



Agenda

**Notice is hereby given of
an Open Workshop**

Tuesday 20 May 2025

to follow the Council Meeting

Council Chamber
Waimate District Council
125 Queen Street
Waimate

www.waimatedc.govt.nz

Order Of Business

Reports 4

1 General Business..... 4

 1.1 Performance Measure Reporting January 2025 to March 2025..... 4

Open workshops are an informal forum for staff to bring information items or presentations to Council which, if undertaken at a Council meeting, could take a significant amount of time, and therefore restrict other business from being transacted.

No decisions or resolutions will be made.

Brief agendas will be prepared and will be available on Council's website:

<https://www.waimatedc.govt.nz/council/meetings/agendas-and-minutes> and brief notes will be taken.

There are no legal requirements relating to a quorum.

Standing Orders do not apply.

Members of the public are welcome to attend but do not have speaking rights.

REPORTS

1 GENERAL BUSINESS

1.1 PERFORMANCE MEASURE REPORTING JANUARY 2025 TO MARCH 2025

Author: Liz Rose, Administration Support Officer

Authoriser: Carolyn Johns, Community and Strategy Group Manager

Attachments: 1. Performance Measure Reporting Q3 2024-2025 [↓](#) 

PURPOSE

1. For Council to receive the third quarter of the performance measure reporting for the 2024/25 year being January 2025 to March 2025.

BACKGROUND

2. This is the fourth year reporting of performance measures from the Long Term Plan 2021-31 with the full year results to be included in the Annual Report 2024/25.
3. Managers will be present for this item to answer any queries.

OUTCOME

4. That Council reviews and is satisfied with the performance measure reporting.

WDC Performance Measure Reporting : Q3 2024-25							
Water Supply							
Performance Measure		Target	2024 Results against target	2024 Result	Q1 3 Months to September 2024	Q2 3 Months to December 2024	Q3 3 Months to March 2025
M = Mandatory ● Achieved ● Not achieved — No change							
Provide safe drinking water							
(M) The extent to which the drinking water supplies comply with the following parts of the drinking water quality assurance rules:		100%	●				
4.4 T1 Treatment Rules	Cannington/Motukaika - Assurance				14%	14%	0%
	Cannington/Motukaika - Monitoring				100%	100%	100%
	Waihaorunga Main - Assurance				14%	14%	0%
	Waihaorunga Main - Monitoring				100%	100%	100%
	Waihaorunga Tavendale - Assurance				14%	14%	0%
	Waihaorunga Tavendale - Monitoring				100%	100%	100%
4.5 D1.1 Distribution System Rule	Cannington/Motukaika - Assurance				0%	0%	0%
	Cannington/Motukaika - Monitoring				100%	100%	100%
	Waihaorunga - Assurance				0%	0%	0%
	Waihaorunga - Monitoring				100%	100%	100%
4.7.1 T2 Treatment Monitoring Rules	Waikakahi - Assurance				N/A	N/A	N/A - Rule Change 1 Jan 25
	Waikakahi - Monitoring				50%	50%	N/A - Rule Change 1 Jan 25
	Otaio/Makikihi - Assurance				N/A	N/A	Scheme now operating under Level 3 Rules
	Otaio/Makikihi - Monitoring				50%	50%	
4.7.2 T2 Filtration Rules	Waikakahi - Assurance				0%	0%	N/A - Rule Change 1 Jan 25
	Waikakahi - Monitoring				0%	0%	N/A - Rule Change 1 Jan 25
	Otaio/Makikihi - Assurance				0%	0%	Scheme now operating under Level 3 Rules
	Otaio/Makikihi - Monitoring				100%	0%	
4.7.3 T2 UV Rules	Waikakahi - Assurance				0%	0%	N/A - Rule Change 1 Jan 25
	Waikakahi - Monitoring				0%	0%	N/A - Rule Change 1 Jan 25
	Otaio/Makakihi - Assurance				100%	100%	Scheme now operating under Level 3 Rules
	Otaio/Makikihi - Monitoring				100%	100%	
4.7.4 T2 Chlorine Rules	Waikakahi - Assurance				N/A	N/A	N/A - Rule Change 1 Jan 25
	Waikakahi - Monitoring				50%	50%	N/A - Rule Change 1 Jan 25
	Otaio/Makikihi - Assurance				N/A	N/A	Scheme now operating under Level 3 Rules
	Otaio/Makikihi - Monitoring				50%	50%	
4.7 T2 Treatment Rules	Waikakahi - Assurance				Refer to 4.7.1 T2 Treatment Monitoring Rules		17%
	Waikakahi - Monitoring						100%
4.8 D2.1 Distribution System Rule	Waikakahi - Assurance				N/A	N/A	N/A
	Waikakahi - Monitoring				0%	0%	100%
	Otaio/Makikihi - Assurance				N/A	N/A	Scheme now operating under Level 3 Rules
	Otaio/Makakihi - Monitoring				0%	0%	
4.10.1 T3 Bacterial Rules	Hook/Waituna - Assurance				N/A	N/A	N/A
	Hook/Waituna - Monitoring				0%	0%	0%

WDC Performance Measure Reporting : Q3 2024-25							
Water Supply							
Performance Measure		Target	2024 Results against target	2024 Result	Q1 3 Months to September 2024	Q2 3 Months to December 2024	Q3 3 Months to March 2025
M = Mandatory ● Achieved ● Not achieved — No change							
	Lower Waihao - Assurance				100%	100%	100%
	Lower Waihao - Monitoring				100%	75%	100%
	Waimate Timaru Bore - Assurance				100%	100%	100%
	Waimate Timaru Bore - Monitoring				50%	75%	50%
	Waimate Manchester Bore - Assurance				100%	100%	100%
	Waimate Manchester Bore - Monitoring				100%	100%	50%
	Otaio/Makikihi - Assurance				Scheme operating under level 2 rules from July - December 2024		100%
	Otaio/Makakihi - Monitoring						25%
4.10.2 T3 Protozoal Rules	Hook/Waituna - Assurance				0%	0%	0%
	Hook/Waituna - Monitoring				0%	0%	0%
	Lower Waihao - Assurance				100%	100%	100%
	Lower Waihao - Monitoring				83%	75%	75%
	Waimate Timaru Bore - Assurance				100%	100%	100%
	Waimate Timaru Bore - Monitoring				33%	83%	25%
	Waimate Manchester Bore - Assurance				100%	100%	100%
	Waimate Manchester Bore - Monitoring				83%	100%	25%
	Otaio/Makikihi - Assurance				Scheme operating under level 2 rules from July - December 2024		100%
	Otaio/Makakihi - Monitoring						25%
4.11.5 D3.29 Microbiological Monitoring Rule	Hook/Waituna - Assurance				N/A	N/A	N/A
	Hook/Waituna - Monitoring				100%	100%	100%
	Lower Waihao - Assurance				N/A	N/A	N/A
	Lower Waihao - Monitoring				100%	100%	100%
	Waimate - Assurance				N/A	N/A	N/A
	Waimate - Monitoring				100%	100%	100%
	Otaio/Makikihi - Assurance				Scheme operating under level 2 rules from July - December 2024		N/A
	Otaio/Makakihi - Monitoring						0%
Provide a continuous, appropriate and safe water system throughout the district with excellent customer service							
Median attendance and resolution times for urgent and non-urgent callouts for water supply faults or unplanned interruptions to the urban network (M) ¹	Attendance to urgent callout	≤ 1 hour	●	0:07 (h:m)	No urgent callouts	0:28 (h:m)	0:10 (h:m)
	Resolution for urgent callout	≤ 24 hours	●	2:25 (h:m)	No urgent callouts	6:14 (h:m)	0:58 (h:m)
	Attendance to non-urgent callout	≤ 24 hours	●	20:38 (h:m)	4:49 (h:m)	16:17 (h:m)	18:37 (h:m)
	Resolution for non-urgent callout	≤ 72 hours	●	29:08 (h:m)	5:50 (h:m)	20:25 (h:m)	25:53 (h:m)
Total number of complaints received about: Drinking water clarity, drinking water taste, drinking water odour, drinking water pressure or flow, continuity of supply, Council's response to these issues (M)		Urban water supply ≤ 10 complaints per 1,000 connections	●	6	0	0.97	2.9

WDC Performance Measure Reporting : Q3 2024-25							
Water Supply							
Performance Measure		Target	2024 Results against target	2024 Result	Q1 3 Months to September 2024	Q2 3 Months to December 2024	Q3 3 Months to March 2025
M = Mandatory ● Achieved ● Not achieved — No change							
		Rural water supply ≤ 40 complaints per 1,000 connections	●	69	4.5	16.5	24.8
Percentage of residents receiving the service satisfied with water supply services		> 86%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
Provide reliable, efficient and well planned water infrastructure and services that meets the needs of the community							
The average consumption of drinking water per day per resident within the Waimate District (M)		≤ 500 litres per person per day	●	469 litres	463.3	531.1	432.4 (using updated population)
Percentage of real water loss from Council’s network reticulation systems (M) ²		≤ 35%	●	21.26%	21.42%	18.80%	18.65%
Reactive maintenance (system failure) or programmed work in the Waimate urban area that exceed 8 hours of not supplying drinking water to the community or a consumer		< 1 per year	●	0	0	0	0
Reactive maintenance (system failure) or programmed work in the Rural Water Supplies that exceed 3 days of not supplying drinking water to the community or a consumer		< 1 per year	●	0	0	0	0
<p>¹ Attendance - from the time Council receives notification to the time that service personnel reach site. Resolution - from the time Council receives notification to the time that service personnel confirm resolution of the fault or interruption.</p> <p>Urgent attendance and resolution time - urgent performance measures require 1 hour attendance, 24 hours resolution for loss of supply of drinking water. Council has 4 hours attendance, 48 hours resolution for loss of drinking water supply in the rural areas for practical reasons, due to geospatial distance and 96 hours onsite storage policy. The rural consumers of the Waimate District are not at risk of having no drinking water because of the greater attendance and resolution times, as they are required to have 96 hours onsite storage.</p> <p>² Estimated assumed water loss per litre per second on minimum night flow methodology. Estimated assumed water loss per connection per day based on minimum night flow methodology. At present Council only has meters at the Timaru Road and Manchesters Road plants. Meters have been installed throughout the urban supply which will be monitored through automated reading. Future reporting will utilise data from the new meters which will allow for a more robust estimate of real water loss. The reported results do not include the rural network, as the supply is not metered.</p>							

WDC Performance Measure Reporting : Q3 2024-25						
Stormwater						
Performance Measure	Target	2024 Results against target	2024 Result	Q1 3 Months to September 2024	Q2 3 Months to December 2024	Q3 3 Months to March 2025
M = Mandatory ● Achieved ● Not achieved — No change						
Maintain reliable stormwater network services						
Number of flooding events that occur in our systems (M)	0	●	0	0	0	0
Number of habitable floors affected in flooding events in the district per 1,000 properties connected (M)	0	●	0	0	0	0
Number of blockages in the Council's urban stormwater transmission (i.e. piped, open drain)	≤ 3	●	0	1	2	0
Deliver stormwater services according to required environmental standards						
Compliance with resource consents for discharge from stormwater system (M)	No abatement notices, infringement notices, enforcement orders and convictions	●	0	0	0	0
Maintain excellent customer service for stormwater systems						
Median response time to attend a flooding event (M) ¹	≤ 120 minutes	●	0:00(h:m)	0:00(h:m)	0:00(h:m)	0:00(h:m)
Number of complaints received about the performance of the stormwater system (M)	≤ 1.5 per 1,000 properties	●	0	1.6	0.5	0
¹ Flooding event means an event where stormwater enters a habitable floor. Measured from the time of notification to the time service personnel reach the site. If there are no flooding events the response times will be zero.						

WDC Performance Measure Reporting: Q3 2024-25 Waste Management							
Performance Measure ● Achieved ● Not achieved — No change		Target	2024 Results against target	2024 Result	Q1 3 Months to September 2024	Q2 3 Months to December 2024	Q3 3 Months to March 2025
Convenient and accessible waste management services							
Residents receiving the service are satisfied with waste management services		≥ 75%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
Council provides access to kerbside refuse and recycling collection		≥ 70%	●	78.00%	77.59%	77.59%	77.37%
Council manages the waste management services wisely							
Compliance with resource consent conditions		Full compliance	●	Not compliant	Not compliant	Not compliant	Not compliant
Reduce the percentage of residual waste to landfill		< 49%	●	28.81%	42.06%	30.90%	33.81%
Public information and programmes promote waste minimisation and appropriate sorting of waste							
Number of fly tipping incidents in the district		≤ 15	●	22	6	7	9
Percentage of organics and recyclables in refuse collection bin	Organics	≤ 22%		No swap audit this year	Next Solid Waste Analysis Protocol Audit 2025	Next Solid Waste Analysis Protocol Audit 2025	Next Solid Waste Analysis Protocol Audit 2025
	Recyclables	≤ 49%					

WDC Performance Measure Reporting: Q3 2024-25 Sewerage							
Performance Measure M = Mandatory ● Achieved ● Not achieved — No change		Target	2024 Results against target	2024 Result	Q1 3 Months to September 2024	Q2 3 Months to December 2024	Q3 3 Months to March 2025
Maintain reliable sewerage network services							
Number of dry weather overflows from the sewerage system (M)		≤ 2 per 1,000 connections	●	2	1	0	0
Number of blockages in Council's urban sewer transmission reticulation		≤10	●	4	2	1	3
Deliver sewer services according to required environmental standards							
Compliance with Resource Consents for discharge from sewerage system (M)		No abatement notices, infringement notices, enforcement orders and convictions	●	0	0	0	0
Maintain excellent customer service for sewerage system							
Median attendance and resolution times to sewerage overflows resulting from blockages or other faults (M)	Attendance	Median attendance time ≤ 60 minutes	●	0:22 (h:m)	0:22 (h:m)	0:00(h:m)	0:00(h:m)
	Resolution	Median resolution time ≤ 12 hours	●	4:52 (h:m)	52:25 (h:m)	0:00(h:m)	0:00(h:m)
Total complaints received about: Sewer odour, sewerage system faults, sewerage system blockages, the WDC response to sewerage system issues (M)		≤ 3 complaints per 1,000 connections	●	3.4	2.2	1.6	1.6
People receiving the service are satisfied with sewerage services		≥ 97%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025

WDC Performance Measure Reporting: Q3 2024-25						
Rooding						
Performance measure	Target	2024 Results against target	2024 Result	Q1 3 Months to September 2024	Q2 3 Months to December 2024	Q3 3 Months to March 2025
M = Mandatory ● Achieved ● Not achieved — No change						
Provide quality roads and footpaths						
Resident satisfaction with sealed roads	≥ 66%		Survey not undertaken	Survey to be undertaken in June 2025	Survey to be undertaken in 2025	Survey to be undertaken in June 2025
Resident satisfaction with unsealed roads	≥ 55%		Survey not undertaken	Survey to be undertaken in June 2025	Survey to be undertaken in 2025	Survey to be undertaken in June 2025
Average quality of ride on sealed local roads (M)	Smooth travel exposure ≥ 93%	●	94%	Survey to be undertaken in June 2025	Survey to be undertaken in 2025	Survey to be undertaken in June 2025
Respond to customer complaints and requests in a timely manner						
Percentage of customer service requests relating to roads and footpaths responded to within 10 working days (M)	≥ 95%	●	98%	100%	100%	100.00%
Provide a safe transport environment						
The change from the previous year in the number of fatalities and serious injury crashes on local road network (M)	Number of fatalities and serious injury crashes is less than the previous year on an annual basis	●	3	2	2	0
Provide well maintained footpaths						
Compliance with footpath prioritisation model	No more than 7km non-compliant	●	3.2km	To be reported in Q4	To be reported in Q4	To be reported in Q4
Resident satisfaction with footpaths	≥ 58%		Survey not undertaken	Survey to be undertaken in June 2025	Survey to be undertaken in 2025	Survey to be undertaken in June 2025
Percentage of footpaths that fall within a condition rating of fair, 1-3 (M) as detailed in the Rooding Asset Management plan	≥ 85%	●	91%	To be reported in Q4	To be reported in Q4	To be reported in Q4
Provide adequate asset renewal						
Percentage of the sealed local road network that is resurfaced (M)	> 5.25%	●	4.70%	Resealing to be completed by 31 March 2025	Resealing to be completed by 31 March 2025	Resealing complete. Paperwork in by 30 April 2025.
Annual quantity of metal spread on unsealed roads	13,000m ³	●	15,694m ³	4281m ³	2611.5	2439

WDC Performance Measure Reporting: Q3 2024-25 Organisation and Governance						
Performance measure ● Achieved ● Not achieved — No change	Target	2024 Results against target	2024 Result	Q1 3 Months to September 2024	Q2 3 Months to December 2024	Q3 3 Months to March 2025
Provide good quality governance for the community in an open and transparent manner						
Ordinary Council meetings are recorded and made available to public	100% live streamed	●	None of these meetings recorded and made available to the public	Three Ordinary Council meetings were held. None were live streamed.	Three Ordinary Council meetings were held. None were live streamed.	Three Ordinary Council meetings were held. None were live streamed.
Compliance with Local Government Act planning, accountability and regulatory requirements	Statutory Local Government Act planning, accountability and regulatory requirements are achieved	●	The 2022/23 Annual Report received an unmodified audit report from Audit NZ dated 31 October 2023	No audit opinions were received during this period.	The 2023/24 Annual Report received an unmodified audit report from Audit NZ dated 31 October 2024	No audit opinions were received during this period.
Response time to Local Government Official Information and Meeting Act (LGOIMA) requests	100% responded to within statutory timeframe	●	99%	100% for 19 processed requests	100% for 22 processed requests	100% for 16 processed requests
Residents are satisfied with performance of elected members	≥ 84%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
Communicate with the community						
Resident satisfaction with sufficiency of the information supplied by Council	≥ 69%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
Advocate for the community						
Formal Waimate District Council submissions are made to agencies	≥ 4 submissions per year	●	3	3	2	2

WDC Performance Measure Reporting: Q3 2024-25 District Planning & Regulatory							
Performance measures ● Achieved ● Not achieved — No change		Target	2024 Results against target	2024 Result	Q1 3 Months to September 2024	Q2 3 Months to December 2024	Q3 3 Months to March 2025
Perform statutory functions as required							
Retain accreditation as Building Consent Authority		Associated audit processes ensure accreditation retained	●	Retained accreditation	Retained accreditation	Retained accreditation	Retained accreditation
District Plan and bylaws reviewed within statutory timeframe		100% reviewed and adopted within statutory timeframe	●	District Plan and bylaws remain current	District Plan and bylaws remain current	District Plan 10 year review beginning and bylaws remain current	District Plan 10 year review beginning and bylaws remain current
Deliver timely, efficient processing of consents and related requirements							
Building consent processing within statutory timeframes and average processing time		100% of building consents granted within 20 working days	●	96.74%	98%	92% (35/38)	100%
Resource consent processing to take place within statutory timeframes and average processing time	Non-notified	100% of resource consents processed within 20 working days (non-notified)	●	66.67%	67%	73% (19 of 26) New planner means backlog now cleared	100%
	Notified	100% of resource consents processed within 70 working days (notified)	●	100%	100%	100	100%
Investigate and respond to public complaints							
Response to food hygiene related complaints		All complaints actioned within 48 hours	●	100%	100%	0 complaints	100% (1 complaint)
Response to late night party noise		All complaints actioned within 2 hours	●	100%	100%	100% (4 complaints)	100% (8 complaints)
Response to environmental complaints		All complaints actioned within 10 working days	●	100%	100%	93.75% (30/32 complaints)	90% (10/11 complaints)
Resource consents are monitored to ensure compliance							
Percentage of implemented resource consents monitored	Notified land use consents	100% of implemented subdivision consents and notified land use consents monitored annually	●	100%	100%	100%	100%
	Non-notified land use consents	50% of implemented non-notified land use consents monitored annually	●	100%	100%	100%	100%
Protect the public from dog and animal related nuisances and dangers							
Response to wandering stock and animal related complaints		All complaints actioned within 2 hours	●	98.26%	100%	100% (45 reports)	100% (61 reports)
Response to dog attacks on people and animals *word "animals" changed from "stock"	Attacks on people	Initial contact with all complainants within 2 hours of attack notified	●	100%	100% on 2 attacks	100% (1 complaint)	100% (1 complaint)
	Attacks on animals	Initial contact with all complainants within 2 hours of attack notified	●	100%	100% on 4 attacks	100% (2 complaints)	100% (2 complaints)
Percentage of known dogs in the district registered by 1 December		≥ 95% of all known dogs registered	●	100%	97%	99% (2858/2870)	99% (2858/2859)
Provide quality customer services that meet the expectations of the community							
User satisfaction with building services (results via internal user survey)		≥ 44%	●	Not measured	Not measured	Not measured	Not measured
User satisfaction with resource consent services (results via internal user survey)		≥ 44%	●	No surveys returned	5 surveys distributed, none returned	No surveys returned	No surveys returned

WDC Performance Measure Reporting: Q3 2024-25							
Community Services							
Performance measure ● Achieved ● Not achieved — No change		Target	2024 Results against target	2024 Result	Q1 3 Months to September 2024	Q2 3 Months to December 2024	Q3 3 Months to March 2025
Provide quality community services that meet the expectations of the community							
User satisfaction with library services		≥ 91%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
Improve individual, community and business awareness of the risks from hazards and assist them to build resilience to emergency events							
Percentage of residents who feel Council has provided them with enough information to be able to cope when there is an emergency		≥ 66%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
Number of emergency management community engagement activities		6 per year	●	8	3	1	6
Civil Defence Emergency Management personnel appropriately trained and prepared to assist community in the event of an emergency							
Annual Group exercise		1 annually	●	1	0	1	0
Civil Defence Emergency Management personnel within the EOC offered training		2 training opportunities per year	●	20	11	3	5
Manage and allocate community funding scheme grants							
All grants administered by Council are fully subscribed.	WDC Sports = Yes Creative NZ Communities = No Sport NZ Rural Travel = No WDC Community = No WDC Heritage = No Recreational Track = Yes	All grants fully subscribed	●	2 of 6 fully subscribed	To be reported in Q4	To be reported in Q4	To be reported in Q4
Support economic development in the District							
Annual progress of economic development strategy economic indicators	Gross domestic product (GDP) per capita = Yes Number of building consents issued = No Dollar figure spent by visitors to the district = Yes Employment rate = No Average mean household income = Yes Housing affordability = No Average weekly rent = Yes	Year on year increase	●	\$66,107 (2024) ● 184 (2024) \$22.2M (2024) ● 45.8% (2024) \$100,107 (2024) ● 44% (2024) \$368 (2024)	To be reported in Q4	To be reported in Q4	To be reported in Q4
Positive perception of living in Waimate District		≥ 93%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
Information and Library services, programmes and material are accessible to district residents, schools and visitors							
Provide educational programmes at the library		≥ 4 programmes provided annually	●	15	5	1	1
Visitors to Explore Waimate website		Number of visitors increases annually	●	39,973	8,649	11,156	11,621

WDC Performance Measure Reporting: Q3 2024-25 Community Facilities						
Performance measure ● Achieved ● Not achieved — No change	Target	2024 Results against target	2024 Result	Q1 3 Months to September 2024	Q2 3 Months to December 2024	Q3 3 Months to March 2025
Provide high quality community facilities that meet the expectations of the community						
Resident satisfaction with public toilets	≥ 55%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
User satisfaction with camping facilities	≥ 75%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
Resident satisfaction with cemetery facilities and services	≥ 76%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
Resident satisfaction with parks and public spaces	≥ 89%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
User satisfaction with swimming pool facilities	≥ 83%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
User satisfaction with Event Centre facilities	≥ 75%		Survey not undertaken	Survey to be undertaken in 2025	Survey to be undertaken in 2025	Survey to be undertaken in 2025
Camping facilities are well maintained and tidy	Less than 5 complaints per year	●	0	0	0	1
Cemeteries are well maintained	Less than 5 complaints per year	●	2	0	0	0
Provide safe community facilities for the community and visitors						
Community facilities meet legislative safety requirements (Local Government Centre, Library, Regent Theatre, Event Centre)	Building Warrant of Fitness (WOF), Fire Regulations and Licence requirements are current	●	Yes	Yes	Yes	Yes
All Council playgrounds are inspected and documented for maintenance every two months	2 monthly inspections	●	Yes	Yes	No	No
Maintain Pool Safe accreditation	Accreditation maintained	●	Yes	Yes	Yes	Yes
Community housing units are tenanted and well managed						
Occupancy rate of community housing units	90% or greater occupancy	●	99.50%	99%	99%	100%
Rent charge for community housing units is equal to, or less than market rental	Equal to, or less than market rental	●	Yes	Yes	Yes	Yes
Provide accessible and accurate cemetery records						
Cemetery records updated to reflect new interments	100% of cemetery records are updated within a month	●	100%	100%	100%	100%