is an ineffective way of gauging community feel. The numbers become statistics that can be easily misread to suit budgets and personal agendas.
- I am not sure of the intention of this survey? It does not appear to interact with what is happening and seems so vague to allow whoever is running the survey to make a case for whatever they want.
- Council needs to become involved and aware that not everybody lives in the Taupo township. Elected members and key administration staff need to make themselves available to meet with the smaller community groups on a regular basis

## Feedback by Ward – Tūrangi Tongariro

### Q010 Any other comments or suggestions?:

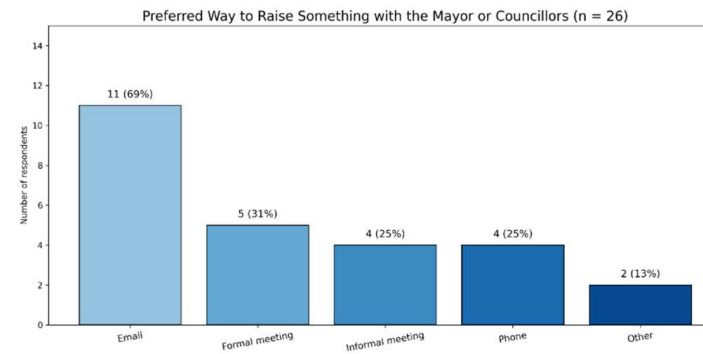
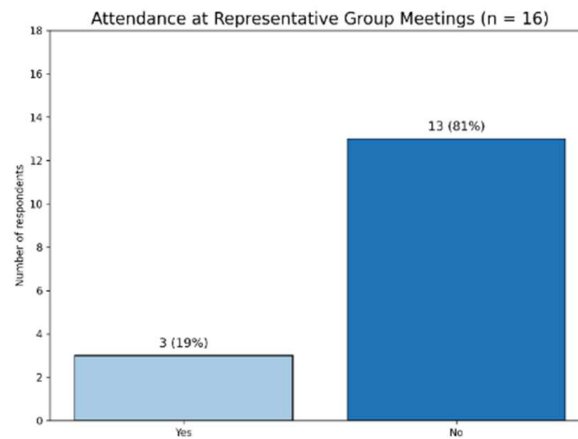
- Council needs to become involved and aware that not everybody lives in the Taupo township Elected members and key administration staff need to make themselves available to meet with the smaller community groups on a regular basis
- I believe that the TRG started well but TDC lost interest. The minutes should come within a week of the end of the meeting, NOT with the agenda for the next one- there was no follow-up unless one of the committee had read the minutes and asked what happened. The councillor, who was the chair of the committee, regularly had other meetings scheduled by the staff that clashed with TRG. Items for the agenda were requested a month before and were then responded to by staff and then not put on the agenda, so the community did not see what had been done unless the committee member then put it on Facebook. TRG was not given the same importance as the co-governance group but was representing a much wider group than just Turangi township.
- Communities at the southern end of the Lake are already under-represented with only one elected Councillor. We make up approximately 25% of the population of the area covered by the regional council, and one Councillor is woefully inadequate to provide the level of support we should expect for the rates we pay. There should be no consideration of any move to further erode this level of representation through removal of formally constituted groups.
- No other to say this survey seems a good idea to see how the public do have a say
- You do a great job
- Yes- council should reflect on the communities they represent- it is these communities that put them there in the first instance. Equity among our communities- this includes Taupo!
- To listen to the community needs
- Reduce costs. Focus on essentials
- Our rep group is excellent and has operated very well. we have the co gov group here - they need to be more open and transparent and let the community know what they are doing. noone knows who they are; noone knows what they do; there is nowhere you can go to see what they do so maybe sort that out first before you worry about our rep group that has been terrific
- It is good to have a voice, as long as it isn't just on deaf ears. Have a meeting for a purpose, rather than just a tick box exercise with the intention of not doing anything.
- Please make representation as formal as possible. Without formal agendas and minutes, there is no accountability and too many opportunities for important matters to be ignored.
- Pukawa/Omori/Kuratau must NOT lose its representation and formal processes for interaction with TDC on a regular basis.
- I found the tone of this survey to be unusual in seeking views on the proposal to remove Representative Group Meetings at the southern end of the lake and particularly for rate payers outside typical urban settings. I do not support removing this important aspect of local governance. In no way do informal meetings in any form achieve this. There should be regular opportunities to discuss issues with the Mayor and councillors informally in addition to the Representative group Meetings. I am somewhat bemused that TDC places a great deal of value in co-governance but is attempting to reduce governance in regard to a significant proportion of the rate payer base.
- Dont abolish something that works. This should be driven by councillors not by staff
- Prefer not to abolish the representative councils
- Remember we pay rates too! and most people here pay very substantial rates, but we are disregarded when it comes to spending that money. It all gets spent on fancy nice to haves in Taupo and the southern end of the lake doesn't even get essentials. Now you want to cut our only formal voice, so you can ignore us even more!!!
- I think local representative boards are important and it would be one less way of getting good access to council directly if they were dis-banded
- For me personally the solution is in the titles given to the existing set up. Co Governance, which I am not averse to, implies a formality and agenda more suited to infrastructure issues and the like. Sure we need to stay on top of all of this and respect local Iwi views. However regarding the latter it is not at all clear what the issues actually are. On the other hand Community matters are more the glue that holds us together as a wider collective, generally seeking the same outcomes. Maybe a look back at some of the Minutes of the former Community Board Minutes would highlight the difference in subject matter between then and now.
- Sanra needs help - she can't do everything on her own. the Co-Governance Agreement with local Iwi simply doesn't work and there's no such thing as "co-governance" - Council is elected to govern, and should do so.
- I get the council e-newsletter. it is full of things happening in Taupo town. much less so anywhere else. In my view this view of council exacerbated by minimal council representation
- Give the current representation time to develop.
- "I have not seen a compelling argument to disband the Tongariro Representative Group based on this structure having failed to perform its' intended function since establishment or the suggested alternative likely to be more effective. I note that the Group has not met as regularly as envisaged and am interested to know why this is so and if this has negatively impacted on our community's representation at Council."

## Feedback by Ward – Tūrangi Tongariro

### Q010 Any other comments or suggestions?:

- YOU WORK FOR THE RATE PAYERS.
- see previous comment. I object to the replacement of the Representative Committee with any kind of 'informal' arrangement. That's not good governance.
- One councilor for this whole district is not enough, being the southern end of Taupo.
- I think it is important to keep what we currently have because if it goes, we won't get it back. What we have currently is not ideal, but with time I am sure it can be refined to work best for all.
- Listen to our Representatives. They have been elected to represent our community concerns. I know this is a novel idea. Remember, you are our servants - you are here to serve our interests, not yours.
- No, I think I have covered most things with my answers
- We initiated morning coffee meetings with the previous Mayor but these were discontinued by him. Peter Britnell - 021 656798 - peter.britnell@omoriestate.co.nz YES I would like to sign up for the weekly council newsletter
- Kia Kaha
- As rate payers in small rural areas a voice is essential.
- All councillors should think about engaging with all ratepayers in the district and not the ratepayers who voted for them. Councillors need to understand that ratepayers aren't the bad guys, we live here because we love the place.
- Communication is very important including from iwi
- What is being suggested as an improvement seems to me as another barrier. Who will speak for Motuoapa in this proposed set-up?
- I trained for the Department of Social Welfare in communication at National level as such I am aware of the difficulties of communicating to a large diverse community but I am also very aware that the responsibility for that communication, especially where political and or funding issues are at stake lie solely with the Council.
- "Lots but let's start communicating with your ratepayers and Bri g open and transparent please"

## Overview by Ward – Out of District



## Feedback by Ward – Out of District

Q001 Have you attended one of the representative group meetings:

- Don't live in area
- Not aware of meetings being held
- Because I live in Wellington and I'm not necessarily here when they're scheduled
- No
- We have a place in Atiamuri and this information is often excluded from our community
- "Great chance to engage Worried on the options list on the page prior you've left lost of parts of the community out eg Oruanui, Rangitaiki, Broadlands"
- didn't know much about it
- House at Pukawa is a holiday home
- Often they are at times when we cant make it and we are not in the area as an absent property owner.
- Wasn't notified
- Busy or out of the area
- Do not live in area
- great



## Feedback by Ward – Out of District

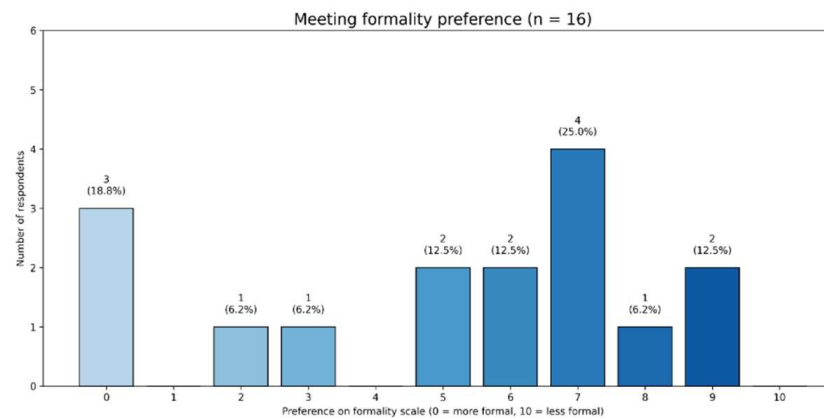
### Q002 If you wanted to raise something with the Mayor or Council:

- Through Tongariro Committee
- I am part of the Pukawa property owners association and on the committee - this is an active group that supports the community well and has strong membership and gathers views on the unique needs of our community - we are well represented by our counselor Sandra Greenslade but despite this often feel that communities at the bottom of Lake Taupo are not well supported to TDC which is too Taupo township centric
- Meeting at Ātiamuri
- It is important for representative groups to have formal contact - do not forget who voted you in. It's not what is good for councilors it is what is good for ratepayers that counts.
- Through our community representative.
- Mangakino Pouakani group well run

## Feedback by Ward – Out of District

Q003 If you were to attend a meeting would you prefer a Formal (0) or Informal (10) Meeting forum:

- 5.1 overall responses are more formal meeting forum preferred.



## Feedback by Ward – Out of District

### Q004 What would make it easier to have good conversations with the Mayor and Councillors:

- Around a table for a good korero
- Their attendance at the Ppoa Agm
- A formal meeting with an agenda and agreed actions and timelines that result from it - can be on teams or other facility that allows more people to attend - should be interspersed with the occasional face to face meeting
- To have formal representative community groups with effective communication processes.
- "It would make it much easier if the Mayor and councillors came out to our communities, like Ātiamuri, rather than expecting people to come into town.Face-to-face kōrero in our own spaces helps build trust, removes barriers, and allows people who don't know who their local representative is to still be heard. Many of us don't know who represents us or how to contact them, so meeting councillors in person would make local democracy feel more accessible and inclusive."
- Open forum
- I'd like to know more about how to make sure issues are dealt with
- I'm from Masterton/Wairarapa But i lived in Mangakino for a while in my growing up and i still come home to Mangakino to help when i can
- Regular Meetings
- "Ensure local groups have representation of their community, provide formal meeting dates or an option to create a meeting with the mayor.You must ask yourselves why wouldn't the mayor want to meet with groups/ratepayers etc."
- No problem with current situation
- "Accessibility. Having local representatives whom can take any community concerns to be council table or mayor, on behalf of their communities. "
- Informal meetings
- a coffee
- come to Tirohanga hall occasionally

## Feedback by Ward – Out of District

### Q005 What topics or projects matter most to you in your community:

- Street lighting.
- That the council listens to its rate payers and doesn't spend money on bullshit pet projects.
- Erosion by lake front, drainage, weeds
- Lake level management and impact on foreshore at Pukawa, road safety and maintenance, public reserve maintenance, pest management, local infrastructure management, ensuring the Turangi community gets its fair share of investment and support, services. Support for tourism that can grow and enhance the community - for example more mountain biking tracks in the vicinity of Turangi would add significantly to visitor numbers accomodation and use of other services
- "Erosion of foreshoreBiodiversityPredator control "
- "An important issue for our community is that there should be no overnight parking or camping in the area while there are no public facilities available.Without toilets, showers, or waste facilities, overnight stays put pressure on the environment and risk polluting the wai. Until appropriate infrastructure is in place, restricting overnight parking and camping would help protect the area and respect the community."
- Boat ramp access, Parks, walkways and keeping the area tidy
- "Building community and everyone connectingSome people don't get listened to because of the noise others make"
- I would like to help with waka ama and any other ideas to help with our youth and families
- Water quality, grounds management
- The key aspects are what is happening planning wise, infrastructure development, community events, rates and financial matters, tourism.
- "RatesMaintenance of current assets Maintenance of council lawns and gardens "
- Projects happening in Whareroa, & surrounding areas, where we pay rates.
- Traffic - access to Hatepe off amin road. Ensure slow traffic within Hatepe especially Quad bikes
- infrastructure
- roading, water, hall

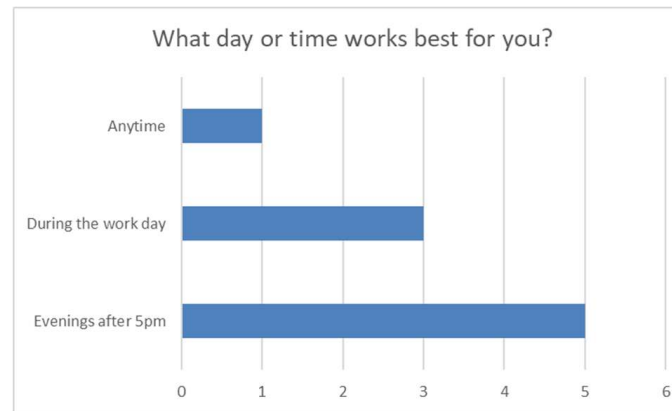
## Feedback by Ward – Out of District

Q006 Where would be the best place for you to meet with the Mayor or Councillors:

- At Whareroa
- In each community. We all pay rates.
- On sight where issues are
- In Turangi or Omori or online
- In the local community
- The best place for our community to meet with the Mayor or councillors would be at Ātiamuri village, where we could have a picnic or BBQ together. Sharing kai in this way shows manākitanga, builds relationships, and makes the conversation more relaxed and inclusive. It allows people to kōrero in a familiar, welcoming environment and encourages stronger community engagement.
- Atiamuri Village
- Rurally so I do t have to do all the travel and they remember all the pasts of the community
- in his office at anytime
- Turangi
- Local facilities or the chambers.
- Whareroa AGM
- Whareroa or have a community representative present at formal council meetings, wherever they may be.
- Hatepe Marae
- Tirohanga Hall
- tirohanga hall

## Feedback by Ward – Out of District

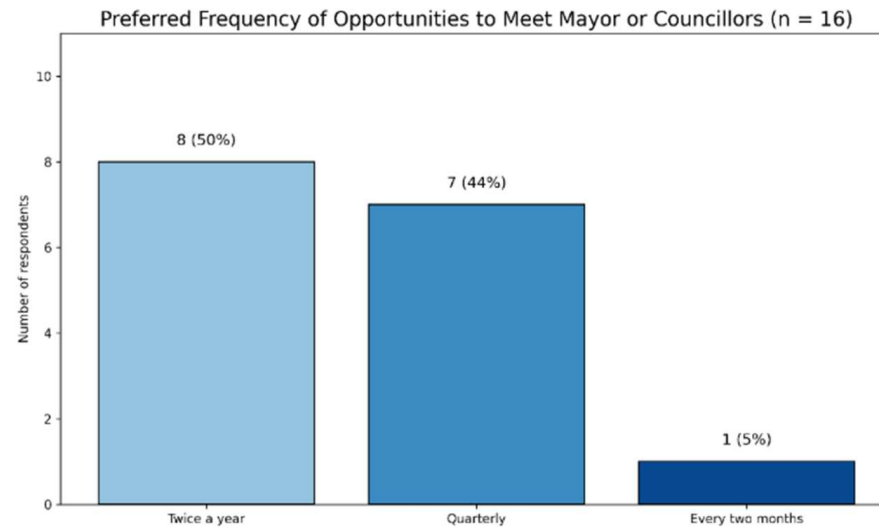
Q007 What day and time works best for you?



The **strongest inclusive option** is **weekday evenings**. A **flexible cohort** (≈45%) can attend most times (retirees/shiftworkers among them), but they still value **clear notice** and a **regular cadence** (e.g., monthly, same weekday/time, well advertised).

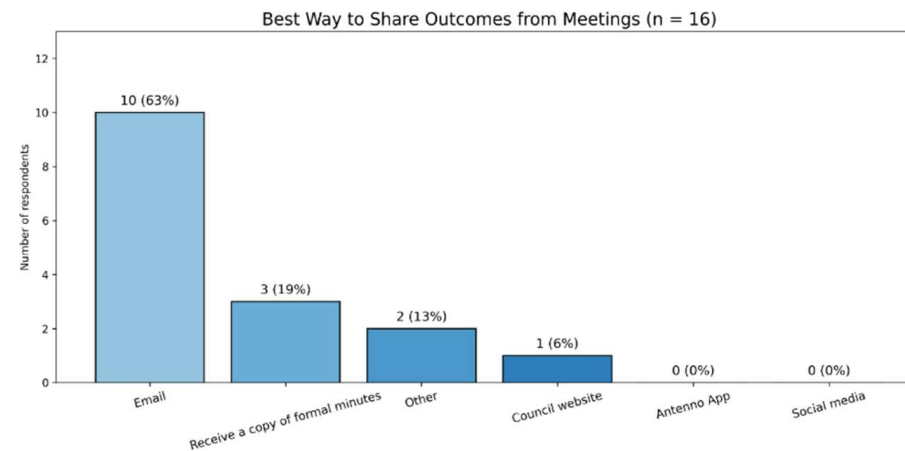
## Feedback by Ward – Out of District

Q008 How often should these opportunities to meet with the Mayor or Councillors happen:



## Feedback by Ward – Out of District

Q009 Whats the best way for us to share outcomes from these:



- You've only allowed one choice but in reality you need to use multiple channels I would say email social media and antenno app which seems to work well for our community
- "The best way to share outcomes from these meetings would be through a simple, clear update that reaches everyone in the community. This could be utilising a number of avenues: A printed summary or newsletter posted around Ātiāmuri village Email or social media updates for those online Community noticeboards or local hui where people can ask questions and kōrero further The key is that the information should be easy to understand, accessible, and shared in ways that suit everyone, so people know what decisions have been made and how they affect the community."
- Actions lists
- Minutes and Action Plans
- Through our elected area representatives.
- Also website



## Feedback by Ward – Out of District

### Q010 Any other comments or suggestions?:

- Clarification over mowing of the berms in Pukawa. Thanks for the work that council do.
- The Council was given a very clear message at the last election that the community at the southern end of the lake particularly Turangi is not well enough supported by the council - as somebody who observes both communities closely the contrast is very stark and is not good enough - the proposal to dilute the Turangi and surrounding communities voice is unacceptable and needs urgent attention as does a genuine recognition of the unique needs of the community
- "I have lived in Ātiāmuri Village for three and a half years and in that time, only one representative has come to speak to us, and that was at the very beginning. There has been no regular engagement or follow-up, and I've forgotten who that person was. If you truly want to connect with smaller communities like Ātiāmuri Village, it's important to have someone present regularly, not just once. Regular engagement helps build trust, ensures our voices are heard, and shows that our community matters."
- How do we know how and what has happened
- If there's petrol vouchers I've got some good ideas and I have to travel from Masterton
- Maintain the Representative Group!!
- "Why are we asking about access to the mayor and councilors in general? That means it is either not satisfactory at present, you want to change it for no real reason, or these have not worked well in the past. Make a change and become more engaged - mayors across NZ have separated themselves from communities with too many other elected councilors."
- I realise things change but like a lot if things today it's normally to save money with not a lot of thought about the end result
- All townships/areas under the Taupo District Council umbrella, should have formal representation on the council. This is the only way that small community voices will be heard.