



● INFORMATION | CONSULTATION

2019 | PLAN ANNUAL 2020

ROTORUA
LAKES COUNCIL
Te Kaunihera o ngā Roto o Rotorua

“
BY HEARING
FROM YOU
WE EXPECT
TO REALLY
UNDERSTAND
YOUR NEEDS
AND POINTS
OF VIEW.



“
THE FOLLOWING PAGES
GIVE AN UPDATE
ON OUR PROGRESS
AND PROVIDE SOME
PERSPECTIVE ON
THE CHALLENGES WE
ARE FACING.

Hon Steve Chadwick (JP)
Mayor of Rotorua



HE KUPU NĀ TE MANUKURA

MAYOR'S MESSAGE

E ngā iwi puta noa i tō tatau rohe o Rotorua, tēnā tatau.

The 2019/20 financial year is year two of our 2018-2028 Long-term Plan, a 10-year plan that connects the district's 2030 vision to action and invests in work programmes and projects for the benefit of our community, based around five key themes;

- Reviving our facilities
- Environmental sustainability
- Growing our district
- Keeping the foot on the pedal of progress
- Funding and delivery

The Long-term Plan (LTP) includes significant investment in maintaining, renewing and improving key infrastructure like roads, stormwater, wastewater networks and schemes, water supplies and sports, recreation, community and cultural facilities.

Nine months in we are reviewing progress made and setting our budgets and work programmes for the 2019/20 financial year.

We want to share with you some adjustments needed as a result of key challenges we face and seek your feedback on one key matter.

The world around us has not significantly changed since we adopted the LTP but challenges like sourcing of external funding, our ongoing commitment to engagement and partnering, the condition of assets and lengthy resource consenting processes have impacted on what we've been able to achieve in year one (2018/19).

This will result in changes to overall timing of some of our planned programme of work and, in some cases, changes to costs.

This document provides a summary of developments related to projects and work and the necessary changes to our 2019/20 budgets against what was indicated in the LTP.

We have worked hard to review and make adjustments, where prudent, to planning and budgets, while remaining mindful of not compromising the objectives of individual projects or our LTP.

An average rates increase of 4.9% is proposed for the 2019/20 year. This is lower than the 5.1% rise indicated in our LTP and is the result of a targeted approach to identifying opportunities for additional revenue alongside efficiency savings.

Much of our work in 2019/20 will continue as set out in our LTP with no significant changes but one key topic we would like feedback about relates to the pressures on our wastewater services and a proposal for an alternative way to deliver this service across the district.

There will be a number of ways for you to tell us what you think. Further information about how you can have your say can be found at the end of this document.

We look forward to your input as we continue the journey to "colour" Rotorua's future – for you, your tamariki and mokopuna, and the progress of this wonderful district we all call home.

Together – tatau tatau – we can and do make a difference.

Hon Steve Chadwick JP
Mayor of Rotorua

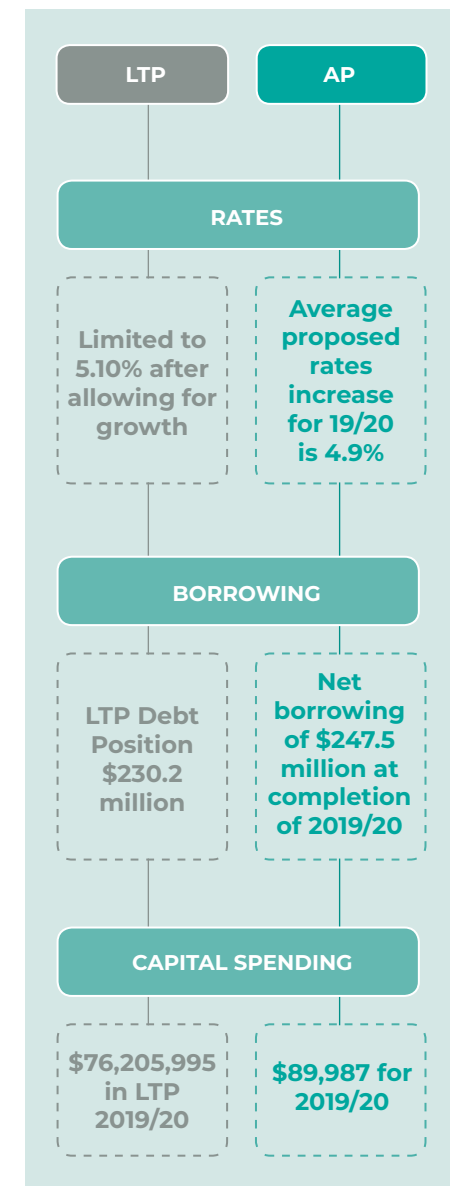
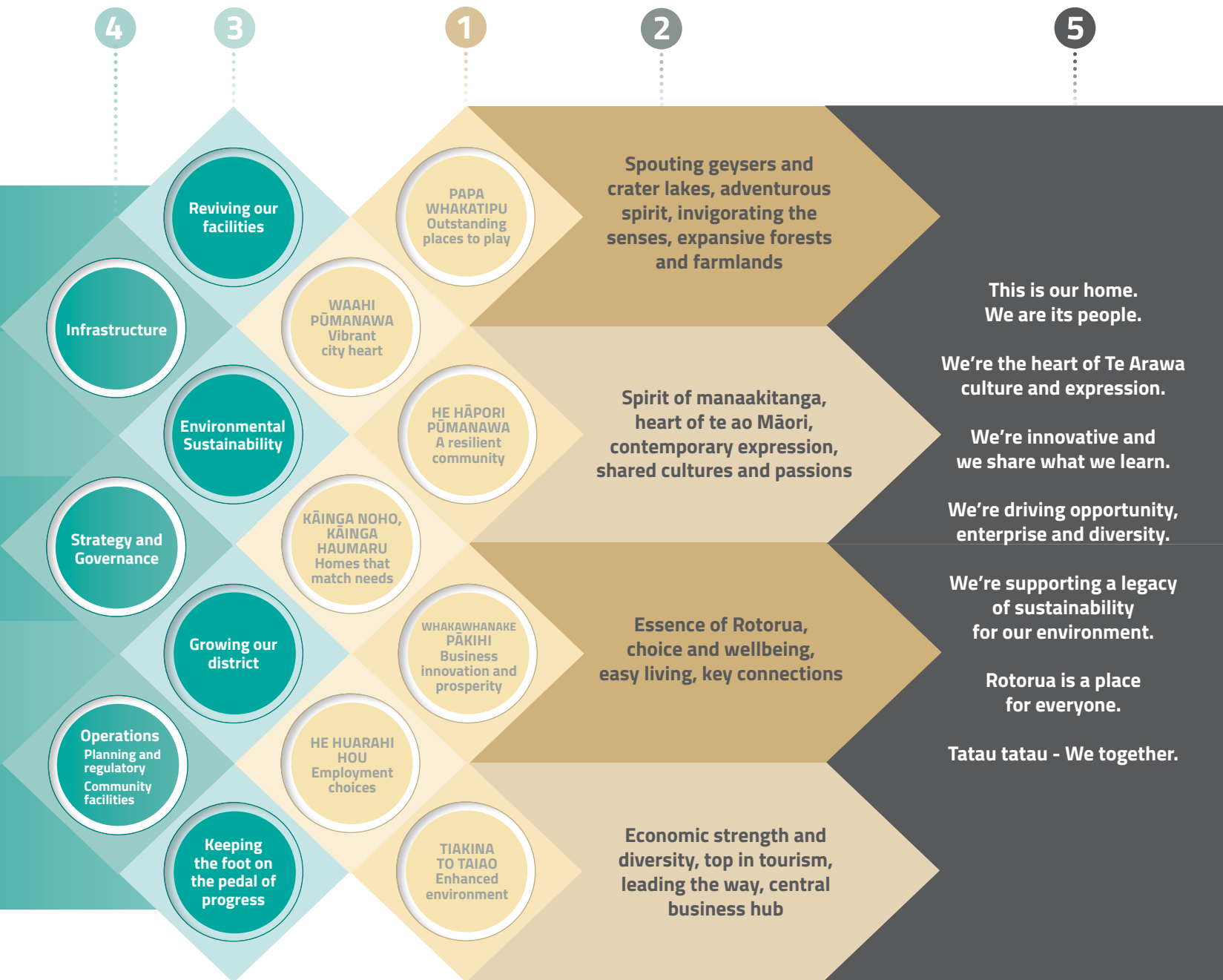
THIS IS
OUR HOME
WE ARE
ITS PEOPLE

TIROHANGA WHĀNUI PLAN ON A PAGE



6 Localism	• Central government pushing back to local government to deal with social issues – local response • No/little distinction between local and central government in the community • Growing expectation that local decisions are made by local leaders – Elected members
Legislation	• Changing/increasing legislation leads to increased costs to regulation and compliance
Costs/funding	• Local government cost index (LGCI vs CPI) • Cost of construction rising due to lack on contractors and volumes of work • Ability to secure external funding to progress projects the community could not otherwise afford • Budget stress as more and more assets require replacement due to them reaching the end of their useful lives
Environmental sustainability	• Climate change • Extreme weather events • Water quality
Growth	• Infrastructure to support growth • Population growth – median growth area • Increasing traffic • Housing pressures • Economic opportunities

KEY: 1: 7 planned outcomes 2: key strengths 3: our focus 4: activities + services 5: our vision 6: our challenges



DELIVERING ON OUR

LONG-TERM PLAN

- Four key themes and ten key transformational projects were selected by the Council and our community for investment and development within the Long-term Plan 2018-2028. Here's how we are progressing on those projects.

THEME I

REVIVING OUR FACILITIES

- Our Iconic Museum
- The Aquatic Centre
- Sir Howard Morrison Performing Arts Centre
- Pensioner Housing



THEME II

ENVIRONMENTAL SUSTAINABILITY

- Wastewater treatment - Out of the forest
- District sewerage schemes - East Rotoiti/Rotomā



THEME III

GROWING OUR DISTRICT

- Development contributions policy



THEME IV

KEEPING THE FOOT ON THE PEDAL OF PROGRESS

- Lakefront redevelopment
- Whakarewarewa Forest
- Kuirau Park + skate park



UPDATE ON OUR

KEY PROJECTS

TE WHAKAORA I Ō TĀTAU TAONGA REVIVING OUR FACILITIES

OUR ICONIC MUSEUM

The museum is part of Rotorua's history and a facility we all take great pride in as a place that tells the stories of our district and of Te Arawa. Restoration and re-opening of our whare taonga is vital for both our community and as a visitor attraction.

Following the Kaikoura earthquake in November 2016 the Museum had to be closed. Extensive investigations have been undertaken to fully understand the condition of the building, which was constructed in 1908, and ground conditions.

Council is committed to restoring our world renowned Museum. This requires seismic strengthening of the building and corrective measures to address issues regarding the age of the building, environmental impacts and deferred maintenance.

Council has committed \$15 million towards this project and in December 2018 Rotorua Trust committed \$10 million. We are seeking further funding through Central Government.



**THE MUSEUM IS PART OF
ROTORUA'S HISTORY
- A NATIONAL TREASURE**



UPDATE ON OUR KEY PROJECTS

TE WHAKAORA I Ō TĀTAU TAONGA REVIVING OUR FACILITIES

PENSIONER HOUSING – FOCUS CHANGE

Rotorua faces increasing demands for social housing for older people and Council currently owns 152 pensioner units across five sites.

A 2017 a Council review of pensioner housing identified issues with the current stock and the likelihood that substantial ratepayer investment would be required during the next two decades to cater for increased demand, changing legislation and expectations for quality modern housing.

Government reform of the social housing sector means council is not eligible for Central Government funding to improve or increase these facilities.

Following its review Council considered options available for providing services to best meet the social housing needs of older people in our district and considered selling its pensioner housing to a social housing provider with a set of objectives in mind:

- financially viable and sustainable model
- provide support services
- improve current assets
- grow the asset
- partner with Te Arawa

However the option to sell has not proven viable. Council have decided to continue to provide an in-house service against the objectives.

Asset replacement will reflect the commitment to an in-house model for 2019/20 by setting a renewal budget of \$600K and Council will continue to review the pensioner housing policy to provide recommendations for inclusion in the next Long-term Plan.

THE AQUATIC CENTRE

Rotorua has the only outdoor heated 50m pool in the country (with natural geothermal resources used for heating) and is popular for training camps and competitions.

The centre attracts 350,000 visitors a year and the learn-to-swim programme teaches more than 11,000 children annually.

However, several issues at the centre need to be addressed, largely due to the age of the centre and its facilities.

The outdoor pool is 43 years old and the adjacent building 30 years old.

Council will develop a masterplan that will focus on bringing the service up to the level our community expects, and then as resources allow, adding new features.

These include:

- Fixing and deepening the outdoor 50m heated outdoor pool
- Replacing roofing
- Constructing a dedicated learn-to-swim pool
- Enhancements to the main entrance and changing facilities.

More investment and additional features like a bomb pool, water slides and outdoor play areas will be reliant on establishing partnerships with external investors.



INVESTMENT: \$7.5 MILLION



SIR HOWARD MORRISON PERFORMING ARTS CENTRE

Closure of the Sir Howard Morrison Performing Arts Centre for earthquake strengthening, provided the opportunity to review future usage of the facility.

**“Welcoming to the young,
the experimental and the
innovative, that will retain
the gem of a renovated Civic
Theatre”.**

There are two key objectives for this project:

- Establishing SHMPAC as a fit-for-purpose performing arts centre while protecting what is a Category One heritage building; and
- Addressing long-term issues of earthquake strengthening, repairs (including from previous additions to the building) and deferred maintenance.

Council's contribution will focus on strengthening of the building with external funding sought for the 'transformational' components. Initially earthquake strengthening was estimated at \$4.5 million with a \$15.0 million project reflected in the 2018-2028 Long-term Plan. Full investigations have uncovered the need for additional work related to earthquake strengthening and the condition of the building, requiring a further \$5.3 million.

Designers Shand Shelton have revised project designs to reduce costs while still achieving the project outcomes and enabling the addition of further enhancements in future. The revised concept will achieve 900-950 seats in the Civic Theatre (less than the 1000 originally proposed) and an upgraded Concert Chamber and Foyer.

The cost of completing this is estimated by quantity surveying advisors to be \$18.0 million. Council was presented with options on how to proceed with the project, based on new project costings and agreed to support the revised Shand Shelton concept.

The designer is confident this scaled back option will still provide a fit-for-purpose performing arts centre that welcomes and encourages participation and balances the competing demands of conserving heritage and providing operational flexibility. He considers it may well be more welcoming to the young, the experimental and the innovative, but still retain the gem of a renovated Civic Theatre.

Due to the additional work needed to improve the condition of the building, Council needs to fund an additional \$7.0 million, bringing Council's total investment to \$11.5 million. External funding cannot generally be used for building repairs and strengthening.

External funding of \$6.57 million has been secured to date:

- \$3 million pledged by Sir Owen Glenn for Civic Theatre extension
- \$1.5 million pledged in principle by Rotorua Trust
- \$125,000 from One Foundation
- \$750,000 from NZCT
- \$450,000 from Lotteries Heritage and Environment Fund
- \$750,000 from Lotteries Community Facilities fund

A funding application is also to be submitted to the Lotteries Significant Projects Fund for \$5 million which would be used for further enhancements to the building.

UPDATE ON OUR KEY PROJECTS



TE TOITŪTANGA O TE TAIAO ENVIRONMENTAL SUSTAINABILITY

WASTEWATER TREATMENT - **OUT OF THE FOREST**

Council signed a deed with Central North Island Iwi Limited (CNI) in 2014 to end treated effluent disposal in Whakarewarewa Forest by December 2019 as the forest system is considered unsustainable.

Council has worked with key stakeholders including iwi to explore and identify a better, more sustainable wastewater treatment and management alternative.

The preferred solution agreed by the majority of parties includes a full upgrade of the existing wastewater treatment plant to a full membrane bioreactor plant with provision for additional nutrient removal and an ultraviolet disinfection system.

The upgraded plant will also increase capacity to cater to future demand.

TE WHAKAWHANAKE I TO TĀTAU ROHE GROWING OUR DISTRICT

DEVELOPMENT CONTRIBUTIONS **POLICY**

Population data estimated Rotorua's population to be 72,500 in 2018. During the last five years (2013-2018) the district has experienced an average 1.2% growth. This is above previous growth projections.

Well-managed population and economic growth can be an opportunity for the district. Growth can improve the prosperity and wellbeing for the whole community.



A land contact bed is proposed to address cultural aspects regarding the proposed discharge recovered water to the environment.

A resource consent application has been lodged based on this proposed upgrade and discharge option. While we await the outcome of the application Council will continue working on the holistic delivery of wastewater services and networks into the future.

Council has previously referenced its investigation into alternative ways to operate and deliver the wastewater services and more than 18 months of work, has resulted in an option for a whole-of-service partnership. We would like the community's feedback on this.

DISTRICT SEWERAGE SCHEMES - **EAST ROTOITI/ROTOMĀ**

Council committed in the 2017/18 Annual Plan to a reticulated sewerage scheme for East Rotoiti/Rotomā following engagement with the community. With significant support from the community the scheme has proceeded. There are approximately 700 properties in the service area for this scheme, which will replace current septic tanks.

Properties will connect to a stand-alone wastewater treatment plant which will treat wastewater to a very high standard before it is discharged to land.

The total estimated capital cost of the scheme is \$35.3 million, largely funded by subsidies from Ministry of Health, Bay of Plenty Regional Council, Ministry for the Environment and Rotorua Lakes Council.

The balance of the capital cost of constructing this system will be repaid by the ratepayers receiving the service through targeted rates.

Properties at Rotomā will be connected by 1 July 2019 and will be charged the pan charge (ongoing operational cost).

These properties will also commence payment towards the capital contribution, either by making an upfront payment of \$14,100 (GST inclusive) or \$1,080 (GST inclusive) per annum over 25 years.

Properties at East Rotoiti are estimated to be connected by July 2020 and will be charged from then onwards.

It can increase demand for goods and services, supporting our existing and new local businesses, and can bring new skills, ideas and wealth which in turn creates a vibrant economy and contributes to thriving communities.

Council has identified growth infrastructure funding for every three years across the Long-term Plan, including roading, water supply, wastewater and stormwater. The overarching question is who should pay for this additional growth?

Council proposes re-introducing a development contribution policy to ensure the costs of meeting the demand arising from development, including infrastructure upgrades and extensions are repaid by those who benefit from it.

Council will work with sectors such as developers to formulate a framework of principles and a draft policy. A separate special consultative procedure will then be undertaken and if supported, a policy could be introduced in year three of the 2018-2028 Long-term Plan (2020/21).

UPDATE ON OUR **KEY PROJECTS**

TUIA TE KAWE, TAIRANGA TE KAWE, KO TE KAWE O TE HAERE **KEEPING THE FOOT ON THE PEDAL OF PROGRESS**

LAKEFRONT REDEVELOPMENT

A bold vision for the lakefront has been created to enhance this important recreational area for the benefit of locals and visitors.

The design will create spaces for recreation, entertainment, cultural experiences, improved visitor operations and commercial operations and will represent our unique cultural identity and tell our stories.

The Lakefront Reserve is a significant recreation and economic asset for Rotorua. In 2006 an upgrade was identified as part of ongoing city development and our district's standing as one of New Zealand's most popular tourist destinations. The plan was not able to proceed as joint funding opportunities did not exist then.

In October 2018 the Government's Provincial Growth Fund granted \$19.9 million towards the project; a substantial investment into the economic objectives of the project.

The initial stages of development have started with the removal of the old scout den and Soundshell.

The lake edge will be improved with a boulevard style pathway for pedestrians and cyclists, roading changes will include moving and improving visitor and coach parking, a new waka house will be constructed, public toilets will be upgraded and an enhanced childrens play area created.

The plan also includes creation of a building site for commercial operations where investors could establish restaurants, cafés, kiosks and ticketing offices for lake activities.

The plan creates a destination to align with the quality aspirations of surrounding private investments already underway or planned.

The lakefront plan will cost \$40 million to deliver. Council has committed to investing \$20.1 million which has been matched by a Provincial Growth Fund grant of \$19.9 million.



WHAKAREWAREWA **FOREST**

Whakarewarewa Forest is locally and internationally renowned as an outstanding recreation area for mountain biking, walking, running and events and is an important recreational area for our community.

The trails attract an estimated 230,000 people annually for mountain biking alone and between 600-800,000 other visitors every year. Most of this recreation area is also a working forest with recreational use fitting around forest operations.

A master plan identifies key recreational, cultural and commercial development opportunities, specifically in the Tokorangi block that includes the Redwoods area and the project will integrate trails, develop an outdoor event area, playground and picnic areas and improved parking.

In October 2018 the Government's Provincial Growth Fund granted \$7.0 million towards the project, driven by strong evidence supporting strengthened economic development and tourism, as well as the benefits of enhanced recreational opportunities.

The Provincial Growth Fund grant investment supports Council's investment of \$7.5 million.

Initial work has started on the Long Mile Road entrance, and access for coach and public parking.

Work on a new Redwoods/Tokorangi visitor centre will start when this is finished and further up Tarawera Road, on the way to Tikitapu, visitor infrastructure will be developed to provide a new forest access hub.

KUIRAU PARK AND **SKATE PARK**

Work continues to develop and enhance this iconic family-friendly inner city geothermal park for locals and visitors. Enhancements aim to strengthen connectivity to our environment, culture and lifestyle.

Proposed ongoing investment will build on recent upgrades to lift the whole offering.

Features in the overall plan include construction of a geothermally-heated children's water play area, new parking, creation of a fit-for-purpose market space and new toilets and changing facilities.

Council committed \$5.5 million towards these enhancements.

Within the park it is also proposed to develop a skate park to replace the current facility at Sheaf Park.

Council has committed \$750,000 for this project and is working to secure the additional funding required to progress the skate park.



DELIVERY OF

Wastewater plants are impacting on freshwater and coastal water quality, and sewage overflows are occurring at a frequency that is no longer acceptable for communities, particularly for Māori.



WE HAVE SOME MAJOR CHALLENGES AHEAD OF US...

WHY ARE WE CONSIDERING THIS?

The management and operation of Council's wastewater network infrastructure is becoming increasingly complex. Demands and risks on wastewater networks is a significant concern for all of New Zealand and nationally the management and delivery of wastewater services is under the microscope.

WASTEWATER SERVICES

LEARN ABOUT THE CHALLENGES AHEAD

Ageing network

Like many other parts of New Zealand our assets are reaching the end of their lifecycle. More than 65% of our network will reach the end of its useful lifecycle within the next 25 years. Without targeted and smart technology intervention to maintain stable asset condition, the risk of network performance unreliability is high.

Growth

Rotorua is growing and predicted to continue to grow. As a result additional assets are required. Community expectations are also changing with communities expecting to be connected to reliable and highly effective wastewater systems that meet environmental and cultural impacts concerns (East Rotoiti/Rotoma, Tarawera, Mamaku). This, in turn, requires additional network assets, more and better wastewater treatment capacity and improved skills to manage an expanding network



Capability - Future skill shortage in workforce

About 70% of wastewater services are currently delivered by external contractors. Recruiting suitably skilled in-house staff, with more than half of current in-house staff reaching retirement age, will be difficult.

Out of Forest commitment

Rotorua Lakes Council and Central North Island Iwi Limited (CNI) signed a deed in 2014 to end treated effluent disposal in Whakarewarewa Forest by December 2019, a system which is considered unsustainable.

Options were explored by a community-led steering committee which included Te Arawa iwi and hapū, technical advisors, Rotorua Lakes Council and Bay of Plenty Regional Council representatives and a cultural assessment sub-committee. The proposed alternative includes an upgraded plant which will incorporate much higher treatment capacity to future proof wastewater management needs against forecasted growth and a new land contact bed to address cultural aspects and concerns regarding the proposed discharge of recovered water directly to the environment via Lake Rotorua. A resource consent based on this option has been lodged with the Environment Court and time the upgrade of the plant is on hold until the outcome of that resource consent is known.

Compliance

Increasingly demanding environmental and cultural compliance standards are developing, resulting in elevated statutory compliance risks. This in turn will require Council to plan for corresponding levels of risk mitigation costs.

Climate change

The unpredictable effects of climate change pose a risk related to increased flows of stormwater into our wastewater network because our network is approaching an age where pipeline integrity is becoming fragile. Stormwater infiltration management by applying new technologies and hydraulic modelling will be essential to ensure we can comply with statutory compliance requirements.

Funding and financing of the services

Our 30-year Infrastructure Strategy has identified that a high level of uncertainty in future cost projections. The level of uncertainty, (20-40% medium to long term), is based on our prior 7 years' spend, the forecasted additional assets coming on line, our ageing networks and our geothermal environment. Volatility in market prices is also affecting our ability to accurately predict future costs.

Central government - localism vs amalgamation and regulation of service and delivery

The Three Waters Review proposes system-wide reform in regulation and service delivery. Regulation changes will happen at pace.

The greater challenge is the objectives and views of Central Government which may lead to devolution of council control of the service.

On one hand Central Government has discussed that decisions about a community are best made by the community – localism. However, it has also begun to discuss the possibility of amalgamating wastewater services and there appears to be support to look at five zones across the country.

Local Government New Zealand has strongly stated it opposes this view and that this approach goes against the Minister for Local Government's views on localism and the need to support local decisions being made at local level.

DELIVERY OF WASTEWATER SERVICES (CONTINUED)

LEARN ABOUT THE PROPOSAL FOR SERVICE DELIVERY

Contract for service delivery:

Spanning 25 years – this reflects the long lifecycles of networks and links all network systems under one comprehensive set of performance objectives

Design-Build-Operate-Maintain-Renew:

The upgraded wastewater treatment plant in accordance with resource consent conditions (when known)

Operate-Maintain-Renew:

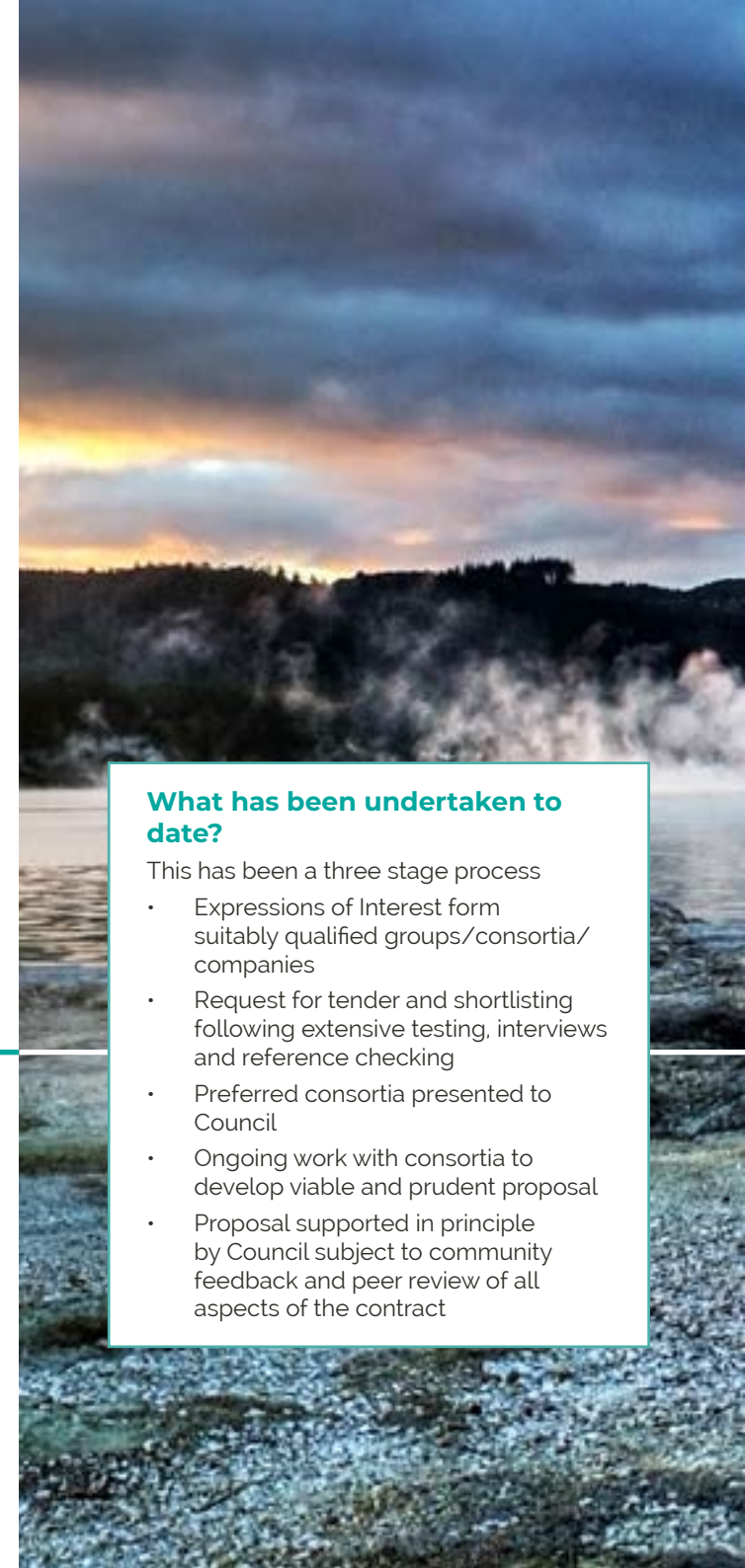
The contractor will be responsible for

- All operations to maintain networks in stable and reliable condition
- Deliver required level of service
- Comply with all resource consent measures

What has been undertaken to date?

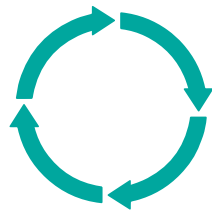
This has been a three stage process

- Expressions of Interest from suitably qualified groups/consortia/companies
- Request for tender and shortlisting following extensive testing, interviews and reference checking
- Preferred consortia presented to Council
- Ongoing work with consortia to develop viable and prudent proposal
- Proposal supported in principle by Council subject to community feedback and peer review of all aspects of the contract



Rotorua Lakes Council - Control

Provides leadership
Sets strategy
Sets levels of service and performance targets
Monitoring the performance of the contract
Maintain governance oversight
Sets funding requirements and collects revenue to fund the activity
Asset management planning & 30 yr Infrastructure planning
Continue to negotiate for funding of potential new sewage schemes
Engagement with community on potential new schemes
Ownership of assets



Contractor - Delivery

Full responsibility for all components of operations, maintenance and renewals for the network
Delivers contract objectives
Compliance with resource consent conditions
Customer service delivery and requests for service
Measure and report against performance measures
Pool of technical staff and access to international best practice
Responsibility for all aspects of risk management
Ongoing staff training and career opportunities

Benefits of this proposal are realised through the focused delivery and roles as listed above

HE AHA Ō WHAKAARO? WHAT DO YOU THINK?

We would like to know your views on this proposed change to how we deliver wastewater services. Do you support a proposal for the long term contracting of our wastewater services that offers to gain certainty in risk management, future and ongoing costs, reliability and performance management.

Next steps

WHAT HAPPENS **NEXT?**

- **Your feedback will be combined along with the details of the contract and costs to operate in this way.**
- **This will be presented to Council in June**
- **Further consultation would be required for Council to contract out long term our wastewater services. This consultation would require details of the contract and costing prior to Council making a final decision.**

YOUR RATES

So what does this mean for your rates?

What does this rates increase mean?

In setting the Long-term Plan (LTP) Council agreed that there needs to be certainty to ratepayers regarding their rates. The 10-year increases were set at rates that match the increases to Council's cost base. Changes to this within the first five years of the plan are driven by a commitment to the aspirations of Vision 2030 and to delivering the services identified in the LTP.

The proposed total increase in rates for the 2020 financial year is 4.9%. This is approximately \$3.77 a week (excluding the business sector).

2020

4.9%

KEY CHANGE 1: **SEWAGE DISPOSAL**

New targeted rate - Rotoma residents

From 1 July 2019 properties in the Rotoma area will be connected to the new East Rotoiti/Rotoma scheme. The new service being provided will result in residents receiving the targeted rates for sewage disposal of \$463.84 to contribute towards the operating costs associated with network.

When the network is fully completed (estimated 20/21) all properties serviced by the East Rotoiti/Rotoma scheme will start contributing towards the scheme's construction costs.

	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Average net rates increase (Long term Plan)	5.70%	5.1%	3.23%	2.70%	2.73%	2.12%	2.4	2.5	2.65	2.77

KEY CHANGE 2: **SEWAGE DISPOSAL**

increased targeted rate due to new schemes

Rotoma properties will be connected to the new East Rotoiti/Rotoma sewage scheme from 1 July 2019. As these properties come on line Council needs to reflect the additional costs associated with the commissioning and connection to the scheme and the provision of a new service. This new service will add to Council's overall cost to operate the network.

It is estimated the total operating cost of the scheme will be approximately \$0.98m per year. Properties that are part of the scheme will contribute \$300,000 per year, leaving \$0.68m to be funded from the remainder of the community.

This means each property in the Rotorua district will receive an additional pan charge of 12% or \$49.92 (GST excl). (\$413.92 2018/19 to \$463.84 2019/20).

How are you affected?

This table indicates how the average rates increase affects a sample of properties in our district.

For individual property changes go to the [rates calculator](#) to see what the rates increase for your property will be.

Rates for individual properties will vary depending on a range of factors including property revaluation, targeted rates that may apply, and whether the property is used for business, residential or farming purposes.

You can find out more about rates and how they are calculated by visiting the council website www.rotorualc/rates.

	CAPITAL VALUE 2017	TOTAL RATES CURRENT	TOTAL RATES MODEL	INCREASE/ (DECREASE)	% INCREASE/ (DECREASE)	SECTOR AVERAGE
BUSINESS						
Lower CV	323,000	3,491	3,632	140	4.0%	5.1%
Medium CV	540,000	5,139	5,341	203	3.9%	
Upper CV	2,430,000	18,809	19,608	799	4.2%	
Upper CV	4,940,000	42,713	44,691	1,978	4.6%	
FARMING						
Lower CV	515,000	1,837	1,905	68	3.7%	4.8%
Medium CV	895,000	2,788	2,907	119	4.3%	
Upper CV	7,190,000	19,260	20,236	977	5.1%	
RESIDENTIAL RURAL						
Lower CV	293,000	1,380	1,424	44	3.2%	4.3%
Medium CV	570,000	2,032	2,111	80	3.9%	
Upper CV	1,875,000	5,102	5,352	250	4.9%	
RESIDENTIAL URBAN						
Lower CV	288,000	2,032	2,125	93	4.6%	4.8%
Lower CV	325,000	2,119	2,217	98	4.6%	
Med CV	447,000	2,406	2,520	114	4.7%	
Upper CV	685,000	2,966	3,111	145	4.9%	
Upper CV	750,000	3,119	3,273	153	4.9%	
Upper CV	1,000,000	3,708	3,893	186	5.0%	

HAVE YOUR SAY

TE ĀHUA O TŌ WHAKAPUAKI WHAKAARO HOW TO HAVE YOUR SAY

All feedback will be considered by Council and used to finalise the Annual Plan 2020.

Adoption of the Annual Plan will occur by 30 June 2019.



**YOUR FEEDBACK NEEDS
TO REACH COUNCIL BY
4PM ON 17 MAY 2019**

Option 1

OPTION 1: **GO ONLINE**

Go online to rotorualakescouncil.nz/letstalk

This is Council's feedback portal where you will find an online feedback form and places to leave comments.



Option 2

OPTION 2: **WRITE TO US**

Send written feedback to council by 17 May 2019

Option 3

OPTION 3: **SOCIAL MEDIA**

Post comments and suggestions on [Council's Facebook page](#). NB: Comments and suggestions will be considered, discussed and form part of decision making. However receipt of feedback provided via social media cannot be acknowledged.

Option 4

OPTION 4: **COMMUNITY CONVERSATIONS**

There will be two events where you can join Councillors and Council staff in a Community Conversation. Following a short presentation to everyone in the room, there will be the opportunity for small group discussions during which you can present your views to Councillors and staff.

Tues 7th May

4pm-6pm
Rotorua Lakes Council
Council Chamber
1061 Haupapa St
Rotorua

Thurs 9th May

5pm-7pm
Discovery Space
Te Aka Mauri
1127 Haupapa St
Rotorua

By hearing from you in this way we expect to be able to have good conversation and really understand your points of view. Staff will document what is said and will summarise everything for consideration by Councillors when they finalise the Annual Plan.