

# OPERATIONAL OVERVIEW – 2021 -2022

## REPORT SUMMARY

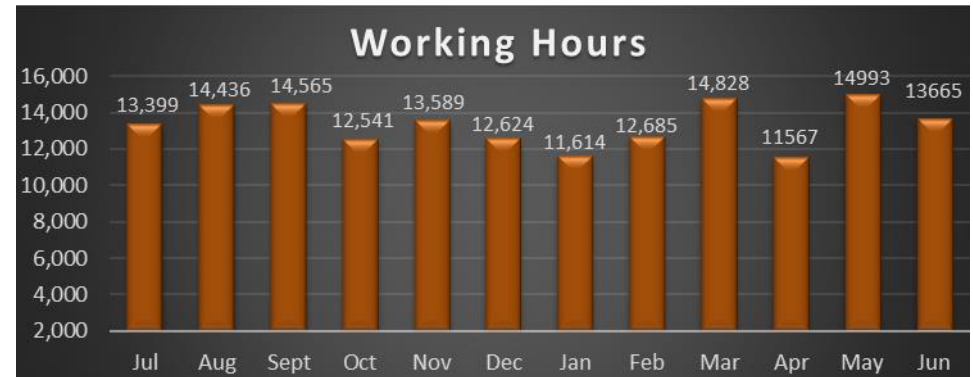
This report summarises the work undertaken through the 21/22 financial year.

This has been a very challenging year:

- COVID19 has caused higher levels of absenteeism, limited availability of product, increased lead times and significant increases in cost
- Very frequent storm events, causing disruption to many services and the work programmes
- The unforeseen building boom
- The work resulting from Three Waters reform, specifically the demands for information and the positive disruption of the stimulus funding package.

Even faced with those hindrances the workload, as demonstrated in this report, has practically been delivered in its entirety and nearly all non-financial performance measures were met. This has in-part been down to the preparation the teams made early in the LTP to plan activities and budgets, meaning projects and tenders could be kicked-off well in advance of the deadlines, escaping in many areas from the material delays and cost hikes.

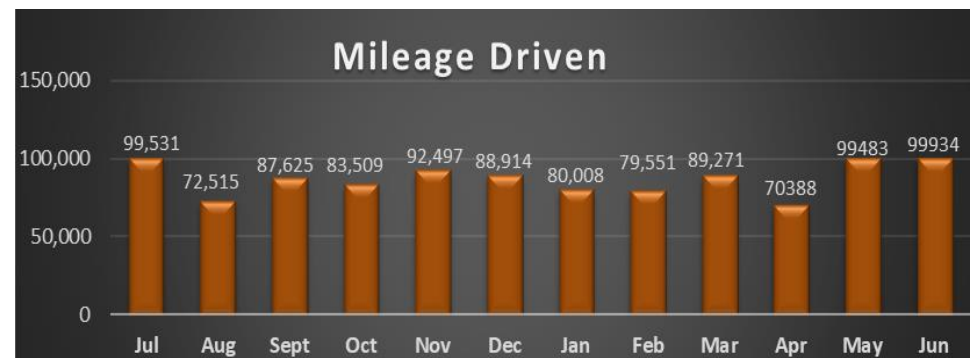
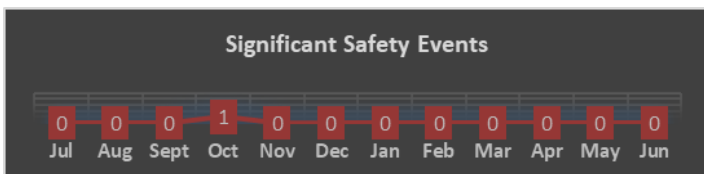
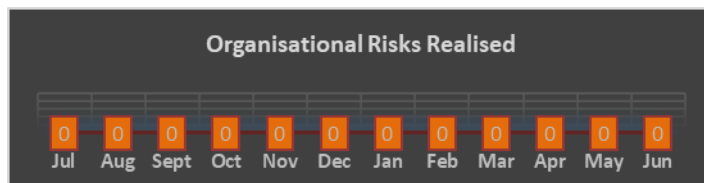
That early planning also ensured an intimate knowledge of the workloads and when disruption occurs the team can make well informed decisions about alternative ways of working. This was seen in many areas, particularly as the teams worked around pandemic restrictions but aiming to continue to deliver on their customer experience commitments.



Financial YTD 160,506



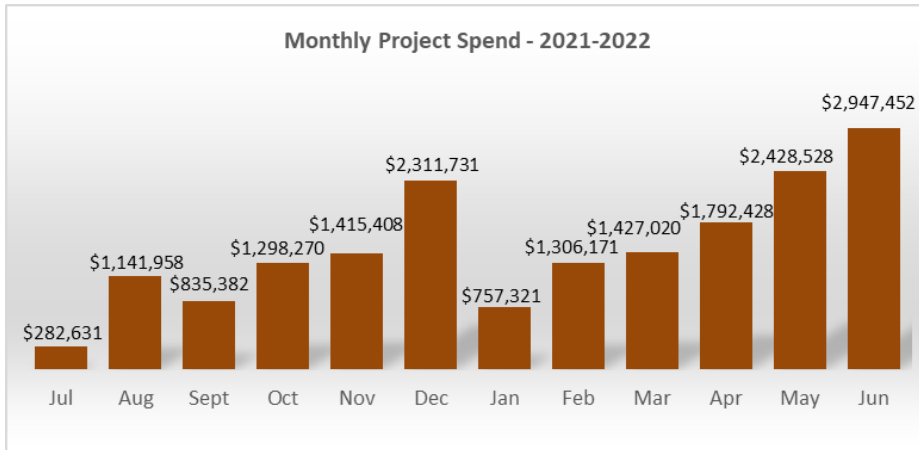
Financial YTD Received 5844 Closed 5887 Open 1783



Financial YTD 1,043,226

# PROGRAMME & CAPITAL

**Financial YTD \$17,944,300**



## COMPLETED PROJECTS - 74

### Roading

Project	Update
Bridge and Culvert Renewals 2021/2022	<ul style="list-style-type: none"> <li>- Culvert renewals have been completed at six different culverts located district wide.</li> </ul> 

### 2021/22 Pavement Rehabilitation Programme

- The programme of pavement rehabilitations undertaken on Leader Road East and Medbury Road to improve the drainage and road pavements have been completed.



### 2021/22 Resurfacing Programme

- The annual resurfacing programme has been completed.




### Lake Sumner Road seal widening


- The continuation of seal widening on Lake Sumner Road for a length of 2.5km has been completed.

Rippingale Road new footpath	- A new concrete footpath has been constructed on Rippingale Road linking with the Argelins/ Jacks pass road intersection paths.
Culverden Footpaths	- Construction of a new footpath on Lyndon Street.
Low cost low risk programme	- The annual low cost low risk programme has been completed which contained drainage improvements, sight railing installation, retaining wall installations and sight line improvements by way of vegetation clearance.


## Water


Project	Update
Leithfield Beach Water Treatment and Storage Upgrade	<p>- The construction of new treatment shed, treatment componentry and 500,000L reservoir.</p> 
Fletchers watermain upgrade	- 5km of 63mm dia watermain has been installed on the Lower Waitohi scheme to replace the existing failing line.
Willowside Place Watermain upgrade	- A new 300m length of DN180 watermain has been installed in Willowside Place, Amberley to upgrade the existing to increase the capacity in the overall Amberley network.

Racecourse Bore - Water Treatment Upgrade	<p>- Construction of new treatment shed and treatment componentry including the new UV unit.</p> 
Amberley West Watermain renewals -	<p>- Watermain renewals on Church, Ropley, Gilbert Streets in Amberley have been completed.</p> 
Mission Downs New watermains	- Installation of 5km of new watermain to provide for the new subdivision.

<p>Mission Downs New Pump Shed</p>	<ul style="list-style-type: none"> <li>- The construction of the new pump shed building at Mission Downs has been completed.</li> </ul> 
<p>Lower Sefton Road to Ashley Village Watermain Upgrade</p>	<ul style="list-style-type: none"> <li>- Installation of a 1km length of DN125 watermain to upgrade the existing main and increase capacity.</li> </ul>
<p>Douglas Road – Kiwirail Permit</p>	<ul style="list-style-type: none"> <li>- A permit from Kiwirail has been obtained to allow for ducting to be installed under the railway for future planned watermain upgrades.</li> </ul>
<p>District Wide Pump Shed Renewals</p>	<ul style="list-style-type: none"> <li>- Construction of a new pump shed at Record Booster.</li> </ul>
<p>District Wide Facility Criticality</p>	<ul style="list-style-type: none"> <li>- Production of criticality reports for Forestry, Cones Road &amp; Smarts &amp; Hanmer sites.</li> </ul>
<p>District Wide Water Asset Fencing</p>	<ul style="list-style-type: none"> <li>- Installation of fencing around five reservoirs as required by the water safety plans.</li> </ul>
<p>Hanmer Springs Storage Study</p>	<ul style="list-style-type: none"> <li>- Completion of an options report for long term water storage options for Hanmer Springs to allow future planning.</li> </ul>
<p>3 Waters Stimulus Programme - Chalet Crescent Replacement</p>	<ul style="list-style-type: none"> <li>- Watermain upgrade the length of Chalet Crescent, Hanmer Springs with associated connections and fittings.</li> </ul>

<p>3 Waters Stimulus Programme - Rural and High-Country Pipe Replacement</p>	<ul style="list-style-type: none"> <li>- Installation of 70km of new watermain district wide to replace old failing watermains and to provide resilience.</li> </ul>
<p>District Wide Pump replacement</p>	<ul style="list-style-type: none"> <li>- Upgrades &amp; replacements of 32 pumps at pumping stations located district wide.</li> </ul> 
<p>Kowai water tanker filling station</p>	<ul style="list-style-type: none"> <li>- Installation of a water filling station off Hursely Terrace Road for commercial use.</li> </ul> 

<p>3 Waters Stimulus Programme - Reservoir Replacements Paton's</p>	<ul style="list-style-type: none"> <li>- A new 100,000L reservoir at Patons has been constructed to increase storage capability and replace the existing reservoir which was in poor condition.</li> </ul> 
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<p>3 Waters Stimulus Programme - Markham St and Douglas Road Replacement</p>	<ul style="list-style-type: none"> <li>- Watermain upgrades on Markham Street and Douglas Road have been completed.</li> </ul> 
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<p>3 Waters Stimulus Programme - Modelling Improvements</p>	<ul style="list-style-type: none"> <li>- Over 1600hrs of water model updates has been undertaken to update &amp; produce new models.</li> </ul>
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<p>3 Waters Stimulus Programme - Ashley UV &amp; Filtration</p>	<ul style="list-style-type: none"> <li>- The construction of a new treatment shed, treatment componentry and 500,000L reservoir. Improvements to the bores.</li> </ul> 
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<p>3 Waters Stimulus Programme - Groundwater investigations</p>	<ul style="list-style-type: none"> <li>- Groundwater investigations were undertaken at 4 sites to search for potential water sources with test bores drilled and analysis of the data undertaken.</li> </ul>
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<p>3 Waters Stimulus Programme - Comms Improvements</p>	<ul style="list-style-type: none"> <li>- A communication upgrade report for the water intakes has been completed which highlights upgrades to communications to provide more resilience. Sites have been prioritised and equipment has been received with priority sites completed.</li> </ul>
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<p>3 Waters Stimulus Programme - Waiau Township</p>	<ul style="list-style-type: none"> <li>- Watermain upgrades from the intersection of Ferniehurst and Mendip Street along Tekoa, Balmoral and Parnassus Streets, through to Lyndon Street, Waiau.</li> </ul>
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<p>3 Waters Stimulus Programme - Fencing of Reservoir Sites</p>	<ul style="list-style-type: none"> <li>- Four reservoirs which required fencing as proposed in the water safety plans at Seadown, McMillan's, Conical Hill and Thomas Hanmer Drive reservoirs have been completed.</li> </ul>
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Wastewater	
Project	Update
Hanmer - Pipe and Pump Chamber Replacement	<ul style="list-style-type: none"> <li>- Capacity improvements to the entrance of the Hanmer Springs wastewater treatment ponds including new piping &amp; storage chambers.</li> </ul> 
Replacement of Flush Tank	<ul style="list-style-type: none"> <li>- Replacement of a redundant flush tank at 19 Smarts Drive with a manhole.</li> </ul>
Wastewater CCTV Work District Wide	<ul style="list-style-type: none"> <li>- CCTV camera inspections have been undertaken across the district to allow future planning of the wastewater network.</li> </ul>
Cheviot WWTP Upgrades – Detailed Design	<ul style="list-style-type: none"> <li>- Completion of the detailed design which will allow the pond upgrades to be constructed in 2022/23.</li> </ul>
3 Waters Stimulus Programme - Cheviot Suspended Solids Reduction Study	<ul style="list-style-type: none"> <li>- A report has been prepared to investigate options to reduce the suspend solid volumes at the ponds and to allow future works to be planned &amp; scoped.</li> </ul>
3 Waters Stimulus Programme - Cheviot Irrigation to Land Improvements	<ul style="list-style-type: none"> <li>- The re-grading of the wastewater irrigation site and associated drainage improvements.</li> </ul>


3 Waters Stimulus Programme - DO Meters Purchase	<ul style="list-style-type: none"> <li>- The Dissolved Oxygen meters have been purchased with 3 installed.</li> </ul>
3 Waters Stimulus programme - Cheviot Township Replacement	<ul style="list-style-type: none"> <li>- Capacity upgrades by installation of large diameter inlet pipes &amp; manholes to the Cheviot WWTP.</li> </ul> 
3 Waters Stimulus programme - Amberley Ponds desludging	<ul style="list-style-type: none"> <li>- The de-sludging of the Amberley wastewater treatment ponds has been completed with a volume of 620 tonnes dry matter removed.</li> </ul> 


<p>3 Waters Stimulus Programme - Amberley WWTP Disposal Land Development</p>	<ul style="list-style-type: none"> <li>- The land development works to clear, level &amp; re-seed the disposal site with a new centre pivot installed to discharge the wastewater.</li> </ul> 
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<p>Courage Stormwater Improvements</p>	<p>Stormwater improvement works on Courage Road have been completed.</p> 
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Stormwater


Project	Update
<p>Brighton Stormwater Improvements</p>	<ul style="list-style-type: none"> <li>- Stormwater improvement works on Brighton Street, Leithfield have been completed. Works involved the construction of a new stormwater main which will mitigate the localised areas which are prone to flooding.</li> </ul> 

<p>Flow Diversion Drain</p>	<ul style="list-style-type: none"> <li>- Works have been completed to divert the eastern drain flow at the Ready mix site, construct new larger culverts and undertaking maintenance on the existing drain to alleviate the risk of potential flooding.</li> </ul> 
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Stormwater Treatment Filters in Chamberlain Park	<ul style="list-style-type: none"> <li>- A new stormwater treatment system consisting of a manhole with filter pods at Chamberlain Park has been installed to improve stormwater quality.</li> </ul> 
Stormwater CCTV Work District Wide	<ul style="list-style-type: none"> <li>- CCTV camera inspections have been undertaken across the district to allow future planning of the stormwater network.</li> </ul>
Flowmeter Purchase and Installation	<ul style="list-style-type: none"> <li>- Additional flowmeter installed in the Amberley stormwater network.</li> </ul>
Survey Works, Modelling and Design	<ul style="list-style-type: none"> <li>- Topographical surveys have been undertaken on Dock Creek, Amberley to allow this area to have more detailed modelling undertaken to allow future planning.</li> </ul>
Soakage Pits – Argelins Road	<ul style="list-style-type: none"> <li>- Installation of soakage pits to alleviate localised ponding in Argelins Road, Hanmer Springs.</li> </ul>


### Public Services / Property

Project	Update
Amuri Medical – Locum Cottage Interior & Exterior Painting	<ul style="list-style-type: none"> <li>- The interior &amp; exterior painting of the Locums cottage has been completed.</li> </ul>

Hanmer Hall – Renovations	<ul style="list-style-type: none"> <li>- Following on from the Hall strengthening works and utilising provincial growth funding renovations to behind the staged area of the Hanmer Hall and polishing of the hall floorboards have been completed.</li> </ul>
Hanmer Sports Pavilion – Preliminary Design	<ul style="list-style-type: none"> <li>- The preliminary design and project plan for the Hanmer sports pavilion upgrade has been completed and allowed for a successful funding application to Lotteries to be submitted.</li> </ul>
Gazebo Waiiau Cemetery	<ul style="list-style-type: none"> <li>- Construction of a new Gazebo at the Waiiau Cemetery</li> </ul>
Cemetery Berm Construction	<ul style="list-style-type: none"> <li>- New berms constructed in Hanmer Springs Cemetery.</li> </ul>
Amberley Library Repaint	<ul style="list-style-type: none"> <li>- The repainting of the library has been completed.</li> </ul>
Amberley Pavilion and Rugby Club Foyer	<ul style="list-style-type: none"> <li>- Upgrade of the foyer area at the Amberley Reserve Pavilion has been completed.</li> </ul>
Amberley Pavilion Resurface	<ul style="list-style-type: none"> <li>- Resurfacing of the wooden floors at the Amberley Reserve Pavilion has been completed.</li> </ul>
Amberley Office Repaint	<ul style="list-style-type: none"> <li>- The exterior painting of the Amberley Office has been completed.</li> </ul>
Amberley Office Storage Sheds	<ul style="list-style-type: none"> <li>- Installation of two new containers for storage purposes.</li> </ul>
Amberley Pool	<ul style="list-style-type: none"> <li>- The construction of the new Amberley swimming pool.</li> </ul> 
Leithfield Beach Community Centre Interior Paint	<ul style="list-style-type: none"> <li>- Repainting the interior of the Leithfield Beach community centre has been completed</li> </ul>



Social housing – Internal Refurbishments	- This financial year’s programme to undertake social housing upgrades has been completed.
Social Housing – Roof Repairs	- Roof repairs to one of the social houses in Cheviot has been completed.
18 Clarence St, Waiau Subdivision	- Construction of a new right-of-way at 18 Clarence Street.
Scargill Motunau Pavilion - Accessway Repairs	- Pavement repairs have been completed adjacent to the newly renovated pavilion.
Rotherham – New Public Toilets	- Construction of a new toilet block in Rotherham has been completed and is in operation. These works were funded jointly by Council and the Tourism Infrastructure Fund (TIF).  
Metal Gates for toilets	- Installation of gates at public toilets to allow them to be closed.
Improved Weighbridge Software Amberley Transfer Station	- New weighbridge software for the Amberley transfer station - includes ANPR camera, computer, software installs and training.

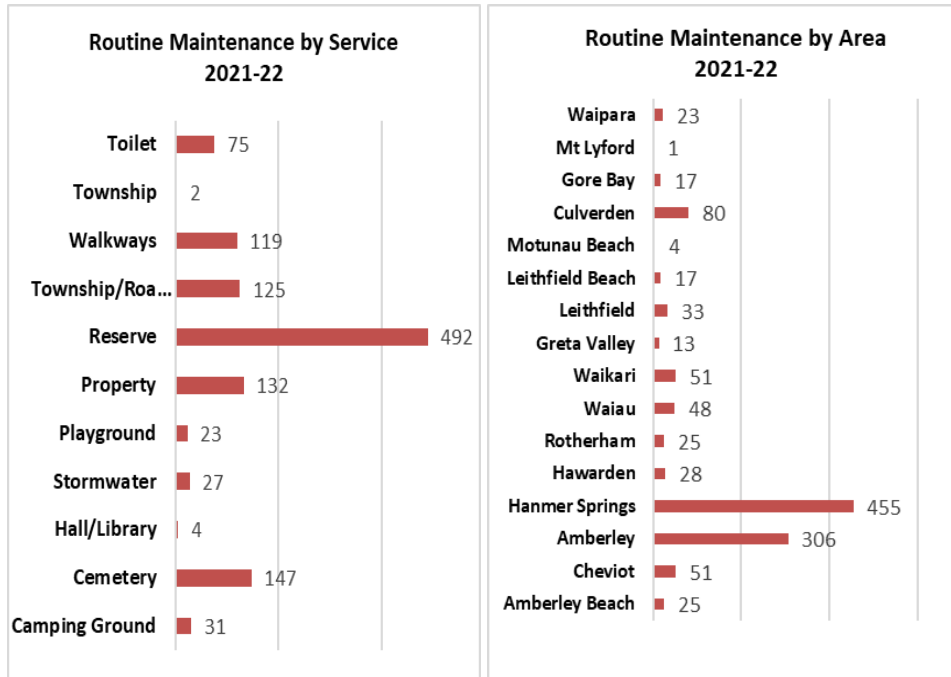
Compactor replacement and – Hanmer TS	- Improvements to the Hanmer Springs compactor
Hanmer Springs Additional Recycling Hook Bins x 2	- Purchase of two additional hook bins.
Installation of new Amberley Transfer Station Weighbridge	- 7 New litter bins for Cheviot with signage - The new Amberley Transfer Station weighbridge installation has been completed and is in operation.
	

# AMENITIES

## Routine Maintenance

Jobs Undertaken Financial YTD **1177**

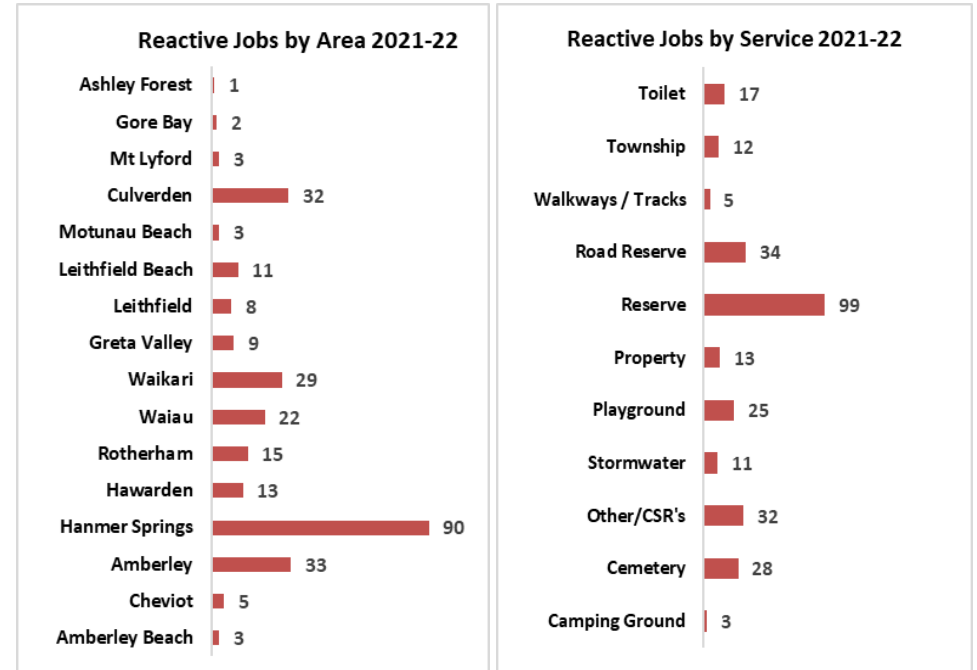
To date 98% of routine maintenance is complete, which is 2% off target for the end of the year. The team will complete the 2% over the quieter months of July and August.



## Reactive Maintenance

Jobs Undertaken Financial YTD **279**

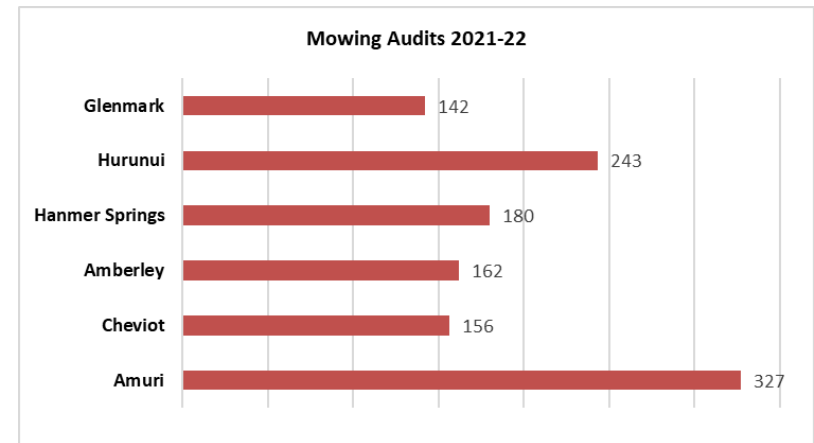
Throughout the 21/22 Financial Year the team completed approximately 23% of reactive work.



## District Mowing Audits

Financial YTD Audits **1210 @ 125 sites**

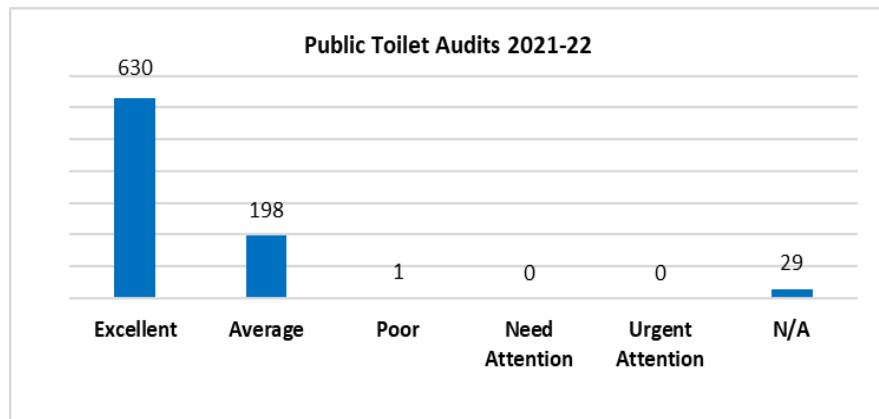
Of the 1210 audits 2003 passed and 7 audits failed.



## Public Toilet Audits

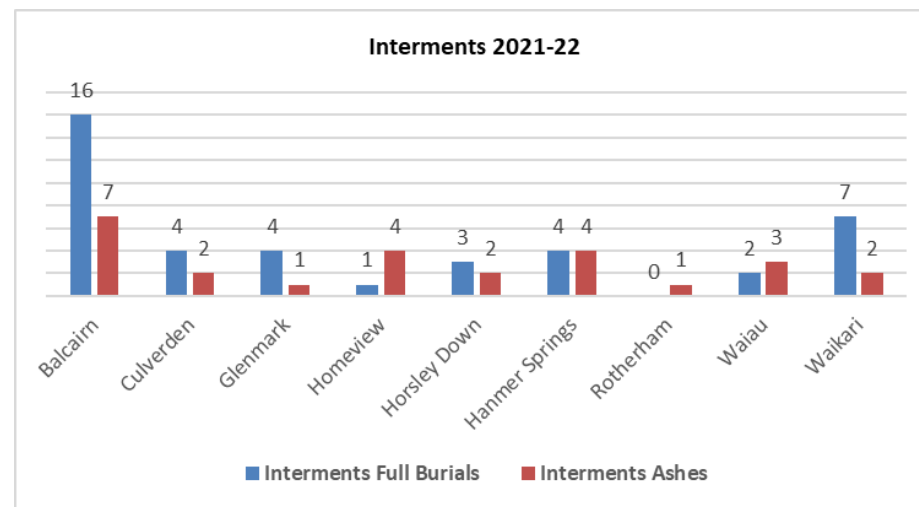
Financial YTD Audits **858** @ **76** facilities

The majority of toilets were found to be in an excellent condition, and a number were of an average condition, but were due for cleaning.



## Cemeteries

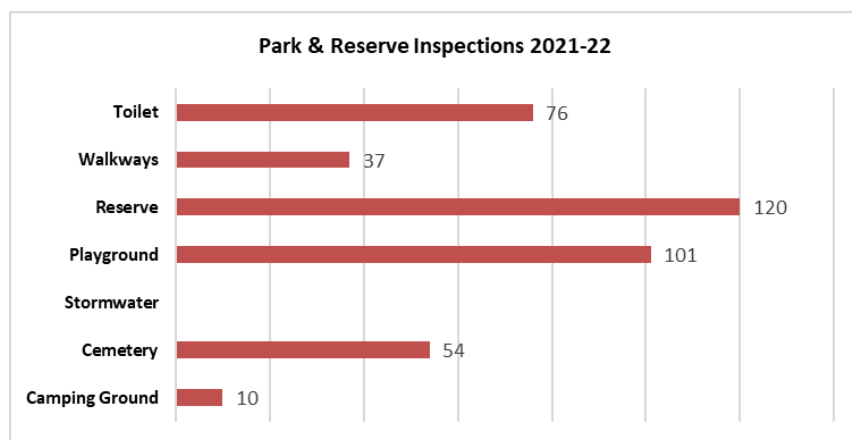
Financial YTD Full Burials **41** Ashes **26**



## Parks & Reserves

Financial YTD **398**

The inspections found most assets to be a good well maintained condition, any maintenance requirements were added to the plan as reactive work.



## WORKS UNDERTAKEN

### Cemetery's

Burial berms installed at Hanmer Springs and Balcairn  
Cremation berms installed in Balcairn



New Gazebo for the Waiiau Cemetery



Hanmer Springs

Replaced sections of the Chisholm Reserve boardwalk along with a limechip path replacing the section of boardwalk across land



Amberley Township

Upgrade to the Amberley Main Road garden plots which has significantly reduced the maintenance



## Playgrounds

The team topped up the soft fall material at Chisholm Reserve and Amberley Reserve Playground



## Reserves

A year full of maintaining Garden plots in Amberley Reserve, Oakfields Reserve, Chamberlain Park and Lochiel Reserve



## Stormwater

Storm drain clearing across the district was undertaken to ensure the network flowed during heavy rain events. Below is Eastern Drain and Hursley Terrace storm drain



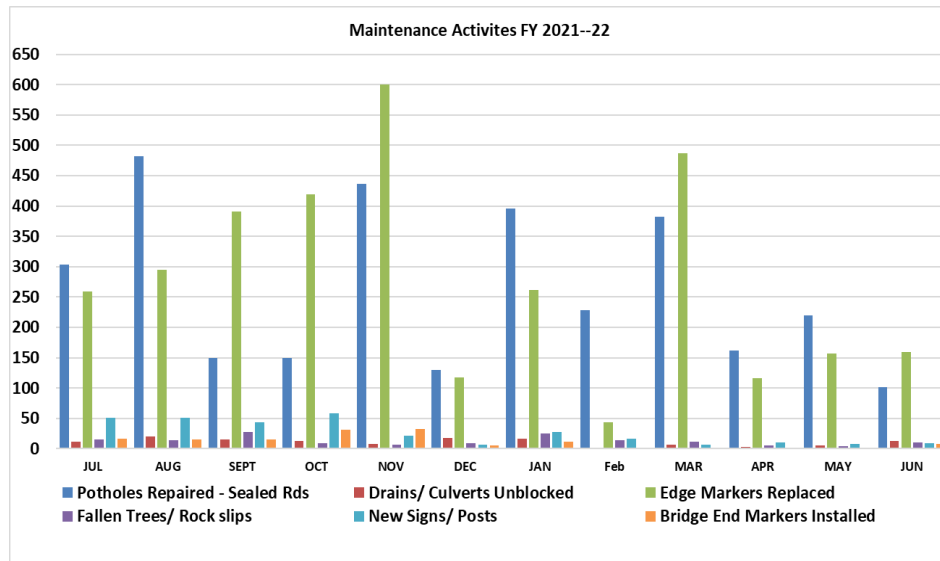
## 2021 -22 Highlights

- Amberley Main Road garden upgrade/maintenance minimisation
- Team achieving Tree Felling unit qualifications
- Replacement of the boardwalk through Chisholm Park
- Completion of Cemetery Capital Works:
  - a. Installation of a Gazebo at Waiiau Cemetery
  - b. Burial berms at Hanmer Springs and Balcairn Cemetery
  - c. Cremation berms at Balcairn Cemetery
- Finalising the 2022-2033 Management plan for Conical Hill.

## 2021-22 Challenges

- The team dealt with a number of weather events, which resulted in setbacks to the routine maintenance work.
- STMS – The team are working on achieving the required STMS qualifications to be able to work on the road going forward, however with ever changing requirements it is a much longer process than what it used to be. In the meantime, the Maintenance team are working in with the Water Team for STMS requirements.
- Vandalism – The team had to deal with fixing vandalism on a regular basis.

# ROADING



## Financial YTD

Potholes Repaired – Sealed Roads **3140**      Drains/Culverts Unblocked **130**  
 Edge Markers Replaced **3306**                      Fallen Trees / Rock Slips **151**  
 New Signs /Posts **307**                                      Bridge End Markers Installed **138**

## Significant Developments

### Gravel Roads

Spot Metalling: - **3,732 m3**                      Maintenance Metalling: **24,175m3**

### Rehabs

Road name	RP Start	Length	Area (m2)
Medbury Road	600	520	3380
Leader Rd East	3080	645	4192.5

	
EQ Cracks and hollows approx. 200mm below the seal.	Setting out and laying geo-grid cloth
	
Shaping and final cuts prior to sealing.	Spreading chip over the freshly sprayed bitumen.
	
Drone progress shot of works 65% of stage 1 complete.	Finished, remarked and sight rail installed

## Reseals

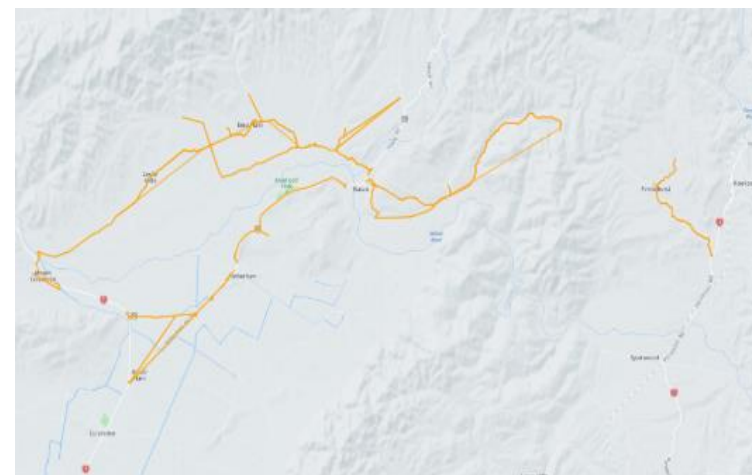
Road	Start	End	Length	Width	Area
HORSLEY DOWN RD	0	3020	3020	7	21140
ALLANDALE RD	610	1128	518	6	3108
DALMENY RD	0	102	102	5.5	561
ALLANDALE RD	1128	5604	4476	6	26856
INLAND RD	14435	14628	193	7.5	1447.5
INLAND RD	24900	25600	700	7.5	5250
ROTHERHAM RD NORTH	480	860	380	7.4	2812
ROTHERHAM RD SOUTH	5600	6780	1180	8	9440
GEMMELLS RD	0	96	96	5.5	528
HASSALLS RD	0	75	75	5.5	412.5
HAWARDEN WAIKARI RD	2740	5350	2610	7	18270
PRINCES ST	1425	2220	795	9	7155
KELLOCKS RD	0	329	329	5	1645
O'CARROLLS RD	0	935	935	8	7480
WAIKARI VALLEY RD	9006	9343	337	6	2022
SCARGILL VALLEY RD	13300	14869	1569	7	10983
SCARGILL VALLEY RD	5966	6400	434	7	3038
WOODS RD	0	155	155	5.5	852.5
OLD MAIN RD	570	744	174	6.5	1131
BRIGHTON ST	0	285	285	6.5	1852.5
LEADER RD EAST	3670	5700	2030	6.5	13195
LEADER RD EAST	6385	6761	376	6.5	2444
LEADER RD EAST	9962	10480	518	6.5	3367
LEADER RD EAST	10880	11123	243	6.5	1579.5
SCARGILL VALLEY RD	60	1561	1501	5.2	7805.2

The following roads were pushed from the 21-22 season into 22-23

Road	Start	End	Length	Width	Area
MAGDALEN VALLEY RD	0	150	150	5	750
ST LEONARDS RD	0	1080	1080	8.5	9180
CLAVERLEY RD	0	2430	2430	5.5	13365
WARD RD	0	248	248	7.7	1909.6

## Initiatives

Map layers used in RAMM, to manage tree trimming / felling and privately owned / managed trees. E.g., Mowing maps (pictured) used to track progress through the district.



## Challenges

### Vegetation

With the frequent rain and relatively warm weather, vegetation growth was abundant, causing issues with low hanging branches, rampant weed and grass growth on roadsides and vigorous growth of noxious and wilding plants. Spraying was hampered by winds and rain, meaning an extended treatment period to achieve a full network spray.



### Prior Years Weather Events

There was a lot of work required from the May 2020 storm. Several sites required geotech engineer input. These include Ngaroma Road, Nape Nape Road (beach end), Cathedral Road and Ram Paddock Road.

Marshmans Road ford was reinstated post the May flood, with concrete aprons formed. The Dovi event scoured the ends resulting in further work completed on either side.

Nape Nape Road (beach end) – Rock and protection works, were completed just before the rain event in December. The work held up well and no additional damage occurred despite the significant rainfall experienced.



Lake Sumner Road had three packages of work, with the largest relating to the river erosion just past the South Branch Bridge. The (minor) realignment work started in late September and was opened in time for Christmas.

### Snow Event August 2021

This was our biggest snowstorm since 2016. Covering Hanmer Springs, Inland Route, Stag & Spey, Waiau, Culverden and Greta Valley. At its height, snow clearing activities across the district involved 5 graders and 2 ploughs maintaining the snow clearing and 5 grit trucks on the roads slushing/gritting the network.



### December 2021 Rain Event

The coastal and eastern side of the district received the worst of the damage caused by this rain event. Most of the damage was centred around slips on Motunau Beach Road, heavy scouring and metal loss on Happy Valley Road, Nape Nape Rd (Blythe Road end).

### Cyclone Dovi – February 2022

The worst affected site for this event was Lake Sumner Road, in the same location just past the South Branch Bridge, as had been previously undermined by the river. The entire width of the recently realigned road was lost over a few days, while the river was in flood.



Thankfully, drone imagery taken during the previous alignment work and the frequent site visits during that time made it a lot easier to design a new alignment with a good understanding of the lie of the land and the type of material.



Multiple agencies came together to deliver a large project, with minimal environmental impact, short timeframes and low compliance costs relative to physical works.

### Successes and Insights

#### Transition of Road Maintenance Contract from 15-01 to 21-03

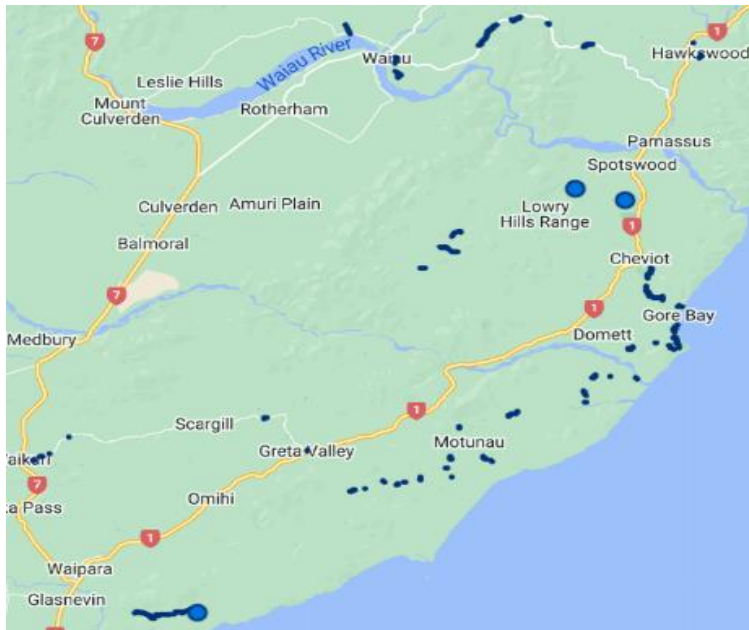
A huge amount of work went in to preparing a new tender / contract document (21-03) with a different direction. Workshops with Councillors, Contractors and Staff, formed the base requirement of a very different contract style, with differing means of payment and contract drivers. The new contract is more collaborative with a large emphasis on co-development, collaboration and co-delivery, and is flexible enough to withstand the changing landscape of funding drivers e.g. reduction in emissions, Government Policy Statements and the ever increasing need for more and better data to obtain financial support from Waka Kotahi; yet robust enough for Contractors to warrant investment in

people and plant. Tender evaluation was followed by a period of pre-award contract negotiation required to bring the pricing down. Even then, it was a large financial impact on the local rates, as there could be no increase in the agreed subsidised budgets from Waka Kotahi, for the duration of the 21-24 NLTP period.

The Roding team have put in huge effort to manage the changing data landscape, making leaps and bounds with data and processes. New map layers have been created and populated, capturing customer desires so they can capitalise on programs and planning. Weather event management, customer communications, forward works plans and AMP development will all be more evidence based and streamlined, whilst being managed more in-house, with greater knowledge and expertise. The team are committed to delivering the Contract goals, ensuring the Contractors provide what they signed up for and striving towards providing the agreed level of service to ratepayers, with a positive customer experience.

### Software and Technology

Updates in technology and upskilling of the contractor's field staff have resulted in a much more streamlined program, management, delivery and tracking of work in the field. This also leads to more accurate data for reporting, claims and audit in future. The Map layers in RAMM are a big help for programming, identifying known areas, tracking progress / completion of activities.



### Waka Kotahi Technical Audit 30 May-2 June

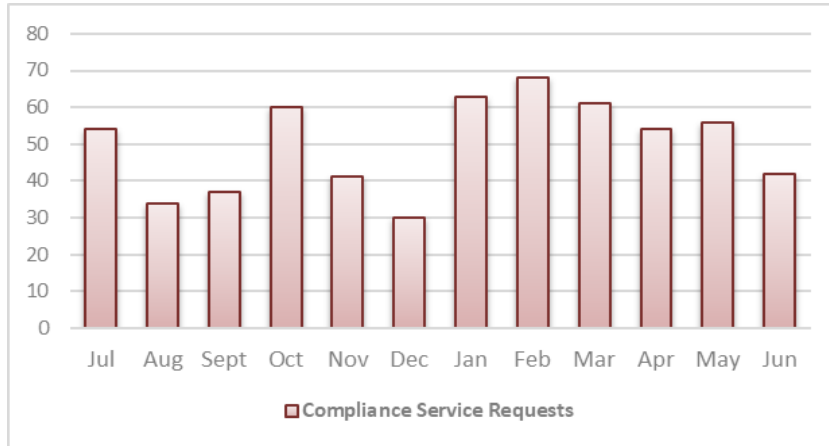
Technical Audits are a requirement of the Land Transport Management Act 2003. The audit process serves many purposes, including:

- Build investor confidence that local authorities are using tax-payer money wisely
- Showcase unique network challenges and opportunities, to the local Investment Advisor(s)
- 'Health check' of the network, in terms of appropriate levels of service for the investments being made
- Share advice and ideas with a larger team viewing challenging sites in a group
- Share success (and failure) stories throughout the country
- Build working relationships across local authorities
- Provide recommendations of key target areas to achieve the best safety or road condition improvement wins; how to tailor an AMP and NLTP bid to achieve better funding outcomes.

The audit week was a positive experience and overall, the Senior Auditor was impressed with the team and the way the network is managed. The official report is yet to come.

# REGULATORY

## Compliance Service Requests



Financial YTD **600**

17% increase from the previous year.

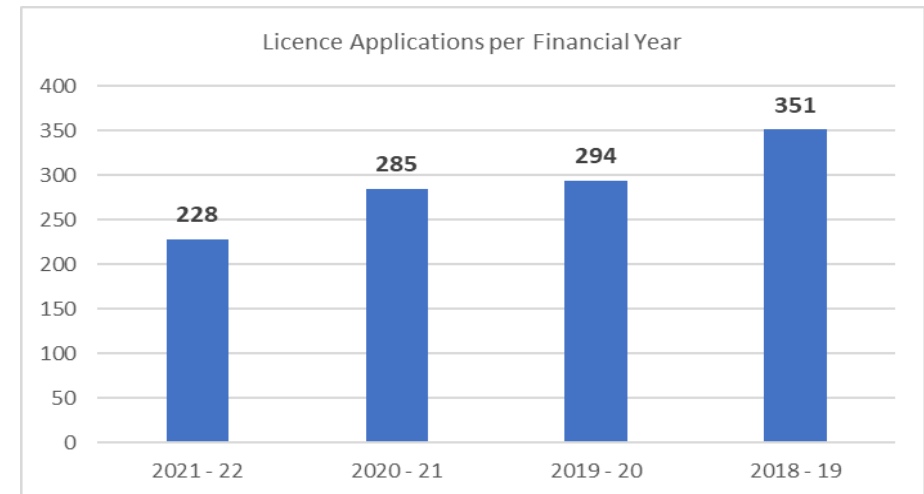
The most frequent types of service request received are shown in the table below:

Service Request Category	No.
Noise	181
Litter	151
Compliance with District Plan Rules	32
Freedom Camping	31
Parking (including parking infringements)	30
Compliance with Bylaw	28
Unauthorised, Insanitary or Dangerous Building Work	24
Compliance with Resource Consent Conditions	23
Activities on Road Reserve	21
Health or Hygiene Concern	16
Signage	12

In line with the Council's Complaints, Compliance, and Enforcement Policy, in many of the instances where breaches or non-compliance was found were able to be resolved using informal options. However, the following formal actions were taken:

- 15 excessive noise directions were issued in relation to noise control callouts
- 9 Notices to Fix issued under the Building Act in relation to unauthorised building work. These are a collaborative effort with the building team
- 1 Abatement Notice under the Resource Management Act was issued requiring the recipient to cease earthworks which were in breach of the District Plan.

## Alcohol Licences



### Licensed Premises and Applications

The number of licensed premises has remained reasonably steady. The number of On and Off licence applications (including renewal applications) is on par with last year, remaining lower than the previous years.

The number of manager's certificate applications remains lower than pre-COVID times.

There was a significant drop in the number of Special Licences for events. 55 Special Licence applications were received, compared to 132 for the 2018-19 year (being the last full year not affected by COVID restrictions).

## Premises Inspections

142 Monitoring visits were carried out with a total of 164 licence checks completed. No major issues were identified. Minor non-compliance issues were noted on 24 monitoring visits, but compliance rates were generally considered to be good.

One Controlled Purchase Operation was carried out in conjunction with Police. 16 premises were visited with a sale being made to the under-18 year old volunteers at 1 premise.

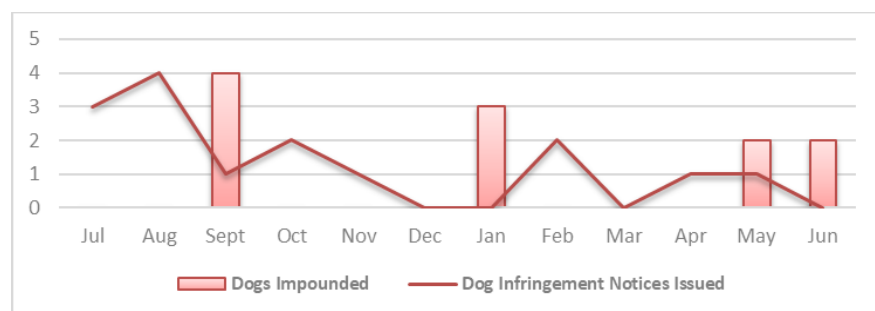
## Case Law Update and Effect on Reporting

A decision of the Alcohol Regulatory and Licensing Authority (ARLA) created a significant change in case law. The change clarified that a person is considered unsuitable to hold an alcohol licence if they do not comply with any law. Previously only non-compliance that had a direct link with alcohol-related harm could be considered in relation to alcohol licence applications.

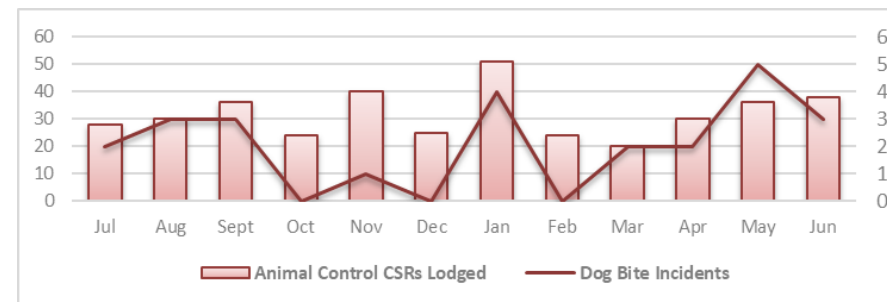
As a result of this change there has been a clear expectation set that Licensing Inspectors and Police reporting on applications will make more wide-ranging, detailed, and robust enquiries into applications and the applicants behind them. It is also expected that DLCs will be attentive to the additional information gathered as a result of these enquiries.

The Licensing Inspectors have risen to this challenge and completed in-depth enquiries on several applications received since this change. This has required them to become adept at reviewing financial information and gain a rudimentary understanding of labour laws, red flags relating worker exploitation, and Anti-Money Laundering processes, among other things.

## Animal Control



Financial YTD Dogs Impounded **11** Infringement Notices Issued **15**



## CSRs at a glance

	Category	2021/22
<b>Dogs</b>	Aggressive Behaviour	11
	Dog biting person	6
	Dog biting dog	14
	Dog biting stock	6
	Stock worrying	2
	Lost and Found	149
	Roaming	68
	Barking	46
	Dog Welfare	17
	Other, Miscellaneous*	5
	Compliance with Dog Control Bylaw	7
	<b>TOTAL DOG CONTROL</b>	<b>331</b>
<b>Animals</b>	Wandering Stock	34
	Animal Nuisance	22
	Dead Animal	4
	Animal Welfare	7
	Lost and Found	1
	Other, miscellaneous	2
<b>TOTAL ANIMAL CONTROL</b>	<b>70</b>	
<b>TOTAL</b>	<b>401</b>	

## ➤ Key incidents

- 401 Animal Control CSR's
- 11 dogs impounded

- 12 dogs classified as menacing as a result of observed or reported behaviour
- 15 Infringement Notices were issued under the Dog Control Act.
- 0 Prosecutions were taken

### Euthanized Dogs

No dogs impounded by Council were euthanized. All lost dogs were able to be reunited with their owners or successfully rehomed once again this year.

### Dog Registration

5,530 dogs were registered by the end of the year.

During the COVID Alert Level 4 period in August 2021 the Council Offices were closed to the public. Dog Control administration staff in the Customer Service Team contacted dog owners with outstanding dog registration during this time. The response from dog owners was excellent and all but a handful of outstanding dog registrations were completed.

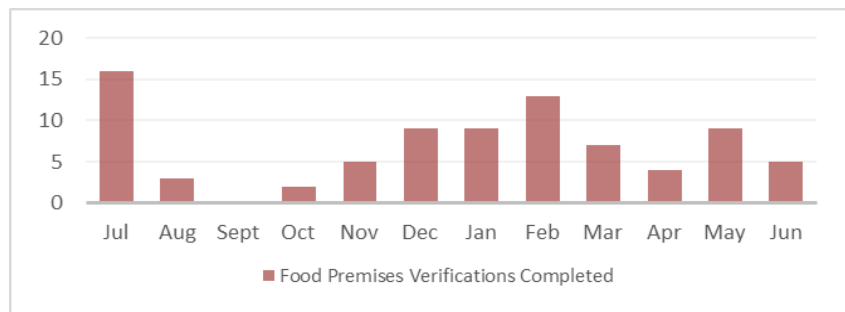
### Metal Dog Tags

The year saw the rollout of metal dog tags. These tags are designed to last a dog's lifetime and don't need to be swapped each year.

The metal tag initiative aims to reduce the amount of plastic waste going to landfills. It is also hoped that they will make renewing dog registration easier for owners and reduce the administrative time for council staff in the future.

The tags have been generally well received. Some feedback has been received relating to damaged tags, broken split rings, and the tags jangling. Officers are in contact with the tag supplier to relay feedback and discuss options to improve the tag design.

### Food Premises Verifications and Tradewaste Premises Registered



Financial YTD 82

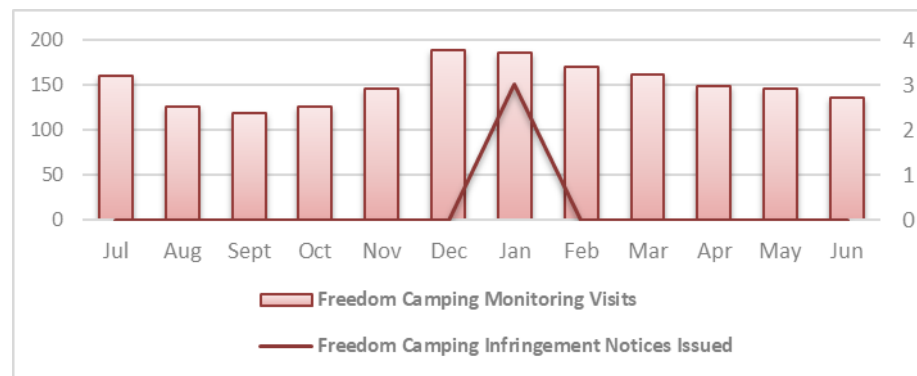
All verifications that fell due were completed.

COVID disruptions delayed some verifications earlier in the year. Food businesses have been under pressure with staffing issues and business interruptions, as well as having to adapt to regulations relating to COVID, e.g. vaccine passes. Despite this the Food Verifier reported that operators generally have a good level of knowledge about their Food Control Plans and food safety requirements.

Allergen awareness has become an issue of growing importance in the food safety space this year, largely due to customer expectations. This has been a regular topic discussed during verifications.

The Food Verifier completed the Ministry for Primary Industry's Remote Verification Training, so that verifications can be carried out without the need to go on site during COVID lockdowns. However no remote verifications have been required so far.

### Freedom Camping Monitoring Visits



Financial YTD Monitoring Visits 1811

Infringement Notices Issued 3

Freedom Camping numbers continued to be relatively low as a result of border and travel restrictions.

No new funding was obtained from the Ministry of Business, Innovation and Employment's (MBIE) Responsible Camping Fund, however a small amount of funding from the previous season was carried over. This funding, in combination with the existing Freedom Camping compliance budget, was used for:

- Increased monitoring of popular freedom camping sites during the summer holiday season

- Waste collection at Hanmer River Reserve and Glenmark Reserve.

During the year freedom camping monitoring was carried out by Council Officers and after-hours contractors.

- 4140 vehicles or tents were encountered camping at Council sites
- 153 campers were given education about compliance with the bylaw
- 100 campers were moved on due to being in the wrong place or camping outside the permitted hours.

## Swimming Pool Fencing Inspections

The Building Act requires that each residential swimming pool is inspected for compliance with the swimming pool fencing rules once every 3 years. Hurunui's approach to achieving this is inspecting one third of known pools each year so that all pools are covered in a 3 year cycle.

Usually, pool inspections are carried out between late Spring to early Summer. This year pool inspections started later due to the need to notify customers of changes to the way they are charged for pool inspections. The inspection programme was subsequently disrupted by the COVID 'Red Light' settings and the resignation of one of the Compliance Officers. As a result, inspections were carried out until July.

106 pools were inspected in total, and in general a good level of compliance was found. As found in previous years, maintenance issues and gates not closing correctly are the most common areas of non-compliance.

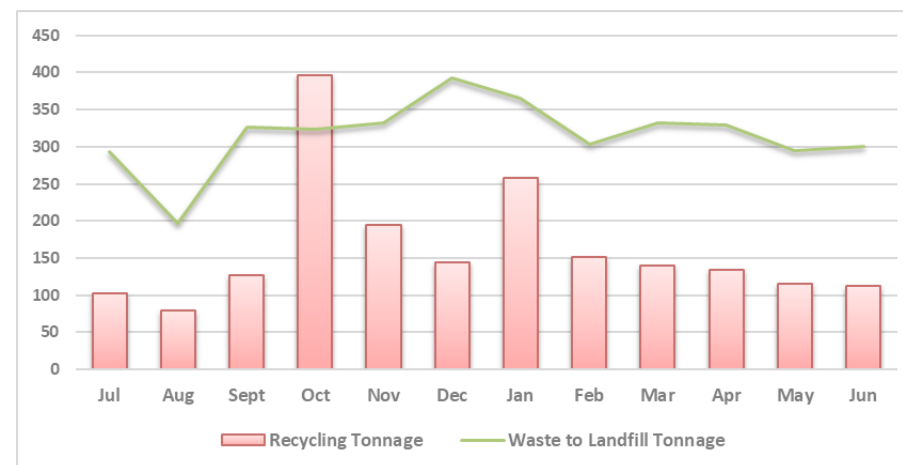
## Training and Recognition

Compliance Team members continued to work through the Government Regulatory Practice (G-REG) Qualifications. All team members have successfully completed the first level of the qualification, and 5 staff have now completed the second level of the qualification.

This training is recommended for people working in public sector regulatory roles and is often included in job description requirements for some regulatory roles.

# WASTE & RECYCLING

## Recycling & Waste to Landfill Tonnage



Financial YTD Recycling tonnage **1,956**

Waste to Landfill Tonnage **3,792**

## INSIGHTS

- No waste rejected at Kate Valley for non-compliance in 2021/22.
- No recycling rejected at EcoCentral for non-compliance; the years average contamination rate was 1.91%, (permitted rate is 10%); from 8 audits for the year.
- Recycling (incl. cleanfill) has increased by 365.98 tonnes compared to last year.
- Despite the increase in building and population in Hurunui, plus restrictions on overseas travel, waste to landfill only increased by 49.62 tonnes compared to 2020/21.
- 39 containers of metal and 87 containers of glass were backloaded to Christchurch in empty trucks returning from Kate Valley. This saves trucks undertaking 126 return trips from Christchurch when empty, so reducing costs.
- Providing uninterrupted services through COVID - transfer station services adapted to ensure the provision of services through Covid levels could continue safely via a booking system. Kerbside collections, and litter bin emptying's continued as normal.
- 3 waste and recycling consultations with the Ministry for the Environment were responded to, following workshops with Councillors on Transforming Recycling, Proposed Product Stewardship Regulations and Taking Responsibility for our Waste.

- Green waste has been shredded, saving cartage to Christchurch and processing costs. 132 scoops were sold via Amberley and Hanmer Springs in 21/22 and some used for landscaping at sites. Further green waste was shredded in May for sale this spring.

*Mulching of green waste and the finished product.*



- To meet Councils requirements under Waste Minimisation (Information Requirements) Regulations 2021, Council has completed 2 returns regarding volume and material types received via the transfer stations for the Ministry for the Environment.

## Successes

- Submitting a successful funding application to the Ministry for the Environment COVID-19 Response and Recovery Fund to secure \$100,000 to purchase and install a weighbridge at Hanmer Springs. The project plan, first milestone report and claim for the weighbridge deposit has been completed.
- An end use was found for used kerbside recycling bags working with Agrecovery who convert them into fence posts, at no cost to Council.
- To reduce plastic, refuse bags are now rolled with a paper band rather than plastic wrapped; once the existing stock of recycling bags are used, these will also change.
- Supporting Agrecovery to run an agrichemical collection service and collect 998kg in Hurunui. \$2,500 was provided by Council who also promoted the event.
- Due to previous regular servicing and some additional maintenance on the Amberley and Hanmer Springs compactors, it is estimated the lifespan of both will exceed another 10 years, saving \$175,000 from the Long-Term Plan budget.
- Funded via the Waste Minimisation Fund, battery recycling drop offs were installed at Amberley transfer station and Hanmer Springs library. Through these 450kg of small batteries were recycled, with the processing costs also being externally funded.

*The two styles of battery recycling bins.*



## Challenges

- Contamination from soft plastics and wish-cycling continues, but clear bags allow contamination to be seen at the kerbside before being mixed with other recycling.
- Fluctuating markets continue, but no recycling has been sent to landfill or stockpiled.
- Transfer stations have experienced their busiest year to date, so completing capital work has been difficult and have had to wait until year end when sites are at their quietest (due to their small areas to accommodate works and service provision) but this is when the weather holds up works.
- Increasing costs and securing some items has been challenging. Work on the green waste pad and shed at Hanmer Springs has begun.

*Green waste area at Hanmer Springs transfer station excavated, compacted with the steel installed pre-pour and post-pour.*



- The works to improve the storage shed at Hanmer Springs are being completed in conjunction with the green waste pad to allow efficiencies to be achieved, the floor has been poured to allow recladding of the shed to commence.

*Hanmer Springs transfer station shed floor pre-pour and post-pour.*



## HIGHLIGHTS

### Amberley Transfer Station – Second Weighbridge - LTP

The new weighbridge at Amberley has made a significant difference to operations.

In and out weighbridges enable faster processing and alleviates health and safety concerns from traffic crossing and allows staff to control numbers progressing to the pit and road markings now direct customers in and out safely.

*New weighbridge and site direction markings*



When the direction markings for the weighbridge were done, the lanes and numbers at the pit were also repainted to enable staff to direct people to a specific lane or guide those reversing.

*Lane Markings*



### Amberley Transfer Station – Weighbridge Software - LTP

New software was installed at Amberley transfer station weighbridge, making recording of waste and recycling streams possible to enable Council to meet the new reporting obligations under Part 3 of the Waste Minimisation Act.

Account holders were preloaded, and the system has significantly reduced work at month end providing a statement detailing transactions, which is emailed to customers prior to receiving their invoice. The system can be accessed off site to allow information to be extracted, accounts processed, and prices amended.

Vehicle recognition cameras allow faster processing using touch screen monitors and ensure accuracy recognising returning customers and preloading information.



## Open Hook Bins - LTP

2 new open top hook bins with covers have been built for carting recycling; having covers allows the volumes carried to be safely maximised.

*New hook bins and covers following delivery to Amberley transfer station*



## Rotherham – Litter Bins

Litter bins were also installed by the new toilet block and in the reserve area adjacent to the swimming pool.



## Cheviot – Litter Bins - LTP

6 new litter bins were installed in Cheviot to replace the 44-gallon drums, these are lockable, and sign written using the international litter sign to make them recognisable to tourists. Positive feedback has been received regarding the new style bins.

*New litter bins outside Cheviot Museum and No.8 Cafe*



## Transfer Station Improvements

### Amberley Transfer Station

In November, a barrier arm was installed to restrict unauthorised access to the rear of the site for additional safety.

In July, new safety barriers were installed at the green waste area to eliminate the risk of someone falling due to it being a raised area.



Following installation of the barriers, people can unload green waste on the lower level, that has allowed faster processing and reduced wait times, which on occasion was happening due to the increased volumes being received.

### Waiau Transfer Station

In September, safety barriers were installed in front of the Waiau transfer station compactor and glass recycling bin.



## Education and Awareness Raising

Engagement and education have been provided during 2021/22 through the following methods.

- Running themed months including a textile month in June with drop off points for clothing at the Council offices and libraries through which 350kg was received
- Running a clothing repair workshop at Amberley library during textile month to encourage and teach repairing of clothes rather than disposal and replacement
- Working with 4 schools and 5 pre-schools during the year on a range of topics including circular economies, where Hurunui's waste and recycling goes, litter free lunches and how to reduce food waste to landfill using composting and wormeries
- The education programme has been adapted during the year to allow for the impact of COVID and permit work to continue by providing 'grab bags' to schools which include lesson plans for teachers to use when undertaking online teaching during lockdowns.
- Supporting and advising businesses how to maximise their recycling and composting by providing advice when setting up compost bins and wormeries and providing on-going checks and support
- Presenting to 4 Ward Committees and Community Groups including Amberley Friendship Group and Cheviot Flower and Garden Group

- Supporting Leithfield School and Waipara Schools to submit funding applications to the Canterbury Waste Joint Committee to fund work on litter free lunches and composting in the 2022/23 year
- Running displays in the libraries on a range of topics including managing hazardous waste and textile recycling, workshops at the Amberley market and a holiday programme in Rotherham
- Engaging with the community via posts on Council and community Facebook pages, adverts in newsletters and via Councils website
- Producing a quarterly recycling newsletter, downloadable from the website, Facebook and via link provided in the rates newsletter. It is also e-mailed to transfer station account holders and schools, with edition two being published in July.

### The Winter 2022 Waste and Recycling Newsletter – Edition 2

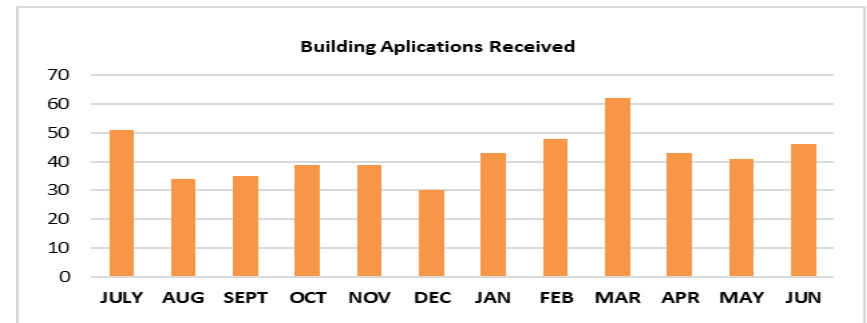


- Selling bokashi food waste and animal waste composting kits via the transfer stations, libraries, and Amberley office and promoting and providing demonstrations when attending Amberley market.

# BUILDING

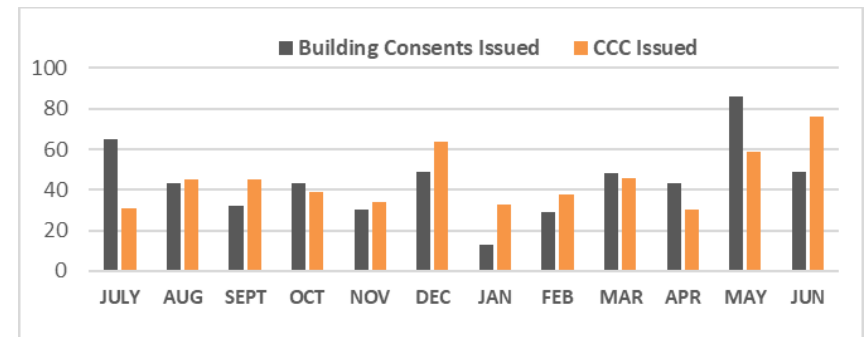
## Building Applications & Consents

Building activity remained at high levels throughout the year. The amount of new dwelling work has exceeded the level seen preceding the earthquake rebuild period. Most new houses are being constructed in Amberley and Hanmer Springs and surrounding regions. The total number of building consent processed this financial year was 592 compared to 574 the year prior.



Financial YTD 511

CCC's results were affected by IANZ advising that Council were not keeping up to statutory requirements to clear older CCC's (projects where owner has not asked for a CCC or has not completed the required work). In recent months the time for completing CCC's was generally under 20 days. However, with the increase in dwellings and the backlog of older CCC the average of 36 days and only 65% were completed on time.



Financial YTD

Building Consents Issued 592

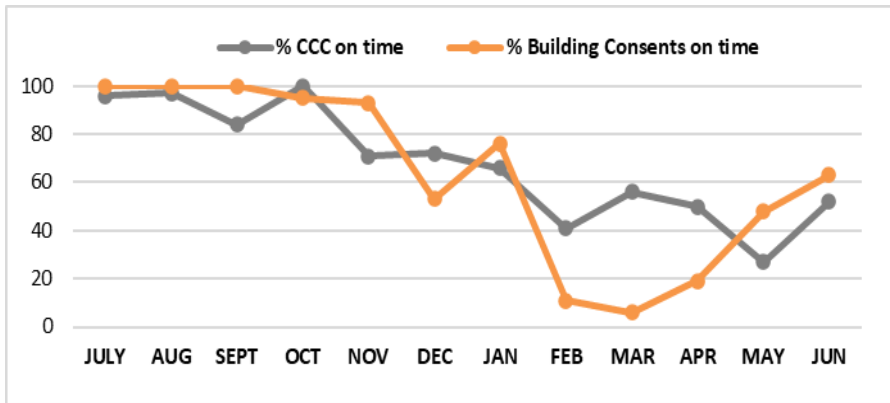
CCC Issued 547



- Working with Hanmer Hotel and Powerhouse Café to trial commercial bokashi composting.

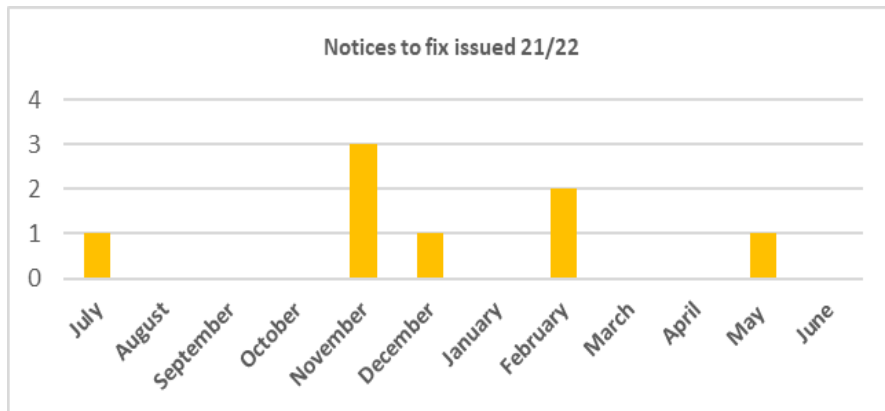
*Hanmer Hotel and their bokashi composting kit and discussing recycling at Cheviot Four Square*





Building Consents had an average processing time of 20 days and 58% on time.

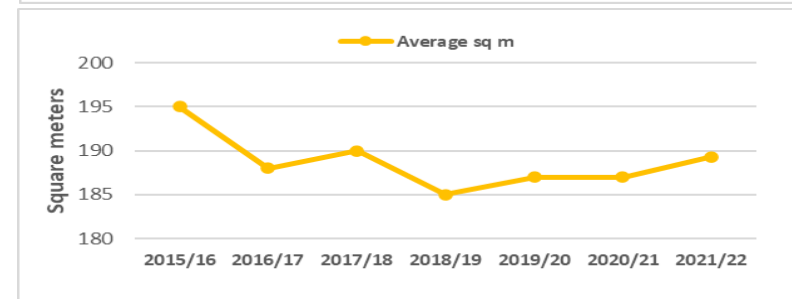
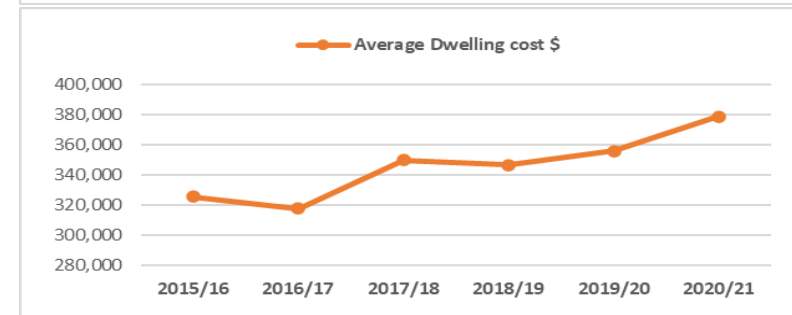
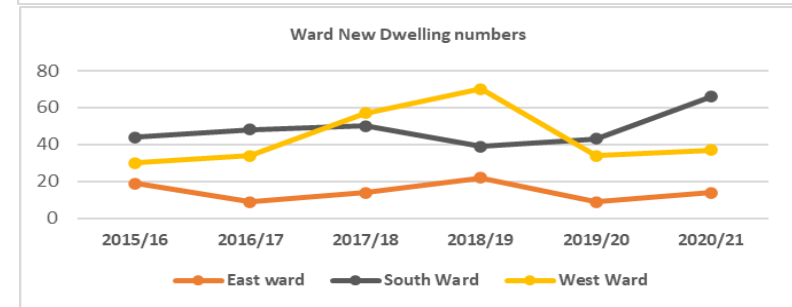
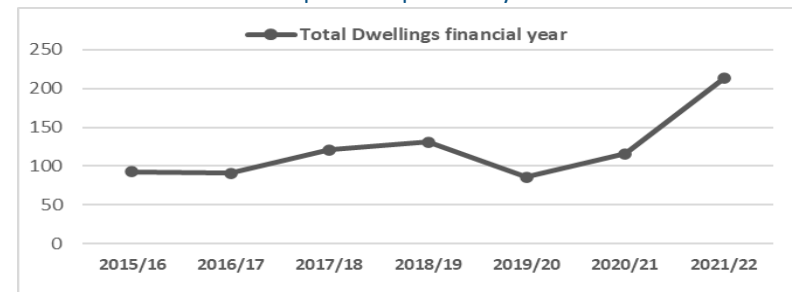
Due to a large amount of Building Consents going over time in Feb to April it will take some time for these to filter through the system as many of these went on hold for further information. This has the effect on the statistics each month ongoing.



Notice to fixes are generally issued for building work carried out without the required Building Consents

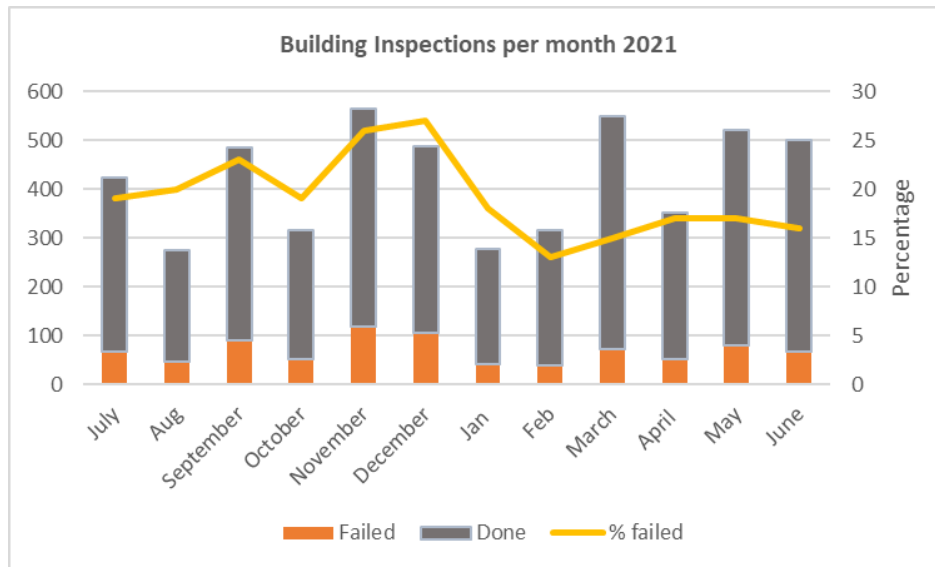
## Dwelling Numbers

Dwelling numbers in the Hurunui district have increased by 60% in the past 12 months compared to previous years



## Standard Building Inspections

4400 inspections were carried out. 873 were failed (19%). There has been an increase in the number of inspections carried out due to the increase in the number of dwellings.



## Successes and Insights

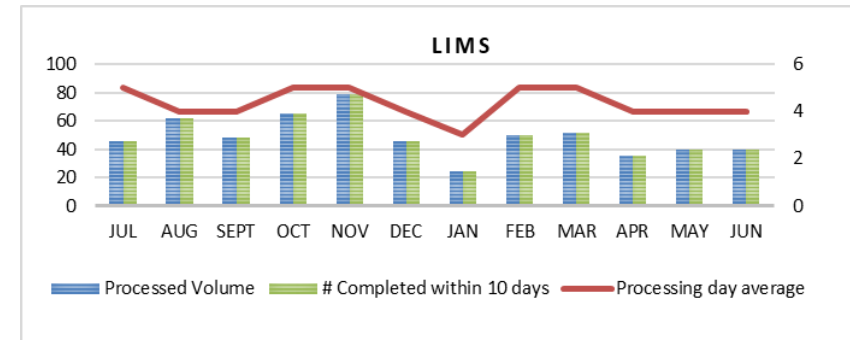
- Maintaining a relatively good customer experience in a time where dwelling consents were high and staff resources were lower (due to market pressures).
- Inspection requests were generally accommodated within a day or two
- A good standard of buildings has been maintained throughout the year.

## Challenges

Staff and contractor resources reached a new low in this financial year. The demand for qualified and experienced staff is high NZ wide which has meant finding new team members is extremely hard. Our contractors were generally booked up by other councils due to this.

## PROPERTY

### LIMS



Financial YTD 587

## WORKS UPDATE

### Significant Developments

- Sale of 10 Anderson Street, Amberley (NC Sport & Recreation Trust)
- Sale of land at 33 Grierson Avenue
- Land acquisition for Mt Cass Road Realignment
- All social housing units 100% occupancy for the year
- Maintenance plans approved for two medical centres

- Refurbishment of two units in Cheviot that were severely damaged due to burst water pipes made worse because of the presence of asbestos. Two occupants were displaced through this process and supported by Council during that period.



- Initial meetings undertaken for the planning for public feedback around the rationalization and ownerships of halls in the district.
- Installation of 2 containers at Amberley office to provide more storage space



- Earthquake Prone Building Notices placed at Council owned buildings.



## Successes and Insights

Due to the increase in staff numbers significant process has been made with the recording of council assets, their condition and renewal information.

- 77 condition inspections undertaken on council owned buildings including halls, medical centres, social housing units and some commercial properties
- Maintenance plans have been completed for 37 buildings
- Ratings have been developed for Council buildings in Assetfinda around condition, performance, criticality and accuracy
- Recurring works are being logged into Assetfinda to ensure completion of works and information for budgeting purposes.

## Challenges Faced

- The only way to prevent high maintenance costs where asbestos is present would be to have a plan to remove the asbestos going forward.

## Works Completed

- 10 new Leases/Licences to Occupy issued for Council Property
- 3 new tenancy agreements entered into for Council residential houses
- Annual BWOFF's achieved for all required Council owned properties
- Review of Disposal of Property Policy
- Review of Unformed Legal Road Policy
- Joint fencing projects with neighbours adjoining reserves
- External painting of Amberley Office building
- Removal of step in the front carparking area at the Amberley Office that was a tripping hazard.

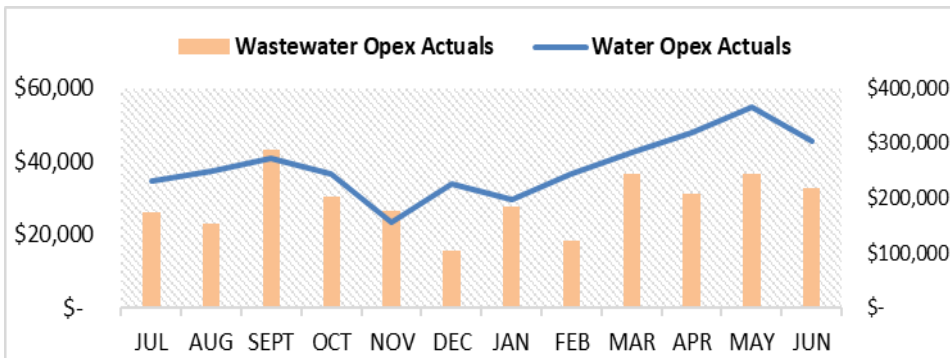


# 3 WATERS - DELIVERY



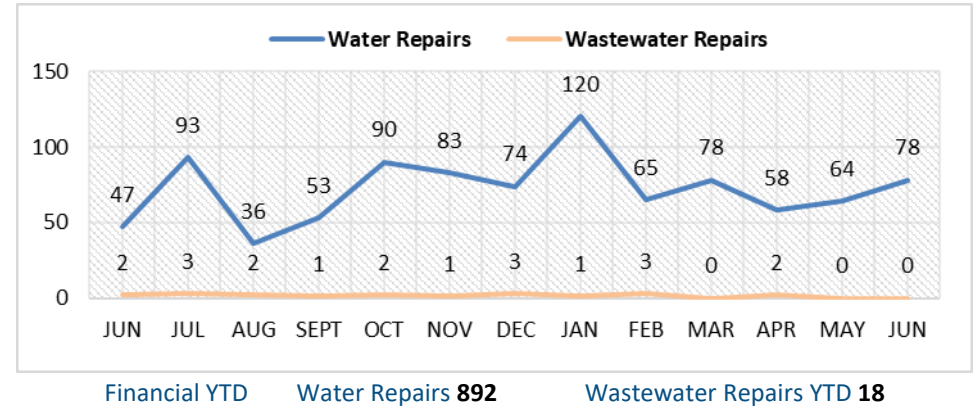
## Finance

Financial YTD Water **\$3,095,786** Wastewater **\$348,379**

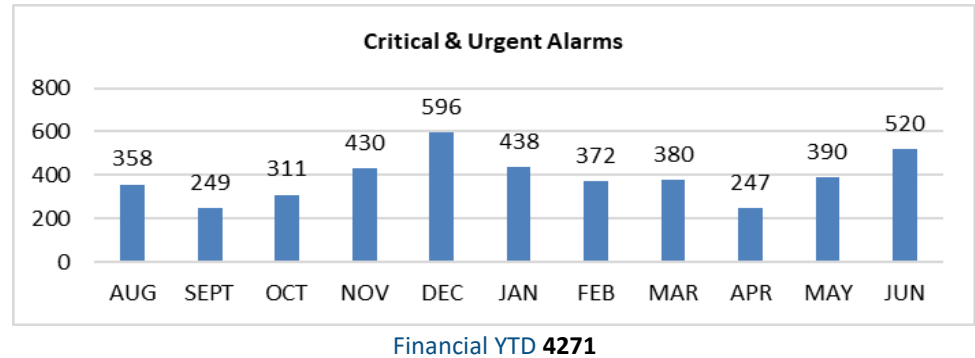


*Some budget overruns occurred due to unforeseen cost increases, and frequent severe weather events. Overall budget expenditure was on-track.*

## Water & Wastewater Repairs



## Critical & Urgent Alarms



## HIGHLIGHTS

### Health & Safety

A combined 38,918 work hours were worked by the 3 Waters Delivery team with no Lost Time Injuries (LTI) - this demonstrates a good safety culture within the team. Development of safety documentation, and new practices have been adopted to reduce the risk of accidents occurring in the future. Standard business processes have been documented to improve efficiency, reduce human errors, and improve customer experience. Transmission

of COVID-19 in the workplace was managed effectively to ensure minimum impact on 3 Waters operations capability.

#### **Routine and Reactive Maintenance**

- 305 new connections
- 2168 Service requests
- 910 water and wastewater repairs
- 1083 pumps station routine maintenance inspections
- 1574 water safety equipment calibration/maintenance visits
- 202 reservoir inspections
- 246 wastewater treatment plant routine maintenance inspections
- 44 manholes inspected and serviced
- 286 wet well maintenance activities
- Stormwater maintenance program completed in Amberley, Cheviot, Waikari, Hawarden, Motunau, Hanmer Springs, Leithfield Beach, Amberley Beach.

Challenges posed by frequent heavy rain and severe wind events coupled with COVID-19 pandemic affected all aspects of 3 Waters operations, the team was able to quickly adapt and continued to provide a prompt and efficient service to all customers. Median response time to an urgent request for service was just over an hour and resolution of the urgent request for service was approximately 1.4 hours, while most non-urgent jobs were responded to and resolved in under a day.

- 181 instances of complete water loss reported
- 7 complaints received relating to water taste
- 1 complaint received relating to odour
- 18 complaints received relating to water clarity.

Improvements to the control and communication equipment continued from previous years to prepare the network for the new regulatory environment. All water treatment monitoring equipment has been configured to provide recorded data every minute. Although several interruptions have occurred through the year, except for Hurunui#1 all regulatory data has been recovered.

Development of the maintenance management software continued, and delivery of software is anticipated in early-mid 2023.

A large portion of planned renewal of pumping, control, monitoring equipment has been completed, some projects have been deferred due to supply and capability issues.

Safety improvement projects in the wastewater network continued with upgrades completed in a further 3 wet wells.

## Treatment Systems & Water Safety

#### **Water Safety**

Accurate risk assessment information ensures that appropriate treatment technology is selected for future plant upgrades that will provide sustainable, compliant, and consistently safe water supply. This was enhanced this year by implementing a full reservoir inspection programme, optimization of existing water treatment systems and the commissioning of a new water treatment plant for Ashley Rural scheme.

#### **Water Safety Achievements**

- Successful adaptation to a new regulatory environment. Requirements for supply registration and event notification have been embedded
- An additional water treatment operator was trained, increasing capacity and resilience of the water treatment team
- Improved preventive maintenance practices, undertaken in accordance with equipment manufacturer's specifications
- Implementation of a full reservoir inspection programme, linking to a reservoir risk grading, has provided thorough information for water safety plan risk assessments and prioritization of reservoir replacement / repair budgets
- Development of a template for source water risk management plans in order to better understand source water risks and to fulfil new regulatory obligations .

#### **E. coli Free**

2021/2022 was the third consecutive year the Council has been fully bacterially compliant; this is made up of:

- 895 distribution zone samples
- 1112 treatment plant samples
- 83 bore samples
- 1 water carrier sample.

#### **Boil Water Notices**

16 Precautionary Boil Water Notices have been issued; all were because of poor source water quality.

#### **Submission on new Drinking Water Regulatory Standards / Rules**

Submissions were made on a suite of eight regulatory documents, including the Water Services Act and supporting standards and rules. Whilst this was a resource intensive process, the outcome of the consultation has been favorable for the Council, with several changes made to the smaller supply rules that reflect concerns raised in our submissions.



### Tankered Water Carrier

A 2000L trailer mounted tank was built the utilities staff to meet requirements as a tankered water carrier. A water safety plan was developed, and the water carrier successfully passed inspection and was registered as a drinking water carrier, making Hurunui one of only four Councils in NZ with its own registered drinking water carrier. This proved to be an invaluable asset during the June 22 extreme rainfall event, where the water carrier was used at Hurunui College, whilst the Hawarden-Waikari supply operated with an emergency source water.

### Water Safety Plan

No water safety plan implementation audits were undertaken this year by either the Ministry of Health, or the new drinking water regulator, Taumata Arowai, reflecting the transitional period that has dominated the regulatory environment this year.

Review of the Council water safety plan template has been completed to ensure it complies with the requirements of the new Water Services Bill. Eleven of nineteen water safety plans have been updated using the new template and a workplan has been developed to ensure all nineteen water safety plans will be updated in time for Taumata Arowai's submission deadline of 14 November 2022.

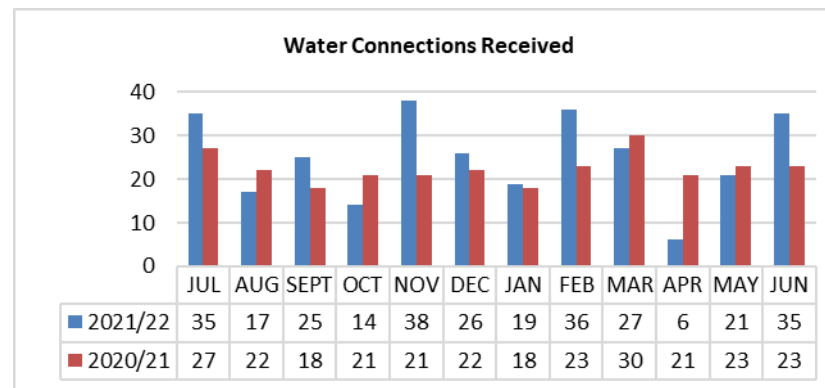
### Backflow Prevention Programme

- 1392 Overflows installed
- 38,882km travelled.

2985 properties were identified that required an inspection visit and installation of an overflow on the water tank, 2646 of those properties have now been inspected and overflows installed where required. The overflow installation programme is practically completed. The remainder of the properties where a customer has refused access or not able to complete a booking appointment are now being revisited and managed on case-by-case basis. The flushing programme continued this year improving the water quality in Amberley and Amberley Rural distribution zones, some flushing has been trialled in Lower Waitohi, Hanmer distribution zones.

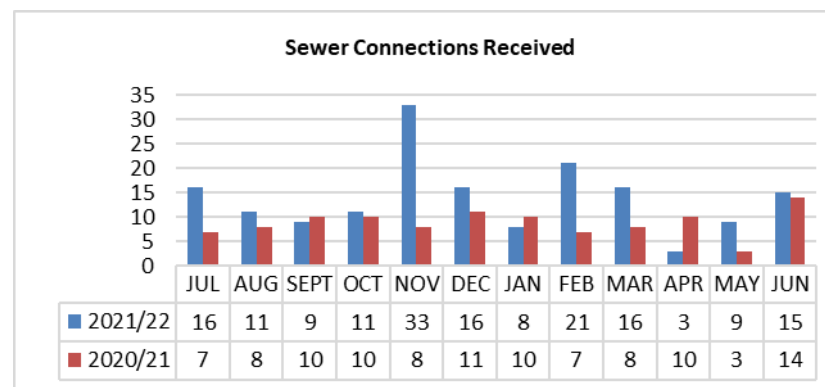
## 3 WATERS - ASSETS

### Water Connections



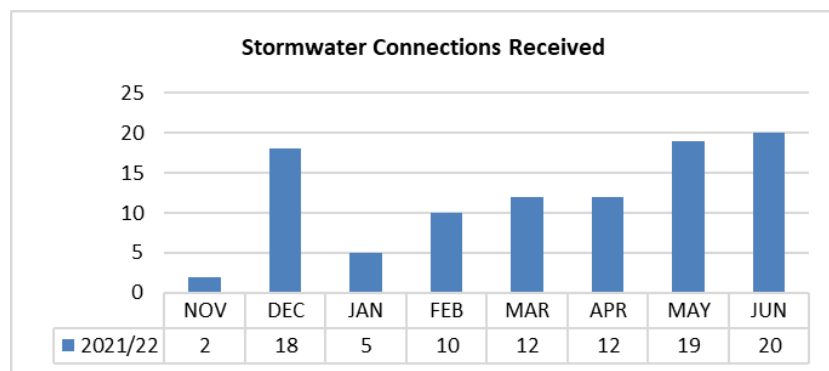
Financial YTD Water Connection **299** compared to **269** this time last year

### Sewer Applications



Financial YTD Sewer Connections **168** compared to **106** this time last year

## Stormwater Applications



Financial YTD Stormwater Connections **98** (since November when this process was implemented)

## HIGHLIGHTS

### Wastewater

#### CCTV

Camera work carried out in Leithfield Beach and Hawarden. Pipes were flushed and cleaned prior to being done. This information was added to Assetfinda and also stored and analysed in InfoAsset Manager 2023. This software is being used to manage CCTV survey records. The 3 waters planning team is using this information to assess condition and performance of wastewater assets.

#### Cheviot WW Network and Pump Station

After the investigation and improvement plan was completed, the desludging budget has been approved to be reallocated to design and implement new works to improve the treatment processes. These works have been completed and physical work is planned in the new financial year. A new flowmeter has been installed and calibrated at the pumpstation to assist with I & I investigation and better process management.

#### Hanmer Springs WW Ponds Inlet

Work was done on the last section of pipe and the final discharge into the pumpstation at the WW ponds. This was done to allow for more storage at the pump station and to eliminate known flooding issues on the verge of the state highway just upstream of the works. This upgrade work has now allowed for future and current subdivision applications to progress.

#### New Flowmeters

Flowmeters have been installed at the inlets to Greta Valley and Motunau Beach WWTP and are now fully functioning and linked to SCADA allowing us to determine flows from the network into the ponds. This will allow us a better understanding of the ingress and infiltration in both networks and will aid in the upgrade design works required for the new discharge consents required in the few years,

#### Pond Sampling

Incoming and discharge quality sampling is being carried out for Greta Valley, Hawarden and Motunau Beach to provide base data for the consent renewals.

#### Connections to the WW network (under Bylaw rule)

6 connections were paid for by HDC under this work.

## Stormwater

#### CCTV

Camera work has been done in Amberley, Leithfield Beach, Hawarden, Greta Valley, Culverden, Rotherham and Hanmer Springs. Pipes were flushed and cleaned prior to being done. All CCTV information is stored in the same software database and managed the same way.

#### Stormwater Applications

A new stormwater application process has been created following the activation of Amberley and Hanmer Springs stormwater consents. This will be implemented for the other townships once the Global Network Discharge Consent is issued. The application process is continually being reviewed to make it easier for the applicant to complete. Customers are getting used to the consent process and this is making it a lot smoother. They are receiving guidance using templates and excel files to do their stormwater calculations. Enquiries are being resolved in a timely manner.

## Water Supply

#### Flowmeter verification

All flowmeter verifications required to comply with ECAN resource conditions have been completed. A schedule has been created using AssetFinda, to notify the relevant staff member when the next verification is due. All flowmeters need to be verified every 5 years.

## Hydraulic Modelling

Commenced calibration works on both wastewater networks in Amberley and the Hanmer Springs water supply.

Models created of Amberley Water Supply looking at the long-term population increases up to 2072 to detail what upgrades would be required to achieve this. This has fed into the spatial planning work being undertaken by the Planning Team and will be modified as necessary.

Analysis of various networks (including Kaiwara and Lower Waitohi) was undertaken to better understand existing and upcoming issues relating to pressure and flow levels of service. As part of this work several pump sets were modelled to prepare for proposed replacement of existing pumps in the current network models.

Detailed analysis of the Hawarden-Waikari, Peaks and Upper Waitohi schemes was done to understand the effects of combining the intakes and treatment for these three schemes. This was later updated to allow for the inclusion of Waipara Township Water Supply at a later date if necessary. This analysis has fed into the design of the proposed combined scheme.

## Asset Data Register & Analysis

- 5 pump sheds in Ashley Rural Water Supply were analysed for criticality and risk. This data was then used to update the pump shed assets in the register.
- As-Builts from three subdivisions and 19 major capital works projects were added to the asset registers.
- Completed full revaluation of all 3 Waters Assets. This was peer reviewed by Beca before being sent for approval by the DIA.

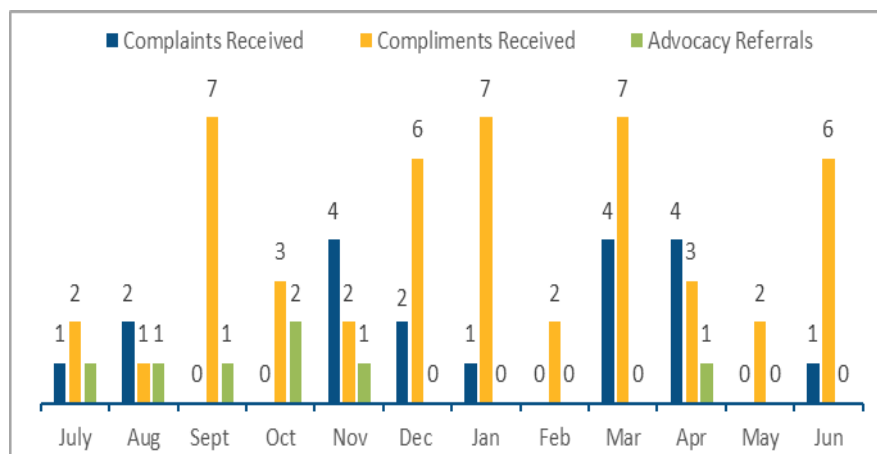
Our greatest achievement this year that was raised as a risk in our AMP was to improve our data quality. A 3 Waters Planning Engineering Assistant post was initiated from the stimulus funding. This position has enabled our section to greatly improve our data collection and quality. Some of the works listed below:

- Ensure that every As-Built received gets digitized and assets are added in AssetFinda – these come from Capital Works Team or Developers.
- Going out in the field to GPS any new assets – either works done by the Capital Works Team, Watermen, Contractor or any assets that were existing and have been recently found. After this, ensuring to digitize it and add to AsserFinda.
- Field surveys of pump sheds and matched with the assets we have in the database. The majority of this data is outdated and required updating. 24 pump sheds have currently been completed including digitising the actual layout, not just polygons.
- Added a backflow database in Assetfinda that the Water Safety Officer can use.

- Added a sampling database for all WW and SW in Assetfinda to help with locations and information regarding sample points.
- Added some information about rail crossings from Kiwi Rail to our database to ensure these aren't lost and we are being charged correctly.
- Currently adding reservoir information – risks, conditions etc – based on information gathered from reservoir inspections.

This is an ongoing process as there is always new information requiring to be added.

# CUSTOMER SERVICES



## Compliments

### Financial YTD 48

Looking at the 21/22 year compliments far outweighed complaints (48 versus 19), averaging around 4 compliments per month.

Compliments were given to 13 different departments during the year with Amenities receiving the most (10) followed by the 3 Waters Utilities team (9). The period when we received the most compliments was over the December & January months.

## Advocacy Referral

### Financial YTD 7

5 of the 7 referrals were received in the first 6 months of the financial year with only 2 referrals coming through during the last 6 months of the financial year. 3 of the 7 referrals were in the Roding department.

## Complaints

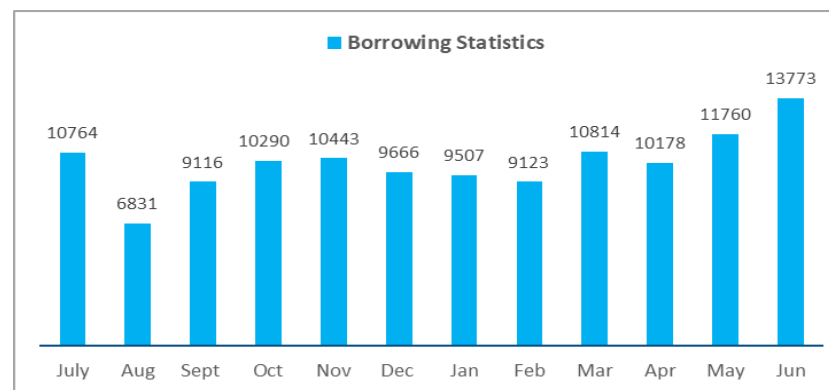
### Financial YTD 19

The total complaints recorded throughout the 21/22 year, averaged to around 1.5 complaints per month.

Complaints were received against 8 different departments, with the most complaints coming in November and then again in March and April, where 4 complaints were received during those months. The areas with the highest complaints were Roding (4), Council (4 – this includes reports of bad Council driving) and Utilities (3).

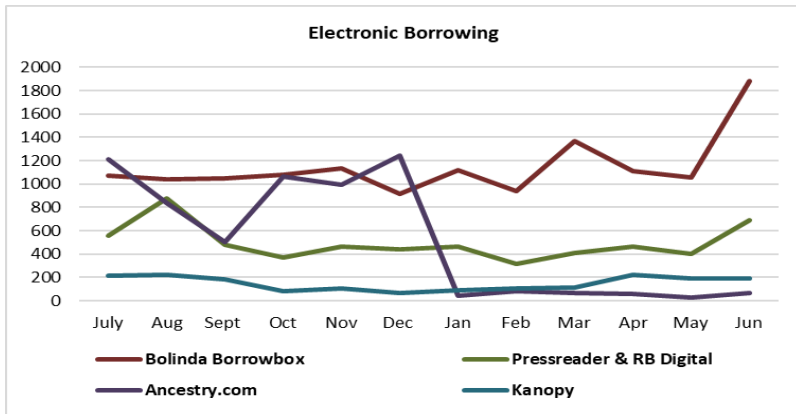
## Borrowing Statistics

### Financial YTD 122,265



*On-shelf items: including books, magazines, DVDs, talking books.*

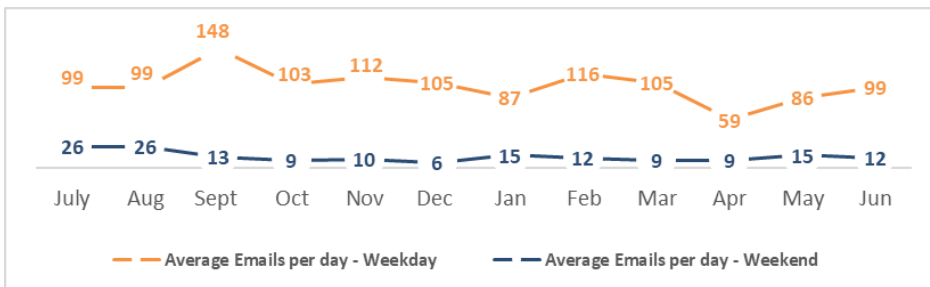
	<i>Fin. YTD</i>
eBooks and audiobooks (Bolinda, Borrowbox)	<b>13,773</b>
Newspapers and magazines (Pressreader, Overdrive magazines)	<b>5,952</b>
Ancestry.com (Ancestry library edition)	<b>6,185</b>
Online movies and Documentaries (Kanopy)	<b>1,787</b>



## Emails Received to info@hurunui.govt.nz

### Financial YTD 27,320

The dedicated Customer Support team dealt with an average of 99 emails per day during the work week along with an average of 24 emails coming in over a weekend (which effectively end up adding to Monday’s workload).



## Snap Send Solve Stats

### Financial YTD 975

An average of around 81 Snap Send Solve requests per month.

- Dumped rubbish received 110
- Roading totalled 200 received (includes Damaged Road, Pothole, Damaged street sign, Pavement damage, and Roads – general).

## TOPICAL INFORMATION

### Amberley Customer Service

21/22 has been another tumultuous year in terms of the global pandemic and the effects it has had on both customers and the Customer Support team.

The biggest game changer for the team has been the new phone system which allows the team to seamlessly answer phones and connect with customers from home. This proved invaluable during lockdowns and even more recently with staff still being able to work from home when required to isolate.

There have also been changes within the team with saying goodbye to some valued team members - but have also welcomed some new wonderful new additions – including three new babies (with two staff members currently on maternity leave).

The one thing that has stayed constant is the customers’ needs and queries being attended to by the dedicated team whether it be by phone, email, counter, app, social media or website.

### Hurunui Libraries

While covid has brought many challenges this year, the staff and volunteers can only be congratulated for rising to the occasion, dealing with business as usual and contributing positively to the communities.

Issues of on-shelf items are slightly down this year - this is not surprising as there were some very quiet periods in the libraries owing to the ongoing effects of Covid. The ability of the community to physically browse shelves and resources was also limited at 3 school libraries which had extended periods of limiting community access owing to their restrictions.

Physical newspapers and magazines show a slight decline however many people access these resources with the APNK computers, and this is likely attributable to the reasons above.

On December 31, 2021, Ancestry ceased their remote access function with an immediate decline in use. The Council had been fortunate, like other subscribers in New Zealand, to have had this available for home use from March 2020.

Kanopy shows a slight decline, however there is quite a range of other free streaming services available to people including the now very well advertised TVNZ on demand. Recent promotions including two *plugs* by District Librarian Mark O'Connell on Compass FM resulted in increased usage. Marketed as “thoughtful entertainment” there are thousands of movies and documentaries here easily found in the search function for adults and children.

However, the most notable feature of this past year is the rise of issue of eBooks and audiobooks. This shows an increase of over 50% from the previous year.

Issues of Audio books issues outnumber eBooks significantly, 9578 and 4195 respectively. This rise in the use of audio books is a trend observed internationally and one we are certainly experiencing.

*To the Hurunui District Council*

*I am writing this letter to say a big thanks to you and your library for funding the Borrow Box and Overdrive service for the library. I am an avid reader who is short on time, so I use both apps every day to listen to audio books. It means a great deal to me as I feel the same joys as reading a book but can do it while doing other things – I work on farm and am currently pruning trees for the next 2 months. I also use it to listen to books while I am driving in the car. Because of our isolation we spend a lot of time on the road, so it is good to be listening to something useful while driving. I have been teaching other people in the Cheviot area how to download the app and use it on their phones. I belong to a book group and have managed to convert them all to using it as well.*

*I have a nephew who is visually impaired and after teaching him to use the app it has opened a whole new world for him. We regularly talk about the books we have “read” and often this leads to conversations with other people around us. It is helping him feel more part of the world and providing opportunities for learning.*

*Once again thank you for funding this for the people of our community.*

## **Covid**

The year started relatively normally however the emergence of the Omicron variant had a major impact once again as the country went into lockdown in August. The Council reopened to the public at Level 2 in September, adhering to the recommended guidelines of signing or scanning in, social distancing and mask wearing. Issue periods were increased, and promotion of the online resources during this period on Facebook.

The quarantining and disinfecting of books were deemed no longer necessary this time.

November saw the staff very busy assisting the public to access and print off vaccination passes. At the peak, 3 staff in Amberley were full-time assisting the public to access their *My Health Record* and print vaccination passes. An estimated 400 -500 people came in to seek this assistance. Fortunately, the library had the use of the 3 New Zealand Libraries Partnership Programme (NZLPP) staff at this time.

The libraries at Amuri Area School and Hurunui College at this time also restricted their community access hours to outside of school opening.

At the Amberley Library, staff were also initially rostered on to a concierge role at the front door to ensure people scanned or signed in under the Red-Light Traffic System that meant vaccination passes were mandatory to enter all Council buildings.

While this caused some negative responses, and 1 trespass notice, there were many, if not more positive/grateful feedback interactions, and in general the community were very understanding.

The “click and collect” service was greatly appreciated by the people across the district who did not or could not come inside the facilities.



In Amberley 2 teams were structured, including the volunteers, as a precaution to keep the library available if anyone developed COVID. For a month this was the way the libraries worked until it became too difficult to maintain.

Since early April when vaccination passes were no longer required, activities have slowly increased for the public including, holiday activities, teaching digital classes with a visit to Hanmer Springs and of course the long-delayed visit to the district by Dora.



*Dora in the Hurunui*

### **New Zealand Library Partnership Programme**

The presence of the 3 NZLPP secondees continued until June 30, 2022. This additional staffing allowed the library to have many activities but has also been major assistance to the daily operations, particularly at Amberley in being able to function more easily when staff were rostered on the door and during the period of working in 2 teams.

A major goal of the NZLPP programme was to develop staff who could become fully fledged to work in libraries at the end of the programme. This was certainly achieved with all 3 quickly developing the skills and confidence to deal with almost all of the public inquires.

Their contribution to digital literacy was also considerable. This was seen in both formal situations such as Stepping Up, digital classes or the less formal such as assisting the public with their myriad of enquiries.

Between the 3 secondees undertook:

- One day per week at Cheviot Museum which contributed to the programme goal - assisting with the digitisation of collections.

- Several hours in the Greta Valley Library and community
- Liaising with the Amberley volunteers and coordinating the shopping bus to Rangiora.
- Major contributions were made to marketing and promotions including developing posters, displays as well as Facebook posts and managing and maintaining the website.



- The 200 very popular Activity packs were created and distributed for children, due to not being able to run the usual holiday events.



- Towards the end of June and a return to previous staffing levels has been an opportunity to look at what can be done to retain a relevant and customer focussed service. This has led to a reorganised library structure to be able to continue to offer the community classes and holiday programmes etc that was previously resourced by NZLPP.