

## Council & You – Service Requests

### How can we help you?

Spotted a pot hole in the road, overflowing litter or fresh graffiti? Need to request information about a property or enquire about your latest water bill?

Now there's an easier and more efficient way for you to tell us about work that needs to be done in the district and to request information. Introducing our new online capability allowing you to lodge requests through our website.

The new webpage is simple and easy to use with eight main categories. Just visit [www.waikatodistrict.govt.nz/request-it](http://www.waikatodistrict.govt.nz/request-it) select the appropriate category and be prompted to answer a few questions relating to your request.



Once you've selected your category you'll be asked to:

- Provide some details so we can get back to you (if you want us to)
- Explain the request. Don't worry we'll prompt you for specific information. For example, if you're reporting a water leak you'll be asked to check if the leak is outside your boundary.

Sue Duignan, General Manager Customer Support explains, "Questions are tailored for each category so we get the right information at the first point of contact and we can resolve the issue faster."

The new service is designed to be hassle free and ensures you need to spend as little time as possible informing us about your concern. You can also choose if you would like to be kept informed about the outcome of a request and if so, whether you'd prefer contact by email or phone.

"If you want to know when the pot hole is fixed, tell us and we'll let you know. If you'd rather not receive an update, that's fine too. It's about giving you the choice," Mrs Duignan says.

So what does this all mean for you?

- less time liaising with us on the issue
- easier process
- more personalised
- easy access
- faster outcomes.

Don't forget, if you'd rather pick up the phone you can also call us on 0800 492 452 or email your general questions to [info@waidc.govt.nz](mailto:info@waidc.govt.nz)

Last year, we received **22,881** service requests from you ranging from pot holes, to noise complaints, graffiti, public toilets and more.



# Mayor's message

## Our strength is in our communities

One thing I enjoy about my role as Mayor is the opportunity to experience community spirit in different ways across the district.

In hardship, strong communities pull together and help each other out, we stay in touch with our neighbours and make sure everyone's okay. We also come together to celebrate special events and the unique character of our district. Over the past month I've witnessed these scenarios and am proud of the way our communities have united, for good and bad.

Across one weekend, around 200 volunteers including Council staff and Ngaruawahia residents participated in a Red Cross annual training exercise designed to test the readiness of emergency services, Red Cross team members and volunteers in an emergency.

On a slightly overcast Sunday morning, I joined young and old to celebrate the opening of Meremere's new community centre, a central hub developed for sport, dance, music and well-being.

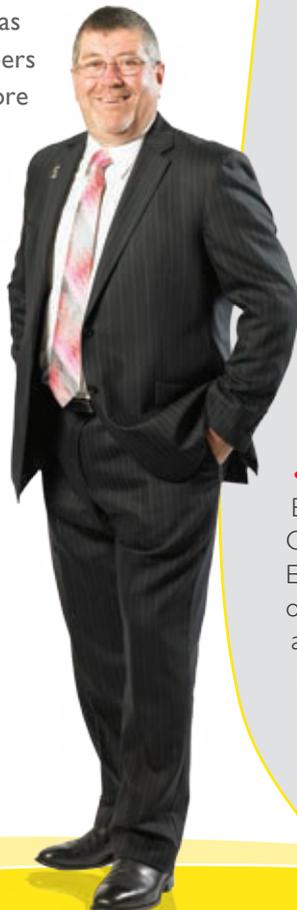
Midweek, as spring began some communities faced the challenge of blocked roads and water outages. In the midst of what can only be described as absolutely rubbish weather, our staff members were commendable in their efforts to restore normality while locals boosted morale with a genuine 'thumbs up' and thanks.

And on a sunny Saturday morning, Port Waikato residents and supporters met to discuss the best way forward to deal with serious erosion at Sunset Beach, working together on an agreed strategy.

The strength of these communities (and by default, our district) is the spirit shown by individuals to be part of the community-centric solution.



**Allan Sanson** Mayor, Waikato District Council  
mayor@waidc.govt.nz



## Meremere Community Centre **officially opened**

VIPs joined local school children, Meremere residents – old and new – to celebrate the opening of the village's new community centre in August.

The centre was officially opened by MP Lindsay Tisch and guest speakers included His Worship the Mayor, Allan Sanson, Community Development Group Chair, Jim Katu, alongside Department of Internal Affairs (DIA) Community Development & Funding Advisor, Mary Wilson.

Funding for the new community centre was provided by Waikato District Council, Ministry of Social Development and Internal Affairs, WEL Energy Trust as well as fundraising support from the wider community.



## We're celebrating success in our district

### *Congratulations to*

- **Tamahere Forum**; winners in the annual Australia and New Zealand Internet Awards (ANZIAS). The website was recently named winner of the community website category from a field of five trans-Tasman finalists. The awards recognise organisations, businesses and individuals who excel in delivering accessible, innovative, informative and secure resources to a diverse and wide community on the internet.
- **Zealong Tea**; winners of 'Best New Natural / Organic Beverage' in their maiden appearance at the Natural & Organic Products Asia Expo. Held across three days the Expo is Asia's foremost business event for the natural and organic industry, and is an important platform to engage and promote natural, sustainable and healthy lifestyles, as well as natural and organic products.



# Inorganic refuse collection *on its way!*

It's a great opportunity to delve into the garage and sort out any unwanted furniture, lawnmowers, carpet, televisions or appliances. All you need to do is make sure the items are less than two metres long by one metre wide, place them out on the kerb on your specified day and we'll arrange to have them taken away during that week for you.

To make it easy we have aligned the collection weeks to the day you would normally put your rubbish out.

If your rubbish is normally collected on	Put your inorganic rubbish out on the kerb on
Monday	Sunday 1 November
Tuesday	Sunday 8 November
Wednesday	Sunday 29 November
Thursday	Sunday 15 November
Friday	Sunday 22 November

If you have any questions please contact Metrowaste on 0800 130 908.

## What if I live in north Waikato or Raglan?

If you live in Port Waikato, Onewhero, Pokeno or Tuakau, we're making arrangements so you can drop off a trailer load of inorganic items at certain sites for just \$15 and we'll recycle it for you.

If you live in Raglan you can take your inorganic items to the Raglan Recycling and Transfer Station on Te Hutewai Road.

Look out for more information on all of these services in your mailbox, on our website and Facebook page and in your local newspaper.



## We're talking *rubbish* with Pukekawa & Onewhero

We've asked Pukekawa and Onewhero residents if they want a new rubbish service from 1 July 2016 including:

- a weekly kerbside pre-paid bag refuse collection
- weekly two crate recycling collection
- and a phone-in inorganic collection collected from your property once a year.

The proposed service provides residents with the convenience of disposing of waste and recycling at the kerbside and encourages sustainable, responsible waste management.

The cost? \$1.50 per pre-paid sticker that can be placed on any suitable bag (up to 60L in volume) and an annual \$127.83 targeted rates charge per dwelling.

Residents have provided their feedback on the proposal and we're now collating the information. Stay tuned for the results.

From 1 July 2016 the following services will stop:

- monthly recycling collections at Pukekawa and Onewhero
- the recycling depot at Port Waikato
- the yearly trailer inorganic collection.

# Home is Waikato District

This year each edition of Link features different communities in our district. Let's take a visit to Hukanui-Waerenga and Onewhero-Te Akau.

## ONEWHERO-TE AKAU

**So much diversity in a third of our district**

Did you know Onewhero-Te Akau ward makes up one third of Council's land mass?

From the unique coastal village of Port Waikato, to the mouth of the beautiful Raglan Harbour, the area's diversity is highlighted by spectacular scenery. For example, the rugged limestone hills of Waikaretu, the vast, flat food producing areas of Pukekawa and the beauty and power of Okarahea (Sunset Beach).

While varying in size and remoteness, Onewhero, Pukekawa, Glen Murray, Naike, Waikaretu, Te Akau and Waingarō villages all possess incredible community spirit and resourcefulness.

This is coupled with genuine rural character making each community a fantastic place to live.



**Rosemarie Costar**

Onewhero-Te Akau Ward Councillor  
[rosemarie.costar@waikato.govt.nz](mailto:rosemarie.costar@waikato.govt.nz)

Awaroa ki Tuakau Ward

Whangamarino Ward

Onewhero-Te Akau Ward

Huntly Ward

Hukanui-Waerenga Ward

Ngaruawahia Ward

Newcastle Ward

Eureka Ward

Tamahere Ward

Raglan Ward

## Port Waikato is prepared, are you?

Congratulations to Port Waikato and the dedicated team of volunteers who have completed their Civil Defence Community Response plan.

The plan looks at potential hazards and risks in Port Waikato and how the community can help us manage a major emergency.

We've also been working with local iwi to develop Marae Preparedness Plans. We're discussing the roles and responsibilities of civil defence and how marae and whanau can be better prepared for emergencies.



*Poihaakena Marae during a workshop to prepare their marae for an emergency*

The goal is for civil defence to help build capacity by upskilling iwi representatives so that they can pass on the messages and skills they learn.

# Staying safe on our rural roads

It's not good news unfortunately. Over the last five years driving too fast has been a factor in 26% of all crashes in Waikato district.

This means drivers are going over the posted speed limit or going too fast for the conditions. Another frightening fact – 87% of these crashes are happening on rural roads. Our rural roads are often windy, narrow and sometimes have no shoulder. In addition to the layout of the road, other hazards such as drains and banks make these roads very unforgiving if you make a mistake. Remember – 100km is not a target. Your speed should be determined by the physical conditions of the road.

## HUKANUI-WAERANGA

A large, long, rural ward with three key communities bordering the northern boundaries of Hamilton city.

To the north, Waerenga's established community remains strong and active driven by self-sufficiency and community projects that are testament to its rural roots.

Further south, through development of the Waikato Expressway and the community's connectivity to Hamilton's northern boundaries, we see the changing face of Horsham Downs.

Gordonton is becoming a destination in its own right with international award-winning Zealong Tea, the amazing gardens at historic Woodlands, and developing boutique lifestyles. You should join us one Saturday morning for the monthly community market.

The diversity of this ward means I have the pleasure of dealing with these communities, as well as individuals on a one-on-one basis.



**Dynes Fulton**

Hukanui-Waerenga Ward Councillor  
[dynes.fulton@waikato.govt.nz](mailto:dynes.fulton@waikato.govt.nz)

## Pukemokemoke Bush Reserve – Something for everyone to appreciate

Located on Whitikahu Road adjacent to the Tauhei quarry, this 40ha reserve is identified as one of the most species-rich forest remnants of the Waikato.

The Pukemokemoke Bush Loop Track is a great Waikato walking trail, and boasts over 300 native plants including matai, totara, kauri, kanuka and kahikatea, great picnic spots and stunning views of the wider region. The popular network of tracks allows for exploration of the area and provides access to a lookout platform at the site of the old trig station.

Originally gifted by David Johnstone on his death in 1990, the reserve is now administered by The David Johnstone Pukemokemoke Trust. A Trust-appointed manager supervises volunteers, including The Friends of Pukemokemoke, in the ongoing restoration and maintenance of the reserve while local iwi and Kaumatua contribute significantly to the preservation and enrichment of the reserve.



*A sunny morning at the Gordonton Market*

# Fire safety – *Lighting up your responsibilities*

Waikato District Council is the Rural Fire Authority for your district and we're here to help you understand your responsibilities when lighting a fire.

Before lighting any fires, you need to check if you require a permit. You can do this by visiting [www.waikatodistrict.govt.nz/Services/Rural-fires](http://www.waikatodistrict.govt.nz/Services/Rural-fires) and if you do require a permit you can also apply online.

Strong winds and extremely dry conditions can make burning potentially dangerous, so the best time to carry out a burn is when a fire permit is not required. Because a large percentage of the Waikato district contains peat soil it's important to know what you are burning on. Fires on peat soil can spread undetected under ground making them extremely difficult and expensive to control.

When you light a fire consider your neighbours and make sure that what you're burning won't smoke them out! The best way to do this is to give your vegetation plenty of time to dry out.

If you're on the receiving end of excessive smoke from a fire have a chat to your neighbour and see if you can resolve the issue. If not, contact Waikato Regional Council if you live in an urban area and Waikato District Council if you live in a rural area.

Never leave a fire unsupervised and make sure it's completely extinguished before leaving the burn site. If a fire you light gets out of hand, even if you have a permit, you're liable for any damage or fire suppression costs.

Things don't always go to plan; so make sure you have a safe escape route, adequate resources to control the fire and flexibility to change your plans to suit the weather. And remember, if your fire gets out of control, always call 111.



## Liquor Control **Bylaw**

Did you know many of our towns have permanent liquor bans in place?

Ngaruawahia, Taupiri, Huntly, Te Kauwhata, Meremere and Raglan all have a permanent liquor ban in their central business district. Each year in Raglan from 23 December to 6 January the ban is extended to a large surrounding area. There are also permanent bans in place at Karioitahi and Sunset beaches. In Tuakau, the CBD has a ban between 7pm and 7am daily. Many of our reserves also have bans during night time hours.

Alcohol consumption in public places can lead to offensive and dangerous behaviour, which is why we have the Liquor Control Bylaw.

What happens if you breach this bylaw?

If you're caught consuming alcohol in a public place that falls within a liquor ban area the Police can issue you with an infringement notice of \$250 or if you're convicted in a District Court, you could be fined up to \$20,000.

Liquor bans are in place to protect your safety and enjoyment in public places. Next year we will be reviewing the Liquor Control Bylaws in your town so you can have your say.

Keep up-to-date at [www.waikatodistrict.govt.nz](http://www.waikatodistrict.govt.nz)



So, what does this mean for you? If you are of legal age to drink. You may:

- drink alcohol on licensed premises or associated alfresco dining areas
- purchase alcohol to take home as long as the container remains unopened.

You may not:

- consume alcohol in public places which fall within the liquor ban area
- possess or take alcohol into public places which fall within the liquor ban area.



Students of Taupiri School proudly displaying their winning signs

## Smart Water starts with you

Summer is coming and we're asking schools to get smart with water.

We're challenging Waikato district schools to be creative and to design a poster that gives their community an idea of how to save water at home or in the garden.

The winning posters will be turned into signs for their school fence to help spread the water-saving word.

Sally, our Smart Water Coordinator, has been out and about visiting schools to chat to them about how to save water at school and around the home as well as sharing the news about how to join the competition.

If your school wants to get involved, email [coordinator@smartwater.org.nz](mailto:coordinator@smartwater.org.nz)

# Have we got it right for you?

We're reviewing our Public Places Bylaw. The bylaw regulates a range of activities that happen in public places (roads, streets, parks).

What does this mean for you?

We put rules around:

- parking restrictions and time limits
- roadside mobile traders such as coffee carts and fruit and vegetable stalls
- activities in the main streets of your town
- use of skateboards, roller skates and bikes.

We want you to ask – are these rules right for me?

## Parking

What do you do for me?

- enhance road safety
- manage traffic flows effectively
- ensure that specialised parking facilities like loading zones and mobility spaces operate properly
- allocate parking spaces when it comes to competing users
- increase the chances of other shoppers and visitors being able to find a park easily and conveniently.

When I park in my town, are the rules right for me?



## Activities in Public Places

What do you do for me?

- limit the use of skateboards, roller blades etc on the main streets
- ban the use of legal highs in all public places
- restrict temporary structures.

When I skateboard in my town, are the rules right for me?

## Trading in a Public Place

What do you do for me?

- make sure roadside mobile traders such as coffee carts and fruit and vegetable stalls meet health and safety standards
- ensure anyone selling goods in a public place has a licence
- make sure the surrounding roads and pavements remain safe and usable for both traders, their customers and other uses.

I sell coffee on the roadside in my town, are the rules right for me?



## So, have we got it right for you?

Visit [www.waikatodistrict.govt.nz/publicplaces](http://www.waikatodistrict.govt.nz/publicplaces) from 28 October to read the full proposed bylaw and tell us what you think by 30 November 2015.

If you'd rather tell us on paper – hard copy feedback forms are available at Council offices, Libraries or by emailing [consult@waidc.govt.nz](mailto:consult@waidc.govt.nz)

# Planning an event? What you should know

Planning an event where alcohol and/or food will be sold? Have a chat with our Environmental Health Team and make sure you're meeting all the requirements.

We'll walk you through the process of what you need to do including:

- providing us with the details of all food vendors and a copy of the site map
- making sure the event location has adequate water and sanitary facilities
- deciding whether you need a resource or building consent
- completing the required paperwork
- displaying registrations, licenses and certificates
- discussing licence checks and inspections on the day of the event.

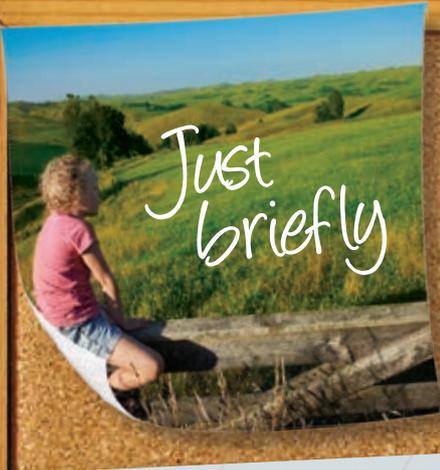
When it comes to supplying alcohol there's a few extra considerations:

- applying for a special licence at least **20 working days** before the event
- ensuring vendors selling alcohol have a manager's certificate if required.

It may seem like hard work but our team is here to help and make sure your event runs smoothly and safely. After all, we like to have fun too.

Contact your Environmental Health team on 0800 492 452 to organise a chat and visit [www.waikatodistrict.govt.nz](http://www.waikatodistrict.govt.nz) for more info.





## Shake Out / DISASTER HOUSE

We can't say it enough – everyone needs to be prepared for an emergency.

Across New Zealand it seems families and the vulnerable are the most prepared for an emergency, but when it comes to GEN Y there's a 'she'll be right' attitude.

Waikato Civil Defence, with support from Council, held 'Disaster House 2015'.

"Sweet... got enough food for 3 days!"



READY FOR A DISASTER  
#SaidNoOneEver

## ANNUAL REPORT

Each year we produce an Annual Report which tells you what we've been working towards over the last year.

Bridges, new roads, playgrounds, water upgrades and development – it covers everything we've been doing in your community as well as detailing the costs.

Look out for your copy of the Annual Report Summary set to hit your mailbox in the next few weeks. The full document is available online at [www.waikatodistrict.govt.nz](http://www.waikatodistrict.govt.nz)

Three young people were given 10 minutes to grab what they needed from their home. They were then whisked away to a secluded hideaway in rural Waikato and had to survive three days with no power, water, sewerage or cell phone coverage and only the items they grabbed.

Throw in a few twists and challenges and the whole event streamed online. Catch-up on all the episodes at [www.facebook.com/WaikatoCivilDefence](http://www.facebook.com/WaikatoCivilDefence)

Haven't got an emergency kit? Visit [www.waikatocivildefence.govt.nz](http://www.waikatocivildefence.govt.nz) to find out exactly what you should include in yours.

Got a question about Council business? Email [communications@waidc.govt.nz](mailto:communications@waidc.govt.nz)

## Flush a mug

Some plumbing fittings have the potential to allow minute traces of metals to accumulate in water standing in the fitting for several hours.

Although the risk is minimal, the Ministry of Health recommends that you flush a cupful of water from your drinking tap each morning to remove any metals that may have dissolved from the plumbing fittings.

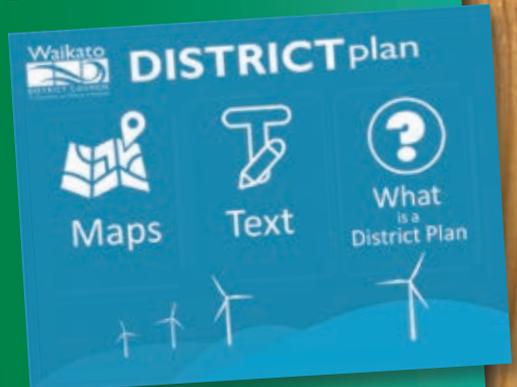
## Waikato district E-plan

It's time to say goodbye to large paper based volumes and hello to searching and exploring the District Plan rules online.

Coined 'Waikato district e-Plan' the new online tool will replace the current large paper based volumes and make it easier for customers to use, search and understand our district plan.

Features of Waikato district e-Plan include the ability to:

- click on defined words and see their meaning
- search for key words
- easily navigate the document.



Waikato district e-Plan is now online, start exploring at [www.waikatodistrict.govt.nz/eplan](http://www.waikatodistrict.govt.nz/eplan)

Our next edition of Link will be distributed from 7–11 December 2015. If you don't receive your Link during this period email [communications@waidc.govt.nz](mailto:communications@waidc.govt.nz) with your address details so we can look into the non-delivery. Please note if you have 'No Junk Mail' on your mailbox we can't deliver the newsletter.