



Annual Report Pūrongo ā-Tau

Summary 2024/25



Role of the Annual Report

Te Wāhi ki te Pūrongo ā-Tau

The Annual Report for the 2024/25 financial year compares Manawatū District Council's (Council) actual performance against year one of the Long-term Plan (LTP) 2024-34. This report has been prepared under section 98 of the Local Government Act 2002 (and includes the provisions of schedule 10, section 3).

The Annual Report:

- reports against the Council's key activities, performance indicators, and budgets outlined in the LTP 2024-34 - we are reporting against what we said we would do in the 2024/25 financial year (year one) of the LTP
- reports against Council policies, such as the Funding Policy and Borrowing Management and Investment Policies
- outlines how Council has spent money collected from ratepayers, residents, financial institutions and government agencies.

The Annual Report includes both financial and non-financial information.

The report is broken into four sections:

Section One: Introduction and audit

Provides an overview of the 2024/25 year, including key highlights.

Section Two: Activity summaries

Summarises what Council has achieved in each activity group, including performance indicators.

Section Three: Financial information

Provides a financial overview, including financial statements, notes to the accounts and reports against the Revenue and Financing Policy and the Liability Management and Investment Policies.

Section Four: Other information

Provides other information, including summary information about the Council, elected representatives, staff and grants.

Contents

04	A joint message from Mayor Helen Worboys and Chief Executive Shayne Harris
06	Key numbers
08	The Manawatū District at a glance
10	Your Council – who are we?
11	Council priorities
12	Where did Council get money?
13	How did Council spend money?
14	Statement of Service Performance
18	Our work this year
46	Overview of Activity Results
69	Summary Statement of Financial Position
69	Summary Statement of Comprehensive Revenue and Expense
70	Summary Statement of Cash Flows
70	Summary Statement of Changes in Net Assets / Equity
71	Contingent Liabilities
71	Explanation of Major Variances
72	Events after the Balance Sheet Date
73	Additional Notes
74	Independent Auditor's Report

Annual Report joint message

He karere nā te Kahika me te Tumu Whakarae



Tēnā koutou,

This year has been one of momentum and connection for the Manawatū District. Across our towns and villages, projects have taken shape that not only meet today's needs but lay strong foundations for a thriving future. From large-scale infrastructure to local community initiatives, the year's achievements reflect the dedication of Council staff, elected members, partners, and volunteers alike.

The changing national landscape brought both opportunities and uncertainty as central government reshaped priorities and paused existing strategies. The lasting effects of Cyclone Gabrielle continued to be felt in the northern part of our District, reinforcing the importance of resilience and preparedness in our planning and investment.

Over the past 12 months, we have seen projects that improve daily life, enhance our spaces, and strengthen community ties. These include:

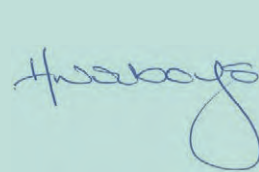
- Opening of the redeveloped Manawatū Community Hub Libraries, in Te Āhuru Mōwai.
- Expanding the events offered through the Makino Aquatic Centre and achieving a record-breaking total usage of 142,226 the highest since records began.
- Working alongside the Pōhangina Valley Community Committee to complete the landscape design and planting in the Pōhangina Domain.
- Adopting a modern approach to parking enforcement through the implementation of License Plate Recognition (LPR) technology.
- Increasing our waste diversion from landfill rate by 10%.

- Constructing two stormwater detention ponds on the eastern side of Maewa.
- Equipping a Major Incident Air Shelter (MIAS) to serve as an alternative Emergency Operations Centre if required in a Civil Defence Emergency.
- Completing the Stanway-Halcombe reservoir that has a total of 4,000 cubic metres of storage capacity to provide the water scheme with resilience and an improved level of service for new and existing scheme members for many years to come.
- Voting to retain an in-house, stand-alone water services delivery model in response to Local Water Done Well.
- Preparing and submitting 30 submissions to central government, one to Local Government New Zealand (LGNZ), and one to Horizons Regional Council, advocating on a range of topics and proposed changes impacting the District.

These milestones are just a glimpse of the work carried out across the year. Work that combines strategic planning with practical delivery, and vision with action.

As we look ahead, we remain committed to fostering vibrant communities, supporting economic growth, and caring for the natural environment that defines our District. It is a privilege to serve the people of Manawatū and to contribute to making it a place where opportunity, connection, and quality of life continue to flourish.

Helen Worboys,
Mayor



Shayne Harris
Chief Executive



Key numbers

Ngā nama matua



506
building
consents
received



210,704
Library books,
magazines and
resources issued



362
resource
consents
received



78,809
Library e-services
and resources
provided



476
potholes
filled



142,226
people visiting and
using the Makino
Aquatic Centre



73,650
native plants
dispatched from
our plant nursery



72,000
exotic plant species
distributed from our
plant nursery



4,502
tonnes of solid
waste processed



2,024
tonnes of recycling
processed



1,123

animal control
issues or enquiries



23,535

calls answered by
customer service



6,328

customer requests
for services or
information received



113,000

visits to our website



73,273

visits to our
Facebook page



School visit to the MDC
Resource Recovery Centre

The Manawatū District at a glance

He kōrero whānui mō te rohe o Manawatū

Stretching from the Tasman Sea in the west to the Ruahine Ranges in the east, the mighty Manawatū takes its name from one of the two great awa (rivers) that run through the District – the Manawatū and Rangitīkei. Manawatū means ‘heart standing still’, a reflection of the diverse landscapes, sweeping dunes, fertile flood plains, rolling hills and rugged ranges.

Manawatū District Council was established on 1 November 1989, bringing together the five former authorities of Ōroua, KIWITEA, Pohangina, Manawatū and Feilding. The District has a rich cultural heritage, shaped in partnership with iwi and hapū who reside or have connection to the Manawatū area; Ngāti Kauwhata, Ngāti Raukawa, Ngāti Tūwharetoa, Ngāti Maniapoto, Rangitāne ki Manawatū, Ngāti Hauiti, Ngāti Apa, Muaupoko and Ngāti Toa Rangatira.

At the heart of the district sits Feilding, which not only has been named 16 times as New Zealand’s most beautiful town, but is also home to the iconic livestock sale yards, the Coach House Museum, Manfeild Park and a thriving weekly farmers market. The District has a highly productive farming and agricultural sector, enjoying a rural lifestyle and easy connectivity to the rest of the North Island.

For those who call Manawatū home, life offers the perfect balance of city attractions, the charm of smaller towns and villages and the peace of rural living. The sea and mountains are within easy reach, and the capital city of Wellington is only a couple of hours to the south.

Here are some key facts and figures that showcase what makes Manawatū District such a special place.

Our industries



Agriculture, forestry and fishing



Manufacturing



Defence, public administration and safety



Rental, hiring and real estate services



Construction



Professional, scientific and technical services



Retail trade



Wholesale trade



Health care and social assistance



Education and training

Our population



33,700
people live in our
District (March 2024)



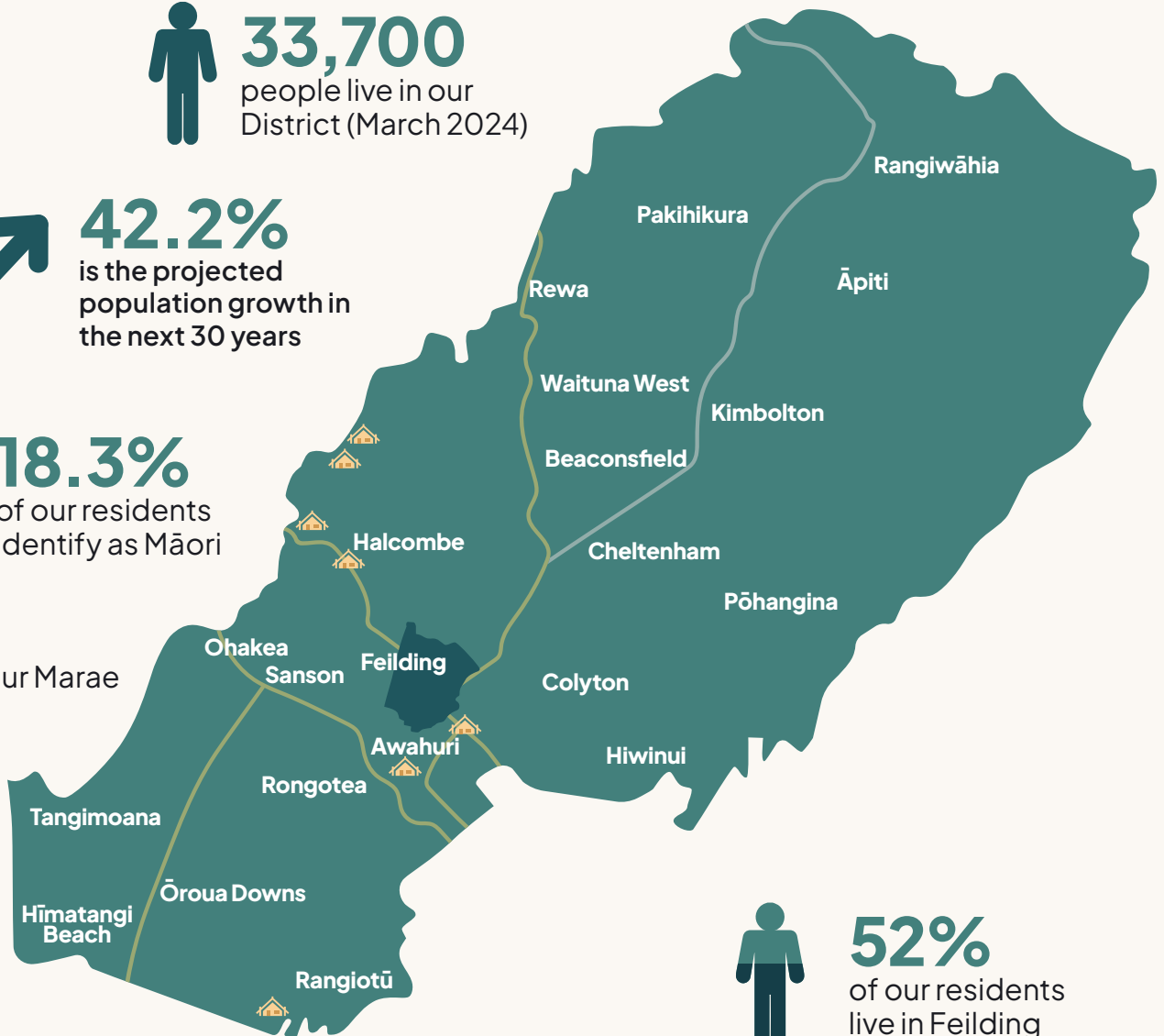
42.2%
is the projected
population growth in
the next 30 years



18.3%
of our residents
identify as Māori



Our Marae



52%
of our residents
live in Feilding

Our economy



17%

of District GDP comes
from agriculture
and forestry



\$284M

spent in the District in
2024/25 down **2.1%**
from previous year



1.5%

Employment
growth in 2024 from
the previous year



2.7%

Unemployment rate
in 2024 below the
national average

Infometrics, 2025, Manawatū District Economic Profile, accessed from <http://rep.infometrics.co.nz/Manawatū-district>

Your Council – who are we? Tō Kaunihera – ko wai mātou?

Manawatū District Mayor



**Helen
Worboys**



**Bridget
Bell**

Feilding Ward 5 Elected Members



**Michael
Ford**
Deputy Mayor



**Grant
Hadfield**



**Lara
Blackmore**



**Kerry
Quigley**



**Stuart
Campbell**

Manawatū Rural Ward 5 Elected Members



**Alison
Short**



**Andrew
Quarrie**



**Colin
McFadzean**



**Fiona
Underwood**



**Steve
Bielski**

Council priorities

Ngā whāinga matua

Below you'll see our priorities for the next 10 years. Have a look at how we plan to make the Manawatū District a productive and vibrant place to live, work, visit and invest.

Kei konei ngā matawhānui, ngā whāinga me ngā kaupapa matura hei whakatutuki, haere ake nei.



A place to belong and grow
He kāinga e ora pai ai te katoa

We provide leisure and sports facilities and support community activities to encourage social and cultural wellbeing for everyone.



A future planned together
He kāinga ka whakamaherea tahitia tōna anamata e te hāpori tonu

We work with all parts of our community to plan for a future everyone can enjoy.



An environment to be proud of
He kāinga ka rauhitia tōna taiao

We protect and care for Manawatū District's natural and physical resources.



Infrastructure fit for future
He kāinga ka tūwhenua tonu ōna pūnahanga, haere ake nei te wā

We ensure the Manawatū District has infrastructure (water, roads, etc.) that meets the needs of the community now and into the future.



A prosperous, resilient economy
He kāinga ka tōnui tōna ōhanga

We aim to make the Manawatū District a great place to live, to visit and to do business.

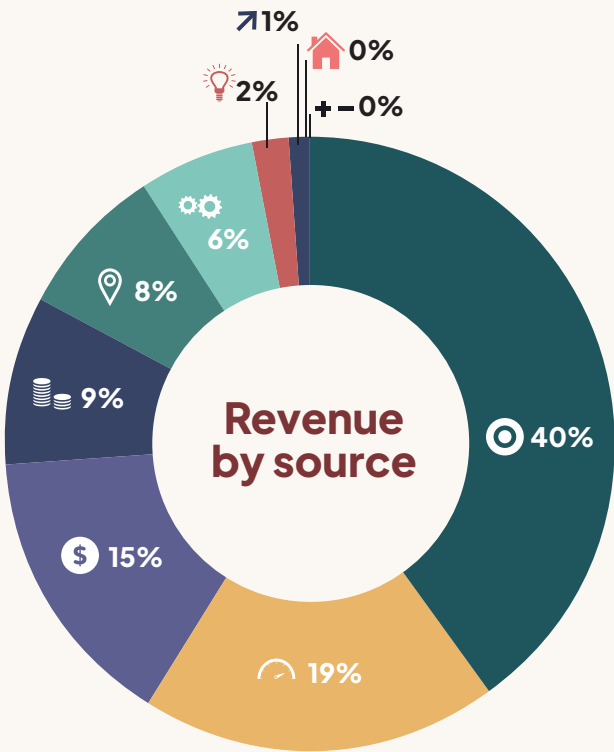


Value for money and excellence in local government
He kāinga ka eke tōna kāwanatanga ā-rohe ki ngā taumata o te kairangi

We take pride in serving our communities. We focus on doing the best for the District.

Where did Council get money?

Nō hea ngā pūtea a te Kaunihera?

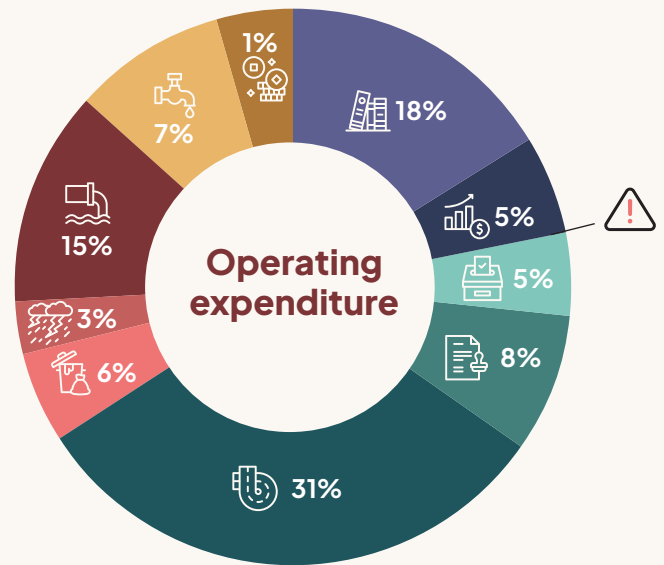


Revenue by source	%	\$M
 Targeted rates	40%	34.404
 General rates	19%	16.369
 Other subsidies and grants	15%	12.775
 User fees and charges	9%	7.990
 Vested assets	8%	7.120
 Development and capital contributions	6%	4.953
 Sundry income	2%	1.551
 Dividends	1%	0.639
 Rates penalty	0%	0.351
 Gain on sale of assets	0%	0.252
Total	100%	86.403

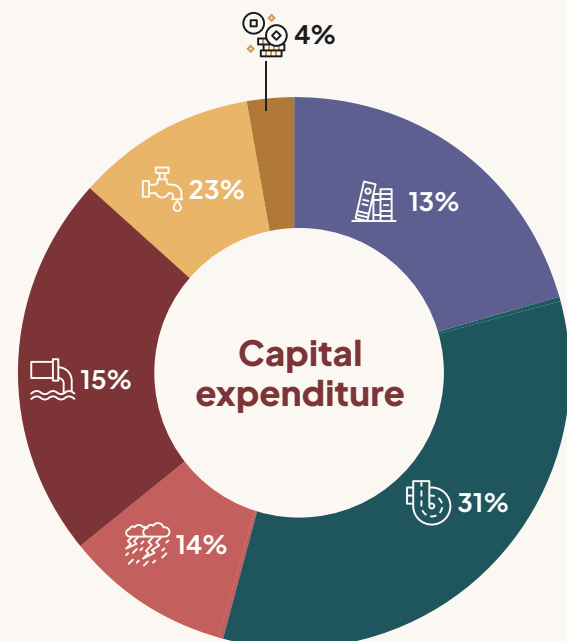
How did Council spend money?

I pēhea tā te Kaunihera whakapau i āna pūtea?

Operating expenditure	%	\$M
 Community Facilities	18%	13.221
 District Development	5%	4.177
 Emergency Management	1%	0.413
 Governance and Strategy	5%	3.874
 Regulatory	8%	6.203
 Roothing	31%	23.140
 Solid Waste	6%	4.231
 Stormwater	3%	1.936
 Wastewater	14%	10.735
 Water Supply	7%	4.917
 Support Services	2%	1.893
Total	100%	74.741



Capital expenditure	%	\$M
 Community Facilities	13%	6.284
 District Development	0%	0.039
 Emergency Management	0%	0.094
 Governance and Strategy	0%	0.000
 Regulatory	0%	0.003
 Roothing	31%	15.350
 Solid Waste	0%	0.174
 Stormwater	14%	6.922
 Wastewater	15%	6.733
 Water Supply	23%	11.294
 Support services	4%	2.006
Total	100%	48.899



Statement of service performance

Tauākī tutukinga ratonga

To measure Council's performance against the six Council outcomes, levels of service framework (LOS) are included in the 2024–34 Long-term and subsequent Annual Plans, along with performance targets in each of the Statements of Intent agreed by Council for the Council Controlled Organisations: Manawatū Community Trust, Awahuri Forest/Kitchener Park Trust, Feilding Civic Centre Trust, and Central Economic Development Agency (CEDA).

For the 2024/25 year, Council is reporting against 106 measures within the levels of service framework, which are detailed in the relevant activity summaries. Council has achieved 83% of its measures, which is an increase from the previous year of 77.9% (2023/24). We acknowledge that there were 18 instances where we did not achieve the measures (23 instances in 2023/24).

One of the measures not met was due to results in our satisfaction survey - Council continues to endeavour to provide excellence in local government and has not identified clear causes for reductions or stagnations in customer satisfaction. Another measure that was not met relates to our cemeteries. The target is to have no complaints about late or inadequate interment services, however this year two complaints were made that resulted in changes that will ensure these complaints do not happen again.

Two measures not met related to Building Warrant of Fitness (BWoF) requirements for Council-owned property. Remedial actions are planned to resolve the issues within the agreed period.

The target for responding to complaints within a specified timeframe for building control services was not met. Resources were prioritised to work on meeting BWoF inspection targets which reduced capacity to respond to building services complaints, meaning that some complaints took longer to respond to than usual.

Two measures were not met for roading services. One of these has highlighted that further investigation is required to determine additional improvements for preventing crashes on the Council's roading network. The other was a result of resurfacing work being undertaken over key areas in the district so the overall percentage of the network was less than the target.

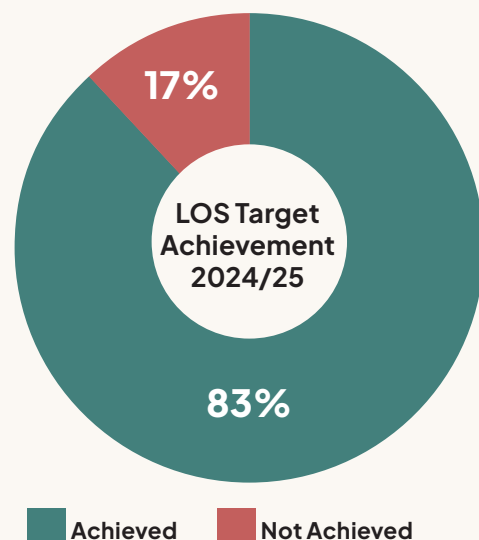
Drinking water services had 11 measures not met due to the complexity of calculating water use and water loss in Waituna West, additional water turbidity at Himatangi and Waituna West treatment plants, minor non-compliances due to calibration at Stanway Halcombe and the chlorine contact time at the Awa Street plant in Feilding.

Rationale for selection of performance measures

The Department of Internal Affairs sets some mandatory measures that all Councils need to include in their long-term plans.

Other performance measures are set by Council and aim to report against key activities and programmes Council is delivering for each group of activities.

All measures are reviewed as part of the Long-term Plan process to ensure Council is providing the level of service the community expects and measuring results in a way that reflects the levels of service.



A summary of the level of service measures for Council and the performance measures for the Council Controlled Organisations against the Council outcomes is outlined below:

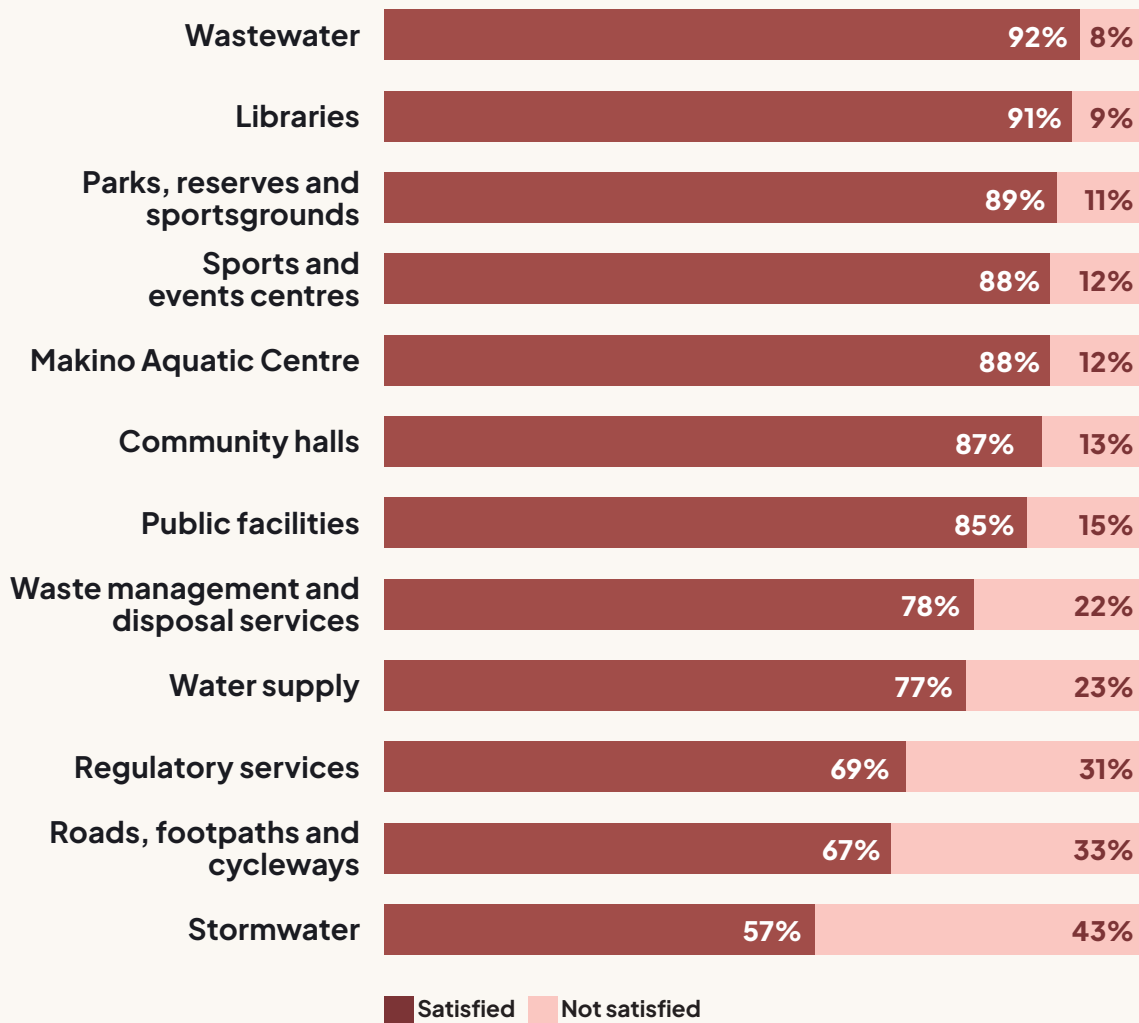
	Council		Manawātū Community Trust		Central Economic Development Agency		Awahuri Forest / Kitchener Park Trust		Feilding Civic Centre Trust*	
	No. of measures	Achieved	No. of measures	Achieved	No. of measures	Achieved	No. of measures	Achieved	No. of measures	Achieved
1 A place to belong and grow	34	21	6	5	2	2	6	4	N/A	N/A
2 A future planned together	41	29	3	3	0	0	0	0	N/A	N/A
3 An environment to be proud of	45	35	0	0	1	1	11	8	N/A	N/A
4 Infrastructure fit for future	58	43	2	1	5	5	5	5	N/A	N/A
5 A prosperous, resilient economy	36	25	3	3	11	11	0	0	N/A	N/A
6 Value for money and excellence in local government	95	79	12	11	8	8	2	2	N/A	N/A

There are 102 measures within the levels of service framework for the Council and 37 for the Council Controlled Organisations, however, a measure can be linked to more than one community outcome. Therefore, the total number of measures in the table above is more than the total measures.

*Feilding Civic Centre Trust Statement of Intent was deferred to 2025/26, therefore Council is unable to report against the performance measures. For more details, refer to the Feilding Civic Centre Trust disclosure on page 211.



Overall resident satisfaction with Council services 2024/25



Resident satisfaction survey

Council uses a resident satisfaction survey to measure satisfaction for a number of key performance indicators (KPIs). The survey is conducted quarterly and aims to achieve a representative view across gender, age, ethnicity, and location across Manawatū District residents.

Other key judgements

The methodology for the performance measure 'the percentage of real water loss from the network reticulation system' is disclosed on page 62.

The survey results for 2024/25 are based on the responses of 459 residents, which meets the number required for statistical reliability with a 95% confidence interval. Overall community satisfaction levels with Council services ranged between 40% and 94%.

For more detail, the full report can be found on Council's website at:

www.mdc.govt.nz/documents/reports/resident-satisfaction-survey

Our work this year

Ā mātou mahi i tēnei tau

From the roads we drive on, to the parks where families gather, to the ways we reduce and reuse waste, Council's work is woven into everyday life throughout the Manawatū District. This work helps communities thrive, supports local growth, and cares for the places that make the district unique.

Over the past year, Council teams have delivered projects both large and small, each designed to improve life today while laying strong foundations for the future.

The following pages highlight key initiatives, improvements, and community partnerships that have shaped the past 12 months.

Manawatū Community Hub Libraries

A year on from its redevelopment, the Manawatū Community Hub Libraries (MCHL) new facility in Feilding known as Te Āhuru Mōwai, has established itself not just as a library, but as a place to connect, learn, create, and belong. So much so it's often referred to as The Hub!



Te Āhuru Mōwai, Feilding

The public response has been overwhelmingly positive, leading to the introduction of Open Plus service in response to requests for extended hours. MCHL is first in New Zealand to offer after-hours library access to the community. By signing up and completing the Open Plus induction, public gain access during unstaffed hours - up to 11pm, including Sundays and public holidays. Since its launch, 2,278 people or groups have swiped in to use Open Plus, including seven visits recorded on Christmas Day. A clear sign of the trust and value the community places in this flexible model of service.

Partnerships have grown with over a dozen community organisations now regularly delivering their services from Te Āhuru Mōwai. From drop-in Justice of the Peace and Community Law sessions, to Healthy Heart checks, Alzheimer's Manawatū support, and St John's outreach, Te Āhuru Mōwai is becoming a trusted destination for both practical support and community connection.

Te Āhuru Mōwai was recognised nationally in two different award categories: Gold Award in the Civic category at the NZ Commercial Project Awards, scoring over 90% to earn distinction, and as a winner in the Public Architecture category of the NZ Institute of Architects Western Architecture Awards.

This year marked a significant milestone for the MCHL team, for the first time in years, all levels of service targets across borrowing (both digital and physical), log-ins to access MCHL's digital resources (whether from inside the Hub or remotely), and in programme satisfaction, were met. Feedback from 57 surveyed programmes or events returned a 99% satisfaction rate, reinforcing the strength of current offerings while highlighting opportunities for continued growth. Positive and constructive suggestions help to shape our future programming ensuring that what is delivered continues to reflect the needs and interests of our community.

The Makerspace area has become a creative powerhouse in its own right, drawing hobbyists, students, and tinkerers from across the region. Projects have ranged from signage and CNC heartbeat art, to bird-leg splints, resin jewellery, and dinosaur skeleton kits to accompany travelling museum exhibitions. Visitors from Palmerston North and Whanganui now make the trip to access services like sublimation printing, and for the first time we've been able to offer Feilding Intermediate students a rich, hands-on alternative to their out-of-town camp. We've even made our own signage in-house, further embedding the space into our daily operations.



Te Āhuru Mōwai, Gold Award Winner

The merging of the Information Centre with MCHL services in February brought new capability to our front-of-house, enabling the sale of bus, ferry, and soon rail tickets. Tourism brochures have proven popular as visitors and locals alike plan activities around the District. In June, we added the ability to sell EventFinda tickets, strengthening our role as a gateway to experiences across the region.

Makino Aquatic Centre

The Makino Aquatic Centre (MAC) continues to be a valued and well-used asset for the Manawatū District.

This year, Council continued its contract with Community Leisure Management (CLM) to provide lifeguard services at the facility. Notably, all levels of service targets were successfully met this year - a reflection of the commitment to excellence and consistency.

One of the most encouraging results came through our customer satisfaction survey, which recorded a 93% satisfaction score (from a record 299 survey returns), exceeding our target of 90%. This result was a proud moment for the team and affirmed the value of the improvements made across the board.

The MAC also achieved a record-breaking total usage of 142,226 - the highest since records began, surpassing even the pre-COVID peak of 141,796 in 2018/19.

There were many event highlights throughout the year. The much-loved annual Dogs in Togs event brought together 111 dogs and their owners to mark the end of the outdoor pool season, continuing to attract attention from both local and visiting communities. The "Manu" (bombing) Competition returned as a MAC-led event, offering a very popular splash-filled celebration of skill and fun.

The Splash N Dash, delivered in partnership with Sport Manawatū, was another key success, blending swimming and running into a family-friendly event that promoted active lifestyles and community spirit.

The launch of our school holiday programmes, which were jointly promoted alongside Manawatū Community Hub Libraries has been a major success. While the MAC delivered its own programme, the crossover activities helped extend reach, offered variety to families, and strengthened the connection between two of Council's key community spaces. The school holiday sessions build water confidence with tamariki through aquatic experiences including canoe paddling, snorkelling, water safety sessions, and three themed pool discos adding fun and festivity.

The MAC introduced an important change to our Swim School enrolment process, implementing an automatic roll-over system. This now ensures that existing families can retain their bookings from term to term, reducing the stress of rebooking



Playground at Te Āhuru Mōwai, Feilding



Swim School, Makino Aquatic Centre

and improving enrolment satisfaction. The process has been well received and has helped us better plan and manage capacity.

Community group and club support remained strong. Over 1,600 canoe polo players used the facility through weekly programmes. The centre hosted numerous carnivals, squad trainings, and school swimming events. The Makino Swim School had a record-breaking year, delivering over 25,000 lessons – comprising of 15,000 community lessons and over 10,000 lessons delivered through school-based programmes, reflecting both strong community demand and the continued success of our school partnerships.

The Aqua Fitness programme remained well attended, reflecting the community's ongoing interest in accessible wellness options. This, alongside our other initiatives, continues to highlight MAC's role not just as a facility, but as a hub of vitality, wellbeing, and belonging.

Grants and funding

Manawatū District Council provides a variety of grants to assist not-for-profit groups, organisations and individuals to run, promote or participate in programmes or events that contribute to achieving Council's strategic outcomes.

These grants include:

- **Priority services funding** which is available every three years and is

defined as a programme or service that supports our communities to be connected and included, actively engaged, lifelong learners, and resilient. There is a particular focus on recognising the diversity of people and our heritage, opportunities to empower communities, preparing for a sustainable and resilience environment, and providing opportunities for people to gain and share knowledge throughout the lifecycle.

18 organisations were successful in gaining a priority service grant this year and have entered into a contract with Council to deliver the agreed outcomes for our communities. A list of these services is contained in section 4.

- **Community development grants** are often available annually. These grants have the same criteria as priority services but are for grassroots organisations who have a short-term service or project. Refer to section 4 for the full list of grant recipients.
- **Community event grants** are available annually. Events are an important part of our District's vibrancy, bringing locals together and visitors to the Manawatū District. Council approved funding towards the running of 26 events catering to a wide array of interests. Some highlights included Diwali Festival 2024, Manawatū Tattoo and ANZAC Concert, Kimbolton Arts



Canoe Polo, Makino Aquatic Centre



Aqua Fit, Makino Aquatic Centre

and Sculpture Festival, D1NZ National Drifting Championship and the Carols event.

- **Representative grants** are available to support individuals or teams selected or qualified to represent the Manawatū District or New Zealand at a national or international event. 33 recipients received financial support to help

enable them to represent Manawatū on the national or international stage.

Some of these include:

- Canoe Polo World Championships,
- Netball, Basketball, Hockey and Touch Rugby national finals,
- World Cup Placements Tournament for U18 Women's Baseball,
- World Triathlon Multisport Championships,
- Ironman 70.3 World Championships,
- ITF Taekwon-Do World Cup,
- Agri-Kids National Finals,
- National Jump Jam Competition,
- World Kick Boxing Championships, and
- Te Matatini o Te Kāhui Maunga 2025 (National Kapa Haka Competition).



Chorus Box: Royal Birds



Diwali Festival 2024



Using Chorus boxes as a canvas

Council has continued its partnership with Chorus through their annual Art Programme. A total of 10 Chorus cabinets have been turned into beautiful works of art by talented artists across the District. This year two Feilding Chorus cabinets were painted along with one in Hīmatangi Beach and one in Cheltenham.

The Chorus Art Programme is proving invaluable to help promote a sense of community belonging, identity and pride while also helping to discourage anti-social behaviour.

This partnership is a win-win for our communities. Not only do we get fantastic art works in our streetscape, but also it provides work for, and promotion of, our local artists. Unfortunately, this is the final year that Chorus is funding the Art Programme.



Youth Fest 2024



Young Achievers Awards

MDC Youth Council

The Youth Council has had another busy and productive year, marked by significant growth and a shift towards a more inclusive and informal structure as it continues to play a role in providing a platform for young voices to be heard.

This year, the Youth Council saw an increase in membership, growing from 10 to 19 active members. This growth has enhanced the diversity of the Youth Council, allowing a better representation of the various voices and perspectives of youth on a range of topics such as input into the Feilding Town Centre Refresh Project and input into three strategies that Council is developing: community development, economic development, and environmental.

The Youth Council organised the following notable events throughout the year:

- **Youth Fest:** The Youth Fest provides a platform for young innovative business owners and entrepreneurs to display, market and sell their products, ranging from handmade crafts to innovative tech solutions.
- **Manawatū Young Achievers Awards:** This event brought the community together to celebrate and acknowledge the hard work and achievements of approximately 120 young leaders.

Welcoming Communities Programme

Council was successful in joining the national Welcoming Communities Programme through funding provided by the Ministry of Business Innovation and Employment.

One of the highlights of the welcoming programme this year was the completion of the Welcoming Communities Focus Group Plan 2025-2027. A plan that has been developed in collaboration with key stakeholders including a number of Central Government Agencies as well as local organisations Ngāti Kauwhata, Bhartiya Samaj, Central Economic Development Agency, Manawatū Chamber of Commerce, Feilding and District Promotions, Feilding Health Care, Manawatū Multicultural Council, Ovation Feilding, THINK Hauora and Volunteer Central. These stakeholders make up the Welcoming Communities Focus Group and have identified actions within the plan that they can implement.

Two programmes were delivered during the year, both hosted at Te Āhuru Mōwai. The Westpac Smart Series Workshop "Unbiased Discrimination" attracted approximately 50 participants and the Manawatū Multicultural Council Community Connectors monthly walk-in sessions are proving to be popular, for migrants, who now no longer need to travel to Palmerston North to gain support.



Parks and green spaces

Council's parks, playgrounds and reserves remain a valuable part of the community, providing safe, green spaces for residents and visitors to get closer to nature and to enjoy a healthy, active lifestyle.

The parks team works closely with community groups, schools, iwi, and a range of organisations, to collaboratively and collectively enhance the use, care and future development of our open spaces.

Over the year, Council carried out a variety of projects to improve and upgrade existing park, playground, and reserve assets across the District. In many cases projects were designed and delivered in collaboration with community committees and sporting clubs throughout the District.

These projects included:

- Renewal of the playgrounds in Kimbolton and Rangiwāhia in conjunction with the Community Committee.
- Further development of the relationships with EnviroSchools and St Joseph's School, to encourage nature-play and education.
- Development and planting of the landscaping at Te Āhuru Mōwai, including installation of paths and a basketball half-court.

- Completion and legalisation of the North Street to Port Street and Port Street to Root Street land purchases. This land will be developed into a walkway from North Street to the Maewa suburb to the north of Feilding.
- Landscape design and planting in the Pōhangina Domain in conjunction with the Pōhangina Domain Committee and the Pōhangina Valley Community Committee.
- Continued development of the Kaikōkopu stream reserve design at Hīmatangi Beach in conjunction with the local Community Committee and a bunch of passionate residents.

Community halls

Council's 16 community halls continue to be accessible to the public, serving as vital hubs for social interaction, cultural events, community meetings, recreational programmes, and local celebrations which foster a sense of belonging and connection across neighbourhoods. By offering flexible venues for both formal and informal gatherings, the halls play an important role in strengthening community ties and supporting civic engagement.

Usage levels vary across the halls, and maintenance funding is generally aligned with how frequently each hall is used. Recognising that many of the halls are

aging, Council aims to balance available resources with the upkeep required to keep halls functional. Council collaborates with Community and Hall Committees to maintain the halls in good condition and ensure they meet basic compliance standards.

This past year has seen renewal work undertaken at Stanway and Awahuri Halls following Council commissioned building condition assessments. Work included roofing, structural work and improving the weather-tightness of the buildings. In addition, work was carried out on several halls to ensure compliance with current fire regulations.

Cemeteries

Cemeteries are more than resting places - they are peaceful, reflective spaces where individuals can honour and remember loved ones. These sacred grounds offer a sense of continuity, history, and connection, allowing people to grieve, heal, and find comfort in memory.

This past year saw new beams installed at Halcombe and Feilding Cemeteries. Design work was also completed at Feilding Cemetery for the development of both the subsection 9 area and children's area. Plans have been finalised to relocate the entrance gates enabling the gates to be locked in the evenings helping to reduce vandalism.



Feilding Cemetery



Kimbolton Cemetery



Stanway Community Hall before and after



Preserving and improving our community assets

Council-owned properties across the Manawātū District include everything from buildings to vacant land. This year, various property-related projects were completed or progressed:

- Negotiations continued with Te Arawhiti, the Office for Māori Crown Relations, for the sale of Council's Feilding Depot at 139 South Street.
- Council has one remaining section listed for sale with an agency on South Street as part of the Special Development Zone vacant land sales. Construction has started on several of the sections sold by Council on South Street this year. One development was completed and operating on Kawakawa Road.
- Roof flashings were replaced at the Palmerston North Surf Lifesaving Clubrooms at Hīmatangi Beach.
- No further work has been carried out on the demolition of the buildings at the Pōhangina Depot, Community House (Feilding), the Pōhangina Road

residential tenancy house, or the Red Cross House (Feilding). However, these properties are approved to be disposed of and this will be explored in the coming years.

- Planning to demolish an earthquake prone brick store building at 10 Eyre Street, Feilding is now complete with demolition scheduled for early in the 2025/26 financial year, ahead of the planned sale of land.
- The strengthening and reroof project for Council's administration building on Manchester Street, Feilding has moved into the physical construction stage. The roof tiles are being replaced to protect Council's significant technology assets in the ceiling which have been affected by an increasing number of leaks during rain. The building also requires earthquake strengthening. Stage one of three has already been completed, with the full project completion expected by the end of the 2025 calendar year.
- Several new leases and licences to use Council property have been granted and existing leases and licences renewed.



MDC Reroof Project

Leisure and recreational facilities

Leisure and recreational facilities play a vital role in building strong, healthy, and connected communities. They provide safe, inclusive spaces where people of all ages can engage in physical activity, relax, socialise, and develop new skills.

This year saw the replacement of the carpet at Te Kawau Memorial Recreation Centre, along with condition assessments at the Feilding Little Theatre and Pōhangina Old School Pool.

Remedial work was completed at the Feilding Civic Centre to resolve some immediate safety concerns. Council commissioned a detailed seismic assessment (DSA) that found that the building is earthquake prone. Council, and its council-controlled organisation, the Feilding Civic Centre Trust, are considering future options for the building as a result of the earthquake prone result.

Public conveniences

Public toilets are a small but vital part of everyday life. Well placed and well-maintained public toilets are vital assets that support local businesses and tourism by encouraging people to stay longer in town centres, parks, and recreational areas.

This year saw refurbishment work carried out on a number of public toilets throughout the District. The Feilding railway toilets were closed when Feilding and District Promotion moved to their new offices in the Market Square.

Levels of vandalism at public toilets across the District continue to increase, requiring numerous repairs and replacement of purpose built fixtures and fittings that make it more challenging to break or take.

Council Controlled Organisations (CCOs)

Manawātū Community Trust (MCT)

promotes housing for senior and disabled residents of the Manawātū District along with the promotion of wellbeing services for all residents.

MCT lodged an application to be a Community Housing Provider (CHP) in 2024, however, the shifting of focus by Ministry of Housing and Urban Development (HUD) means the Manawātū District is not a priority area and therefore the application is not being progressed.

MCT is working hard towards their goal of achieving 250 housing units by 2030. There are currently 205 completed units, with four new units in development and a further 12 units to commence later in 2025. All current housing stock has been upgraded to achieve a 3-star rating or above (the rating system is from 1 to 5 stars), with 100% healthy homes compliance.

Following a credible nine years on the Trust, including a term as Chair, Tyson Schmidt was farewelled as a Trustee. A recruitment process has been completed to fill the vacancy, together with two re-appointments through the year ensuring continuity of a competent board of five Trustees.

Council has introduced a Statement of Expectation for MCT for 2025/26, in line with Council's other CCOs.

Feilding Civic Centre Trust

promotes and encourages participation in arts, culture, recreation and sport in the District, as well as governing the Civic Centre as a multi-purpose community venue. Two Trustee positions became vacant during the year, and a successful recruitment process filled these positions. Seven Trustees work to enhance participation in arts, culture and maximise the venue for the community. The Trust is working with Council on options for the venue as a result of a detailed seismic assessment that was completed and other remedial work that is required.



Awahuri Kitchener Park

Collaboration between the Trust and Council has enabled an inaugural Statement of Expectation and Statement of Intent to be introduced for the coming 2025/26 year, ensuring a joint focus on the strategic direction, priorities, and targets.

Awahuri Forest Kitchener Park Trust provides governance for long-term planning for re-forestation, planting, biodiversity, hydrology, education, and infrastructure in the park. There has been an emphasis over the year on planting the new wetland and the forest west side, which will become apparent over the next few years as this establishes. The new westside loop board walk has been completed, giving the public a unique walk through a regenerating wetland forest.

The Trust has gained a body of knowledge over the last five years researching the invasive pest weed phragmites karka. The Trust has observed the plants behaviours, ecosystem and mapped the areas of infestation regionally, while also trialling a range of mechanisms to manage the weed. Council is very supportive of the Trust's drive to encourage relevant agencies to register phragmites karka on the national weed register given the threat to waterways and land.

Jill Darragh's tenure as a passionate Trustee concluded during the year after serving over 10 years, with the majority of those



CEDA at TRENZ 2025

as Chair steering the Trust to achieve the development of the park enjoyed today. Two new Trustees have joined the board when vacancies arose, complementing a competent board totalling five Trustees.

Central Economic Development Agency (CEDA) continues working to progress its vision towards being New Zealand's most progressive region, encompassing the aspirations of Manawātū District along with Palmerston North City Council as the two shareholders.

- A refreshed strategy for Te Utanganui, building on the original 2020 version , was launched. This updated document sets out a clear vision, goals, and roadmap for the future of the Central New Zealand Distribution Hub.
- A Memorandum of Understanding was signed with Air New Zealand and Palmerston North Airport to support regional economic outcomes, particularly in air freight, distribution and logistics and pilot training.
- A new suite of curated inward investment collateral was launched.
- A tourism focus which included:
 - Manawātū was represented for the first time at TRENZ – New Zealand's largest tourism trade event; and a workshop was facilitated in the region for nearly 20 tourism businesses to identify key

considerations and needs of marketing in a changing tourism sector.

- ▶ Partnered with Feilding and District Promotions to have a dedicated Manawatū stand at Central Districts Field Days focused on encouraging visitors to explore the region while they were here and enticing them to come back.
 - ▶ Secured funding for a targeted campaign into Australia with key partners including WebJet, plus TripAdvisor and Wellington International Airport as our gateway.
- Under the regional Manawatū Food Strategy objectives, some of the activity included successfully hosting the Boma E-Tipu Agri Summit in the region for the first time, and developing a land diversification tool which unlocks the potential for Manawatū farmers and landholders.

Community Honours

Council selected two recipients to receive Community Honours this year; Dennis Emery and Hinekahu Gotty.

Both were nominated for their contribution to their various communities and the wider Manawatū District. Presented annually, these awards are a timely reminder of the hard-working, warm-hearted and community-minded people living in Manawatū.

Planning and placemaking in the District

Reviewing the District Plan

Council's District Plan is the blueprint for how the Manawatū District can be developed and changed over time.

In line with our statutory responsibilities, Council has an ongoing programme to review the District Plan to ensure it meets the needs and priorities of our District. Central Government legislative reforms, new policy direction from national and regional government, and the changing needs of our communities are further reasons Council reviews the District Plan.



**Community Honours recipients
Dennis Emery and Hinekahu Gotty**

Council's three priority projects are the Residential Zone Review (Plan Change B), Town Centre and Mixed-Use Zone Review (Plan Change E) and Rural and Flood Channel Review (Plan Change A).

The Residential Zone Review ensures the District Plan contains the correct provisions to build the future housing needed. Changes are proposed to enable greater choice of housing (e.g. terraced housing) and small units. The proposal also updates a range of standards, including how stormwater is managed. Formal public notification of the proposed plan change associated with the Residential Zone Review occurred on 19 June 2025.

The Town Centre and Mixed-Use Zone Review plans for the future of Feilding's town centre. A number of changes have been proposed to better enable redevelopment opportunities, including a greater diversity of land uses. Formal public notification of the proposed plan change associated with the Town Centre and Mixed-Use Zone Review occurred on 19 June 2025.

Council's work on Plan Change A (Rural and Flood Channel Zones) has progressed to the stage where formal public notification may be considered in the 2025/2026 financial year.

Central government is making significant changes to the New Zealand planning system. These are expected to impact Council's activities in future years. Council is monitoring these changes closely and continues to make submissions on Bills and discussion documents as they are published.

Other projects Council has been working on:

- Implementing the National Planning Standards, which requires an update to the District Plan format and structure to align with national direction.
- Preparing for a review and update of the designations contained in the District Plan.
- Making Plan Change I (Minor Amendments) operative.

- Contributing to broader project work associated with the Feilding Town Centre Refresh.

Planning for future growth

The population of the Manawatū District is expected to grow over the next 30 years. Council is setting the overall direction for this growth, considering where new housing and commercial activity should be located, whether current approaches need to change, and how much growth should be planned for.

In 2013, Council completed a growth review that led to the creation of the Feilding Framework Plan. This plan is now being updated and renamed to set the direction for growth across the entire District. The updated framework will go beyond the Feilding urban area to include village blueprints, which will guide future planning and infrastructure projects.

Some of the work that was undertaken this year to help inform and support the growth framework includes monitoring housing demand and supply, and quarterly reporting of housing development trends in line with the National Policy Statement: Urban Development.

Planning and placemaking initiatives

Over the past 12 months, a stronger relationship has been established with our development community, leading to a more proactive approach to pre-application meetings.

As a result, we are now seeing a more integrated, whole-of-Council approach when engaging with developers and customers. An example of this was the public consultation process on Development Contributions, which led to discussions with local developers about forming a Council-Developer working group to share knowledge and perspectives and to provide a forum for generating ideas to support growth in the Manawatū District.

The Feilding Town Centre Refresh project is an initiative approved through Council's Long-term Plan. Council has committed to



**A connected,
vibrant and enjoyable
central place to live,
work, play and grow.**



Feilding Town Centre Refresh Project

a 10-year capital investment in the town centre, aimed at refreshing existing assets and exploring new spaces. The goal is to create a sense of vibrancy that encourages people to spend more time in the heart of Feilding. This investment reflects the confidence Council has in Feilding and the private development expected in the town in the coming years.

The Town Centre Refresh project is built on community feedback gathered over a number of years and recent engagement with stakeholders, including CBD businesses, building owners, Youth Council, community groups and Feilding & District Promotion (FDP) who have helped shape the proposed work. Concept drawings are being developed to illustrate some of the work that will commence in the next financial year.

FDP is critical to this project and has been tasked by Council with activating more events and pop-up activities to attract people into the town centre to help drive business for our local retail, hospitality and service businesses.

Building services

Maintaining timely and efficient processing of building consents and inspections remains a key focus for Council, ensuring compliance with statutory obligations and high service standards.

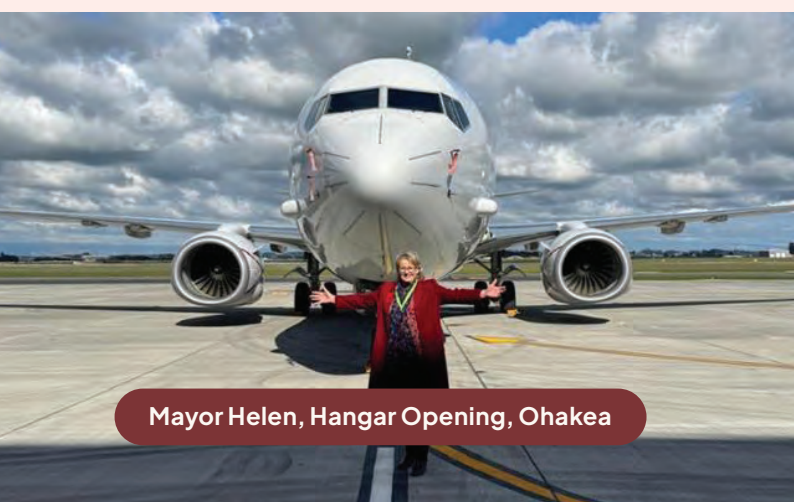
Council continues to contract with Palmerston North City Council to process building consent applications, provide inspection services, and complete code of compliance certificates.

Over the past year, Council received and processed 506 building consent applications compared to 761 the previous year, and issued 522 code compliance certificates compared to 882 last year. This year, a total of 5,010 building inspections were carried out, down from 6,459 in the previous year. This year equates to an average of 418 inspections per month.

These activities ensure that building work across the District continues to meet the standards of the New Zealand Building Code.

The decline in building consent applications and code compliance certificate requests reflects the ongoing impact of economic uncertainty on development activity within the District.

A significant infrastructure build was completed during the year at the RNZAF Base Ohakea to house the New Zealand Defence Force's (NZDF) new P-8A Poseidons and associated support facilities. The build consisted of two large hangers



Mayor Helen, Hangar Opening, Ohakea

and interconnecting two storey structures for a training centre, operations centre and administration block. Council's senior building inspectors worked extensively with the NZDF build team to ensure the new development met the New Zealand Building Code.

Council's regulatory team also successfully maintained its accreditation as a Building Consent Authority during the year, demonstrating the robustness of its consenting processes and its commitment to delivering high-quality regulatory services to the community.

Beyond core consenting and inspection functions, Council maintained a strong commitment to regulatory compliance. This included:

- Building Warrant of Fitness (BWOF) inspections, which verify that specified systems within buildings are inspected, maintained, and reported on in accordance with their compliance schedules, ensuring ongoing safety for occupants and the public.
- Swimming pool inspections, which ensure that pool areas meet the safety requirements set out in the Building Act 2004 and associated regulations, helping to reduce the risk of preventable harm.

Animal control

Animal Control is delivered as a shared service between Manawatū District Council and Rangitikei District Council, covering a combined area of 7,050 km². The service operates 24 hours a day, seven days a week, providing responsive animal control across both districts.

Council's Animal Control Officers remain committed to protecting public safety, promoting responsible dog ownership, and reducing risks associated with uncontrolled dogs and wandering stock.

This year, there has been a strong focus on education and community engagement, with proactive efforts to raise awareness about the responsibilities of dog ownership and encourage compliance with the legislation.

In 2024/25, Animal Control Officers responded to a total of 1,015 incidents, down from 1,198 incidents in 2023/24. These incidents are classified into three priority categories:

- Priority 1 – 334 incidents: Included dog attacks, aggressive roaming dogs, stock on roads, and other urgent matters requiring immediate intervention.
- Priority 2 – 346 incidents: Comprised barking complaints, non-aggressive roaming dogs, and other issues necessitating a timely but non-urgent response.
- Priority 3 – 335 Information requests and general enquiries.

These efforts support Council's commitment to public safety and responsible dog ownership in partnership with the community.

Consent planning

Maintaining timely and efficient processing of resource consents remains a key focus for Council, ensuring compliance with statutory obligations and high service standards.

Despite changing market conditions, the number of resource consents processed has remained relatively steady, although slightly down on the previous year. Council processed 115 land use consents, down from 141 the previous year, and 137 subdivision consents, down from 142 the previous year. These activities support development across the district, ensuring that land use and subdivision activities meet the requirements of the Resource Management Act and the Manawatū District Plan.

The slight decline in land use and subdivision consent applications reflects the ongoing impact of economic uncertainty on development activity within the District.

Beyond core consenting functions, Council maintained a strong commitment to regulatory planning compliance. This included monitoring and compliance activities to ensure that consent conditions

are adhered to, protecting the environment and ensuring that development aligns with community expectations and statutory requirements.

Food safety

Ensuring that food premises comply with the requirements of the Food Act (2014) and associated regulations helps to keep food safe and suitable for consumption.

Of the 115 food premises registered with Council, 78 required verification during the 2024/2025 year. During the year, 76 of these 78 premises were verified, demonstrating Council's commitment to maintaining high standards of food safety across the district.

Food premises inspection cycles are determined by their food control plans, which can require inspections every 12, 18, or 24 months. These verification activities protect public health and provide assurance to the community that food sold within the District meets required safety standards.

Beyond core verification functions, Council maintained a strong commitment to food safety compliance. This included providing guidance and support to food business operators to help them understand and meet their obligations, while fostering a culture of continuous improvement in food safety practices.

Health inspections

Council's regulatory team ensures that hairdressers and barbers meet the necessary health standards. Of the 22 premises registered with Council, 21 were inspected.

Moving forward, significant changes will be implemented in New Zealand's hairdressing and barbering industry regulations. The Health (Hairdressers) Regulations 1980 are set to be revoked, eliminating the requirement for Environmental Health Officers (EHOs) to conduct inspections and issue health licences for hairdressing premises.



Animal Control service
a combined area of
7,050km²
24 hours 7 days a week



78 food premises
inspected in
the 2024/25 year



21 Hairdressers & Barbers inspected
in the 2024/25 year

Alcohol licencing

The regulatory team keep our community safe by monitoring licensed premises that sell alcohol to ensure they comply with their licensing conditions. Between 1 July 2024 and 30 June 2025, all 52 licensed premises in our district were inspected to ensure that they complied with the conditions of their licence and the Sale and Supply of Alcohol Act 2012.

During the year the following alcohol licences and manager certificates were issued:

- 6 new on-licences
- 1 new off-licence
- 7 on-licence renewals
- 3 off-licence renewals
- 3 club licence renewals
- 89 special licences
- 29 new manager certificates
- 43 manager certificate renewals
- 7 temporary authorities
- 0 permanent club charter.



Bylaw compliance

Council's regulatory team continues to respond to complaints relating to breaches of bylaws and associated legislation to maintain public safety, amenity, and wellbeing across the District. This includes investigating and resolving complaints about issues such as overgrown vegetation, abandoned vehicles, parking enforcement and obstructions within public spaces.

This year, Council adopted a modern approach to parking enforcement through the implementation of License Plate Recognition (LPR) technology. LPR is a mobile system that can be installed in any vehicle, enabling license plates to be scanned automatically as the vehicle drives around town. The system checks in real-time for any non-compliance, allowing for efficient and accurate monitoring of parking activity.

Council chose this technology as it provides a streamlined, effective method of enforcement while enhancing staff safety. It significantly reduces the need for officers to walk the streets, instead allowing enforcement tasks to be carried out from within a vehicle. Additionally, the system is simple to operate, supporting our commitment to adopting tools that improve our services for the community in a cost-effective and safe manner.

Council places a strong focus on education and guidance to support compliance with bylaws and legislation, working proactively with residents and businesses to address concerns and encourage voluntary cooperation. This approach helps to build community understanding of bylaw requirements while ensuring that the district remains a safe and pleasant place for all.

Council completed its statutory review of the Freedom Camping Bylaw on 19 June 2025. The completion of this review means that Council's bylaw is now consistent with recent legislative changes and ensures that any prohibitions or restrictions on freedom camping are appropriate and proportionate. Recent changes to the Freedom Camping Act to specifically exclude unhoused individuals has complicated Council's enforcement of the bylaw. Council has been providing feedback to the Ministry for Business, Innovation and Employment in relation to these enforcement challenges to inform their report to the Minister on the effect of freedom camping changes on homelessness.



MDC Emergency Operations Activation Exercise

Emergency Management

To support rural communities in their resilience to emergencies, Council has been working with each Community Committee to form Community Response and Recovery Plans. These plans are tailored to the specific community and their unique needs when it comes to civil defence response and recovery actions.

A major piece of work delivered during 2024/25 was the acquisition and roll out of the D4H Incident Management Platform. This software has enabled Council to streamline event response and management processes. Training of staff will be an ongoing focus to uplift capability and confidence in the system.

Training and education were a key focus for 2024/25, including a rapid onset, full Emergency Operations Centre (EOC) activation exercise in April 2025 titled Exercise Pau Katoa. This exercise was held at an alternate EOC facility that gave Council staff the opportunity to set up a full EOC in an unfamiliar building. Two full EOC shifts were exercised along with the D4H Incident Management platform. The exercise proved to be an excellent way of putting training into practice, and to experience how real events test our skills, strengths and weaknesses.

Council completed the District radio upgrade, culminating in a full switch to the

Digital Radio Network. A CDEM radio has also been installed at one of our remote Marae to support communication and resilience in our rural communities. Many of the District's rural schools are equipped with VHF radios, which are tested with Council every Wednesday morning during the school term. These regular check-ins ensure functionality and gives the students' hands on experience using the radios. At the end of the year, the school with the most check-ins receives an Emergency Management focused prize.

To strengthen resilience and improve the ability to respond to a major emergency, Council has acquired and equipped a Major Incident Air Shelter (MIAS) to serve as an alternative EOC if required. This structure has been named, The Quarrie and is the same used by NZDF, St. John, FENZ, the National Emergency Management Agency and Red Cross, enabling Council to scale up and collaborate with partner agencies when needed.



The Quarrie



Waste Management and Minimisation

Council continues to implement the actions outlined in our Waste Management and Minimisation Plan 2022-2028. Many of these initiatives are partially or fully funded through the Waste Levy received from the Ministry for the Environment, helping to reduce the financial burden of waste minimisation on our ratepayers and communities.

A change of government meant that the previously planned mandated kerbside food scraps collection was removed. Despite this, Council has decided to continue with introducing this service to Feilding, including registered food businesses. Food waste makes up approximately 38% of the refuse disposed of via the blue rubbish bag collection. A food scraps collection presents an excellent opportunity to reduce our waste going to landfill. The procurement process is now complete, with the collection contract awarded to Low Cost Bins. We are now working towards launching the service in Feilding before the end of 2025.

The Manawatū Resource Recovery Centre in Feilding is now a registered Tyrewise collection point. Tyrewise is a regulated product stewardship scheme led by Auto Stewardship NZ and overseen by the Ministry for the Environment. The scheme ensures tyres are tracked and responsibly managed, avoiding illegal dumping, stockpiling, or disposal to landfill. Members of the public can now drop off up to five tyres at a time, free of charge. Tyrewise covers the cost of collection and

transportation to approved processors. Since becoming a collection point on 1 September 2024, the centre has diverted 52.46 tonnes of tyres through the scheme, contributing to an estimated 70% reduction in fly-tipped tyres across the District.

To help reinforce recycling habits among younger residents, Council held a plastic lid collection competition in November 2024 in partnership with schools across the District. Students were challenged to collect as many clean plastic bottle lids as possible, with the winning school receiving a pizza party. The initiative served as a fun reminder of the kerbside recycling rule to remove lids, and many schools integrated the activity into maths lessons by counting the lids weekly. A total of 13 schools participated, collecting 139,087 lids. These were sent to FuturePost where they were repurposed into durable fenceposts and railings.

Council held trials for the recycling of both construction and demolition waste, and polystyrene waste at the Manawatū Resource Recovery Centre. Construction and demolition waste was sent to Central Environmental for recycling, and polystyrene was sent to E-Cycle. Both trials proved successful, and the decision has been made to continue these initiatives permanently.

As in previous years, Council continued to support local waste minimisation initiatives through the Waste Not Want Not fund in 2024/25. This funding empowers individuals, schools, and organisations to implement innovative projects that help reduce waste across the Manawatū District.

Recipients were:

Enviroschools

Facilitators supported 1,722 local students with hands-on environmental learning. Council provides funding support to the Enviroschools programme which is delivered by the Horizons Regional Council.

Zero Waste Education

Popular education sessions taught students to reduce, recycle, and rethink rubbish.

Paper4Trees

33 schools recycled paper and earned 312 native trees in return.

Feilding Repair Café

Volunteers fixed 131 items in three events, cutting down waste to landfill.

Blister Pack Recycling

Nine TerraCycle bins were placed in Feilding, with strong public use.

Waste-Free Period Programme

Four schools received education and samples promoting reusable period products.

Lytton Street Circular Economy

Students created compost, grew food and learned sustainable practices.

Wastewater Sludge Briquettes

Explored if wastewater sludge could

Waste and recycling



Compared to last year, our diversion from landfill rate is **Up 10%**



1,518 tonnes of green waste dropped off at the Resource Recovery Centre this year.



Compared to 2023/24, fly tipping in the district has **decreased by an average of 1.3 tonnes per month.**



Our trial to divert polystyrene waste from landfill achieved the repurposing of **57 cubic metres of polystyrene.**



Our trial to divert construction and demolition waste from landfill achieved the recycling of:
11.35 tonnes of timber
1.63 tonnes of GIB
4.24 tonnes of concrete and brick

be turned into fuel (briquettes) for biomass boilers.

Roading

Maintenance

General and routine maintenance activities continue under the road maintenance contract. A combination of network inspections asset management data and customer requests drive the day-to-day roading operations to ensure Council is achieving the targeted levels of service across both the sealed and unsealed roads/streets of the district.

The network inspections drive the development and delivery of the monthly work programmes to ensure Council is aligned with its asset management

principles of maintaining the existing condition and integrity across the range of roading assets.

Renewals

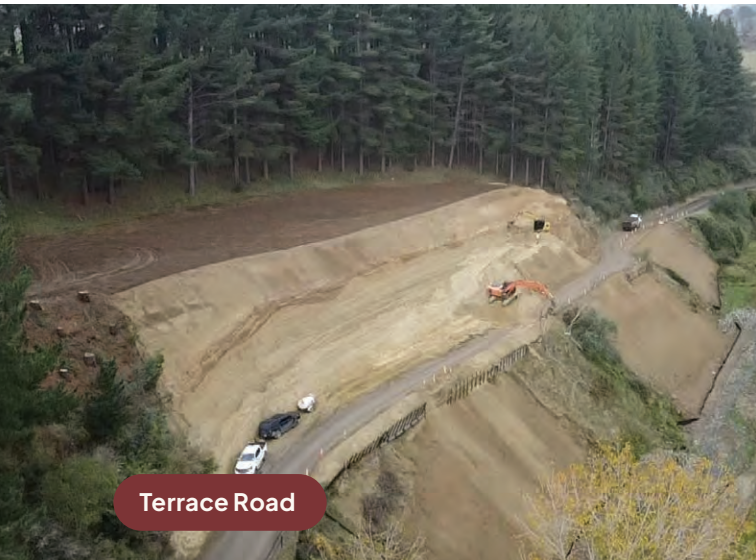
A 1.06km section of Stewart Road was rehabilitated this construction season. This was inclusive of roadside drainage re-shaping, pavement strengthening and first coat chipseal.

42.4km of chip seal resurfacing has been undertaken across the district on sections identified as part of the roading asset forward works programme and condition inspections.

The intersection of Rangiotū Road/Pyke Road, Rangiotū was renewed with a thin asphalt concrete resurfacing to address a significant flushing and seal instability issue.

Emergency Works

Four of the five emergency works sites, remaining from the 2023 Cyclone Gabrielle events, are either complete or in progress, as tabled below. The Mākiekie Bridge replacement is scheduled for an October 2025 start once the neighbouring Churchill Road bridge is completed, and resources are relocated to this site from the Churchill Bridge site.



Project	Status
PVE RP 10.4 Retaining Wall	Complete
Churchill Bridge Replacement	Underway
Mākiekie Bridge Replacement	Starting October 2025
Terrace Road RP2.23km.	Retreat underway
Pararangi Bridge: Investigation	Complete
Pararangi Bridge: Design	Underway

The investigation phase of the Pararangi Bridge, Waituna West is complete with design work nearing completion. The ford

remains in place as the replacement option is determined.

Crown resilience funding

Four projects have been completed as part of the crown resilience funding package for local roads. All four are based on the Pōhanginga Valley East Road and contributed to improving scour protection around bridge structures and adjoining river margins abutting the road.

Customer requests/interactions

During the 2024/25 financial year, the roading team responded to 1,263 customer interactions. The importance of continuing to maintain and renew the assets is paramount to ensure both resilient and accessible roads are available to our road users.

Of note from the 12-month summary is the four key areas of road condition: slips/blockages, drainage/flooding and roadmarking/signage. All play a significant

role in ensuring continued access for our road users/customers.

Temporary Traffic Management (TMPs) and Corridor Access Requests (CARs)

During the 12 month period, Council has facilitated and monitored 467 CAR's, and 619 TMP's which enabled access for maintenance activities, capital works and third party work across the district. This ensures compliance to standards for reinstatement, safe working spaces and an indicator of continued growth across the District.

Footpath improvements

Banks Road, Rongotea had a section of new footpath constructed to facilitate improved pedestrian access on the west side of the settlement, where development is underway.

Growth works – residential

Maewa

Maewa is Council's primary residential growth area, located at the northern end of Feilding. Council continues to proactively invest in infrastructure in Maewa to encourage residential growth and to ensure a well-connected and vibrant community.

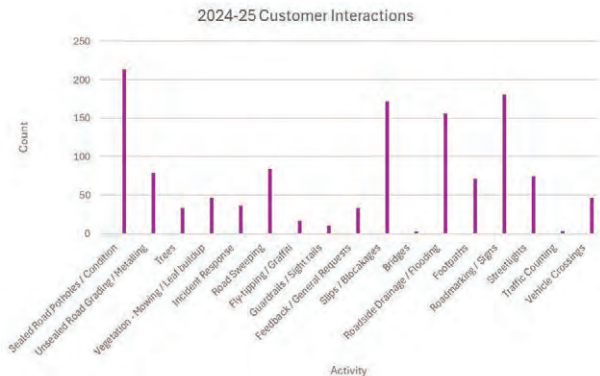
A number of key Maewa growth projects have progressed this year.

Echo Street, Feilding – Stage 2

Stage 2 of works on Echo Street in Maewa was completed on 31 August 2024, following the completion of Stage 1 in May 2023. Stage 2 included the installation of water supply, wastewater, stormwater systems, vehicle crossings, and service connections to surrounding developments. All properties along Echo Street now have water, stormwater, and wastewater connections in place. A formal change to the name of Echo Place to Echo Street was also approved to accommodate the road now being a through road.

Roots Street East, Feilding upgrades

Upgrades of Roots Street East continues to advance in stages to fit within budget allocation. Council's initial focus for the



Echo Street, Stage 2

upgrade is installing key services to enable pending developments in the area.

Roots Street East Upgrade (Mākino Stream to Churcher Street)

This upgrade stage has reached a number of key milestones this year, including the completion of the 1650mm stormwater pipeline and associated manholes in July 2024.

Work temporarily paused to prioritise the construction of the Parakaraka stormwater detention pond outlet structure, and then resumed with final reinstatement tasks to be completed July 2025.

Roots Street East upgrade (Churcher Street to Echo Street)

Council has been able to progress this stage of the Roots Street East upgrade due to a financial agreement between Council and a neighbouring developer.

Stormwater, water, and wastewater services are now installed. By May 2025, 80% of the road had been cut for final pavement works. Remaining tasks include berm clean-up, kerb and footpath pours, final sealing at the Churcher Street and Roots Street East intersection, and completion of power installation.

Parakaraka (Maewa East stormwater detention ponds and recreation area)

The construction of two stormwater detention ponds on the eastern side of Maewa has reached completion, with excavation volumes totalling 48,000 m³. These stormwater detention ponds provide a stormwater management solution to enable growth in Maewa.

Mana whenua to Feilding, Ngāti Kauwhata have named the area Parakaraka, which will be formed into a recreation area for the community. Native plants sourced from Council's Kawakawa Nursery are scheduled

for planting in Winter 2026, alongside formation of an approximately 1.5km loop pathway and stream lookout points.

Growth works – industrial

Turners Road, Feilding Extension - Stages 2 & 3

Turners Road extension is a key part of enabling industrial growth in Feilding within the Kawakawa Industrial and Agri-business Park (Precinct 5).

Following the completion of Stage 1 in the 2023/24 financial year, the focus for this year was on completing final design elements for the next two stages.

To support long-term successful stormwater management in Feilding's Industrial Area, further stormwater modelling was completed to assess ponding depths and any attenuation needs. The results confirmed the stormwater network design for the Turners Road culvert is sufficient, provided new stormwater requirements within developments are enforced through Council's Land Development process. A Precinct 5 stormwater management guide is being developed to support developers with this requirement.

Construction of future stages will recommence within the summer period in the 2025/26 financial year.

Water supply

Feilding water resilience

Work to ensure the resilience of Feilding's water supply has continued this year. Council has committed to a multi-year investment programme to ensure that Feilding's drinking water supply continues to meet the current and future needs of the town.

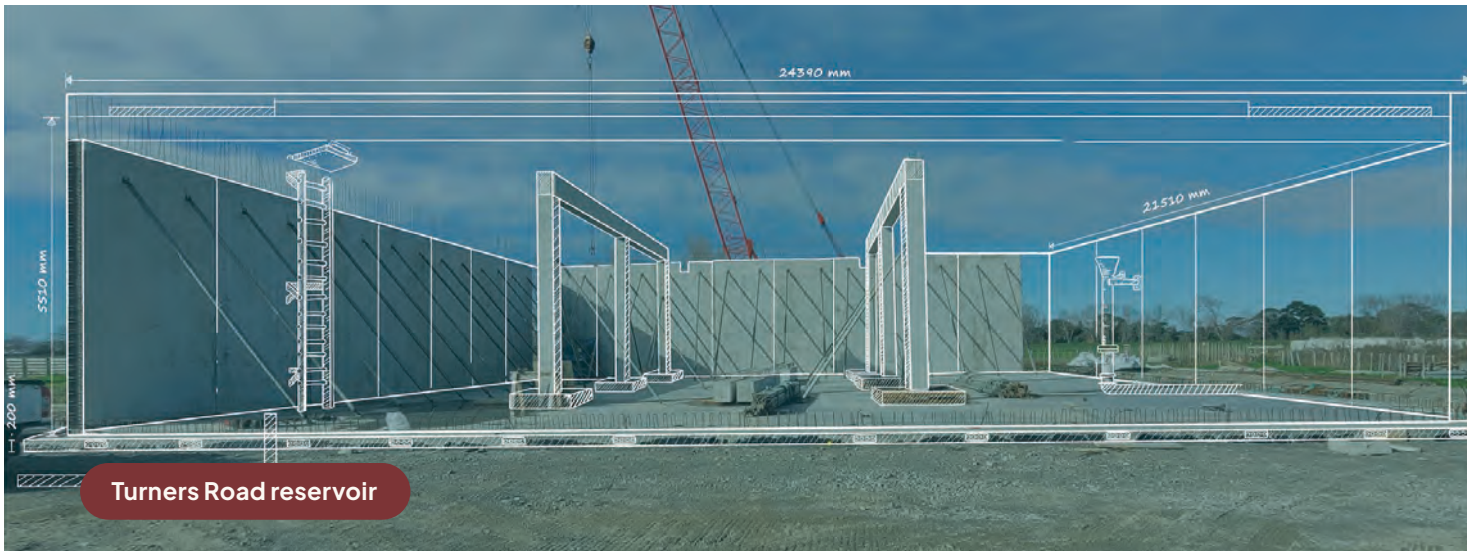
Campbell Road bore upgrade and new water treatment plant

Key milestones have been achieved this year on the Campbell Road Bore upgrade and new Water Treatment Plant.

Required new pipework and installation of a chlorine shed were completed. Electrical and chlorine system fit-out is set to begin next, with completion expected by early October 2025.



Parakaraka detention ponds



Entry and exit hardstands and security fencing have also been installed, improving site access and safety.

The project remains on track, with major infrastructure now in place and system integration progressing.

Turners Road new reservoir

A new reservoir is being installed at Turners Road in Feilding to ensure there is sufficient water pressure to support industrial developments within the Kawakawa Industrial and Agri-business Park, and nearby.

The foundation for the new reservoir has been undercut and rebuilt with engineered hardfill, and the reservoir floor was poured in June 2025 using post-tensioned concrete. Precast wall panels are now being fabricated for installation once the floor cures.

New Feilding bore (Roots Street West)

A new 400 meter deep bore to provide Feilding water supply has been constructed and tested. This new source will help to reduce reliance on the Ōroua River surface water take, aligning with Council's commitment to the river's long-term health. The bore will supply up to 60 litres per second of raw water to a new treatment plant planned for construction on the same site within the Long-term Plan 2024–34.

The design of the Roots Street West Water Treatment Plant (WTP) has been completed, enabling early procurement of long-lead items and minimising delays. The civil contractor established on site in late 2024, quickly completed earthworks and subbase



preparation for the associated storage area.

Civil construction began shortly after with significant progress made. All buried pipework and ducting - covering water, wastewater, electrical, telecommunications, and stormwater - has been installed. External three waters services have also been connected, marking a key integration milestone. Foundational works is complete and the project is entering its final phase with WTP completion expected in September 2025, on track for commissioning and handover.

Stanway Halcombe rural water scheme upgrades

In 2018, Central Government updated their rules for drinking water supplies. This meant Council needed to commence work on installing a new Water Treatment Plant for the Stanway Halcombe Rural Water Scheme.

The new Water Treatment Plant was completed this year, and includes advanced

filtration systems, UV disinfection, and chlorination.

As the Water Treatment Plant was being constructed, the water scheme was faced with another key challenge.

In early 2023, the impact of Cyclone Gabrielle in the upper catchment of the Rangitīkei River resulted in the loss of 100 metres of riverbank adjacent to the scheme's water intake point.

This erosion reduced the natural filtration previously provided by the fine gravels, leading to elevated turbidity levels in the water supply. With the new Water Treatment Plant not yet commissioned, this triggered the need for Council to issue a boil water notice across water supply users as we could not be sure the water was consistently compliant.

Council officers worked closely with the Stanway-Halcombe Water Scheme Committee to decide on an appropriate long-term solution to tackle this issue. With the existing water storage reservoir for the water scheme reaching an advanced age, a decision was made to invest in an additional reservoir to provide more storage capacity to mitigate any future temporary increases in water turbidity.

Council was successful in gaining \$1.7 million dollars from the Local Government Flood Resilience Co-Investment Fund administered by National Infrastructure Funding and Financing to support the reservoir project. This fund was created by Central Government to support Councils to manage the impacts of Cyclone Gabrielle and to increase the resilience of assets to future flood events.

The new reservoir construction is now complete and has a total of 4,000 cubic metres of storage capacity to provide the water scheme with resilience, and an improved level of service for new and existing scheme members for many years to come. The Stanway-Halcombe Rural Water Scheme is now fully compliant with the New Zealand drinking water regulations.

Wastewater

Village wastewater centralisation

This programme of work takes management of wastewater away from ageing village wastewater treatment plants, reduces the environmental impacts of multiple discharges into the Ōroua River, its tributaries and other waterways across the District. This innovative approach leverages off the significant investment already made in the Manawatū Wastewater Treatment Plant in Feilding.

Rongotea stage

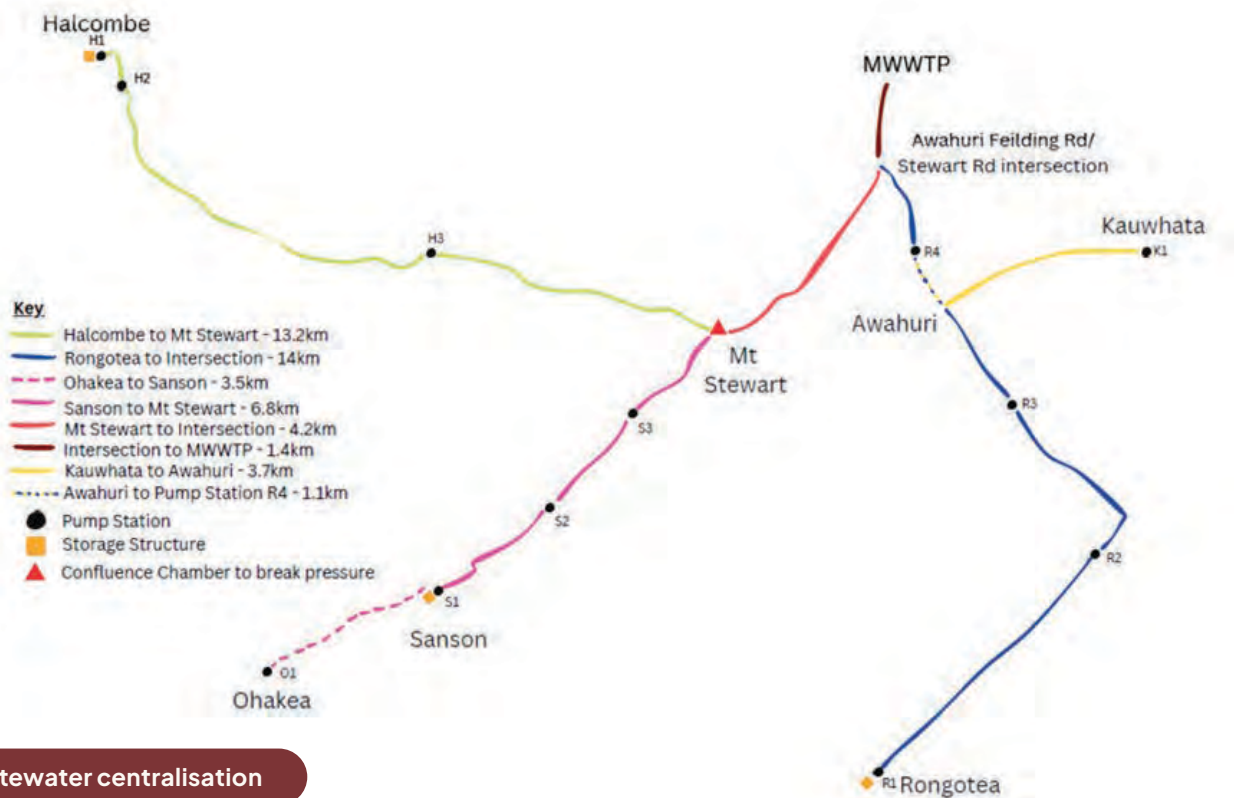
All land tenure negotiations for the Rongotea Stage of the Wastewater Centralisation Programme have now concluded.

Design for the pipeline connections between the Rongotea Road rising main and the Main Pump Station was largely completed in-house, and a construction contract has been awarded. Detailed design for the Main Pump Station was finalised in June 2025, enabling construction planning to commence.

To manage seasonal impacts, the Main Pump Station is scheduled to commence construction after winter, while associated minor construction works can progress throughout winter. The Trent Street access track and utility services were completed in June 2025. Construction of the Rongotea Intermediate Pump Stations commenced in June 2025.

Halcombe stage

Design work for the pipeline associated with the Halcombe Stage of Wastewater Centralisation Programme has been successfully completed in-house. This phase of the design was able to progress efficiently while Council officers awaited the release of key design elements from the Rongotea Stage, allowing the overall programme timeline to remain on track.



In April 2025, the construction contract for the pipeline and confluence chamber connecting Mt Stewart to Ngaio Road was awarded. Site works commenced in May 2025, with progress advancing steadily. Completion of this section is anticipated by August 2025, representing a significant step forward in the broader centralisation initiative. This phase will provide critical connectivity within the network and support future integration across the system.

Stormwater

Feilding stormwater improvements

There are a number of both short-term and long-term projects planned to improve stormwater management in Feilding. Council has made strong progress on land tenure and design for these projects this year.

Short-term solutions

Poplar Grove, Feilding flood mitigation

Design is completed for a stormwater retaining wall to mitigate potential future flooding impacts to Poplar Grove in Feilding.

An existing stormwater ponding site upstream of Poplar Grove has been identified as a key opportunity to better attenuate stormwater flow in high rainfall events for a slower release into the existing stormwater network.

We are working to gain the appropriate land tenure to enable the construction works to commence.

Long-term solutions

New Port Street West, Feilding outfall

Council is working to further develop the design for a project to construct a new stormwater outfall on Port Street West from the existing railway crossing downstream of Poplar Grove to the Mākinu Stream. This project will help to address flooding impacts on Poplar Grove, and on nearby parts of Mākinu Road.

Stormwater modelling has demonstrated the successful reduction in stormwater ponding in sample rainfall events, to support the justification for the proposed project. Design work will continue throughout 2025/26.

Stormwater attenuation in Feilding growth precincts 1, 2 and 3

Through stormwater modelling and site investigations, it has been identified that stormwater from Precinct 1 and Precinct 2 in Feilding drains via gullies into the Mākino Stream and to downstream areas within Feilding. Concept designs are underway for upstream detention ponds to reduce peak flows and enhance the flood resilience of downstream communities.

Stormwater runoff from Precinct 3 in the north drains through several gullies into Precinct 4 (west). Design work is also progressing for detention areas in Precinct 3 to manage runoff, protect downstream capacity, and support sustainable development in Maewa, Feilding.

Railway Line stormwater diversion/ Haybittle Street improvements

A preferred alignment option has been identified from concept design work this year for diverting the flows away from Haybittle Street where significant ponding has been observed. This alignment allows the proposed pipeline to cut off four railway culverts from the upstream network to reduce downstream flooding along South Street while decreasing flood depths along Weld Street, as well as further north on Kimbolton Road. A new stormwater discharge to the Ōroua River will be required.

Design work will continue into the next year, as well as resource consenting investigations and land tenure processes.

Village stormwater improvements

Halcombe stormwater detention areas

Last year, Council completed a stormwater model for the Halcombe village to provide further detail on key overland stormwater flow and ponding issues being experienced on properties.

Design on three stormwater detention areas has progressed this year, as well as land tenure negotiations. The detention areas will hold stormwater in key strategic locations for slow release back into the existing stormwater network. This will lessen the load of the stormwater network in high

rainfall events, including the main open drain that runs through the village.

Himatangi Beach stormwater improvements

Council has initiated the design and consenting process for stormwater improvements at Himatangi Beach to address ongoing inundation issues affecting the community, particularly residents near the beach.

As part of the initial investigations, Council assessed the feasibility of reusing or recovering the existing stormwater pipe which runs overtop of sand dunes. However, this option proved unviable.

Council is now investigating alternative solutions, including a potential new alignment along Hunia Terrace and the construction of a new outlet to the creek. Civil design for this option is currently underway, with plans to tender for hydraulic modelling, pump installation, and associated electrical works next year.

Local Water Done Well

As required under central government legislation, Council explored a range of collaborative options for delivering Water Services. Through an extensive consultation process, Council sought feedback on three models:

- an in-house, stand-alone delivery model,
- a multi-council Water Services Council Controlled Organisation (CCO) jointly owned by Palmerston North City Council and Manawatū District Council, and
- a multi-council Water Services CCO jointly owned by Horowhenua District Council, Kāpiti Coast District Council, Palmerston North City Council and Manawatū District Council.

Council received more than 500 submissions and after careful consideration, Elected Members voted to

retain an in-house, stand-alone model. This decision was largely influenced by the significant financial benefits it provides to local ratepayers.

Council has prepared its Water Services Delivery Plan, which was formally adopted in August before being submitted to the Department of Internal Affairs, meeting the legislative deadline of September 2025. At the time of writing this report, Secretary of Local Government is yet to formally approve council's proposal.

Kawakawa Nursery

The end of the financial year is within the peak dispatch season, making July 2024 a particularly busy period. During this time, nearly 30,000 plants were prepared and dispatched to wrap up the planting season. In preparation for the coming 2025/26 season, the nursery has propagated over 60,000 native plants to supply both internal and external clients. This equates to 185,000 seeds being sown.

A decline in orders from previous years has occurred due to changes in central government funding streams, which have traditionally supported Horizons Regional Council's planting initiatives. In response, the nursery has been pursuing new partnerships and strengthening existing ones to support ongoing production and ensure sustainability. In the interim, staffing levels have been adjusted to reflect current demand with a team of six reducing to three, starting in the new financial year.

Of the total plants produced for this winter:

- 19,000 natives have been planted at the Manawatū Wastewater Treatment Plant buffer, which now has a management plan in place for the next three years.
- 16,000 natives were supplied directly to Horizons Regional Council.
- Internal Council teams were supported by developing planting plans for various projects, including pump stations, Campbell Road Bore, and the Stanway-Halcombe Reservoir, with natives used for both screening and beautification.
- The remainder were distributed to Awahuri Kitchener Park Forest and to Tararua District Council projects, including the Eketāhuna Wastewater Plant constructed wetland.

Beyond plants:

- Improvements were made in site drainage in site drainage by relocating culverts, clearing drains, and removing exotic vegetation.
- The Nursery Propagation Guide is in its final design stages and set for release at the start of the 2025/26 year.
- A barcode-based inventory management system has been implemented to streamline stocktake and improve efficiency.
- Council continues to engage externally and expand our outreach, focusing on our rural communities, to boost awareness with the aim of increasing sales.



Local Water Done Well

Kawakawa Nursery

Overview of activity results

Tirohanga whānui ki te whakarāpopoto o ngā mahi

For each activity summary provided in this section of this report, you will find the following information:

Performance Targets

For this section, the results are indicated by:



Target met



Target not met

A number of performance indicators refer to the annual Manawatū District Council Residents' Survey carried out by an independent research agency.

Residents were asked to rate our services on a scale from 1-10. Responses in the 1-5 range are considered to be "dissatisfied" and those in the 6-10 range are considered "satisfied". Throughout this section we have provided a more detailed breakdown of the responses:

- Very dissatisfied / poor 1 - 4
- Somewhat dissatisfied / poor 5
- Somewhat satisfied / good 6
- Satisfied / good 7 - 8
- Very satisfied / excellent 9 - 10

How we did

Makino Aquatic Centre

1. You can expect safe pools

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Pool safe accreditation (annually)	1, 2 & 6	Accredited	 Pool safe accreditation retained	 Pool safe accreditation retained	PoolSafe accreditation, is valid to April 2026

2. You can expect a provision of a range of quality educational and recreational aquatic experiences

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
The number of participants in water activities and learning programmes per annum.	1, 2 & 6	>45,142	 44,719	 53,253	18% higher than target. Water Activities and Programmes have been a focus point this year. Our lessons have seen high all year participation and more schools are now booking MAC instructors to undertake lessons instead of just booking pool space and relying on volunteers to help. We have brought back more programmes, especially in the school holidays with things like snorkelling and 'float-in' movies which is seeing our activity numbers increase.
Percentage of survey participants satisfied with the quality of their experience at the Makino Aquatic Centre.	4 & 6	90%	 92%	 93%	

Manawatū Community Hub Libraries

1. You can expect access to a range of information, resources and experiences that support community wellbeing and interconnectedness, continue to build and promote lifelong learning and bridge the digital divide.

* The target set in the Long-term Plan 2021–31 for 2023/24 is not comparable to targets set under this Long-term Plan due to changes in the way that Pressreader digital access statistics are recorded. Targets set in the Long-term Plan 2024–34 exclude Pressreader statistics.

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
The number of physical and digital collection items borrowed or accessed per capita, per annum.	1, 2, 4 & 5	5	 11.28	 6.04	
The number of logins to library e-resources and Apps (including digital learning apps and heritage platforms), Manawatū District Libraries App and Wi-Fi and computer usage, per annum.	6	≥49,317	 43,629	 78,809	There is encouraging growth in use of the MCHL App with people using it to place holds and manage their library renewals and card use. A notable success story is our Language App which saw use grow from the first quarter of the year to more than double by the last quarter.
Percentage of survey participants satisfied with the quality of their experience attending a programme, class, exhibition, event, digital learning programme or other social interaction group at the Manawatū Community Hub Libraries.	1, 4 & 6	80%	New measure 2025	 99%	

Property

1. You can expect well maintained, safe Council-owned buildings and properties

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of in-use Council-owned buildings and properties are compliant with the relevant safety regulations.	1 & 4	100%	 100%	 60%	Two of Council's five in-use properties were unable to display a BWoF at the end of the year. The Council's administration building could not display a BWoF as the compliance schedule needed to be amended to remove a reference to a fire separation wall in the file room that was no longer relevant. The Feilding Little Theatre and Te Manawa building also could not display a BWoF as this building requires exit door and pathway work to be completed before they will be made compliant. This work is scheduled.

Halls and recreational complexes

1. You can expect that in-use Council-owned halls and recreational complexes are safe

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of in-use Council-owned halls and recreational complexes are compliant with current building warrant of fitness requirements and FENZ evacuation procedures.	1 & 4	100%	 100%	 60%	Six of Council's 15 community halls were unable to display a BWoF at the end of the year due to a number of non-compliance items identified through the BWoF audit process carried out across 2024 and 2025. This work to remedy three of the six halls had been completed by the end of the year and await compliance assessment. Three of the halls (with low utilisation) remain non-compliant and will be resolved in the next financial year.

Parks, reserves and sportsgrounds

1. You can expect satisfaction with our parks, reserves and sports grounds

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of survey participants satisfied with Council's parks, reserves and sportsgrounds.	1, 2 & 6	90%	 91%	 89%	The respondents who gave low scores for Council's parks and sportsgrounds did not provide comments or explanations for their low scores.

2. You can expect safe parks, reserves and sports grounds

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Number of health and safety incidents or injuries reported that occurred due to inadequate or poor maintenance in our parks, reserves and sports grounds	1, 2 & 6	0	 0	 0	

Feilding Cemetery

Cemeteries

1. You can expect satisfaction with the maintenance of our cemeteries

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of survey participants who were satisfied with the maintenance of cemeteries.	1	New baseline 2024/25	New	85%	The majority of respondents who gave a lower score did not provide comment to understand how this could be improved. This years result 2024/25 is the new baseline.

2. You can expect professional and timely interment services

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
The number of complaints about late or inadequate interment services.	6	0	 0	 2	Two complaints were received in the third quarter of the year. Council's open spaces contractor has put new processes in place to ensure that the events that lead to these complaints do not happen again.

Public conveniences

1. You can expect clean and well-maintained public toilets

*Excludes complaints that do not relate to the service council provides

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Monitoring the number of complaints* received about inadequate maintenance and/or poor cleaning of our toilets. * Excludes complaints that do not relate to the service council provides.	6	<8 complaints	 4	 4	

How we did

District development group

1. You can expect satisfaction with district development service delivery					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of targets CEDA has achieved under the relevant Statement of Intent.	5	80%	 100%	 89%	
Percentage of Results Based Accountability targets achieved under Priority Service Contracts	5	80%	 86%	 100%	
2. You can expect Council to support community development through administration of its contestable Community Funding					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of survey participants that were satisfied with the transparency of the decision-making and application process for Community Funding.	1, 2 & 6	80%	New measure 2025	 92%	
3. You can expect Council to support Community Committees to advocate on behalf of their communities					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of survey participants that were satisfied with the level of support they receive from Council.	1, 2 & 6	80%	New measure 2025	 93%	

How we did

Animal control

1. You can expect a safe environment and protecting the community through timely responses to requests for service					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of urgent requests about dog attacks/wandering stock responded to or caller contacted within 15 minutes of Council receiving request. (Priority 1)	6	90%	 92.9%	 99.7%	334 (Priority 1) requests for urgent service received. 333 were responded to within the required timeframe.
Percentage of notifications of roaming dogs responded to or caller contacted the next working day from Council receiving request. (Priority 2)	6	90%	 95.6%	 98.8%	346 Priority 2 requests for service. 342 were responded to within the required timeframe.
Percentage of routine animal control issues responded to, or caller contacted the next working day from Council receiving notification. (Priority 3)	6	90%	 93.6%	 97.9%	335 Priority 3 requests for service. 328 were responded to within the required timeframe.

Building control

1. Ensuring life safety by monitoring commercial and public buildings for compliance with the Building Warrant of Fitness					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of the District's commercial and public buildings that hold a current compliance schedule are audited every 3 years.	1 & 4	95%	 85.9%	 96.2%	396 buildings required inspections for compliance schedules. 381 inspections have been completed
Audits are completed by a registered external contractor.					
2. You can expect we are meeting the statutory obligations of the Building Act as an Accredited BCA, providing a safe built environment, and providing a responsive building control service. <i>*excludes complaints that do not relate to the service council provides</i>					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of complaints that are investigated and responded to relating to our building control service within the specified timeframes.*	6	90%	 93.59%	 72.62%	84 complaints received. 61 were responded to within the required timeframe. Resources were directed to focus on meeting the Building Warrant of Fitness (BWof) inspection target, a priority to ensure the safety of public buildings. This temporarily reduced capacity to respond to complaints within the desired timeframe, however a plan is now in place to lift performance and ensure the target is met.

Under the Building Act 2004 Complaints made to the Chief Executive are to be responded to either immediately or as soon as practicable. Complaints made to MBIE about the Council as a BCA are to be responded to within 2 working days with the investigation outcome available within 28 days. Links: <https://bcapprovals.nz/complaint-policy/#>
<https://www.legislation.govt.nz/act/public/2004/0072/latest/DLM307830.html>

Building control

2. You can expect we are meeting the statutory obligations of the Building Act as an Accredited BCA, providing a safe built environment, and providing a responsive building control service.

**excludes complaints that do not relate to the service council provides*

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of residential swimming pools that are inspected every 3 years to ensure compliance with the Building Act.	4 & 6	95%	 99.4%	 99.4%	360 pools requiring inspection, of which 358 have been inspected within timeframe.
Percentage of applications processed within the statutory and specified timeframes:					
A. Building consent applications and Code Compliance Certificate are processed and approved within the statutory 20 working days.	4 & 6	95%	 98.75%	 98.55%	506 building consents issued (including fast track) and 524 Code Compliance Certificate's issued. Of those processing performance for building consents were 99.0% and processing performance for CCC's were 98.1%. Medium of 98.55% performance.
B. Fixed fee (small works) building consent applications are processed and approved within 10 working days. (internal target).	4 & 6	95%	 99.6%	 98.3%	231 fast track building consents for small building work processed, 227 were processed within required timeframe

Compliance monitoring

1. You can be assured the community has safe food premises and hygienic health registered premises

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of all food premises are verified as per legislative requirements under the Food Regulations 2015	3 & 6	90%	 79%	 100%	

2. You can expect we are protecting community amenity and providing a responsive compliance service with timely responses to requests for service

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentages of requests for service related to incidents that endanger public health are responded to within 24 hours of notification.	3 & 6	85%	 87.9%	 100%	
Percentage of urban noise complaints that are responded to within one hour of notification.	3 & 6	85%	 89.7%	 96.3%	379 complaints of excessive noise were received for the urban area. 365 were responded to within required timeframe.
Percentage of requests for service related to incidents that do not endanger public health are responded to within 48 hours of notification.	6	85%	 99%	 97.8%	363 complaints were received. 355 complaints were responded to within the required timeframe.

3. You can expect us to monitor selected licensed premises selling alcohol for compliance with their license conditions

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of licensed premises that are inspected annually to ensure compliance with the conditions of their license and to work with those who do not comply to bring them up to compliance.	3 & 6	95%	 100%	 100%	

Consent planning

1. You can expect the Consents Planning Team are meeting the statutory obligations of the RMA to protect the environment and ensure compliance with the District Plan

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
1. Percentage of applications for permitted boundary activities under the Resource Management Act are processed in accordance with the statutory timeframes.	3 & 6	90%	 96.88%	 96.3%	27 permitted boundary applications received. 26 permitted boundary consents were processed within the required timeframe.
2. A. Percentage of applications for resource consent under the Resource Management Act are processed in accordance with the statutory timeframes: Non-Notified	3 & 6	90%	 95%	 99.6%	251 out of 252 consents processed within the statutory timeframe.
B. Percentage of applications for resource consent under the Resource Management Act are processed in accordance with the statutory timeframes: Limited Notified (with hearing)	3 & 6	90%	N/A	N/A	Council did not receive any notified or limited notified consents (requiring a hearing).
C. Percentage of applications for resource consent under the Resource Management Act are processed in accordance with the statutory timeframes: Limited Notified (without a hearing)	3 & 6	90%	N/A	N/A	Council did not receive any notified or limited notified consents (not requiring a hearing).
D. Percentage of applications for resource consent under the Resource Management Act are processed in accordance with the statutory timeframes: Notified	3 & 6	90%	N/A	N/A	Council did not receive any notified consents.

How we did

Emergency Management

1. You can expect Council will be prepared to assist the community in the event of an emergency

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of Incident Management Team personnel trained to at least intermediate level of the Integrated Training Framework (ITF) for Emergency Management Manawātū.	6	≥75%	 88%	 85%	Reduction from previous year due to staff moves and training cycle.
Percentage of survey participants involved in the development, delivery or review of Community Response and Recovery Plans that are satisfied with the level of education and information provided by Council.	2 & 6	New Baseline	New Measure 2025	N/A	There has not been an event that has met the criteria for a survey.

How we did

Governance and strategy group

1. You can expect us to facilitate democratic decision-making

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of meeting and committee agendas made available to the public within statutory timeframes.* <i>*The statutory timeframe is 2 clear working days. This is legislated in section 46A of the Local Government Official Information and Meetings Act 1987.</i>	6	100%	New Measure 2025	 100%	

2. You can expect us to hold elections of elected members to the Council, polls and representative reviews in accordance with statutory requirements

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Provide and maintain robust processes that ensure all local elections, polls and representation reviews are held with full statutory compliance.	2 & 6	100% compliance and no complaints regarding statutory compliance are upheld by the Ombudsman or the Courts	New measure 2025	 100%	While election day was 11 October 2025, work on the election (and Māori Wards poll) began at the start of 2025. There are a host of compliance requirements legislation in the Local Electoral Act 2001 (LEA) and Local Electoral Regulations 2001 (LER), although compliance is the responsibility of the externally appointed Electoral Officer (Warwick Lampp – electionz.com). Some examples include: a. Appointment of the Electoral Officer and Deputy Electoral Officer (LEA, s.12/13) b. Resolution determining the order of Candidates (05 Feb 25 – resolution MDC 22-25/1004), IAW with LER s.31. c. Preparation of the electoral roll (LEA s.20-24) d. Notice of election or poll (LEA s.52)

3. You can expect us to provide and support community engagement and consultation planning and delivery to teams across the organisation and to elected members

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of consultations implemented in accordance with the principles of the Local Government Act 2002.	2 & 6	100%	New measure 2025	 100%	

How we did

Roading group

1. You can expect to get to where you need to go safely using our road network

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
The change in the number of fatalities and serious injury crashes on the local road network from the previous financial year, expressed as a number.	1 & 4	<0	 -6	 +3	There were 19 crashes reported resulting in 4 fatalities and 15 serious injuries. Last year there were 16 crashes resulting in 3 fatalities and 13 serious injuries. Further ongoing road safety focus is required to mitigate the fatality and serious injury rate, plus investigating the contributing factors to ensure the investment remains targeted.

2. You can expect the roads to be in good condition

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
The average quality of ride on a sealed local road network, measured by Smooth Travel Exposure (STE) index ratings (percentage of assessed network length where roughness is under the relevant threshold)*	4 & 6	90%	 97%	 96%	The STE index report dated 30 July 2025.

*A High Speed Data Survey will be carried out every two years on all sealed roads.

The condition of the asset is described by a set of attributes. The quality of these attributes changes over the lifetime of the asset. Sound decisions about interventions and investments rely to a large degree on knowledge of the current condition and the rate of change in the condition of the asset.

Result is based on the best information available as at 30 June 2025 but has subsequently been identified as calculated using some invalid data with a very minor impact on the overall result.

The overall STE figure is calculated by the database used by the Council. It is calculated by combining Traffic Flow estimates, the High Speed Data Survey performed by NZTA, and the length of each road type in the network. The Traffic Counts performed during the year are used to generate system estimates within the council database by using forecasts which are based on surrounding datapoints within the network.

3. You can expect the roading network to be well maintained

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
The percentage of the sealed local road network that is resurfaced.	4 & 6	5%	 3.5%	 4.1%	The annual resealing programme is 100% complete. 4.1% of the local road network has been resurfaced due to constrained budgets.

4. You can expect the roading network to be well maintained

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
The percentage of footpaths within the district that fall within the level of service or service standard for the condition of footpaths that is set out in Council's Activity Management Plan (for example, cracking, breaks, high lips, trip hazards etc.).	1, 4 & 6	95%	 99.29%	 99.29%	Data in the 2023 Footpath Rating survey remains current for 2025. Footpath inspection is conducted every 2-3 years for the whole network.

How we did

Roading group

5. You can expect the roading network to be well maintained					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of customer service requests relating to roads and footpaths responded to within the following timeframes:					
A. Urgent requests*: within three hours of the request being lodged with Council.	6	90%	95%	94.4%	216 Urgent requests were received. 204 were responded to within timeframe
B. Non-urgent requests: the repairs will be included in the 3 month rolling programme or as instructed by Council's Roothing Team.	6	90%	84%	90.9%	1,001 Non-urgent requests were received, of which 890 have been resolved within 3 months. Of the remaining 33 open CCR's 20 are still within the allowed 3 month time frame.
<i>*"Urgent" roading call-outs include the following: sealed and unsealed road failures affecting traffic safety and showing signs of rapid deterioration; removal of offensive graffiti; replacement and painting (where required) of defective or damaged barriers where traffic or public safety is seriously compromised; potholes on arterial roads; removal of offensive and dangerous litter and debris (e.g. dead animals, vomit, excrement, broken glass etc) on all urban roads; and unsealed roads that have subgrade exposure and slippery conditions, where road user safety is at risk.</i> <i>All other roading and footpath requests for services are considered "non-urgent." Further detail on the frequency of inspections and response times is included in Appendix 9 of the Roothing Activity Management Plan.</i> <i>'Responded to' in this measure includes requests that have been completed, requests received but not yet actioned, and requests received that have exceeded the maximum timeframes. Non-urgent requests that have not yet been completed but are still within the maximum timeframe are not considered to be failed as at 30 June.</i>					



Churchill Bridge Construction

How we did

Water group

1. You can expect the provision of a safe water supply

Measure	Link to community outcomes		Target 2025	Result 2023/24	Result 2024/25	Comments
The extent (% compliance) to which Council's drinking water supply complies with the Water Services (Drinking Water Standards for New Zealand) Regulations 2022 and the Drinking Water Quality Assurance Rules (DWQARs) 2022 in relation to bacteria compliance criteria.	1 to 6	Feilding – Almadale	100%		 100%	
		Feilding – Awa Street/ Campbell Road	100%		 0%	Non-compliant for C.t - concentration (C) and the contact time(t) at Campbell Road bore site. The chlorination upgrade is underway. This is scheduled for September 2025.
		Himatangi Beach	100%		 99.24%	Turbidity incident in reservoir in April 2025 led to non-compliance with bacteria requirements for 4 days. The water supply was still safe to drink.
		Rongotea	100%		 100%	Calibration processes.
		Sanson	100%	N/A	N/A	Not required. The Ohakea Water Treatment Plant is supplying Sanson Village.
		Stanway Halcombe	100%		 20.61%	During 1 July 2024 – 17 February 2025, the Stanway Halcombe Water Treatment Plant did not meet the Water Services (Drinking Water Standards for New Zealand) Regulations 2022 and the Drinking Water Quality Assurance Rules 2022 in relation to the bacteria compliance criteria. The new plant began operation on 17 February 2025. There have been some minor non-compliances due to calibration and communication issues however the drinking water is now complying with the DWQARs.
		Waituna West	100%		 99.94%	Due to turbidity leaving reservoir 2 days in May 2025 the target was not met. This was due to the water leaving the reservoir having a turbidity of above 1 but below 2 NTU over part of 2 days. The water supply was still safe to drink. This is 0.5% of the time that water is supplied.
		Ohakea	100%		 100%	

1. You can expect the provision of a safe water supply

Measure	Link to community outcomes	Location	Target 2025	Result 2023/24	Result 2024/25	Comments
The extent (% compliance) to which Council's drinking water supply complies with Part 5 of the NZ Drinking Water Standards. (protozoal compliance criteria).*	1 to 6	Feilding – Almadale	100%		 100%	
		Feilding – Awa Street/ Campbell Road	0%		 100%	
		Himatangi Beach*	100%		 100%	
		Rongotea*	100%		 100%	
		Sanson*	100%		N/A	Not required. The Ohakea Water Treatment Plant is supplying Sanson Village
		Stanway Halcombe	0%		 0%	During 1 July 2024 – 17 February 2025, the Stanway Halcombe Water Treatment Plant, did not comply with Part 5 of the NZ Drinking Water Standards in relation to the protozoal compliance criteria. The new plant began operation on 17 February 2025. There have been some minor non-compliances due to calibration and communication issues however the drinking water is now complying with the DWQARs.
		Waituna West*	100%		 100%	
		Ohakea	100%		 100%	

* Schemes Automatically comply with Protozoa compliance due to secure bore status (Himatangi Beach, Rongotea, Sanson, Stanway Halcombe, Waituna West)

Stanway Halcombe scheme upgrades are underway and are expected to be compliant in 2026

1. You can expect the provision of a safe water supply

Measure	Link to community outcomes	Location	Target 2025	Result 2023/24	Result 2024/25	Comments
The extent (% compliance) to which Council's drinking water supply complies with the Water Services (Drinking Water Standards for New Zealand) Regulations 2022 and the Drinking Water Quality Assurance Rules 2022 in relation to Microbiological Monitoring Compliance.*	1 to 6	Feilding Zone	100%		 91.67%	For one week of September 2024 the Council did not collect the required 3/week samples for FAC monitoring.
		Halcombe-Stanway Zone	100%		 100%	
		Himatangi Beach Zone	100%		 91.67%	For one week of September 2024 the Council did not collect the required 3/week samples for FAC monitoring.
		Ohakea Rural Zone	100%		 70.83%	For one week of September 2024 the Council did not collect the required 3/week samples for FAC monitoring.
		Sanson Zone	100%			Sanson is now a zone of Ohakea.
		Rongotea Zone	100%		 91.67%	For one week of September 2024 the Council did not collect the required 3/week samples for FAC monitoring.
		Waituna West Zone*	100%		 100%	

* Waituna West Zone is required to report under D2 compliance measures due to the number of connections, all others are to comply with D3 rules.

The Department of Internal Affairs updated this mandatory performance measure after the Council had published our Long-term Plan, which sets our statement of service. The updated measure still covers the bacterial and protozoal compliance of water supplies but now is directly referenced to the relevant rules in the Drinking Water Quality assurance Rules 2022. Our reporting is, therefore, against those rules.

These results align with DIA performance measures and the extent to which the Council's supply complies with the relevant standards.

These are a Department of Internal Affairs local government non-financial performance measure (<https://www.dia.govt.nz/Resource-material-Our-Policy-Advice-Areas-Local-Government-Policy#performance-measures>)

A full list of determinants that DIA require Council to report on, and their methodology can be found on the Taumata Arowai website (<https://www.taumataarowai.govt.nz/drinking-water-suppliers-and-operators/for-drinking-water-suppliers/how-to-guidance/monitoring-and-reporting>)

Note: 100% = All met, 95-99.9% = Almost met, 0.01-94.99% = Partially met, 0% = None met

2. You can expect the water reticulation network to be well maintained

Measure	Link to community outcomes	Location	Target 2025	Result 2023/24	Result 2024/25	Comments
The estimated percentage of real water loss from Council's networked reticulation system using minimum night flow (MNF) analysis, measured per water supply scheme.	3, 4 & 6	Feilding	< 35%	 16%	 22%	
		Himatangi Beach	< 35%	 31%	 35%	
		Rongotea	< 35%	 5%	 19%	
		Sanson	< 35%			Sanson is now a zone of Ohakea.
		Stanway Halcombe	< 35%	 18%	 20%	
		Waituna West	< 35%	 34%	 N/A	Difficult to calculate due to the majority of the scheme being for stock usage.

3. You can expect faults to be responded to and resolved in a timely manner

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Urgent callouts* to a fault or unplanned interruption to Council's networked reticulation system:					
Median attendance time from the time the Council receives notification to the time that service personnel reach the site.	6	<2 hours	 0.26 hours	 0.505 hours	
Median resolution time from the time the Council receives notification to the time that service personnel confirm that the water supply has been reinstated.	6	<9 hours	 1.98 hours	 1.59 hours	Non-compliant for C.t - concentration (C) and the contact time(t) at Campbell Road bore site. The chlorination upgrade is underway. This is scheduled for September 2025.
Non-urgent call outs to a fault or unplanned interruption to Council's networked reticulation system:					
Median attendance time from the time the Council receives notification to the time that service personnel reach the site.	6	<5 working days	 2.1 hours	 1.7 hours	
Median resolution time from the time the Council receives notification to the time that service personnel confirm resolution of the fault or interruption.	6	A further <5 working days	 14.6 hours	 12 hours	Non-compliant for C.t - concentration (C) and the contact time(t) at Campbell Road bore site. The chlorination upgrade is underway. This is scheduled for September 2025.

Note: An "urgent" call-out is one in which there is a complete loss of water.

4. You can expect satisfaction with the quality of water service

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Monitoring the total number of complaints received by Council about any of the following: - Drinking water clarity - Drinking water taste - Drinking water odour - Drinking water pressure or flow - Continuity of supply - The local authority's response to any of these issues Expressed per 1,000 connections to the Council's networked reticulation system.	1 to 6	<20	 3.6	 10.9	

5. You can expect us to manage the demand for domestic water supply

Measure	Link to community outcomes	Location	Target 2025	Result 2023/24	Result 2024/25	Comments
The average consumption of drinking water per day, per resident within Council's authority area: (MEASURE: litres/ person/day for domestic supply only).	2 & 6	Feilding 17,350	<300	 184	 217	
		Hīmatangi Beach 513	<1000	 590	 730	
		Rongotea 639	<300	 153	 123	
		Sanson 582	<300			Included as part of Ohakea RWS below.
		Stanway Halcombe 554	<1000	 294	 479	
		Waituna West 226	<1000	 784	 1,215	A lot of stock use on this scheme and the summer was quite dry.
		Ohakea RWS	<1000	 330	 412	

- Feilding target excludes metered water (industrial and commercial).
- Waituna West and Stanway Halcombe are rural schemes and therefore the target is 1000l/per to reflect the stock water use.
- Due to holiday homes the water use at the Hīmatangi Beach scheme is significantly higher than the permanent population.
- The Urban non holiday/rural schemes has been increased to 300 from 250 to reflect the targets set in the One Plan (Regional Council overarching plan).

How we did

Wastewater Group

1. You can expect us to effectively manage Councils reticulated wastewater system					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 SUIPs (separately used inhabited parts of a rating unit).	3, 4 & 6	<6	 2	 0	
A dry weather event is an overflow of the wastewater network that occurred when there was less than 1mm of rainfall in the 24 hours leading up to the event.					
2. You can expect compliance with the Council's resource consents for discharge from its treated wastewater system					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
The number of abatement notices advising or breaches of resource consent conditions per scheme.	3 & 6	<2	 1	 1	
The number of infringement notices, enforcement orders, and convictions received by Council in relation to resource consent conditions per scheme.	3 & 6	0	 0	 0	
3. You can expect timely response and resolution to faults or blockages					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Median response time: from the time the Council receives notification to the time that service personnel reach the site. (Urgent)	6	<2 hours	 0.25 hours	 1 hour	
Median response time: from the time the Council receives notification to the time that service personnel reach the site. (Non-Urgent)	6	5 days	 0.9 hours	 15.91 hours	
Median response time: from the time the Council receives notification to the time that service personnel reach the site. (Combined)	6	5 days	 0.6 hours	 1.08 hours	
Median resolution time: from the time Council receives notification to the time service personnel confirm resolution of the blockage or other fault. (Urgent)	6	< 5 hours	 1.82 hours	 2.26 hours	

3. You can expect timely response and resolution to faults or blockages cont...

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Median resolution time: from the time Council receives notification to the time service personnel confirm resolution of the blockage or other fault. (Non-urgent)	6	10 days	 2.93 hours	 4 hours	
Median resolution time: from the time Council receives notification to the time service personnel confirm resolution of the blockage or other fault. (Combined)	6	10 days	 2.4 hours	 35.83 hours	
Urgent requests relate to faults or overflows in the main wastewater network. Non-urgent requests are all others that include manhole inspections, odour, and other requests.					

4. You can expect satisfaction with our service

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Monitoring the total number of complaints received by Council about any of the following: • Drinking water clarity • Drinking water taste • Drinking water odour • Drinking water pressure or flow • Continuity of supply • The local authority's response to any of these issues Expressed per 1,000 connections to the Council's networked reticulation system.	4 & 6	<20	 4.2	 4.45	
<i>*excludes complaints that do not relate to the service council provide</i>					

How we did

Stormwater Group

1. You can expect us to effectively manage Council's, stormwater system					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
The number of flooding events in the District.*	2 & 4	<2	 1	 0	Target for 2023/2024 was 0 making a result of 1 event not achieved.
The number of habitable floors affected during each flooding event. (Expressed per 1,000 properties connected to Council's stormwater system).	2 & 4	<10	 0.01	 0	
* A flooding event is defined as an overflow of the urban stormwater system that enters a habitable floor.					
2. You can expect us to comply with resource consent conditions for discharge from Council's stormwater systems					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
The number of:	3, 4 & 6				
A. Abatement notices		<2	 0	 0	
B. infringement notices		0	 2	 0	
C. enforcement orders		0	 0	 0	
D. successful prosecutions received in relation to those resource consents.		0	 0	 0	
3. You can expect a timely response to flooding events					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Measuring the median response times to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site or contact residents.	6	Within 2 hours	N/A	N/A	There were no flood events to respond to.
4. You can expect satisfaction with the performance of Council's reticulated stormwater system					
Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
The number of complaints received by Council about the performance of its stormwater system (expressed per 1,000 properties connected to Council's stormwater svstem)*.	2, 4 & 6	<20*	3.96	5.4	

*excludes complaints that do not relate to the service council provides.

How we did

Solid waste

1. We will prioritise a circular economy for all waste streams

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of actions set within the Waste Management and Minimisation Plan (WMMP) for that year are achieved.	2, 3, 4, & 6	50%	New Measure 2025	 77%	This includes the things like the Waste Not Want Not Fund, Polystyrene Recycling, Construction and Demolition Waste Diversion from landfill, Battery Recycling set up in partnership with Mitre 10, Lid Collection Competition with local schools, and engagement with the public at events like the Friday Market and the Family Fun Day.
The Waste Management and Minimisation Plan (WMMP) can be found: https://www.mdc.govt.nz/council/plans,-reports-and-strategies/plans/waste-management-and-minimisation-plan-20222028					

2. We will provide kerbside collection services for refuse, food waste and recycling waste streams to Feilding urban customers

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
The number of missed collections of kerbside refuse, food waste, and recycling.		<100	New Measure 2025	 91	
Percentage of issues raised with Council about kerbside collection of refuse, food waste or recycling, other than a missed collection, that are responded to* within 3 days.		95%	New Measure 2025	 98.16%	
*‘responded to’ means that initial contact is made with the customer, but not necessarily that the issue is resolved.					

3. We will provide accessible refuse and recycling services for rural and village residents

Measure	Link to community outcomes	Target 2025	Result 2023/24	Result 2024/25	Comments
Percentage of rural residents who have a Council refuse bag drop-off point close to their homes.	4 & 6	90%	 90%	 90%	
Mobile recycling centres are conveniently located within all identified villages, within 5km of the village centre.	4 & 6	Yes	 Yes	 Yes	



Rongotea Intermediate Pump Station



Manawātū Community Hub Libraries



Inflatables at Makino Aquatic Centre



Churchill Bridge construction



MDC Emergency Management



StoryWalk at Kōwhai Park

Manawatū District Council Summary Statement of Financial Position as at 30 June 2025

	COUNCIL			GROUP	
	Actual 2025 \$000	Budget 2025 \$000	Actual 2024 \$000	Actual 2025 \$000	Actual 2024 \$000
Total current assets	22,892	10,211	26,478	24,064	27,091
Total non-current assets	1,234,766	1,269,636	1,189,516	1,266,964	1,221,685
Total assets	1,257,658	1,279,847	1,215,994	1,291,028	1,248,776
Total current liabilities	43,410	15,678	41,464	44,084	42,341
Total non-current liabilities	77,231	110,375	70,441	77,890	70,575
Total liabilities	120,642	126,053	111,905	121,974	112,916
Total equity	1,137,015	1,153,794	1,104,089	1,169,053	1,135,860
Total Liabilities and Equity	1,257,657	1,279,847	1,215,994	1,291,027	1,248,776

Manawatū District Council Summary Statement of Comprehensive Revenue and Expense for the year ended 30 June 2025

	COUNCIL			GROUP	
	Actual 2025 \$000	Budget 2025 \$000	Actual 2024 \$000	Actual 2025 \$000	Actual 2024 \$000
Total revenue	86,403	75,788	77,378	89,558	80,459
Total expenses*	74,741	78,376	76,317	77,688	79,147
Share of associate's surplus / (deficit)	-	-	-	59	22
Operating surplus/(deficit) before tax	11,662	(2,588)	1,061	11,929	1,334
Income tax expense	-	-	-	-	-
Surplus/(deficit) after tax	11,662	(2,588)	1,061	11,929	1,334
Other comprehensive revenue and expense**	21,264	33,485	32,013	21,264	32,196
Total comprehensive revenue and expense for the year	32,927	30,897	33,074	33,193	33,530
*This includes finance costs	4,528	4,470	4,503	4,611	4,646
**Amounts relating to revaluation gains/(losses)					

Manawatū District Council Summary Statement of Cash Flows for the year ended 30 June 2025

	COUNCIL			GROUP	
	Actual 2025 \$000	Budget 2025 \$000	Actual 2024 \$000	Actual 2025 \$000	Actual 2024 \$000
Net cash from operating activities	30,122	24,504	26,221	30,827	28,629
Net cash from investing activities	(40,018)	(47,195)	(24,209)	(41,299)	(25,043)
Net cash from financing activities	9,000	9,789	1,393	9,570	381
Net (decrease)/increase in cash, cash equivalents and bank overdrafts	(895)	(12,902)	3,405	(902)	3,968
Cash, cash equivalents and bank overdrafts at the beginning of the year	11,297	17,333	7,892	11,999	8,031
Cash, cash equivalents and bank overdrafts at the end of the year	10,402	4,431	11,297	11,097	11,999

Manawatū District Council Summary Statement of Changes in Net Assets / Equity for the year ended 30 June 2025

	COUNCIL			GROUP	
	Actual 2025 \$000	Budget 2025 \$000	Actual 2024 \$000	Actual 2025 \$000	Actual 2024 \$000
Balance at 1 July	1,104,089	1,122,898	1,071,015	1,135,860	1,102,330
Total comprehensive revenue/(expense) for the year	32,927	30,897	33,074	33,193	33,530
Balance as at 30 June	1,137,016	1,153,794	1,104,089	1,169,053	1,135,860

Contingent Liabilities

The most significant contingent liability relates to uncalled capital, in relation to the New Zealand Local Government Funding Agency (NZLGFA).

The Council is a shareholder of the NZLGFA. The NZLGFA was incorporated in December 2011 with the purpose of providing debt funding to local authorities in New Zealand and had a foreign currency rating of AA+ and a local currency rating of AAA from Standard and Poors at 2 March 2021. The Council is one of 31 shareholders of the NZLGFA. In that regard, Council has uncalled capital of \$100,000. When aggregated with the uncalled capital of other shareholders, \$20 million is available in the event of an imminent default. Together with the other shareholders, the Council is a guarantor to all of NZLGFA's borrowings. At 30 June 2025, the NZLGFA had borrowings totalling \$25.530 billion (2024: \$23.030 billion). The Council has been unable to determine a sufficiently reliable fair value for the guarantee, and therefore has not recognised a liability. The Council considers the risk of the NZLGFA defaulting on repayment of interest or capital to be very low on the basis that:

- it is not aware of any local authority debt default events in New Zealand
- local government legislation would enable local authorities to levy a rate to recover sufficient funds to meet any debt obligations if further funds were required.

Explanation of Major Variances

Explanations for major variations between the actual results and the estimated figures in the 2024/25 Annual Plan, which is the first year of the Long-term Plan 2024-2034, are detailed below.

Statement of Comprehensive Revenue and Expense

The operating surplus for the year is \$11.7M, against a budgeted deficit of

\$2.6M. The following are the most significant variances:

- Subsidies and Grants are \$5M above budget. Received capital grants of \$1.6M for the Stanway/Halcombe Water Treatment Plant Upgrade and New Reservoir. Operational subsidies were received for Waste Minimisation of \$536k and Capital subsidy of \$151k. There was also higher NZTA capital subsidies of \$2.6M offset slightly by lower NZTA Operational Subsidies of \$141k due to the focus on emergency works.
- Development and financial contributions are \$469k above budget. This is a result of a higher capital contributions as a result of a Developers Agreement for Root Street East Upgrade \$777k and higher Capital Connections for water, stormwater and wastewater of \$133k. This is offset by a lower number of development contributions received as subdivision applications have slowed \$442k.
- Other revenue is \$4.8M above budget. This is driven by vested assets totalling \$7M and offset by lower than expected fees received, specifically \$521k in building consents, \$208k subdivision fees, \$462k transfer station gate takings and \$259k refuse bag sales.
- Personnel costs are \$343k under budget due to a number of vacancies throughout the year and delays in recruitment.
- Depreciation is \$2.1M under budget. This is a result of delays in completion of capital projects in Roding and Waters for the year ended 30 June 2024 resulting in lower than anticipated capitalisation therefore lower depreciation.
- Other Operating cost are under budget by \$1.3M. This is primarily due to the \$709k release of the Almadale Water Treatment Plant Provision. Consultants were under budget by \$788k predominantly for Building

Control and Consents Planning as a result of less demand for services. Solid Waste Refuse Disposal Costs were also lower than budget \$282k, along with Buidling Control Contract Payments of \$339k. These were offset slightly by insurance costs being over budget by \$209k due to higher then anticipated inflation of charges. Energy costs were \$503k over budget predominantly as a result of gas charges for the Makino Aquatic Centre and power for Wastewater and chemical expenses were over budget by \$284k.

Statement of Financial Position

The most significant movements are:

- Cash and cash equivalents are higher than budget by \$6M due to a higher than expected opening balance.
- Council owned land on Kawakawa Road and South Street are currently being marketed for sale, resulting in the recognition of \$3.8M in Assets held for Sale. Due to uncertainty around the timing of the sale it was not included in the budget.
- Property, plant and equipment is \$32.9M lower than budget due to a lower than budgeted movement from asset revaluations and due to delays in capital projects result in less asset capitalisation and lower work in progress.
- Creditors and other payables are \$4.2M higher than budget due to the level of capital works carried out in June.
- Total borrowing (including both the current and non-current portions) are \$9.2M under budget. This is due to lower than anticipated new loans raised during the year as a result of delays in capital works.

Statement of Cash Flows

The variances in the statement of cash flow are a direct result of the items mentioned above.

Events after the Balance Sheet Date

Water services reform

During the year The Local Government (Water Services) Act 2025 (Water Services Act) came into force and required the Council to comply with additional regulations around the provision

of water services along with requiring the Council to deliver a Water Services Delivery Plan (WSDP) to the Secretary for Local Government by 3 September 2025.

The Act also introduced other requirements for the Council around transparency regarding revenue, charging, expenditure (both operating and capital) and levels of service provision. It also introduced standardised design and environmental performance frameworks along with an economic regulation regime which is to be overseen by the Commerce Commission.

There were several options for the Council to adopt for a Water Services Model as outlined in the Act which covers all water services including stormwater, wastewater, and water supply.

In preparation for this deadline, the Council considered multiple aspects of the WSDP including items such as the best interest of the community, financial sustainability, and the benefits and drawbacks of partnerships with neighbouring councils.

On the 15th May 2025 the Council Elected to adopt a WSDP model that retains in-house delivery after the consideration of those factors balancing sustainability with community expectations and delivering high-quality services.

The Council delivered the WSDP to the Department of Internal Affairs and the Secretary for Local Government on 27th August 2025. There is some uncertainty as this proposal is yet to be accepted by the Secretary for Local Government.

The in-house delivery model will require all financial aspects of the Water Service Delivery Plan to be ring-fenced from the rest of the Council activities and will come into effect on 1 July 2026 – the first financial year after the accepted plan.

As the model is kept in-house there are no additional uncertainties around the financial estimates of cost and these have been incorporated in tandem with the Council's usual model in preparing the Annual and Long-term plans.

Additional Notes

- This summary financial report is for Manawatū District Council and Group and is presented in New Zealand Dollars rounded to \$000s.
- This Annual Report Summary was authorised for issue by the Mayor and Chief Executive. The full Annual Report was authorised for issue on 30 October 2025.
- The full Annual Report can be found on Council's website at:
<https://www.mdc.govt.nz/annualreport>
- The financial statements have been prepared in accordance with New Zealand Generally Accepted Accounting Practice (NZ GAAP), as appropriate for a public benefit entity. The summary financial statements comply with PBE FRS-43 Summary Financial Statements.
- The Group consists of Manawatū District Council, which is the controlling entity and four controlled entities; the Feilding Civic Centre Trust, the Manawatū Community Trust, Awahuri Forest/Kitchener Park Trust and Heartland Contractors Ltd (100% owned). The Group also includes Central Economic Development Agency Limited, (50% owned) and Manawatū-Whanganui LASS (14.3%).
- The specific disclosures included in the summary financial report have been extracted from the full financial report.
- These summary financial statements cannot be expected to provide as complete an understanding as provided by the full financial statements.
- The full financial statements of Council and the Group have been prepared in accordance with and are fully compliant with Tier 1 PBE accounting standards.
- The summary has been examined for consistency with the full Annual Report and was audited by Audit New Zealand on behalf of the Office of the Auditor-General. The full Annual Report received an unmodified audit opinion, excluding the statement of service provision, on 30 October 2025 with an emphasis of matter.
- Audit work in prior year was limited with respect to the performance measures on processing times for resource consents and building consents.

In reporting its performance for the Regulatory group of activities, the District Council has reported against performance measures on:

- › The percentage of building consent applications and code of compliance certificates that are processed and approved within the statutory 20 working days.
- › The percentage of applications for resource consent under the Resource Management Act which are processed in accordance with the statutory timeframes for non-notified consents.

Testing a sample of consents identified issues with the recorded processing times not agreeing to underlying consent information. Due to the extent of the inaccuracies identified from sample testing, Audit New Zealand was unable to determine whether the District Council's reported results for these two measures are materially correct. As a result, work was limited and there were no practical audit procedures that could be applied to obtain assurance over the reported 2024 results for building consent and resource consent processing times.

- Audit work in prior year was limited with respect to the performance measures on the total number of complaints received - Water supply, Wastewater, and Stormwater.

In reporting its performance for the Regulatory group of activities, the District Council has reported against performance measures on:

- › The number of complaints received in relation to its drinking water supply, wastewater system, and performance of the stormwater system (per 1,000 connections).

Testing identified that the complaints had not been counted in accordance with this guidance and the method of counting was likely to have understated the actual number of complaints received. Furthermore, complete records for all complaints made to the Council were not available. As a result of these issues, work was limited and there were no practicable audit procedures that could be applied to obtain assurance over the reported results for the 2024 performance year for these performance measures.

Independent Auditor's Report

To the readers of Manawatū District Council and group's summary of the annual report for the year ended 30 June 2025

The summary of the annual report was derived from the annual report of the Manawatū District Council and its subsidiaries and controlled entities (together referred to as the group) for the year ended 30 June 2025.

The summary of the annual report comprises the following information on pages 14 to 67 and 69 to 73:

- the summary statement of financial position as at 30 June 2025;
- the summaries of the statement of comprehensive revenue and expense, statement of changes in net assets/equity and statement of cash flows for the year ended 30 June 2025;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary statement of service provision, included in the "Statement of service performance" and "Overview of activity results" sections.

Opinion

In our opinion:

- the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the summary statements comply with PBE FRS-43: Summary Financial Statements.

However, the summary statement of service performance includes a limitation of scope to the equivalent extent as the full audited statement of service performance. This limitation is explained below in The full annual report and audit report thereon section.

Summary of the annual report

The summary of the annual report does not contain all the disclosures required by generally accepted accounting practice in New Zealand. Reading the summary of the annual report and the auditor's report thereon, therefore, is not a substitute for reading the full annual report and the auditor's report thereon.

The summary of the annual report does not reflect the effects of events that occurred subsequent to the date of our auditor's report on the full annual report.

The full annual report and our audit report thereon

We expressed a qualified opinion on the statement of service performance and an unmodified audit opinion on the other audited information in the full annual report for the year ended 30 June 2025 in our auditor's report dated 30 October 2025. The basis for our qualified opinion on the statement of service performance in the full audit report is explained below.

Statement of service performance: Our work in the prior year was limited with respect to certain performance measures

As a result of the issues described below, our work was limited in the prior year with respect to the Council's performance measures on building and resource consents processing times, and on the total number of complaints received in relation to its drinking water supply, wastewater system, and performance of the stormwater system. There were no practicable audit procedures we could apply to obtain assurance over the reported results for these measures for the 2024 performance year. Our audit opinion on the statement of service performance for the year ended 30 June 2024 was modified accordingly.

These issues have been resolved for the 30 June 2025 performance year, but the limitation on our work cannot be resolved for the 30 June 2024 year. As a result, the Council's reported performance information for these measures for the 30 June 2025 year may not be directly comparable to the performance for the 30 June 2024 year reported as comparative information.

Building consent and resource consent processing times

An important part of the Council's service performance is processing consent applications in accordance with statutory timeframes. In reporting its performance for the Regulatory group of activities, the Council has reported against performance measures on:

- The percentage of building consent applications and code of compliance certificates that are processed and approved within the statutory 20 working days.
- The percentage of applications for resource consent under the Resource Management Act which are processed in accordance with the statutory timeframes for non-notified consents.

Our audit testing in the prior year of a sample of consents identified issues with the recorded processing times not agreeing to underlying consent information.

Due to the extent of the inaccuracies we identified from our sample testing in the prior year, we were unable to determine whether the Council's reported performance for these two measures for the 2024 performance year was materially correct.

The total number of complaints received about water supply, wastewater, and stormwater

The Council is required to report against the performance measures set out in the Non-Financial Performance Measure Rules 2024 (the Rules) made by the Secretary for Local Government. These include mandatory performance measures relating to the number of complaints received in relation to its drinking water supply, wastewater system, and performance of the stormwater system (per 1,000 connections).

The Department of Internal Affairs has issued guidance to assist local authorities in applying the Rules, including how to count complaints. Our audit testing found that in the 2024 performance year the Council was not counting complaints in accordance with this guidance and the Council's method of counting was likely to have understated the actual number of complaints received. Furthermore, complete records for all complaints made to the Council were not available.

As a result, we were unable to determine whether the Council's reported performance for these measures for the 2024 performance year was materially correct.

Emphasis of matter – Future of water delivery

Our auditors report on the full annual report also includes an emphasis of matter paragraph drawing attention to pages 187 to 188 of the financial statements in the full annual report, which outlines that in response to the Government's Local Water Done Well reforms, the Council has decided to deliver water services itself directly.

There is some uncertainty as the proposal is yet to be accepted by the Secretary for Local Government. Information about this matter is also disclosed on page 44 and 45 of the summary of the annual report.

Council's responsibility for the summary of the annual report

The Council is responsible for preparing the summary of the annual report which includes preparing summary statements, in accordance with PBE FRS-43: Summary Financial Statements.

Auditor's responsibility

Our responsibility is to express an opinion on whether the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the full annual report and whether the summary statements comply with PBE FRS 43: Summary Financial Statements.

Our opinion on the summary of the annual report is based on our procedures, which were carried out in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board.

In addition to reporting on the summary and full annual reports, we have performed a limited assurance engagement related to the Council's debenture trust deed, which is compatible with these independence requirements. Other than these engagements, we have no relationship with, or interests in, the group.



Debbie Perera

Audit New Zealand

On behalf of the Auditor-General

Palmerston North, New Zealand

1 December 2025



www.mdc.govt.nz