MINUTES FOR THE MEETING OF THE RANGIORA-ASHLEY COMMUNITY BOARD
HELD IN THE WAIMAKARIRI DISTRICT COUNCIL CHAMBERS, 215 HIGH STREET,
RANGIORA ON WEDNESDAY 15 MAY 2019 AT 7PM.

PRESENT
D Lundy (Chair), K Barnett, R Brine, M Clarke, K Galloway, D Gordon (arrived at 7.50pm),
J Hoult, S Lewis, G Miller, C Prickett and P Williams.

IN ATTENDANCE
J Millward (Finance Manager), J McBride (Roading and Transport Manager), G MacLeod
(Greenspace Manager), and E Stubbs (Governance Support Officer).

The meeting adjourned for a workshop from 7.44pm to 8.48pm.

1 APOLOGIES
Moved R Brine  seconded K Barnett

Apologies were received and sustained from J Gerard for absence and D Gordon
for lateness.

CARRIED

2 CONFLICTS OF INTEREST
There were no conflicts of interest.

3 CONFIRMATION OF MINUTES
3.1 Minutes of the Rangiora-Ashley Community Board – 10 April 2019
Moved P Williams  seconded S Lewis

THAT the Rangiora-Ashley Community Board:

(a) Amends the circulated minutes of the Rangiora-Ashley Community
Board meeting, held on 10 April 2019, item 11.1, insert bullet point 4
should refer to ‘saleable electricity’ rather than gas.

(b) Confirms the circulated minutes of the Rangiora-Ashley Community
Board meeting, held on 10 April 2019, as a true and accurate record.

CARRIED

4 MATTERS ARISING
The matters raised by D Gordon to be addressed as item 16 – Urgent General
Business.

5 DEPUTATIONS AND PRESENTATIONS
There were no deputations.

6 ADJOURNED BUSINESS
There was no adjourned business.
7 REPORTS

7.1 Report for Town Centre Feature Lighting and Decorations Terms of Reference and Working Group Membership – J McBride (Roading & Transport Manager) & G Cleary (Manager, Utilities & Roading)

J McBride advised the report was to seek support for draft Terms of Reference. A steering group was being formed for the implementation plan and staff were asking for two representatives from the Board to participate in the steering group.

It was clarified that there would be two board members from each of Rangiora-Ashley and Kaiapoi-Tuahiwi Community Boards and two Councillors would be nominated from Council.

Moved G Miller seconded P Williams

THAT the Rangiora-Ashley Community Board:

(a) Receives report No. 190424059105;
(b) Appoints K Galloway and C Prickett to the Town Centre Feature Lighting and Decorations Working Group.

And that the Rangiora-Ashley Community Board recommends:

THAT the Council:

(c) Receives report No. 190424059105;
(d) Approves the Terms of Reference for the working group;
(e) Approves the formation of the Working Group and membership as recommended by the Board.

CARRIED

7.2 Service Requests Six Monthly Results – M Harris (Customer Services Manager)

J Millward spoke to the report which was being considered by all Community Boards to advise on service requests received by the Council and provided a comparison from the previous to current year. He referred to improvements to service requests including looking at targets set, and how they are monitored and recorded. There had been a number of improvements – not in terms of responses but how they were recorded; for example those requests that could not be addressed immediately. There had been management discussion around the ‘red’, and where they sat outside of targets that had been set.

J Millward advised that from September there was to be a major work effort to improve not just recording but the whole system of service requests and the Board could expect to see a report on that in the future. This was a result of an improvement programme in terms of the business intelligence screen, where there was a lot more dashboard recording to show where targets were not being met.

Following a question from P Williams, staff advised that Snap Send Solve (SSS) requests were not always completed correctly and were aware some people had not been advised when a service request had been completed. Staff were rectifying the process. J Millward advised there was also an online service request process, requiring contact details which assisted with staff responding about outcomes. In addition there were other work processes explained, for example lodging a building or resource consent, which enabled a person to track the process through the system.
P Williams sought clarification that requests would not just be acknowledged, but people would be advised of an outcome. J Millward replied yes, for example a person putting in a service request around flooding may be advised that the issue had been put into a work programme to commence at a certain time.

K Barnett asked if the service request programme would be linked to My Council to see the service requests an individual had logged. J Millward replied that there were two main ways to receive a service request - through line of business (My Council) or via SSS. There were difficulties in interfacing SSS with the line of business system. The reporting back in terms of when a service request was completed was ‘immature’ in how it was completed. It was on the work programme to be fixed however over the next two months the Collection Bin system was taking priority.

K Barnett asked how after-hours information was captured. J Millward replied they were looking at various aspects for the after-hours service. Currently after-hour’s service requests were being lodged the following morning. There was the possibility of another Council either in the North Island or Christchurch City Council to look after the Waimakariri after-hour’s service requests and log straight into the system. He noted that normally water issues had a 24/7 response. K Barnett asked how 24/7 animal control was captured and J Millward replied that was under a contract.

K Galloway commented on the slow speed the issue was progressing. On three occasions he had raised issues and had been told it was being looked into. He advised he had never had a response advising a service request had been completed. He expressed concern that the report noted it was not important to have after-hours for SSS as they did not get urgent requests via SSS. J Millward agreed that it was not acceptable and that it would be looked into and followed up.

K Galloway asked if SSS should be monitored after hours in the case of an urgent request. J Millward advised that the Council would have to have a look at how they wanted people to put in an urgent request. In the case of a water break, the person would be expected to ring the Council and those calls were monitored. SSS did not receive an urgent response. If the public were expecting an urgent response to SSS then the Council could look at potentially changing the after-hours service to a company with good knowledge of the business, with two other councils in New Zealand currently providing that level of service. It was advised that except for 3Waters and Roading, other services of the Council did not have an urgent service. The communications team were also looking at issues and public information. It was noted that the SSS app now advised that it was not an after-hours service. There was concern that this advice was not provided until after information had already been put into the app.

C Prickett referred to SSS not being able to integrate easily with the Council system and asked if Council should be investigating their own alternative app or engaging with the public to publicise how after hours service requests should be provided to Council. J Millward advised that was being reviewed by the communications team at the moment. He believed the SSS app would need to remain.

Moved K Galloway seconded R Brine

THAT the Rangiora Ashley Community Board:

(a) **Receives** report No. 190501062277.

CARRIED

D Lundy echoed K Galloways debate remarking there was a number of cases in which he had used the system and had not been made aware if it had been
acted on or not. He felt it was important as it was how the community judged the Council.

J Hoult commented when she had put in a SSS she had not needed to be advised of the result as she could observe that the issue had been resolved.

K Barnett noted a lot of money had been spent in the ‘back office’ to improve the ‘front office’ and she believed it was getting to the point that more work was required on the front end. Technology moved so fast and people just wanted to use Facebook to connect K Barnett remarked. SSS was a stopgap and she believed the Council should move forward with their own system as a matter of urgency as it was what people expected now K Barnett stated and believed it was important for people to receive an acknowledgment when a service request had been completed to close the loop.

7.3 Application to the Rangiora-Ashley Community Board’s Discretionary Grant Fund 2018/19 – K Rabe (Governance Adviser)

K Rabe spoke briefly to the report.

J Millward advised that if all funds were allocated, the Board would still have $1,500 to spend with one month remaining. The Council had created a carryover provision of $3,000 which would not be required in the case all the funding was spent.

G Miller requested clarification on the Thrive Church application, would it be incorrect to provide funding retrospectively? It was noted that the application had been received prior to the event. J Millward advised it was the Board’s discretion.

Moved K Galloway seconded M Clarke

THAT the Rangiora Ashley Community Board:

(a) **Receives** report No. 190408051677.

(b) **Approves** a grant of $432 to North Canterbury Athletic Club for ‘crop top’ uniforms for the youth age group team.

(c) **Approves** a grant of $500 to Rangiora Gymnastics Club towards the cost of two sets of panel mats.

(d) **Approves** a grant of $500 to Thrive Church Rangiora towards the costs of venue and equipment hire for the Community Youth Conference, Storm Canterbury.

(e) **Approves** a grant of $500 to Ashley Playcentre towards the purchase of art and craft resources.

CARRIED

K Galloway commented all the applications supported young people and believed the role of the Board was to support the young.

M Clarke commented the grants assisted younger people which were a group requiring attention.

K Barnett commented that the Discretionary Grant Fund required comprehensive financial information from the groups applying and that currently did not apply to Annual Plan submitters. She would like to see the same requirement for those applicants going forward.
7.4 Report back on New Zealand Community Boards’ Conference 2019 – K Rabe (Governance Adviser)

J Millward commented positively on the report provided by C Prickett.

C Prickett tabled a handout (Trim 190523072312) regarding a comparison of rates verse taxes noting as a percentage of GDP taxes had increased 40% and rates 0.6%. Councils were struggling more each term. C Prickett commented on the importance of localism spending to address issues, for example water, with local knowledge.

Moved G Miller seconded R Brine

THAT the Rangiora Ashley Community Board:

(a) Receives report No. 190430061137.

CARRIED

7.5 Ratification of the Board’s Submission to the Waimakariri District Council’s Draft Annual Plan 2019-2020 – K Rabe (Governance Adviser)

Moved C Prickett seconded K Galloway

THAT the Rangiora Ashley Community Board:

(a) Receives report No. 190402048238.

(b) Retrospectively ratifies the Board’s submission to the Waimakariri District Council’s Draft Annual Plan 2019-2020 (Trim No. 190401047542).

CARRIED

7.6 Ratification of the Board’s Submission to the Waimakariri District Council’s Draft Rural Residential Development Strategy – K Rabe (Governance Adviser)

Moved J Hoult seconded G Miller

THAT the Rangiora Ashley Community Board:

(a) Receives report No. 190402048313.

(b) Retrospectively ratifies the Board’s submission to the Waimakariri District Council’s Draft Rural Residential Development Strategy (Trim No. 190401047591).

CARRIED

Moved K Galloway seconded M Clarke

THAT the Rangiora Ashley Community Board:

(a) Moves into workshop for presentations from staff regarding Cycleway connections and Lineside road trees.

CARRIED

Moved C Prickett seconded K Barnett

THAT the Rangiora Ashley Community Board:

(a) Resumes the meeting.

CARRIED
Meeting adjourned at 7.44pm, resuming at 8.48pm

8 CORRESPONDENCE

There was no correspondence.

9 CHAIRPERSON’S REPORT

9.1 Chair’s Diary for April 2019
Moved D Lundy  seconded K Barnett

THAT the Rangiora-Ashley Community Board:
(a) Receives report No. 190424059289.

CARRIED

10 MATTERS FOR INFORMATION

10.1 Oxford-Ohoka Community Board meeting minutes – 3 April 2019
(Trim No. 190404049937).

10.2 Woodend-Sefton Community Board meeting minutes – 8 April 2019
(Trim No 190404049992).

10.3 Kaiapoi-Tuahiwi Community Board meeting minutes – 15 April 2019
(Trim No 190410053864)

10.4 Youth Council meeting minutes – 26 February 2019.

10.5 Youth Council meeting minutes – 26 March 2019
Moved R Brine  seconded G Miller

THAT the Rangiora-Ashley Community Board receives the information in
items 10.1-10.5.

CARRIED

Note:
1. Agenda links were circulated via email as they became available
during the month.
2. Matters for Information were circulated separately to members.

Item 16 was taken at this time. Note the minutes have been recorded in accordance
with the order of the agenda as circulated.

11 MEMBERS’ INFORMATION EXCHANGE

11.1 K Barnett
• Annual Plan hearings.
• Attended Annual Council Hui.
• Noted Good Street Road stopping confirmed by the Council.
• Attended Social Services Network meeting.
• Attended ANZAC Day Service.
• Advised the Youth Council was recruiting.
• Attended Safe Communities accreditation workshop.

11.2 D Gordon
• Attended launch of Rural Canterbury Waitaha Primary Health as Councils
  representative. The launch was well attended.
• Tender opened for BNZ corner. The property team would ensure the Board was informed of outcomes in due course.

11.3 **K Galloway**  
• Attended Rangiora High School and Cenotaph ANZAC Day Service.  
• Speaking to residents of Church Street regarding non removal of trees.  
• Presented submission to AP regarding third activity area in Dog Park.  
• Assisted Rangiora Museum with submission for new building.

11.4 **R Brine**  
• Annual Plan Hearings.  
• Attended Annual Council Hui.  
• Attended ANZAC Day Service.

11.5 **P Williams**  
• Attended a number of ANZAC Day Services.  
• Attended Community Forum.  
• Attended Airport meetings.  
• Fireworks petition sent to support those of Wellington and Auckland.  
• Vehicle crossing bylaw hearing.  
• Attended Hui.  
• Noted planting of trees in Kaiapoi regeneration area on 25 May. Honda had donated $200,000 worth of trees.

11.6 **G Miller**  
• Attended CCC Seminar on sustainability as it related to vehicles. A number of electric vehicles had been purchased along with charging stations in the parking lot. Vehicles were hired out to Council staff to take home at night and keep over the weekend for $99 a week.

11.7 **S Lewis**  
• Attended Mandeville Easter Friday Farmers market and commented it was fantastic.  
• Attended Fernside Hall ANZAC Day Service.  
• Promoted the local production Dirty Rotten Scoundrels as a great show.  
• Continuing with the Learner Driver Mentor Programme.

11.8 **J Hoult**  
• Timebank pilot scheme using COGs funding coming to an end. Achieved 34 members with 18 to be added. There had been 71 exchanges and 203 hours exchanged.  
• Creative Communities Grants – 20 applications including pianist masterclass.  
• Attended Cust ANZAC Day Service – was well attended.  
• Neighbourhood Support was going strong.  
• Attended Board workshop ‘What’s in the Plan’ and thanked staff.  
• Attended annual Council Hui, discussion included concern around speed through township and Maori Reserve 873 Plan Change which was still being worked through.  
• Landmarks – focused on Rangiora at moment. Looking at acknowledging the old buildings that were present previously in front of current buildings.

11.9 **M Clarke**  
• Attended ECan presentation on bus routes. Noted economics had a lot to do with routes.  
• Attended Safe Community Forum.  
• Ryman – spoke to residents concerned about bus lines, noted that those residents could change buses at the Town Hall to get to town.
• Was now the Male Health Representative for the District for the CDHB.

11.10 **D Lundy**
• Attended Civil Defence training sessions.
• Attended Rangiora ANZAC Day Service.
• Presented the Board AP submission to Council.
• Attended a District Plan workshop.

12 **CONSULTATION PROJECTS**

J Millward noted potential ECan bus routes workshop for the Board at 5pm on 23 May.

There was some discussion on the timeliness of workshop / meeting notification.

13 **BOARD FUNDING UPDATE**

13.1 **Board Discretionary Grant**
Balance as at 7 May 2019: $3,536.

13.2 **General Landscaping Fund**
Balance as at 7 May 2019: $26,160 (including carry forward).

14 **MEDIA ITEMS**

Youth benefitting from Discretionary Grant applications.

15 **QUESTIONS UNDER STANDING ORDERS**

Nil.

16 **URGENT GENERAL BUSINESS UNDER STANDING ORDERS**

Lineside Road trees and commercial development dealt with under the public excluded report.

**MATTERS TO BE CONSIDERED WITH THE PUBLIC EXCLUDED**

Section 48, Local Government Official Information and Meetings Act 1987

Moved R Brine    seconded K Barnett

**THAT** the public be excluded from the following parts of the proceedings of this meeting.

**CARRIED**

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution, are as follows:
### Item N° | Memo of: | General subject of each matter to be considered | Reason for passing this resolution in relation to each matter | Ground(s) under section 48(1) for the passing of this resolution
--- | --- | --- | --- | ---
16.1 | Grant MacLeod (Community Greenspace Manager) | Trees Lineside Road, NPD development | Good reason to withhold exists under Section 7 | Section 48(1)(a)

**CARRIED**

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987, and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

<table>
<thead>
<tr>
<th>Item N°</th>
<th>Reason for protection of interests</th>
<th>Ref NZS 9202:2003 Appendix A</th>
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<tbody>
<tr>
<td>16.1</td>
<td>To carry out commercial activities without prejudice</td>
<td>A2(b)ii</td>
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**CLOSE MEETING at 8.49pm**

**Resolution to resume in Open Meeting**

Moved C Prickett    seconded K Galloway
THAT open meeting resumes and the business discussed with the public excluded remains public excluded.

**CARRIED**

**OPEN MEETING at 8.58 pm.**

**NEXT MEETING**

The next meeting of the Rangiora-Ashley Community Board is scheduled for 7pm, Wednesday 12 June 2019 in the Council Chambers at the Rangiora Service Centre.

THERE BEING NO FURTHER BUSINESS, THE MEETING WAS CLOSED AT 9.22pm.

CONFIRMED

__________________
Chairperson

__________________
Date