

Kaunihera | Council

Ngā Tāpiritanga – Mēneti | Attachments – Minutes

Attachments – Minutes of a meeting of an ordinary meeting of Matamata-Piako District Council held in the Council Chambers, 35 Kenrick Street, TE AROHA on 28 Aug 2024 at 9:00.

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Note: *The attachments contained within this document are for consideration and should not be construed as Council policy unless and until adopted. Should Councillors require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.*



Annual Report 2023/24 overview

Financials

Ngā Pānui A-Pūtea

Financial Statements

Statement of Comprehensive Revenue and Expense

For year ended 30 June 2024

Actual 2022/23 \$000		Notes	Annual Plan 2023/24 \$000	Actual 2023/24 \$000
Revenue				
45,152	Rates	2	51,129	50,741
7,553	Subsidies and grants	2	7,597	9,935
11,044	Fees and charges	2	10,886	10,195
8,271	Development and financial contributions		1,758	3,003
723	Interest revenue	2	458	1,191
15,446	Other revenue	2	500	15,383
88,189	Total revenue		72,328	90,448
Expenses				
21,808	Personnel costs	3	23,851	24,425
21,670	Depreciation and amortisation	14	22,608	22,434
2,183	Finance costs	4	2,089	2,933
30,596	Other expenses	5	26,631	32,439
76,257	Total expenses		75,179	82,231
11,932	Surplus/(deficit)		(2,851)	8,217
Other comprehensive revenue and expense				
3,656	Financial assets at fair value through other comprehensive revenue and expense	20	-	(847)
59,796	Property, plant and equipment revaluations	20	24,127	(493)
63,452	Total other comprehensive revenue and expense		24,127	(1,340)
75,384	Total comprehensive revenue and expense		21,276	6,877

Explanations of major variances against budget are provided in Note 24. The accompanying notes form part of these financial statements.

Statement of Changes in Equity

For year ended 30 June 2024

Actual 2022/23 \$000		Notes	Annual Plan 2023/24 \$000	Actual 2023/24 \$000
876,066	Balance at 1 July		932,368	
272	Adjustment on adoption of PBE IPSAS 41	25		
876,338	Adjusted balance at 1 July		953,644	
75,384	Total comprehensive revenue and expense for the year		21,276	
951,722	Balance at 30 June			

Explanations of major variances against budget are provided in Note 24. The accompanying notes form part of these financial statements.

Statement of Financial Position

As at 30 June 2024

Actual 2022/23		Notes	Annual Plan 2023/24	Actual 2023/24
\$000			\$000	\$000
Assets				
Current assets				
4,432	Cash and cash equivalents	6	341	11,453
6,400	Receivables	7	2,946	5,328
717	Prepayments		400	703
868	Inventory	8	896	878
1,400	Non-current assets held for sale	9	-	1,050
-	Derivative financial instruments	10	-	36
	Other financial assets			
8,900	-Term Deposits	11	5,400	13,900
32	-Investments in CCOs and other similar entities	11	70	273
-	-Investments in other entities	11	-	-
22,749	Total current assets		10,053	33,621
Non-current assets				
1,589	Derivative financial instruments	10	1,000	1,228
	Other financial assets			
37,542	-Investments in CCOs and other similar entities	11	33,597	37,029
111	-Investments in other entities	11	122	111
951,242	Property, plant and equipment	12	980,874	970,061
511	Intangible assets	13	422	450
990,995	Total non-current assets		1,016,015	1,008,879
1,013,744	Total assets		1,026,068	1,042,500
Liabilities				
Current liabilities				
13,470	Payables and deferred revenue	15	10,272	14,865
7,000	Borrowings	16	7,000	12,000
2,613	Employee entitlements	17	2,273	2,639
191	Provisions	18	41	191
23,274	Total current liabilities		19,586	29,695
Non-current liabilities				
38,000	Borrowings	16	52,119	53,500
362	Employee entitlements	17	325	367
386	Provisions	18	394	344
38,748	Total non-current liabilities		52,838	54,211
62,022	Total liabilities		72,424	83,906
951,722	Net assets (assets minus liabilities)		953,644	958,594
Equity				
473,709	Accumulated funds	20	459,637	481,921
478,013	Other reserves	20	494,007	476,673
951,722	Total equity		953,644	958,594

Explanations of major variances against budget are provided in Note 24. The accompanying notes form part of these financial statements.

24. Major variances to budget

Major variances to budget	Annual Plan 2023/24 \$000	Actual 2023/24 \$000	Explanation for major variances to budget
Statement of Comprehensive Revenue and Expense			
Rates	51,129	50,741	Revenue from metered water rates was \$736,000 lower than budgeted for the year, or 22% behind budget. Offsetting this slightly, growth in the number and value of rating units across the district was slightly more than budgeted for at the time the rates were set for 2023/24, resulting in more revenue from rates. And income from rates penalties was \$158,000 more than budgeted.
Subsidies and grants	7,597	9,935	Unbudgeted Government grants were received in 2023/24 including Transport Choices funding of \$745,000, Better Off Funding of \$1,232,000, Affordable Waters transition funding grants of \$225,000, capital funding towards the kerbside organics implementation \$215,000.
Fees and charges	10,886	10,195	Overall there were three key areas where fees and charges were significantly behind budget for the year; Pools and Spas \$595,000, Building consents \$568,000 and revenue from the Refuse Transfer Stations \$350,000. These areas were offset by higher fees and charges from Resource consents \$214,000, Tradewaste charges \$146,000, District Plan receipts \$99,000, Cemeteries \$90,000, Licencing and enforcement \$70,000, and Roading (eg road closure fees) \$69,000.
Development and financial contributions	1,758	3,003	Revenue from contributions exceeded budget with major developments in the district, particularly in Morrinsville and Matamata.
Interest revenue	458	1,191	Council held an additional \$7m in term deposits from August 2023 to April for the purposes of pre-funding debt maturing in April 2024. A further \$5.5m was held from April through to year end for pre-funding of debt maturing in the first quarter of 2024/25. And \$6.5m was raised in June for debt maturing in April 2025. The interest from these investments more than offset the additional interest costs from borrowing the funds sooner than required. These additional funds held, along with increasing interest rates over the year resulted in greater interest revenue than budgeted.
Other revenue	500	15,383	Infrastructural assets and land vested to Council through the subdivision process this year amounted to \$12.7 million. Also reflected in other revenue is a \$2.2 million net gain from the sale of land in Matamata.
Personnel costs	23,851	24,425	Market salary and wage movements were higher than budgeted, offset by some vacancies, and annual leave entitlements increased slightly.
Finance costs	2,089	2,933	The additional borrowing to pre-fund maturing debt across the year, (which is offset by higher than

Major variances to budget	Annual Plan 2023/24 \$000	Actual 2023/24 \$000	Explanation for major variances to budget
			budgeted interest revenue from the investment of those funds) and the rising interest rates over the year resulted in higher interest costs than budgeted.
Other expenses	26,631	32,439	<p>Council has incurred some significant unplanned overruns in operating costs compared to budget over 2023/24. Significant areas include;</p> <p>Three Waters – Consent and compliance costs and the need to contract expertise has resulted in additional costs compared to budget include water \$239,000 and wastewater \$560,000 and costs of the Water and Wastewater Business unit are \$188,000 higher than budgeted.</p> <p>Roading – Costs were \$350,000 higher than budgeted across the roading activity, \$171,000 of that was higher power costs for streetlighting.</p> <p>Consents and Licensing – while development activity has slowed from recent highs in the district, the level of work required external contractors to keep up with demand and to fill staff vacancies. Some of this additional cost was partially offset by higher resource consent fee income.</p> <p>Community Facilities – Costs of maintaining parks and reserves, trees and cemeteries increased \$375,000 above the level budgeted for 2023/24. Maintenance costs for Elderly Persons Housing was \$158,000 above budget (with this activity being ring-fenced). And there were a number of one-off expenses totalling \$630,000 including the Te Aroha Pool painting, Te Aroha Office Seismic review, Waihou Depot water supply, Tauhei hall carpark reseal, Piarere hall demolition costs (that are offset by insurance proceeds) and costs attributable to the sale of 26 Rockford Street (which are offset by sale proceeds).</p> <p>Strategy and Engagement – Subsequent to the budget, Council approved work funded from reserve funds to continue investigation into the Te Aroha Spa development project, the Matamata stadium project, Freedom Camping bylaw (largely offset by Government grants received), and the Organisation Restructure project. Audit fees were significantly higher than budgeted with increased fees compared to budget as well as additional recoveries charged in respect of the 2023 audit and the LTP audit.</p> <p>Insurance costs were \$358,000 higher than budgeted due to rising premiums.</p>

Major variances to budget	Annual Plan 2023/24 \$000	Actual 2023/24 \$000	Explanation for major variances to budget
			Other expenses includes a loss of \$326,000 in the book value of Councils interest rate swap portfolio as at 30 June, as long term swap rates moved downwards towards the end of the period.
Financial assets at fair value through other comprehensive revenue and expense	-	(847)	The carrying value of Council's investment in the Waikato Regional Airport decreased following a large tax expense resulting in a deficit for the year for the Airport company, which came about from remeasuring deferred tax liabilities arising from property plant and equipment.
Property, plant and equipment revaluations	24,127	(493)	While Council had budgeted to undertake revaluations of roading, utilities and land assets at 30 June, given the increasing operational costs of undertaking this work, the current budget pressures, and indications that movements in the fair value of these assets for the year was not material, a decision was made to delay the valuations, and look at spreading them over future years. Reflected is the effect of asset disposals and impairment on the revaluation reserve.

Major variances to budget	Annual Plan 2023/24 \$000	Actual 2023/24 \$000	Explanation for major variances to budget
Statement of Financial Position			
Current assets	10,053	33,621	Term deposits and cash held at year end was higher than budgeted due to \$12.5m being held on deposit to pre-funded upcoming debt maturities. Receivables and accrued income at 30 June was significantly higher than budgeted, particularly due to accrued income. Morrinsville land and two own-your-own properties are recognised as held for sale at year end.
Non-current assets	1,016,015	1,008,879	Revaluations of our infrastructural and land assets were not undertaken this year as budgeted. Offsetting this, the value of assets vested in Council this year was \$12.5m higher than budgeted.
Current liabilities	19,586	29,695	Accounts payable at 30 June 2024 were higher than budgeted due to the timing of projects and contract payments falling due. We also had an increase in bonds held at year end related to development.
Non-current liabilities	72,424	83,906	An additional \$12.5m was borrowed to pre-fund maturing debt across the coming year. Otherwise external borrowing was lower than budgeted, both due to higher than anticipated cashflows from development contributions which offset capital borrowing requirements, and the capital programme not progressing as quickly as budgeted.

Performance measure results as of 21/08/2024

Key:

Achieved

Not Achieved

N/A – Not measured

Ngā wāhi māna me ngā rawa ā-hapori (hui katoa) Community Facilities and Property

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
Ngā Tūnga Motukā me Ngā Rawa o te Tiriti Carparks and Street Furniture					
We provide well maintained carparks and street furniture and respond to vandalism and graffiti in a timely manner.	90% or more of damage, vandalism and graffiti complaints regarding Council carparks and street furniture responded to within the assigned timeframe. ¹	90%	<input checked="" type="checkbox"/> 66.7%	<input checked="" type="checkbox"/> 67%	Three complaints were received. Two were completed within the timeframes and one was not. One complaint was safety related and had a response target of two hours, while two complaints were not safety related and had a response target of two working days.
Ngā Urupā Cemeteries					
Cemeteries are maintained to a high standard	Percentage of people who have visited a Council cemetery in the last year who are satisfied/very satisfied with the cemeteries.	80%	<input checked="" type="checkbox"/> 89%	<input checked="" type="checkbox"/> 80%	This year's result achieved the target but was a decline from the 22-23 result. Dissatisfaction was 5% among users. Reasons for dissatisfaction included uneven footpaths, poor condition and need for better planning for planting. ²

¹ Target as set in the 2021-31 LTP. 2 working hours if complaint is a safety risk (e.g. broken glass), 2 working days for all other calls.

² Results from the Annual Community Views Survey. 80% of users were very satisfied/satisfied, 13% were neither/nor, 5% were dissatisfied/very dissatisfied and 2% didn't know. The decrease in satisfaction reflects an increase in users selecting the 'neither/nor option'. Dissatisfaction increased by 4% among users.

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
Te Whakahaere I te Whare me Ngā Rawa Housing and Property					
We provide housing that meets the needs of elderly people.	Percentage of elderly persons housing tenants who are satisfied/very satisfied with the standard of maintenance and accommodation.	80%	☑ 82%	☑ 92%	The majority of residents are happy with the housing Council provides. This result is an improvement from previous years. ³
We provide affordable elderly persons housing	Rent charged for elderly persons housing is below the market median for the District.	Rents below market median	☑ Achieved	☑ Achieved	One bedroom units \$230 per week Two bedroom units \$290 per week. This is below the market median of \$410 for a 2 bedroom flat in Morrinsville. ⁴
Elderly Persons Housing is well utilised.	Percentage of available elderly persons housing occupied.	95%	☑ 96.5%	☑ 95.9%	19 of 109 properties had periods of vacancy in the 2023/24 year.
Ngā Wharepukapuka Libraries					
Our library services are accessible to the community.	Visitor and online user numbers are maintained.	Within 5% of 5 year average	☑ Achieved	☑ Achieved	There were 216,500 visitors to our libraries (includes online, and in person). This is a decrease from last year (238,142 visitors) but still within the 5% range. ⁵
Our library resources support community needs.	The percentage of users who are satisfied/very satisfied with library services.	90%	☑ 93%	☑ 91%	This result was above the target, but was a very slight decline from the satisfaction result from last year. Reasons for dissatisfaction include lack of range of resources, relying on out-of-town orders, and the library spaces not being comfortable. ⁶

³ We have 109 elderly person homes that Council manages. A survey was provided for all tenants to fill out. 78 residents completed the survey.

⁴ Data is collected from the Tenancy Services website. This tool does not provide market medians for Matamata Piako District as a whole. Instead, it provides separate market medians for 2 bedroom housing in Matamata, Morrinsville and Te Aroha. The website only provides information on 2 bedroom flats for Morrinsville.

⁵ The result is within the 5% of the five year average of 197,278 and 218,044. Although visitors to libraries increased by 12.5% and ebook platform use increased by 3.6%, this has not been able to offset the issues with Google Analytics and the library app.

⁶ Results from the Annual Community Views Survey. 91% of users were very satisfied/satisfied, 4% were neither/nor and 5% were dissatisfied/very dissatisfied.







Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
Ngā Pāka me Ngā Ara Parks and Tracks					
We provide good quality sports field facilities to meet the needs of users.	Percentage of users satisfied/very satisfied with sports fields.	80% or more	✘ 77%	✘ 75%	This year's results were on par with those from last year; however, the satisfaction result was slightly below the target. Main reasons for dissatisfaction include lack of maintenance and monitoring. ⁷
We promote and encourage the community to use our parks and reserves.	Percentage of users satisfied/very satisfied with parks and reserves.	80% or more	✔ 84%	✘ 73%	This year's result was below the target and is a significant decline from last years result. Dissatisfaction has increased significantly among respondents. The main reasons for dissatisfaction related to poor upkeep and maintenance at the parks and reserves. ⁸
Our puublic playgrounds are safe	Playground safety is assessed on a regular basis.	Annual external playground audit.	✔ Achieved	✔ Achieved	A compliance rate of 91%. The level of compliance is high compared to other cities and districts throughout the country. ⁹
		Term time inspections every 2 weeks, school holiday inspections weekly.	✘ Not achieved	✔ Achieved	32/32 playground inspections were completed on time. ¹⁰

⁷ Results from the Annual Community Views Survey. 75% of users were very satisfied/satisfied, 16% were neither/nor, 8% were very dissatisfied/dissatisfied and 1% didn't know.

⁸ Results from the Annual Community Views Survey. 72% of users were very satisfied/satisfied, 17% were neither/nor, 10% were very dissatisfied/dissatisfied and 1% didn't know.

⁹ Independent audit of playgrounds completed by Park Central. 29 parks and skate parks were audited. This result is higher than 2022/23, which was 90%.





¹⁰ Playground inspections are carried out by Council staff with assessments being made against compliance with current NZ playground safety standard NZS 5828:2015.

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
Ngā Puna me Ngā Puna Pools and Spas					
Our facilities are safe for facility users and staff.	Independent safety and quality audits of aquatic facilities.	4 audits: Te Aroha Spa Swim Zone Matamata and Te Aroha. 2 audits: Swim Zone Morrinsville	 Achieved	 Achieved	All audits were completed by an independent auditor. ¹¹
We provide well maintained aquatic facilities in the District	Percentage of users satisfied or very satisfied with pool facilities.	80% or more	 69%	 72%	Dissatisfaction with the aquatic facilities was relatively low among users (6% total), with user dissatisfaction declining from 2022/23. The primary reasons for dissatisfaction related to the need for upgrades and maintenance, more facilities, and better opening hours. ¹²
We promote and encourage our community to use aquatic facilities	The number of customers using our pool facilities are maintained.	Visitor numbers within 5% of 5 year average: 143,660 - 158,782	 Achieved	 Not achieved	140,455 people visited our pool facilities. This is less than last year, where 155,072 people visited our pool facilities. ¹³ The pool at Swim Zone Matamata was closed while the roof was replaced, which affected visitor numbers. The pool was reopened in February 2024.

¹¹ All audits were completed by Watershed

¹² Results from Annual Community Views Survey 2024. 72% of users were very satisfied/satisfied, 20% were neither/nor, 6% were very dissatisfied/dissatisfied and 2% didn't know.

¹³ The five year average includes visitor numbers during the Covid-19 pandemic in the 2019/2020 and 2020/21 reporting years. This means the data will be skewed.

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
Ngā Whareiti Tūmatanui Public Toilets					
Our public toilets are maintained to acceptable standards	The number of complaints received regarding dissatisfaction with the cleanliness of public toilets.	≤ 20	 19	 22	22 complaints were received about toilet cleanliness. This result is higher than previous results. The complaints referred to ten public toilets within the district. Four of the complaints were in regards to the Te Aroha Lawrence Ave toilets and three were in regards to the toilets at Herries Park in Te Aroha.
Ngā Wāhi A-Rēhia, Ā-Tuku Iho Recreation and Heritage					
We provide well maintained recreation and heritage facilities and respond to complaints about damage, vandalism and graffiti in a timely manner.	Percentage of damage, vandalism and graffiti complaints regarding recreation and heritage facilities responded to within the assigned timeframe of two working days.	90%	 100%	 50%	Two complaints were received. One was completed in the timeframe and one was not. ¹⁴

¹⁴ Timeframes: 2 working days, 2 working hours for safety related calls. As set out in the LTP 2021-31

Te rautaki me te whakawhitiwhiti kōrero Strategy and Engagement

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
Te Ārai Mate Whawhati Tata Civil Defence					
We are prepared to assist the community in the event of an emergency.	The evaluation of an annual exercise as a measure of effectiveness of training.	Increasing trend	<input checked="" type="checkbox"/> Achieved	Result still being finalised	A Civil Defence exercise (earthquake) was undertaken on 13 June 2024 and over 50 staff participated in the exercise. ¹⁵
Ngā Pāpāhonga me Ngā Takahanga O Te Wā Communications and Events					
We hold events to contribute to economic development, recognise volunteers, and remember our history.	Number of functions annually to recognise volunteers, ANZAC Day commemorations and contribute to economic development.	1 function volunteer recognition and Anzac Day 2 functions economic development	<input checked="" type="checkbox"/> Achieved	<input checked="" type="checkbox"/> Achieved	ANZAC Day was held on 25 April. Events to recognise volunteers were held across the district, and Business Night Out was held in October 2023. A speaker series as part of the the Long Term Plan 2024-34 consultation was held from February to March 2024 with five guest speakers.
We continue developing online services so residents and ratepayers can access information and interact with Council at any time, from anywhere.	Development of new digital service per year to allow customer to exchange money or information with Council.	1 new transaction or service per year	<input checked="" type="checkbox"/> Achieved	<input checked="" type="checkbox"/> Achieved	A new booking system for the Te Aroha spa was developed and launched in October 2023 and a website for the Long Term Plan 2024 consultation was developed and launched in March 2024.
We make Council information easy for people to find and access	Percentage of residents who are satisfied/very satisfied with ease of access to Council information.	65% or more	<input checked="" type="checkbox"/> 57%	<input checked="" type="checkbox"/> 57%	These results were similar to those seen in 2023. The primary reasons for dissatisfaction were the lack of accessible information,

¹⁵ Results provided by WRC

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
					communication issues, or website issues. ¹⁶
Te Ārahitanga Ā-Hapori Community Leadership					
People have confidence in their local elected members.	Percentage of the community satisfied with the leadership of the Councillors and Mayor.	55% or more	❌ 49%	❌ 49%	While the total level of satisfaction has remained the same as in 2023, the level of dissatisfaction has grown 7%, mainly attributed to a decline in the proportion of respondents who provided a neither nor response. The primary reasons for dissatisfaction with the leadership of the elected members related to a lack of consultation, poor visibility, and a lack of communication ¹⁷
Council involves Tangata Whenua with mana whenua status in the decision making process.	Percentage of Te Manawhenua Forum members who complete the survey who are satisfied/ very satisfied that Tangata Whenua with mana whenua status are recognised and have meaningful involvement in decision making.	75% or more	❌ 67%	❌ 50%	4 members took part in the survey. ¹⁸
We provide a safe working environment with an aim to ensure that every	Monthly reporting to Council showing our progress towards health	11 reports to Council	✅ Achieved	✅ Achieved	12 monthly reports presented to Council for updates on health and safety matters and progress.

¹⁶ Results from the Annual Community Views Survey. 57% were very satisfied/satisfied, 30% were neither/nor, 13 were very dissatisfied/dissatisfied and 2% didn't know.

¹⁷ Results from the Annual Community Views Survey. 49% were very satisfied/satisfied, 28% were neither/nor, 13% were very dissatisfied/dissatisfied and 10% didn't know.

¹⁸ Results from TMF survey. 50% were very satisfied/satisfied, 25% were neutral and 25% were very dissatisfied.

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
person working on, near, or visiting our sites goes home healthy and safe every day.	and safety targets.				
We provide timely responses to official information requests.	Percentage of official information requests responded to within legislative timeframes.	100%	✘ 92%	✘ 94%	Council received 104 official information requests. Of these 98 were responded to within the 20-day timeframe. Of those responded to outside the timeframe, five were due to human error and one received an extension of time notification.
Ngā Rautakinga me Ngā Mahere Strategies and Plans					
Our community has the opportunity to participate in Council consultation processes	Percentage of the community satisfied that they have been provided with an opportunity to be involved in consultation processes.	52% or more	✘ 42%	✘ 42%	This year, the level of total satisfaction remains the same as in 2023. However, there has been a decline in the proportion of respondents who have provided a neither nor rating, and a slight increase in the proportion of dissatisfied respondents. The primary reasons for dissatisfaction related to meetings being at poor times, poor communication from Council, and limited availability of information. ¹⁹

¹⁹ Results from the Annual Community Views Survey. 42% were very satisfied/satisfied, 33% were neither/nor, 14% were very dissatisfied and 11% didn't know.

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
We provide an annual update on progress on land use and development, and the protection of natural and physical resources of the District.	State of the Environment monitoring reports are updated on Council's website each year.	20 November	<input checked="" type="checkbox"/> Achieved	<input checked="" type="checkbox"/> Achieved	The State of the environment report was uploaded to Council's website prior to 20 November 2023.

Ngā Rori Roading

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
Ngā Rori Roading					
We provide a roading network that is safe for all users.	Year on year change in the number of fatalities and serious injury crashes on the local road network.	Reduction in fatalities and serious injury crashes year on year	❌ Not achieved	✅ Achieved	There was a decrease of 1 serious or fatal crash from last year. There were 25 serious or fatal crashes in 2023/24 and 26 in 2022/23. ²⁰
	The average quality of ride on a sealed local road network. ²¹	97%	❌ 96%	❌ 96%	99% of rural roads were assessed as smooth and 85% of urban roads were assessed as smooth. ²²
We provide a roading network that is maintained and developed to provide smoothness and comfort.	The percentage of the sealed local road network that is resurfaced.*	6.7%	❌ 5.1%	❌ 4.5%	41.840km out of 938.13km were resurfaced and 0.209km out of 35.566km of asphaltic concrete road were resealed. ²³
	The percentage of footpaths within our District that fall within the level of service or service standard for the condition of footpaths. ²⁴	95%	N/A	N/A	Data for this measure is collected every three years. The last assessment was undertaken in 2021/22 ²⁵ and the next assessment is due in 2024/25.
We provide a reliable roading network and respond to customer service	The percentage of customer service requests relating to roads and footpaths that the territorial authority	Urgent requests: 90% within 1 working day	✅ 100%	✅ 100%	0 urgent requests were received through our Customer Request Management system.
		Non urgent requests:	❌ 74%	❌ 72%	Of the 411 requests received through our

²⁰ The data for this measure was extracted from NZTA CAS System – the Crash Analysis System. There were 21 serious crashes and 4 fatal crash on Council roads. This is an increase of 3 fatal crashes and a reduction of 4 serious injury crashes from the previous year. This is a mandatory measure.

²¹ As set out in the LTP.

²² The data for this measure is extracted from RAMM (Road assessment and maintenance management). This measure only applies to the Council owned sealed roads in the District, not to unsealed roads, State Highways or private roads. This is a mandatory measure.

²³ The percentage resurfaced this year is lower than that achieved over the last four years. Council's ability to meet the resurfacing target was impacted by cost increases experienced during an inflationary environment.

²⁴ As set out in our relevant planning documents.

²⁵ The figure published in the Annual Report 2021/22 was incorrectly reported as 95.5%. The correct figure is 99.5%. The latest available figures indicate that Council is adequately maintaining the footpaths in the District.

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
requests in a timely manner.	responds within the time frame specified in the LTP	90% within 5 working days			Customer Request Management system, 297 were responded to within the timeframe.

Te para me to whakahōu Rubbish and Recycling

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
Te Para me te Whakahōu Rubbish and Recycling					
We provide kerbside rubbish and recycling collection services to urban and rural townships and transfer stations	Percentage of users satisfied/very satisfied with kerbside rubbish and recycling collection services.	Maintain baseline (80% or more)	✘ 73% ²⁶	✘ 67%	This year's result was below the target. Dissatisfaction has increased significantly this year, with the main reasons for dissatisfaction relating to inconsistent collections, small bin sizes, and a lack of collection availability. ²⁷
We provide transfer stations for the community that allow for the reuse and recovery of materials.	Percentage of residents satisfied with transfer stations.	Maintain Baseline (71%)	✘ 70%	✔ 76%	This year's result was above the target and was an increase on the previous year. Overall, dissatisfaction is 5%. The main reasons for dissatisfaction with the transfer station were its disorganisation and infrequent open hours. ²⁸

²⁶ Result in 2022/23 Annual Report showed the overall satisfaction. This measure is based on user satisfaction. Result has been updated to reflect user satisfaction.

²⁷ Results from the Annual Community Views Survey. 67% of users were very satisfied/satisfied, 14% were neither/nor, 18% were very dissatisfied and 1% didn't know. The decline in satisfaction reflects the roll-out of a new kerbside rubbish collection service in the district in 2023.

²⁸ Results from the Annual Community Views Survey. 76% of residents were very satisfied/satisfied, 17% were neither/nor, 5% were very dissatisfied and 2% didn't know.

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
We encourage residents to minimise waste disposal to landfill by providing more sustainable waste management options.	Total quantity of kerbside household waste sent to landfill.	Reduction of 1% per year	✓ 39.52kg	✗ 44.97kgs	The quantity of kerbside waste sent to landfill increased. This reflects the increase in properties participating in the kerbside collection. ²⁹
	Proportion of waste diverted (recycled or composted) from the transfer station and kerbside recycling collection service.	45% or more	✗ 43.8kgs	✓ 48%	The proportion of waste diverted has increased and has met the target. This is due to an increase of resourcing at the Refuse Transfer Stations. ³⁰

²⁹ A new kerbside collection program was rolled out in 2023. The increase reflects the number of new properties that now participate in kerbside collection

³⁰ The increase in diverted material reflects the appropriate staffing levels at the Stations, allowing for sites to be better managed and customers to be provided with advice at the sites.

Te Waimarangi Stormwater

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
Te Waimarangi Stormwater					
We have an effective stormwater system that provides an appropriate level of protection to minimise harm.	The number of flooding events that occur in our District. ³¹	0 flooding events	✔ 0 flooding events	✔ 0 flooding events	There were no flooding events in our district. As there were no flooding events in the district, no habitable floors were affected.
	For each flooding event, the number of habitable floors affected. ³²	0 habitable floors affected	✔ 0 habitable floors affected	✔ 0 habitable floors affected	
We protect the environment from stormwater contaminate discharging into waterways	Compliance with our resource consents for discharge from our stormwater system.	Zero	✔ zero	✔ zero	The stormwater system was compliant.
We have reliable stormwater systems and will respond to requests for service from our residents in a timely manner.	The median response time to attend a flooding event. ³³	≤ 4 hours	✔ n/a no flooding events	✔ n/a no flooding events	There were no flooding events in our district, therefore there were no requests from residents.
Residents are satisfied with the overall performance of the	The number of complaints we received about the performance of our	≤4 complaints per 1000 connections ³⁴	✘ 7.5 Per 1000 connections 75 total	✔ 2.5 per 1,000 connections 25 total	25 complaints about the stormwater system were received. 3 complaints remain under investigation. We received more

³¹ A flooding event is defined as an overflow of stormwater from Council's stormwater system that enters a habitable floor

³² Where a habitable floor refers to a floor of a building (including a basement) but does not include ancillary structures such as stand-alone garden sheds or garages. This definition is set by the Department of Internal Affairs

³³ Response time: Measured from the time that we receive notification to the time that service personnel reach the site.

³⁴ Expressed per 1,000 properties connected to our stormwater system. There are 10,103 stormwater connections as at the 2023/24 rates strike. This has been rounded to 10,000 connections. The target is 40 complaints total.

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	2023/24 result comments
stormwater system.	stormwater system.				complaints about our stormwater system last year due to the impacts Cyclone Gabrielle.

Te waipara Wastewater

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	Ccommentary
Te Waipara Wastewater					
We have an effective wastewater system that provides an appropriate level of protection.	The number of dry weather sewage overflows from our wastewater system. ³⁵	1 per 1000 connections (10 complaints total)	<input checked="" type="checkbox"/> 0.1 (1 total)	<input checked="" type="checkbox"/> 0.5 (5 total)	Five complaints about dry weather sewage overflows were recorded. ³⁶
We protect the environment by ensuring our wastewater is properly treated before being discharged to our environment.	Compliance with our resource consents for discharge from our wastewater system. ³⁷	Zero	<input checked="" type="checkbox"/> zero	<input checked="" type="checkbox"/> One	One abatement notice for the Waihou Wastewater treatment plant was issued. ³⁸
We have reliable wastewater systems and respond to requests for service from our residents in a timely manner.	Where we attend to sewage overflows resulting from a blockage or other fault in our wastewater system, we will measure the following median response times:	Attendance Median 4 hours	<input checked="" type="checkbox"/> 0.48 hours	<input checked="" type="checkbox"/> 0.35 hours	Six call-outs were attended and resolved within the set timeframes.
		Resolution Median 24 hours	<input checked="" type="checkbox"/> 1.8 hours	<input checked="" type="checkbox"/> 3.27 hours	

³⁵ Expressed per 1,000 connections per year to our wastewater system. There were 9,802 wastewater connections at the 2023/24 rates strike. This has been rounded to 10,000 connections.

³⁶ Dry weather is defined by the DIA as when less than 1mm of rain has fallen in a 24 hour period. The measure covers overflows of treatment plants, pump stations and other parts of the network. Dry weather sewerage overflow are defined as sewage that escapes Council's sewerage system and enters the environment during periods of dry weather. Dry weather overflows are a fundamental failure of a sewerage system. Overflows caused by wet weather are not included in the measure because they are regulated through District plans and resource consents issued under the Resource Management Act 1991.

³⁷ Measured by the number of: abatement notices, infringement notices, enforcement orders, and convictions, received in relation to those resource consents.

³⁸ Waikato Regional Council issued an abatement notice on 10 October 2023.

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	Ccommentary
	The total number of complaints received by Council about any of the following: 1) Sewage odour 2) Wastewater system faults 3) Wastewater system blockages 4) Council's response to issues with our wastewater system	≤16 per 1000 connections (≤160 total) ³⁹	<input checked="" type="checkbox"/> 3.8 per 1000 38 total	<input checked="" type="checkbox"/> 3.6 per 1,000 36 total	36 complaints were received. 28 relating to blockages 4 relating to odour 4 relating to system issues 2 complaints remain under investigation

³⁹ Expressed per 1,000 connections per year to our wastewater system. There were 9,802 wastewater connections at the 2023/24 rates strike. This has been rounded to 10,000 connections.

Te Wai
Water

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	Commentary
Te Wai Water					
We provide safe and reliable water for household and business use (serviced properties).	The extent to which Council's drinking water supply complies with:	New standard equivalent to Part 4	✘ Not compliant	Result still being collected	
	Taumata Arowai's Drinking Water Quality and Assurance Rules (DWQAR), Aesthetic Values and the new Drinking Water Standards Applicable 1 Jan 23 to 30 Jun 23	New standard equivalent to Part 5	✘ Not compliant	Result still being collected	
We ensure that our water assets are well maintained and managed and that the assets are maintained and replaced when required.	The percentage of real water loss from Council's networked reticulation system (using minimum night flow analysis).	≤25%	✘ 41.4%	Result still being collected	
We provide reliable water systems that our community can count on.	Where we attend a call-out in response to a fault or unplanned interruption to our networked reticulation system, we will measure the following	Urgent Attendance Median 4 hours	✔ .67 hours	✔ .21 hours	8 call outs were attended and resolved within the set timeframe.
		Urgent Resolution Median 24 hours	✔ 2.77 hours	✔ 2.01 hours	









Level of Service	Performance measure	Target	2022/23 result	2023/24 result	Commentary
	median response times:				
	Where we attend a call-out in response to a fault or unplanned interruption to our networked reticulation system, we will measure the following median response times:	Non-urgent Attendance Median 3 days	✓ 1.13 days	✓ 2 days	296 call outs were attended and responded to within the timeframe. 5 callouts remain under investigation.
		Non-urgent Resolution Median 5 days	✓ 1.17 days	✓ 3 days	
Council provides safe and reliable water for household and business use (serviced properties).	The total number of complaints received by Council about any of the following* ⁴⁰ : 1) Drinking water clarity 2) Drinking water taste 3) Drinking water odour 4) Drinking water pressure or flow 5) Continuity of supply 6) Council's response to any of these issues	≤ 9 complaints per 1000 connections (90 total)	✓ 5.9 per 1000 (59 total)	✓ 6.2 per 1000 (62 total)	62 complaints about drinking water were received. 8 complaints about taste 9 complaints about odour 23 complaints about clarity 22 complaints about pressure 0 complaints about continuity 0 complaints about Council's response
Council's water assets are managed adequately for the future.	The average consumption of drinking water per day per resident within the District	≤ 500 litres per urban resident per day	✓ 482.8 litres	Result still being collected	

⁴⁰ Expressed per 1,000 connections per year, total 10,374 connections rounded to 10,000. There were 10,374 rated connections at the 2023/24 rate strike. This has been rounded to 10,000.

Ngā whakaaetanga me ngā raihana Consents and Licensing

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	Commentary
Te Whakahaere Kararehe Animal Control					
Any disturbances caused by animals are investigated quickly and efficiently.	Complaints will be investigated within set timeframes.	95%	✓ 98.7%	✓ 97.1%	50 callouts were received. 49 calls were regarding dog complaints and one call was in regards to wandering stock.
We carry out regular property visits to ensure dog owners are responsible.	Number of property visits per year.	600	✓ 803	✓ 1,044	A total of 1044 property visits were undertaken in 2023/24 across the district.
We carry out regular street patrols to keep the streets free from stray animals.	Number of street patrols undertaken in each of the three main towns.	Average 10 per month per town	✓ Achieved	✓ Achieved	A total of 666 patrols were taken across the district. An average of 19 patrols per month were taken in Matamata: 22 per month in Morrinsville and 15 per month in Te Aroha. ⁴¹
Ngā Whakaaetanga-Ā-Whare me te Mātai Building Control					
Building consents are administered quickly and efficiently.	Building consent processing timeframes.	100% processed within statutory timeframes	✗ 91%	✗ 90%	728 building consents were received, 655 were completed in the timeframe. The electronic system used to lodge and process building consents, AlphaOne was upgraded in April 2024 and is now called Objective Build.

⁴¹ Total of 666 patrols across the district. 225 in Matamata, 262 in Morrinsville and 179 in Te Aroha.

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	Commentary
We respond to complaints of alleged illegal/unauthorised activity.	Complaints responded to within 10 working days.	100%	 88%	 83%	Twelve complaints were received. Two were responded to outside the timeframe. Two complaints are ongoing.
Te Raihanga me te Ūruhitanga Licesning and Enforcement					
We inspect or audit all food premises, hairdressers, funeral directors and camping grounds in the District to ensure they are running in accordance with the Health Act and/or health regulations.	Food premises, hairdressers, funeral directors and camping grounds will be inspected or audited in accordance with legislation.	100% inspected or audited	 100%	 100%	All hairdressers, funeral directors and camping grounds were inspected within the statutory time frame. In addition, 181 audits of food premises were booked from 1 July 2023 to 30 June 2024 meeting the required timeframe. ⁴²
We ensure that all premises in the District with alcohol licences are operating responsibly.	On, Off and Club alcohol licenced premises will be inspected annually to ensure they comply with alcohol licensing standards.	100%	 100%	 100%	All on and off premises were inspected by 30 June 2024. ⁴³
We act on all noise complaints we receive.	Percentage of after-hours (between 5pm and 8am, weekends and public holidays) noise complaints responded to within two hours.	100%	 99.7%	 89%	We received a total of 246 noise complaints during the period of 1 July 2023 to 30 June 2024. ⁴⁴

⁴² It is noted that 33% of the audits were required to be re-scheduled from their original booking date.

⁴³ There are 66 licensed premises in the district. 34 in Matamata, 19 in Morrinsville and 13 in Te Aroha.

⁴⁴ During this financial year we a system upgrade took place and resulted in some glitches in the system that impacted the data.

Level of Service	Performance measure	Target	2022/23 result	2023/24 result	Commentary
Ngā Whakaatanga Ā-Rawa me te Mātai Resource Consents and Monitoring					
Resource consents are administered quickly and efficiently.	Percentage of resource consents processed within statutory timelines.	100%	❌ 69%	❌ 85%	In total 280 consents were processed, 41 of these went over the statutory working days. ⁴⁵
We monitor land use consent compliance	Percentage of land use consents monitored within four months of being granted.	100%	✅ 100%	✅ 100%	110/110 land use consents within four months of being granted.

⁴⁵ Due to current resources and workloads we have been unable to achieve the statutory timeframes for consent.

Draft surplus FY2024

\$8.2m

**But what does that mean in terms of how we operated our business
– the things we had control over?**

***We need to
strip these
things out
to help get
to that
answer***

	\$000s
Vested assets	(12,689)
Net gain on disposal of assets	(1,910)
Loss on interest rate swaps	326
DC Revenue (funds capital)	(1,245)
Govt grants for capital (eg Transport choices)	(1,068)
Bequest	(171)
Rates penalty income	(158)
Insurance costs - higher than budgeted	358
Net interest cost	111
Spending from reserve funds (not budgeted)	819
EPH maintenance (ring-fenced)	158
Property one-offs (eg Pool repaint, Seismic reports, Tauhei carpark)	<u>630</u>
Deficit	(6,622)
We budgeted a deficit of this much	<u>(2,851)</u>
Our operating deficit was this much more than budgeted	(3,771)

Our operating deficit was this much more than budgeted (\$3,771)

***Ups and downs
in our revenue
are mostly out
of Council's
control once
fees for the
year are set***

Revenue	\$000
Metered water	736
Pools and spas	595
Building consents	568
Refuse Transfer Station	350
Resource consents	(214)
Tradewaste	(146)
District Plan	(99)
Cemeteries	(90)
Licencing	(70)
Roading	(69)
Overall revenue down on budget	1,561
Remaining operating deficit	(2,210)



Remaining operating deficit \$2,210 – around 2.9% of budget

	\$000s	
<i>These are the more controllable areas of the budget that have contributed most to the operating deficit</i>	Payroll costs - market movements higher than budgeted	524
	Roading (\$171k being street lighting power costs)	350
	Water	239
	Three waters business unit	188
	Wastewater (<i>offset by insurance claim approx \$250k</i>)	310
	Consents and licencing costs	177
	Maintaining parks, trees and cemeteries	375
	2,163	