

Community Connection

Issue 186 SEPTEMBER 2023

Horowhenua
DISTRICT COUNCIL



Bernie Wanden

Message from the Mayor

Kia ora koutou,

Kia kaha te reo Māori! This week as a nation we embraced Te Wiki o Te Reo Māori – Māori Language week. At Horowhenua

District Council, the week began with the raising of the Tino Rangatiratanga flag and waiata. Yesterday we joined in Te Wā Tuku Reo moment which commemorates the date and moment that the fight began for the revitalisation of Te Reo Māori by singing together at Te Takeretanga o Kura-hau-pō. The goal was for two million people to be celebrating Te Reo Māori all together at the same time. At midday today, Friday 15 September, Muaūpoko Tribal Authority and Raukawa Whānau Ora are joining our Council Waiata Group Te Karanga o te Tui for a concert (konohete) to mark the special occasion.

Along with the revitalisation of Te Reo, we have been celebrating other exciting things happening in our rohe (district).

Our contractor, Recreational Services (RS) Horowhenua won the RS Positive Image Award for the sixth year in a row. This is an outstanding achievement reflected in the beautiful way they maintain and beautify our spaces in Horowhenua and how they support hapori (community) events. They consistently go above and beyond supporting community initiatives and we congratulate the team on their well-deserved recognition. We are proud to work with them.

In this Community Connection we have included findings from our recent resident satisfaction survey. This was the second year using Ask Nicely, an online Voice of the Customer software. It's also the first time we've been able to benchmark our Net Promoter Score to gauge overall performance,

and we were delighted to learn that more people are satisfied with our services. Thank you to the more than 2,000 people who took part to help us identify areas for improvement.

The next nine months are going to be critical as Council looks to develop a Long Term Plan for the next 20 years. Although we have uncertainty at present with the General Election and Central Government reforms, we still need to carefully manage what we have in front of us as best we can including reviewing policies and strategies, and taking into account new growth assumptions. We will be seeking your views and opinions on ways to do this in the current economic environment, and continue to deliver core services well. In addition, we will need to know public opinion on investment in community amenities and facilities that will keep our rohe current. We are just like a household trying to balance and work within a budget.

I've enjoyed having time to get out and about during the past couple of weeks and appreciated being part of the pōwhiri onto Paranui Pā which has been closed for quite some time and re-opened following refurbishment of their ablutions block. Last week I got out to Shannon to meet with Shannon Progressive Association representatives. It was a good opportunity to discuss challenges and what Council can do to support the town.

Last weekend I attended the Fairfield School reunion where they celebrated and reminisced the schools 60 years and I also enjoyed the annual Scottish Ball held at the Memorial Hall in Levin. Well done to organisers of both events, I know how much hard work and planning goes into these to ensure their success.

Mayor Bernie Wanden

HOW ARE WE REALLY DOING?



Scan this QR code to complete a survey about our water services.

This survey should take less than two minutes to complete and we'd love to hear your thoughts.



Council Meetings



Te Awahou Foxton Community Board Public Forum
Monday 18 September 2023,
5.30pm to 6pm

Foyer, Te Awahou Nieuwe Stroom,
92 Main Street, Foxton



Te Awahou Foxton Community Board Meeting
Monday 18 September 2023, 6pm

Ngārongo Iwikātea Room, Te Awahou
Nieuwe Stroom, 92 Main Street, Foxton



Community Wellbeing Committee Meeting
Wednesday 20 September 2023, 1pm

Council Chambers, 126 Oxford Street, Levin

Meeting dates and times are subject to change. Please refer to horowhenua.govt.nz/Council/Council-Meetings for the full meeting schedule, minutes and agendas.

Important Notices

Right to demand a Poll on Electoral System

Notice is given under section 28(1) of the Local Electoral Act 2001 that electors of the Horowhenua Council have the right to demand a poll on the electoral system to be used at the next two triennial general elections (2025 and 2028) of the Horowhenua District Council.

The choice is between the First Past the Post (FPP) and the Single Transferable Vote (STV) electoral systems. Unless a poll determines otherwise, the FPP electoral system will continue to be used for the Horowhenua District Council.

A valid demand for a poll must be in accordance with sections 29 and 30 of the Local Electoral Act 2001, being:

- Made in writing.
- Signed by at least 5 percent of electors enrolled as eligible to vote at the previous triennial election of the Horowhenua District Council. This will require a minimum of 1,280 signatures.

- Delivered to the office of the Horowhenua District Council, 126 Oxford Street, Levin by 5pm Monday, 11 December 2023 (poll to be held by 12 March 2024).
- If a valid demand for a poll is received/resolution to hold a poll is passed after 11 December 2023, a poll may still take place after 14 March 2024 but the results of the poll will take effect for the 2028 and 2031 local elections.

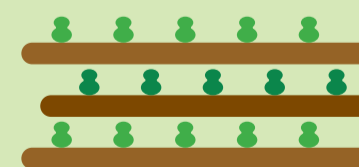
Every elector who signs a demand must also set out their full name and the address for which they are qualified as an elector of the Horowhenua District Council.

For further information, please contact Ashley Huria, phone 06 366 0999 or email at ashleych@horowhenua.govt.nz.

Dated at Levin, this 6th day of September 2023.

Monique Davidson

Chief Executive
Horowhenua District Council



Did you know a garden spade can save you up to 50% on your waste disposal costs? A recent analysis of waste in Horowhenua has shown that more than 50% of waste is kitchen or green waste.

To keep this out of landfill and to save on landfill costs, consider grabbing a garden spade and burying your food scraps in the garden! Meat waste when cooked could also be kept for delicious stock for soups.

Resident Satisfaction Survey 2023

One of the ways we measure the public perception of how we are performing is through our annual survey of residents.

The survey was conducted in June and was available online between 2 and 28 June. A total of 2091 surveys were completed, a 48% increase in individual responses compared to 2022.

Thank you to everyone who took the time to answer the survey questions and provide feedback on how we're progressing. Your input will help us determine which areas we need to focus on most.

Rubbish and Recycling



Council facilities

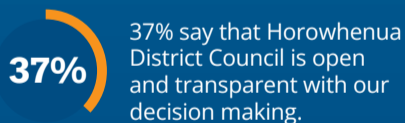
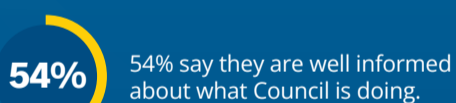
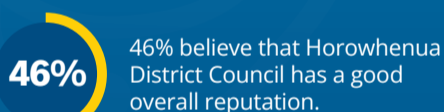
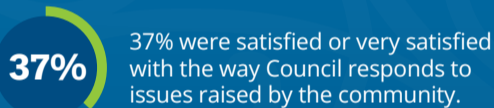


Water services

Roads

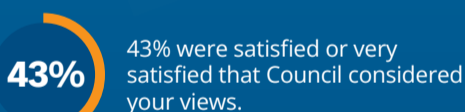


Leadership



Consulting with our community

We asked how satisfied you were with processes to provide feedback on Council plans or strategies.



69% Overall satisfaction with Council facilities and services for 2023 was 69%.

Alongside customer satisfaction measurements, for the last two years, we've also been measuring Net Promoter Score (NPS) - a customer loyalty and satisfaction metric. NPS can range from -100 to 100.

-8.0 Net Promoter Score (NPS) improved 8.0 points compared to 2022 which was -16.0.

Method used

The 2023 survey was conducted solely via Ask Nicely an online Voice of Customer survey tool. 10 surveys (broken down by different Council services and facilities) were sent via email to our emailable ratepayer base and via social media post to a broader Horowhenua target audience.

We received 6,051 collective survey responses (those people who completed more than one survey) and 2091 individual responses.

The surveys had a margin of error ranging from 3% to 5% with a 95% confidence level, meaning the sample size is robust and reflective of a cross section of our community, and results are statistically significant.

Customer service at Aquatics Horowhenua, Te Takeretanga o Kura-hau-pō, Horowhenua District Council Main Office and Te Awahou Nieuwe Stroom achieved 68% satisfaction, with the Library services scoring an overall 94% satisfaction rate.

FUTURE PATHWAYS

Connecting young people with their future careers

Meet employers, training providers and social services and embark on a new adventure!

OCT 12 Thursday 12 October 2023
10am to 2.30pm
Te Takeretanga o Kura-hau-pō

FREE