

# Community Connection



Mayor Brendan Duffy

## Message from the Mayor

We have applied to be one of the councils included in the first year of an independent

standards system measuring local authorities. The Local Government New Zealand (LGNZ) Excellence Programme aims to improve the value and services of councils by measuring indicators such as leadership, finance, service delivery and community engagement.

This lines up with our own strategic plans to continue to increase the value of services to our communities and working together to take Horowhenua from good to great! Over the past three years our Council has built a culture of continuous improvement which provides an excellent platform to be further enhanced through the LGNZ Excellence Programme.

Coupled with the extraordinary growth projections facing our community, Council's role of providing effective leadership becomes even more significant.

We've taken responsibility for establishing the platform for positive change and are eager for the LGNZ Excellence Programme to further support the ability for our Council to springboard off the current and future success of Horowhenua.

*Brendan*

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## Thinking of standing for Council?



If you have thought about local government and having a say in the future of Horowhenua, perhaps stand as a candidate to become a Foxton Community Board member, a Horowhenua District councillor or even District Mayor.

Horowhenua Deputy Electoral Officer Ian Tate says anyone over 18 can stand for election, as long as they are a New Zealand citizen and enrolled on the electoral roll.

"We encourage anyone who wants to make a difference in the local community to stand. After all, local government and local democracy are fundamental to our community and provide the opportunity for everyone's voice to be heard. The mayor, councillors and board members are elected to be community leaders and to represent the views and interests of citizens," Mr Tate said.

"We need a range of elected members of different ages, ethnicities and backgrounds to represent the diversity of our community."

Nominations for candidates open on Friday 15 July 2016 and close at 12 noon on Friday 12 August 2016. Candidate Handbooks are available from Council or its website [www.horowhenua.govt.nz](http://www.horowhenua.govt.nz)

Voting papers will be sent out from 16 September 2016 and must be received by the electoral officer by noon on Election Day, 8 October 2016.

Mr Tate says any Horowhenua ratepayer who does not live in the District may still qualify to vote as a non-resident ratepayer elector.

"You may live elsewhere but pay rates on a residential property, such as a holiday home or a rental property, in Horowhenua; in which case you may qualify as a non-resident ratepayer elector. Or, you may pay rates in respect of a property owned by your firm, company, trust, corporation or society," he said.

Anyone who thinks you may be eligible to enrol as a non-resident ratepayer elector should obtain an Enrolment Form for Ratepayer Electors.

The form is available to download from [www.horowhenua.govt.nz](http://www.horowhenua.govt.nz) or by contacting the Deputy Electoral Officer on 06 366 0999.

For more information, visit [www.vote2016.co.nz](http://www.vote2016.co.nz) or phone 0508 08 10 16.



Ross Brannigan

## Message from the Foxton Community Board

What an exciting time that is ahead of us here in Foxton. Te Awahou Niuewe Stroom project has begun with the demolition of the old Arts Centre building

so we watch the build of what will be an amazing facility with eager anticipation. The re-development of our CBD is starting later in the year and good progress is being made with project to get the flow back in the river

loop. The collective outcomes from all of these major projects will be of huge benefit to our whole community and also the wider district, so again, exciting times!

Recently we had National Volunteer Week so it is a good time to switch our minds to and appreciate the efforts of the local volunteers that make massive contribution to making our community safer such as our Fire Brigades, Coastguard, Surf Lifesaving Club, St John volunteers, Foxton

Beach Wardens, but also the other groups such as Rotary, Lions Clubs, and SORT, and the many others who all work away quietly making their own contributions in the many ways that benefit us all and make our community a better place. If you are thinking of being a volunteer in our community pick up the phone and make the call.

*Ross Brannigan*

## Opportunity for dog owners to win registration fee refund

Horowhenua dog owners can win a full refund of their dog registration fees for the coming year, but they will need to register and make payment by Sunday 17 July.

Horowhenua District Council is again offering 10 refunds that will be drawn in the annual promotion to encourage owners to register their dogs early.

To help dog owners pay their registration fees after normal business hours, on Saturdays July 9 and July 17 Council's Levin office at 126 Oxford Street will open from 9.00am to 12 noon, and the customer service centre at the Foxton Library in Clyde Street will open from 10am to 12 noon, to accept registration payments.

Dog owners will have now received their registration renewal notices. These were posted to the last recorded address held on Council's records.

Customer Experience Lead Vai Miller says Horowhenua's registration fees remain the same as the past year, and are still lower than those charged by most other councils in New Zealand.

Registration fees are necessary to cover the costs faced by the Council and so it can meet its obligations under the Dog Control Act. The fees cover about three-quarters of the cost to run Council's Animal Services department, as well as action complaints, pay for education programmes and material, pound facilities, and legal costs. The balance is covered by Council.

Registration payments are due by Sunday 31 July 2016. A late penalty of the



registration fee plus 50 percent will apply for registrations paid after 31 July.

Mrs Miller says any dog owners who believe they may have difficulty in paying their dog registration fees are encouraged to contact Council now on 06 366 0999 and discuss possible options.

"We'd rather talk with people now and perhaps arrange a payment plan to avoid the risk of them receiving a \$300 infringement fee," she said.

Payments can be made at Council's office in Levin or at its customer service centres at the Foxton and Shannon community libraries. Payments can also be made by direct credit, with details on how to do so can be found on the dog registration renewal notices.

*Detailed information on dog registrations, as well as the schedule of fees and charges for animal control, is available online at [www.horowhenua.govt.nz/AnimalControl](http://www.horowhenua.govt.nz/AnimalControl)*

## On the spot with one of the staff: **Melissa Hanson - Customer and Development Enabler**



Melissa Hanson

I have been recently appointed to the exciting new role of Customer and Development Enabler; part of Council planning and preparation for the influx of new people, households and businesses to Horowhenua as a result of the Roads of

National Significance Wellington Northern Corridor upgrade.

So our District can capitalise on the growth we need to be a Council that is easy to work with. We need to have great relationships with infrastructure, land and project developers and we need to make their

interaction with Council and Horowhenua as seamless as possible. This in itself will promote customer satisfaction, industry engagement, positive word-of-mouth and long-term customer confidence.

My role is to work with high profile and high turnover clients, to navigate them through the various stages of their development proposal and application process, finding successful solutions and that balance between the customer's wants and legislation requirements.

Building trust between all parties will increase confidence will bring return investment to Horowhenua. If we make journey less complicated, and they have a successful development, they are more likely to return for another development. Furthermore, smart investors will see these

opportunities from outside our normal catchment area.

Historically, councils throughout New Zealand have a reputation for red-tape, dragging the chain, creating frustration to the client. A Customer and Development Enabler is a fantastic way to help turn this attitude around. In the past I have been the customer, doing either a major development or representing a client. To have had that one-one, personal contact would have been invaluable. Therefore I see both sides of the picture, and the opportunities, the big picture.

This is an exciting time for Horowhenua. We all know it's a great place to live, and we now have the opportunity to become a key business hub for the lower North Island.

# Business as usual for Horowhenua library and community services



Library and community services will continue like business as usual following Council bringing the service delivery in-house from last Friday.

Chief Executive David Clapperton says anyone engaging with Te Takere or the Foxton, Shannon or Tokomaru libraries will even gradually notice Council's efforts to optimise services, coordination and cost efficiencies, building on the good work by Te Horowhenua Trust, staff and around 160 Friends of Horowhenua Libraries volunteers.

He says the final decision not to renew Te Horowhenua Trust's contract was an operational decision and followed a comprehensive review of community services - not only library and community services, but also Council's aquatic services, community service centres, and community development including grants, events and recreation. It involved a series of focus group discussions, as well as interviews with individual users.

"The Trust has done a great job and we certainly appreciate their responsibility and effectiveness in managing the library and community services. However, there is still a need to create more sustainable

and cost-effective services that the community can afford," he said.

"Bringing the library and community services in-house will allow for improved service coordination, integration and delivery, as well as expanding reach and range of programmes," Mr Clapperton said.

Some other objectives associated with library services in the year ahead include enhancing the library offerings in to Foxton, Shannon and Tokomaru; increasing district-wide programming for local history, lifelong learning, literacy and digital literacy; increasing opportunities for volunteers; increasing library access opportunities (including online access); and also building the partnerships with schools to strengthen community resources.

"We need to consider how we best meet community expectations in an affordable and sustainable way. We want our residents and ratepayers to be proud of Horowhenua's community services, and Council strives to deliver quality services that are efficient, effective and appropriate to both the current and anticipated future community needs and aspirations."

**"Bringing the library and community services in-house will allow for improved service coordination, integration and delivery, as well as expanding reach and range of programmes."**



## Community input sought for planning and reviewing community services delivery

Council is to establish a group of community representatives to provide input into planning, activities and delivery of aquatics, libraries and community services.

Community Services Manager Denise Kidd says the group will advocate for and on behalf of various communities throughout Horowhenua; advising on the community impact of services delivered, identifying future opportunities, and assisting with ongoing monitoring and evaluation.

Council invites applications from people wishing to be members of the new Horowhenua Community Services Reference Group. Applicants should be actively involved with their community, interested in social issues and community wellbeing; and be available to attend quarterly meetings. The inaugural three-year term will start next month.

"We want to ensure Council is doing the right things and making progress. In particular, to know we are extending the reach and range of community services, improving service coordination and integration, as well as ensuring efficiency and quality," Mrs Kidd said.

Mrs Kidd says the group will help build knowledge of the needs, interests and aspirations of different communities, including iwi, geographical communities, and different demographic populations such as families with children, youth, older people and people with disabilities.

She says two other aims are to create opportunities for communities to initiate their own ideas and projects, and to build knowledge of Council processes to encourage people to participate in community consultation and decision-making processes.

*Applications close on July 31 and forms are available at the back of the Community Services Action Plan booklet, available from Council or online at [www.horowhenua.govt.nz](http://www.horowhenua.govt.nz).*



# New website to benefit residents, ratepayers and visitors



We have a new website which not only reflects how attractive Horowhenua is, but will make your online experience with Council easier, and here are several reasons why:

- **More responsive and user-friendly** - the new website works seamlessly across all popular desktop and mobile devices.
- **Smarter search capability and results** - if the service you're after isn't already on the home page, simply type in a keyword in the search bar and it will produce the most relevant pages.
- **Some new features - My Neighbourhood** - by entering your street address (or clicking the 'Find My Location' button) you can find more personalised information about your local area, including the nearest events; parks; halls, venues and facilities; current Council works or projects; as well as kerbside rubbish and recycling collection days, and contact details for your local elected members.
- **Local Directory** - a one-stop shop to find local community groups, organisations and agencies; sports clubs; businesses and more. Listings can be managed directly by the user.
- **Parks and Recreation Database** - a tool to help residents and visitors discover Council's parks, gardens and recreational areas. Each listing has its own profile page detailing features and other info, and photos.

Check it out at [www.horowhenua.govt.nz](http://www.horowhenua.govt.nz)

# What's happening

For further details and events visit [www.horowhenua.govt.nz/events](http://www.horowhenua.govt.nz/events)

**Monday 4 July - Sunday 17 July**  
**Book Sale - Friends of the Horowhenua Libraries**

Open hours at Te Takere in Levin. Book Sale prices include \$1 per fiction, non-fiction, or large-print book, 50c per children's or young adult's book, \$1 for five magazines, and 50c per DVD.



**Thursday 21 July**  
**Levin Thursday Night Street Feast**

5:00pm - 9:00pm in the Levin Mall carpark in front of Te Takere. Head along to the inaugural monthly gourmet street food event, supported by Council. The Thursday Night Street Feast will highlight the quality of street food available from New Zealand's growing fleet of high-end food trucks, creating a global food village on the second-to-last Thursday of each month. There will be a different theme each time, with July's being "Winterfest". The event will demonstrate the power of food to bring a community together, and will include local entertainment. All welcome.



# Council Meetings

## Horowhenua District Council

**6** The next meeting is on Wednesday 6 July at 4.00pm in the Council Chambers, 126 Oxford Street, Levin. All welcome.

## Foxton Community Board

**18** The next meeting is on Monday 18 July at 6.30pm in the library at Manawatu College, 18 Ladys Mile, Foxton. All welcome.

## Community Wellbeing Executive

**19** Tuesday 19 July at 1:00pm in Council Chambers, 126 Oxford Street, Levin. All welcome.

## Horowhenua District Councillors



**Brendan Duffy** (Mayor)    **Garry Good** (Deputy Mayor)    **Victoria Kaye-Simmons**



**Jo Mason**    **Tony Rush**    **Piri-Hira Tukapua**



**Wayne Bishop**    **Christine Mitchell**    **Ross Brannigan**



**Michael Feyen**    **Ross Campbell**

## Foxton Community Board



**Janine Smart** (Chair)    **David Roache** (Deputy Chair)    **Tricia Metcalf**



**Amanda Street**    **Basil Vertongen**