



RESIDENT SATISFACTION SURVEY

Council carries out regular surveys of Grey District residents to measure public satisfaction with Council's performance, services and facilities as outlined in our Long Term Plan. These public opinion surveys are a useful tool to help Council gauge how well the community supports its direction and priorities.

We use the survey results in various ways. We include the results in our Annual Report performance measures for the various activities, they help Council to prioritise its future planning and Council also gets useful feedback on residents' perception of the services and facilities they provide.

The 2014 Resident Satisfaction Survey was carried out by an independent company, Opinions Market Research Limited, in early October 2014. We would like to say a big thank you to everyone who took part in the phone survey.

The latest survey confirmed a high general resident satisfaction with Council and its services. There are areas for improvement and we will be looking into these further to see how we could address those issues.

Our results were also benchmarked against some other Councils in New Zealand. The results showed that overall satisfaction with Grey District Council's performance is slightly higher than the average of the other Councils. Residents' satisfaction with the performance of our Mayor and Councillors (81%) is also higher than the average of the other Councils included in this benchmarking exercise.

You can read the full report on our website: www.greycdc.govt.nz/surveys

Highlights

94% of residents agree the District is a great place to live

81% of residents are satisfied with Council's overall performance

85% of residents are satisfied with the information they receive from Council

Satisfaction with Council services:

91% Refuse/recycling collection

90% Parks

85% Cemeteries

81% Libraries

75% Swimming pools

Mayor's Comment



It was great to see in a recent Independent survey (commissioned by Council as a job performance indicator) that 94% of Grey District residents polled said the District was a great place to live.

The Grey District was the highest polling Council surveyed. This would not have happened 15 years ago, so in spite of the current hard times, progress is being made.

The Mayor and Councillors performance polled 83% and Council staff 81%, which is also at the top end of New Zealand councils polled.

We are not going to slow down because there is still lots to do with a heavy workload planned over the next few years. The areas of most concern are roading and the Port.

Council will compile a Port strategy over the next year. The new Westfleet Fish Factory will help and Council is working through issues which will allow regular fertilizer shipments into Greymouth. Without coal exports, the Port has been running at a loss for over 30 years.

Now that the huge task of constructing a sewerage system for Greymouth, Dobson, Taylorville and Kaiata is nearly complete, Council will start improving the roads, especially Milton Road and Shakespeare Street areas, which were poorly reinstated by contractors.

I have written to Transit New Zealand regarding the poor state of the Ahaura bridge. The bridge is in a shocking condition and it poses an immediate and real threat to road safety. The condition of the Ahaura bridge would not be tolerated on state highways elsewhere in New Zealand.

Although signalled to be rebuilt over the next ten years, the 85 year old bridge has to

carry huge traffic volumes on State Highway 7. It is in such a bad state of repair that the majority of overweight loads must now travel from Ikamatua via the back road to Stillwater or Greymouth, which were not designed to handle increased traffic.

The Government has announced that the Grey District road subsidy rate will reduce by 5% over the next five years in favour of other roads of National Importance (Auckland Roads). This adds more pressure to our annual budgets but as I have stated previously, our rates are now under the national average and we plan to keep them there.

The squeaky wheel gets the oil so rest assured we will continue to apply pressure on Transit New Zealand for a new Ahaura bridge and our fair share of roading finance because the West Coast contributes hugely to New Zealand's economy.

Tony Kokshoorn
Grey District Mayor



GREYMOUTH CBD RENEWAL PROJECT

The renewal of the CBD was one of the highest rated projects from the Community Economic Development Strategy 2013-2023, which was developed with intensive community input and adopted by Council in August 2013.



The CBD Renewal project kicked off in August 2014 and is scheduled to run over approximately 30 weeks. The project has included many opportunities for the public to get involved and give their feedback on the proposed vision and principles and draft master plan. Thank you to everyone who took the time to complete the Question of the Day Quick Polls, answer surveys and submit their feedback to Council.

The final Master Plan will include a vision for Greymouth that enhances the streetscapes and connectivity in the CBD and revitalises Greymouth as the economic Heart of the West Coast.

The project is nearing an end now and several proposed projects have been identified to kick off the renewal. This is a long term project and will take several years to fully implement - but having a solid plan is the foundation from which we can start.

Stay up to date with this exciting project on our website or follow us on Twitter.

www.greymouth.govt.nz/renewal

Twitter: @greymouthcbd

COMMUNITY FUNDING

The Grey District Council administers two funding schemes that are available to groups in our community. The funding rounds for both schemes are in September and April each year.

Creative Communities Scheme

All projects eligible for funding must be arts and cultural projects that:

- Increase participation in the arts at a local level, or increase the range and diversity of the arts available to local communities.
- Take place within the Grey District and/or produce benefits that are largely experienced within the Grey District.
- Benefit local communities.
- Not have started before an application for funding is assessed.
- Not have been already funded by Creative New Zealand for the same purpose.

Full details can be found on our website or at Council offices when funding rounds are open.



Sport New Zealand Rural Travel Fund

School club teams and sport club teams are defined as:

- “A school club team participating in regular local sport competition in weekends, that excludes inter-school and intra-school competitions played during school time.”

and/or

- “A sports club team participating in organised, regular sport competition through club membership outside of school time.”

FACTOR IN CONSENT PROCESSING TIMES

Did you know that under Section 48 (1A) of the Building Act 2004, a Building Consent Authority (BCA) has 20 working days of receipt of a building consent application to either grant or refuse the consent?

Therefore if you've got a building project coming up, make sure you factor building consent processing into your timeline. Works cannot commence without a consent being processed and this could take up to four weeks, possibly longer in complex cases or where applications are incomplete or non-compliant.

In some instances, it might be necessary for BCA's to require further information to make its decision – when these requests are made, the consent processing period is suspended until the information is received and the BCA can continue.

Council therefore wants to take this opportunity to remind all building owners or agents to ensure that:

- Their building consent application is complete and is in compliance with the Building Code. The more comprehensive and complete an application is when submitted initially may prevent delays caused by the need for further information.
- Consent processing time is allowed for in your project timeline. Building works must not commence before a consent has been issued and Council processes all consents in the order in which they are received (to be fair to everyone in our District who wishes to get a building consent).

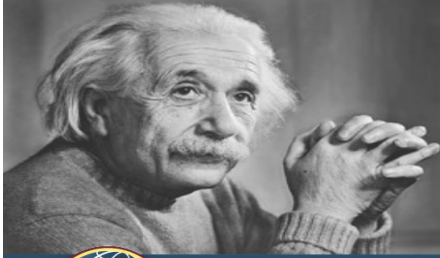
If you have any questions about applying for a consent or the information you may need to provide, please contact Council's Building Department.



GREYMOUTH TOASTMASTERS

If you can't explain it simply, you don't understand it well enough.

– Albert Einstein



WHERE LEADERS ARE MADE
www.toastmasters.org.nz

Need to get your message across? Toastmasters has all the tips, tricks, and tools you need to achieve your goals and build confidence in your communication skills.

Toastmasters is a worldwide, community based group dedicated to providing the skills you need to help you achieve your goals in Communication, Leadership and public speaking.

Meetings take place at 7pm on the first and third Tuesday of every month at 98 High Street, Greymouth. Phone 027 522 2185 for more information.

RATES REBATES

The Rates Rebate Scheme provides for a rebate on rates of up to \$605 to low income home owners.

Applications for the current rating year (1 July 2014 to 30 June 2015) must be made by 30 June 2015.

If you have not already applied for your rebate for the current rating year or want to find out if you qualify for a rates rebate, pop along to see your friendly Rates staff at Council offices.

QUICK UPDATES

- In December 2014 Stillwater residents said goodbye to discoloured water as their new water supply from the Dobson reservoir was turned on.
- Work has begun on the Westland Recreation Centre, to be built behind the Aquatic Centre. Construction is scheduled to start in early 2015, with ground preparations taking place first. It is expected the new facility will be completed near the end of 2016.
- Applications for the first round of funding under Council's new Signage, Interpretation and Public Art Framework close at the end of February. See our website for full details.

CHECK OUT WHAT'S NEW

History House Museum regularly has new items coming in and new displays going up. Head on in and check them out.

27 Gresson Street, Greymouth
Ph 03 768 4028



History House Museum



Put this date in your diary:
6 February 2015

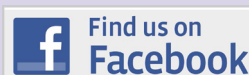
WAITANGI DAY COMMUNITY PICNIC

Head on down to Dixon Park on Friday 6 February 2015 for the Waitangi Day community picnic.

This fabulous family day is made possible by the generosity of many sponsors and organisers and everyone is welcome! A bbq lunch, including a hangi, will be available for a gold coin donation - this will ensure this event remains possible for many years to come.

Starting at 11am, there will be:

- A bbq and hangi for lunch, as well as ice creams and tea and coffee
- Bouncy castle, face painting and a lolly scramble for the kids
- Music and other entertainment throughout the day



Grey District Waitangi Day Picnic
Community Celebrations

2015-2025 LONG TERM PLAN

Council staff have been hard at work on developing a plan for our District for the next ten years and beyond. Our proposed projects, levels of service and how these will be funded (ie rates and fees and charges) are all incorporated into a significant strategic document known as the Long Term Plan.

It is important that our community and ratepayers have their say on the future of our District. A consultation document for the Long Term Plan will be available in March from our website, Council offices and other selected locations around town. This will summarise the key issues facing Council and what the options are for addressing them to maintain the Grey District as a great place to live, work, play and invest in.

We encourage everyone to read the consultation document and Long Term Plan and take the opportunity to make a submission. We want to hear from YOU; we want to know what you think is important.

Watch our website for full details.



JOIN US FOR OUR INAUGURAL SUMMER STREET 'FARE'

GREYMOUTH SUMMER STREET 'FARE'

LOWER TAINUI STREET OPPOSITE THE CLOCK TOWER

SUN 15 FEB 4PM - 8PM

12 FOOD
STALLS

MUSIC

BRING ALONG THE FAMILY

TABLES AND CHAIRS PROVIDED

GREYMOUTH ROTARY COMMUNITY PROJECT
FUND RAISER FOR THE CANTERBURY WEST COAST AIR RESCUE TRUST

NEW ZEALAND'S
OLDEST
BUILDING SOCIETY

NBS
GREYMOUTH



Grey District Council
105 Tainui Street
Greymouth
T: 03 769 8600

info@greydc.govt.nz
www.greydc.govt.nz
twitter:@GreyDistrict
www.facebook.com/GreyDC