

## Council plans for the future with 2021-2031 long term plan

Council has recently adopted the Draft 2021-2031 Long Term Plan. This plan sets out what Council intends to spend money on and when over the next ten years. The community has told us that they want a Thriving, Connected and Resilient Grey District and the plan we are proposing sets us up for that.

Our focus over the next ten years is to improve our infrastructure, decrease debt, increase our reserves and prepare for our future.

We are consulting on the following four key issues.

### 1. Extend kerbside collection to wider district:

Do we extend the kerbside collection service of two bins (refuse and recycling) to more areas in the Grey District, or do we leave it as the status quo?

**2. New Library:** We're proposing to build a new, modern, purpose built library on freehold land in Greymouth with meeting rooms and

more space for the community to gather. This project is planned to start from year 5.

**3. Delivery of Spring Creek Pool service:** The Spring Creek Pool is only open during the summer period and usage is generally low. Council is proposing a number of options regarding providing this service.

### 4. Runanga Service Centre & Community Library delivery:

With changes in services provided and decline in usage, Council is proposing major changes for the Runanga Service Centre.

The Draft Long Term Plan Consultation Document contains a full list of the options to consider. We encourage you to read the consultation document, come and see us at our information drop in sessions and, most importantly, give us your feedback. Dates and times of the drop in sessions can be found on our website.

Copies of the consultation document can

be collected from the Grey District Council, Westland Recreation Centre, Grey District Library and the Runanga Service Centre.

Submissions close at 5pm on 17 May 2021.

You can submit online at [www.greycdc.govt.nz](http://www.greycdc.govt.nz).



## Mayor's comment



Your Council has been working very hard on its 10-year plan and, like many other councils, we are facing significant challenges and it is no easy task. We must face up to the problem of our infrastructure deferrals created by many years of under-investment. We

have had to make some tough decisions to ensure we address these problems now and maintain our levels of service and bring our assets up to today's needs and not leave the problem to our future generations.

As background, Council provides over 45 services to our community, has 118 pensioner units, 391.7km of sealed roads, 256.5km of unsealed roads, 209 bridges, over 100km of footpaths, 207.6km of water pipes, 181.69km of wastewater pipes and 132.43km of stormwater pipes. We have pipes in the ground that are over 100 years old.

Many people look at footpaths and roading, which are the obvious things we see, but many of our underground assets have come to the point that they have been deferred past their use by date. One of our biggest problems is our stormwater networks and with the growing

changes in our climate and larger weather events predicted our latest research shows we need to replace at least 30% of our stormwater network. Of this, 21% has exceeded its useful life with the predicted costs of these replacements estimated at \$13.6 million. The aging infrastructure has the potential to fail and is a major issue regarding future protection for our residents from property damage with floods. The protection that the current network offers needs improvement so it can cope with the more severe storms that we may experience.

We have, over the years, invested heavily in wastewater infrastructure and our residents are continuing to connect. We are also this year investing in much needed upgrades with our drinking water systems by installing four new water reservoirs, which we were very fortunate of receiving financing from the Government's Shovel Ready Projects funding and Three Waters Reform stimulus. We deliver 2.6 billion litres of water a year to our communities but 28% of the total pipe network underground needs replacing.

Our bridging network is also a concern and there is an economic cost as some of our bridges have restrictions to heavy vehicles. We have sweated these assets for too long and can no longer keep deferring work. In the first

three years of our plan, we must address seven structures for condition-based replacement to bring them up to better standards and have good foresight in the next 10 years to address the many more that follow.

This is just a snippet about our communities' assets and a brief explanation of why larger rate rises have to happen. The Government water reforms are also an unknown but we must make good future plans regardless.

All Councils are dealing with a continuous stream of new Government legislation and process with additional compliance, which is a real struggle. The Grey District Council has had the lowest average rates in the country and has a very small rating base. It has been difficult for staff and Councillors to make this long-term plan and the implications financially it will have for us all, but we can no longer bury our heads in the sand and keep deferring as it will be our children who will end up carrying the burden. I and my councillors' will be out visiting your communities very soon so please come along so we can help explain the situation, answer your questions and talk to you about other items in the long-term plan that will affect us all. There are many good things happening as well and we still live in the best place in the world.

*Tania Gibson  
Mayor*

## Stepping UP Digital Literacy

Did you know the Grey District Library delivers the below FREE digital literacy classes to the community which are very popular. Here is the class schedule for Term 2 of 2021.

Date	Time	Topic
Thursday 13 May	2 - 4pm	Smartphones
Thursday 20 May	2 - 4pm	Trade Me
Saturday 22 May	10am-12pm	Smartphones
Thursday 27 May	2 - 4pm	Computer Basics
Thursday 3 June	2 - 4pm	Pinterest
Saturday 5 June	10am - 12pm	Facebook
Thursday 10 June	2 - 4pm	Word - Text Formatting (Windows 10)
Thursday 17 June	2 - 4pm	Google Drive
Saturday 19 June	10am - 12pm	Computer Basics
Thursday 24 June	2 - 4pm	Facebook
Thursday 1 July	2 - 4pm	Google and the Internet



All classes are held in the West Coast Room at the Grey District Library. Classes are open to all ages and registering is easy – either phone the Library on 03 768 5597 or go to: <https://2020.arlo.co/upcoming-courses> and select 'West Coast Region'. You will need to register for each class you wish to take.

## Device Advice at the Library

Library staff can provide assistance with a wide range of digital devices: phones, laptops, digital cameras, ebook devices, etc. Drop in sessions on Tuesday mornings 10.30am to 11.30am and Friday afternoons from 1.30pm to 2.30pm. Bookings are not necessary so do drop in if you need some advice on your device.

## New combined Library and Museum Instagram page

If you have the Instagram app, jump on and follow our new joint Grey District Library and History House Museum page.



GDC Library and Museum

# Ageing Population Survey



The West Coast Housing Forum is a group looking at the housing issues on the West Coast. The group is made up of members from Development West Coast, Ministry of Social Development, Grey District Council, Kainga Ora - Housing NZ, Community and Public Health, Westland District Council, Buller District Council, Te Puni Kokiri and other agencies.

One of the issues facing the West Coast is the number of people aged 55 and over. This is likely to increase, which means more elderly housing is needed. We would like to find out from you where you are planning to be over the next few years so we can support any investment opportunities in our district that will support you and your families plans. This survey will help us collect that data.

The information collected from the survey will be held securely and you do not need to provide us with your name or any other details so they will not be at risk.

There is also a phone number and email address you can contact if you have any questions:

Email: [penny.kirk@greydc.govt.nz](mailto:penny.kirk@greydc.govt.nz) | Phone: 03 900 9319

How to complete the survey:

- You can complete the survey online by scanning the QR code to the left.
- You can pick up a hard copy of the survey at the Grey District Library (18 Albert Street, Greymouth), Grey District Council (105 Tainui Street, Greymouth) or Westland Recreation Centre (83 High Street, Greymouth).
- You can phone Penny on 03 900 9319 to request a survey be posted to you.

If completing the survey in paper form, please return to: Penny Kirk, Grey District Council, 105 Tainui Street, Greymouth.

## QR Code

How to use the QR Code:

- Open your camera app on your smart phone.
- Hold it over the QR code.
- Click on the link that drops down on your screen.

# RESIDENT SATISFACTION SURVEY RESULTS 2020

The Annual Grey District Council Residents Satisfaction Survey was completed at the end of 2020. The survey measures the residents' satisfaction with the Council, and the services provided. The survey has been undertaken on Council's behalf by Opinions Market Research Limited.

Highlights include improving satisfaction with the performance of the Mayor, Councillors and Council, with the current results the highest since 2016. The latest results show an 81% Council approval rate, up from 63% the previous year.

Residents still rate their library and the Westland Recreation Centre very highly, with satisfaction levels reaching 97% and 90% respectively. Residents also scored parks and reserves highly at 82%.

Council also measured residents' perceptions about whether the District was a great place to live, with 88% agreeing. The top reasons listed are: it is friendly with a sense of community, it is a good lifestyle (relaxed and quiet) and it is a beautiful place to live.

Mayor Tania Gibson said "I am very proud of Council and the way everyone has been working together. There is always room for improvement, however, it's great to have confirmation that we are moving in the right direction for the people of our district. I would like to personally congratulate the Library and Westland Recreation Centre staff on their achievements, especially customer service. These facilities are key hubs in our community and clearly, they do a fantastic job."

The full report is available to read on our website, [www.greymouth.govt.nz](http://www.greymouth.govt.nz).



## TAINUI SHARED STREET/TOWN SQUARE TRIAL CLOSURE

The trial closure that has been in place in the Tainui Shared Street/Town Square area every weekend and public holiday from Friday 18 December 2020 ended on the morning of Tuesday 6 April 2021. The closure was put in place by Council as a trial to see what did and didn't work well within the space and to improve the vibrancy and atmosphere within the Greymouth CBD.

We would like to thank everyone who used the space and attended one or all of the fantastic events that were held over the trial period.

Council would also like to thank all residents, businesses and visitors who took the time to take part in the survey and provide feedback on the trial closure.

A report will now be compiled and presented to Council to make a decision on the future of the Tainui Shared Street/Town Square space. Council would like to say a special thank you to Westroads Greymouth and Aratuna Freighters for their assistance with the closure each week.

Did you attend any of the fantastic events that were on in the Town Square during the trial? Here's a recap of some of the events.

## CUSTOMER SERVICES SURVEY THANK YOU

Council would like to thank everyone who provided feedback on our customer services by completing our recent survey. We are always looking at ways to improve our level of service and as a member of our community, your feedback is really important to us.

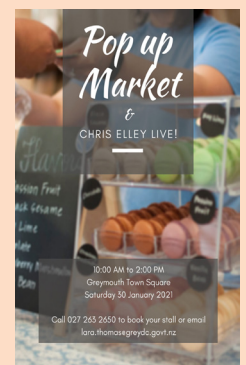
## PLUMBING FITTINGS PRECAUTION

For all households connected to a water supply. Some plumbing fittings have the potential to allow minute traces of metals to accumulate in water standing in the fittings for several hours.

Although the health risk is small, the Ministry of Health recommends that you flush a mug full of water from your drinking-water tap each morning before use to remove any metals that may have dissolved from the plumbing fittings.

The Ministry of Health recommend this simple precaution for all households, including those on public and private water supplies. It is important to note that heavy metals are not a problem with the water itself but rather, when plumb-solvent water dissolves heavy metals found in household plumbing fittings.

If any residents would like further information, they can contact the Infrastructure Services Department of the Grey District Council on 769 8611.



Heart of the West Coast

## No cheques after 31 May 2021

From May this year, Grey District Council customers who use cheques to make payments will need to use an alternate payment option. This is due to Council's bank (Westpac) phasing out cheques.

Due to Westpac bank no longer accepting cheques, any affected residents should investigate Council's other payment options (see below). We provide a variety of payment options to suit residents' preferences. If you are unsure which solution would work best for you, please speak to your bank or come in and chat with our friendly customer service team.

Council's preferred method for paying rates and other debtor accounts is by Direct Debit. Paying by Direct Debit allows you to make payments to suit your budget without incurring a penalty. Council offers a variety of time periods, including weekly, fortnightly, monthly, quarterly or annually for rates accounts.

Council also accepts the following payment methods: In person using cash, EFTPOS, credit or debit card at our Greymouth or Runanga offices, automatic payment, Internet banking and credit card payment via our website.

The last day Council will accept cheques is 31 May 2021.



## Sign up to be into win a prize pack worth \$200

Sign up to BOTH receive your rates invoices via email AND pay your rates by direct debit before 31 May 2021 and you'll go in the draw to win \$200 worth of vouchers.

If you have already signed up for direct debit OR registered to get your rates invoices by email, ensure you are signed up for BOTH to get an entry into the draw. If you've already signed up for both, you will be automatically entered.

We'll be drawing a lucky winner on 31 May 2021 so head to [www.greycdc.nz/rates](http://www.greycdc.nz/rates) to sign up today. Alternatively, you can visit our office to sign up in person.

## DOG REGISTRATION

A reminder to all Grey District residents that dog registration notices will come out at the end of June and will be due for payment by the end of July. Please note: Payment can not be accepted until 1 July.

All dogs must be registered by the time they are three months of age and then must be renewed every year thereafter.

If you have recently moved to a new house or no longer have your dog, please contact Animal Control, phone 03 769 8600 or email [info@greycdc.govt.nz](mailto:info@greycdc.govt.nz).

Uncontrolled dogs not only present a nuisance but also a threat in the form of attacks on humans and other animals. We deliver a 24 hour service to deal with dog and stock control and our staff are very busy during the day as well as at night, attending after-hour call-outs. These incidents are dealt with on a user pays basis as much as possible and your dog registration fees pay for the balance of the dog and stock control services we deliver, including:

- Promoting better care and control of the dogs in the District.
- Promoting community safety by dealing with aggressive dogs and irresponsible owners.
- Responding to complaints about dogs.
- Re-uniting lost dogs with owners.
- Providing a pound facility (impounding fees pay for pound operation).
- Providing the community with information on dogs.
- Implementing dog control policies and monitoring and enforcing bylaws on dog control.
- Taking legal action against owners of unregistered or problem dogs.
- Advocating on dog matters.
- Protecting dog lovers' rights to own dogs and dealing with dog related problems.

