



Connect

February 2021 • Issue 114

Keeping you up to date with news from Buller District Council

Welcome to the first newsletter of 2021, I'm confident there will be a lot to look forward to as the year progresses. It has certainly been a busy summer so far with exceptionally positive feedback from those that have visited our district for the first time or simply enjoyed their trip home to family. Our annual events like the district race meetings and A & P shows were an outstanding success as was the weekend celebrations in Reefton for the 150th anniversary. The district is very fortunate to have so many willing volunteers

driven by a passion for their organisation and the community.



Photos: Nimmo Photography

Council is leading a number of significant projects during this year that will really build momentum for the district. The Toki Poutangata bridge linking the Westport town centre with the river frontage will be a very visible addition. Major upgrades to the fishing wharves and other port infrastructure as well as a full renewal of the Westport water trunk main are all projects well underway. In Reefton major upgrades to the water supply, completion of the swimming pool rebuild and further enhancements to the community centre/theatre complex are just some of the exciting projects to expect in 2021. **Mayor Jamie Cleine**

How did we do? Our Annual Report

The 2020-2021 Council Annual Report has been completed and a copy can be found online. The auditors have issued an unmodified audit opinion on the Annual Report and the results are available at <https://bullerdc.govt.nz/annual-report/>.

Capital works projects

Newsletters about the capital works projects happening in Buller can be found online, projects currently include:

- Reefton Water Supply
- Waimangaroa Water Supply
- Punakaiki Trunk Main
- Westport Trunk Main
- Northern Buller Roading
- Tidal Creek No.2 Bridge Replacement
- Hector Legacy Landfill

To read the latest newsletter head to: www.bullerdc.govt.nz/capitalworksprojects

Rates review

Council has a proposal to change the way rates are set for every property in the Buller District. The community has a chance to have their say through a process of consultation and hearings. Go to the Buller District Council website to see more information about the rates review, or you can pick up a submission form and more information from Council offices in Westport and Reefton.



Long Term Plan

During April, we'll be asking for your feedback on the Long Term Plan 2021 – 2031. This plan drives Council's activities for the next ten-years. Your voice matters. So watch for information in the media and on Facebook so that you can have your say.



For our planet

New recycling guidelines and information on how to reuse, refuse, reduce and recycle are available on our website. Go to <https://bullerdc.govt.nz/recycling-refuse-in-buller/> and be a local hero.



Funding rounds open

COMMUNITY GRANTS

This fund supports the work of community groups and volunteer organisations, which provide community and social projects and services within the Buller District. Funds are available to support projects that enhance the wellbeing of our communities.

SPORT NZ RURAL TRAVEL FUND

This fund is open to rural sports clubs and school teams with young people aged between 5 and 19 years for the purpose of travel to regular local sporting competitions.

Application forms and information are available at www.bullerdc.govt.nz/funding, or can be collected from Council offices in Westport and Reefton.

Completed applications must be submitted no later than 4:30pm Friday 19 February 2021.



Flush your taps

Some plumbing fittings have the potential to allow minute traces of metals to accumulate in water when it stands for several hours, particularly overnight.

The Ministry of Health recommends that you flush a mugful of water from your drinking water tap each morning before use to remove any metals that may have leached from the plumbing fittings. Although the health risk is small, the Ministry of Health recommends this simple precaution to all households, including those on public and private water supplies.

Boil Water notice for untreated rural water supplies

All consumers on rural town water supplies at Little Wanganui Subdivision, Mokihiui, Ngakawau/Hector, South Granity and Waimangaroa are reminded that all water intended for drinking and food preparation should be boiled for at least three minutes before use.

Permanent boil water notices have been issued for these localities as their water supplies are untreated and originate from bush catchments which have the potential for contamination from animal and bird life.

February 2021						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

March 2021						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April 2021						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Rubbish and recycling

Put your refuse and recycling out by 7.30am on your collection day. Place the wheelie bin and glass crate as close to the kerb as possible and clear of the footpath.

Please remember Smart Environmental is contracted to pick up recycling in Council bins only – being the 240 litre wheelie bins (yellow bin) and 60 litre glass crates. In your yellow bin you can put:

- Plastic numbers 1, 2 and 5 - make sure you check the number on your plastic and ensure it is clean before putting it in your yellow bin.
- Paper and cardboard - please actively reduce and reuse paper and cardboard.
- Rinsed aluminium cans and tin cans.

Overfull glass crates are a safety hazard when the truck operator hooks the crate on the truck, causing glass to spill on the road. Please ensure the glass is level with the top of the crate or else your crate may not be picked up. Extra bottles can be taken to the transfer station for FREE, or better yet reduce or reuse.

Collections on public holidays

Recycling will be collected on public holidays. The 2020/2021 recycling calendars are available online at bullerdc.govt.nz/recycling-refuse-in-buller/

Week 1 Week 2

Would you like to receive your copy of Connect via email? Sign up to our Connect email list at: www.bullerdc.govt.nz/community-newsletters

6-8 Brougham St, PO Box 21, Westport 7866
Ph 03 788 9111 or 0800 807 239

66 Broadway, PO Box 75, Reefton 7851
Ph 03 732 8821 or 0800 808 821

www.bullerdc.govt.nz

24 hr Noise and Animal Control Services
Ph 03 788 9115

After hours Operations emergencies
Ph 03 788 9119 Westport, or 03 732 8092 Reefton

Meetings February to May

Meetings are held at the Council Chambers, Palmerston Street, Westport unless otherwise stated. The 2021 meeting calendar can be found at www.bullerdc.govt.nz/meetings.

ORDINARY COUNCIL MEETING

- 24 February, 3 pm
- 31 March, 3 pm
- 28 April, 3 pm
- 26 May, 3 pm

COMMUNITY, ENVIRONMENT & SERVICES COMMITTEE

- 17 March, 3 pm
- 12 May, 3 pm

INFRASTRUCTURE STRATEGY COMMITTEE

- 12 May, 1 pm

REGULATORY & HEARINGS COMMITTEE

- 14 April, 3 pm

FINANCE, RISK & AUDIT COMMITTEE

- 17 February, 3 pm
- 24 March, 3 pm
- 21 April, 3 pm
- 19 May, 3 pm

CREATIVE NZ SUBCOMMITTEE

- 15 February, 11 am, Brougham House
- 17 May, 11 am, Brougham House

INANGAHUA COMMUNITY BOARD

- 9 February, 5 pm, Reefton WI Rooms
- 13 April, 5 pm, WI Rooms

Any persons wanting to address Council during the public forum section of the meetings should contact Governance Assistant, email governance.assistant@bdc.govt.nz or phone 0800 807 239.

Customer Satisfaction Survey

Have you interacted with the Buller District Council in the last 12 months?

Tell us about your customer experience with the Buller District Council and enter the draw to win.

Your opinion matters. For us to improve customer service including at our theatres, libraries, and at the Council offices in Westport and Reefton we need to know how we have performed over the last year. We would love to hear how we made you feel, what we did well and where we can improve. This will help us to improve our customer service.

To collect your feedback, we have engaged Research First, Australasia's leading research consultancy, to run the survey on our behalf.

What's in it for me?

Everyone who completes the survey will have the opportunity to enter the draw for the chance to win one of a range of great prizes including:

- *One Pulse Highlanders jersey donated by Buller Electricity*
- *Two NBS backpacks donated by NBS Westport*
- *Two family movie passes donated by the NBS Theatre (can be used in Westport or Reefton)*
- *Four family swim passes donated by the Pulse Energy Recreation Centre (can be used in Westport or Reefton)*
- *One t-shirt, one fridge magnet and two caps donated by Kawatiri Coastal Trail*
- *One \$100 New World Voucher donated by Westport New World*

To see the terms and conditions for the prize draw, go to :
<https://bullerdc.govt.nz/customer-satisfaction-survey/>

How long will the survey take?

It should only take five to seven minutes to complete.

Is it anonymous?

Yes. None of your answers will be shared with Council in a way that could identify you.

How do I take part?

There are two ways to do the survey.

- 1)** To answer online, go to <https://bullerdc.govt.nz/> and complete the survey hosted by Research First.
- 2)** Or, if it's easier, complete the paper survey and drop it in one of our return boxes at any Council office or the NBS theatre, libraries, the Buller Bay Resource and Information Centre in Ngakawau, Punakaiki Department of Conservation Office or the Karamea Information and Resource Centre by 19 February 2021.

What will happen next?

The survey closes on 19 February 2021. Once the results have been analysed, the results will be reported to Council and the community in April. The resulting report will help us to see where we are doing well and where we have opportunities to improve.

Any questions?

If you have any questions about this survey, please contact:
shelley.jope@bdc.govt.nz.

Complete online to save time!

Go to:

<https://bullerdc.govt.nz/>

Customer Satisfaction Survey



In the last 12 months, which, if any, of the following have you done with Buller District Council?

(please select all that apply)

- Made a payment
- Applied for a consent or licence (e.g. building consent, resource consent, alcohol licence etc)
- Made an enquiry/sought information
- Made a complaint about a compliance matter (e.g. unreasonable noise, unconsented activities etc)
- Reported an issue or made a complaint about a service provided by Council
- Attended a movie, show or event
- Used a library service or attended a library event
- Other (please specify)

Please rate the customer service you received?

Poor 0 1 2 3 4 5 6 7 8 9 10 **Excellent**

Based on your experiences of customer service from Council, what would you say Council does well?

What could Council do to improve customer service?

Did you feel that your matter was dealt with in an acceptable timeframe?

- Yes No
- It's still going on NA

Do you have any other comments/feedback/suggestions on Councils customer service ?

How satisfied are you with the level of information you receive from Council?

Very dissatisfied 0 1 2 3 4 5 6 7 8 9 10 **Very satisfied**

Do you think Council consults with you on important issues?

Very poorly 0 1 2 3 4 5 6 7 8 9 10 **Very well**

Do you have any other comments/feedback/suggestions on the level of information and consultation Council provides?

What is the best way for Council to communicate with you?

- Email Facebook
- In person Telephone
- Website Letter/Regular Post
- Other (please specify)

Just a few questions to finish...

Are you?

- Male Female
- Gender Diverse

Which area of Buller do you live in?

- Inangahua Ward Seddon Ward
- Westport Ward I dont live in Buller

Which of the following ethnic groups do you identify with?

- NZ European / Pakeha NZ Māori
- Pacific Islander Chinese
- Other European Indian
- African Other (Please specify)

Which of the following age groups do you belong to ?

- 15 16 to 25 26 to 35
- 36 to 45 46 to 65 +65

Please note to be eligible to complete the survey and enter the prize draw you must be aged over 15 years.

If you wish to enter the draw for the prizes and/or sign up to receive our Connect Newsletter via email, please provide your name and email address below. Please note that your personal details will not be used to identify your responses and will not be used for any purposes other than to contact the winners of the prize draw/send you Connect via email.

Name: _____

Email address: _____

Would you like to receive our Connect Newsletter via email ? Yes No

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Thank you for taking the time to complete this survey!