

2009 annual report summary

from the mayor and ceo

Welcome to the summary of Council's 2008/2009 Annual Report. This aims to give a concise overview of Council's financial and non financial performance for the financial year 01 July 2008 - 30 June 2009:

To meet all reporting requirements (as required by law) the full annual report extends out to in excess of 150 pages. Whilst it presents a lot of detail, the reality is that the volume of information will put off many interested readers. Council hopes that this summary, which outlines the major matters of the last financial year, gives you a precise overview of what Council achieved in the 2008/2009 financial year. However if you would like a copy of the full report please contact Council.

This is the third year reporting on Council's 2006 - 2016 Long Term Community Outcomes Plan. Council prepares a long term plan every three years and uses this long term plan as the basis for an annual plan in interim years. As in recent years a large focus of the 2008/2009 Annual Plan was to implement a minimal general rate increase. This budget figures used in this report are those as set in the 2008/2009 Annual Plan. The actual financial result is a moderate surplus, however much of this can be attributed to sources of income that are not used for operational purposes, such as interest on special reserves and profit on sale of assets.

The most visible achievement of the year is the completion of the new Grey District Aquatic Centre, officially opened 27 June 2009. The contract for this project took approximately 14 months, however the contract itself was only the last chapter of the story. From a dedicated committee who kicked off and oversaw the project, to the voluntary community effort to prepare the site, this was one fantastic community achievement.

Elsewhere Council has remained committed to maintaining the infrastructure that supports the essential services delivered by Council, i.e. Roading, Stormwater, Sewerage, Water Supply, and Refuse Disposal. These activities alone account for approximately 60% of total operating expenditure.

The Port of Greymouth has in more recent history represented a challenge for Council, given that no direct rates input has been made into port operations since the mid 1990's. Port Westland Limited, a 100% Council owned subsidiary, was constituted in April 2006 to oversee the port operations. The ultimate decision of Pike River Coal Company to transport coal cargo via the Midland line has meant that Council had to re-examine the most appropriate governance structure for the port. During the



This is a summary of Grey District Council's and Group full 2009 Annual Report. The full report can be obtained by visiting Council offices in Tainui St or www.greydc.govt.nz.

financial year Council made a decision to wind up Port Westland Limited, effective 30 June 2009.

A large portion of the 2008/2009 year was dedicated to preparing Council's 2009 - 2019 Long Term Community Outcomes Plan. The plan requires an immense amount of preparation and review work (e.g. each activity of Council has an activity management plan). The Grey District plan was a 100% in-house effort. The plan itself presented a number of funding challenges for Council, particularly with how it planned to maintain levels of service for the essential infrastructure assets into the future. After consulting on the draft plan Council adopted the final plan on 30 June 2009.

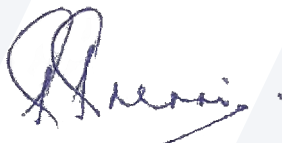
Looking forward Council remains positive that the district will remain in a strong position and will continue to grow into the future.

A word of thanks to elected representatives for their work and dedication. You have been part of a particularly busy period in our District's development.



AF KOKSHOORN

Mayor



PG PRETORIUS

Chief Executive Officer

summary financial statements

audit report

Grey District Council is a public benefit entity. The information included in the summary financial statements has been extracted from the audited full financial statements (unqualified opinion), including full details of accounting policies, authorised for issue by the Council on 12 October 2009, which were prepared in accordance with generally accepted accounting practice in New Zealand and fully complied with New Zealand Equivalents to International Financial Reporting Standards (NZ IFRS).

Notes to the Financial Statements for the year ended 30 June 2009.

Basis of Preparation:

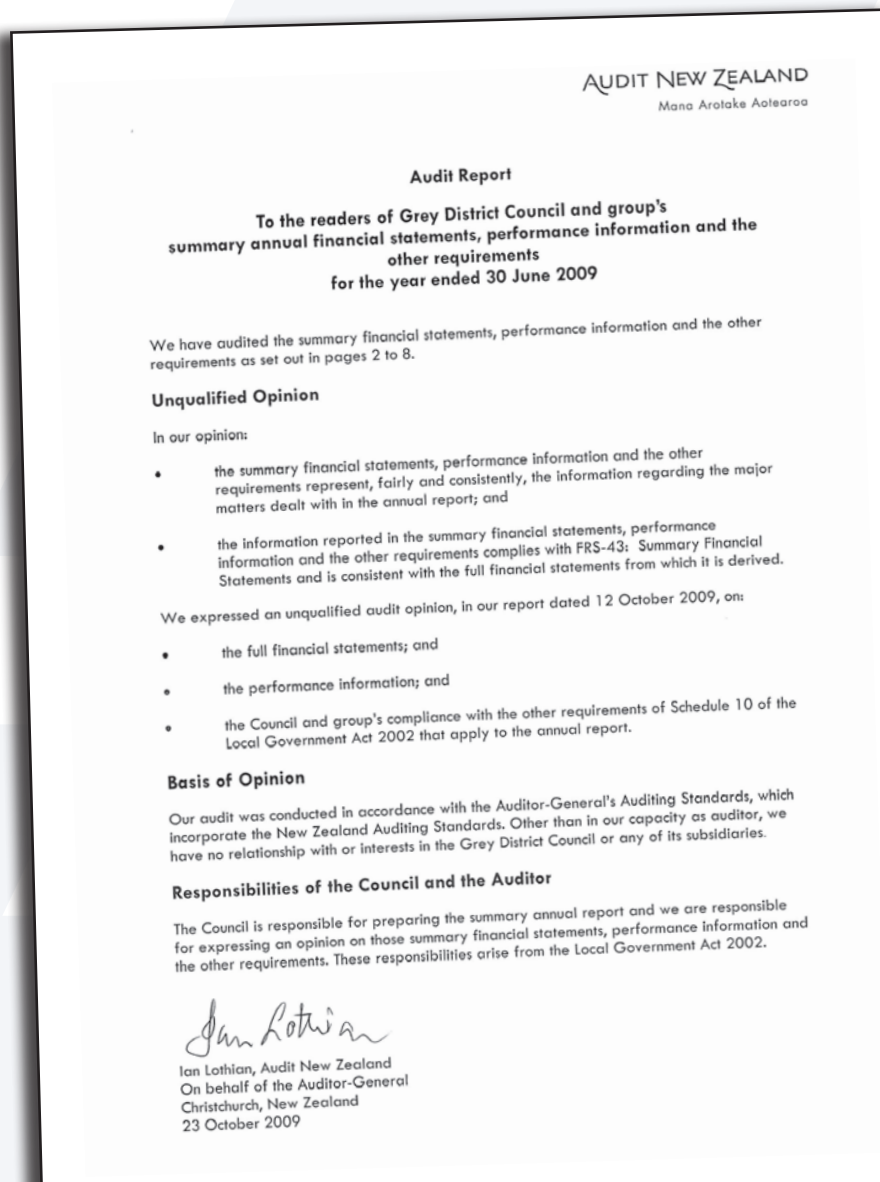
The Council has prepared the summary financial statements in order to provide users with an overview of the performance of Council and Group. The Group figures include *Port Westland Ltd*, a 100% owned Council subsidiary. The specific disclosures included in the summary financial report have been extracted from the full audited annual report dated 12 October 2009. Users of the summary financial statements should note that the information contained therein cannot be expected to provide as complete an understanding as provided by the full financial statements of the financial performance, financial position, cashflows, and service performance measures of the Council and Group.

Users who require additional information should access the full Council Annual Report from:

- the Council website at www.greydc.govt.nz; or
- contact the Council on 03 769 8600

The summary financial statements are presented in New Zealand dollars and are rounded to the nearest thousand dollars (\$000) where indicated. These summary financial statements have been prepared in accordance with FRS 43: Summary Financial Statements.

The summary has been authorised for issue by GDC management on 23 October 2009



AUDIT NEW ZEALAND
Mana Arotake Aotearoa

Audit Report

To the readers of Grey District Council and group's
summary annual financial statements, performance information and the
other requirements
for the year ended 30 June 2009

We have audited the summary financial statements, performance information and the other requirements as set out in pages 2 to 8.

Unqualified Opinion

In our opinion:

- the summary financial statements, performance information and the other requirements represent, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the information reported in the summary financial statements, performance information and the other requirements complies with FRS-43: Summary Financial Statements and is consistent with the full financial statements from which it is derived.

We expressed an unqualified audit opinion, in our report dated 12 October 2009, on:

- the full financial statements; and
- the performance information; and
- the Council and group's compliance with the other requirements of Schedule 10 of the Local Government Act 2002 that apply to the annual report.

Basis of Opinion

Our audit was conducted in accordance with the Auditor-General's Auditing Standards, which incorporate the New Zealand Auditing Standards. Other than in our capacity as auditor, we have no relationship with or interests in the Grey District Council or any of its subsidiaries.

Responsibilities of the Council and the Auditor

The Council is responsible for preparing the summary annual report and we are responsible for expressing an opinion on those summary financial statements, performance information and the other requirements. These responsibilities arise from the Local Government Act 2002.

Ian Lathian
Ian Lathian, Audit New Zealand
On behalf of the Auditor-General
Christchurch, New Zealand
23 October 2009

Matters Relating to the Electronic Presentation of the Audited Financial Statements, Performance Information and the Other Requirements

This audit report relates to the financial statements, performance information and the other requirements of the Grey District Council and group for the year ended 30 June 2009 included on the Grey District Council's website. Grey District Council is responsible for the maintenance and integrity its website. We have not been engaged to report on the integrity of Grey District Council's website. We accept no responsibility for any changes that may have occurred to the financial statements, performance information and the other requirements since they were initially presented on the website.

The audit report refers only to the financial statements, performance information and the other requirements named above. It does not provide an opinion on any other information which may have been hyperlinked to or from the financial statements, performance information and the other requirements. If readers of this report are concerned with the inherent risks arising from electronic data communication they should refer to the published hard copy of the audited financial statements, performance information and the other requirements as well as the related audit report dated 12 October 2009 to confirm the information included in the audited summary annual presented on this website.

Legislation in New Zealand governing the preparation and dissemination of financial information may differ from legislation in other jurisdictions.

summary statement of comprehensive income for the year ended 30 june 2009

	note	council			group	
		Actual 2009 \$000	Budget 2009 \$000	Last Year 2008 \$000	Actual 2009 \$000	Last Year 2008 \$000
INCOME						
Rates revenue		11,081	10,978	10,314	11,081	10,314
Other revenue, and other gains/(losses)		11,178	8,576	13,201	11,178	13,150
Total income		22,259	19,554	23,515	22,259	23,464
EXPENDITURE						
Employee expenses		(3,439)	(3,435)	(3,096)	(3,439)	(3,102)
Depreciation		(6,721)	(6,723)	(6,525)	(6,721)	(6,525)
Other expenses	1	(9,265)	(8,232)	(9,880)	(9,312)	(9,532)
Finance costs		(1,125)	(783)	(750)	(1,125)	(750)
Total operating expenditure		(20,550)	(19,173)	(20,251)	(20,597)	(19,909)
Net surplus/(loss) before tax		1,709	381	3,264	1,662	3,555
Income tax expense		-	-	-	-	-
Surplus/(deficit) after tax attributable to Grey District Council		1,709	381	3,264	1,662	3,555
OTHER COMPREHENSIVE INCOME						
Vested assets		-	395	-	-	-
Increase in asset revaluation reserve		-	-	28,104	-	28,104
Total comprehensive income		1,709	776	31,368	1,662	31,659

1. related parties transactions have occurred on an arms length basis and are fully disclosed in the full annual statements.

Summary of capital commitments approved and contracted

During its annual planning process for the 2009/2010 financial year, Council approved \$11,800,000 to be spent on Capital Works (2007/2008 - \$17,927,000) associated with Council's various assets and functions. A detail of the works to be carried out is included in the 2009 - 2019 Long term Community Outcomes Plan which was adopted by Council on 30 June 2009 and released to the public. Council approved budget carryforwards for work not completed during 2008/2009 of \$2,724,425.

Summary of contingent assets, contingent liabilities

A full disclosure of contingent assets and liabilities is disclosed in the full annual statements, relating to:

1. Defined benefit superannuation scheme - Council's ongoing commitment as a participating employer in the National Provident Fund's Defined Benefit Plan (contingent liability);
2. rates penalties - Council's rating resolution for the 2003/2004 year omitted to include penalties for unpaid rates, per section 57 of the Local Government (Rating) Act 2002 (contingent liability);
3. Resource consents - Council has entered into a number of bonding arrangements with various subdividers, whereupon the financial contributions payment to Council is delayed until the sale of each individual lot (contingent asset).

Major variances against budget

the above table shows Council's total income and expenditure for the year, generating a net surplus of \$1,709,000. The main differences from those that were anticipated in the budget are:

Other revenue

The actual being higher than budget (\$2,524,000) mainly relates to:

- Sponsorship/Donations/Grants received towards the new Greymouth Aquatic Centre being higher than budgeted for in the 2008/2009 Annual Plan
- Additional New Zealand Transport Authority (NZTA) subsidies received due to some projects being carried forward from the 2007/2008 financial year
- Actual includes port revenue that was not included in budget due to it being anticipated at the time that functions would be transferred to Port Westland Limited. This did not happen.

Other expenses

Actual is \$1,033,000 higher than budget. Mainly due to:

- actual port expenditure being included that was not included in budget due to it being anticipated at the time that functions would be transferred to Port Westland Limited. This did not occur.
- Roading expenditure was \$503,000 higher than estimates due to emergency works, budget carryovers and some operating expenditure offset by reductions in renewal expenditure.

Finance costs

Actual result higher than budget by \$342,000 due to the fair value recognition of Council's interest rate swap arrangements. This movement in value is not a cash expense, and is essentially the cost to Council if Council elected to exit the agreements as at balance date. Given the nature of the borrowings Council is unlikely to elect to exit the agreements early.



statement of changes in equity for the year ended 30 june 2009

	note	council			group	
		Actual 2009 \$000	Budget 2009 \$000	Last Year 2008 \$000	Actual 2009 \$000	Last Year 2008 \$000
Balance at 01 July		300,340	300,082	268,972	300,418	268,759
Total comprehensive income		1,709	776	31,368	1,662	31,659
Total recognised income/(expense) for the year ended 30 June		1,709	776	31,368	1,662	31,659
Balance at 30 June		302,049	300,858	300,340	302,080	300,418

summary balance sheet as at 30 june 2009

	note	council			group	
		Actual 2009 \$000	Budget 2009 \$000	Last Year 2008 \$000	Actual 2009 \$000	Last Year 2008 \$000
Current Assets		15,323	10,709	18,542	15,354	18,620
Non Current Assets		301,589	304,464	293,760	301,589	293,760
TOTAL ASSETS		316,912	315,173	312,302	316,943	312,380
Current Liabilities		10,484	4,030	8,159	10,484	8,159
Non Current Liabilities		4,379	10,285	3,803	4,379	3,803
TOTAL LIABILITIES		14,863	14,315	11,962	14,863	11,962
Retained earnings		203,105	207,669	198,200	203,136	198,278
Special Funds		15,916	12,958	19,097	15,916	19,097
Trusts Bequests and Other Reserves		574	630	589	574	589
Revaluation reserve		82,454	79,601	82,454	82,454	82,454
TOTAL EQUITY		302,049	300,858	300,340	302,080	300,418
TOTAL EQUITY AND LIABILITIES		316,912	315,173	312,302	316,943	312,380

MAJOR VARIANCES AGAINST BUDGET

Assets

Cash and cash equivalents/Short-term investments:-

- Overall balance higher than budget. Mainly due to Greymouth Aquatic centre construction being later than anticipated in budgets. Given a large amount of internal financing Council retained more funds (contract payments were still due after balance date).
- Due to classification of line items in budgets, and timing of investment maturities on a line by line basis these vary from budget.
- Trade and other receivables
- Overall higher than budget by \$1,980,000. The New Zealand Transport Agency receivable (NZTA) makes up a large portion (\$1,424,000). This is a result of The last two claims made by Council for work undertaken in 2008/2009 being made after balance date.

Liabilities

Derivative financial instruments

- \$594,000 higher The fair value of Council's interest swap arrangements was not estimated in the budget (refer previous comments regarding finance costs).

Equity

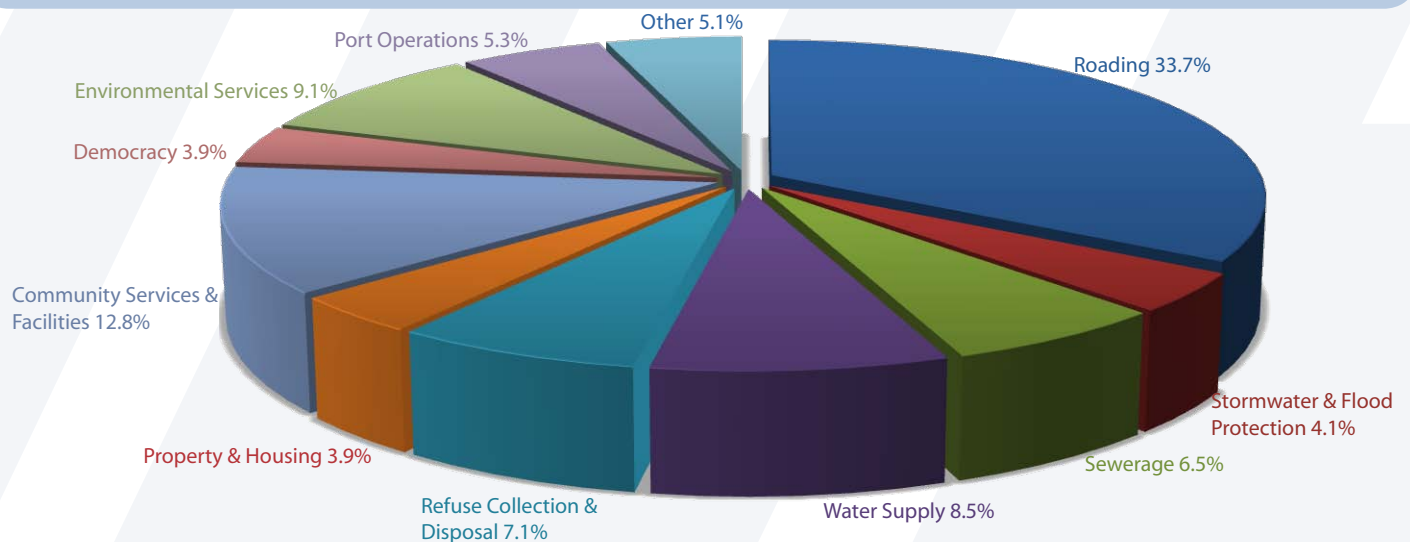
- Variances as noted above are reflected in equity.

**summary statement
of cashflows
for the year ended
30 june 2009**

	council			group	
	Actual 2009 \$000	Budget 2009 \$000	Last Year 2008 \$000	Actual 2009 \$000	Last Year 2008 \$000
CASH FLOWS FROM OPERATING ACTIVITIES					
Total cash inflows from operating activities	21,601	19,403	21,472	21,601	21,421
Total cash outflows from operating activities	(13,094)	(12,137)	(12,618)	(13,087)	(13,239)
Net cash from operating activities	8,507	7,266	8,854	8,514	8,182
CASH FLOWS FROM INVESTING ACTIVITIES					
Total cash inflows from investing activities	55,845	31,150	32,604	55,845	32,604
Total cash outflows from investing activities	(66,973)	(45,392)	(45,220)	(66,973)	(44,536)
Net cash from investing activities	(11,128)	(14,242)	(12,616)	(11,128)	(11,932)
CASH FLOWS FROM FINANCING ACTIVITIES					
Total cash inflows from financing activities	1,500	1,832	-	1,500	-
Total cash outflows from financing activities	(31)	(177)	(181)	(31)	(181)
Net cash from financing activities	1,469	1,655	(181)	1,469	(181)
Net (decrease)/increase in cash, cash equivalents and bank overdrafts	(1,152)	(5,321)	(3,943)	(1,145)	(3,931)
Cash, cash equivalents and bank overdrafts at the beginning of the year	8,518	12,296	12,461	8,542	12,473
Cash, cash equivalents and bank overdrafts at the end of the year	7,366	6,975	8,518	7,397	8,542

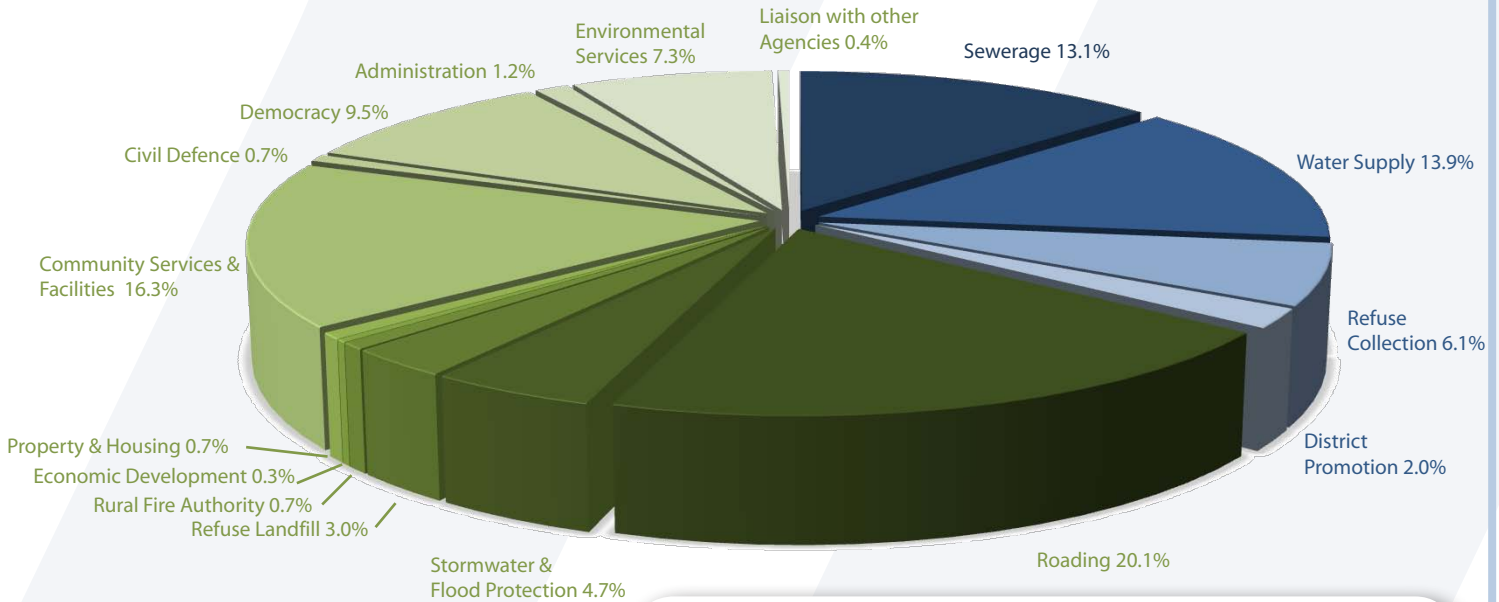


total expenditure per activity



Total expenditure of \$20,550,000 includes all operating and maintenance items, staff costs, interest expenditure and depreciation. It does not include the money spent replacing existing or purchasing new assets (refer to next graph). Internal administration costs (staff costs plus overheads) have been allocated against each activity of Council using the most appropriate method.

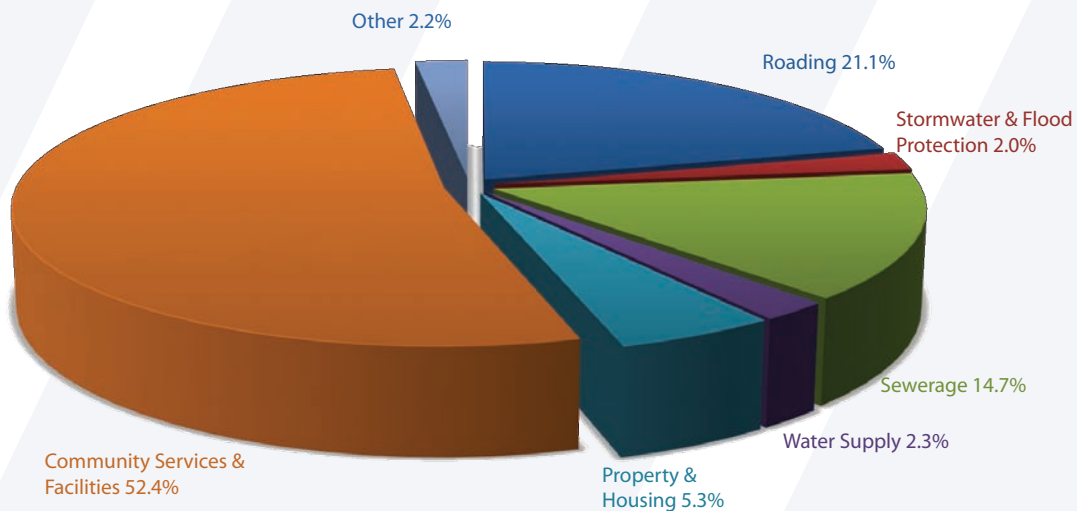
where council spent rates



■ General Rates (incl. Uniform Annual General Charge) and penalties
■ Targeted Rates

	Actual 2009 \$000	council Budget 2009 \$000	Last Year 2008 \$000
GENERAL RATES			
General Rate	4,996	4,907	4,717
Uniform Annual General Charge	2,067	2,047	1,807
TARGETED RATES			
District Promotion	218	201	172
Refuse Collection	676	662	638
Water Supplies	1,335	1,324	1,193
Water Meter Rates	208	258	218
Sewerage Collection	1,449	1,465	1,448
PENALTIES			
Rate Penalties	132	114	121
Total rates revenue	11,081	10,978	10,314
RATES REMITTED ARE AS FOLLOWS:			
Rates on land where GDC is the ratepayer	168	168	188
Rate discounts	25	23	23
Rates remitted per Council policy	57	33	49

capital expenditure per activity



Council spent a total of \$16,459,000 on replacing existing assets and acquiring/building new assets. Items of note were:

- Greymouth Aquatic Centre \$8,314,000 (an additional \$1,223,000 was spent in 2007/2008)
- Greymouth sewerage upgrade (on-going) \$2,235,000
- Council Civic Chambers \$ 715,000 (an additional \$46,000 was spent in 2007/2008)

summary of significant performance measures

What Council has spent and where is outlined in the tables and graphs as shown above. Council also measures non financial performance against a number of measures (all of which are contained within the full annual report). Some of the key performance measures are as follows:

performance target	what Council achieved
Roading	
<p>Fixing potholes:</p> <ul style="list-style-type: none"> • Within 3 days of being noticed/reported on main roads; and • Within 8 days of being noticed/reported on other roads 	<ul style="list-style-type: none"> • 70% of repairs met the target. Wet weather hampered repairs on many instances.
<p>Response times when emergency work required:</p> <ul style="list-style-type: none"> • Delays of no longer than 1 hour plus normal travelling time from depot to site on main roads; and • Delays of no longer than 2 hours plus normal travelling time from depot to site on other roads 	<ul style="list-style-type: none"> • Monitoring of contracts by Council staff confirm that emergency work was responded to within one hour plus normal travelling time during the 2008/2009 year • Monitoring of contracts by Council staff confirm that all emergency work on all other roads was responded to within two hours plus normal travelling time during the 2008/2009 year
Stormwater/Flood Protection	
<p>Stormwater and public drains</p> <ul style="list-style-type: none"> • Emergency work: - attend within 3 hours of report • Major blockages/Failures: - attend within 1 day of report • Incidents of ponding (rain events within design capacity): - max of 15 per annum • Properties flooded (rain events within design capacity): - less than 5 per annum • Buildings flooded (rain events within design capacity): Nil 	<ul style="list-style-type: none"> • Contract monitoring confirms that emergency work was attended to within 3 hours of reports and major blockages/failures were fixed within 1 day of being reported. • 10 ponding events on roads were reported. • Over 100 properties were affected by surface flooding • 30 buildings were flooded. <p>For the last 3 bullet points ponding and flooding occurred during significant storm events in April and May 2009. These events were greater than the normal design capacity of stormwater systems. The actual capacity of stormwater systems in the affected areas is being investigated to assess where improvements can be made. Council has budgeted funds in 2009-2012 for improvement works in built up areas.</p>
Sewerage	
<p>Properties to connect to a Council sewerage scheme where one is available:</p> <ul style="list-style-type: none"> • All applicable properties in Paroa/South Beach connected by 30 June 2008. 	<ul style="list-style-type: none"> • 70% of properties connected as at 30 June 2009 based on Geographical System Records.
<ul style="list-style-type: none"> • Upgrade Greymouth sewerage scheme. Completed by 30 June 2014 	<ul style="list-style-type: none"> • Ongoing and on track to complete by 2014.
<ul style="list-style-type: none"> • Emergency Work (outages, broken pipes): - Attend within 1 hour of report. • Blockages: - Attend within 3 hours of report • Availability of service: - 100% • Overflow events: - Maximum of 10 per annum in 2006/07 and reducing thereafter. 	<ul style="list-style-type: none"> • Monitoring of contracts by Council staff confirm that emergency work were responded to within 1 hour of report and other works within 3 hours of report. • Service was available 100% of the time • Overflow events increased and have exceeded 10 per year due to higher than usual intensity rain events. A large part of the discharge is due to a number of properties still to separate their stormwater and sewerage. Council has not yet set a date by which all properties must be separated for the greater Greymouth area.
<p>Construct new sewerage schemes when local communities agree to fund their share of the cost.</p> <ul style="list-style-type: none"> • Blackball – by 30 June 2007. • Te Kinga – by 30 June 2007. • Boddytown – by 30 June 2007. • Dobson and Kaiata – by 30 June 2009. • Rapahoe – by 30 June 2011. 	<ul style="list-style-type: none"> • Blackball – completed January 2008 • Te Kinga – Completed November 2007 • Boddytown – Completed May 2007 • Did not receive Sanitary Works Subsidy Scheme assistance from the Ministry of Health. – Unlikely that community will consider proceeding without subsidy. • Consultation was carried out with the community in July 2007 for an option of reticulated sewerage. The community was not in favour of this option at the time.
Swimming pools	
<ul style="list-style-type: none"> • To replace the Greymouth Town Baths as soon as possible with a new aquatic centre opening by April 2009 	<ul style="list-style-type: none"> • The Grey District Aquatic Centre opened on the 27 June 2009. The opening was later than anticipated due to unforeseen delays with construction of the facility.
<ul style="list-style-type: none"> • Re-develop and re-roof the Runanga Baths 	<ul style="list-style-type: none"> • Runanga Swimming Pool Roof was approved to go ahead during the 2007/2008 year. Stage 1 - design and tender is underway. MWH have been appointed to supply an engineering overview for the project. Five builders have been identified to be invited to tender for the project.
Restrooms	
<ul style="list-style-type: none"> • Maximum number of 30 complaints received per annum 	<ul style="list-style-type: none"> • Approximately 10 complaints were received.

performance target	what Council achieved
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Water Supply

<ul style="list-style-type: none"> Emergency work (pipe breakages, pump outages). Attend within 2 hours of report Major pipe breaks/leaks: - Attend within 2 hours of report 	<ul style="list-style-type: none"> Staff monitoring contracts confirm these measures achieved and in many cases attended to sooner than this requirement 																												
<p>To measure for 'unaccountable' water per supply (leakage testing) and have results no greater than the following:</p> <ul style="list-style-type: none"> Greymouth area – 10%. Runanga-Rapahoe – 15%. Stillwater – 5%. Dobson-Taylorville – 15%. Blackball – 5%. 	<ul style="list-style-type: none"> Greymouth area remains at 10%. Runanga-Rapahoe less than 15%. Stillwater remains at 5%. Dobson-Taylorville less than 15%. Blackball remains at 5%. <p>Where improvements have occurred this has been achieved through identification and repair of major leaks and/or replacement of existing water mains in very poor condition.</p>																												
<p>Upgrade quality on existing schemes, subject to the standards being mandated by central Government.</p> <ul style="list-style-type: none"> Filtration plant on Coal Creek Plant by 30 June 2010. Filtration on other schemes by 30 June 2011. 	<ul style="list-style-type: none"> Ministry of Health funding criteria confirms that financial assistance is not available for the Greymouth Scheme (Coal Creek Plant). Council has confirmed in its 2009-2019 LTCCP that it will not proceed without financial assistance. The Blackball community was consulted on options to upgrade its existing water supply to meet NZ Drinking Water Standards and was successful with a funding application to the Ministry of Health. 																												
<p>Compliance with Drinking Water standards</p> <ul style="list-style-type: none"> Greymouth area -Ab (after filtration upgrade). Runanga-Rapahoe- Bc. Stillwater – Bc. Dobson-Taylorville – Bb. Blackball – Bb. <table border="1"> <thead> <tr> <th>Source & Treatment Plant Grading</th> <th>Distribution System Grading</th> <th>Risk Level</th> <th>Means</th> </tr> </thead> <tbody> <tr> <td>A1</td> <td>NA</td> <td>Very Low</td> <td>Completely satisfactory Demonstrably high quality.</td> </tr> <tr> <td>A</td> <td>(a)</td> <td>Very Low</td> <td>Completely satisfactory.</td> </tr> <tr> <td>B</td> <td>(b)</td> <td>Low</td> <td>Satisfactory.</td> </tr> <tr> <td>C</td> <td>(c)</td> <td>Moderate</td> <td>Marginal.</td> </tr> <tr> <td>D</td> <td>(d)</td> <td>High</td> <td>Unsatisfactory.</td> </tr> <tr> <td>E</td> <td>(e)</td> <td>Very High</td> <td>Completely unsatisfactory.</td> </tr> </tbody> </table>	Source & Treatment Plant Grading	Distribution System Grading	Risk Level	Means	A1	NA	Very Low	Completely satisfactory Demonstrably high quality.	A	(a)	Very Low	Completely satisfactory.	B	(b)	Low	Satisfactory.	C	(c)	Moderate	Marginal.	D	(d)	High	Unsatisfactory.	E	(e)	Very High	Completely unsatisfactory.	<ul style="list-style-type: none"> Greymouth area - Ec Runanga-Rapahoe - Ed Stillwater - Eb Dobson-Taylorville - Eb Blackball - Ec <p>During the 2008/09 year Council through its draft 2009-2019 LTCCP advised that it will not consider fully complying with Drinking Water Standards unless financial assistance is available from the Ministry of Health and the community agrees to fund the difference between the total cost and the level of assistance likely to be provided</p>
Source & Treatment Plant Grading	Distribution System Grading	Risk Level	Means																										
A1	NA	Very Low	Completely satisfactory Demonstrably high quality.																										
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E	(e)	Very High	Completely unsatisfactory.																										

Refuse collection and disposal

<ul style="list-style-type: none"> Complaints about the service: Maximum of 50 per annum 	<ul style="list-style-type: none"> There were 30 complaints about the service. These generally relate to overflowing refuse bins in the peak tourism season.
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Pensioner housing

<ul style="list-style-type: none"> To maintain occupation rates of above 85%. 	<ul style="list-style-type: none"> Council flats were fully occupied throughout the year ended 30 June 2009.
<ul style="list-style-type: none"> Maximum number of 5 complaints about the service. 	<ul style="list-style-type: none"> There were no complaints recorded regarding the service for the 2008/2009 year.

District library

<ul style="list-style-type: none"> To maintain a quality book stock by holding 30,000 books of which no more than 25% are older than 7 years. 	<ul style="list-style-type: none"> As at 30 June 2009 the library had stock of 31,723. 32.5% of this was older than 7 years.. Space at the library restricts the total number of books that can be held, without impacting negatively on the space available to users (no complaints were received relating to the quality and quantity of stocks held).
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History House – museum

<ul style="list-style-type: none"> To attract a minimum number of visitors of 60 per month 	<ul style="list-style-type: none"> History House had an average of 146 visitors per month for the 2008/09 year.
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Civil Defence

<ul style="list-style-type: none"> To hold at least 1 training exercises per year 	<ul style="list-style-type: none"> Co-ordinated Incident Management System (CIMS) Training was provided for staff on the 3rd and 4th of February 2009.
<ul style="list-style-type: none"> Review the Civil Defence Plan and confirm contacts once per year 	<ul style="list-style-type: none"> A review of the Civil Defence Plan was undertaken by the Civil Defence Officer in the 2008/2009 year.
<ul style="list-style-type: none"> Schedule a visit to each school in the district at least once every 2 years. 	<ul style="list-style-type: none"> All schools were visited at least once with a majority receiving two visits in the year ended 30 June 2009

Democracy/Administration

<ul style="list-style-type: none"> Respond to written correspondence within 10 days 	<ul style="list-style-type: none"> 42% of all written correspondence received in the year ended 30 June 2009 were responded to within 10 days.
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District planning

<ul style="list-style-type: none"> Process resource consents within the timeframe set under legislation 	<ul style="list-style-type: none"> 77% of all consents were processed within the statutory time frames.
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Building control

<ul style="list-style-type: none"> Achieve accreditation as a Building Consent Authority. 	<ul style="list-style-type: none"> Council received accreditation as a building consent authority on the 13 August 2008.
<ul style="list-style-type: none"> Process consents within the timeframe set under legislation 	<ul style="list-style-type: none"> 91% of the 610 building consents/Certificate of Acceptances (COAs) issued to 30 June 2009 were issued within the 20 day limit.

Land Information Memorandums (LIMs)

<ul style="list-style-type: none"> Process all LIM requests within the 10 working 10 day statutory timeframe. 	<ul style="list-style-type: none"> 89% of LIM requests were completed within 10 working days.
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