



Our activities

Supporting information for the proposed
Long Term Plan 2024-2034 Consultation Document



Our activities

OUR VISION

The Coromandel – live, work and play

You've told us loud and clear what is important to you, your whānau | family and your rohe | neighbourhood. We've taken what you've told us over the past few years through community planning and conversations and identified what role we can play in making Te Tara o te Ika a Maui | the Coromandel a place to live, work and play. We've identified four broad priorities¹:

1. A collaborative district
2. A vibrant and safe district
3. A connected and resilient district
4. A district with sustainable services and infrastructure.

All the activities we're involved in and the services we deliver will help achieve these priorities. After the stormy setbacks of a powerful cyclone and other adverse weather events in early 2023, we're rolling up our sleeves to restore, repair, and rebuild our community stronger than ever.

¹ Our priorities fulfill the definition of 'Community Outcomes' as described in the Local Government Act 2002.



Our Activities – An Overview

In this section you'll find a description of our activities and how they contribute to our communities' wellbeing and the delivery of our priorities. It gives a broad outline of what we're planning, what you can expect from us and the measures we will use to assess our performance. We've also included a summary of the major physical projects (we call them capital projects) we will undertake over the next 10 years for each activity, their cost and the funding impact.

The service performance information has been prepared in accordance with PBE FRS-48 and generally accepted accounting practice (GAAP).

A collaborative district

We want to bring communities together and work with others to create a bright future for our district

Collaboration is about people working together to achieve a common goal. People in our district know the benefits of taking a collaborative approach. We've seen how they come together when needed to get involved, lend a hand and pool resources to achieve great things. That strong community spirit is one of the things that attracts people to our district to raise a family, spend their retirement years or invest in a business.

But we know there are limits to what we can do on our own, in our small communities, or even as a district. We need to work with others if we're going to ensure we have the resilient infrastructure and accessible support services we need. Together we will build strong communities and a diverse, sustainable economy with jobs that add value to our district, keep our young people here and attract new residents.

We want to lead the way in promoting and advocating for our district, seeking out and taking advantage of new opportunities to ensure we have the infrastructure and support services our communities need to thrive. We'll continue to work with regional and central government, with agencies like Waka Kotahi/New Zealand Transport Agency and Te Whatu Ora to ensure our communities recover and come back stronger from the storm events and the impacts of Covid-19.

We want a district where people feel engaged with our elected members and have opportunities to access the information and services they need to contribute meaningfully to decisions that are important to them.

To help achieve a collaborative district, we'll invest in **Leadership and Governance**. This includes our **Governance** and **Corporate** activities.



This activity group helps us work together and be a collaborative district.

Leadership and Governance

What we do

The Leadership and Governance activity is about ensuring effective, democratic local government through administering elections, Council and committee meetings and representation reviews. It's also about providing opportunities for our diverse communities to share their voice about what matters on the Coromandel and honouring Te Tiriti o Waitangi (The Treaty of Waitangi) principles.

Governance

Through our democratic processes we:

- support our Mayor and elected members to carry out their duties effectively by organising and supporting Council, committee and community board meetings and induction, training and administrative support for elected members
- support five local community boards to ensure local views and aspirations are considered and advocated for
- support elected members and the organisation to meet our Te Tiriti o Waitangi | The Treaty of Waitangi obligations
- set expectations around working with others, across all of our Council operations through, for example, council-controlled organisations
- review representation arrangements at least every six years
- facilitate local government elections
- provide local contestable grant opportunities and service level agreements
- manage district-level community service level service agreements that apply to one or more of our activities.

Corporate

Our organisation is supported by a number of corporate support services. They ensure our organisation operates effectively and that information on our services and decision-making is accessible. It includes our:

- customer services function
- communication and engagement channels
- decision-making functions including legal services, risk and assurance
- financial management
- corporate health and safety
- vehicle fleet
- property management.

Our main Council building in Te Kauaeranga | Thames is in major need of an upgrade to meet health and safety obligations and earthquake proofing standards.

What you can expect us to deliver

Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
Governance	Our councillors and community board members will demonstrate to ratepayers their commitment to the democratic process	Attendance rate at Council and community board meetings	89%	≥80%	≥80%	≥80%	≥80%
	We'll share Council agendas publicly to assist in transparent decision-making	Percentage of Council agendas publicly available two working days or more before the meeting	100%	90%	90%	90%	90%
	We'll promote a successful community through supporting community-driven initiatives	Percentage of community grant funds distributed that comply with the Council's fund criteria	95%	90%	90%	90%	90%
Corporate	We'll respond to customer enquiries promptly	Percentage of phone calls to the Council customer services number answered within 40 seconds	New	≥80%	≥80%	≥80%	≥80%
	We'll respond promptly to customer requests for official information held by the Council under the Local Government Official Information and Meetings Act (LGOIMA)	Percentage of decisions about information release made within 20 working days	New	80%	80%	80%	80%

Significant negative effects

We haven't identified any significant negative effects of delivering these activities.

How we fund these activities:

Our governance and corporate activity operating costs will continue to be funded through a range of sources, including general targeted rates, fees and charges, subsidies and grants.

A vibrant and safe district

Our vision for the Coromandel Peninsula is that it is the place to live, work and play - a place people want to be and call home.

We want people to continue to enjoy the attractive lifestyle we're so proud of. It's the reason people want to stay here and why they come back to visit again and again. Our contribution to making this happen is not just to provide roads, rubbish collection and other infrastructure services. It's also to make sure people have great places to live and work, to gather and connect, and that there are opportunities for our settlements to develop sustainably, in a way that doesn't compromise our people's wellbeing or our district's natural values.

As well as being a place of opportunity, we want our district to be a safe place to live in. We want our public places to be safe and we will work to help our communities be ready to respond quickly to emergencies. We also want our communities to be ready to respond to the effects of climate change coming our way, and especially those related to sea level rise. To do this, we've prioritised our options for coastal protection work in vulnerable areas to be undertaken over the next 10 years.

To deliver a district that's vibrant and safe, we'll invest in:

- community spaces
- protection of people and our environment
- planning and regulation.

Community Spaces

What we do

We provide many indoor and outdoor spaces where our people can come together to play, have fun, compete, connect, celebrate and commemorate. Our community centres, halls, parks and reserves provide opportunities for events that bring vibrancy to our district. Our airfields and harbour facilities provide recreational opportunities for people, and also support our local economies.

Community facilities

Our community facilities include spaces for people to gather, recreate and use to travel by water and air:

- **Community halls:** We own community halls in 13 locations with our role ranging from full management to contracting community-based groups. The halls are used for a variety of purposes.
- **Public conveniences:** We provide 96 public toilets across the district and in some cases, changing facilities for the convenience of our residents and visitors. They help keep our environment clean. We've programmed a number of renewals.
- **Swimming pool:** Our swimming pool in Thames offers recreational programmes and activities, water safety education and learn to swim programmes.
- **Airfields:** We provide two airfields, located in Thames and Pāuanui. Some of our residents and visitors like to fly for fun, and others use them for business purposes. They're also handy to have in cases of emergency.
- **Harbour facilities:** Our visitors and residents love to get out on the water. We provide 14 wharves and jetties and 26 boat ramps across the district. They all provide varying services. Commercial activity is supported at some facilities.
- **Cemeteries:** Our cemeteries meet the burial and remembrance needs of our community. We manage 14 cemeteries in the district, seven of which are currently open for burials. Our recently opened cemetery at Kaimarama in Mercury Bay will continue to be developed over the next few years.

Libraries

Not only do our libraries provide access to information, knowledge and recreational material, they are community hubs where people come to connect, create, share and learn in a social space. We run three libraries, located in Thames, Tairua and Whitianga, and support six community-run libraries through grants.

Parks and open spaces

Some of the things that makes the Coromandel a great place to live, work and play are the approximately 2,000 ha of parks and reserves we have for people to enjoy. That excludes the Department of Conservation estate and beaches. Our open spaces range from conservation areas through to active recreation facilities like our 10 sports fields. We provide 46 playgrounds to keep our residents active, happy and occupied.

We are proposing to increase our investment in renewals to maintain our service standards. This includes a number of playgrounds and car parks.


There are a large number of projects we'd like to do across these activities, but we can't afford them at the current time if we are to stay within our rates limits. This is the reason we've made the hard decision to postpone some projects like the Thames Sports Precinct for at least 10 years.



This activity helps us create
a vibrant and safe district.

What you can expect us to deliver

Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
Community Facilities	Our community centres and halls are available and utilised for community activities	Percentage of hours Council-operated community centres and halls are used compared to total available time	50-52% (previously measured by community board area)	≥40%	≥40%	≥40%	≥40%
	Our public toilets are clean and safe	Percentage of public toilets that pass audit requirements	93-97% (previously measured by community board area)	≥85%	≥85%	≥85%	≥85%
	We'll provide a safe year-round swimming pool	The Thames public swimming pool meets Pool Safe accreditation standards	Achieved	Achieved	Achieved	Achieved	Achieved
	Our Pauanui and Thames airfields are safe for small aircraft	Percentage of the year that airfields are open for safe use	95-100% (previously measured by community board area)	≥85%	≥85%	≥85%	≥85%
	Our harbour facilities are safe to use	All wharf facilities meet desired standards* * Meeting required standards for wharves/ jetties are those achieving a condition assessment rating of 1, 2 or 3 (very good to fair) (International Infrastructure Management Manual)	Achieved (previously measured by community board area)	Achieved	Achieved	Achieved	Achieved
Libraries	Our library spaces and our staff facilitate opportunities for people to connect with ideas, knowledge, stories and other people	The total number of visitors (in person and online) is increased	NEW 300,000 baseline	1% increase on baseline data	1% increase on 2024/25 baseline data	1% increase on 2025/26 baseline data	1% increase on prior year's baseline data



Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
Parks and open spaces	We'll provide parks and open spaces that are well-maintained	Percentage of parks and open spaces maintained to contract requirements	87-96% (previously measured by community board area)	≥85%	≥85%	≥85%	≥85%
	We'll provide playgrounds that are innovative, fit for purpose and safe	Percentage of our play equipment that is well-designed, built and maintained as measured by NZS 5828 or relevant standard	86-99% (previously measured by community board area)	≥85%	≥85%	≥85%	≥85%
	We'll provide cemeteries that are tidy and well-maintained spaces	Percentage of cemeteries maintained to contract requirements	65-100% (previously measured by community board area)	≥85%	≥85%	≥85%	≥85%

Significant negative effects

Some of our activities may result in negative impacts like rubbish, energy use, spray drift, pests in parks and reserves, traffic and noise which affects the neighbours. We mitigate these effects by managing our operations effectively, minimising waste and conserving energy and water.

How we fund these activities

We're proposing that our community facilities operating costs will continue to be funded through targeted rates and fees and charges.



This activity helps us create a vibrant and safe district.

Protection of our people and the environment

What we do

It's important that our people feel secure and are protected from risks to their health and wellbeing, including from weather events and the hazards they pose, both now and in future. Our safety measures range from ensuring compliance with public health and safety regulations to being ready to step into action when civil defence emergencies occur.

Emergency management

We have a core role in helping people in our district to manage, respond and recover from civil defence emergencies. We work with local communities to develop 'community response plans' which help us co-ordinate our action to ensure we are prepared and resilient. Our Emergency Management Unit also trains throughout the year to ensure our staff are always ready and prepared.

Coastal and hazard management

Coastal hazards on the Coromandel include coastal inundation, tsunami, storm surges, king tides, coastal erosion and sea level rise. Many of these hazards are exacerbated by the effects of climate change. To help people in our communities identify and respond to these hazards, as part of our Shoreline Management Pathways (SMP) project we've developed models to show what might happen in future as sea-levels rise and have identified adaptation pathway options. We've also prioritised our options for coastal protection work in vulnerable areas and have used this to identify work that needs to be undertaken over the next 10 years. We've planned the following works:

- increasing the height of existing seawall in Moanataiari to 'buy time' before the risk of inundation becomes too great
- increasing the height of existing coastal protection in Tairua, Tararu (Thames), Thames township and Te Puru to 'buy time', including some seawalls built in places
- coastal erosion and inundation protection in Whangamatā.

In the longer term (10-30 years) we'll continue to implement the outcomes of the SMP project. While the impact on sea level risk for specific locations may remain uncertain, we are confident that an increase in investment will be required if we are to continue to protect our people living on our beautiful coastline.

Our coastal protection proposals represent a significant change in our level of investment in this activity. We know action is required if we are to protect our existing settlements from coastal inundation but it comes at a major cost - \$92.3 million over 10 years with \$78.2 million of that for the Thames township protection works. Our infrastructure strategy forecasts that we'll be making decisions involving a further \$181-231 million of protection works over the following 20 years. While we have provided for protection works in our 10-year budget, we know these will add to the burden of rates our ratepayers will need to bear and will actively look for opportunities for cost-sharing with external agencies, including central government.

Community health and safety

Ensuring our communities are clean, safe and healthy involves minimising public nuisances and offensive behaviour. Our services include:

- monitoring and enforcing standards for businesses selling food and alcohol
- registering dogs and investigating animal-related offences
- monitoring and enforcing parking regulations
- enforcing other bylaws we have which promote community safety.

What you can expect us to deliver

Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
Emergency management	We'll support our communities in enabling them to respond to and recover from emergencies	Number of community response plans reviewed per annum	10	10	10	10	10
	We'll be prepared for and able to respond to emergencies	The evaluation of Emergency Management annual exercise* as a measure of effectiveness of training *Annual exercise is evaluated on the Waikato Emergency Group Capability Development Scale as Advancing or above (i.e. greater than 60%)	61%	>60%	>60%	>60%	>60%
Coastal and hazard management	We'll undertake works to manage the effects of coastal hazards	Capital expenditure projects are delivered within timeframe	34%	Achieved	Achieved	Achieved	Achieved
Community health and safety	We'll ensure food businesses are producing safe food	Percentage of registered food businesses audited within their verification schedule	99.5%	≥90%	≥90%	≥90%	≥90%
	We'll keep our communities safe from dog attacks and stock on roads	Percentage of urgent animal control issues responded to within ≤2 hours	97%	≥90%	≥90%	≥90%	≥90%
	We'll assess and make timely decisions on alcohol licence applications	Percentage of unopposed alcohol licence applications assessed and prepared for the District Licensing Committee to make decisions within 60 calendar days	92%	≥85%	≥85%	≥85%	≥85%

Significant negative effects

Depending on the specific details of the individual protection projects there could be negative effects on coastal processes. Effects will be assessed at the time that the works are fully designed and resource consent applied for.

How we fund these activities

To date these activities have been funded as follows:

- emergency management: general rates
- coastal and hazard management: general rates and borrowing
- community health and safety: general rates and fees and charges.

However, the coastal and hazard management costs have increased so significantly that we will be reviewing how this activity is funded over the next three years.



This activity helps us create a vibrant and safe district.

Planning and Regulation

What we do

We deliver planning and regulatory activities through a balanced approach that provides for development without compromising on the Coromandel's natural and built environments, heritage and quality of life.

Our Council has responsibilities for promoting the sustainable management of the natural and physical resources within the district. This includes developing and administering the District Plan and related policies, processing applications for resource consents under the District Plan and administering building control services.

District and strategic planning

Our planning services enable us to manage our district's resources proactively and strategically. Our district plan sets out where and how our district's village and urban areas will grow and how our other precious natural and physical resources are protected.

In 2022 we adopted the Thames and Surrounds Spatial Plan, which sets the direction for the future development of our main town, and signals to landowners, developers and investors our growth intentions for the area. As well as planning for significant infrastructure investments, over the next 10 years we'll implement the spatial plan by updating our District Plan to encourage an enlivened town centre and provide for additional growth in the Kauaeranga and Totara Valleys, at Kopu and Matatoki North/Kirikiri. In the longer term, we will need further plan changes to provide for growth around Matatoki and Puriri. We've proposed budget to prepare changes to the District Plan for this purpose.

We've also programmed a district-wide spatial planning project for the rest of the district and have included funds in our budget to complete this mahi. We think it's important that we take a leadership role in identifying what our places should be like in the future. Taking a more strategic approach means we can better plan for the necessary infrastructure investments, and partner with other agencies and business sectors to access external funding and deliver services like schools and medical facilities needed in future. It also means we can avoid inappropriate development in areas at risk of natural hazards like flooding and coastal erosion.

Resource consents

We process applications for land-use and subdivision consents in accordance with our district plan and national legislation. We also ensure our customers can access accurate advice and information to help them through the regulatory processes.

Building control

We issue building consents and inspect and audit buildings to ensure they are constructed safely, are healthy, and are durable. We also provide LIMs (land information memoranda) services so people can find out the history of a particular property or piece of land.

What you can expect us to deliver

Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
District and strategic planning	We'll make up-to-date District Plan provisions available in a timely manner	Percentage of time the Eplan is updated within 40 working days of changes to the District Plan being made	86%	≥90%	≥90%	≥90%	≥90%
Resource consents	We'll process applications for resource consent within statutory timeframes	Percentage of accepted land use and subdivision applications for resource consent processed within statutory timeframe* *For the purposes of this measure, all applications processed by the Council under the Resource Management Act 1991 that have a statutory timeframe are included. This includes Resource Consents, Certificates of Compliance, Existing Use Certificates and Deemed Permitted Boundary Activities. The relevant statutory timeframe for each application type is applied when measuring performance for this measure.	91%	≥90%	≥90%	≥90%	≥90%
Building control	We'll process, inspect and certify applications for building work within statutory timeframes	Percentage of accepted building consent applications processed within 20 working days	95%	≥90%	≥90%	≥90%	≥90%
		Percentage of issued Code Compliance Certificates processed within 20 working days	99%	≥90%	≥90%	≥90%	≥90%
	We'll inspect pool barriers according to regulations to help keep young children safe from drowning	Percentage of registered pools inspected for safety barriers each year according to a 3 yearly inspection cycle	100%	≥90%	≥90%	≥90%	≥90%
	Customers will be able to purchase a land information memorandum (LIM) in a timely manner	Percentage of LIMs processed within 10 working days	99.8%	≥90%	≥90%	≥90%	≥90%

Significant negative effects

We haven't identified any significant negative effects of delivering these activities.

How we fund these activities

We're proposing that our planning and regulation operating costs will continue to be funded as follows:

- resource consents and building control through a combination of general rates and fees and charges
- district and strategic planning through general rates and borrowing.

A connected and resilient district

We want a strong, thriving Coromandel that's easy to get around

He aha te mea nui o te ao? He tangata, he tangata, he tangata!

What is the most important thing in the world? The people, the people, the people.

Connection is so important for all our communities spread across Te Tara o te Ika a Maui – the Coromandel Peninsula.

Connection is about our people being able to get in, out and around our district, visit our beaches and maintain successful businesses. It's also about opportunities to establish and maintain relationships that are important for our wellbeing. We want people who live, work and play here to be confident that our roads are safe and stay open in bad weather, our district is thriving, and they will have reliable access to jobs, healthcare, schools and other services.

The Coromandel Peninsula is no stranger to weather related events that compromise our roading network, disrupt key lifeline services like power and internet, and impact our ability to do business and be in touch. We have an opportunity now, as part of our recovery from the storm events of 2023, to build the strong, lasting networks that will sustain our communities for the future.

It's a big job, it won't happen overnight, but we're committed to it. In partnership with Waka Kotahi/New Zealand Transport Agency and the Waikato Regional Council we'll start by investing in a more resilient roading network and exploring other transport opportunities like cycling and public transport.

We want to continue to encourage and promote local business opportunities, events and visitor attractions and services. This includes supporting other organisations like our regional tourism organisation to deliver on our behalf. We'll also be actively seeking out funding and cost-sharing opportunities and partnerships with government and other agencies to make sure we get support and services where and when needed. To deliver a district that's connected and resilient, we'll invest in:

- economic development
- our new community development activity
- roading
- footpaths, cycleways and streetlights.



These activities help us become a more vibrant and safe district.

Community and economic development

The 2023 storm events highlighted that more than ever, we're an important player in helping our people across the Coromandel access services, programmes and opportunities that underpin and contribute to their and their communities' health, safety and liveliness. We already actively promote our district's social, cultural and economic wellbeing by connecting people through our elected member advocacy, our networks and media channels, marketing the Coromandel as a premier tourist destination, growing key strategic relationships, and supporting district and community events. But we want to do more to work alongside our people so that they have what they need to be strong and able to adapt and respond to future challenges.

Economic Development

We improve the social and economic wellbeing of our communities by supporting the economy to be more productive, resilient and sustainable. We do this through our relationships with local businesses, industry, iwi and other parts of government. We get the most value for our communities from limited resources by prioritising initiatives that have a lasting impact, attract funding and investment, create employment and are community led.

Our economic development team focus on four key areas of work;

- Planning for growth ensures that the regulatory and policy environment enables development that enhances our settlements as places to live, learn, work and grow a business.
- Partnering with established and emerging sectors to build on our competitive advantages as a district.
- Supporting local innovation which moves us towards a more productive sustainable future.
- Facilitating projects that lift the capability of the workforce and wider business community.

The aquaculture sector is anticipated to grow significantly in the next 10 years, and we will continue work with industry, iwi, Waikato Regional Council and central government to ensure the sector has the right infrastructure, workforce and policies in place to streamline growth. And, ongoing support for tourism and events will strengthen our district's reputation as a destination, connect people to each other and the beautiful places and experiences our district offers.

Community Development

We're not just about building infrastructure. We have a role to play in fostering a sense of community and creating a better place to live. An important part of our response to the weather events of 2023 was to establish a service to deliver joined up, wrap around support to people who need it, connecting agencies together better. We've seen the benefits to our communities from this work and want to continue to support them in this way. We're committed to being a stronger advocate for our communities, to partner and coordinate with iwi and community groups, government agencies, schools, local social providers and other welfare agencies to secure for our people the easy access to the information and services they need to flourish. Our focus is on building those enduring working relationships that can connect our people to housing, education and employment opportunities, and to the medical and other services they need.

What you can expect us to deliver

Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
Community development	We'll facilitate and support strong connections between community groups and partners	Number of interagency collaboration meetings in the social, education, health, youth and aged care sectors facilitated by our Council	New	4 meetings organised quarterly	4 meetings organised quarterly	4 meetings organised quarterly	4 meetings organised quarterly
Economic development	We'll support businesses to upskill and thrive	Percentage of businesses that feel supported by our Council (as measured through a quarterly survey of local businesses)	New	50%	60%	65%	65%
	We'll support an events programme through our District Events Fund	Percentage of District Events Fund allocated to community and district events	New	≥90%	≥90%	≥90%	≥90%

Significant negative effects

We haven't identified any significant negative effects from delivering these activities.

How we fund these activities

We are proposing to fund the community development activity through general rates. Please refer to our draft Revenue and Financing Policy for more information.

Our economic development activity operating costs will continue to be funded through general and targeted rates. No changes are proposed.

Transport

What we do

Safe, efficient and comfortable movement of people and freight within the district is important for staying connected and maintaining a thriving district. Our transport network, which includes roading, footpaths, cycleways and streetlights, is about providing access for pedestrians and cyclists as well as vehicles. It supports a range of lifestyle, leisure and recreational opportunities for our visitors and residents, and is critical for our rural, village and township economies.

With funding assistance from Waka Kotahi / New Zealand Transport Agency, we ensure our local roading network is maintained and renewed, and that funding for new roading infrastructure is built into our future plans. Our network is complemented by State Highways 25, 25A, and SH26, which Waka Kotahi / New Zealand Transport Agency manage by on behalf of central government.

The extreme weather events of 2023 caused considerable damage and disruption to our transport network, and our focus is on repairing the damage to our transport network and strengthening it so it can better withstand events like these. The repair and clean up needed has, and will continue, to put considerable strain on our resources, but we will continue works already underway to get the job done as quickly and efficiently as we can.

Roading

We maintain the 704km of non-state highway roads between our communities so that they connect people, products, and places for a thriving Coromandel. We want to continue to do this, but it will come at a cost. We've had to increase our own repairs budget in the first year of this plan because of Cyclones Hale and Gabrielle. We're investing in storm recovery and resilience projects. As we well know, some parts of our road network are prone to erosion, flooding or slips due to severe storm events and coastal erosion. Some of our communities, such as Pauanui, Port Jackson and Port Charles have restricted or single access by road and these roads can become blocked. Some of our coastal roads may be damaged or become inaccessible in the event of a tsunami. Our local road network is reliant on the resilience and operation of the state highway to give connectivity across the district.

We've also increased investment in some areas where our roading assets are ageing and of average condition. We're investing more in maintaining bridges and improving our road stormwater drainage systems.

As a result we've needed to prioritise our work programme. We're still committed to upgrading the Te Kouma Road intersection, constructing a town bypass at Coromandel (if we can access 100% Crown funding) and upgrading Tōtara Valley Road in Thames. These are essential for resilient and safe roads, and to meet development needs in Thames.

We will continue to liaise with Waka Kotahi/New Zealand Transport Agency to advocate on behalf of our local users of the state highway that is a critical connection for our district. Through our Recovery Plan mahi we committed to working closely with that agency to make the state highway network more resilient by developing a long-term plan to identify and prioritise potential fragility issues and sites and develop a repair/resilience plan for each.



This activity helps develop a vibrant and safe district.

Footpaths, cycleways and streetlights

This activity complements our roading activity by providing, maintaining and upgrading footpaths, cycleways, service lanes, street lighting and street furniture. Together, they contribute to a more resilient transport network by enabling pedestrians and cyclists to easily and safely access and move around our towns. Upgrades of our town centres that are so important for their attractiveness and vibrancy are also funded from this activity. Like our roading activity, this infrastructure is also vulnerable to weather events and a changing climate.

We've had to make some tough calls on what we can afford to deliver in this activity and have chosen not to plan or fund some 'nice to haves' in this 10 year budget. This includes new footpath construction and investment in walk and cycle routes including in the Kauaeranga, Hetherington Road, Whangamatā, Mercury Bay and Thames to Tairua Great Walk, but we'll continue to maintain what we've already got.

What you can expect us to deliver

Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
Roading	The design, maintenance and management of our roads ensures they are in good condition and safe	Percentage of the sealed local road network that is resurfaced	5%	To be confirmed annually by the Asset Mngt Plan	To be confirmed annually by the Asset Mngt Plan	To be confirmed annually by the Asset Mngt Plan	To be confirmed annually by the Asset Mngt Plan
		The average quality of ride on a sealed local road network, measured by smooth travel exposure	89%	≥85%	≥85%	≥85%	≥85%
		Percentage of unsealed road complying with quality requirements	89%	≥90%	≥90%	≥90%	≥90%
		The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	Decrease of 3	No change or decrease	No change or decrease	No change or decrease	No change or decrease
Footpaths, cycleways and streetlights	We'll ensure our footpaths are safe	Percentage of footpaths that fall within the service standard for the condition of footpaths that is set out in the Council's long term plan* *Condition rating 1 to 3	Not measured	Not measured	≥90%	Not measured	≥90%* *Measured in 2028/29, 2031/32
Roading; Footpaths, cycleways and streetlights	We'll provide a timely response to customer service requests relating to roads and footpaths	Percentage of customer service requests relating to roads and footpaths to which the Council responds within the time frame specified in the Council's long term plan* *Time frame: • Urgent: 10 working days • Routine: 20 working days	n/a	≥85%	≥85%	≥85%	≥85%

Significant negative effects

The environmental effects of renewing and maintaining roads might include erosion or destruction of flora and fauna or disruption to cultural or heritage aspects. Noise, dust and fumes can also occur when undertaking pavement maintenance and renewal and improvement works. These effects will be managed and minimised through compliance with our resource consent conditions.

How we fund these activities

We're proposing that our roading operating costs will continue to be funded in several ways – through general rates, targeted rates, fees and charges and subsidies/grants. Our footpaths, cycleways and streetlights will continue to be funded through targeted rates, fees and charges and subsidies/grants. We've assumed that Waka Kotahi | New Zealand Transport Agency will contribute a subsidy of 51% to the cost of eligible works, and an enhanced subsidy of 71% for emergency works and repairs to storm damaged roads.



A district with sustainable and infrastructure

We want to have durable, fit for purpose infrastructure and work together to protect and enhance our beautiful district.

We appreciate how important our environment is to life on the Coromandel. We understand our role as a kaitiaki (caretaker) of the towns, beaches, bush and inland waterways which give our place its identity and are the source of our wellbeing. We also know that our residents and visitors want to enjoy reliable, affordable services. We will work together to use our resources wisely and reduce our impact on the environment.

Our infrastructure services include:

- **water supply** to meet a basic human need while not compromising the health of our water bodies
- **stormwater and land drainage** services to protect properties from flooding
- **wastewater** services to keep people safe from the spread of disease and water from pollution
- **solid waste** services are focused on providing for waste to be properly disposed of to help protect public health and the environment.

We're committed to making our infrastructure strong and long-lasting, but this will continue to be a challenge in a district of dispersed settlements susceptible to climate change effects, increasing legislative requirements and increasing costs.



This activity group helps us provide sustainable services and infrastructure.

Stormwater

This activity group, which includes our stormwater and land drainage, helps us provide sustainable services and infrastructure.

Stormwater is rainwater that flows from surfaces like roofs, gardens, footpaths and roads. Our stormwater services protect people and our environment from the negative impacts of stormwater run-off. We want to maintain stormwater services so that our communities remain healthy and safe and our beaches and rivers continue to be clean.

What we do

Our stormwater and land drainage activity manages runoff and protect properties from surface water flooding or ponding. Our 211km of stormwater pipes, 3,874 manholes and five pump stations collect and divert stormwater from connected properties and our treatment systems ensure that the discharge from our stormwater system meets the required environmental standards. The network of drains in our rural areas operate in conjunction with the Waikato Regional Council stopbanks and pumps to keep people and their properties safe.

We had planned to be exiting these services as the responsibilities were to be transferred to a regional delivery entity (as required under the water services legislation passed in 2021 and 2022). However, as the new Government elected in 2023 has repealed the new legislation, we are assuming that we'll retain responsibility for these services.

There is quite a bit of work needed to keep our stormwater systems functioning as they need to. Some parts of our stormwater networks are ageing and need renewing, and others need improvements to meet expected standards. We've planned for a number of improvements to our stormwater infrastructure – in Thames (Albert Street and Pollen Street), Kōpū, Pāuanui (Holland Stream), Whangamatā, Matarangi, Whitianga and Cooks Beach. Some of these are newly budgeted projects.

What you can expect us to deliver

Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
Stormwater	Our stormwater services protect habitable areas from flooding	Number of flooding events	1	≤1	≤1	≤1	≤1
		For each flooding event, the number of habitable floors affected, per 1,000 connected properties	1	≤1	≤1	≤1	≤1
	We'll provide a responsive stormwater request service	The median response time to attend a flooding event, measured from the time our Council receives notification to the time that service personnel reach the site	20 minutes	≤3 hours	≤3 hours	≤3 hours	≤3 hours
		Number of complaints received about the performance of the stormwater system, per 1,000 connected properties	5.03	≤5	≤5	≤5	≤5
	We'll minimise the environmental impact of protecting habitable areas from flooding	Compliance with the Council's resource consents for discharge from its stormwater system, measured by the number of: a) abatement notices b) infringement notices c) enforcement orders d) successful prosecutions received by the Council in relation to those resource consents	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0

Significant negative effects

If we don't manage the delivery of this activity adequately there is the potential for significant negative effects.

When rainwater falls on the ground and it cannot soak into the ground, it runs off the surface. This run off is called stormwater.

Our stormwater network is very important for managing the overflow of water on properties and streets when it rains. Managing stormwater ensures flooding and associated environmental problems are reduced as much as possible.

Unless captured early, contaminants from run off occurring on roads and properties which enter our stormwater networks are likely to be discharged into water bodies. This could have a negative environmental effect. We minimise the risk of this happening by installing structures such as catchpit grates to reduce the likelihood of contaminants entering the networks, as well as through ongoing operations and maintenance of outfall structures. We also comply with the conditions of the resource consents which permit us to discharge our stormwater.

How we fund these activities

We're proposing that our stormwater operating costs will continue to be funded through general rates and targeted rates.



This activity group helps us provide sustainable services and infrastructure.

Wastewater

This activity helps us provide sustainable services and infrastructure.

What we do

We provide wastewater services to protect the health of people and our waterways. Wastewater is the discharge from showers, baths, sinks, washing machines, dishwashers, and toilets. We collect it from over 23,000 properties across 10 towns, treat and then return clean water to the environment in a safe and healthy way. The infrastructure required is huge – 10 wastewater treatment plants, 131 pump stations and over 400km of piped mains.

We had planned to be exiting these activities as the responsibilities were to be transferred to a regional delivery entity (as required under the new water services legislation passed in 2021 and 2022). However, as the new Government elected in 2023 has repealed the new legislation, we are assuming that we'll maintain responsibility for these services.

Having enough capacity in our networks is critical if we are to provide for future land subdivision and development in accordance with our District and Strategic Planning activity, but upgrades to create this capacity come at a high cost. Replacing ageing assets so they don't fail and building additional, new plants is expensive, too.

We have planned several projects to service new areas and upgrade treatment plants over the next 10 years. We're also increasing our investment in renewing our wastewater infrastructure assets to keep them up to the new standards.

In the longer term, the costs of maintaining existing infrastructure and building new assets are likely to continue increasing. Indications are that the environmental standards for treating and discharging wastewater and the impacts of a changing climate will also increase.

What you can expect us to deliver

Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
	We'll provide adequate wastewater services for household and business use in currently serviced urban communities	Number of dry weather sewerage overflows from the Council's sewerage system, per 1,000 connections to that sewerage system	0.60	≤1 complaints	≤1 complaints	≤1 complaints	≤1 complaints
	We'll respond as required to faults and complaints received from customers	The total number of complaints received about sewerage, per 1,000 connected properties:					
		• sewerage odour	0.95	≤1	≤1	≤1	≤1
		• sewerage system faults	3.97	≤3	≤3	≤3	≤3
		• sewerage system blockages	3.24	≤3	≤3	≤3	≤3
		• our Council's response to issues with the sewerage system	0.13	≤2	≤2	≤2	≤2
		Median response time for attendance to sewerage overflows resulting from a blockage or other fault in the Council's sewerage system, from the time that our Council receives notification to the time that service personnel reach the site	30 minutes	≤2 hours	≤2 hours	≤2 hours	≤2 hours
		Median response time for resolution of sewerage overflows resulting from a blockage or other fault in the Council's sewerage system, from the time that our Council receives notification to the time that service personnel confirm resolution of the blockage or other fault	2:14 hours	≤24 hours	≤24 hours	≤24 hours	≤24 hours
	Our wastewater services will not negatively impact on public health or the natural environment in line with legislative requirements	Compliance with the Council's resource consents for discharge from its sewerage system, measured by the number of: a) abatement notices b) infringement notices c) enforcement orders d) convictions received by the Council in relation to those resource consents	a) 1 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0

Significant negative effects

If we don't manage the delivery of this activity effectively there is the potential for significant negative environmental effects from the discharge of untreated wastewater. We minimise these risks by building, operating, and maintaining wastewater capture, treatment and discharge systems and complying with our resource consent requirements.

How we fund these activities

We're proposing that our wastewater operating costs will continue to be funded through targeted rates and fees and charges.

Water supply

This activity helps us provide sustainable services and infrastructure.

Our water supply service treats and distributes water that we source from groundwater bores and rivers in the district. Our water supplies are required to comply with the New Zealand Drinking Water Standards.

What we do

Clean drinking water is an essential service. In urban areas where properties often don't have room for a private water tank, it is more efficient for a network of drinking water infrastructure to be provided. We provide reliable, high-quality and safe treated water supply to nine urban areas as well as two rural water supplies south of Te Kauaeranga | Thames.

Our 630km of pipes service over 20,000 water connections across the Coromandel. The water is drawn from various sources before being treated and distributed. Due to the dispersed nature of our settlements, our water supply infrastructure network is large with 48 reservoirs, over 600km of pipes as well as hydrants, pipelines and water meters. We must ensure water is used sustainably so we implement water restrictions when demand is high or available water is reduced.

As part of managing effective and efficient water use, our Council will continue with the installation of water meters on properties within the serviced areas across the district, and volumetric charging for water. As part of this, for example Whitianga and Whangamatā will pay the connected and metered targeted rate for water supply, and the volumetric charge rather than the connected and unmetered rate. Volumetric charging for water usage already occurs in some parts of the district.

We had planned to be exiting these services as the responsibilities were to be transferred to a regional delivery entity (as required under the new water services legislation passed in 2021 and 2022). However, as the new Government elected in 2023 has repealed the new legislation, we are assuming that we'll maintain responsibility for these services.



This activity group helps us provide sustainable services and infrastructure.

In a world of ever-increasing costs, changing climate and legislative requirements, our programme ahead remains a challenge, especially as some parts of our water supply network are ageing and will need renewing over the next 30 years. In the next 10 years, our focus will be on replacing a number of our treated water reservoirs and upgrading a water main in Whitianga. We've had to delay the upgrade of the Thames South water infrastructure which would bring the supply up to national drinking water standards which is now forecast to be completed in 2027/28.

We'll also be extending water supply to new areas including Totara Valley Road in Thames and the Wharekaho settlement at Whitianga. Like our other infrastructure, having enough capacity in our networks is critical if we are to provide for future land subdivision and development.

We'll continue our installation of universal water meters across the district to manage demand.

In the longer term, costs are likely to continue increasing. Indications are that the environmental standards we must meet when treating and discharging water supply may increase. What these standards look like and the impact on our assets is uncertain and we will be monitoring legislative requirements. As the effects of climate change become more certain we will need to take steps to ensure that our assets are able to cope.

What you can expect us to deliver

Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
Water supply	We'll provide safe and reliable potable water for household and business use in urban areas. Our Thames South water supply won't be potable until a new water treatment plant is commissioned (planned for 2027/28)	Compliance with Taumata Arowai Drinking Water Quality Assurance Rules (DWQAR) (bacterial and protozoal)* *Latest result (2022/23) is the result against DWQAR for the six-month period 1 January to 30 June 2023. Results for the period 1 July to 31 December 2022 against the NZ Drinking Water Standards 2005 (revised 2008) can be found in the Council's 2022/23 Annual Report.					
		Bacterial:					
		Thames South	Not compliant	Not compliant	Compliant	Compliant	Compliant
		Thames	Compliant	Compliant	Compliant	Compliant	Compliant
		Coromandel	Compliant	Compliant	Compliant	Compliant	Compliant
		Matarangi	Not compliant	Compliant	Compliant	Compliant	Compliant
		Whitianga	Compliant	Compliant	Compliant	Compliant	Compliant
		Hāhei	Compliant	Compliant	Compliant	Compliant	Compliant
		Tairua	Compliant	Compliant	Compliant	Compliant	Compliant
		Pauanui	Compliant	Compliant	Compliant	Compliant	Compliant
		Onemana	Not compliant	Compliant	Compliant	Compliant	Compliant
		Whangamatā	Not compliant	Compliant	Compliant	Compliant	Compliant
		Protozoal:					
		Thames South	Not compliant	Not compliant	Not compliant	Compliant	Compliant
		Thames	Not compliant	Not compliant	Compliant	Compliant	Compliant
		Coromandel	Not compliant	Compliant	Compliant	Compliant	Compliant
		Matarangi	Not compliant	Compliant	Compliant	Compliant	Compliant
		Whitianga	Compliant	Compliant	Compliant	Compliant	Compliant
		Hāhei	Not compliant	Compliant	Compliant	Compliant	Compliant
		Tairua	Compliant	Compliant	Compliant	Compliant	Compliant
		Pauanui	Not compliant	Compliant	Compliant	Compliant	Compliant
		Onemana	Not compliant	Compliant	Compliant	Compliant	Compliant
		Whangamatā	Not compliant	Compliant	Compliant	Compliant	Compliant

Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
	We'll promote the efficient and sustainable use of water	Percentage of real water loss from our Council's networked reticulation system					
		<i>The following schemes have universal metering and will use an Annual Water Balance methodology.</i>					
		Thames	Not measured	≤39%	≤39%	≤39%	≤39%
		Coromandel	Not measured	≤37%	≤37%	≤37%	≤37%
		Pauanui	Not measured	≤13%	≤13%	≤13%	≤13%
		<i>The following schemes do not have meters and will use appropriate alternative methodologies to measure losses</i>					
		Thames South	Not measured	≤40%	≤40%	≤40%	≤40%
		Matarangi	Not measured	≤45%	≤45%	≤45%	≤45%
		Whitianga	Not measured	≤25%	≤25%	≤25%	≤25%
		Hāhei	Not measured	≤50%	≤50%	≤50%	≤50%
		Tairua	Not measured	≤40%	≤40%	≤40%	≤40%
		Onemana	Not measured	≤60%	≤60%	≤60%	≤60%
		Whangamatā	Not measured	≤40%	≤40%	≤40%	≤40%
		The average consumption of drinking water per day per resident (currently based on normally resident population)	433 litres	≤575 litres	≤575 litres	≤575 litres	≤575 litres

Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
	We'll provide a responsive call-out service to attend to customers issues with their water supply	Median response time for attendance for urgent call-outs, from the time that our Council receives notification to the time that service personnel reach the site	30 minutes	≤2 hours	≤2 hours	≤2 hours	≤2 hours
		Median response time for resolution of urgent call-outs, from the time that our Council receives notification to the time that service personnel confirm resolution of the fault or interruption	1:34 hours	≤24 hours	≤24 hours	≤24 hours	≤24 hours
		Median response time for attendance for non-urgent call-outs, from the time that our Council receives notification to the time that service personnel reach the site	40 minutes	≤5 days	≤5 days	≤5 days	≤5 days
		Median response time for resolution of non-urgent call-outs, from the time that our Council receives notification to the time that service personnel confirm resolution of the fault or interruption	2:47 hours	≤5 days	≤5 days	≤5 days	≤5 days
		The total number of complaints received, per 1,000 connections:					
		Clarity	1.09	≤2	≤2	≤2	≤2
		Taste	0	≤2	≤2	≤2	≤2
		Odour	0.05	≤2	≤2	≤2	≤2
		Pressure or flow	1.88	≤5	≤5	≤5	≤5
		Continuity of supply	7.08	≤5	≤5	≤5	≤5
		Response to any of the issues above	0.5	≤3	≤3	≤3	≤3

Significant negative effects

Supplying high quality drinking water is important to ensure public health and safety.

If we don't manage the delivery of this activity adequately there is the potential for significant negative effects. In addition to adverse health impacts on people, the excessive abstraction of water from the natural environment could have a negative environmental effect. We minimise this effect by complying with the New Zealand Drinking Water Quality Assurance Rules and resource consent requirements.

The leakage in water reticulation networks that wastes this precious resource is mitigated through leak detection, universal metering, renewal programmes and system improvements and reactive responses.

How we fund these activities

We're proposing that our water supply operating costs will continue to be funded through targeted rates and fees and charges.

Our Water and Sanitary Services Assessment

In 2005 we assessed the adequacy of our district's water and other sanitary services including wastewater and stormwater. We identified and assessed the services supplied to 46 communities across the Coromandel. We're required to let you know of any major variations between that assessment and what we've proposed in this long-term plan. We have identified the following variations:

Water Supply

Water supply upgrade for Matatoki, Hikutaia, Puriri and Omahu

When the water and sanitary assessment (WASA) was prepared, the water supply provided to residents of Matatoki, Hikutaia, Pūriri and Ōmahu (known as Thames South) was classed as a rural water supply and was not required to meet drinking water standards. We required the installation of two stage filtration systems as a condition of housing building consents issued in these areas. We also installed disk filters to filter the water for each supply. The Thames South water supplies do not meet Drinking Water Quality Assurance Rules and there is a permanent boil water notice in place. We've identified budget in the 2024-2034 Long Term Plan for construction of a new water treatment plant at Pūriri. This plant will have future capacity built into it, as well as capacity for expansion to Matatoki and possibly south to Ōmahu. Subject to Council funding approval as part of the 2024-2034 Long Term Plan, the project is planned to start in 2024/25 and be completed by 2027/28.

Water treatment plant upgrades

Several water treatment plants have been upgraded over the last six years. These include Whitianga, Tairua, Pāuanui, Whangamatā (Moana Point, Beverly Hills, and Wentworth Valley), Onemana and Coromandel. The Hāheī and Matarangi water treatment plant upgrades are forecasted to be completed by December 2024 and June 2025 respectively.

Education programme for small water supplies

The 2005 WASA stated that we would be conducting an education programme to offer residents information concerning the dangers, problems and solutions involved in small water supplies. As part of this we published content on our website about water conservation measures and the need for water restrictions from time to time.

We will continue to focus its activities on providing water supplies to its existing customers.

Wastewater

Education programme for efficient septic tank management

The WASA stated that we would be engaging in an education programme to promote efficient septic tank management, however this is not proposed to be carried out under this Long Term Plan as this work is the role of the regional council.

Administration of trade waste bylaw

We do not have a trade waste bylaw currently, but it is proposed to develop a new bylaw, should three waters remain in Council ownership.

Matarangi Wastewater Treatment Plant upgrade

The 2024-2034 Long Term Plan has identified a capital budget for the upgrade of the Matarangi wastewater treatment plant. A resource consent application for this project has been lodged with Waikato Regional Council. The project implementation timeline is dependent on us securing this resource consent.

Cooks Beach Wastewater Treatment Plant upgrade

The 2024-2034 Long Term Plan has identified a capital budget for the upgrade of the Cooks Beach wastewater treatment plant.

Stormwater

Thames - Albert Street Stormwater upgrade

A stormwater upgrade was planned to commence in Albert Street, Thames in 2005/06 to address some flooding issues, and was delayed in previous long term plans due to the significant capital costs associated with the project. A technical investigation has now commenced for the Albert Street area to determine the optimal design and construction for the stormwater upgrade. In the meantime, disposal of any excessive stormwater is managed by using a pump.

Whitianga improvements

Over the last 15 years several works have been completed to improve the performance of the stormwater system in Whitianga. Work is planned to be undertaken for the Cook Drive stormwater network this financial year with further improvements to be undertaken during the term of the 2024-2034 Long Term Plan.

Other District Stormwater Improvement projects

Community engagement teams have been set up to review current stormwater issues in Whangamatā, Cooks Beach, Whitianga (Austin Drive) and Matarangi. Technical investigations and design work has commenced in Whangamatā, and work will continue during the term of the 2024-2034 Long Term Plan.



This activity group helps us provide sustainable services and infrastructure.

Solid waste

This activity helps us provide sustainable services and infrastructure.

Our Rubbish and Recycling and Waste Minimisation activities are focused on providing for waste to be properly disposed of to help protect public health and the environment. We provide reliable and sustainable kerbside collection and transfer station services. We want to work together with our communities to reduce waste, encourage reuse and protect our environment. Our Waste Management and Minimisation Plan guides and supports these activities.

What we do

We help promote a sustainable district by providing options to safely dispose of and minimise our waste. Many of our households can use our new kerbside foodscrap waste and recycling and rubbish bins, which are collected regularly. Rubbish and recycling can also be dropped off at our transfer stations at Coromandel, Matarangi, Pauanui, Tairua, Thames, Whangamatā and Whitianga. These facilities complement our community kerbside collections, and are especially important when our part-time residents and visitors, who can put pressure on our services during holiday periods, are visiting. We have planned to build a new transfer station in Whitianga to meet the growing needs of this town. We're also planning to replace buildings, roading infrastructure and other assets at our transfer stations and meet health and safety requirements.

We promote initiatives across the district that encourage waste minimisation, including educational programmes. We encourage the reuse of waste by working collaboratively with our communities, including local resource recovery groups. In addition, we manage closed landfill sites on the Peninsula.

What you can expect us to deliver

Activity	The service you can expect from us	How we'll measure whether we delivered	Latest result (2022/23)	Our targets			
				2024-25	2025-26	2026-27	2027-34
Rubbish and recycling	We'll provide kerbside pickup services to eligible properties within the solid waste collection area, so long as it is safe to do so	Number of justified* complaints that collection is not completed on the scheduled day, measured by the Council's request for service (RFS) system *where there is a reasonable case for the complaint	2.07 valid complaints per annum per 1,000 rating units	≤3 valid complaints per year per 1,000 eligible solid waste rating units	≤3 valid complaints per year per 1,000 eligible solid waste rating units	≤3 valid complaints per year per 1,000 eligible solid waste rating units	≤3 valid complaints per year per 1,000 eligible solid waste rating units
	We'll maintain closed landfill sites	Number of formal warnings issued by the Waikato Regional Council for non-compliance with resource consent(s)	0	0	0	0	0
Waste minimisation	We'll implement waste minimisation education programmes	Number of schools / early childhood education centres (ECEs) participating in waste education programmes	New	≥8 schools / ECEs participating in waste education programmes	≥8 schools / ECEs participating in waste education programme	≥8 schools / ECEs participating in waste education programme	≥8 schools / ECEs participating in waste education programme

Variations to our Waste Management and Minimisation Plan

We have not identified any variations between our Waste Management and Minimisation Plan (WMMP) and the proposals in this Long Term Plan. Our proposals in this Long-Term Plan are in alignment with the 'Physical Infrastructure' section (table 8.1) of the WMMP.

Significant negative effects

Not collecting and suitably disposing rubbish and recycling will have significant adverse public health and environmental effects.

Significant negative effects can also result from the discharge of leachate from closed landfills that we manage, and this will continue to be managed carefully. The management of closed landfills is subject to compliance with resource consents.

Odour emanating from transfer station sites can impact negatively on people in the immediate vicinity. Observing good operating standards will minimise the risk of odour problems.

How we fund these activities

We're proposing that our rubbish and recycling operating costs will continue to be funded through rates (general and targeted) and fees and charges. Our waste minimisation operating costs will be funded through subsidies and grants.