

# **Pūrongo Mahi ā-Whakahaere | Organisation Performance Report**

18 March 2026



# Nā te Kaiwhakahaere Matua | Chief Executive Introduction

## About This Report

This full Organisation Performance Report report is prepared for every second full Council meeting and provides a comprehensive overview of the activities of each of the five groups within Council, a financial summary report and reporting against each of the Statement of Service Provisions (SSPs) and Organisation Performance Measures (OPMs).



The report aligns with the Council's Top Priorities and provides updates on the status of each of the three priority areas identified by Council at its December 2025 meeting.

The reporting period for Health and Safety, Group Updates and Top Priorities: 1 January – 28 February 2026.

The financial reporting, SSPs and OPMs is the year to 31 January 2026.

## Executive Summary

### Community Experience and Services

During this reporting period, the Community Experience and Services Group maintained strong delivery across its programmes while responding to two significant weather events that affected parts of the district. Council teams mobilised quickly to manage storm impacts, prioritising public safety, restoring access to parks and facilities, and coordinating clean-up operations across affected areas. Temporary green waste sites were established to support residents, and the Mayoral Relief Fund provided assistance to 35 households impacted by the storms. While the events created unbudgeted response and recovery costs, they demonstrated effective coordination between Council teams, contractors and community partners, and highlighted the importance of continued work around community preparedness and resilience.

Beyond the emergency response, Council continued to support a wide range of community initiatives and services. Community Development activity included grant and funding support sessions, ongoing collaboration with community networks, and cross-sector partnerships addressing priorities such as food resilience and vulnerable housing. The Mayor's Taskforce for Jobs programme also increased activity, strengthening employer relationships and supporting rangatahi through employment preparation, training and industry connections.

Across Council's Property and Infrastructure activities, teams continued to manage assets proactively while responding to storm-related damage. Repair works were completed promptly at several sites, including Foxton Coronation Hall, while ongoing asset management and procurement activity progressed for key projects such as the Civic

Building roof renewal. Parks and Reserves teams undertook extensive storm recovery work and continue to address seasonal growth challenges across open spaces, while also progressing improvements to community amenities such as Levin Adventure Park and supporting community-led initiatives in local parks.

Community facilities remained highly utilised over the summer period, particularly during the school holidays when libraries and hubs provided safe and welcoming spaces for families and young people. A range of events and programmes supported community connection and participation, including Pop-up Eats, the Whānau Triathlon series and the Imagine summer exhibition, which attracted strong visitor numbers. Library programmes also continued to deliver positive outcomes, with the Read for Bees challenge achieving more than 200,000 pages read across the district.

Regulatory Services continued to support safe and well-managed development and community events through compliance monitoring, licensing and enforcement activity. At the same time, initiatives to strengthen customer experience progressed, including customer service training for staff and the introduction of follow-up “pulse” surveys to better understand how easy it is for residents to access Council services.

Overall, the reporting period reflects a balance between responsive operational work, particularly in relation to storm events, and continued delivery across Council’s community programmes, facilities, and services that contribute to strong, connected and resilient communities.

### Community Infrastructure

Community Infrastructure activities continued to progress well during the reporting period, with most work programmes tracking on schedule for completion within the current financial year. While two significant weather events occurred in January and February, causing some road closures and minor infrastructure disruption, impacts were generally manageable and addressed quickly by Council contractors. Weather conditions across the summer created some delays to elements of the road resurfacing programme, however overall delivery remains on track.

Within the Land Transport activity, several key rehabilitation and renewal projects are underway to maintain the resilience and safety of the district’s roading network. Works include staged rehabilitation of Whirokino Road, drainage and pavement improvements on CD Farm Road, and the rehabilitation and widening of Bruce Road, supported by additional funding from NZTA due to increased wear from state highway diversion traffic. Delivery of the annual resurfacing programme is nearing completion, and the South Manakau Bridge replacement is being expedited following structural assessments that required a temporary weight restriction.

Solid Waste activity continues to focus on waste minimisation and improving waste management data across the district. Initiatives during the period included the Keep Cups pilot programme aimed at reducing disposable cup waste, as well as the awarding of waste minimisation grants to community organisations. Progress has also been made toward

introducing a revised Waste Collectors Licence to strengthen reporting and quality standards, alongside early engagement with community groups on revisions to the Levin Landfill discharge consents. Investigations are also underway into the potential establishment of a Resource Recovery Centre to divert construction and demolition waste from landfill. Work continues on remediation planning for contaminated groundwater at the Levin Landfill site, including the purchase of adjacent land to expand wetland treatment capacity and enhanced monitoring of potential environmental effects.

Across Local Waters services, the focus remains on strengthening resilience, improving asset management and maintaining reliable delivery of drinking water, wastewater and stormwater services. Business continuity planning has identified opportunities to improve backup power capability at critical sites, resulting in new generator installations planned for the Shannon water intake and Foxton Water Treatment Plant. Asset condition assessments at the Levin Wastewater Treatment Plant have also prompted a broader review of hazardous area compliance to ensure safe operating conditions for staff.

Drinking water supply continues to meet safety and quality standards across the district. The universal water metering programme is progressing well, with residential installations largely complete and investigation work continuing to finalise the next stages of implementation. At the Levin Water Treatment Plant, several upgrade projects are moving forward, including filter refurbishments, installation of a clarifier bypass and standby UV treatment, and planning for a new treated water reservoir to strengthen long-term supply resilience and support future growth.

Significant work is also underway across the wastewater network and treatment facilities. At the Levin Wastewater Treatment Plant, operational challenges with sludge dewatering equipment are being addressed while procurement progresses for major headworks upgrades. Trade waste registration activity continues to expand, supporting improved monitoring of commercial discharges. Additional infrastructure upgrades are progressing across the district, including wastewater renewals in Shannon and Mangaore, new network connections to support the Tara-Ika development, and the commissioning of the new septage facility.

Stormwater and reticulation network operations remain reliable, with response targets consistently achieved and increased emphasis placed on proactive maintenance to strengthen system resilience. Staff training and capability development continue to improve health and safety performance and technical expertise within the team. Several stormwater improvement projects are advancing through investigation and design phases to address localised flooding and improve network performance, while new monitoring infrastructure is being installed to strengthen data collection and inform future planning.

### Community Vision and Delivery

The Community Vision and Delivery Group has had a particularly active start to the year, responding to a significant volume of Government reform proposals and legislative changes introduced in late 2025. Tight submission timeframes required rapid coordination across Council, including workshops with Council during January to consider the

implications of proposed reforms and provide direction on Council submissions. At the same time, the Group has continued to progress key strategic priorities including the Annual Plan, Levin Town Centre Transformation, Ō2NL and revocation matters, and the district's integrated growth planning.

A major focus during the reporting period was the development of the 2026/27 Annual Plan. Officers progressed significant preparatory work, enabling Council to consider the draft budget and ultimately decide in February to proceed with the Annual Plan process without undertaking full community consultation. Work is also underway to prepare for the 2025/26 Annual Report, with early engagement with Audit New Zealand to ensure timelines and processes are well aligned and lessons from the previous audit cycle are incorporated.

Strategic Planning has continued to support community-led planning initiatives alongside core corporate planning responsibilities. Progress has been made with both the Shannon Community Plan and the Foxton and Foxton Beach Community Plan, with local working groups meeting to refine priorities, develop project ideas and build momentum for implementation. These initiatives support community-led development and strengthen partnerships between Council and local groups.

Council has also been actively responding to national policy and legislative reform proposals. During the December to February consultation period, Council prepared and submitted feedback on several significant proposals, including the replacement legislation for the Resource Management Act, the Development Levies Bill and amendments to infrastructure funding mechanisms, proposed rates capping and a proposal aimed at simplifying local government. These submissions ensure the district's interests are represented through the consultation process.

The Communications and Engagement team has continued to support effective public communication across Council initiatives and operational activities. This included public information around Civil Defence weather events, water restrictions, the Annual Plan process, and consultation on proposed fees and charges. Engagement with Council information continues to grow, with increased use of the Antenna mobile application and higher traffic to the Council website. Work has also been undertaken to improve the accessibility and performance of Council's digital content, helping residents more easily access key information and services.

Destination Management activity has focused on supporting visitor experiences and promoting the district as an attractive destination. This included support for the Ales & Eats event, which showcased regional food and beverage producers and attracted strong community and visitor interest. Marketing activity has also transitioned from peak summer promotion to autumn shoulder-season campaigns, including the launch of a new destination travel blog newsletter to build direct engagement with potential visitors.

Economic Development work continues through the partnership with The Horowhenua Company Ltd. During this reporting period, progress has been made on the Levin Retail Transformation Strategy, including completion of a retail baseline audit, vacancy and occupancy analysis, and economic insights into retail spending and leakage. Stakeholder

engagement is now underway through surveys of Levin town centre businesses, property owners and residents, with findings to inform the development of the final strategy.

### Housing and Business Group

The Housing and Business Group continues to support the delivery of the district's Housing Action Plan through a strong focus on collaboration with community partners and industry stakeholders. While conditions in the housing and construction sector have shifted over the past year, the district continues to see positive outcomes through partnership approaches and a gradual shift toward alternative housing delivery models to meet ongoing affordability needs.

Building consent activity across the district remains steady but below earlier Long Term Plan growth forecasts, reflecting the broader slowdown in the national construction cycle. While consent volumes are currently tracking below forecast, indicators suggest the district may be approaching the lower point of the cycle, with forecasts pointing to moderate growth in the coming years as economic conditions improve. Local consenting volumes have increased slightly compared with the same period last year, and anecdotal feedback from the sector indicates that some previously delayed building projects are now progressing as market confidence improves.

The Building Consenting function has continued to perform strongly, with 315 consents issued year-to-date and overall demand broadly consistent with the previous year. Processing performance remains high, with an average of 97 percent of consents being processed within statutory timeframes and a continued reduction in the overall time taken from application submission to consent approval. The average processing time has improved steadily over recent years, declining from 60 calendar days in 2022/23 to 37 days year-to-date for 2025/26. This reflects improvements not only within Council processes but also in the quality of applications submitted by the development community.

The Building Control Authority also successfully completed its biennial accreditation reassessment by International Accreditation New Zealand (IANZ). Council maintained its low-risk accreditation status, with all identified improvement items addressed and accreditation formally confirmed in January 2026. Work continues with the development community to implement changes associated with specified systems requirements following the audit.

Resource consenting activity has been slightly lower compared with the previous year, reflecting the wider slowdown in development activity. However, enquiry volumes remain high, indicating ongoing interest in future development. Processing performance has improved during the year as additional workflow monitoring and process improvements have been implemented. Recent legislative changes to the Resource Management framework will also enable Council to close out inactive or abandoned applications more effectively in the future, which is expected to improve performance measures over time.

## Capability and Transformation Group

The Capability and Transformation Group has focused on strengthening Council's risk management practices and modernising core technology platforms to support a future-fit organisation.

The Group has completed a comprehensive refresh of the Risk Management Framework, redesigning it to be clearer, more intuitive and easier for all Council officers to use. The updated framework has been endorsed by the Risk and Assurance Committee and is now progressing to Council for formal adoption. This endorsement confirms alignment with best practice and provides strengthened assurance to both Council and the community.

Work is also well advanced on setting Council's risk appetite, which will define the level of risk Council is willing to accept. A risk appetite survey has been developed to gather individual and collective perspectives, followed by workshops to test scenarios, facilitate robust discussions, and establish an agreed risk appetite. This process will guide confident, consistent decision-making and focus efforts on what matters most for the community.

The new GIS platform, Horowhenua LocalMaps, is now live, replacing previous mapping systems and providing a modern, capable, and future-proof solution.

On behalf of the Council, I thank you for taking the time to read this report. Our aim is to provide transparent insight into the work we are doing across all areas of the organisation and the district. By sharing progress, challenges, and outcomes openly, we hope to strengthen community trust, demonstrate accountability, and keep residents informed about how we are delivering services and planning for the future of Horowhenua. Your engagement and feedback remain invaluable as we continue to work together to achieve a thriving, resilient, and well-managed district.



Monique Davidson  
**Chief Executive**

# Ngā Ihirangi

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# Pūrongo mō te Hauora me te Haumaruru | Health and Safety Report

In this reporting period Officers presented the Health, Safety and Wellbeing Dashboard Quarterly Report to the first Risk and Assurance Committee meeting of the new triennium and discussed contributions to improve health and safety outcomes and management of risks identified in the data presented.

Continuous improvement remains an ongoing focus to enable clearer trends to be identified and analysed, and as part of a planned and budgeted improvement programme, the organisation is currently finalising the implementation of a new health and safety system designed to better support operational needs.

The system provides a modern, fit-for-purpose platform that strengthens how health, safety and wellbeing information is captured, managed and used to support informed decision-making.

It includes four core modules Incidents, Risk Management, Audit and Contractor Management, which together provide a connected approach to managing safety across the organisation. It supports consistent reporting of incidents, improves visibility of organisational risks and strengthens oversight through connected audit and assurance processes.

The system is designed to support proactive risk management by improving how information is captured, shared and used to inform decision-making. By connecting key safety functions, it reduces duplication and creates clearer visibility of trends, actions and areas for improvement.

It also strengthens contractor management by supporting consistent safety expectations and oversight across external providers, helping ensure safety standards are applied across all work undertaken on behalf of the organisation.

Overall, the new system provides a single, central source of information. It positions the organisation to respond effectively to future change while continuing to prioritise the health, safety and wellbeing of people and the protection of assets.

# Ngā Whakahōutanga a te Rōpū | Group Updates

## Introduction

There are five groups within the Council:

- Community Experience and Service
- Community Infrastructure
- Community Vision and Delivery
- Housing and Business Development
- Capability and Transformation.

Each group has provided a general update in this report and in addition, relevant activity updates, for the reporting period 1 January – 28 February 2026.

## Ngā Taiwhanga ā-Rēhia me ngā Ratonga Community Experience and Services

This reporting period has seen a strong focus on supporting the community through two weather events while continuing to deliver across a wide range of services and programmes. Our teams responded quickly to storm impacts across parks, facilities and properties, and followed this up by supporting applications to the Mayoral Relief Fund which provided financial support to households affected the storm.

Alongside this response work we have continued to see strong delivery across the group. Community programmes, events and partnerships remain well supported, our facilities continue to provide safe and welcoming spaces for the community, and we are maintaining progress across key operational and capital work programmes.

## Te Tautāwhi I te Hapori Community Support Activity

### What we are delivering

#### Weather Events and Response

The district experienced two significant weather events over the reporting period which required a coordinated operational response across Council and partner agencies.

The first event occurred in late December 2025 and impacted Shannon, Tokomaru, Koputaroa and Foxton Beach. High winds resulted in widespread tree damage, power outages and disruption for many households. An Incident Management Team (IMT) was activated to coordinate the response and ensure the right teams were connected and

sharing information as the situation developed. Noting that this occurred during a period where staff were on annual leave over the shutdown.

Operationally, much of the immediate focus was on public safety and access. Parks and Property crews, alongside contractors, facilitated significant clean-up work across parks, reserves, berms and road corridors, clearing fallen trees and debris, and addressing hazards. Temporary green waste sites were established to support residents dealing with storm damage on their own properties. The response involved a significant amount of unplanned work across several teams.

Thirty-five Horowhenua households received support through the Mayoral Relief Fund which distributed \$18,164 in total, helping residents cover immediate costs such as food spoilage, essential repairs and other weather-related expenses.

As recovery progressed, officers also met with the Shannon Community Group to debrief following the event. The purpose of the meeting was to talk through what occurred, clarify roles and responsibilities during the response, and discuss how communication and coordination can continue to improve in future events. It was a constructive conversation that helped provide clarity around expectations and reinforced the importance of strong local relationships when responding to weather events of this nature.

A second weather system in February resulted in a regional pre-emptive State of Emergency being declared. While the event created uncertainty across the region and caused some disruption locally through road closures and power outages, impacts within Horowhenua were comparatively limited. Our teams maintained readiness through IMT coordination and situational monitoring to ensure we were well placed to respond if conditions worsened.

Both events created unbudgeted response and recovery costs for Council. At the time of reporting, the costs were still being finalised; however, the January event alone is currently estimated to exceed \$250,000. This reflects the scale of clean-up works, contractor support, and operational response required to restore sites and ensure public safety across the district.

While costs are still being confirmed and will be reported in the next OPR, it is anticipated that the February event will result in a further \$150,000 in storm-related costs. This represents a combined unbudgeted impact of approximately \$400,000, which will affect Council's overall financial position.

While weather events of this nature are increasingly part of the operating environment for local government, the response demonstrated the strength of coordination across Council teams, contractors and community partners. It also highlighted the importance of ongoing community preparedness. Conversations following the event reinforced that there is still work to do to support and educate the community about how emergency management arrangements operate, what people can expect from Council during an event, and the role households and neighbourhoods play in being prepared. Strengthening this shared

understanding will continue to be an important focus as part of our wider emergency management and resilience work.

The Community Development team hosted four grants and funding drop-in sessions at cultural and community centres across the district. These sessions provided an opportunity for community members to seek advice on eligibility, application requirements and support with the SmartyGrants online system.

At the Shannon session, representatives from Te Puawaitanga o Hanana Health and Wellbeing Centre connected with the team and later invited staff to visit the Hub to speak with kaimahi about Council's funding opportunities. The visit enabled discussion of potential funding pathways and ideas for the centre, while also giving officers greater insight into the services delivered through the Hub. This approach has proven effective in supporting organisations with less experience in applying for grants.

The first Community Wellbeing Committee meeting for the year was held on 25 February and chaired by newly appointed Chair, Councillor Jo Mason. The Committee received a presentation from Horowhenua NZ Trust on significant funding secured from the Social Investment Agency for Project Lift, which includes four workstreams focused on supporting young people and addressing trauma through early intervention.

The Committee also reviewed monitoring reports tracking progress against the Community Wellbeing Strategy – He Hapori Pakari, Strong Communities. Members considered the Wellbeing Dashboard, which brings together district data across indicators such as employment, housing, health and safety. Insights from the past 18 months have informed a Direction of Travel report identifying five priority areas: Safe and Connected Communities, Emergency Preparedness, Health, Employment, and Homelessness and Vulnerable Housing.

District community networks, Access and Inclusion, Older Persons, Youth Services, and Education Horowhenua have reconvened and are currently identifying their priorities for 2026.

Two cross-sector working groups continue to meet regularly: Horowhenua Mana Kai and the Vulnerable Housing Working Group. Horowhenua Mana Kai partnered with Hinemoa House and Te Kōkiri to plant a 20-tree community orchard at Hinemoa House and collaborated with the Libraries team on the Read for Bees school holiday programme. The Vulnerable Housing Working Group is hearing from social housing providers to better understand different delivery models and explore options suitable for Horowhenua.



*Volunteer planting one of 20 fruit trees at Hinemoa House.*

### **Mayor's Taskforce for Jobs**

In the Mayor's Taskforce for Jobs space, activity has accelerated as the team works to meet contracted outcomes following a slower start to the year. Strengthening relationships with key employers and agencies, including the Ministry of Social Development, has been an important focus.

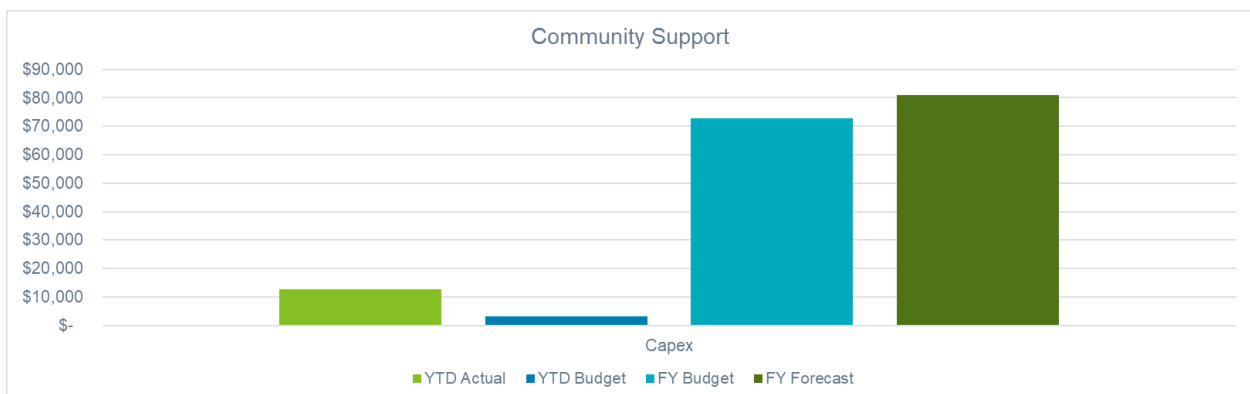
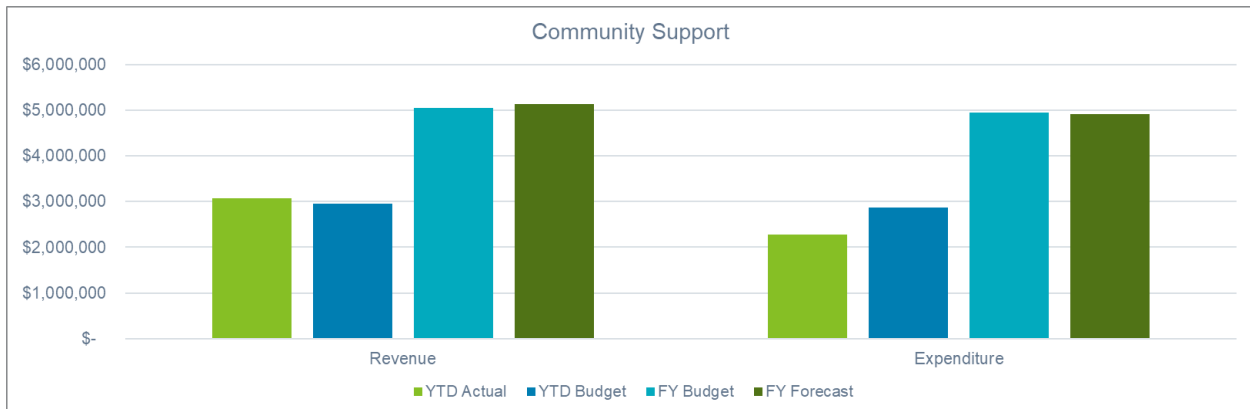


*A practical session for the Traffic Management Course was held at the long-term car park.*

Alongside supporting rangatahi into employment, the programme has introduced a weekly 'Mahi Caravan' session. These sessions provide practical support, motivation and skills development for young people as they prepare and apply for jobs.

Recent activities have included a presentation from Green by Nature on career pathways in the industry, and a traffic management course that enabled participants to gain entry-level certification while also connecting directly with employers currently recruiting in this sector.

## Financial



YTD unbudgeted funding was received from Eastern & Central Community Trust (ECCT) and Department of Internal Affairs (DIA) to support Mana Kai initiative.

Lower expenditure as expected from operational savings identified within the activity.

# Ngā Rawa Property Activity

## General Update

### Storm Impact

The storm event in February required ongoing response from the Parks and Property team as we work with tenants and neighbouring properties to rectify damage. Foxton Coronation Hall, which houses MAVtech, sustained roof damage. Contractors were engaged immediately to make the site safe and ensure the MAVtech collection was weather-protected the same day. By Wednesday (18 Feb), scaffolding was in place and roof repairs were underway, minimising disruption and reducing the risk of further damage.

The MAVtech Board formally acknowledged the speed of Council's response and extended a "very big thank you" for the support provided.

In keeping with our sustainability approach, the removed roofing iron was repurposed and delivered to Heartland Farm Animal Rescue for use in their operations.

Some of our campgrounds and other properties suffered some minor damage, which contractors have supported in remedying.

### Debtor Management

The Parks and Property team is working closely with the Finance team to actively monitor and manage the property debtors list. Several Council tenants are currently in arrears, and these are being addressed in line with Council's established credit control processes.

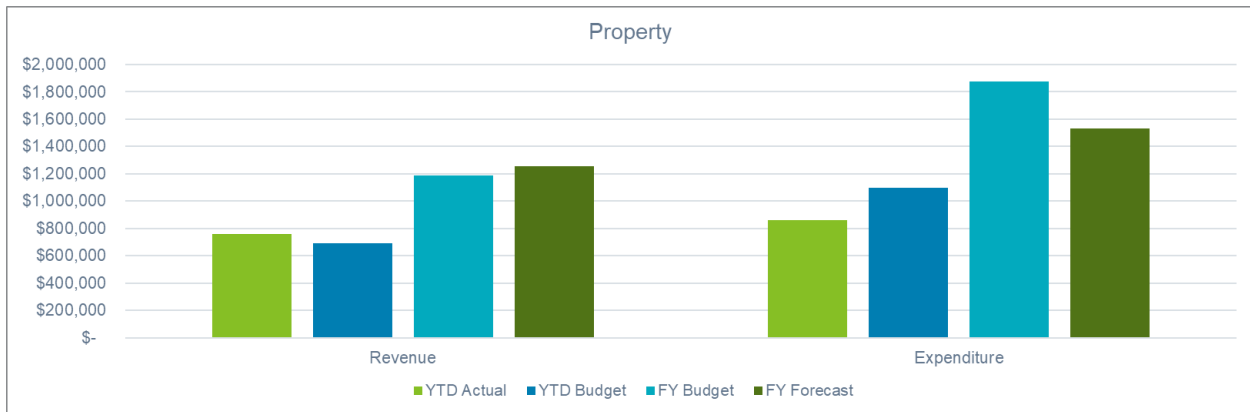
Where appropriate, tenants are contacted directly to understand circumstances and confirm payment timeframes, while maintaining a consistent and fair approach. This coordinated effort supports responsible financial stewardship of Council assets, ensures transparency, and reinforces clear expectations with tenants regarding their lease obligations.

## What we are delivering

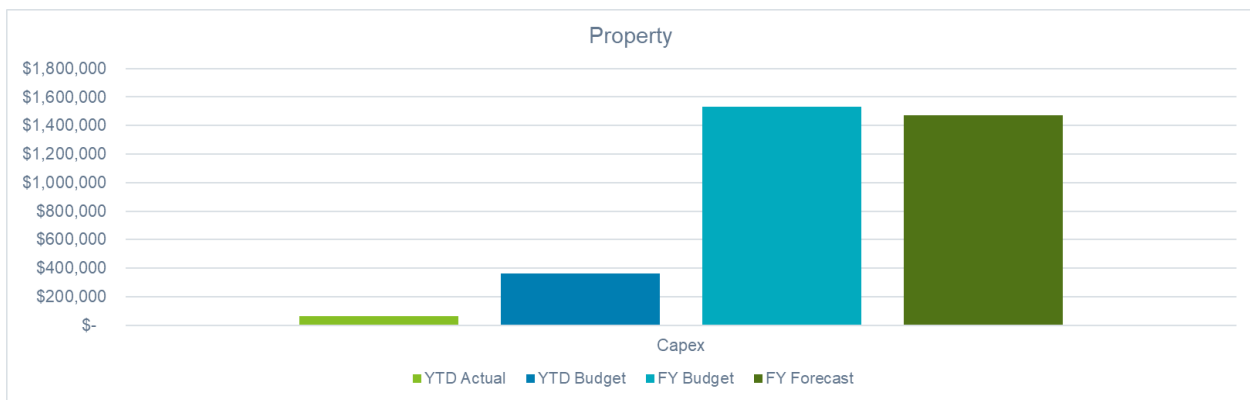
### Roof Renewal Project

Procurement for the Civic Building roof renewal is underway, with the tender released to market on 10 February 2026 for a four-week period. The works focus on addressing known weathertightness issues, including renewal of the bitumen roofing membrane, flashings, and associated remediation, to protect the integrity of this significant Council asset and prevent further deterioration. Progressing procurement at this time supports delivery ahead of the wetter winter months and aligns with Council's Future Fit priority by taking a proactive approach to asset stewardship and whole-of-life cost efficiency while Council considers the timing of related HVAC renewal works.

## Financial



Savings identified in professional services costs for Property Disposal Programme.



Capital spend YTD is below budget but is forecasted to ramp up in the coming months.

## Tūāhanga Hapori Community Infrastructure Activity

### General Update

#### Community partnerships

Council continues to work alongside community groups to enhance local spaces. At Donnelly Park in Levin, the Farm Track shared pathway which was developed through the dedication of volunteers, provides a valuable recreational connection through to Hōkio Beach Road. Over the reporting period, a new volunteer group undertook weed maintenance and garden work at the entrance to the track. The group intends to remove pest plants before working with Green by Nature to develop an appropriate planting scheme. This collaborative approach supports community ownership while improving amenity outcomes.

#### Seasonal growth challenges

The unseasonably wet summer has created increased challenges across parks and reserves, particularly with accelerated plant growth and weed proliferation. Green by

Nature is developing a targeted response plan to address sites that are currently not presenting at the desired standard, alongside strategies to maintain control as conditions move into autumn.

### **Storm impacts and response**

Two significant storm events occurred during the reporting period, requiring a strong operational focus on response activities, particularly tree safety and site hazards.

In January, recovery works were concentrated in Shannon, including tree clearance and repairs across berms and parks and reserves. A further storm event in February caused more widespread impacts, with Foxtton and Foxtton Beach most affected. As a precaution, all parks and reserves were temporarily closed while safety assessments were undertaken. Crews inspected sites, cleared debris, and addressed hazards before reopening areas to the public.

To support the community response, six temporary green waste drop-off sites were established. Material collected was mulched, with residents able to take mulch for personal use.

At the time of reporting, Cousins Reserve and Target Reserve remain closed due to the extent of damage. Further inspections are underway to inform remediation planning and safe reopening.

## **What we are delivering**

### **Levin Adventure Park**

New fitness equipment and vibrant seating furniture have been installed, with a shade sail scheduled for installation. This follows the removal of older equipment in the previous year. In early February, Rotary volunteers painted bollards within the park with opportunities for further volunteer painting initiatives are being explored to support ongoing maintenance and community connection.

### **Waikawa Beach Accessway**

Following Council's decision in December 2025, an easement application has been lodged with the Department of Conservation. Officers have had ongoing engagement with neighbouring property owners to address privacy considerations. As at 28 February, Council had received feedback from three people: one supportive, one requesting minor adjustments to protect the berm area, and one CRM enquiry. Monitoring photographs have been taken, and Horizons Regional Council and the Department of Conservation have been approached regarding potential collaboration on environmental monitoring.

### **Summer Sports**

Council continues to support regional and national sporting activity through high-quality facilities.

The national Mid-Summer Blast Cricket Tournament was hosted in Levin in early January. This was the first year since installation of the new foul ball extension netting at Western Park. While a small number of balls still cleared the 13-metre extension, occurrences were significantly reduced. Several matches were also played at Levin Domain, attracting strong community interest and spectator engagement due to the visibility of the event under lights.

Levin also hosted the Central Districts Under-15 Cricket tournament. Having hosted this tournament since 2015, Council continues to work closely with Central Districts and New Zealand Cricket to ensure facilities perform to a high standard while also providing a positive experience for teams and officials. Levin's pitches remain recognised as some of the highest performing in the region, supported by proactive operational delivery and event support. The tournament ran for 4 days, with 12 teams in attendance. Horowhenua-Kāpiti have confirmed that our success in hosting this tournament has now instigated Central Districts and NZ Officials to consider our venues for further NZ Cricket tournaments in the coming years.



*Baseball at Western Park*



*Baseball at Levin Domain*

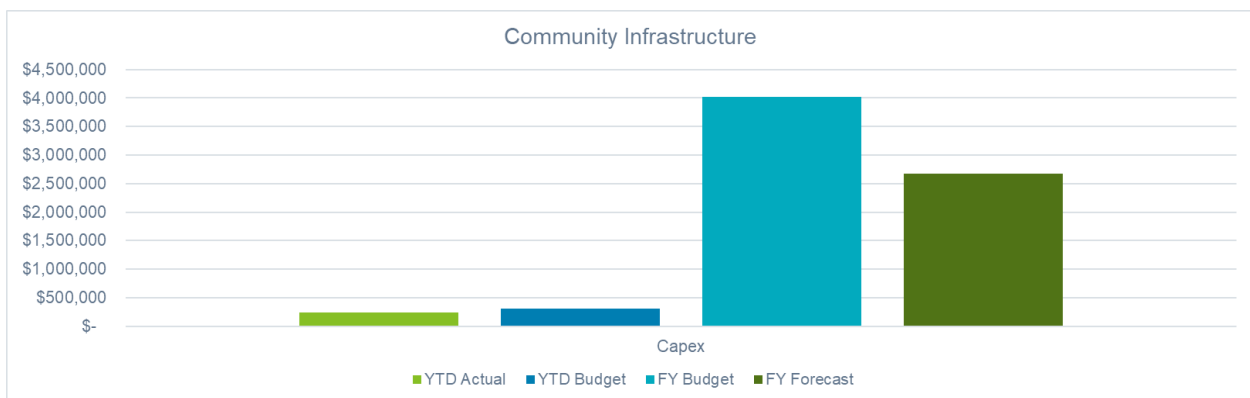
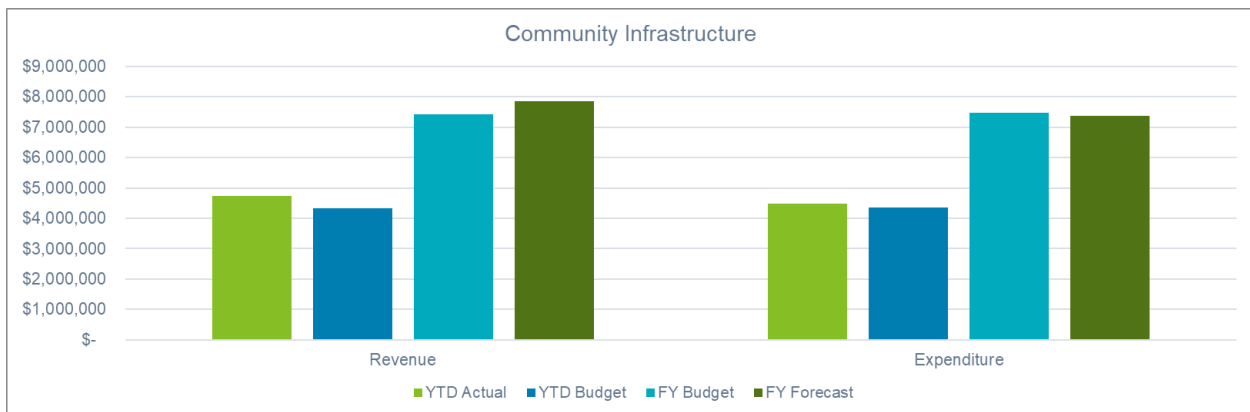


*Central Districts Under-15 Cricket Tournament*



*Market Gardener site on Oxford Street, Levin planted with vegetables to highlight theme*

## Financial



Capital spend YTD is below budget but is forecasted to ramp up in the coming months.

## Ngā Taiwhanga ā-Rēiha Community Facilities Activity

### General Update

The school holiday period is one of the busiest and most important times for our community facilities. While schools are closed over the break, our libraries and community hubs experience increased daytime use, particularly from young people and families looking for safe, welcoming places to spend time. During this period, our spaces play an important role in providing inclusive environments where people can connect, participate in programmes, access resources, and simply be present in a positive setting.

Programmes such as our summer initiatives help maintain engagement and reduce the “holiday slide”, but equally important is the availability of safe, supervised spaces that support community wellbeing over the long break.

This aligns with our ‘Future Fit’ approach, not just maintaining facilities, but actively adapting how we operate them. Recently we’re experimenting with different ways of working, including programme delivery, staffing approaches and enhanced task

monitoring. This continued approach allows us to respond to demand in real time and refine our model based on evidence and experience.

As schools return, usage patterns shift again. We take the opportunity to review what's working well, identify improvements, and embed successful approaches into our ongoing operations. Our focus remains clear though, safe, welcoming spaces that support strong and connected communities.

## **What we are delivering**

Pop-up Eats has returned for summer, once again creating easy, welcoming spaces for communities to gather, share food, and spend time together. The first event in Manakau in February was well attended and carried the relaxed, community-focused feel the programme has become known for. This season also saw the addition of youth-led activations, with the Youth Space Team bringing "Pop Up Beatz" and the community Play Trailer along for the ride. The extra music, movement and play added energy to the atmosphere and encouraged young people to get involved, while keeping the events enjoyable for all ages. Further events were scheduled in Foxton and Shannon, continuing the programme's reach across the district.

The 'Imagine' summer exhibition wrapped up at the Māpuna Kabinet Gallery in Te Awahou Nieuwe Stroom on 20 February, following a vibrant three-month run that began in November 2025. Described as bold and playful, the exhibition celebrated creativity and attracted approximately 5,000 visitors over the summer period. A standout feature was the live paint wall, where a range of artists contributed to the evolving artwork by painting individual letters that together formed 'Imagine'. This interactive element added a dynamic, ever-changing layer to the exhibition experience. The exhibition brought together the work of around 30 artists and was complemented by a series of community workshops and holiday programme activities. These additional offerings extended the impact of the exhibition beyond the gallery walls, encouraging participation and creative engagement across the district.

The Whānau Triathlon series returned over February, bringing a three-day multi-sport event back to the district and encouraging whānau to get active together. The "Let's Move Together" triathlon featured running, cycling and swimming legs across age-appropriate categories, making it accessible and fun for tamariki and their whānau alike.

Held across Shannon and Levin, the series created a supportive and festive atmosphere, with participants supported by community-focused elements such as refreshments, goodie bags and a BBQ. The event's structure encouraged connection, participation and physical activity across ages and abilities, reinforcing a sense of community and wellbeing. By offering a social, non-competitive environment that welcomed first-timers alongside experienced participants, the Whānau Triathlon series supported broader Council objectives around promoting healthy lifestyles and fostering community engagement.



*One of the artistic pieces from the Imagine Exhibition.*



*Triathletes with their completion certificates.*

Meet Street resumed during the reporting period, with 24 people attending the first session, including two new participants. The steady attendance reflected the ongoing demand for safe and welcoming social spaces within the community. With a significant proportion of older residents experiencing social vulnerability or isolation, these regular gatherings continued to provide an important opportunity for connection, routine and belonging. Feedback and attendance patterns indicated that the programme remained a valued part of participants' weekly lives.

Capital works across Te Takeretanga o Kura-hau-pō, Te Awahou Nieuwe Stroom and Shannon Library progressed well during the reporting period, with projects continuing to be delivered on time and within budget. Recent completions included the office mezzanine lighting replacement and air conditioning system repairs at Te Takeretanga o Kura-hau-pō, along with a lighting upgrade at Shannon Library. These improvements enhanced functionality, energy efficiency and overall user experience across the facilities. Planning also advanced for further lighting upgrades within the Te Takeretanga o Kura-hau-pō main space and Te Awahou Nieuwe Stroom, alongside extensions to the surveillance camera network.

The Read for Bees summer reading challenge surpassed 200,000 pages read over the holiday period, reflecting strong community participation and enthusiasm for reading. The scale of engagement demonstrated the value of accessible, family-friendly initiatives delivered through the library network. Programmes such as Read for Bees played an important role over the long break, supporting literacy retention, encouraging positive reading habits, and fostering a shared culture of reading across tamariki, rangatahi and their whānau.

## Financial



Capital projects for this activity relate to parking meters and dog pound. Capital spend has commenced in December 2025 and January 2026 and is forecasted to ramp up in the coming months.

## Ngā Ratonga Whakariterite ā-Ture Regulatory Services Activity

*The Regulatory Services activity sits across two Groups. You can find activity updates for the Regulatory Services activity in the Community Experience and Services Group and the Housing and Business Development Group updates.*

### General Update

Recent compliance activity reflects increasing public interest in how environmental standards are applied, monitored and enforced, reinforcing the importance of transparency, and clear and timely communication about Council’s regulatory role as development and infrastructure activity increases.

Council defended an abatement notice issued for breach of the District Plan through the Environment Court process. The Court has now issued its decision, and Council’s focus shifts to monitoring compliance with the conditions imposed.

Monitoring activity has continued in relation to major infrastructure projects, including Ōtaki to North Levin (Ō2NL) and the Horizons Regional Councils Arawhata Wetlands project. In relation to Ō2NL, an internal review of compliance monitoring responsibilities

has been undertaken to ensure clarity of roles as construction activity increases. Discussions are underway regarding appropriate resourcing as monitoring demand grows.

## **Customer & Compliance**

### **What we are delivering**

In January, Customer Service Excellence in-person workshops commenced for staff. These 45-minute sessions are facilitated by our Customer Services staff and designed to strengthen frontline service skills and promote consistent customer interactions across Council. In addition to the in-person workshops, 17 structured online training modules are now available to staff through our internal learning platform. These modules cover customer service fundamentals, use of Council's customer request system (CRM), and use of the internal knowledge base, supporting consistent processes and service delivery.

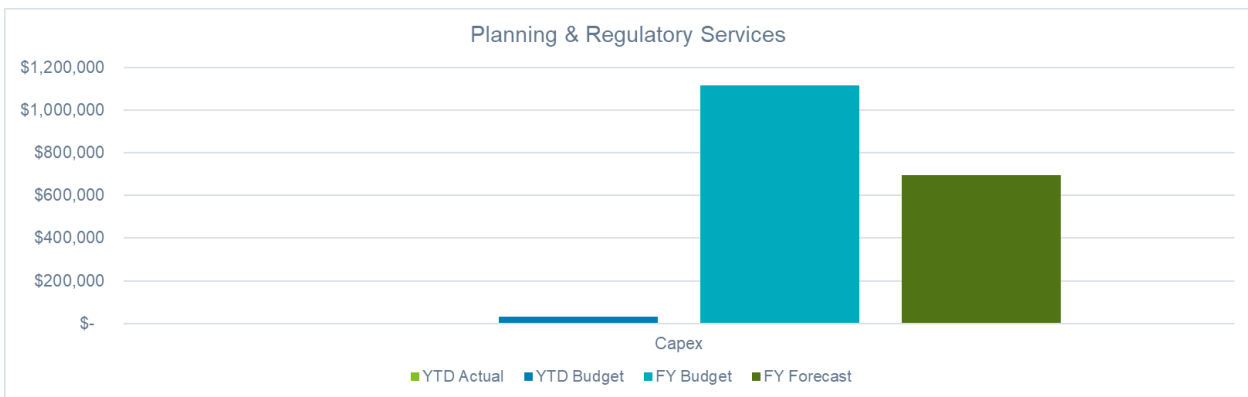
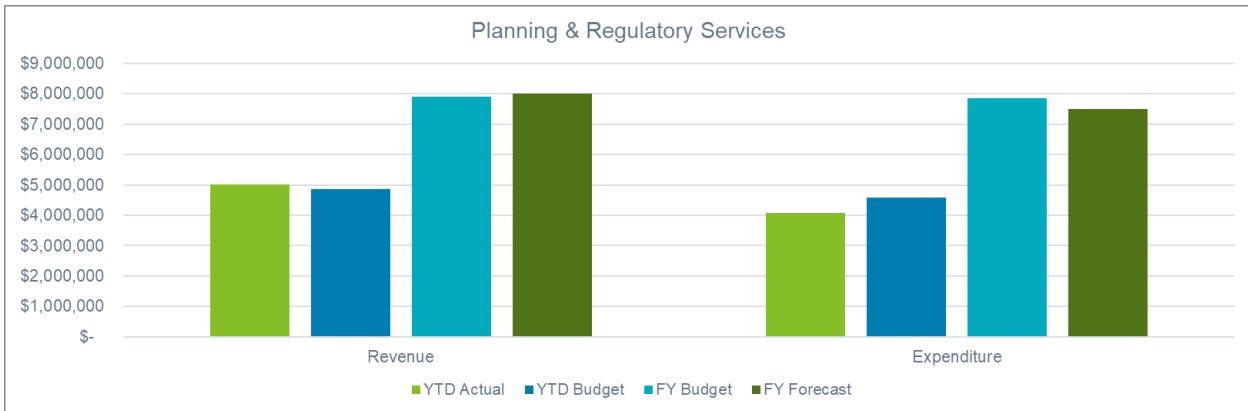
In response to the 2025 Voice of the Customer survey, which identified "Ease of Doing Business" as an area for improvement, Council has implemented short follow-up "pulse" surveys. These brief surveys are sent to customers after their service request has been completed to understand how easy they found it to get the information or service they needed. In January, 222 surveys were issued and 68 responses received. The feedback provides timely insight into customer experience and helps identify practical improvements, with results shared with relevant senior leaders. Surveys remain open for 14 days, and customers are excluded from further surveys for 90 days to manage survey fatigue.

During the reporting period, the Licensing team supported six events across the district; three Waitangi Day celebrations, the AP&I Show, the Medieval Market, and the inaugural Ales and Eats event.

Compliance Officers inspected amusement devices and issued food permits for the five free community events, primarily for fundraising stalls, to ensure food and alcohol sales were safe and suitable. Ales and Eats required additional oversight as a ticketed event involving alcohol and food licensing. This work helps reduce risk at public events and provides assurance to community that appropriate regulatory requirements are being met.

## Financial

The Regulatory Services activity sits across the Community Experience and Services Group and the Housing and Business Development Group. The financial information provided here is for the entire Regulatory Services activity.



Capital projects for this activity relate to parking meters and dog pound. Capital spend is forecasted to start and ramp up in the remaining months of this financial year.

# Tūāhanga Hapori

## Community Infrastructure

### Land Transport

#### General update

All Land Transport work programmes are progressing well and are on track to be completed this financial year. During this reporting period, two severe weather events occurred, with high wind events in early January and early February. Fallen trees closed roads across the district in both events, in manageable numbers, with most closures resolved within 24 hours with exceptions where powerlines restricted Council's contractors from directly rectifying. Generally poor weather throughout the summer months has caused delays in some renewals, primarily in finishing the resurfacing programme, but overall, the weather impacts have been minor.

The Land Transport Maintenance Contract's performance dramatically improved since the last reporting period, primarily in communication, quality and most importantly productivity.

#### What we are delivering

##### Rehabilitation Programme

##### Whirokino Road Rehabilitation Stage 1

Approximately 3km of Whirokino Road requires rehabilitation. The treatment will likely be an unbound granular pavement overlay. The 3km section is too long to undertake in a single financial year, due to affordability, so the project will be broken into three stages, completing 1km per year. The first stage will start in March and be completed in April.

##### CD Farm Road Rehabilitation

A 500m section of CD Farm Road requires rehabilitation, along with associated drainage improvements. This project has started and will be completed by the end of March.

##### Bruce Road Rehabilitation and Widening

The full length of Bruce Road requires rehabilitation and widening; the road has deteriorated quickly over the last two years, largely in part to being used as a state highway bypass when crashes have closed State Highway 1. NZTA have approved Council's application for additional funding for this project. This project is programmed to start in late March and be completed in April.

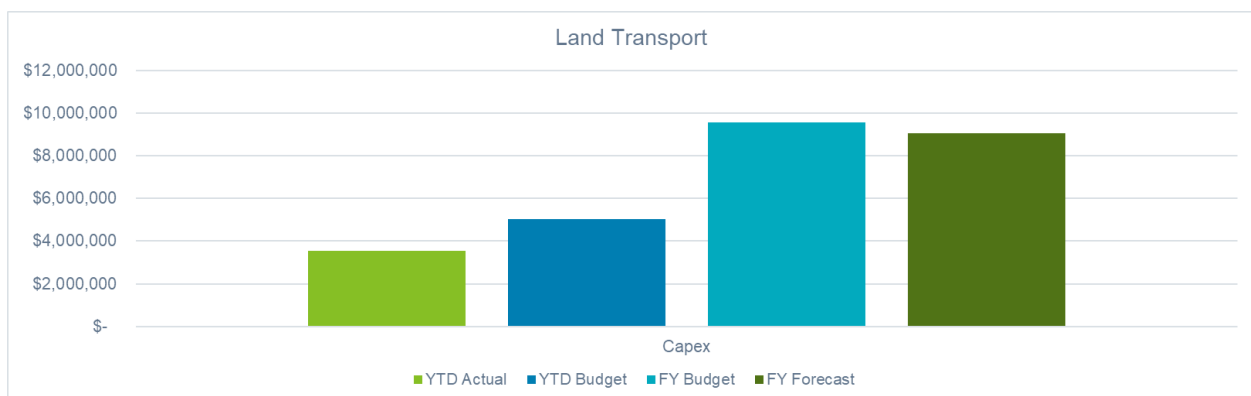
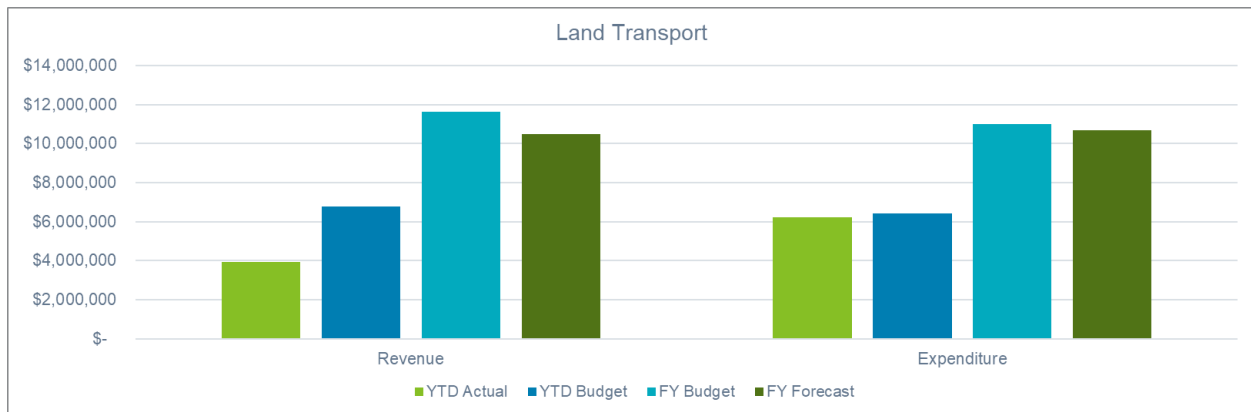
##### Resurfacing Programme

Delivery of the resurfacing programme is close to completion, with several outstanding sites still to be completed at the time of writing this report. Poor weather in summer and productivity gaps in late spring have delayed the programme, but overall delivery of the programme is not at risk.

## South Manakau Bridge Replacement

During our detailed bridge inspection programme, completed in 2025, the South Manakau No.1 Bridge was flagged as requiring further investigation into its bearing capacity. Subsequent investigations have required a weight restriction be placed on the bridge, which has had the unfortunate impact of forcing heavy vehicles to detour through Manakau and Ōtaki residential areas. The renewal of this bridge has been selected as the most cost effective, and fastest solution to resolve this issue. The replacement of the bridge deck has been procured, using existing LTP budgets, and delivery is being expedited. The renewal is expected to be undertaken in late March / early April.

## Financial



Capital spending has increased during December 2025 and January 2026 and is forecasted to ramp up in the coming months.

## Solid Waste

### What we are delivering

#### Grants

Three waste minimisation grants have been granted: Repair Cafe, Te Whare Mahana - survival blanket and Te Awahou Kai - compostable containers.

#### Waste Collector Licensing

In December a Waste Collectors licensing hui was held. This hui was held to discuss the revised draft Waste Collector's license. Representation was high with 15 Waste Collectors in attendance along with Council officers. Feedback has been received, amendments made, and a follow up meeting scheduled for 12 March. The license will ensure that quality and safety standards are met along with the quarterly submission of waste tonnages to landfill reported. When this information is loaded and amalgamated, Council officers will be closer to understanding what the districts' waste diversion from landfill is.



#### Revision of the Levin Landfill discharge consents

A draft revision of the consent conditions has been prepared. As community groups requested early involvement in the review process, the draft revisions, along with a summary document, were circulated to these groups prior to lodging the consent

application with Horizons. To support understanding of the various interrelated components of the discharge consents, a landfill site visit was also held in February.



### **Resource Recovery Facility (RRC) preliminary investigations**

As 40-50% of the district's waste to landfill is comprised of construction and demolition waste, Council officers are investigating the feasibility of using a council site as a resource recovery facility to receive C&D and difficult waste products. Cost analysis has been undertaken to determine the required capital investment to ready a site to receive such waste. Various revenue streams have also been investigated to offset the operational costs.

Expected waste quantities have been factored into the modelling to see how the waste diversion will grow over time. The setting of appropriate fees and charges to encourage waste diversion at the RRC will be key to achieving the desired waste diversion outcomes. The RRC fees need to be at a percentage lower than the regular transfer station gate charges. If the pricing is not attractive for waste diversion, then the project will not gain the necessary momentum. Officers will update Council on the provision viability of this in April 2026.



*Otaihanga Zero Waste depot*

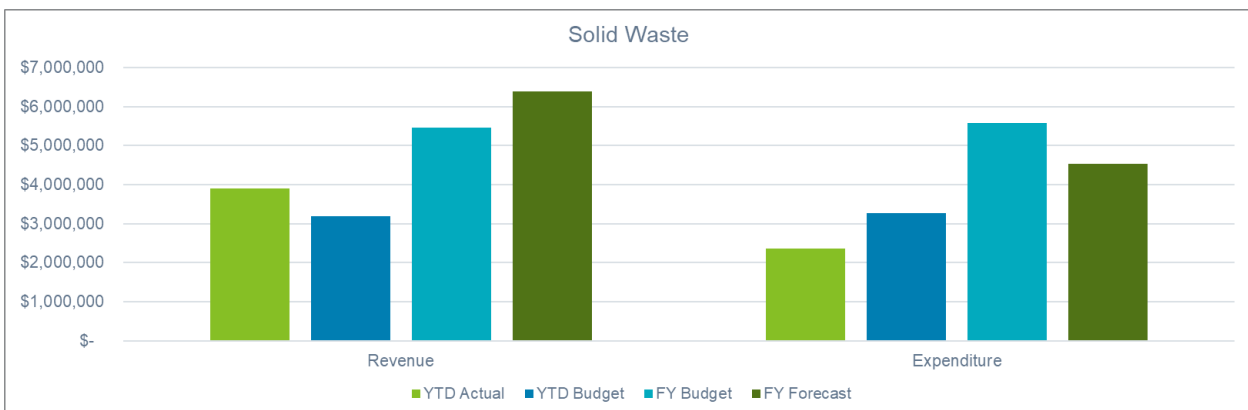
## Issues and Risks

### Levin Landfill contaminated ground water remediation

To assist with the remediation of the contaminated ground water at the Levin Landfill council officers received council approval to purchase the area immediately in front of the northern landfill boundary. This additional land will allow the present small wetland to be extended and provide an enhanced ecological environment for the betterment of the affected area.

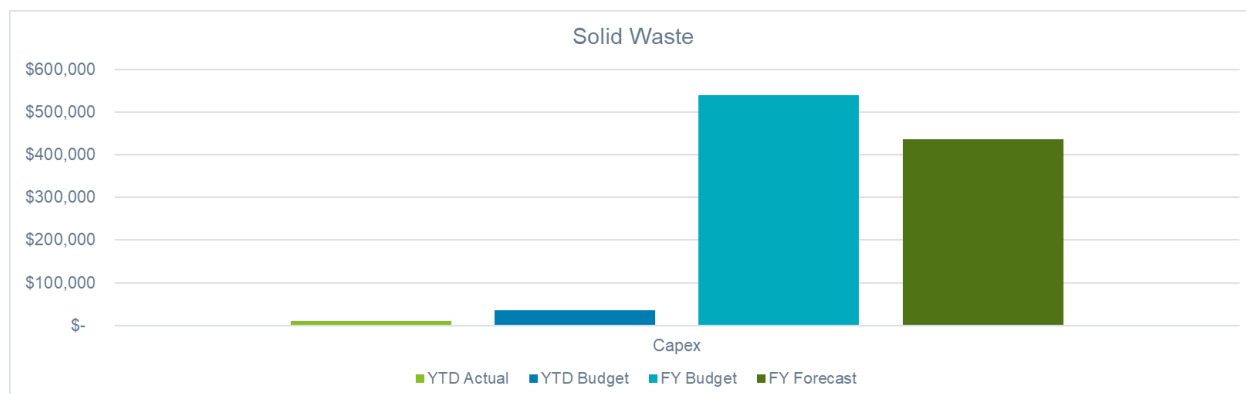
The installation of additional ground water sampling and real time Hōkio Stream surface water sampling is presently being investigated to determine if there are presently unknown peaks in the concentration levels of landfill contaminants entering the Hōkio Stream. More monitoring is required to provide a clearer picture of any effects or risk to aquatic life.

## Financial



Revenue is ahead of budget due to Solid Waste Recycling rebates being higher than budgeted which includes \$453k that was carried forward from the 2024/25 financial year.

Identified savings in contracts continue to be realised.



Capital spending has increased slightly during December 2025 and January 2026 and is forecasted to ramp up in the coming months.

## Local Waters Service Delivery

### General update

Officers continue to work through implementation of a broad range of continuous improvement initiatives in the Local Waters Service activity. Examples of those are recorded through this report.

### Power Resilience improvements

As we went through the Christmas and New Year period, we encountered multiple weather events. While we responded well to the events, upon review, areas were identified where we could improve response times by ensuring we have the right plant for each location in the district. Our business continuity planning identified a focus on our back up power generators and the need to align with plant and network requirements. In recent months a project has been underway to review all backup generator units and recommend any further improvements and enhancements. An outcome of the review was for two new permanent generators to be installed at the Shannon Water intake site and the Foxton Water Treatment Plant.

### Hazardous Zone review Levin Wastewater Treatment plant – Health & Safety focus

A recent asset condition assessment at the Levin WWTP uncovered that Digester #2 does not have a current electrical inspection certificate or certificate of fitness (required every 4 years for areas of the site classified as a 'Hazardous Area Zone' under WorkSafe/Electrical Safety regulations). Further investigation by the Asset Management team found that several other areas of the treatment plant also needed review in terms of electrical/mechanical safety and compliance requirements. A completed review of Hazardous Areas to determine requirements/specifications for equipment has been completed with an action plan being defined ensuring the ongoing safe working environment for our operational staff.

## **Proactive Maintenance**

There is an ongoing focus on proactive maintenance routines within our Local Waters networks and the Water & Wastewater plants. Works are scheduled and planned by the Asset Management team and delivered by our plant and field workforce. Since bringing Local Waters in house substantial progress has been made in identifying areas for improvement and ensuring our networks are in a known state. This has a positive effect on the reduction of reactive work and ensuring effective financial management in the right areas.

## **Drinking Water Treatment and Supply**

### **What we are delivering**

#### **General update**

The district's potable water treatment plants continue to supply safe and healthy water to the community. Summer water conservation measures were removed in late February, considerably earlier than usual. Due to the inclement weather the water demand remained lower than usual.

At Foxtton Beach water demand is of particular interest as low demand periods can result in a drop in the chlorine residual which is used as an indicator of safe and healthy water. During low water demand periods we counter this by using a flushing regime. By removing the water conservation measures, we have been able to initiate the flushing schedule early.

The Foxtton water tower had an inspection. The tower is an important asset as it ensures the town has water during power outages due to the height of the water reservoir within the tower ensuring the pressure in the network. Due to the need to access the top of the water tower a crane and abseiling contractors were engaged to undertake the required works. The use of an underwater drone allowed us to undertake an internal inspection of the reservoir. This is a good result as it has been some time since the Tower was last inspected. Good asset data is key to ensuring accurate lifecycle management.

#### **Water meters**

The district-wide water meter programme continues to progress. Residential meter installations, manifold maintenance and reinstatement works are largely complete, with final quality checks now underway. Ground-penetrating radar investigations in Shannon, Foxtton, Foxtton Beach and Tokomaru have been completed, with work continuing in Levin. Targeted physical investigations are underway at identified locations.

Planning for bulk and non-standard (commercial) meter installation is advancing, with further investigation around backflow protection to ensure compliance. The next steps for the water metering programme include completing Levin investigations, confirming costs for further physical works, and finalising the approach to bulk meter installations following direction at Council workshop in April. Currently on track for completion end July 2026 pending outcome on bulk meters.

## **Levin Water Treatment Plant upgrades**

### **Filter Refurbishments**

As part of the council's ongoing treatment plant renewals programme, we are progressing with the planned refurbishment of the three filters identified at the Levin water treatment plant this financial year. Procurement activities are underway, with physical works scheduled to commence in April 2026.

### **Clarifier bypass and UV installation**

Council is progressing with the planned Clarifier bypass and stand-by UV installation works at the Levin water treatment plant this financial year. Procurement activities are underway, with physical work scheduled to commence in April 2026.

### **New Treated Water Reservoir**

Planning has commenced to procure and construct a new treated water reservoir at the Levin Water Treatment Plant. This project will improve the resilience of the water supply and future-proof capacity for forecast growth. Site investigations and planning activities are underway, with the remainder of this financial year focused on progressing consenting and procurement approval.

### **Levin Water Supply/Poads Road Reservoir consent**

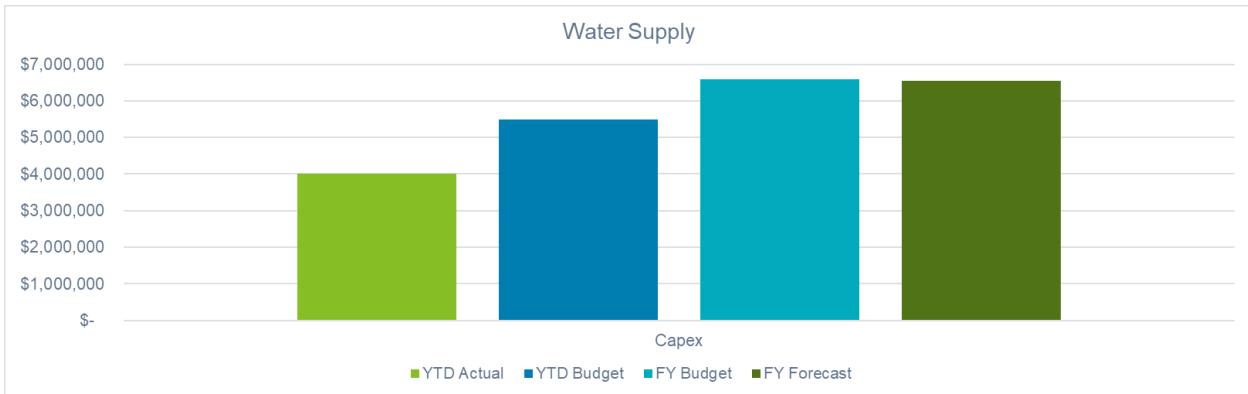
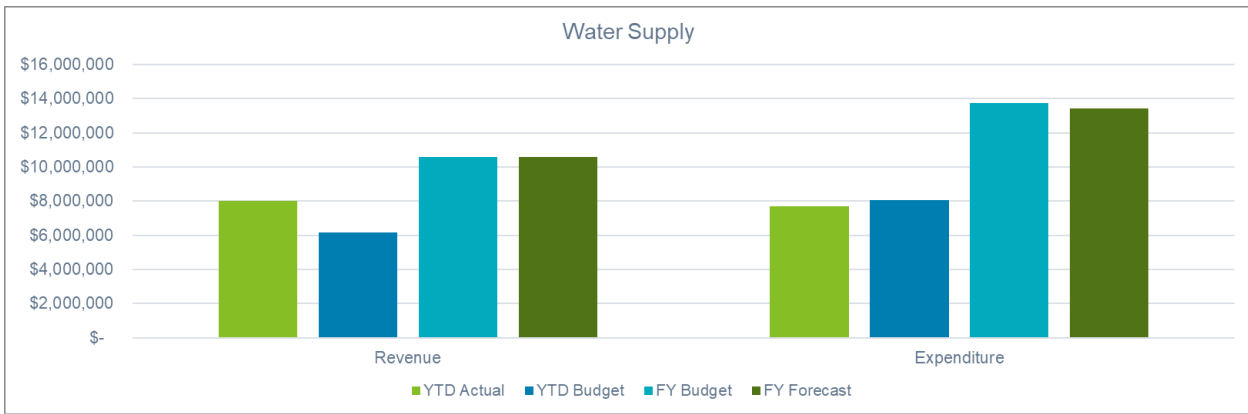
Following the pre-hearing meeting in August 2025, Council has continued to engage with submitters and iwi partners to address matters raised in submissions. After a number of extensions, Council is required to report back to the pre-hearing facilitator in April 2026. If the Consent Application proceeds to a hearing, this is likely to occur mid-late 2026.

### **Power Resilience – FWTP and SWTP Generators**

Council has been investigating stand-by generator solutions to improve resilience and continuity of operations at critical water infrastructure sites. This includes replacing the existing fixed generator at the Foxton Water Treatment Plant and installing a new stand-by generator at the Shannon River intake. The generators have been procured, and the engagement of a contractor for installation is underway.

## **Financial**

There is an operational overspend due to increased materials costs (chemicals and sand), some resulting from recent weather events. Additional costs have also been incurred through compliance fees, staff training, and software licensing, including additional CAD and modelling licences required for new staff members.



Capital spending has increased during December 2025 and January 2026 by approximately \$1m and is forecasted to increase close to budget in the coming months.

## Wastewater Treatment and Supply

### What we are delivering

#### Levin Wastewater Treatment Plant Upgrades

##### Dewatering Process – Sludge Press Operational Issues

Towards the end of 2025, the operating press (36”) was reported to have stopped working. A belt press was hired to process our wastewater sludge while our rotary press was undergoing maintenance. Further issues with the hired belt press delayed its use until January 2026, however, our rotary press functioned a lot better and continued the dewatering process. The hired press is with us until the end of March 2026. Our other press (48”) has not been operating for some time and Fournier, the supplier of both presses, later confirmed that this unit is old and is no longer supported. However, the motorised drive mechanism can be adjusted to fit a 36” press unit. Awaiting safety checks for hot works to remove the sleeve from the unit before ordering a new 36” to replace the old 48” press. The compounding effect of sludge buildup and a surcharge of poorly treated trade waste also caused odour issues with the primary clarifier in late February.

##### Trade Waste Registrations

Businesses and organisations that have registered for Trade Waste came to a total of 332 at the end of February. The target number of businesses and organisations is just over 700

so we are nearing 50% of registrations completed. The focus is on businesses who will require a trade waste consent to continue to discharge to the wastewater network.

### **Septage Unit**

The septage unit was finally commissioned in early February. Operators and our contractors were present during the commissioning where settings in SCADA were modified to suit the requirements of our equipment and tanker operators. The registered tankers have been issued with PINs to access the unit and volumes are now correctly captured for invoicing. The first lot of invoices using data from the septage unit were issued in February.

### **Inlet pipe and sewer bulkmain**

Stage 2 of the inlet pipe and sewer bulk main renewal is progressing in line with the programme. These works are essential to strengthen the network and support future growth.

During construction, some existing water services need to be adjusted to allow safe access and avoid future rework. Council is working through a procurement process to have these works undertaken where required; water assets will be renewed, relocated, or protected at the same time as the sewer works to minimise disruption.



A smaller final stage of works will be completed once the new headworks are finished in 2026/27. Residents, schools and businesses will continue to be informed about any road or lane closures during construction.

## Headworks

Procurement progressing with a Request for Tender for the headworks upgrade released in November 2025, with submissions closing on 10 April 2026. Upgrading the headworks is a critical first step in the overall treatment plant upgrade programme, as the existing infrastructure is ageing and no longer performing reliably. Replacing it will improve the resilience and efficiency of the plant and support future growth in Levin. Due to programme changes, physical construction is now scheduled to commence in the 2026/27 financial year.

## Levin WWTP – Pot Irrigation and expansion

A response is due to Horizons by 30 March on Abatement Notice related to the Pot Consent, specifically Waiwiri Enhancement Strategy, Annual Plan and Emerging Contaminants Strategy. The Waiwiri Enhancement Strategy still requires further input to develop and reach alignment with Iwi partners on Cultural Health Monitoring and focus of future improvements for the Waiwiri Stream.

Work is also progressing on reviewing past technical studies, undertaking site investigations, engagement with Iwi partners, and developing preliminary design and consenting for a proposed irrigation scheme.

## Tokomaru WWTP Upgrades

Investigations are ongoing to confirm the feasibility, sizing and staging of proposed wastewater treatment upgrades at Tokomaru, including oxidation and storage ponds, soakage requirements, and supporting environmental assessments.

Subject to confirming land availability and completing technical assessments, consent is planned for late 2026, with procurement and construction scheduled for the following financial year.

## Impact of Wind Event

Power was lost to our wastewater treatment plant at Waitārere Beach on 16 February, losing access to remote monitoring through SCADA. An attempt to send a trailer generator to site was impossible due to fallen trees blocking access. For safety concerns, staff were only able to access the site on foot in the afternoon when the wind eased down slightly.

The pond capacity was enough for the inflow till power was restored to site later in the afternoon. The trees were cleared off the vehicle track and access to the wastewater plant restored the following day.

A few small trees at the Pot with one blocking access to one of the sampling bores. The fallen trees were removed from access roads within the same week.



## Shannon Wastewater renewals

### Bryce Street Wastewater pumpstation

Shannon-Bryce Street Wastewater Renewals project is almost complete, with final works being completed for issuing of PC. Images below of the new Bryce Street pump station.



*New Bryce Street pump station*

### Mangaore Wastewater main renewals

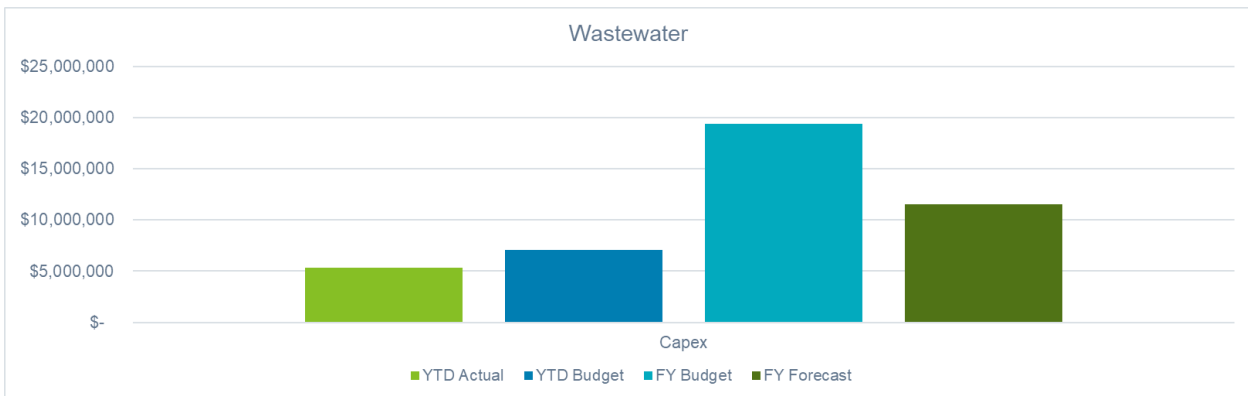
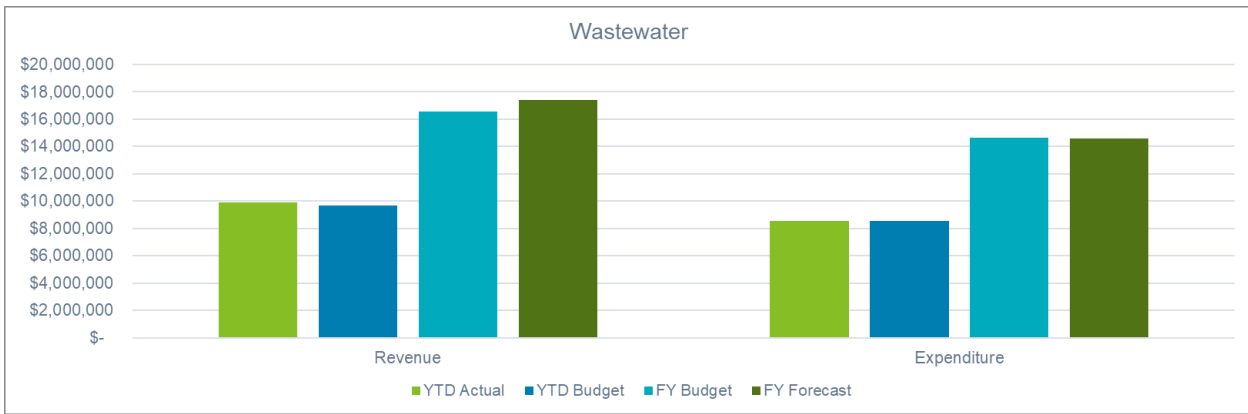
Council has progressed with procurement for the renewal of the wastewater mains in Mangaore Village, with Tatana Contractors being engaged to undertake the works. The contract has been signed with works programmed to commence in March. The project will be funded through the Districtwide Network Renewals budget.

### Queen Street Wastewater connection (Tara-Ika)

Council is progressing with the construction of a new wastewater main through the Ō2NL corridor that will service the central catchment of Tara-Ika including future school site. This central catchment forms a large part of Tara-Ika development. Procurement is underway with physical works programmed to be completed by June 2026.

## Financial

Operationally tracking within budget, noting that some additional costs were incurred in relation to the storm event covered separately under that work order. It is expected that in the next reporting period additional costs will be incurred related to the processing and disposal of sludge.



## Stormwater and Local Waters Network

### Operational Performance

Over the past three months, the team has achieved its response time targets for all reactive maintenance works, ensuring timely resolution of faults and customer service requests. Service delivery across water, wastewater and stormwater networks has remained reliable and consistent.

### Proactive Maintenance Focus

The team has increased its focus on planned and preventative maintenance to improve network reliability and reduce unplanned failures. This includes ensuring fire hydrants are locatable, cleared, painted, and fully functional for emergency events. Critical valves are being regularly inspected and exercised to ensure operational readiness. The team is also undertaking routine inspections of key infrastructure such as pump stations and pressure reducing valves (PRVs) to strengthen system resilience and performance.

### Health & Safety Improvements

Health and Safety continue to be a strong focus area. Staff have been enrolled in Traffic Management and Confined Space training to improve on-site safety and compliance. Two senior team members are progressing well toward their Level 4 qualifications, strengthening in-house technical capability and leadership.

### Emergency Response & Resilience

The team responded effectively to the recent storm event and managed network impacts during the Christmas–New Year power outage. Through proactive coordination and

commitment, essential services were maintained and disruption to the community was minimised.

## **Growth Support & Capital Project Delivery**

The Reticulation Team continues to support district growth through the installation of private service connections for new developments, contributing to additional revenue generation for Council. Alongside this work, the team plays an active role in delivering and supporting key capital projects, including the Universal Water Metering programme, water and wastewater pipe renewals, and growth-related infrastructure upgrades. This integrated approach ensures operational delivery aligns with strategic infrastructure investment across the district.

## **What we are delivering**

### **FIF Queen Street Stormwater Intervention Device**

Council has engaged Tatana Contractors to undertake the installation of the stormwater intervention device at the Queen Street Drain. The contract has been signed with works programmed to commence in April following delivery of the device. The project is being delivered with oversight from the FIF Governance Group (including Lake Trust, MTA and HDC). It forms part of the wider Levin stormwater quality improvement programme, supporting progress on the Levin Stormwater Discharge consent currently on hold with Horizons Regional Council.

### **Okarito-Magnolia Stormwater Connection**

Council is planning to undertake construction of a new stormwater connection from Okarito Avenue to the recently installed stormwater main at the end of Magnolia Place. This work will complete the final section of stormwater infrastructure needed for the North East Levin area, helping improve how stormwater is managed and discharged. A closed tender process is underway, with construction planned to begin early April 2026.

### **District-wide Stormwater Improvement Projects**

The Stormwater Team is currently progressing several stormwater improvement projects through the investigation and design phases. These projects are focused on addressing known flooding issues and improving network performance across the district.

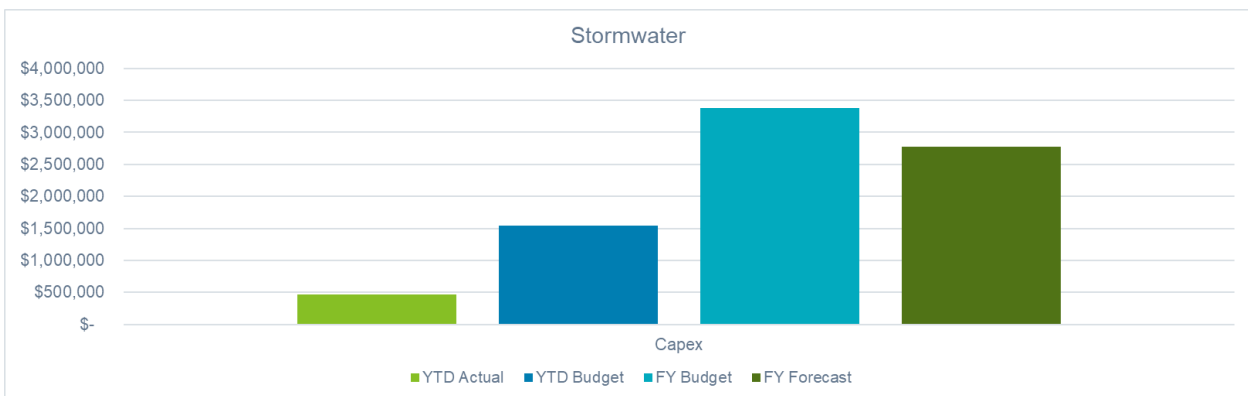
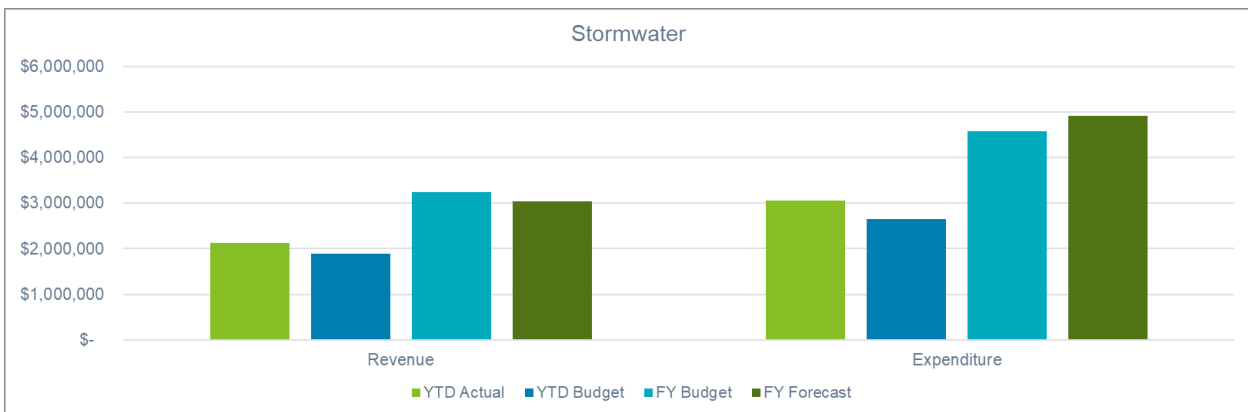
Key planned projects include resolving flooding concerns at Vincent Drive (Levin), Stansell Street (Shannon), and Waikawa Beach Road (Waikawa Beach). In addition, design work is underway for improvements to stormwater outlets at Waitārere Beach, with the aim of enhancing resilience and reducing the impact of storm events on surrounding communities.

Alongside these capital projects, the team is strengthening the district's stormwater monitoring capability. This includes the installation of additional stormwater flow meters and groundwater level monitoring stations. The data collected from this expanded

monitoring network will help inform hydraulic modelling, improve understanding of catchment behaviour, and support evidence-based design for future stormwater infrastructure upgrades.

## Financial

Operationally tracking over budget due to ongoing additional network maintenance, both reactive and proactive works. Service Connection revenue is also forecast to be down due to limited requests during the December & January period.



The current YTD Capital spend for stormwater reflects construction timing. Construction for the Okarito Stormwater Connection and FIF Queen Street Stormwater Intervention Device projects is scheduled to begin next reporting period, the majority of the forecast expenditure is associated with these works.

# Community Vision and Delivery

## Group Update

The Group has had to hit the ground running with a significant amount of Government reform and legislation changes landing late 2025 with the timeframe to make submissions closing in February. This also required elected members to get back into things during January so that officers could workshop the different pieces of reform and provide direction on the submissions to be written.

The Annual Plan has also been a key focus with extensive work undertaken to get to the point where Council was able to make a decision in February to proceed with progressing an Annual Plan without undertaking community consultation.

Levin Town Centre Transformation, Ō2NL and Revocation, and Integrated Growth continue to be a priority for this group and the work that has progressed is covered in the Top Priorities section.

## Te Whakakanohi me to Hautū I te Hapori Representation and Community Leadership Activity

*The Representation and Community Leadership activity sits across two Groups. You can find activity updates for the Representation and Community leadership activity in the Community Vision and Delivery Group and the Organisation Performance Group updates.*

## General Update

### What we are delivering

#### Strategic Planning

Strategic Planning has had a busy start to the year, progressing the Annual Plan 2026/27, preparing for the Annual Report 2025/26, working with the Foxton/Foxton Beach and Shannon communities on their respective Community Plans, as well as co-ordinating and responding to Government Reforms.

- Annual Plan: Following Council's endorsement of the draft Annual Plan Budget, officers commenced drafting the full Annual Plan document. Consultation on the Resource Management Act Fees and Charges 2026/27 opened on Tuesday 17 February and closes on 17 March.
- Annual Report 2025/26: Officers have been preparing for the start of the Annual Report 2025/26, working closely with Audit NZ to ensure the timeline enables delivery, and that lessons from the Annual Report 2024/25 are incorporated into each of Council's and Audit NZ's preparation. Officers have prepared all information required for the Interim Audit starting on 9 March.
- Shannon Community Plan: Councillors Olsen and Te Raukura Ketu and the rest of the Shannon Community Plan Working Group held its first meeting for the year on 12 February. There was strong enthusiasm to build momentum, particularly around

progressing branding and activating priorities from the community plan. To keep things moving, the group met again on Thursday 26 February.

- Foxton/Foxton Beach Community Plan: Foxton Futures are working to finalise the Foxton & Foxton Beach Community Plan. At the meeting on 12 February the direction of the draft was shared, and officers are following up to ensure projects for all Priority Areas can be included in the draft Plan.
- Responding to Local Government Reforms: During the busy consultation period from December to February, Council workshopped four submissions in January, enabling submissions to be drafted and approved on:
  - The Natural Environment Bill and Planning Bill (being the proposed replacements for the Resource Management Act) and contribution to a Manawatū-Whanganui region submission.
  - Development Levies Bill and the proposed amendment to the Infrastructure Funding and Financing Act.
  - Rates Capping Proposal
  - Simplifying Local Government proposal.

Further detail is provided in the Council Priorities section below.

### **Communications and Engagement**

During this period the Communications and Engagement team supported the rollout of a surcharge on credit and debit card payments, aligning Council with standard payment practices and helping ensure card processing costs are recovered rather than funded by ratepayers. This change is expected to recoup approximately \$55,000 per year in card fees.

The team also led public communications for Civil Defence weather events, the Annual Plan, proposed Fees and Charges consultation, water restrictions, and a range of community events. These updates were shared through multiple channels including media releases, social media, Antenno alerts and Community Connection to ensure residents had timely and accurate information during changing conditions.

Engagement with Council information continues to grow. Antenno users increased by 15.8% (from 576 to 667 users) between January and February, helping more residents receive important alerts directly to their phones. The Council website also saw increased activity with 38,214 visits during the period, a 10.2% increase on the previous period. The most visited pages were rubbish and recycling services, rates information, online maps and Council news updates, particularly during the recent weather event.

Work has also been undertaken to improve the quality and accessibility of Council's online information, including fixing broken links, improving page performance, and updating key content so residents can more easily find the information they need.

Alongside this, the team continued delivering regular communications such as Community Connection, media updates and advertising campaigns, while supporting departments across Council to communicate projects, services and community initiatives.

## **Destination Management**

Destination Management progressed initiatives supporting the district's positioning as a vibrant and desirable place to visit, live and invest. Key activity included supporting delivery of the emerging Ales & Eats major event, which showcased regional food and beverage producers in a festival-style setting. This event was a successful recipient of funding from the Council's Major Events Fund. A post-event analysis is underway to assess outcomes and inform future event support, including opportunities to strengthen the event's impact and future growth.

We piloted a micro-influencer collaboration, delivered in partnership with Ales & Eats event organisers and local operators, to extend event reach and promote wider visitor experiences. Content shared highlighted not only the event, but also local accommodation and hospitality experiences, generating increased digital engagement and reaching new audience segments aligned with the Horowhenua visitor market.

Work has progressed from peak summer marketing activity into activation of the autumn shoulder season, with a focus on maintaining visitation momentum beyond the holiday period. This included autumn-focused storytelling and the launch of the destination's first travel blog e-newsletter to almost 300 subscribers, establishing a new direct engagement channel with visitors.

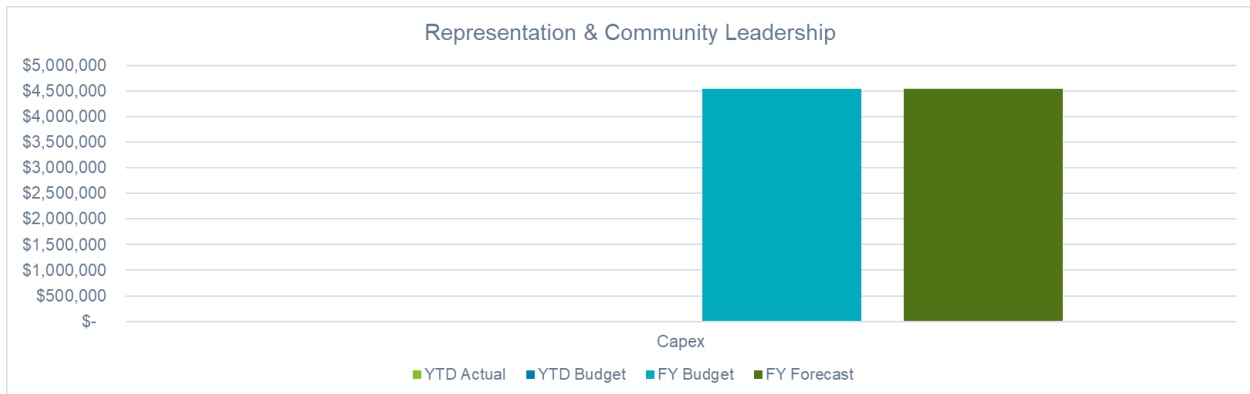
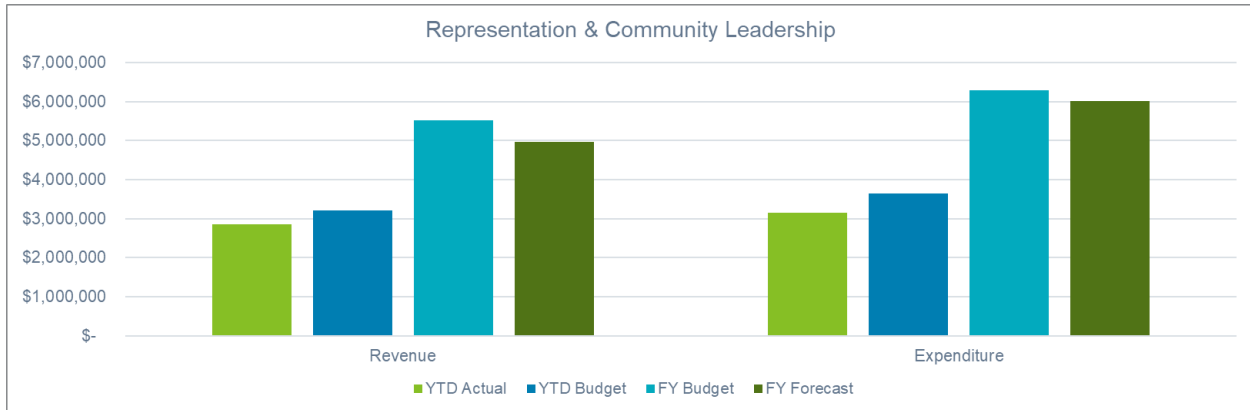
## **Economic Development**

Key work to progress during this period from The Horowhenua Company Ltd contract has been the work leading the Levin Retail Transformation Strategy. The Retail Baseline Audit showing the vacancy and occupancy analysis and retail mix benchmarking, and the economic and market insights to understanding spend and leakage analysis have both been completed. The focus of this work has shifted to the stakeholder engagement and research phase with a survey provided to Levin Town Centre businesses, building owners and residents. The survey period closes in March, and the findings will help inform the Strategy.

On 4 February 2026, The Horowhenua Company Ltd presented to Council the first six-month report for the current contract reporting on the progress made against the contract deliverables.

## Financial

The Representation and Community Leadership activity sits across the Community Vision and Delivery group and the Organisation Performance Group, the financial information provided here is for the entire Representation and Community Leadership activity.



The Capex budget relates to the Levin Town Centre Transformation programme, with improvement initiatives for the former Women’s Bowling Green and Levin Domain as part of the Levin Town Centre Implementation Plan being advanced in the second half of this financial year.

More significant opportunities within the Levin Town Centre are currently being explored that could see the current capex budget utilised this financial year. These significant opportunities will be presented to Council prior to committing to the use of this budget.

# Housing and Business Development

## Ngā Ratonga Whakariterite ā-Ture

### Regulatory Services Activity

The Regulatory Services activity sits across two Groups. You can find activity updates for the Regulatory Services activity in the Community Experience and Services Group, and the Housing and Business Development Group updates.

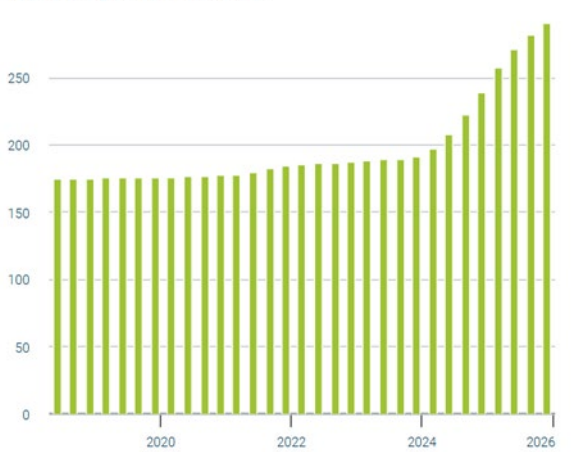
### General Update

#### Housing Action Plan – ‘Our Social Housing Snapshot’

A strong focus on collaboration with partners across the community to deliver on the Housing Action Plan and the associated need for Affordable Housing, has translated into some very positive outcomes for the district, although conditions have changed in the space a slow pivot to alternate delivery channels, continues.

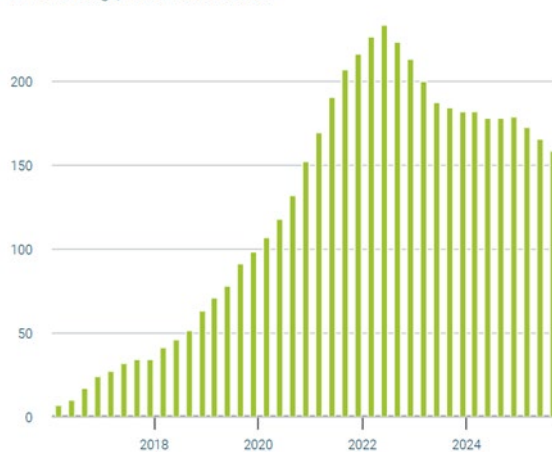
Public housing stock

Annual average, Horowhenua District



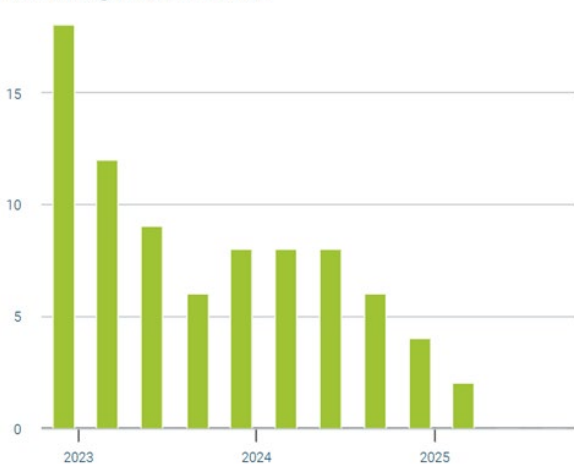
Housing register applicants

Annual average, Horowhenua District



Households in emergency housing

Annual average, Horowhenua District



Data Source: Infometrics

## Housing Market Overview - The 2026 property market is steady

National median prices held steady, rising slightly by 0.4% from January 2025. New Zealand rose 1.4% year-on-year. Pricing trends remain steady despite short-term monthly volatility.

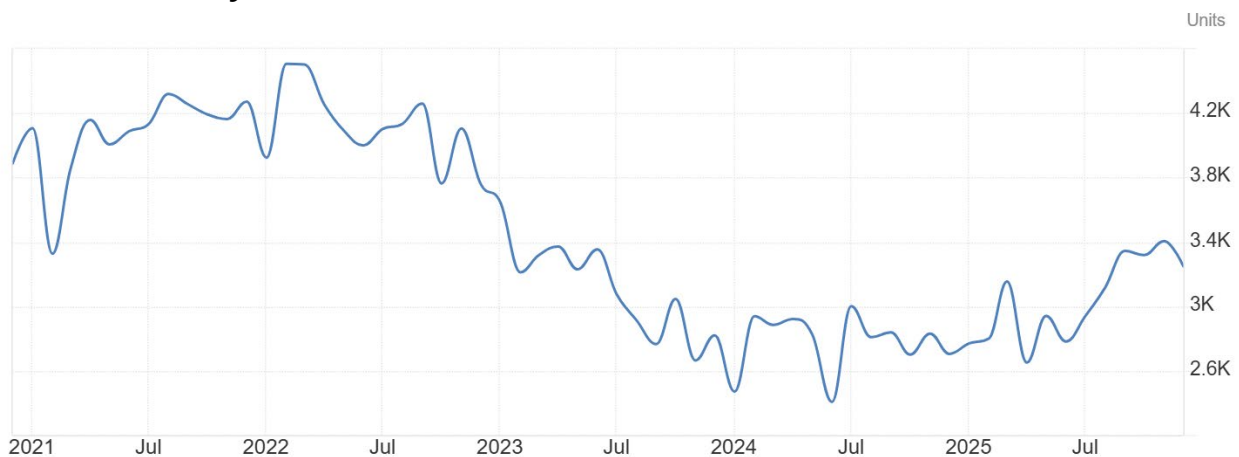
January's housing market shows stable pricing alongside softer activity, suggesting confidence is rebuilding gradually rather than accelerating quickly.

Sales activity across New Zealand declined 5.4% year-on-year. Nationally, seasonally adjusted sales counts fell 8.9% compared with December 2025.

Interest rate expectations have stabilised as inflation pressures ease, though there have been some concerns about potential rate increases and what that could mean for borrowing affordability.

The upcoming election may be influencing when people choose to make decisions. Over the coming months, the housing market is expected to continue progressing gradually, with confidence rising steadily.

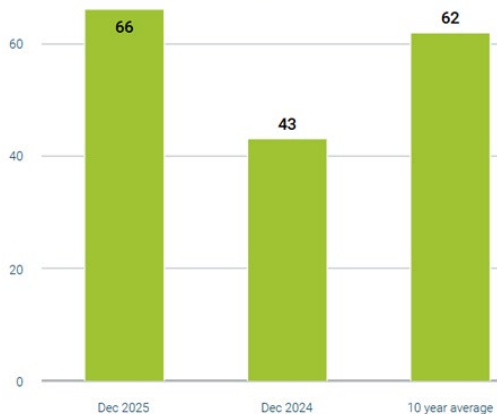
## Growth Summary



## Across the Horowhenua District

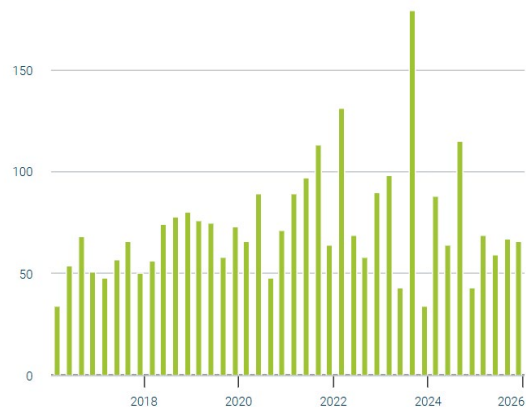
### Number of new dwelling consents

Quarterly number, Horowhenua District



### Residential consents

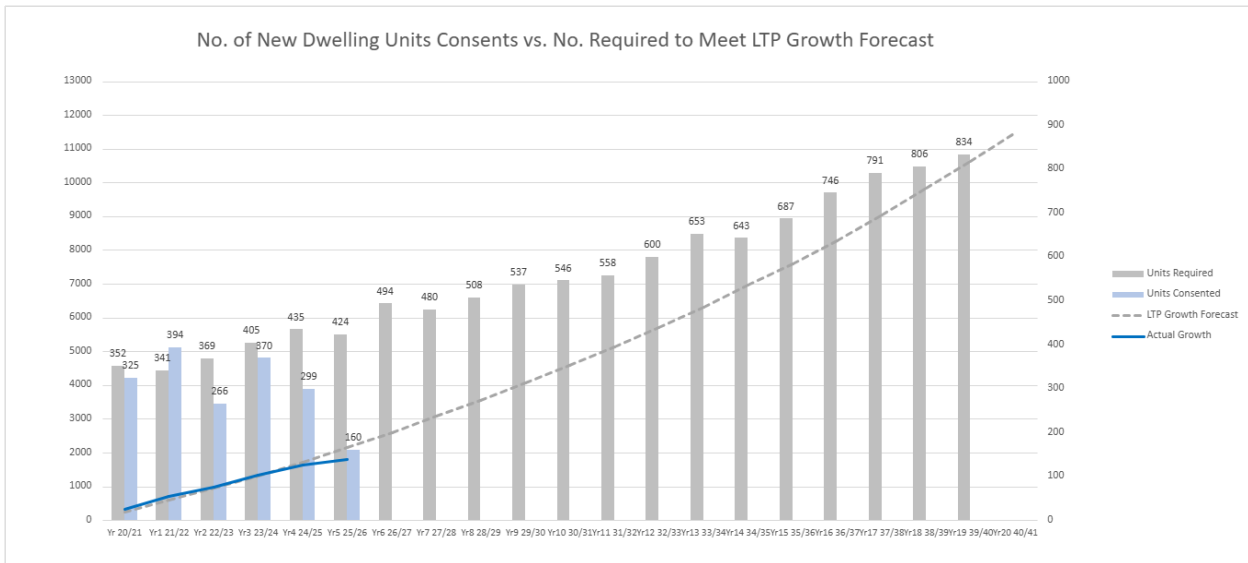
Quarterly number, Horowhenua District



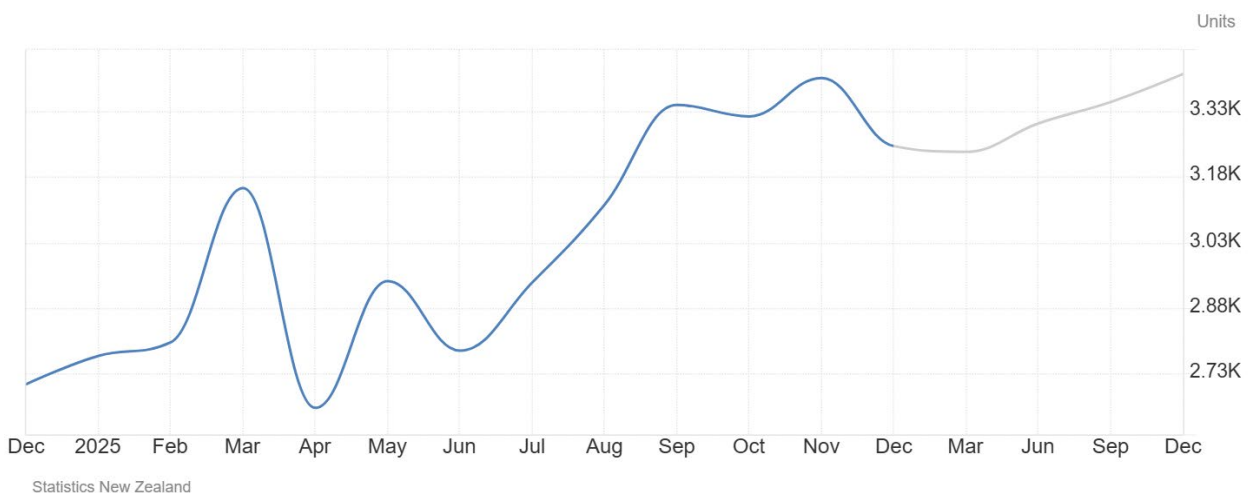
Again, we see headline consenting volumes remaining flat across the country (even slightly negative), translating into lower growth numbers of consented dwellings.

Now 7 months into the period extrapolated growth numbers look like they will run around 35% below that forecast on the growth curve, this result will likely reflect the 2024/2025 outcome. Largely static.

Although there is growth in demand on the horizon, (forecast +4.5% in 2026/27) the projected position to year end could fall flat as we run through what we would hope to be the bottom of the build cycle as we await a return to positive macro market conditions.



Building Consents Issued for New Dwelling Units vs. LTP (Long Term Plan) Growth Forecast YTD to 31 January 2026.



Forecasted trend for Building Consents by month. Statistics New Zealand

### Consenting Forecast - Summary Overview

Nationally a further improvement in monthly consents saw annual consents rise to 36,619 over the 2025 calendar year, up 9.0%, to levels last seen at the start of 2024.

Despite the improvement in the annual total, some of the underlying pick-up in consent momentum has now started to move sideways.

Standalone house consents continue to rise, up 5.4% for the 2025 calendar year, and townhouse consents saw even faster growth, up 14%pa over the 2025 year. Townhouses consents have increased to 44% of total consents over the last year, the highest share since mid-2024. Retirement units rose too.

However, with house prices still trending sideways, limited population growth, and a projected rise in interest rates, we expect consents to moderate again in 2026 with forecast growth in 2027.

Consenting numbers locally feel flat post-Christmas although sentiment in the market remains positive. Anecdotally buildings that have been long consented have been picked up and builds started. This would make sense as improving macroeconomic market conditions have given confidence back to projects previously placed on hold.

Forecasts are now highlighting a positive projection forward however time will tell as we enter another election period which will bring some level of uncertainty.

The local market continues to perform solidly and as before we would expect the local run rate to remain above that nationally, resulting from developments such as the Ō2NL roading project which is now well underway.

As illustrated below the volume of consents coming in the door has improved YTD when compared to 2024 by around 5%.

When demand begins to trend up again, our ability to resource this demand will again come into question. Add to this several pending changes coming from central government in 2026, including BCA consolidation, targeted inspection times, self-certifying plumbing work, granny flats not requiring consents and changes to liability settings for council to name a few.

# What we are delivering

## Performance Reporting to the Market

Each month an update of our consenting performance is proactively posted to the 'Build Horowhenua' customer database.

The intent is to be open and honest around consenting timeframes and performance with the view that through working with our development community that we can lift performance of the building system across the district.

A copy of last months' mail out can be seen below.

NB: The 100% of Resource Consents delivered within timeframes, which has not been a common occurrence in the past few years.




## Building Consenting

### Building Consent Activity (YTD to 31 January 2026)





<p><b>307</b></p> <p>Building consents lodged</p> <p><b>Up 5%</b> Compared with 292 in January 2025</p>	<p><b>315</b></p> <p>Building consents issued</p> <p><b>Up 4%</b> Compared with 302 in January 2025</p>
---	---

#### Monthly Stats

##### Inspections

 Fireplaces & Garages av. wait time 1 - 3 days	 Residential (Other) av. wait time 1 - 3 days	 Commercial av. wait time 2 - 3 days
---	--	---

#### Building Consent Processing Times



 <b>14</b> Average working days	 <b>60</b> Average calendar days
 <b>100%</b> Processed within timeframes	 <b>52</b> Applications were in progress as at 31 January 2026

#### Inspection Wait Times

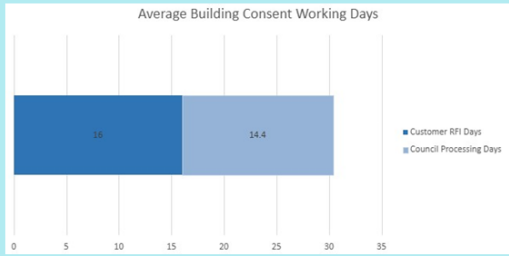
BCAs are now required to ensure that a minimum of 80 per cent of inspections are carried out within the period of three working days after the date for inspection requested by the building owner or their agent.

62% of inspections failed in January. The two inspection types with the highest failure rate\* were POST-WRAP 7 CAVITY SYSTEM with 85% failed and FINAL with 71% failed. \*Data excludes inspection types where less than 20 were completed this month

### Code Compliance Certificate Processing Times


 <b>11</b> Average working days	 <b>38</b> Average calendar days
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#### Average Building Consent Working Days



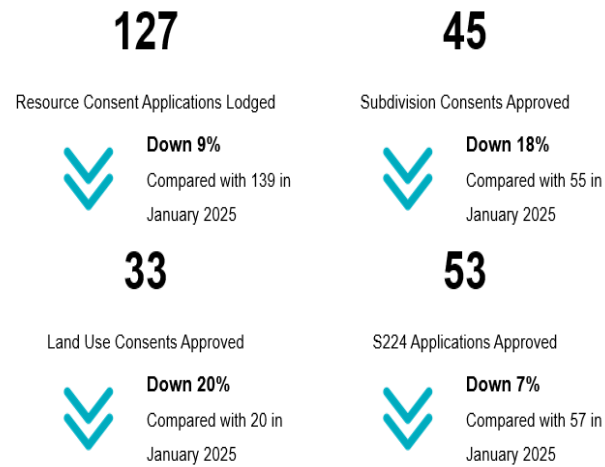
Category	Days
Customer RFI Days	16
Council Processing Days	14.4
<b>Total</b>	<b>30.4</b>

#### Building Consent Feedback

  
 3.5/5 YTD to the end of January

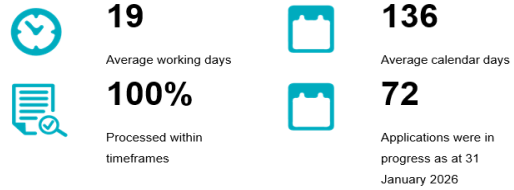
## Resource Consenting

### Resource Consent Activity (YTD to 31 January 2026)



### Monthly Stats

#### Resource Consent Processing Times



#### Subdivision Consent Processing Times



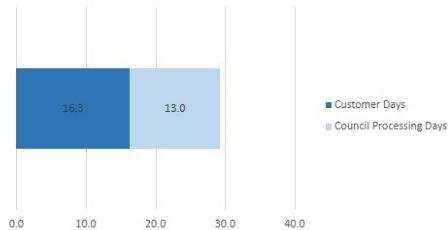
#### S224s Processing Times



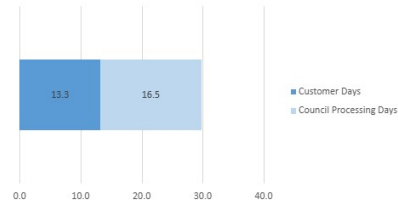
### Land Use Consent Processing Times



#### Average Subdivision Working Days



#### Average Land Use Consent Working Days



### Resource Consent Feedback



3/5 YTD to the end of January

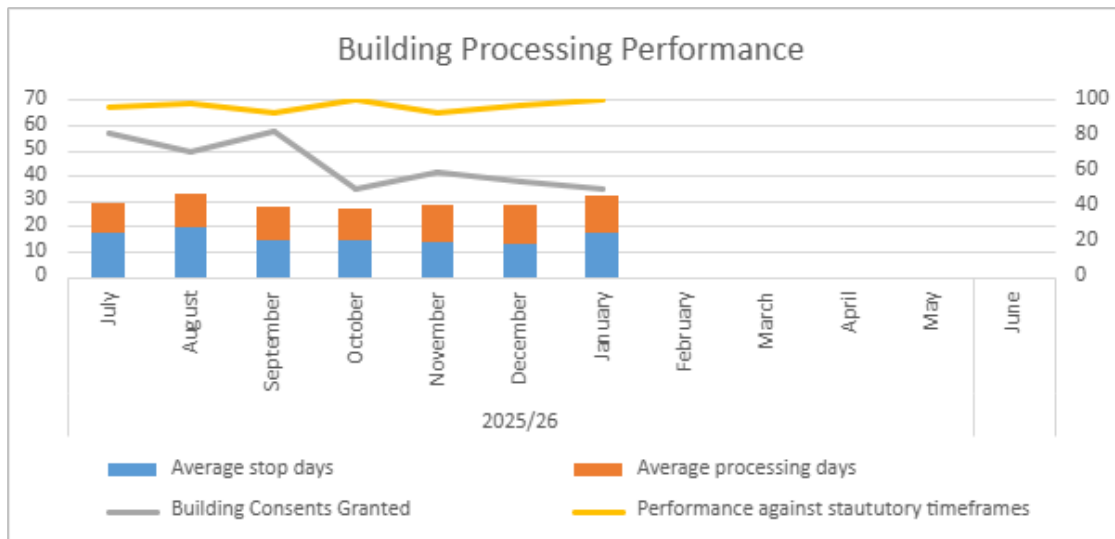
## Building Consenting - Metrics

Building consent trends based on data for the period for 2024/25 financial year and from 1 July 2025 to 31 January 2026 are as follows:

	YTD to 31 January 2026	YTD to 31 January 2025	Trend
Number of building consents lodged	307	292	↑5%
Number of building consents issued	315	302	↑4%
Number of new dwelling consents issued	81	88	↓8%
Number of new dwelling units consented	160	175	↓9%
Value of building consents issued	\$93,491,600	\$101,359,045	↓8%
Number of inspections completed	4305	4648	↓7%
Number of CCCs issued	240	348	↓31%
Number of enquiries about building control functions	907	860	↑5%

The number of consents issued for new dwellings is similar to the same period in 2024/25, however there were fewer dwelling units consented. Demand continues to fluctuate month to month, and January 2026 shows a lot of variation with regards to metric trends. The Horowhenua has remained solid relative to the generalised trend across the country.

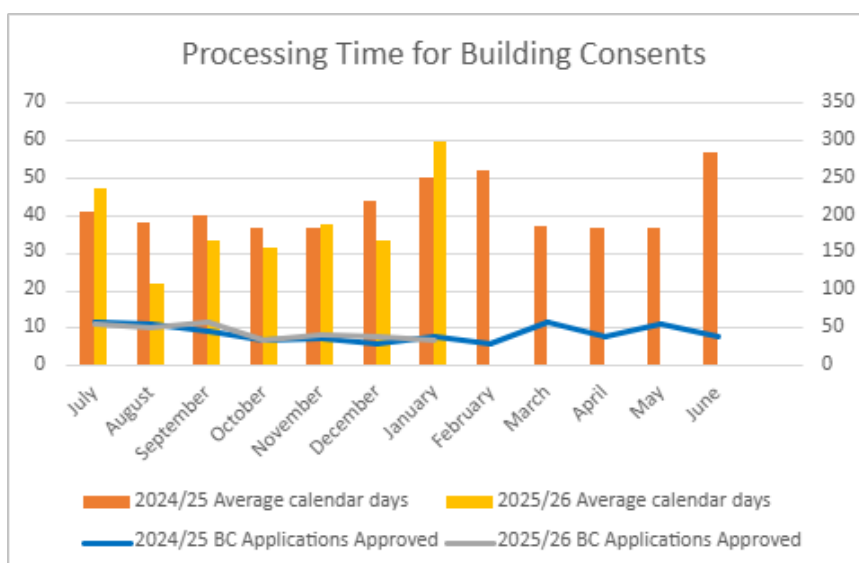
Monthly compliance with statutory processing times in 2024/25 fluctuated between 93-100% throughout the year so far with an average of 97%, as below:



Performance has remained steady this year overall, the goal to process at least 95% of consents within statutory timeframes, has been met. Work in progress is being closely monitored to ensure consents are progressing through the process as intended.

Ensuring costs and timeframes are kept in balance is an ongoing challenge as we continue to search for technically qualified resources to employ inhouse. Volume and availability of skilled resources remain a key challenge and focus.

### Building Consent Processing Time - Benchmarks

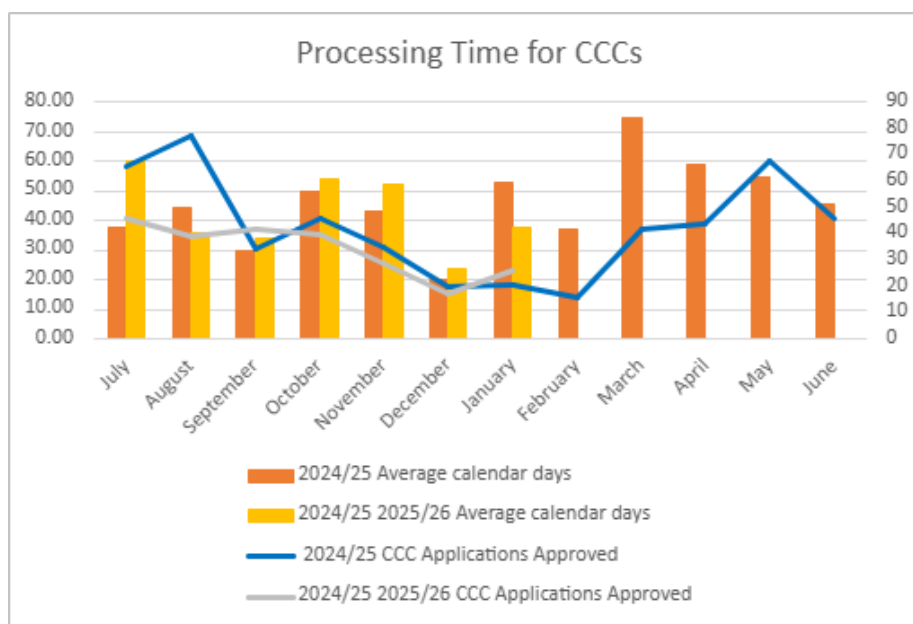


The volume of building consents in progress fluctuated between 41 and 74 in 2024/25, a similar range has been observed YTD with 42 to 72 building consents in progress at any one time.

The last few years have seen a consistent positive trend of building consents being processed in fewer calendar days than in the same months in the 2023/24 year. Although June 2025 and January 2026 were exceptions to this trend, possibly due to resourcing available at the time.

In real terms this is the true customer experience measure, timing from submission to granting has decreased from an average of 60 calendar days in 2022/23, 47 calendar days in 2023/24, and 41 days in 2024/25 to 37 days YTD to the end of January 2026.

This measure shows not only improvement in performance in council process but also improvement in performance of our partners in the community. Although we are bound by the statutory timeframes, the elapsed time from dropping the application in to council and picking up the granted consent is a self-imposed benchmark that we will aim to continue to improve upon.



The average processing time for Code Compliance Certificates (CCCs) in 2022/23 was 36 calendar days, in 2023/24 it was 40 calendar days, and 54 calendar days 2024/25 and is 50 days YTD to the end of January 2026.

Approximately 95% of CCCs issued YTD to the end of January 2026 have been processed within statutory timeframes, this is an improvement on 90% in the 2024/25 and 2023/24 years, which is likely due to the recent appointment of a new Building Advisory Cadet.

Resourcing levels in the commercial space continue to impact statutory timeframes for CCCs and calendar days taken. Following our IANZ accreditation re-assessment we

engaged a contractor to issue compliance schedules for CCC applications where the building contains specified systems (fire alarms, automatic doors etc.).

### **BCA Accreditation Re-assessment**

Our biennial accreditation re-assessment from International Accreditation New Zealand (IANZ) audit was completed in April, the result was very positive, and the initial finding was that Council was deemed to be a low risk from a compliance perspective. The result was that nine items (eight general non-compliance + one serious non-compliance) were tasked for improvement.

All non-compliances were resolved and IANZ confirmed our low-risk status and continuation of accreditation on 20 January 2026.

The specified systems aspect of the consenting process was the area focussed on by IANZ and the changes requiring to be implemented have raised the level of feedback from the development community. We continue to try and work through this change proactively and with our building community.

### **Resource Consenting - Metrics**

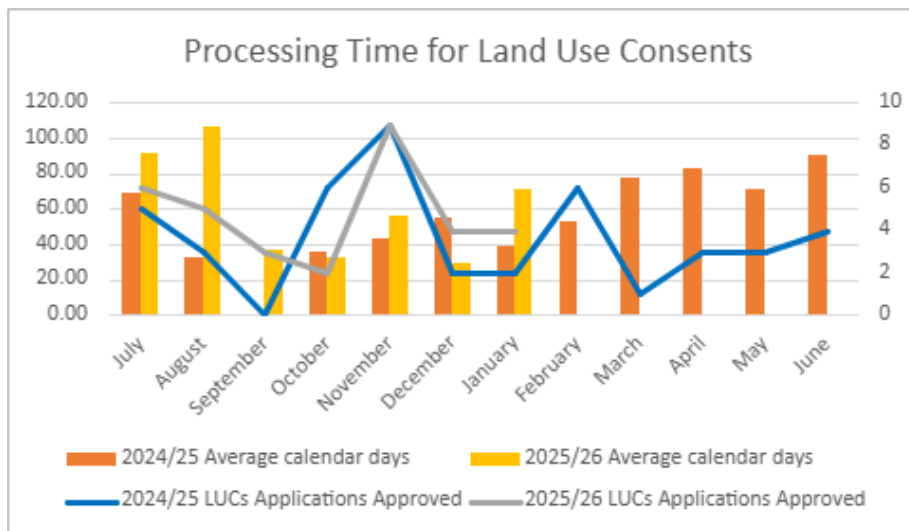
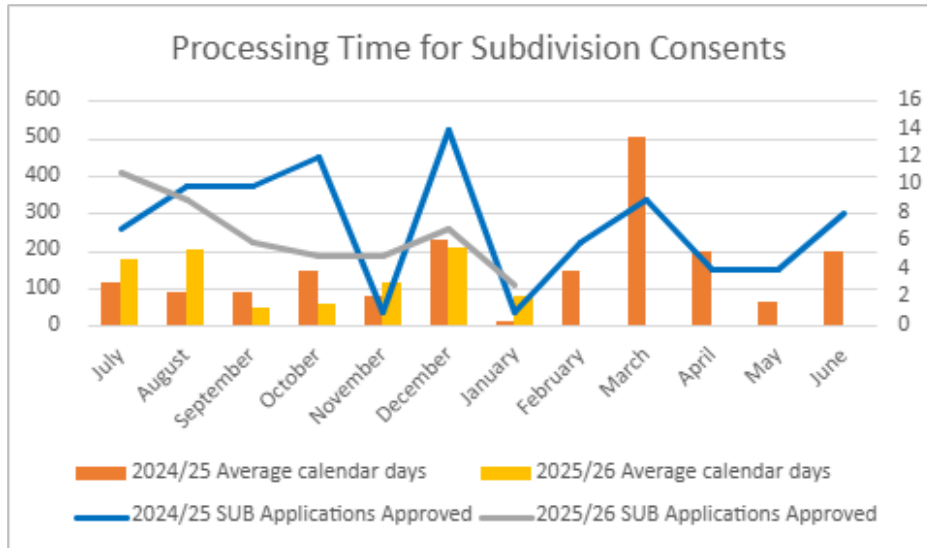
Resource consent trends based on data for the period for 2024/25 financial year and from 1 July 2025 to 31 January 2026 are as follows:

	<b>YTD to 31 January 2026</b>	<b>YTD to 31 January 2025</b>	<b>Trend</b>
<b>Number of resource consent applications lodged</b>	127	139	↓9%
<b>Number of subdivisions consents approved</b>	45	55	↓18%
<b>Number of land use consents approved</b>	33	41	↓20%
<b>Number of new allotments created at 223 stage</b>	40	119	↓66%
<b>Number of new allotments created at 224 stage</b>	131	91	↑44%
<b>Number of enquiries about planning &amp; development activity</b>	640	591	↑8%

Approximately 74% of resource consents processed YTD to the end of January 2026 were issued within statutory timeframes. It is noted that the level of compliance with statutory timeframes has gradually increased YTD due to the additional measures that have been put in place to ensure top monitor and manage workflows.

No Streamlined Housing pre-application meetings have been held YTD, and no Streamlined Housing consents have been lodged or approved YTD.

## Resource Consent processing time benchmarks



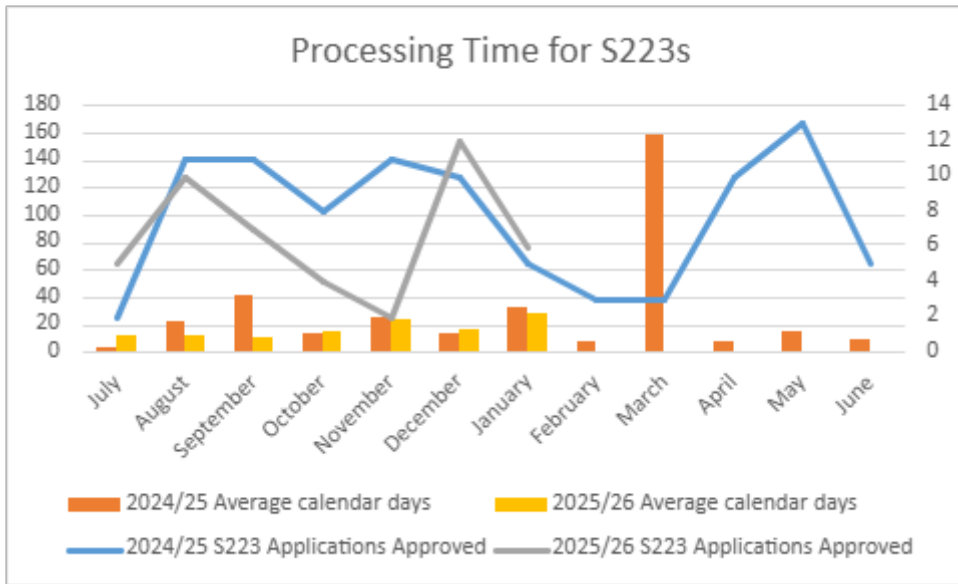
The Resource Consenting space remains a key area of focus, and work is progressing on closing out aged consents with an ongoing, agile review of consenting processes in progress.

The calendar days taken to process Land Use (LUC) have increased to 66 days YTD to the end of January 2026 compared with 57 days in 2024/25 and 99 days in 2023/24. Similarly, the average number of calendar days to process Subdivision (SUB) consents was 145 days YTD to the end of January 2026, compared with 177 calendar days in 2024/25 and 123 calendar days in 2023/24.

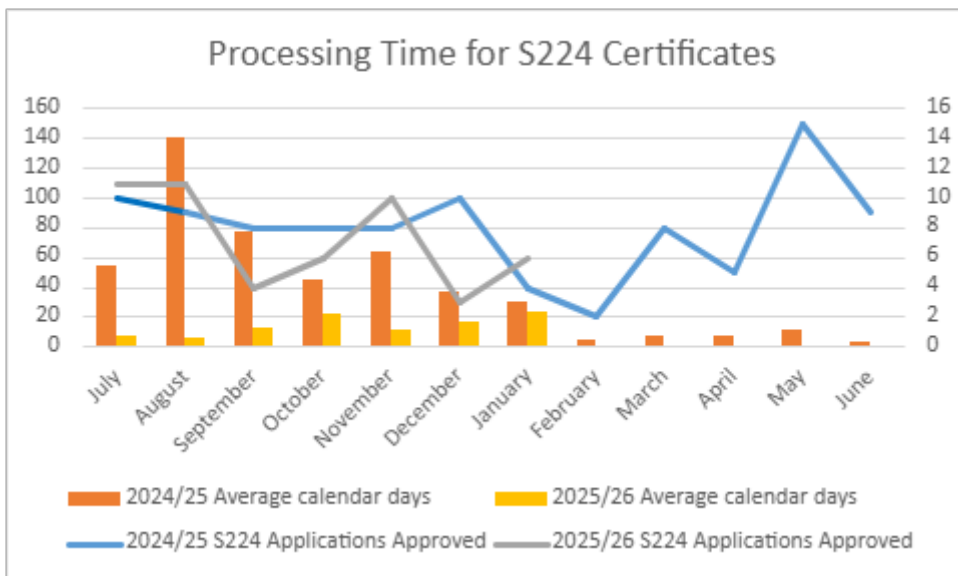
These peaks are largely due to the granting of old subdivision consents that have been in the system for some time. The RMA has historically allowed consents to remain in progress indefinitely, even if they were inactive for large periods of time.

Recent changes in the Resource Management (Consenting and Other System Changes) Amendment Act have been enacted, meaning that we will be able to implement a process

to return abandoned applications in the future. This should result in a reduction in the overall number of calendar days to process consents.



The average processing time for s223 certification (deposit of land transfer plan) YTD to the end of January 2026 was 16 days, this is a significant decrease from 25 calendar days in 2024/25.



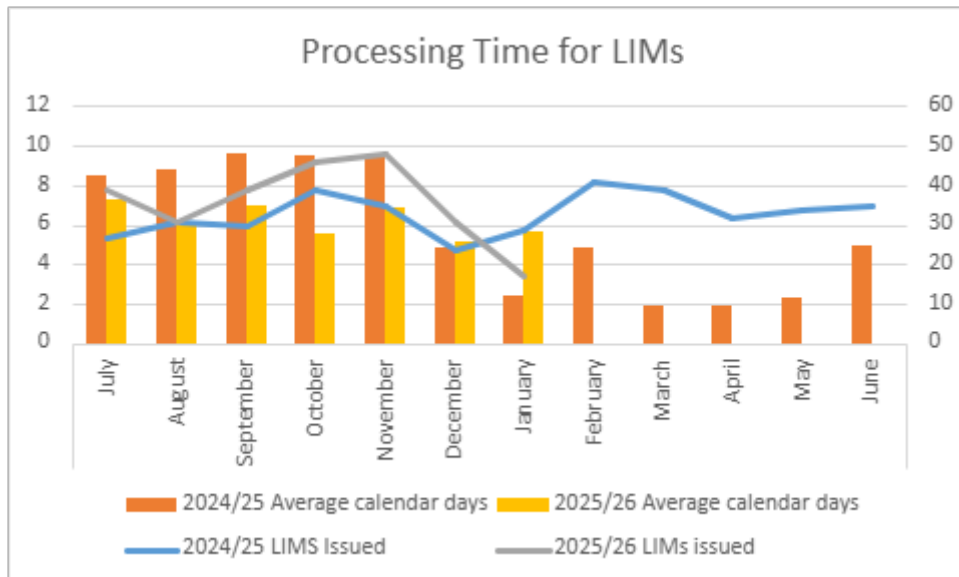
The average processing time for s224 certification (to enable new titles to be issued) YTD to the end of January 2026 was 12 days, this is a slight increase from 11 calendar days in 2024/25.

**Land Information Memoranda**

The average calendar days for processing LIM requests was 6 days YTD to the end of January 2026, which is the same as in 2024/25.

Out of the 251 LIM requests processed YTD to the end of January 2026, over 78% were processed within 5 working days and 100% were processed within the 10-working day statutory timeframe.

Several changes have been made to the natural hazard information provided in LIMs, because of legislative changes.



## Financial

*The Regulatory Services activity sits across the Community Experience and Services group and the Housing and Business Development Group, the financial information provided here is for the entire regulatory Services activity.*

Revenue and expenditure performance/forecast to year end remains positive. The year to the end of June 2025 was the first positive outcome from a revenue and performance perspective in the past three years.

Although several changes have been engaged in the business to ensure that consenting activities are delivered in a timely fashion, we remain ahead of the budgeted position, noting that a change in demand to the negative could have a corresponding impact on the result to year end.

# Capability and Transformation

## What we are delivering

In this reporting period we have been focused on completing the refresh of our Risk Management Framework. This has involved redesigning it to be clearer, more intuitive, and easier for Officers across Council to use. The updated framework has now been endorsed by the Risk and Assurance Committee and is on its way to Council for formal adoption.

The endorsement from the Risk and Assurance Committee confirms we are on the right track and provides strengthened assurance to Council and to our community. A clearer, more consistent framework helps us all make better decisions and manage risk in a way that supports a future-fit organisation.

Additionally, work is well underway to prepare for setting of Councils risk appetite. Setting our risk appetite gives everyone a clear understanding of how much risk we are willing to take, and where we need to be more cautious. It supports confident decision-making, gives Officers clarity about expectations, and ensures a consistent approach to risk across the organisation, all while staying focused on what matters most for our community.

A risk appetite survey has been developed to capture individual and collective perspectives, followed by framing of workshops where we'll test risk scenarios, have robust discussions, and reach agreement on where Council's risk appetite should be set.

Our new GIS platform, Horowhenua LocalMaps is live, replacing our prior mapping systems to provide a far more modern, capable, and future-proof solution. The platform provides a more intuitive and user-friendly way to view and analyse spatial data.

Key benefits include:

- Stronger integration with asset databases, improving accuracy and workflow efficiency
- Simpler data sharing with external organisations
- Alignment with other councils in the future Central Districts Water Group, many of whom also use ArcGIS — enabling smoother collaboration and system alignment
- Easier sharing of Emergency Management data with Horizons Regional Council and other regional emergency management partners
- Access to a wide range of tools for tailored spatial reporting, customised mapping applications, and improved internal service delivery
- Improved mobile and tablet functionality, supporting collaboration with contractors and staff in the field.

# Ngā Whaingā Matua | Council Priorities

**Leading to get the best outcomes for Horowhenua, shaped by community voices and partnerships.**

## **Priority 1 – Going for Growth**

**We see the opportunities that come with growth and want to ensure a return on investment that contributes to Horowhenua’s liveability and prosperity.**

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**Integrated growth planning informs infrastructure investment and key moves, and ensuring Growth delivers essential services communities can rely on and afford.**

Officers have drafted a project plan for the Tararua Road Master Plan and will be circulating this across the business for input over the next fortnight. Officers had also prepared to host a workshop with the Wellington Regional Leadership Committee (WRLC) on the Tararua Road Master Plan, but unfortunately the WRLC have had to postpone this session from late February until April. We look forward to having the input of our regional colleagues, particularly given the link between this work and the Wellington Region Industrial Land Supply work.

Other areas of focus for the Integrated Growth programme have included pulling together data to paint a clearer picture of what is happening on the ground in terms of growth and development.

We continue to await a decision from Ministry for the Environment on whether the application to carry on with Plan Change 6 will be approved or not. We have had some indications that suggest we could receive this decision in March.

Intent: Although evolving with the incidence of ongoing government reform, the review and establishment of the vested assets recovery concept and wider value capture for our community is ongoing. This initiative seeks to provide further clarity for growth and infrastructure investment, and the potential mechanisms available to optimise outcomes for our community. The establishment of the new water entity, the provision of the new development contribution direction, the desire to embrace private funding and the shared national/local focus on growth provides scope to redefine council's role in growth and associated infrastructure investment.

Update: Following an initial scoping in Phase One, Phase Two is near completion and aims to provide a steer of the legal and regulatory frames that we can operate with and within, in looking to develop a workable model moving forward. Initial hold point will be at the end of February with initial findings for review.

## **Levin Town Centre transformation acts as a catalyst.**

Council continues to progress key projects in Levin Town Centre, with a focus on redevelopment, project alignment and activation of public spaces.

Officers are working on the documentation that would facilitate the development opportunities of the Council's strategically acquired Oxford Street properties.

On 27 February, The Wellington Company (TWC) presented their outline plans and specifications for the reimagining of the Levin War Memorial Hall and Village Green. Council officers in attendance included representatives from the LTC delivery team, planning and development, land transport, local waters, customer and compliance and parks and property. This marked the first milestone of the contract for the development of this site. Officers are in the process of providing feedback to TWC ahead of the detailed design plans being presented mid-April.

Procurement for Stage One of the Thompson House Gardens redevelopment has been approved, with works scheduled to commence in March. Officers will meet with Planning & Property and Green by Nature to clarify aspects of the Levin Domain works, confirm estimated costs, and establish the project management approach and indicative timeframes.

The Horowhenua Company Limited are leading the development of the Levin Retail Transformation Strategy. This work is currently in the engagement phase with town centre businesses, building owners and residents invited to complete a survey to provide insights that can inform the development of the Strategy.

An accessibility audit of car parking, seating and related facilities has been undertaken providing valuable insight to inform improvements across the town centre.

Officers also undertook a field visit to Whanganui to observe activation projects undertaken within their town centre. A particular interest in the successful low cost, high-impact initiatives that could inspire potential initiatives for the Levin Town Centre that contribute to increased activity and vibrancy in the Town Centre.

The Request for Proposal for the Durham Street / Salisbury Street carpark remains open, continuing to progress through the scheduled four-month period. The proposals are to be received by 16 April.

### **Using Growth to position the district as a place to be and invest in.**

#### Destination Management

The Ales & Eats event was successfully delivered, showcasing food and beverage producers from the wider region. This event was awarded funding from Council through the Major Events fund. The event positively contributed to the district's events calendar and supported visitor activity, while reinforcing the district's positioning as an emerging destination for quality experiences and regional visitation. A post-event analysis will now be undertaken to assess outcomes and provide insight into the return on Council's investment, helping inform future event support.

Work progressed on shoulder-season promotion, with autumn-focused content and storytelling. This included the launch of the first Horowhenua travel blog e-newsletter, reaching almost 300 subscribers and establishing a new direct communication channel with engaged audiences. The shoulder-season activity aims to build resilience in the visitor

economy by promoting local experiences that appeal to regional and visiting friends and relatives (VFR) markets outside peak summer months.

Work commenced on developing a transition plan for iSite visitor services, with Destination Management working alongside the Community Facilities team to ensure continued provision of visitor information. This includes reviewing current service approaches and identifying opportunities to strengthen digital visitor information channels alongside future service delivery options.

#### Economic Development

The key focus for The Horowhenua Company Ltd during this period has been leading the engagement on the Levin Retail Transformation Strategy work as part of the Levin Town Centre Transformation programme. The engagement process has been useful at further building the list of contact details for businesses that have an interest in being kept informed about the Levin Town Centre Transformation Programme.

#### **Ōtaki to North Levin Expressway anchors our leadership and advocacy as we secure a fair revocation deal.**

Officers continue to manage revocation as one of Council's top priorities.

Council received a briefing from NZTA officials on Revocation on 11 February 2026. The briefing outlined the revocation process and highlighted areas where further clarification is still required and information is still to be exchanged.

Relationships and discussions are continuing at an executive level with NZTA counterparts. Internal processes are progressing to work through NZTA requirements, with planning underway for future deliverables to ensure Council's interests, infrastructure and long-term network outcomes are considered.

In addition to seeking legal advice, external advice will be sought in March to help Council officers prepare a Revocation Strategy to inform Council's approach at an officer and elected member level.

The recent Elected Member bus tour of the southern half of the district, highlighted key infrastructure, will also inform ongoing revocation discussions and planning.

#### **Project Operations.**

A series of meetings have been held with project representatives to discuss relationships, design programme matters, and ways of working. Regular meeting arrangements and an agreed reporting approach are now in place to ensure continuity as the project transitions into full operational mode, with discussions captured and accountability maintained.

Conversations and design reviews continue in relation to the Tararua Road Interchange, with Council providing input and feedback to inform the project design as it transitions from design into construction. This input is focused on protecting Council infrastructure and utilities, ensuring future network connections are appropriately considered, and confirming that proposed outcomes remain within community expectations. Officers are working

through design-related matters including potential departures to ensure key interfaces, assumptions, and risks are clearly understood and carried forward into delivery.

NZTA is consulting with landowners, building owners and businesses regarding the new Tararua Rd / SH1 North Island Main Trunk (NIMT) crossing, which will be constructed to mitigate the impacts of Ō2NL. Discussions with NZTA and consultants have also progressed the scope for the Medium to Longer Term investigation, with Council input into traffic modelling helping to ensure network impacts are clearly identified and appropriately managed as operational arrangements are finalised.

Compliance and monitoring staff have attended site inductions for both the northern and southern alliance sites. Processes are in place to assess consents as they are received. Discussions are underway regarding resourcing to support this work, and engineers are preparing to be in a position to carry out on-site inspections as part of the engineering approval process, ensuring design and construction elements meet Council standards and requirements.

Officers continue to actively participate in scheduled hui and project governance workstreams, including communications and engagement, legacy outcomes, the project steering committee, design management, and the project owner team, ensuring ongoing oversight and input across all key aspects of the Ō2NL project.

**We have invested in existing community facilities to ensure they are maintained at a standard that supports future growth and demand.**

We have continued to strengthen our planning for the upcoming Levin Aquatic Centre close down maintenance project. This is a significant investment into the facility to ensure it remains safe, reliable and able to continue operating effectively into the future, while also reducing reactive maintenance spend over time. The work will include installation of pool liners, various plant room equipment renewals such as pumps and filters, new flooring around the pool and remediation work such as painting. Following the work, the community can expect to see a refreshed facility and an even more reliable and enjoyable space.

Sitting separate to this is some smaller investment into some of our other community facilities such as new lighting being installed during the reporting period at Shannon Library and Te Takeretanga o Kura-hau-pō completing a larger lighting upgrade project. In doing so, the spaces are much more user friendly and brighten up the space and shifting from halogen lights to LED will reduce operating costs and extend the asset's lifespan.

**Strategic Recreation Investment Framework.**

The Strategic Recreation Investment Framework dashboard provides a clear view of how recreation planning is being coordinated to inform infrastructure investment and future decision-making across the district. The Framework supports consistent, evidence-based prioritisation of projects by assessing community impact, level of need, and readiness, ensuring investment aligns with growth outcomes and long-term strategic direction. Council agreed that this dashboard would be presented in each Operational Performance Report to provide ongoing visibility of progress, priority projects, and how integrated planning is

shaping key investment decisions. The dashboard below reflects the current programme pipeline and project scoring as part of this approach.

The dashboard represents a snapshot in time and will continue to be refined and updated as projects progress and as officers engage further with the community and stakeholders.

Its purpose within the OPR is to provide transparency and facilitate discussion on progress and updates, rather than review projects themselves.

## Strategic Recreation Investment Framework

PROJECT			STAGE OF THE PROCESS	IMPACT ASSESSMENT		NETWORK CRITICALITY	COUNCIL'S ROLE & INVESTMENT			WHEN?	LAST ASSESSMENT DATE
SITE	AREA	PROJECT		SCORE	ASSESSMENT		ROLE	SOUGHT (\$)	COMMITTED (\$)		
Donnelly Park	Levin	Premier cricket oval upgrades	Proof of Viability	66	HIGH	HIGH	PARTNER			1-3 YEARS	19/08/2025
Donnelly Park	Levin	Increase floodlit provision	Design	70	HIGH	HIGH	OWN & OPERATE			1-3 YEARS	19/08/2025
Playford Park	Levin	Explore opportunities to increase floodlit training capacity	Proof of Viability	81	HIGH	HIGH	OWN & OPERATE			1-3 YEARS	19/08/2025
Various	Levin	Expand aquatic provision for the Levin/Central/South catchment.	Proof of Viability	79	HIGH	HIGH	OWN & OPERATE			4-6 YEARS	19/08/2025
Donnelly Park	Levin	Explore building response options	Proof of Viability	72	HIGH	HIGH	ENABLER			4-6 YEARS	19/08/2025
Levin Domain	Levin	Complete required seismic strengthening of the Levin Domain grandstand	Proof of Viability	69	HIGH	HIGH	PARTNER		\$1,300,000	7+ YEARS	19/08/2025

Easton Park	Foxton	Install irrigation and explore increasing floodlight coverage	<b>Design</b>	<b>58</b>	<b>MEDIUM</b>	<b>HIGH</b>	<b>OWN &amp; OPERATE</b>			<b>1-3 YEARS</b>	<b>19/08/2025</b>
Easton Park	Foxton	Roof replacement of the Easton Park grandstand	<b>Design</b>	<b>57</b>	<b>MEDIUM</b>	<b>HIGH</b>	<b>OWN</b>			<b>1-3 YEARS</b>	<b>19/08/2025</b>
Horowhenua College	Levin	Explore covered court provision at Horowhenua College	<b>Proof of Viability</b>	<b>62</b>	<b>MEDIUM</b>	<b>HIGH</b>	<b>PARTNER</b>			<b>1-3 YEARS</b>	<b>19/08/2025</b>
Donnelly Park	Levin	Explore covered court provision at the Netball Centre	<b>Proof of Viability</b>	<b>64</b>	<b>MEDIUM</b>	<b>HIGH</b>	<b>PARTNER</b>			<b>4-6 YEARS</b>	<b>19/08/2025</b>
Levin Domain	Levin	Explore options to address the cracks and drainage issues (courts 1-4) at the Levin Tennis Club	<b>Design</b>	<b>63</b>	<b>MEDIUM</b>	<b>HIGH</b>	<b>ENABLER</b>			<b>4-6 YEARS</b>	<b>19/08/2025</b>
Levin Domain	Levin	Explore options to improve and expand court floodlighting at the Levin Tennis Club	<b>Design</b>	<b>63</b>	<b>MEDIUM</b>	<b>HIGH</b>	<b>ENABLER</b>			<b>4-6 YEARS</b>	<b>19/08/2025</b>

Western Park	Levin	Extend the existing backstop netting	<b>Complete</b>	<b>58</b>	<b>MEDIUM</b>	<b>MEDIUM</b>	<b>OWN</b>			<b>1-3 YEARS</b>	<b>19/08/2025</b>
Donnelly Park	Levin	Expand cricket pitch provision (additional grass block)	<b>Design</b>	<b>62</b>	<b>MEDIUM</b>	<b>MEDIUM</b>	<b>OWN &amp; OPERATE</b>			<b>4-6 YEARS</b>	<b>19/08/2025</b>
Donnelly Park	Levin	Explore possible irrigation of some fields which incorporate multiuse	<b>Proof of Viability</b>	<b>63</b>	<b>MEDIUM</b>	<b>MEDIUM</b>	<b>OWN &amp; OPERATE</b>			<b>4-6 YEARS</b>	<b>19/08/2025</b>
Various	Levin	Explore all-weather training options to support sports field winter users	<b>Proof of Viability</b>	<b>57</b>	<b>MEDIUM</b>	<b>MEDIUM</b>	<b>PARTNER</b>			<b>4-6 YEARS</b>	<b>19/08/2025</b>
Shannon Domain	Shannon	Upgrade the field platform to sand-based with irrigation	<b>Proof of Viability</b>	<b>53</b>	<b>MEDIUM</b>	<b>MEDIUM</b>	<b>OWN &amp; OPERATE</b>			<b>7+ YEARS</b>	<b>19/08/2025</b>
Levin Showgrounds	Levin	Explore additional indoor court provision at the Horowhenua Events Centre	<b>Proof of Viability</b>	<b>58</b>	<b>MEDIUM</b>	<b>MEDIUM</b>	<b>PARTNER</b>			<b>7+ YEARS</b>	<b>19/08/2025</b>

Donnelly Park	Levin	Centralise diamond sports to optimise fit-for-purpose facilities	<b>Proof of Need</b>	57	MEDIUM	LOW	PARTNER			7+ YEARS	19/08/2025
Shannon Domain	Shannon	Complete required seismic strengthening of the Shannon Domain grandstand	<b>Proof of Viability</b>	47	LOW	HIGH	OWN		\$719,000	7+ YEARS	19/08/2025
Various	Levin	Explore satellite venues to support floodlit training capacity if Playford Park cannot accommodate more	<b>Proof of Need</b>	47	LOW	MEDIUM	PARTNER			4-6 YEARS	19/08/2025
Levin Domain	Levin	Resolve the future of the Levin Squash Club by providing clarity on the proposed aquatic hub development project. Address the deferred building issues	<b>Proof of Viability</b>	47	LOW	MEDIUM	ENABLER			4-6 YEARS	19/08/2025

		and improve squash playing experiences.									
Levin Domain	Levin	Explore improvements to Court 6 at Levin Tennis Club (publicly accessible court)	<b>Proof of Viability</b>	<b>49</b>	<b>LOW</b>	<b>MEDIUM</b>	<b>PARTNER</b>			<b>4-6 YEARS</b>	<b>19/08/2025</b>
Shannon School	Shannon	Investigate facility condition to maintain provision	<b>Proof of Need</b>	<b>44</b>	<b>LOW</b>	<b>MEDIUM</b>	<b>PARTNER</b>			<b>7+ YEARS</b>	<b>19/08/2025</b>
Easton Park	Foxton	Explore the development of a multiuse court space to support netball and rugby training	<b>Proof of Need</b>	<b>46</b>	<b>LOW</b>	<b>MEDIUM</b>	<b>ENABLER</b>			<b>7+ YEARS</b>	<b>19/08/2025</b>
Donnelly Park	Levin	Increase the number of outdoor cricket lanes	<b>Proof of Need</b>	<b>44</b>	<b>LOW</b>	<b>LOW</b>	<b>OWN</b>			<b>7+ YEARS</b>	<b>19/08/2025</b>
Donnelly Park	Levin	Develop an additional full-sized football field	<b>Proof of Need</b>	<b>47</b>	<b>LOW</b>	<b>LOW</b>	<b>OWN &amp; OPERATE</b>			<b>7+ YEARS</b>	<b>19/08/2025</b>

## Priority 2 – Future Fit HDC

**We will foster an agile, high-performing Council ready to meet future challenges of government reform while delivering fit-for-purpose services to our community.**

**Adapt to legislative and structural changes that redefine Council's role, scope, and size across reforms (Local Water, Resource Management, Simplifying Local Government, Rates Capping, Systems Improvement).**

Officers prepared submissions on a range of central government proposals.

Council submitted on the Natural Environment Bill and Planning Bill (being the proposed replacements for the Resource Management Act) and contributed to a Manawatū-Whanganui region submission. Horowhenua District Council is not one of the councils that has been invited to speak to their submission.

Council submitted on the Development Levies Bill and the proposed amendment to the Infrastructure Funding and Financing Act.

Council submitted on the Rates Capping Proposal, and the Simplifying Local Government proposal, both of which are in their formation stages.

In each, Council emphasised the need to understand the role the Government sees local government having in 5-10 years, so that the pieces of reform being responded to are responded to through the whole picture lens.

Alongside submissions, officers are engaging with both our regional partners and our southern neighbours to discuss the approach to the different reforms. This included starting conversations about how we will produce the Regional Spatial Plans required by the replacement resource management legislation, as well as separate discussions about the upcoming Long Term Plan approach and content.

Work is progressing on the Navigating Change project which looks to quantify the impact of stranded overheads and rates capping so to provide advice to Elected Members ahead of the Long Term Plan project on scenarios and options for the organisation on how to navigate this impact. Elected Members can expect updates on this work throughout April and May 2026.

**Position HDC as a leader in reform opportunities for funding and collaboration.**

Officers continue to work closely with council planning colleagues across the Horizons and Greater Wellington regions to prepare for upcoming resource management reform. This includes ongoing collaboration through regular meetings to share information, align approaches, and coordinate regional responses to emerging policy and implementation matters.

This work supports Horowhenua District Council's position as a proactive participant in reform discussions, while identifying opportunities for collaboration and improved funding and delivery approaches across the region.

## **Ensure governance and decision-making frameworks remain robust and future-proof to support community voice.**

Council continues to strengthen its governance and decision-making frameworks to ensure they remain robust, transparent and responsive to the evolving needs of the community.

A key focus has been enhancing opportunities for community voice to shape planning and policy decisions. The development and implementation of the Foxton and Shannon Community Plans exemplify this approach, embedding local aspirations into Council's long-term planning and investment frameworks. These plans were shaped through extensive engagement and submissions, ensuring that decision-making reflects the priorities of the communities they represent.

**Foxton and Foxton Beach Community Plan:** The draft Community Plan document is nearing completion. Officers are currently working with theme leads to finalise the remaining information required. The next Foxton Future Group meeting is on 19 March where the further draft will be presented as we work towards a final plan.

**Shannon/Otāuru Community Plan:** The Working Group held its first meeting of the year February. There was strong enthusiasm particularly around progressing branding and activating priorities from the Community Plan. The group met again on 26 February to continue this work. The next meeting is scheduled for late March where subgroups will report on progress and updated branding concepts will be shared.

Consultation on the proposed Resource Management Fees for 2026/27 closes on 17 March 2026. While a narrow consultation, officers have seen a slight increase in engagement, with five submissions received by 9 March, ahead of the three received the previous year. Council will receive all of the submissions and hear from any submitters who wish to speak.

Engagement ahead of developing a Retail Transformation Strategy has started with Council and The Horowhenua Company Ltd asking the community about their experiences, habits and ideas for the future of the town centre. People are asked to complete a short survey, about what draws them to the town centre, what encourages people to stay longer, the types of shops, services or experiences they'd like to see over the next three to five years, and what currently draws people elsewhere. The Survey closes 20 March 2026.

Cuppa with a Councillor sessions have restarted at Te Takeretanga o Kura-hau-pō, Te Awahou Nieuwe Stroom and Shannon Library during the day on the second Thursday of each month, with the new evening cuppa at Te Takeretanga o Kura-hau-pō from 6pm to 7.30pm every fourth Wednesday of the month.

### **Priority 3 – Financial Discipline**

**We will manage rates and funding wisely to keep services affordable and investments sustainable.**

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**Strict budget monitoring and compliance with financial strategy, and balanced budget goals.**

Annual Plan 2026/27: Officers are progressing drafting of the Annual Plan document following Council's direction in December 2025 on the proposed budget.

Annual Report 2025/26: Officers have been working closely with AuditNZ in preparation for the interim Audit, starting on 9 March 2026. Officers have been actioning improvements identified during the last Annual Report and are seeking greater clarity from AuditNZ on matters where this has been proven to be required at the earlier stage.

**Procure wisely and strategically, to prioritise spending on essential services and projects that deliver the highest value to the community.**

Delivery of 3W capital programme

Progress across the three waters capital programme has continued this period, with the current forecast total spend of \$20.8m, made up of \$9.9m spent to date and \$10.9m remaining. A number of projects are now under construction or moving into construction as design and procurement activities are completed.

Construction continues with the Levin wastewater bulkmain upgrade, additional scope has been identified to complete Tiro Tiro watermain renewals at the same time to improve efficiency and reduce future disruption.

Construction completed for the MacArthur Street Water Renewals and the Shannon–Bryce Street Wastewater Renewals projects, with final tidy-up works underway prior to issuing Practical Completion.

Procurement has progressed across several priority stormwater, water and wastewater projects. Contracts have been awarded for the Queen Street stormwater intervention and the Mangaore wastewater renewals, with construction expected to begin in April.

Tenders are currently in progress for the Okarito stormwater connection, Queen Street Nth–Sth wastewater connection (Tara-Ika), Tiro Tiro water renewals, Levin Water Treatment Plant filter refurbishments, and the clarifier bypass and standby UV installation. With construction planned for completion by end of June 2026.

Technical investigations, stakeholder engagement and planning work are ongoing, to support upcoming consenting requirements across several key projects. These include the Levin Water Supply (Poads) consent, the Levin Wastewater Treatment Plant irrigation expansion, the Tokomaru Wastewater Treatment Plant upgrades and consent renewal, and a new treated water reservoir at the Levin Water Treatment Plant.

While steady progress is being made, the focus for the next quarter will be on progressing construction delivery, confirming contract pricing for priority projects, advancing tenders

through to award, refining project scopes where required, progressing master planning work, and formally closing out projects as they are completed.

### **Delivery of Land Transport capital programme**

East West Arterial (EWA)

Land acquisition has progressed well this period and is now nearing completion, with land transfer, legal processes and final claims underway. Council lodged its Notice of Requirement (NOR) in July 2025 and continues to advance the process, with iwi engagement remaining the key factor influencing overall programme timing. Individual meetings with Muaūpoko Tribal Authority and Te Tumatakahuki are scheduled for early March.

### **Review funding policies and settings to consider if rates and user fees and charges could be shared differently.**

During the period leading into development of the 2026/27 Annual Plan, assessment of the Public/Private Splits were presented to Council at the Annual Plan workshop in December 2025. Updated proposed fees and charges for 2026/27 were subsequently included in the material prepared for the 4 February Council meeting.

Throughout the current reporting period, officers have also undertaken a review of the Development Contributions Policy and provided guidance to elected members on potential amendments. This work is aimed at ensuring anticipated revenue targets are maintained in light of proposed government reforms.

Further comprehensive reviews will be undertaken as part of the Long Term Plan (LTP) process.

### **Advocacy for fair funding models and external investment opportunities.**

Officers are currently exploring potential external investment opportunities and funding pathways aligned with Council priorities, with a workshop scheduled in March to seek Council direction on potential opportunities and next steps.

### **Chase external funding opportunities.**

Two funding applications were submitted to ECCT last month.

### **The Farm Track**

Funding will support development of Stage II of The Farm Track – extending the Hokio Beach Road shared pathway, from Hokio Sand Road to Moutere Road and on to the Levin Golf Course, and along Hokio Beach Road from Kohuturoa Marae to Bruce Road, connecting Marae to Levin township.

The grant will fund fencing, safety improvements, and surfacing to create a safe, accessible route for walkers and cyclists, linking town, rural and coastal communities while promoting recreation, connectivity, and wellbeing across Horowhenua.

The amount applied for is \$347k.

## **Levinable Project at Lincoln Park**

An accessible, nature-inspired papa tākaro at Lincoln Park, co-designed with the community to create a safe, inclusive space for disabled and neurodiverse tamariki and their whānau to play, connect and thrive together.

Grant funding will support the development of the Levinable Project with funds contributing to construction, accessible play equipment, landscaping and community-led design features that create a safe, nature-based play space for disabled and neurodiverse children and their whānau.

The amount applied for is \$208k. The funding application was made under IHC NZ as ECCT will only accept one application per entity per year. Should the application be successful, IHC will transfer the funds to Council to project manage the construction and take ownership of the assets.

Outcomes for both applications are expected in April.

# Pūrongo Ahumoni Whakarāpopoto | Financial Summary Report

## Statement of Comprehensive Revenue and Expense to 31 January 2026

	Actual Full year to 31 January 2026 \$000	Budget Full year to 31 January 2026 \$000	Variance Full year to 31 January 2026 \$000	Forecast Full Year 2025/26 \$000	Budget Full Year 2025/26 \$000	Variance Full Year 2025/26 \$000	Notes
<b>Revenue</b>							
Rates Revenue	40,180	40,071	109	69,185	68,634	492	
Operational Grants & Subsidies	2,280	1,951	330	5,894	3,344	2,550	1
Fees & Charges	3,863	3,040	823	6,082	5,213	869	2
Other Revenue	3,268	3,121	146	4,922	4,937	(16)	
<b>Total Revenue</b>	<b>49,590</b>	<b>48,183</b>	<b>1,407</b>	<b>86,082</b>	<b>82,188</b>	<b>3,895</b>	
<b>Expenditure</b>							
Employee Benefit Expenses	14,245	14,169	(76)	24,620	24,689	69	
Other Expenses	20,085	20,065	(20)	38,517	34,947	(3,570)	3
<b>Total Expenses</b>	<b>34,330</b>	<b>34,235</b>	<b>(95)</b>	<b>63,137</b>	<b>59,636</b>	<b>(3,501)</b>	
Finance Income	2,143	-	2,143	2,544	-	2,544	
Finance Costs	5,130	5,747	618	9,788	9,852	64	
<b>Net Interest</b>	<b>2,987</b>	<b>5,747</b>	<b>2,761</b>	<b>7,244</b>	<b>9,852</b>	<b>2,608</b>	4
<b>Operating surplus/(deficit) before capital revenue and taxation</b>	<b>12,274</b>	<b>8,202</b>	<b>4,072</b>	<b>15,702</b>	<b>12,699</b>	<b>3,002</b>	
<b>Capital Items</b>							
<b>Revenue</b>							
Capital Grants and Subsidies	3,184	3,247	(62)	5,989	5,566	423	
Development Contributions	734	1,263	(529)	1,448	2,166	(718)	5
Vested Assets	-	-	-	-	-	-	
Gain/(loss) on revaluation of financial liabilities	-	-	-	-	-	-	
Investment (Gains)/Losses	-	-	-	-	-	-	
Other gains	-	-	-	-	-	-	
<b>Total Capital related Revenue</b>	<b>3,918</b>	<b>4,510</b>	<b>(592)</b>	<b>7,437</b>	<b>7,731</b>	<b>(294)</b>	
<b>Expenditure</b>							
(Gain)/Loss on sale of assets	(3)	-	3	(2)	-	2	
Depreciation and Amortisation	13,668	13,642	(26)	23,411	23,386	(25)	
Loss on Derivatives	(877)	-	877	(877)	-	877	6
<b>Total Capital related Expenditure</b>	<b>12,789</b>	<b>13,642</b>	<b>853</b>	<b>22,533</b>	<b>23,386</b>	<b>853</b>	
<b>Total Surplus/(deficit)</b>	<b>3,403</b>	<b>(930)</b>	<b>4,334</b>	<b>606</b>	<b>(2,955)</b>	<b>3,561</b>	
<b>Other Comprehensive Revenue and Expenses</b>							
Gain / (Loss) Fixed Assets Valuation	-	-	-	-	-	-	
<b>Total Comprehensive Income for the year</b>	<b>3,403</b>	<b>(930)</b>	<b>4,334</b>	<b>606</b>	<b>(2,955)</b>	<b>3,561</b>	

## Explanations of significant variances

At the end of January, savings were forecast at \$658k, largely driven by revenue increases in solid waste and building consents. The February forecast now includes an additional \$400k of unplanned storm-related costs. We will continue to scrutinise all revenue and expenditure to maximise savings for the year.

Note 1 Operational Grants and Subsidies are forecast to be favourable to budget mainly due to CD Waters recoveries. This revenue will be reallocated as 'other revenue' in future reports.

Note 2 Fees and Charges favourable - mainly due to Solid Waste Recycling rebates being higher than budgeted which includes \$453k that was carried forward from the 2024/25 financial year.

Note 3 Other Expenses unfavourable, with further detail in the following table. The substantial variance relates to the CD Waters costs which are being administered by HDC and recovered by way of invoice to the other parties.

Other Expenses	Actual 31 January 2026 \$000	Budget 31 January 2026 \$000	Variance 31 January 2026 \$000	Forecast 2025/26 \$000	Budget 2025/26 \$000	Variance 2025/26 \$000
Professional Services	3,585	4,072	487	7,151	7,055	(96)
Materials	526	395	(132)	835	677	(158)
Maintenance	8,217	8,628	410	14,373	14,790	417
Bank Fees	76	42	(34)	129	72	(56)
Insurance Brokerage	-	14	14	-	25	25
Grants Paid	371	383	12	576	657	81
Utilities	986	1,090	104	1,770	1,869	99
Communications	105	115	10	201	198	(3)
Vehicle Expenses	352	391	39	654	681	27
Other Treasury Expenses	46	82	36	129	141	11
Postage	-	-	-	-	-	-
Labour Recoveries for Capex projects	(1,666)	(2,136)	(470)	(3,318)	(3,662)	(343)
Other Expenses	7,486	6,989	(497)	16,017	12,445	(3,572)
<b>Total Other Expenses</b>	<b>20,085</b>	<b>20,065</b>	<b>(20)</b>	<b>38,517</b>	<b>34,947</b>	<b>(3,570)</b>

Note 4 net Interest favourable - we are monitoring market interest rates closely especially with recent global events as well as utilising hedging strategies.

Note 5 Development Contributions unfavourable - subdivision activity has been lower than expected. Further work will be undertaken to refine the forecast position, noting that Tara-Ika applications are likely to be lodged towards the back end of this financial year.

Note 6 Loss on Derivatives unfavourable - due to loss on interest rate swaps with interest rates movement. Swaps are derivative contracts with gains or losses on the swap contract matching gains or losses on the balance sheet. They are non-cash items.

## Statement of Financial Position as at 31 January 2026

	Actual Full year to 31 January 2026 \$000	Budget Full Year 2025/26 \$000	Council Actual Full Year 2024/25 \$000
<b>Assets</b>			
Cash and cash equivalents	10,604	4,419	15,192
Debtors and other receivables	21,580	5,265	14,208
Inventories	133	-	133
Derivative financial instruments	1,142	-	302
Other financial assets	50,813	8,467	50,812
Non-current assets held for sale	1,942	-	1,942
Property, Plant and Equipment	991,350	1,054,603	991,197
Intangible assets	1,391	1,358	1,387
Forestry assets	1,446	1,439	1,446
Commercial property	3,015	2,927	3,015
<b>Total Assets</b>	<b>1,083,416</b>	<b>1,078,478</b>	<b>1,079,634</b>
<b>Liabilities</b>			
Creditors & Other Payables	14,727	15,659	19,023
Provisions	14,457	9,469	14,811
Employee benefit liabilities	2,802	2,390	2,566
Derivative financial instruments	1,437	-	1,473
Borrowings and other financial liabilities	244,003	217,477	240,000
<b>Total Liabilities</b>	<b>277,426</b>	<b>244,995</b>	<b>277,873</b>
<b>Net Assets</b>	<b>805,990</b>	<b>833,483</b>	<b>801,761</b>
<b>Equity</b>			
Retained earnings	240,363	250,497	236,757
Revaluation reserves	555,638	573,043	555,005
Other reserves	9,990	9,943	9,999
<b>Total Equity</b>	<b>805,990</b>	<b>833,483</b>	<b>801,761</b>

### Explanations of significant variances

Debtors and other receivables – This variance is in line with the same period last year and the difference is largely due to timing as impairment is completed at financial year end.

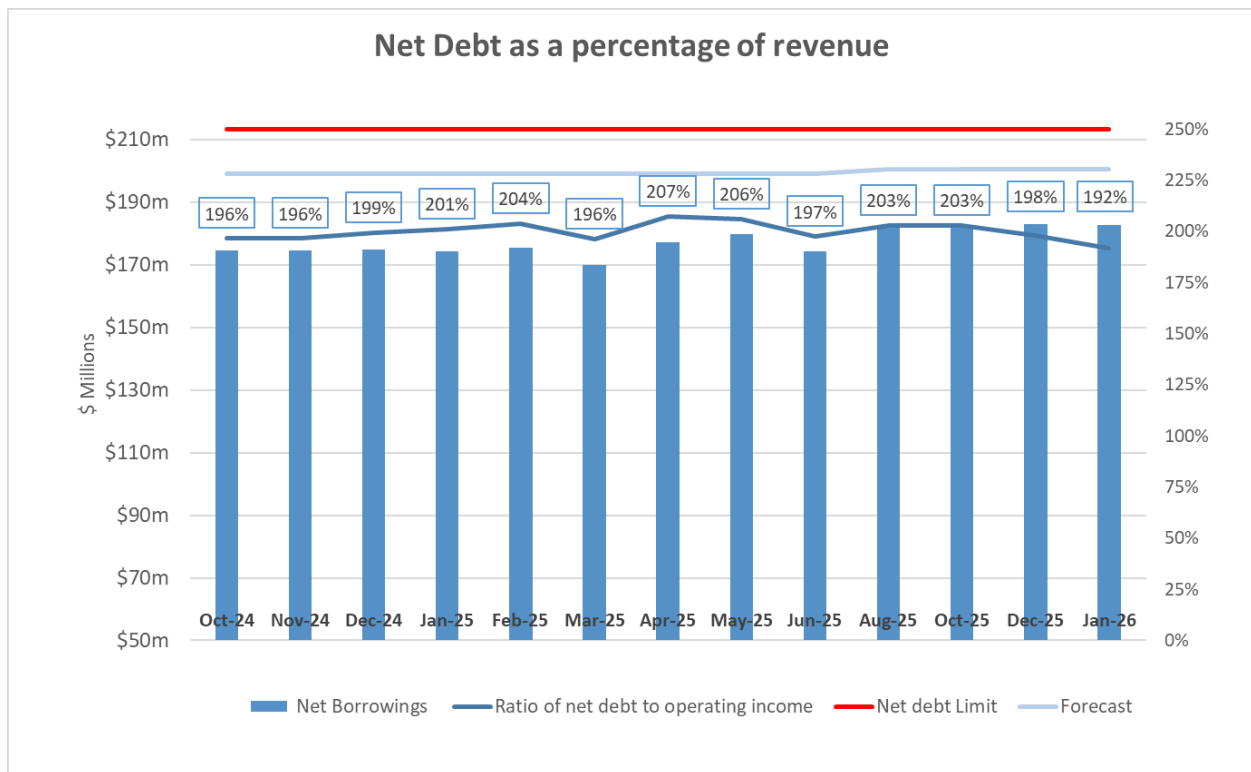
Other financial assets – Term deposits totalling \$43m with maturity of \$38m in 2026 and \$5m in 2027, are held for prefunding purposes. Prefunding allows the council to have funds available to repay current loans as they fall due.

## Treasury Update to 31 January 2026

As at 31 January 2026, Council had \$244m of current external debt, up slightly from \$240m at the end of June 2025. This is due to the Council receiving \$2.5m interest free loan from National Infrastructure Funding (NIFF) previously Crown Infrastructure Partners (CIP), in October 2025 for the Tara-Ika infrastructure project and \$1.5m in two further NIFF milestone achieved based loans.

Council also holds \$43.35m on term deposit, of which \$43m is pre-funding to repay debt with \$38m in this financial year. In addition, Council has a \$7m BNZ flexible loan facility, and a \$20m facility with the LGFA (Local Government Funding Agency).

Our net debt (total borrowings less term deposits, borrower notes and cash) as 31 January 2026 was \$182.9m, equating to 192% of operating income – which is below the limit of \$250% set out in the 2024-44 Long Term Plan for 2025/26. Our full year forecast position is currently expected to be under 230% that was forecasted in the 2026/27 Annual Plan.

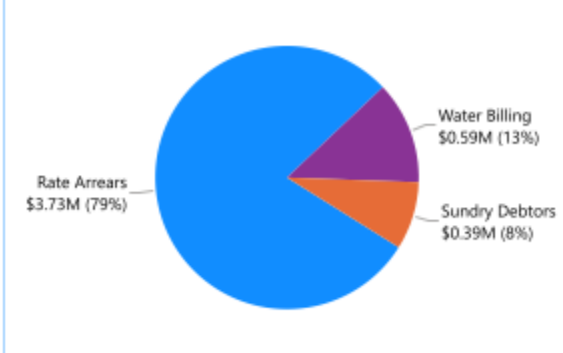


# Debtors Analysis to 31 January 2026

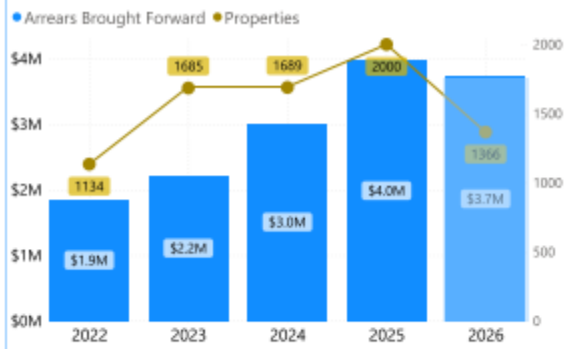
Dashboard Data as at 31 January 2026 (Preliminary and unaudited)

## DEBTORS REPORT

Total Debt ( Over 90 Days )



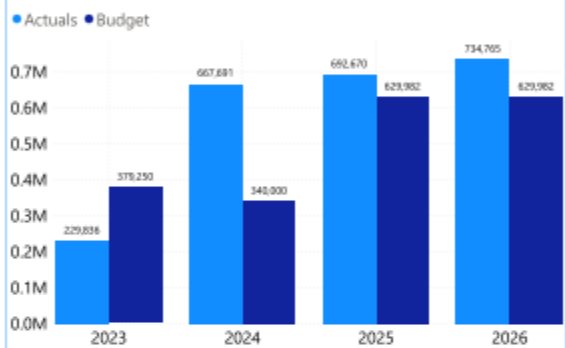
Property Rates Arrears



Arrears By Rate Zone

Rate Zone	Total Arrears	Properties
Foxton	\$421,655	136
Foxton Beach	\$225,657	101
Hokio Beach	\$156,106	22
Levin	\$1,329,551	569
Manakau	\$995	1
Non Rateable	\$6,908	5
Ohau	\$20,686	8
Rural Farming	\$418,750	152
Rural Other	\$586,811	214
Shannon	\$424,226	86
Tokomaru	\$31,074	16
Waikawa Beach	\$9,368	6
Waitare Beach	\$95,110	50
<b>Total</b>	<b>\$3,726,898</b>	<b>1366</b>

Rates Remission



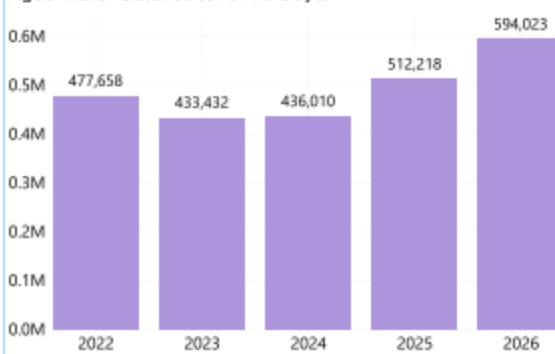
Top 10 Debtors Over 90 Days

Debtor Number	Business Group	Category	Balance
212045	Housing and Business Development	Building Consents	46,535.80
215665	Housing and Business Development	Building Consents	40,373.00
214862	Housing and Business Development	Resource Consent Fees	28,156.27
206865	Housing and Business Development	Resource Consent Fees	17,116.38
215059	Housing and Business Development	Building Consents	15,204.50
216109	Housing and Business Development	Building Consents	11,655.50
100295	Community Infrastructure	Rubbish Bags	11,600.00
216026	Housing and Business Development	Resource Consent Fees	9,828.00
215620	Housing and Business Development	Resource Consent Fees	8,734.00
214181	Community Experience	Rental Income Monthly	8,720.52

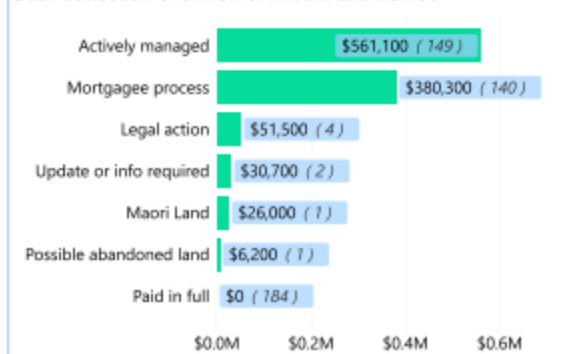
Aged Debtors Sundry



Aged Water Balance (Over 90 Days)



Debt Collection Overview ( Amount and Items )



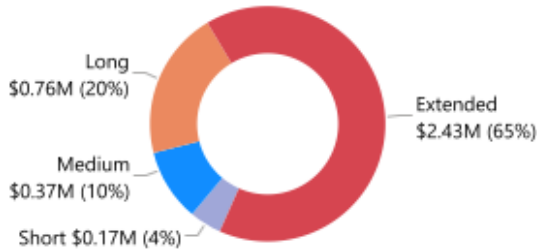
# Rates Debt Management Overview

31 January 2026

Latest Arrears Quarter



● Short ● Medium ● Long ● Extended



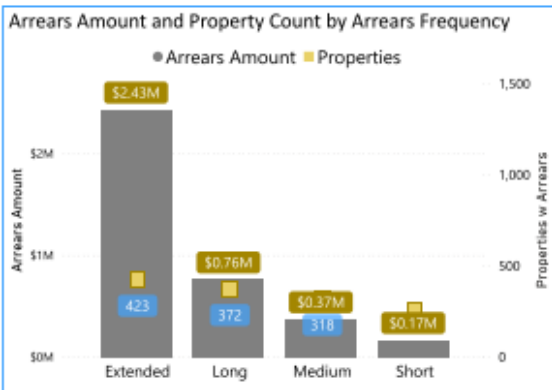
**Short Term Arrears**  
with 1-2 consecutive Arrears behind from latest Quarter

**Medium Term Arrears**  
with 3-4 consecutive Arrears behind from latest Quarter

**Long Term Arrears**  
with 5-8 consecutive Arrears behind from latest Quarter

**Extended Term Arrears**  
with 9 or more consecutive Arrears behind from latest Quarter

\*Arrears Over \$99



Quarter	30 June 2024	30 June 2025	31 January 2026			
Rate Zone	Arrears	Properties	Arrears	Properties	Arrears	Properties
Foxton	\$311,891	156	\$439,514	186	\$421,655	136
Foxton Beach	\$180,317	130	\$280,394	147	\$225,657	101
Hokio Beach	\$112,363	21	\$146,924	29	\$156,106	22
Levin	\$1,124,922	689	\$1,402,999	828	\$1,329,551	569
Manakau	\$4,432	4	\$2,465	3	\$995	1
Non Rateable	\$12,712	8	\$4,979	5	\$6,908	5
Ohau	\$21,369	17	\$19,286	13	\$20,686	8
Rural Farming	\$344,937	162	\$381,844	163	\$418,750	152
Rural Other	\$438,791	282	\$485,448	310	\$584,811	214
Shannon	\$325,383	99	\$417,099	101	\$424,236	86
Tokomaru	\$26,365	21	\$32,592	20	\$31,074	16
Utilities	\$581	1	\$1,266	1		
Waikawa Beach	\$21,056	21	\$17,991	19	\$9,348	4
Waitare Beach	\$95,436	78	\$108,059	74	\$95,110	50
<b>Total</b>	<b>\$3,018,755</b>	<b>1689</b>	<b>\$3,861,252</b>	<b>1897</b>	<b>\$3,726,898</b>	<b>1366</b>

## 5+ Consecutive Arrears Quarter Period (Long Term and Extended Term Arrears Frequency)

**\$3.19M**  
Overall Long Term and Extended Arrears As Of Latest Quarter

Arrangement Status	No Direct Debit		With Direct Debit		Total	
Rate Zone	Arrears	Properties	Arrears	Properties	Arrears	Properties
Levin	\$816,786	188	\$246,228	116	\$1,063,014	304
Rural Other	\$446,112	105	\$63,054	29	\$509,166	134
Shannon	\$374,262	45	\$23,601	9	\$397,863	54
Rural Farming	\$371,272	88	\$5,268	6	\$376,539	94
Foxton	\$305,883	71	\$66,734	19	\$372,617	90
Foxton Beach	\$165,536	42	\$12,819	8	\$178,355	50
Hokio Beach	\$150,213	17	\$4,580	3	\$154,803	20
Waitare Beach	\$45,562	16	\$33,897	12	\$79,460	28
Tokomaru	\$23,579	6	\$1,958	1	\$25,537	7
Ohau	\$19,348	6	\$1,216	1	\$20,563	7
Waikawa Beach	\$5,538	2	\$1,368	1	\$6,906	3
Non Rateable	\$5,904	3			\$5,904	3
Manakau	\$995	1			\$995	1
<b>Total</b>	<b>\$2,730,991</b>	<b>590</b>	<b>\$460,732</b>	<b>205</b>	<b>\$3,191,723</b>	<b>795</b>



## **Organisation Performance**

### **Group Update and Work Plan Delivery**

Overall, we continue to forecast a positive variance to budget of close to \$658k (saving) net of core operating revenue and expenditure. We continue to scrutinise all revenue and expenditure and work towards increasing this forecasted positive variance.

### **What we are delivering**

The financial forecast has been negatively impacted by the recent major weather event.






The Finance team is continuing with its focus on ways to improve the experience for our customers. They are continuing with their successful efforts in reducing the waiting time for rates queries and increasing the number of customers who will receive their invoices by e-mail.

Officers have recently completed a review and update of the Council's Risk Policy and Risk Management Framework and these will be presented to Council in 2026.

We have been successful in recruiting to key positions within the Finance Team with these new staff commencing with Council in March 2026. This will enable us to progress with our signaled strategic initiatives and operational improvements as well as complete business as usual.

# 2025/26 Statement of Service Performance (SSPs)

## Summary

<b>Status</b>		
On track	29	
Not on track	8	
Unable to Report	7	
Not Applicable	3	
<b>Total</b>	<b>47</b>	

## Water Supply

### Safe Water Supply measures

The Department of Internal Affairs updated the mandatory 'Safe Water Supply' measure in its Non-Financial Performance Rules 2024 after the council had published its Long-term Plan 2024-2044, which sets our statement of service. The updated measure came into effect on 21 August 2024 and still covers the bacterial (SSP-WS1) and protozoal (SSP – WS2) compliance of water supplies but compliance is now directly referenced to the relevant rules in the Drinking Water Quality Assurance Rules 2022. Our reporting is, therefore, against those rules. In addition to reporting to Bacterial and Protozoal compliance, Council must now also report on (j) D3.29 Microbiological Monitoring, which is reported within Bacterial compliance measure (SSP-WS1).

### Monitoring Compliance

Council monitors compliance through sampling and analysers. The data of which is stored on the historian server. These are reported weekly and monthly to Local Waters Managers. Additionally specified infrastructure data is provided to Taumata Arowai routinely.

In addition to Council monitoring compliance, results for audit are peer reviewed internally and WaiComply reviews our DWQAR compliance quarterly – creating independent reports to the compliance team. This allows more comprehensive compliance reporting and can outline if any risks have been missed.

## Horizons Regional Council’s (HRC) One Plan

The HRC’s One Plan, which is based on the Resource Management Act 1991, require us to report on all aspects of active consents annually. Annual site inspections by HRC and review of our annual monitoring reports allow HRC to review consent condition compliance to create independent annual monitoring reports. From this they can create a compliance matrix and assess risks. There is regular communication to the consents monitoring team as needed, allowing for timely remedial action as issues present.

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable					
SSP-WS1 Safe water supply*.	Council’s drinking water supply complies with the following parts of the drinking water quality assurance rules <sup>1</sup> (h) T3 Bacterial Rules; and (j) D3.29 Microbiological Monitoring Rule <sup>2</sup> in  Levin Shannon Foxton Foxton Beach Tokomaru	All met All met All met All met All met	<b>On track</b>					
			As at 31 January 2026					
			Scheme & Service population	Compliance Rules	Nov 2025	Dec 2025	Jan 2026	YTD
			*Serviced population is estimated as per 2023 census (Total: 30,175)					
			Levin *20,849	T3 Bacterial rules	All met	All met	All met	All met
				D3.29 Microbiological frequency Monitoring Rule	All met	All met	All met	All met
			Shannon *1,819	T3 Bacterial rules	All met	All met	All met <sup>2</sup>	All met
D3.29 Microbiological frequency Monitoring Rule	All met	All met		All met	All met			

<sup>1</sup> 2024-2044 Long Term Plan wording ‘Council’s drinking water supply complies with: (a) part 4 of the Drinking Water Standards (bacteria compliance criteria)’ updated to reflect requirements as per the Drinking Water Quality Assurance Rules 2022 and the wording in the DIA Non-Financial Performance measures 2024.

<sup>2</sup> (j) monitors end point sampling frequency for Coliform and E. coli.

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable			
---------------	-----------------------------	--------	---	--	--	--

Foxton *3,234	T3 Bacterial rules	All met	All met	All met <sup>3</sup>	All met
	D3.29 Microbiological Monitoring Rule	All met	All met	All me	All met
Foxton Beach *3,775	T3 Bacterial rules	All met	All met	All met	All met
	D3.29 Microbiological Monitoring Rule	All met	All met	All met	All met
Tokomaru *497	T3 Bacterial rules	All met <sup>1</sup>	All met	All met	All met
	D3.29 Microbiological Monitoring Rule	All met	All met	All met	All met

All suppliers are compliant with T3 rules for the period. Compliance is calculated as 100%.

Notes:

- At Tokomaru on 10/11/25, there was a low FACe event (relates to T3.3). There was a calibration event at that time, so the period remains compliant.<sup>1</sup>
- At Shannon there was a low FAC event on 12/1/26 at 10:45 (relates to T3.3). The actual FAC reading for the time on Historian showed full compliance for the day. This discrepancy was caused by pH calibrations taken at the time.<sup>2</sup>
- In Foxton there was a low FAC event on 24/1/26 at 12:25 (relates to T3.3). There was no plant inflow at the time, so the period remains compliant.<sup>3</sup>

All supplies are compliant with the D3.29 E. coli and coliform monitoring. Compliance is calculated as 100%.

Bacterial Notifications to Taumata Arowai (unsafe supply of water)		Total number of E-coli and coliform samples taken that did not meet drinking water standards and the response thereto.
Area	No. of Notifications	E. coli and Coliform Samples not meeting standards

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable					
			Levin	0	0			
			Shannon & Mangaore	0	0			
			Foxtton	0	0			
			Foxtton Beach	0	0			
			Tokomaru	0	0			
			TOTAL	0	0			
			Notes					
			<ul style="list-style-type: none"> <li>Bacterial Notifications: 0</li> <li>Response E. coli and coliform samples: 0</li> </ul>					
<b>SSP-WS2</b>	Council's drinking water supply complies with the following parts of the drinking water quality assurance rules <sup>3</sup> (i) T3 Protozoal Rules. in		<b>Not on track</b>					
Safe water supply*.			As at 31 January 2026					
			Scheme & Service population	Compliance Rules	Nov 2025	Dec 2025	Jan 2026	YTD
			*Serviced population is estimated as per 2023 census (Total: 30,175)					
	Levin	All met	Levin *20,849	T3 Protozoal Rules	All Met	All Met	All Met	All Met
	Shannon	All met	Shannon *1,819	T3 Protozoal Rules	All Met	All Me	Almost Met <sup>1</sup>	Almost met <sup>2,3</sup>
	Foxtton	All met	Foxtton	T3 Protozoal Rules	All Met	All Met	All Met	All Met
	Foxtton Beach	All met						
	Tokomaru	All met						

<sup>3</sup> 2024-2044 Long Term Plan wording 'Council's drinking water supply complies with: (b) part 4 of the Drinking Water Standards (protozoa compliance criteria)' updated to reflect requirements as per the Drinking Water Quality Assurance Rules 2022 and the wording in the DIA Non-Financial Performance measures 2024.

**Ref & Service**      **How performance is measured**      **Target**      **On track/Not on track/Unable to report/Not applicable**

*3,234					
Foxton Beach *3,775	T3 Protozoal Rules	All Met	All Met	All Met	All Met
Tokomaru *497	T3 Protozoal Rules	All Met	All Met	All Met	All Met

All supplies are compliant with T3 protozoal rules for the period. Compliance is calculated as 100% for Levin, Foxton, Foxton Beach, and Tokomaru for the months November 2025 to January 2026.

The event in Shannon in January 2026 caused a single day non-compliance, giving a result of 97% compliance for that month and 100% for the months November 2026 to December 2026.

Notes:

- In Shannon there was a spike in NTU for Rack A on 28/1/2026 at 16:53pm and Rack B on 29/1/26 at 16:47. This was caused when the racks were brought back online after their bi-annual “clean in place.”<sup>1</sup>
- 7th September: Confirmed 1min NTU failure at 11.30 rack B, calibration event likely however no form has been filled out, 1/30 so 97% compliant for month.<sup>2</sup>
- 6th Oct: Confirmed 1 min failures for NTU for both filter racks, at 7.28pm rack and 2.23pm rack b. 97% Compliant for the month – Calibration event likely however no form has been filled out.<sup>3</sup>

Protozoal Notifications to Taumata Arowai (unsafe supply of water)		
Area	Notifications	Comments
Levin	0	

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
			Shannon & Mangaore
		0	Tubridy spikes at filters have auto shutdown limits set to protect the supply of treated water if events occur.
			Foxton
		0	
			Foxton Beach
		0	
			Tokomaru
		0	
		<b>0</b>	<b>TOTAL</b>

Notes

- Protozoal Notifications: 0

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable																																
<b>SSP-WS3</b>	The total number of complaints received about any of the following (expressed per 1,000 connections):		<b>Not on track</b>																																
Drinking water that tastes and looks satisfactory*.			As at 31 January 2026																																
	Drinking water clarity;	1	<table border="1"> <thead> <tr> <th>Description</th> <th>Result per 1000 connections</th> <th>No. of complaints</th> <th>Comment</th> </tr> </thead> <tbody> <tr> <td>Clarity</td> <td>0.78</td> <td>11</td> <td>On track</td> </tr> <tr> <td>Taste</td> <td>0.28</td> <td>4</td> <td>On track</td> </tr> <tr> <td>Odour</td> <td>0.35</td> <td>5</td> <td>On track</td> </tr> <tr> <td>Pressure of flow</td> <td>1.70</td> <td>24</td> <td>Not on track</td> </tr> <tr> <td>Continuity of supply</td> <td>3.39</td> <td>48</td> <td>Not on track</td> </tr> <tr> <td>Council's response</td> <td>0.00</td> <td>0</td> <td>On track</td> </tr> <tr> <td><b>Total</b></td> <td><b>6.50</b></td> <td><b>92</b></td> <td></td> </tr> </tbody> </table>	Description	Result per 1000 connections	No. of complaints	Comment	Clarity	0.78	11	On track	Taste	0.28	4	On track	Odour	0.35	5	On track	Pressure of flow	1.70	24	Not on track	Continuity of supply	3.39	48	Not on track	Council's response	0.00	0	On track	<b>Total</b>	<b>6.50</b>	<b>92</b>	
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	Drinking water taste;	1																																	
	Drinking water odour;	1																																	
	Drinking water pressure or flow;	1																																	
	Continuity of supply; and	1																																	
	Council's response to any of these issues.	1																																	
	Total:	≤ 6	Notes:																																
			<ul style="list-style-type: none"> <li>• A water shut down on 12 October 2025 triggered a total 30 customer service request queries.</li> </ul>																																

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
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- During planned maintenance work in January 2026 a new pressure sensor alarm was inadvertently triggered, which resulted in water being temporarily shut off. This led to 10 customer service request queries: 9 for Continuity of supply and 1 for Pressure of flow.

Description	No. of connections
Number of residential connections in the drinking water network as at 1 July 2025	13,172
Number of non-residential connections in the drinking water network as at 1 July 2025	972
Total number of connections as at 1 July 2025	14,144

**SSP-WS4**  
Response to faults\*.

The median time from the time that Council received notification, to the time that service personnel:

Reach the site for urgent call-outs;	< 1 hour
Confirm resolution of the fault or interruption of urgent call-outs;	< 8 hours
Reach the site for non-urgent call-outs; and	< 3 days (72hrs)
Confirm resolution of the fault or interruption of non-urgent call-outs.	< 3 days (72hrs)

**On track**

As at 31 January 2026

Description	Median target	Median result	Comment
Reach the site for urgent call-outs	< 1 hour	21 minutes	
Resolution of the fault or interruption of urgent call-outs	< 8 hours	59 minutes	
Reach the site for non-urgent call-outs	< 3 days	19 hours 55 minutes	
Resolution of the fault or interruption of non-urgent call-outs	< 3 days	22 hours 24 minutes	

**Ref & Service**      **How performance is measured**      **Target**      **On track/Not on track/Unable to report/Not applicable**

<b>SSP-WS5</b> Water supply is sustainable*.	Average consumption of drinking water per person per day (lpcd) within the water supply areas (target based on Horizons One Plan - Section 5.4.3.1). lpcd – litres per capita per day.	≤ 300 lpcd	<b>On track</b>		
			As at 31 January 2026		
			Quarter 1 result 1 July – 30 Sept	Quarter 2 result 1 Oct – 31 Dec	YTD Results Up to 31 Dec
			252 L/person/day	271 L/person/day	261 L/person/day

Note: This result is calculated on a quarterly basis as it is based on water meter readings which is done quarterly.

<b>SSP-WS6</b> Minimal water losses*.	Real water loss performance of the network as measured by the standard World Bank Institute Band for Leakage.	Band “B”	<b>On track</b>		
			As at 31 January 2026		

Developed Countries Infrastructure Leakage Index (ILI) range	BAND	Calculated ILI for this System	General description of Real Loss Management Performance Categories for Developed and Developing Countries
Less than 2	A		Further loss reduction may be uneconomic unless there are shortages; careful analysis needed to identify cost-effective improvement
2 to < 4	B		Potential for marked improvements; consider pressure management, better active leakage control practices, and better network maintenance
4 to < 8	C		Poor leakage record; tolerable only if water is plentiful and cheap; even then, analyze level and nature of leakage and intensify leakage reduction efforts
8 or more	D		Very inefficient use of resources; leakage reduction programs imperative and high priority

Supply	Snapshot – Infrastructure Leakage Index	Outcome
Levin	B (3.60)	On track
Shannon & Mangaore	B (2.60) A (0.10)	On track
Foxton	A (1.50)	On track
Foxton Beach	A (0.50)	On track
Tokomaru	A (-1.20)	On track

Notes:

- Council reached our target if the Band for a plant falls on either band A or B.
- For Horizons consent compliance for Levin, ILI needs to be less than 3.31 for less than 284L water loss per connection per day.

Band ‘B’ – The Infrastructure Leakage Index (ILI) is a performance indicator of real (physical) water loss from the supply network of the water distribution

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
---------------	-----------------------------	--------	---

systems. The ILI was developed by the International Water Association (IWA) Water Loss Task Force (WLTF) and first published in 1999.

**SSP-WS7**  
Sustainable  
water supply  
management.

The number of:

Abatement Notices;	0
Infringement Notices;	0
Enforcement Orders; and	0
Convictions	0

received by Council in relation to Horizons Regional Council resource consents\* for discharge from its water supply system.

**On track**

As at 31 January 2026

	YTD
Abatement Notices	0
Infringement Notices	0
Enforcement Orders	0
Convictions	0

\*These performance measurements are provided by the Department of Internal Affairs, and they are mandatory.

## Wastewater Treatment

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable								
<b>SSP-WW1</b> Reliable wastewater collection and disposal*.	The number of dry weather wastewater overflows from the wastewater system per 1,000 connections.	≤ 2	<p><b>On track</b></p> <p>As at 31 January 2026</p> <table border="1"> <thead> <tr> <th></th> <th>Target per 1,000 connections</th> <th>Result per 1,000 connections</th> <th>No. of overflows</th> </tr> </thead> <tbody> <tr> <td>Number of overflows</td> <td>≤ 2</td> <td>0.69</td> <td>9</td> </tr> </tbody> </table> <p>Number of connections as at 1 July 2025: 12,985.</p>		Target per 1,000 connections	Result per 1,000 connections	No. of overflows	Number of overflows	≤ 2	0.69	9
	Target per 1,000 connections	Result per 1,000 connections	No. of overflows								
Number of overflows	≤ 2	0.69	9								
<b>SSP-WW2</b> Council provides a good response to wastewater system faults reported*.	The median time (hrs) from the time that Council receives a notification, to the time that services personnel reach the site in responding to an overflow resulting from a wastewater blockage or other fault*.	< 1 hour	<p><b>On track</b></p> <p>As at 31 January 2026</p> <table border="1"> <thead> <tr> <th>Target Response Time</th> <th>Result Response Time</th> </tr> </thead> <tbody> <tr> <td>&lt; 1 hour</td> <td>29 minutes</td> </tr> <tr> <th>Target Resolution Time</th> <th>Result Resolution Time</th> </tr> <tr> <td>&lt; 12 hours</td> <td>2 hours 17 minutes</td> </tr> </tbody> </table>	Target Response Time	Result Response Time	< 1 hour	29 minutes	Target Resolution Time	Result Resolution Time	< 12 hours	2 hours 17 minutes
Target Response Time	Result Response Time										
< 1 hour	29 minutes										
Target Resolution Time	Result Resolution Time										
< 12 hours	2 hours 17 minutes										
	The median time (hrs) from the time that Council receives a notification, to the time that services personnel confirm a resolution of a blockage or other fault within the wastewater system causing the overflow*.	< 12 hours									
<b>SSP-WW3</b> The service is satisfactory*.	The total number of complaints received (expressed per 1,000 connections to the wastewater system) regarding:		<p><b>On track</b></p> <p>As at 31 January 2026</p>								

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable			
	Wastewater odour;	< 4		Per 1000 connections	Total No. of complaints	Comments
	Wastewater systems faults;	< 6				
	Wastewater system blockages;	< 8	Odour	1.39	18	On track
	and Council's response to issues with its wastewater system.	< 4	Faults	0.62	8	On track
			Blockages	5.08	66	On track
			Council's response	0.08	1	On track
	Total number of complaints received about any of the above.	< 22	Total	07.16	93	
			Number of connections as at 1 July 2025: 12,985.			
<b>SSP-WW4</b>	The number of:		<b>Not on track</b>			
Safe disposal of wastewater*.	Abatement Notices;	0	As at 31 January 2026			
	Infringement Notices;	0		YTD		
	Enforcement Orders; and	0	Abatement Notices	1		
	Convictions	0	Infringement Notices	0		
	received by Council in relation to Horizons Regional Council resource consents* for discharge from its wastewater system.		Enforcement Orders	0		
			Convictions	0		
			Note: We received an abatement notice from the Horizons Regional Council at the end of September 2025 for the Levin Wastewater Treatment Plant ('the Pot'). This was in regard to failure to deliver the Annual Plan from the start of the consent ~2020. In addition, an Emerging Contaminants Strategy (PFAS) was never completed or created from the same outset time. Both are due annually and a schedule of delivery has been crafted to complete tasks within 6 months from the notice.			

\*These performance measurements are provided by the Department of Internal Affairs, and they are mandatory.

## Stormwater

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
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<b>SSP-SW1</b> An adequate stormwater system*.	Number of flooding events that occur in the district.	< 5 per year	<b>On track</b>  As at 31 January 2026 There were no flooding events that occurred in the district.
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<b>SSP-SW2</b> An adequate stormwater system*.	For each flooding event the number of habitable floors affected per 1,000 connections to Council's stormwater networks.	2 or less	<b>On track</b>  As at 31 January 2026 <table border="1"> <thead> <tr> <th>Target</th> <th>Result</th> <th>Per 1,000 connections</th> <th>Habitable floors affected</th> </tr> </thead> <tbody> <tr> <td>2 or less</td> <td>0</td> <td>0</td> <td>There were no flooding events</td> </tr> </tbody> </table> Number of connections as at 1 July 2025: 13,793.	Target	Result	Per 1,000 connections	Habitable floors affected	2 or less	0	0	There were no flooding events
Target	Result	Per 1,000 connections	Habitable floors affected								
2 or less	0	0	There were no flooding events								

<b>SSP-SW3</b> Response to faults*.	The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site.	< 1 hour	<b>On track</b>  As at 31 January 2026 <table border="1"> <thead> <tr> <th>Target</th> <th>Result</th> <th>Comment</th> </tr> </thead> <tbody> <tr> <td>&lt; 1 hour</td> <td>0</td> <td>There were no flooding events</td> </tr> </tbody> </table>	Target	Result	Comment	< 1 hour	0	There were no flooding events
Target	Result	Comment							
< 1 hour	0	There were no flooding events							

<b>SSP-SW4</b> Customer satisfaction*.	The number of complaints received by Council about the performance of its stormwater system expressed per 1,000 properties connected to the system.	< 10 per year	<b>On track</b>  As at 31 January 2026
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Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable		
			Target per 1,000 connections	Per 1,000 connections	No. of complaints
			< 10 per year	1.74	24
Number of connections as at 1 July 2025: 13,793.					
<b>SSP-SW5</b>	The number of:		<b>On track</b>		
A sustainable stormwater service*.	Abatement Notices;	0	As at 31 January 2026		
	Infringement Notices;	0		YTD	
	Enforcement Orders; and	0	Abatement Notices	0	
	Convictions	0	Infringement Notices	0	
	received by Council in relation to Horizons Regional Council resource consents* for discharge from its stormwater system**.		Enforcement Orders	0	
			Convictions	0	

\*These performance measurements are provided by the Department of Internal Affairs, and they are mandatory.

- Council does not report on DIA Performance Measure 1 – Subpart 4: Flood Protection and Control Works as this is applicable to Regional Council activities, not our district council. Council manages our district’s urban stormwater networks (pipes, open drains, and pump stations). Outside urban areas, the roading team generally maintains roadside drains where they are not covered by Horizons Regional Council’s drainage schemes.

All stopbanks, floodgates, and major river or regional flood protection schemes are managed by Horizons Regional Council.

\*\*Currently there is no discharge consent for Levin’s stormwater to Lake Horowhenua.

## Land Transport

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<b>SSP-LT1</b> A safe road network*.	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network.	No (or zero) change or a reduction from previous year.	<b>Unable to report</b>  To be reported at financial year end.
<b>SSP-LT2</b> Roads in good condition*.	The average quality of ride on a sealed local road network measured by smooth travel exposure.	Minimum 85%.	<b>Unable to report</b>  Inspection is done once a year. To be reported at financial year end.
<b>SSP-LT3</b> Roads that are maintained well*.	The percentage of the sealed local road network that is resurfaced annually.	Minimum of 3.5% of total area.	<b>Unable to report</b>  To be reported at financial year end after reseals are completed.
<b>SSP-LT4</b> Footpaths are in an acceptable condition*.	Target footpath condition rating (% compliant with Council's standards found in the Land Transport Activity Plan).	97% of footpaths in average to excellent condition.	<b>On track</b>  As at 31 January 2026 96.89% of footpaths were in excellent to average condition and 3.11 in a poor or very poor condition.
<b>SSP-LT5</b> Good response to service requests*.	The percentage of customer service requests relating to roads and footpaths to which Council responds within 15 working days.	> 95%	<b>On track</b>  As at 31 January 2026 93.8% (898/957) requests relating to roads and footpaths were responded to within 15 working days.

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<b>SSP-LT6</b> Provision of safe and effective walking and cycling infrastructure.	Percentage of the transport network which includes safe and effective walking and cycling infrastructure.	Increase year on year.	<b>Not on track</b>  We were unable to determine a baseline during this financial year. NZTA Waka Kotahi reduced funding for this work, and no work was done in this space.  Note: As we have limited or no funding for cycling investment, it is unlikely that we will achieve either the 'determine baseline' or the 'increase from previous year' for remainder of the LTP term.

\*These performance measurements are provided by the Department of Internal Affairs, and they are mandatory.

## Solid Waste

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable									
<b>SSP-SD1</b> Ensuring the health, safety and wellbeing of our community by collecting refuse and recycling in a timely and sanitary manner.	Number of legitimate complaints <sup>4</sup>  Recycling bins Kerbside collection.	Recycling: 5 legitimate complaints per 1,000 bins issued annually	<b>On track</b>  As at 31 January 2026 <table border="1"> <thead> <tr> <th>Target permitted</th> <th>No. of legitimate complaints</th> <th>No. of complaints per 1,000 bins</th> </tr> </thead> <tbody> <tr> <td colspan="3"><b>Recycling</b></td> </tr> <tr> <td>*80 permitted p/a</td> <td>40</td> <td>2.51</td> </tr> </tbody> </table> Number of bins: 15,964 *Target calculation: $(15,964/1,000) \times 5 = 80$ Result: $(40/15,964) \times 1,000 = 2.51$	Target permitted	No. of legitimate complaints	No. of complaints per 1,000 bins	<b>Recycling</b>			*80 permitted p/a	40	2.51
Target permitted	No. of legitimate complaints	No. of complaints per 1,000 bins										
<b>Recycling</b>												
*80 permitted p/a	40	2.51										

<sup>4</sup> Legitimate complaints do not include when bin was put out on the wrong week; bin was not out at time of collection and the bin was not collected due to contamination.

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable									
		Kerbside collection: 1 legitimate complaint per 800 bags sold annually.	<table border="1"> <thead> <tr> <th>Target permitted</th> <th>No. of legitimate complaints</th> <th>No. of complaints per 800 bags</th> </tr> </thead> <tbody> <tr> <td colspan="3"><b>Kerbside collection</b></td> </tr> <tr> <td>*43 permitted for YTD</td> <td>31</td> <td>0.72</td> </tr> </tbody> </table> <p>Number of bags sold as at 31 January 2026: 34,600  *Target calculation: <math>(34,600/800) \times 1 = 43.25</math>  Result: <math>(31/34,600 \times 800) = 0.72</math></p>	Target permitted	No. of legitimate complaints	No. of complaints per 800 bags	<b>Kerbside collection</b>			*43 permitted for YTD	31	0.72
Target permitted	No. of legitimate complaints	No. of complaints per 800 bags										
<b>Kerbside collection</b>												
*43 permitted for YTD	31	0.72										
<b>SSP-SD2</b> Embedding circular thinking into our waste management systems.	Meet the targets set in the Waste Management Minimisation Plan (WMMP <sup>5</sup> ).	100% of targets.	<p><b>Not on track</b></p> <p>As at 31 January 2026  90% (9/10) targets due this financial year are on track as set in the Waste Management Minimisation Plan (WMMP).</p> <p>Of these:</p> <ul style="list-style-type: none"> <li>The target related to flytipping cannot be measured. The flytipping is collected by our contractor Green by Nature with other waste from litter bins and parks and property shrubbery (greenwaste). This is an economical means to manage council's day to day costs.</li> <li>The waste diversion target (30% by 2026) has not been measured as we do not yet have the necessary commercially sensitive waste tonnage data. This data accessibility will likely</li> </ul>									

<sup>5</sup> <https://www.horowhenua.govt.nz/files/assets/public/v/2/council-documents/plans/horowhenua-waste-management-and-minimisation-plan-2024-august-2024.pdf>

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
			<p>improve when the waste collectors' licence is approved and circulated among waste collectors.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>Three other targets are scheduled for 2028 and 2029 respectively so are not reported on in the targets for this year.</li> </ul>

## Community Facilities

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable																		
<p><b>SSP-CF1</b></p> <p>Our aquatic centres support and enhance community wellbeing and safety.</p>	<p>Number of opportunities<sup>6</sup> provided for the community and by the community<sup>7</sup> that enhances wellbeing and safety in or through the use of our aquatic facilities.</p>	<p>500 opportunities per calendar month.</p>	<p><b>On track</b></p> <p>As at 31 January 2026</p> <table border="1"> <thead> <tr> <th>Month</th> <th>No. of opportunities</th> </tr> </thead> <tbody> <tr> <td>July 2025</td> <td>893</td> </tr> <tr> <td>Aug 2025</td> <td>888</td> </tr> <tr> <td>Sept 2025</td> <td>1,054</td> </tr> <tr> <td>Oct 2025</td> <td>1,059</td> </tr> <tr> <td>Nov 2025</td> <td>1,102</td> </tr> <tr> <td>Dec 2025</td> <td>957</td> </tr> <tr> <td>Jan 2026</td> <td>259</td> </tr> <tr> <td><b>YTD</b></td> <td><b>6,212</b></td> </tr> </tbody> </table>	Month	No. of opportunities	July 2025	893	Aug 2025	888	Sept 2025	1,054	Oct 2025	1,059	Nov 2025	1,102	Dec 2025	957	Jan 2026	259	<b>YTD</b>	<b>6,212</b>
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<b>YTD</b>	<b>6,212</b>																				

<sup>6</sup> Such as swimming lessons, training, competitions, events and fitness classes.

<sup>7</sup> Swim schools, clubs, organisations

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<b>SSP-CF2</b> Community has access to a range of current information that inspires, entices and informs in both print and digital format.	Contribute to community literacy by providing curated collections of physical and digital resources.	≥3 resources per capita.	<b>On track</b>  As at 31 January 2026 The community had access to a minimum of 3.5 resources per capita <ul style="list-style-type: none"> <li>• 76,249 physical resources</li> <li>• 58,707 digital resources (owned)</li> </ul> Measured by 38,100 capita.
<b>SSP-CF3</b> Libraries and community facilities meet the community's needs.	Percent of residents and non-residents satisfied with library and community services based on the Annual Customer Satisfaction Survey.	≥ 92%	<b>Unable to Report</b>  The next Annual Customer Satisfaction Survey results will be available in June 2026.

## Community Infrastructure

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<b>SSP-CI1</b> A range of parks and reserves that are affordable, well maintained, safe and provide for the recreational (play and sport), cultural and environmental wellbeing of the community.	Playground facilities receive a monthly inspection by a suitably qualified person to ensure they comply with relevant National Playground standards and findings of inspection are actioned (or plan put in place) before the next inspection.	≥ 90% of playgrounds resources per capita.	<b>On track</b>  As at 31 January 2026 95.6% (22/23) playgrounds were inspected by a suitably qualified person. Muaūpoko Park closed and not inspected.  No failures identified during previous inspections requiring action before the next inspection.  No failures were identified during the latest inspection.

<b>Ref &amp; Service</b>	<b>How performance is measured</b>	<b>Target</b>	<b>On track/Not on track/Unable to report/Not applicable</b>
<p><b>SSP-CI2</b> A range of parks and reserves that are affordable, well maintained, safe and provide for the recreational (play and sport), cultural and environmental wellbeing of the community.</p>	<p>Parks and reserves maintenance contracts are administered and monitored on a regular basis, as per contract specifications.</p>	<p>Achieve</p>	<p><b>On track</b></p> <p>As at 31 January 2026 95.7% (target of 95% as per the contract) of parks and reserves maintenance contracts were administered and monitored as per contract specifications.</p>
<p><b>SSP-CI3</b> A range of parks and reserves that are affordable, well maintained, safe and provide for the recreational (play and sport), cultural and environmental wellbeing of the community.</p>	<p>Sports grounds are made available for use with appropriate ground condition.</p>	<p>0 complaints made about sports grounds availability and conditions.</p>	<p><b>On track</b></p> <p>As at 31 January 2026 No complaints were made about sports ground availability, and no complaints were made about sport ground conditions.</p>
<p><b>SSP-CI4</b> Clean and safe public toilets</p>	<p>Public toilet maintenance contracts are administered and monitored on a regular basis, as per contract specifications.</p>	<p>Achieve</p>	<p><b>On track</b></p> <p>As at 31 January 2026 92% (target is 85% as per contract) of public toilet maintenance contracts were administered and monitored as per contract specifications.</p>
<p><b>SSP-CI5</b> Cemeteries are fit for purpose and meet the changing needs of our community now and into the future.</p>	<p>Across the district's cemeteries, there is a continuous availability of 10% of developed burial plots (of any type) at any given time.</p>	<p>Achieve</p>	<p><b>Not on track</b></p> <p>As at 31 January 2026 There was a continuous availability of 8% (1,913) of developed plots (of any type) across the district's cemeteries at any given time.</p>

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
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Note: Cemeteries continue under a programme of development with additional plots to be created during 2025/26.

## Property

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
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There are no Level of Service performance measures for this activity.

## Representation and Community Leadership

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
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<b>SSP-RCL1</b> Council supports residents and ratepayers to have their views heard and considered in Council decision-making.	Regular opportunities <sup>8</sup> are provided for the community to influence decision-making.	100 opportunities per year.	<b>On track</b>  As at 31 January 2026 48 opportunities were provided for the community to influence decision-making.
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<b>SSP-RCL2</b> Council is transparent and accountable to the community.	Council agendas are available on the website 2 working days prior to the relevant meeting.	≥ 95% of agenda and minutes.	<b>On track</b>  As at 31 January 2026
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<sup>8</sup> Such as live streaming, public forums, open meetings, workshops etc, cuppa with a councillor.

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
	Council meeting minutes are available on the website 2 working days after the relevant meeting <sup>9</sup> .		<ul style="list-style-type: none"> <li>100% of Council agendas were available on the website two working days prior to the relevant meeting and</li> <li>100% of Council meeting minutes were available on the website two working days after the relevant meeting.</li> </ul>
<b>SSP-RCL3</b> Develop and deliver strategic projects, plans and corporate documents that achieve or contribute to our Community Outcomes.	Community Outcomes are achieved or contributed to by milestones of strategic projects, plans and corporate documents being met.	100% of milestones.	<p><b>On track</b></p> <p>As at 31 January 2026            100% of strategic projects, plans and corporate documents developed and delivered contributed to our Community Outcomes.</p> <p><b>Activation of Levin Town Centre</b></p> <ul style="list-style-type: none"> <li>Continued collaboration between TWC and HDC to progress contract obligations required for the Levin War Memorial Hall and Village Green redevelopment.</li> <li>Expression of Interest for the Redevelopment of the Bath Street and Salisbury Street Carpark was undertaken. Three respondents were approved to progress to participate in a closed Request for Proposal process.</li> <li>Access and Parking Strategy survey was carried out during November 2025 to January 2026 to gauge community feedback to input into the draft strategy.</li> </ul>

<sup>9</sup> Council meetings, committee meetings, and Board Meetings.

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
			<ul style="list-style-type: none"> <li>• Council approved an approach for the future direction and pathway for the redevelopment of the Council-owned Oxford Street properties.</li> <li>• Finalised stage one works to enhance and improve the former Women’s Bowling Club space within the Thompson House Gardens.</li> <li>• Proposed improvements to the accessways within the Levin Domain.</li> <li>• Arterra finalising the further changes required to the 3D digital visualisation video of the Levin Town Centre.</li> <li>• Work on the Retail Transformation Strategy is progressing by THCL.</li> </ul> <p><b>Annual Plan 2026/27</b></p> <ul style="list-style-type: none"> <li>• Council agreed the Annual Plan budget, proposed rates increase and approach to consultation on 17 December 2025.</li> </ul> <p><b>Annual Report 2024/25</b></p> <ul style="list-style-type: none"> <li>• Annual Report adopted within statutory timeframe – 8 October 2025.</li> <li>• Annual Report clean Audit Report received – 8 October 2025.</li> </ul> <p><b>Climate Action Plan</b></p> <ul style="list-style-type: none"> <li>• Officers are continuing with the actions in the Climate Action Plan – namely this is to engage with regional partners, track sustainability improvements made to our BAU practice, and the allocation of a community grant at the end of 2025, as reported on in the last report.</li> </ul>

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
			<p><b>District Plan Changes</b></p> <ul style="list-style-type: none"> <li>Officers are awaiting a decision from Ministry for the Environment on Plan Change 6A as to whether we can continue with the process (this is an additional step required due to Minister Bishop's announcement that most plan change work should stop until resource management reform is completed).</li> </ul> <p><b>Foxton and Foxton Beach Community Plan</b></p> <ul style="list-style-type: none"> <li>The draft Community Plan document is nearing completion. Officers are currently working with theme leads to finalise the remaining information required.</li> </ul> <p><b>Shannon/Otāuru Community Plan</b></p> <ul style="list-style-type: none"> <li>The Shannon Community Plan Working Group continues to meet monthly to further develop the four priority areas. The group has also been working on developing a shared brand, as they continue to strengthen collaborative ways of working to maximise resources and opportunities.</li> </ul>

## Community Support

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<p><b>SSP-CS1</b></p> <p>The community is supported to be prepared for an emergency.</p>	Staff are trained and ready to respond and support the community in an emergency.	80% of full-time staff completed Integrated Training	<p><b>Unable to report</b></p> <p>As at 31 January 2026</p>

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
	<p>Framework Foundation within 6 months of commencing.</p> <p>50% of full-time staff completed Integrated Training Framework Intermediate within 1 year of commencing.</p>		<p>Staff have identified an opportunity to improve how this SSP is currently reported. Through reviewing previous reporting, it became clear that not all full-time staff are required to complete the Integrated Training Framework (ITF) Foundation. Including all full-time staff in the measure – while technically aligned with the wording of the SSP – can skew the percentage figures.</p> <p>Work is now underway to clarify the reporting approach. The intention is to continue reporting against the current measure, while also introducing an additional measure that reflects the percentage of full-time staff who are required to complete the ITF Foundation and have either completed it or are booked to complete it within six months of starting.</p> <p>Once the reporting process and system settings are confirmed, staff will be able to provide clearer progress updates. The aim is to have this improvement in place by the next OPR reporting cycle</p>

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<b>SSP-CS2</b> We are able to continue to operate during high impact emergency events.	Complete a comprehensive Emergency Operations Centre (EOC) capability audit <sup>10</sup> every two years to ensure compliance with the Civil Defence Emergency Management (CDEM) Act 2002. This audit must be conducted by an independent suitably qualified person.	An audit is conducted every two years.	<b>Not applicable</b>  As at 31 January 2026 An EOC capability audit was carried out during the 2024/25 financial year.  The next audit will be carried out in the last quarter of the 2026/27 financial year.
<b>SSP-CS3</b> Community organisations to ensure transparency regarding the allocation of Council-provided financial support.	Community organisations receiving funds for essential services to fulfil monitoring and reporting obligations.	100%	<b>On track</b>  As at 31 January 2026 100% of the community organisations receiving funds for essential services during the 2024/25 financial year fulfilled monitoring and reporting obligations for reports.  Monitoring and Reporting for the 2025/26 financial year is due on 30 June 2026.
<b>SSP-CS4</b> Collaboration with and advocacy (including business development and new business investment in the	Percent of District's Businesses that are satisfied or more than satisfied with Council's support to local businesses and overall performance in the Economic Development activity.	≥ 75%	<b>Unable to Report</b>  The next Annual Customer Satisfaction Survey results will be available in June 2026.

<sup>10</sup> This audit must be conducted by an independent suitably qualified person.

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
Horowhenua District) for all sectors of local business.			
<b>SSP-CS5</b> Providing opportunities for local businesses and the local community to understand business support and economic development initiatives available.	Number of opportunities <sup>11</sup> provided by Council.	≥ 30	<b>On track</b>  As at 31 January 2026 105 opportunities for local businesses and the local community to understand business support and economic development initiatives available, were provided by Council.  This is made up of 13 events and 92 communication posts (website, news, social media posts, or other).

## Regulatory Services

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<b>SSP-RS1</b> Processing of applications under the Resource Management Act (RMA) 1991.	Percentage of resource consent applications that are processed within statutory timeframes.	95%	<b>Not on track</b>  As at 31 January 2026 74.1% (83/112) resource consent applications were processed within statutory timeframes.  The level of compliance with statutory timeframes has increased as process bottlenecks are resolved and work

<sup>11</sup> Networking events, social media posts, case studies, other comms, other events etc.

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
			continues to ensure better visibility and clarity of the process.
<b>SSP-RS2</b> Carry out Building Consent Authority functions including enforcement of legislation relating to construction of buildings and structures.	Percentage of building consent applications that are processed within statutory timeframes.	95%	<b>On track</b>  As at 31 January 2026 96.5% (304/315) building consent applications were processed with in statutory timeframes.
<b>SSP-RS3</b> Community confidence and wellbeing is ensured in the safety of food and alcohol premises' businesses.	Percentage of existing food businesses that receive a poor verification outcome are revisited within 20 working days.	95%	<b>Not applicable</b>  As at 31 January 2026 No existing food businesses received a poor verification outcome and consequently no food businesses required revisiting within 20 working days.
<b>SSP-RS4</b> Community confidence and wellbeing is ensured in the safety of food and alcohol premises' businesses.	Percentage of high-risk alcohol premises that are visited at least twice a year.	100%	<b>Not applicable</b>  As at 31 January 2026 There were no high-risk alcohol premises in the district during the reporting period, and no inspections were required.
<b>SSP-RS5</b> We enhance community wellbeing by responding to public nuisance complaints in a timely manner.	Animal Control staff are rostered and available on a 24 hr. 7 day a week basis.	100%	<b>On track</b>  As at 31 January 2026 100% of the time Animal Control staff were rostered and available on a 24 hr. 7 day a week basis.

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<b>SSP-RS6</b> Community can access Council in a way or by means that most suits them.	Percentage of community members surveyed that are satisfied with the ways they can contact Council.	$\geq 80\%$	<b>Unable to Report</b>  The next Annual Customer Satisfaction Survey results will be available in June 2026.
<b>SSP-RS7</b> We enhance community wellbeing by responding to public nuisance complaints in a timely manner.	Percentage of noise complaints are responded to within 60 minutes.	100%	<b>Not on track</b>  As at 31 January 2026 98% (885/903) of noise complaints were responded to within 60 minutes.  Notes: While the target is to respond to all complaints within 60 minutes, this is not always possible.  Contractor capacity (1 overnight officer to attend jobs over the entire District). Some jobs may be more complex than others leading to longer visit times.

# 2025/26 Organisation Performance Measures (OPMs)

## Introduction

Council did a review of the service performance measures, with input from the auditors, during the 2024-44 Long Term Plan (LTP) process. As a result, there have been some changes to the service performance measures effective from the 2024-25 financial year. Changes include new service performance measures, amendment to some of the existing service performance measures and the creation of organisation performance measures – measures that Council deemed important and wants feedback on but aren't part of the LTP.

## Summary

### Status

On track	15	<span style="color: green;">■</span>
Not on track	7	<span style="color: red;">■</span>
Unable to Report	3	<span style="color: orange;">■</span>
<b>Total</b>	<b>25</b>	<span style="color: grey;">■</span>

## Water Supply

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable				
<b>OPM-WS1</b> We reduce our impact on the environment.	Reduce energy consumption across the water supply network.	Decrease energy consumption by 3% year on year.	<b>Not on track</b> As at 31 January 2026 Overall energy consumption was increased by +0.9% year to date across the water supply network.				
				Nov 2025	Dec 2025	Jan 2026	YTD
			Levin WTP	-5.7	-9.6	-10.8	-1.8
			Foxton WTP	+44.5	+40.4	+70.8	+28.1
			Foxton Beach WTP	+10.5	-18.9	+5.2	+34.1
			Tokomaru intake pumps	+1.5	-20.8	-28.2	-15.1
			Levin intake	-10.5	-13.7	-21.7	-12.6
			Lady's mile Foxton	+12.8	+8.2	+15.8	-8.3

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable				
			Clyde bore	+9.4	-1.7	+19.5	+5.5
<b>OPM-WS2</b> Provision of a sustainable and resilient water supply for Levin.	Develop and implement the Levin Water Treatment Plant Master Plan.	Adopt master plan and meet 100% of milestones.	<b>On track</b> As at 31 January 2026 Work has continued progressing the priority workstreams including: <ul style="list-style-type: none"> <li>Update of the masterplan to include work done to date.</li> <li>Development of the Principal Requirements for the following work streams: Clarifier Bypass/Standby UV/Filter gallery pipework renewal.</li> <li>Concept design for a new treated water reservoir.</li> </ul>				

## Wastewater Treatment

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable				
<b>OPM-WW1</b> We reduce our impact on the environment.	Reduce energy consumption across the wastewater network.	Decrease energy consumption by 3% year on year.	<b>Not on track</b> As at 31 January 2026 Overall energy consumption was increased by 0.2% year to date across the wastewater network.				
				Nov 2025	Dec 2025	Jan 2026	YTD
			Mako road sewage pump	+48	+31	+21.8	+19.5
			Effluent disposal pump Hōkio Sands	-30.2	+10.1	+7.7	-10.4
			Levin WWTP	+17.9	+5.1	+1.1	+8.3

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable			
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Levin WWTP transfer pump	+21.8	-65.4	+10.1	-17.2	
Waitārere WWTP	+156.3	+78.3	+12.4	+58.7	
“The Pot” pumping station	+7.3	+6.1	+1.7	-11.6	

**OPM-WW2**

We reduce our impact on the environment.

Implement the Levin Wastewater Treatment Plant Master Plan.

100% of masterplan milestones met.

**On track**

As at 31 January 2026

Implementation of the master plan is underway. The following priority work streams are being progressed.

- Development of the masterplan into a delivery plan for future investment.
- Stage 2 of the Inlet pipe and Bulkmain construction is underway.
- Headworks request for tender went out to market in November 2025. Submissions close 10 April 2026. Construction planned for 2026/27.
- Concept Design – to develop the future layout, sizing, flows and loads.
- The Pot irrigation expansion analysis in preparation for consenting for new irrigation area to meet the needs for 2045.

## Stormwater

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable			
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**OPM-SW1**

We identify priority areas to focus our stormwater

Develop and implement a Catchment Management Plan Work Plan including milestones.

100% of milestones met.

**Not on track**

As at 31 January 2026

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
investment on such as resilience and freshwater quality.			The Catchment Management Plan Work Plan is scheduled for adoption by 1 July 2026.

## Land Transport

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
There are no Operational Performance measures for this activity.			

## Solid Waste

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<b>OPM-SD1</b> Reduce our impact on the environment Promote Waste Minimisation in the community.	Number of opportunities <sup>12</sup> in which the community is educated on waste minimisation practices.	≥ 6	<b>On track</b>  As at 31 January 2026 15 opportunities to educate the community on waste minimisation practices were provided: <ul style="list-style-type: none"> <li>• 6 Waste events, including the Council Expo,</li> <li>• 3 Community Connection posts</li> <li>• 6 Facebook posts</li> </ul> 16 Enviroschools are enrolled district wide.

## Community Facilities and Services

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<b>OPM-CF1</b> Customers have access to programmes and initiatives	Number of participants in programmes delivered from our Community Facilities that provide	≥ 30,000	<b>On Track</b>  As at 31 January 2026

<sup>12</sup> School programmes, communications, events etc.

<b>Ref &amp; Service</b>	<b>How performance is measured</b>	<b>Target</b>	<b>On track/Not on track/Unable to report/Not applicable</b>
that enhance the wellbeing of the district.	equitable access to community services.		<p>Participation levels are tracking slightly below the proportional target at this point in the year. This reflects a deliberate shift in approach, with the programme focusing on fewer events overall but prioritising activities that attract larger audiences and deliver greater community impact.</p> <p>Several significant events are scheduled in the coming months, including Matariki celebrations and other community programmes that traditionally draw strong participation. Based on the current programme pipeline and anticipated attendance, staff are confident the annual target remains achievable.</p>
<b>OPM-CF2</b> Providing affordable and accessible community spaces for groups.	Percentage of bookings that paid a community or free rate.	≥ 60%	<p><b>On track</b></p> <p>As at 31 January 2026 86% (1,162/1,350) of bookings were charged in accordance with a community or free rate.</p>
<b>OPM-CF3</b> We are prepared and equipped to prevent high risk situations <sup>13</sup> by having an appropriate number of appropriately trained staff and relevant equipment.	Number of high-risk incidents.	0	<p><b>On track</b></p> <p>As at 31 January 2026 There were no high-risk incidents.</p>

<sup>13</sup> Resuscitation required.

## Community Infrastructure

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<p><b>OPM-CI1</b></p> <p>A range of parks and reserves that are affordable, well maintained, safe and provide for the recreational (play and sport), cultural and environmental wellbeing of the community.</p>	Residential dwellings in urban areas are within 400 metres of a local reserve (either Council or privately provided) and within 800 metres of playgrounds or reserves destinations.	≥ 80% of residential dwellings.	<p><b>On track</b></p> <p>As at 31 January 2026</p> <ul style="list-style-type: none"> <li>81% residential dwellings in urban areas were within 400 metres of a local reserve (either Council or privately provided) and</li> <li>90% were within 800 metres of playgrounds or reserves destinations.</li> </ul>

## Property

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<p><b>OPM-P1</b></p> <p>We have processes to ensure Council properties are used and maintained appropriately and safely.</p>	Percent of buildings with compliance schedules that will have current building WOF.	100% of buildings.	<p><b>On track</b></p> <p>As at 31 January 2026</p> <p>100% (22/22) of buildings with compliance schedules have a current building WOF.</p>
<p><b>OPM-P2</b></p> <p>We have processes to ensure Council properties are used and maintained appropriately and safely.</p>	Planned maintenance of Council owned properties as detailed in the asset register is carried out or appropriately deferred.	Achieve	<p><b>On track</b></p> <p>As at 31 January 2026</p> <p>18/21 planned maintenance of Council owned properties were carried out or appropriately deferred as detailed in the asset register.</p>

## Representation and Community Leadership

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<b>OPM-RCL1</b> Māori engagement is improved.	A Māori Engagement Framework is developed, implemented and monitored.	Achieve	<p><b>On track</b></p> <p>As at 31 January 2026</p> <ul style="list-style-type: none"> <li>The Iwi/Hapū Relationships Framework was adopted by Council in August 2025.</li> <li>The new name is Tiraki and it is available on our Council website.</li> <li>Work is being undertaken to operationalise the framework. Latest progress includes: <ul style="list-style-type: none"> <li>Partnership agreements are being reviewed</li> <li>Implementation approaches are being investigated</li> </ul> </li> </ul>

## Community Support

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable																																
<b>OPM-CS1</b> Māori aspirations are supported.	Number of local programmes, grants and activities that respond to Māori aspirations.	Increase baseline: Baseline for 2025/26: <ul style="list-style-type: none"> <li>2 local programmes</li> <li>25 grants and</li> <li>10 activities</li> </ul>	<p><b>On track</b></p> <p>As at 31 January 2026</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Programmes</th> <th>Grants</th> <th>Activities</th> </tr> </thead> <tbody> <tr> <td>July 2025</td> <td colspan="3">Baseline established</td> </tr> <tr> <td>Aug 2025</td> <td>0</td> <td>0</td> <td>2</td> </tr> <tr> <td>Sept 2025</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Oct 2025</td> <td>0</td> <td>11</td> <td>2</td> </tr> <tr> <td>Nov 2025</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>Dec 2025</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Jan 2026</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Month	Programmes	Grants	Activities	July 2025	Baseline established			Aug 2025	0	0	2	Sept 2025	0	0	0	Oct 2025	0	11	2	Nov 2025	0	0	1	Dec 2025	0	0	0	Jan 2026	0	0	0
Month	Programmes	Grants	Activities																																
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Oct 2025	0	11	2																																
Nov 2025	0	0	1																																
Dec 2025	0	0	0																																
Jan 2026	0	0	0																																

**Ref & Service**

**How performance is measured**

**Target**

**On track/Not on track/Unable to report/Not applicable**

<b>YTD</b>	<b>0</b>	<b>11</b>	<b>5</b>
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**OPM-CS2**

The wellbeing of our diversity community is enhanced through opportunities to connect.

Number of opportunities to connect supported by Council.  $\geq 30$

**On track**

As at 31 January 2026  
28 opportunities to connect were supported by Council:

Month	No. of opportunities
July 2025	4
Aug 2025	9
Sept 2025	3
Oct 2025	7
Nov 2025	1
Dec 2025	3
Jan 2026	1
<b>YTD</b>	<b>28</b>

**OPM-CS3**

Provide opportunities for community organisations to train staff in essential skills and increase overall capability of our workforce.

Number of individuals participating in Capacity and Capability Building Programme workshops or training over the year.  $\geq 200$

**Not on track**

As at 31 January 2026  
77 individuals participated in Capacity and Capability Building Programme workshops or training year to date.

Month	No. of opportunities
July 2025	32
Aug 2025	12
Sept 2025	5
Oct 2025	12
Nov 2025	16

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable						
			<table border="1"> <tr> <td>Dec 2025</td> <td>0</td> </tr> <tr> <td>Jan 2026</td> <td>0</td> </tr> <tr> <td><b>YTD</b></td> <td><b>77</b></td> </tr> </table> <p>Note: There were no activities in December and January due to staffing shortages and the holiday period.</p> <p>While the target is currently not being met, staff remain committed to achieving it and are actively identifying actions to reach the target.</p>	Dec 2025	0	Jan 2026	0	<b>YTD</b>	<b>77</b>
Dec 2025	0								
Jan 2026	0								
<b>YTD</b>	<b>77</b>								
<b>OPM-CS4</b> Youth who are not in education or work are supported onto a positive pathway to training or employment.	Number of youths supported into employment or training.	≥ 35	<p><b>Not on track</b></p> <p>As at 31 January 2026 2 young people were supported into employment.</p> <p>Note: Two full-time resources are now employed and therefore and in the next reporting period, we will be reporting approximately 20 placements. The Team have also been running programming and employer information sessions to support rangatahi in building their skills. There are still challenges with the local job market and number of available roles.</p>						
<b>OPM-CS5</b> Connecting our community and Council through authentic engagement.	Increase our Net Promotor Score <sup>14</sup> .	Increase by 8.0 points year on year.	<p><b>Unable to Report</b></p> <p>The next Annual Customer Satisfaction Survey results will be available in June 2026.</p>						

<sup>14</sup> NPS measures the loyalty of customers to a company. NPS scores are measured with a single-question survey and reported with a number from the range -100 to +100, a higher score is desirable.

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<b>OPM-CS6</b> Connecting our community and Council through authentic engagement.	Increase brand perception via overall customer satisfaction <sup>15</sup> .	Increase by 6% year on year.	<b>Unable to Report</b>  The next Annual Customer Satisfaction Survey results will be available in June 2026.
<b>OPM-CS7</b> Drive sustainable visitor growth to the district, build local tourism capability and work alongside iwi, business and community to achieve favourable economic, social, environmental and cultural outcomes.	Increase total number of engaged sessions <sup>16</sup> to <a href="https://horowhenuanz.co.nz">https://horowhenuanz.co.nz</a> .	Increase by 10% year on year.	<b>On track</b>  As at 31 January 2026 Engaged sessions increased to 38,670, up 17% on the same period last year.
<b>OPM-CS8</b> Drive sustainable visitor growth to the district, build local tourism capability and work alongside iwi, business and community to achieve	Increase total number of website referrals <sup>17</sup> from <a href="https://horowhenuanz.co.nz">https://horowhenuanz.co.nz</a> .	Increase by 10% year on year.	<b>On track</b>  As at 31 January 2026 Year-to-date website referrals reached 15,729, representing a 46% increase on the same period last year.

<sup>15</sup> A Customer Satisfaction score gauges how happy consumers are with a purchase or interaction.

<sup>16</sup> Engaged Sessions - how many of our visitors are "engaged" with our website? Google Analytics will count a session as engaged if (1) it lasts longer than 10 seconds, (2) it includes at least one conversion and (3) it includes two or more page views.

<sup>17</sup> Website Referrals means outbound link clicks to local businesses or experiences.

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
favourable economic, social, environmental and cultural outcomes.			
<b>OPM-CS9</b> Using data and insights to drive positive change in the organisation.	Demonstrate use of Voice of Customer insights to improve customer experience and service delivery.	Narrative describing improvements made using voice of the customer data.	<p><b>On track</b></p> <p>As at 31 January 2026</p> <p>Monthly pulse surveys commenced in January 2026, with surveys being sent to customers who lodged a CRM and it was closed in the previous month. Survey response rate is sitting at 30% with responses being sent to SLC to provide insight and enable direct follow-up.</p> <p>Improvements made using voice of the customer responses include:</p> <ul style="list-style-type: none"> <li>• Amendments to our public information on our website for property files;</li> <li>• Changes to our template letters used for swimming pool inspection bookings;</li> <li>• Reviewed the way our afterhours system records barking dog complaints.</li> </ul>
<b>OPM-CS10</b> Staff have knowledge and understanding to effectively engage with Māori.	A cultural competence framework <sup>18</sup> is developed and milestones are met.	100% of milestones.	<p><b>As at 31 January 2026</b></p> <p>Progress toward strengthening cultural competency across the organisation is being achieved through internal capability building initiatives, including a series of Tūhono workshops delivered across a range of topics.</p>

<sup>18</sup> May include core competency areas such as Te Reo Māori, Te Ao Māori, Kawa & Tikanga, Te Tiriti o Waitangi and Engagement with Māori.

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
			<p>To date, 190 staff have participated in these sessions, supporting increased understanding and confidence in engaging with te ao Māori and iwi/hapū partners.</p> <p>This approach is contributing to achieving the intent of the measure.</p>
<p><b>OPM-CS11</b> Provide funding for projects and initiatives that build partnerships and are community-led.</p>	<p>Successful grant applications demonstrate benefits that align to Council's outcomes and priorities.</p>	<p>≥ 95%</p>	<p><b>On track</b></p> <p>As at 31 January 2026 100% of successful Round 1 grant applications (closed on 31 August 2025) demonstrated benefits that align to Council's outcomes and priorities.</p> <p>The accountability reports for the Round 1 grant application accountabilities are due on 31 July 2026.</p> <p>Round 2 is due to close 3 March 2026.</p>

## Regulatory Services

Ref & Service	How performance is measured	Target	On track/Not on track/Unable to report/Not applicable
<p><b>OPM-RS1</b> Community wellbeing is protected by being kept safe from dogs identified as posing the most risk.</p>	<p>The percentage of cases of non-compliance for dogs that are classified as dangerous or menacing, reach compliance within 3 months.</p>	<p>≥ 95%</p>	<p><b>Not on track</b></p> <p>As at 31 January 2026 92.9% (13 out of 14) cases of non-compliance for dogs that are classified as dangerous or menacing, reached compliance within 3 months.</p>

<b>Ref &amp; Service</b>	<b>How performance is measured</b>	<b>Target</b>	<b>On track/Not on track/Unable to report/Not applicable</b>
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			In addition to the 14 cases above, a further 1 dog that was classified as menacing in January 2025, is still within the three-month timeframe to comply with their relevant condition.
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**Horowhenua**



DISTRICT COUNCIL