



**MARTINBOROUGH  
COMMUNITY BOARD**  
*Kia Reretahi Tātau*

# **AGENDA**

## **Martinborough Community Board Monday, 16 March 2026**

**I hereby give notice that a Martinborough Community Board meeting will be held:**

**Date: Monday, 16 March 2026**

**Time: 7:00 pm**

**Location: Supper Room, Waihinga Centre, Texas Street  
Martinborough**

**Janice Smith  
Chief Executive Officer**



## Order Of Business

<b>1</b>	<b>Karakia Timatanga – Opening</b> .....	<b>4</b>
<b>2</b>	<b>Apologies</b> .....	<b>4</b>
<b>3</b>	<b>Conflicts of Interest</b> .....	<b>4</b>
<b>4</b>	<b>Acknowledgements and Tributes</b> .....	<b>4</b>
<b>5</b>	<b>Public Participation</b> .....	<b>4</b>
<b>6</b>	<b>Actions from Public Participation</b> .....	<b>4</b>
<b>7</b>	<b>Urgent Business</b> .....	<b>4</b>
<b>8</b>	<b>Confirmation of Minutes</b> .....	<b>5</b>
8.1	Minutes of the Martinborough Community Board Meeting held on 2 February 2026 .....	5
<b>9</b>	<b>Decision Reports from Chief Executive and Staff</b> .....	<b>9</b>
9.1	Income and expenditure update .....	9
<b>10</b>	<b>Information Reports from Chief Executive and Staff</b> .....	<b>14</b>
10.1	Information report - Pain Farm .....	14
10.2	Updates from Council .....	22
<b>11</b>	<b>Chairperson Reports</b> .....	<b>37</b>
11.1	Chairperson Update .....	37
<b>12</b>	<b>Karakia Whakamutunga – Closing</b> .....	<b>44</b>

**1 KARAKIA TIMATANGA – OPENING**

Kia hora te marino  
Kia whakapapa pounamu te moana  
Hei huarahi mā tātou i te rangi nei  
Aroha atu, aroha mai  
Tātou i ā tātou katoa  
Hui ē! Tāiki ē!

May peace be widespread  
May the seas be like greenstone  
A pathway for us all this day  
Let us show respect for each other  
For one another  
Bind us all together!

**2 APOLOGIES**

**3 CONFLICTS OF INTEREST**

**4 ACKNOWLEDGEMENTS AND TRIBUTES**

**5 PUBLIC PARTICIPATION**

**6 ACTIONS FROM PUBLIC PARTICIPATION**

**7 URGENT BUSINESS**

**8 CONFIRMATION OF MINUTES**

**8.1 MINUTES OF THE MARTINBOROUGH COMMUNITY BOARD MEETING HELD ON 2 FEBRUARY 2026**

**Author:** Shanin Brider, Advisor, Community Governance

**Authoriser:** Matt Vins, Manager, Corporate Support

**RECOMMENDATIONS**

1. That the minutes of the Martinborough Community Board meeting held on 2 February 2026 are confirmed as a true and correct record.

**APPENDICES**

**Appendix 1 Minutes of the Martinborough Community Board held 2 February 2026**

**MINUTES OF SOUTH WAIRARAPA DISTRICT COUNCIL  
MARTINBOROUGH COMMUNITY BOARD  
HELD AT THE SUPPER ROOM, WAIHINGA CENTRE, TEXAS STREET, MARTINBOROUGH  
ON MONDAY, 2 FEBRUARY 2026 AT 7:00 PM**

<b>PRESENT:</b>	Miss Mel Maynard (joined online), Cr Aidan Ellims, Mr James Brodie (Chair), Mrs Nana Boyle (Deputy Chair), Mr Ross Andrew, Cr Chris Archer
<b>APOLOGIES:</b>	Nil
<b>IN ATTENDANCE:</b>	Shanin Brider (Community Governance Advisor), Mayor Fran Wilde
<b>PUBLIC FORUM:</b>	Nil
<b>CONDUCT OF BUSINESS:</b>	This meeting was held in the Supper Room, WaiHINGA Centre, Texas Street, Martinborough. The meeting was held in public under the above provisions from 7.02pm to 7.46pm except where expressly noted.

#### **OPEN SECTION**

##### **1 KARAKIA TIMATANGA – OPENING**

The chair welcomed everyone to the meeting and the board opened the meeting with a karakia.

##### **2 APOLOGIES**

Nil.

##### **3 CONFLICTS OF INTEREST**

No interests were disclosed relating to items on the agenda or interests not already recorded on a relevant register.

##### **4 ACKNOWLEDGEMENTS AND TRIBUTES**

Miss Mel Maynard paid tribute to Matua Nelson who recently passed. Matua Nelson was a true gentleman and his loss is, and will continue to be felt through the South Wairarapa community. Kua hinga te totara I te wao nui a Tāne, te poutokomanawa, kaumātua o te Wairarapa, o Rangitane, o Ngāti Kahungunu. Moe mai rā Mātua, moe mai rā.

##### **5 PUBLIC PARTICIPATION**

Nil

##### **6 ACTIONS FROM PUBLIC PARTICIPATION**

Nil

##### **7 URGENT BUSINESS**

Nil

## 8 CONFIRMATION OF MINUTES

### 8.1 MINUTES OF THE MARTINBOROUGH COMMUNITY BOARD MEETING HELD ON 8 DECEMBER 2025

#### COMMITTEE RESOLUTION MCB2026/01

**Moved:** Cr C Archer

**Seconded:** Mrs N Boyle

1. That the minutes of the Martinborough Community Board meeting held on 8 December 2025 are confirmed as a true and correct record.

**CARRIED**

## 9 DECISION REPORTS FROM CHIEF EXECUTIVE AND STAFF

### 9.1 INCOME AND EXPENDITURE UPDATE

Miss Brider spoke to this report where the purpose was to update the board on current income and expenditure activities and to provide an explanation of the funding and budgets available to the board. Miss Brider advised of a correction to the amount available in the community development fund from \$13,669 to \$20,000. The recommendations in report 9.2 would be adjusted when we moved this this report.

#### COMMITTEE RESOLUTION MCB2026/02

**Moved:** Cr A Ellims

**Seconded:** Mr R Andrew

That the Martinborough Community Board resolve to:

- 1 Receive the Income and Expenditure update
- 2 Move the surplus \$85 ringfenced for Christmas Parade advertising back to the community development fund for reallocation.

**CARRIED**

### 9.2 2026 COMMUNITY BOARD FUNDING

Miss Brider spoke to this report where the purpose was for the board to agree funding rounds for 2026. Miss Brider advised the board the current allocation was to be increased from \$15,000 to \$20,000 as per decisions made by Council at their 11 December meeting and discussions from the 9.1 report.

It was also discussed that the Annual Plan had not been adopted by Council so any funding amounts would be advertised to the community once this took place.

Miss Brider advised the board that new application and accountability forms would be created and be made available for applicants as alternative options to make applications and reporting easier based on feedback received from community groups. Advice and assistance would also

be provided to applicants if needed. The elected members lounge would be utilised so the board could easily access information of funding progression.

The swimming pool fund was explained to the board, and it was decided this funding should be allocated as soon as possible. It was agreed that the advertising of this fund would be publically notified when advertising available funding. The board discussed with the Community Governance Advisor how the funding was allocated, and explained the difference between operational funding and “nice to have” funding.

#### **COMMITTEE RESOLUTION MCB2026/03**

**Moved: Mr R Andrew**

**Seconded: Cr A Ellims**

That the Martinborough Community Board resolve to:

- 1 Receive the “2026 Community Board Funding” report.
- 2 Set one funding round in the 2025/2026 financial year for ~~\$13,819~~ **\$18,819** with applications to open 22 February and close 5 April 2026.
- 3 Consider and decide upon allocation of these grants at the board’s 28 April 2026 meeting.
- 4 Set the first of two funding rounds in the 2026/2027 financial year for ~~\$10,000~~, with the first opening 10 August and closing 20 September 2026. **Amount to be notified once funding amount is determined post Annual Plan adoption**
- 5 Consider and decide upon allocation of these grants at the board’s 12 October 2026 meeting **once funding decisions are made as per the adoption of the Annual Plan.**
- 6 Agree to determine future funding rounds once the 2027 meeting schedule and been ratified **and the Annual Plan has been adopted.**

**CARRIED**

#### **10 KARAKIA WHAKAMUTUNGA – CLOSING**

The board closed the meeting with a karakia.

The meeting closed at 7.46pm.

**Confirmed as a true and correct record.**

## **9 DECISION REPORTS FROM CHIEF EXECUTIVE AND STAFF**

### **9.1 INCOME AND EXPENDITURE UPDATE**

**Author:** Shanin Brider, Advisor, Community Governance

**Authoriser:** Janice Smith, Chief Executive Officer

#### **PURPOSE**

The purpose of this report is to update the board on current income and expenditure activities.

#### **BACKGROUND**

The update is supplied to the community board to ensure clear and transparent use of South Wairarapa District Council funds. Funds are used to support the ordinary operation of the community board and provide grant funding to the community.

See the boards terms of reference for financial and non-financial delegations.

#### **EXECUTIVE SUMMARY**

The income and expenditure report is to period ending 31 January 2026. It should be noted that there is no change across income or expenditure in February 2026.

#### **Community development fund budget**

At its last meeting, the board resolved to return the unspent \$85 from Christmas advertising back to the main allocation pool. This has been adjusted.

The additional \$5,000 allocation to this fund has also been adjusted for this financial year.

#### **Operational budget**

This budget is to be used for the operational expenses of the board in the financial year. Such expenses might include any room hire or catering costs, advertising in local publications, costs relating to community engagement and other incidentals. Surplus funds within the year's budget do not roll over to the following financial year.

It is noted there is still an unspent allocation for AED map printing and morning tea from November 2025. Apologies this was not corrected at the last meeting. The maps were printed in house, and the morning tea was provided by another organisation.

#### **Training budget**

No change since last meeting.

#### **Swimming pools fund**

The board currently has delegated authority for allocation of swimming pool funding, and the balance is currently \$14,174. This is a historical fund that is not replenished. Once exhausted, the fund will close. Advertising the use of this fund has been publicised with the community development fund.

**RECOMMENDATIONS**

That the Martinborough Community Board resolve to:

- 1 Receive the Income and Expenditure update
- 2 Move the surplus \$150 ringfenced funding for AED map printing and morning tea back to the main operational expenditure budget.

**APPENDICES**

**Appendix 1      Financial reporting January 2026**

## Martinborough Community Board

### Community Development fund for the Period Ended 31 January 2026

<b>Allocation Grants Annual Budget 2025-26</b>	<b>\$ 20,405</b>
<b>Unused funds from 2024-25</b>	<b>\$ 3,037</b>
<b>Grant refund K Krogh - Sep 2025</b>	<b>\$ 209</b>
<b>Less Expenditure 2025/26 (Funds Uplifted)</b>	
<b>Jul-25</b>	
MCB2025/40 - Heritage buildings	\$ 1,177
MCB2025/22 - WaiDark sky light meter	\$ 825
<b>Dec-25</b>	
MCB2025/57 - Kuranui College 105168/01 MCB Kuranui Kapahaka	\$ 1,000
MCB2025/66 - A&K Traffic solutions Christmas Parade	\$ 630
MCB2025/66 Traffic Assistance Christmas Parade	\$ 1,200
<b>Jan-26</b>	
MCB2025/66 - The Martinborough Star - Christmas Parade advertising	\$ 65
<b>Less funds granted and uplifted to 31 January 2026</b>	<b>\$ 4,897</b>
<b>Balance as at 31 January 2026</b>	<b>\$ 18,754</b>
<b>Less funds not uplifted from previous Community meetings as at 31 January 2026</b>	
<b>Less committed funds not uplifted from previous community meetings</b>	<b>\$ -</b>
<b>Community Fund Account balance as at 31 January 2026</b>	<b>\$ 18,754</b>

## Martinborough Community Board

### Operational Expenditure for the Period Ended 31 January 2026

<b>Annual Budget 2025-26</b>	<b>\$ 2,054</b>
<b>Less Expenditure 31 January 2026</b>	
<b>Jul-25</b>	
Local Government 107281/01 CBEC Levy	\$ 290
<b>Aug-25</b>	
Printing & laminating (A Brown) 10(A4) x.30c 4(A3)	\$ 3
<b>Dec-25</b>	
Lamb-Peters Pri 108320/03 Business Cards for MCB	\$ 34
<b>Less expenditure uplifted to 31 January 2026</b>	<b>\$ 327</b>
<b>Balance as at 31 January 2026</b>	<b>\$ 1,727</b>
<b>Less committed expenditure not uplifted from previous Community meetings as at 31 January 2026</b>	
MCB2025/11 - AED Map printing and morning tea	\$ 150
<b>Less committed expenditure not uplifted from previous community meetings</b>	<b>\$ 150</b>
<b>Operational Account balance as at 31 January 2026</b>	<b>\$ 1,577</b>

## Martinborough Community Board

### Training expenditure for the Period Ended 31 January 2026

<b>Annual Budget 2025-26</b>	<b>\$ 1,027</b>
<b>Less Expenditure 31 January 2026</b>	
	\$ -
<b>Less expenditure uplifted to 31 January 2026</b>	<b>\$ -</b>
<b>Balance as at 31 January 2026</b>	<b>\$ 1,027</b>

## Martinborough Community Board

### Swimming Pools fund for the Period Ended 31 January 2026

<b>Unused funds from Martinborough Swimming Club</b>	<b>\$</b>	<b>15,269</b>
<b>Less Expenditure 2025/26 (Funds Uplifted)</b>		
<b>Aug-25</b>		
MCB2025/49 - C Harding - additional mats	\$	1,095
<b>Less funds granted and uplifted to 31 January 2026</b>	<b>\$</b>	<b>1,095</b>
<b>Balance as at 31 December 2025</b>	<b>\$</b>	<b>14,174</b>
<b>Less funds not uplifted from previous Community meetings as at 31 January 2026</b>		
	\$	-
<b>Less committed funds not uplifted from previous community meetings</b>	<b>\$</b>	<b>-</b>
<b>Swimming Pools Fund Account balance as at 31 January 2026</b>	<b>\$</b>	<b>14,174</b>

## 10 INFORMATION REPORTS FROM CHIEF EXECUTIVE AND STAFF

### 10.1 INFORMATION REPORT - PAIN FARM

**Author:** Janice Smith, Chief Executive Officer

#### PURPOSE

To inform community board members of the history relating to Pain Farm Estate.

#### EXECUTIVE SUMMARY

- Pain Farm Estate was bequeathed to the then Martinborough Borough Council in 1932 in George Pains last will and testament
- His wife had a lifetime interest in the property, which ended when she passed away in 1965
- The bequest sought for the land to be used as sports grounds for the residents of Martinborough and a playground for children
- In 1966, the Martinborough Borough Council sought approval from the High Court to create a “scheme” whereby the income generated from the property was used to fulfil the desire in the will as the property itself was too far from the township to give effect to the outcomes George Pain desired.

#### RECOMMENDATIONS

That the Martinborough Community Board resolve to:

- 1 Receive the “Information Report – Pain Farm” report.

#### BACKGROUND

The South Wairarapa District Council, as successor of the former Martinborough Borough Council following an amalgamation of borough councils in 1989, is the legal owner of approximately 210 acres of farmland known as Pain Farm Estate that is held in trust.

Mr George Pain bequeathed Pain Farm to the Martinborough Borough Council, subject to a life interest in favour of his wife, under his will dated 24 March 1932.

The relevant part of clause 4 of the Will reads:

*“...I GIVE DEVISE AND BEQUEATH my said house property and farm of 200 acres at Martinborough to the Martinborough Town Board or Martinborough Borough Council or the local authority for the time being controlling the Township of Martinborough to the intent that the said property should be held on behalf of the inhabitants of the Township of Martinborough AND I PARTICULARLY DESIRE that the said property should as far as possible be made available as a sports ground for the residents of Martinborough and a playground for the children.”*

The “house property and farm of 200 acres” referred to in clause 4 of the Will is Pain Farm.

Pain Farm was transferred to the Martinborough Borough Council, following the death of Mrs Pain, in March 1965, and was subject to a 21-year income-generating lease to a third party.

The Martinborough Borough Council was advised at or about that time that the effect of the requirement under clause 4 of the Will for Pain Farm to be “held on behalf of the inhabitants of the Township of Martinborough” and not the precatory wish that the property be used as a sports ground and a playground, created a valid charitable trust, but that the purpose of the charitable trust was uncertain.

Based on that advice, the Martinborough Borough Council sought and obtained Supreme Court approval of a scheme under Part 3 of the Charitable Trusts Act 1957. The Supreme Court was the equivalent to the current High Court at that time. The scheme that was approved by the Supreme Court on 11 February 1966 and is referred to as “the scheme” which provides that:

*“the income of the trust lands [ie, Pain Farm] should be used... in maintaining and improving the Borough's parks, sports grounds, camping ground, swimming baths, providing, equipping and maintaining sports facilities and a children's playground in such manner and in such proportion as the Council shall from time to time decide.”*

Considering the above history, Council recognises that Pain Farm is held in trust. Revenue generated by Pain Farm is shown as ‘trust’ revenue in Council’s accounts, and applicants can apply to Council for Pain Farm Trust grant funding to support Martinborough sport/recreation facilities of the type referred to in the scheme.

In 2008, Council initiated consultation on future wastewater management for its district. This led to the development of a Draft Wastewater Strategy, released in 2011, which included transitioning to discharging treated effluent onto Council-owned land.

Pain Farm was identified as including land onto which treated effluent could be discharged, and in 2014 Council applied for a Martinborough Wastewater Treatment Plant resource consent which included a discharge permit for Pain Farm, for a term of 35 years. The resource consent, including the discharge permit for Pain Farm, was granted in 2016.

In 2023, Council identified a designation over Pain Farm for the 'operation, maintenance, and improvement of a waste treatment and disposal facility'. Members of the local community have raised concerns regarding Council’s intention to designate Pain Farm in that way.

## **DISCUSSION**

The issue relating to the use of the land was complex and required legal support from Simpson Grierson trust lawyers to understand the basis of the bequest made by George Pain and the subsequent change to that bequest in the 1960’s.

Council has previously taken the view that as trustee, it owned the land and could make the decision to discharge treated wastewater to land on that site. This was tested with the trust lawyers, and it became clear that this was not acting in good faith as both the trustee and the proposed user of the land. If Council was to continue with the planned disposal, then further legal action would be required to secure that position.

Simpson Grierson identified several options for consideration, but all of them involved an application to the High Court to either amend the current scheme or create a new scheme to allow the land to be used. In addition, discussions considered how Council could remove itself from being the trustee of Pain Farm and create a separate trust. As the land was bequeathed to Council, this would also need High Court approval.

The previous Council delegated the management of the Pain Estate and the dispersal of grant funds to the Martinborough Community Board. The work with the trust lawyer also identified that the Martinborough Community board could not allocate grant funds under the trust arrangements

and that the delegation made by Council was incorrect. Only Council can approve the grant allocations, so going forward if the community board are to be involved, they can only recommend grants to Council – Council must approve them.

Because of this advice, the Pain Estate Grant Policy needs to be rewritten to reflect the above position, but to also clarify who can apply for funds and what proposals meet the conditions of the trust.

## **APPENDICES**

### **Appendix 1      SWDC workshop - Pain Farm Trust**



# 1. The Pain Farm trust



## Pain Farm Trust essentials

- The Council itself is the trustee (as successor of the Martinborough Borough Council (**MBC**))
- The Trust property is all 85 ha of Pain Farm
- The Trust is a charitable trust, for charitable purposes
- The Trust was created by George Pain's will, for the benefit of Martinborough & with the local council as trustee
- Key terms are now set out in a scheme approved the court in 1966
- The 1966 court-approved scheme contemplates
  - Generation of income from the Trust property
  - Use of that income for sport/recreation/playground facilities, for the benefit the Martinborough area and its residents

Privileged & Confidential

SIMPS  
GRIERSON

## The 1966 court-approved scheme

- The MBC submitted to the Court that Mr Pain’s wishes “*can best be attained by retaining [Pain Farm] as an endowment and using the revenue therefrom for the development of [sport/recreation/playground grounds and facilities] within the Borough*”
- The 1966 court-approved scheme prescribed the mode of administering the Trust in the following terms:

*“the income of the trust lands should be used... in maintaining and improving the Borough's parks, sports grounds, camping ground, swimming baths, providing, equipping and maintaining sports facilities and a children's playground in such manner and in such proportion as the Council shall from time to time decide”*

Privileged & Confidential

SIMPSON  
GRIERSON

## Implications of Trust terms for use of Pain Farm & income

1. Pain Farm is to be retained & used to generate income
2. Income must be used for purposes specified in the scheme
3. A use of Pain Farm being beneficial to the Martinborough area & its residents in some other way
  - a. Is not enough, by itself, to justify or permit that use
  - b. Must not materially detract from overall current & future income generation for the purposes specified in the scheme
  - c. Might be a tie-breaker in choosing between income-generating uses
4. The Council as trustee is responsible for determining the use of Pain Farm (& use of income for the Trust's purposes, eg Trust grants may be recommended by Martinborough Community Board but need to be approved by Council)

Privileged & Confidential

SIMPSON  
GRIERSON

## The Council's duties as trustee

- All duties are to be performed having regard to the Trust's context & objectives

### **Mandatory duties**

- Know the Trust's terms
- Act in accordance with the Trust's terms
- Act honestly & in good faith
- Hold & deal with Trust property, & otherwise act, to further the Trust's purposes
- Exercise trustee powers for proper purpose
- Comply with limits on delegation (eg, determination of use or distribution of any Trust property)

### **Default duties (Trust terms may exclude/modify)**

- Exercise reasonable care & skill in administering the Trust
- Exercise any power of investment prudently
- Not exercise trustee powers directly or indirectly for one's own benefit
- Consider actively & regularly the exercise of trustee powers
- Not bind oneself or commit to a future exercise or non-exercise of discretion
- Not make a profit from trusteeship
- Act for no reward – but a trustee is entitled to reimbursement of expenses/disbursements

Privileged & Confidential

SIMPSON  
GRIERSON

**10.2 UPDATES FROM COUNCIL****Author: Shanin Brider, Advisor, Community Governance****Authoriser: Janice Smith, Chief Executive Officer****PURPOSE**

The purpose of this report is to keep the board informed of information and decision-making following meetings of Council and its committees, and to provide an avenue for other relevant updates from staff and appropriate stakeholders when needed.

**Council meeting – 19 February**

Customer transformation programme (appendix 1&2)	<ul style="list-style-type: none"> <li>· Council endorsed the Customer Charter and Customer Service Transparency Policy</li> <li>· Zendesk implementation as a central customer service tool replacing email-based workflows</li> <li>· Councillors discussed metrics and reporting particularly around response times and service level agreements and possible integration with Antenno and future SMS notification options</li> <li>· Councillors requested community boards have visibility of the newly adopted charter and policy.</li> </ul>
Amendment to the Naming of Public Roads, Private Roads and Rights-of-way Policy (appendix 3)	<ul style="list-style-type: none"> <li>· Council approved the updated policy</li> <li>· Clarification of terminology, definitions and approval processes</li> <li>· Strengthening language around partnership with mana whenua</li> <li>· Updating of flowcharts and application forms</li> <li>· Ensuring community boards receive a revised copy</li> </ul>
Annual Plan 2027/2027 community engagement	<ul style="list-style-type: none"> <li>· No material changes are planned that would trigger a formal consultation under the Significance and Engagement Policy</li> <li>· Engagement will still occur, focussed on informing the community and preparing for the upcoming LTP consultation</li> </ul>

**RECOMMENDATIONS**

That the Martinborough Community Board resolve to:

- 1 Receive the “Updates from Council” report.

**APPENDICES****Appendix 1 Customer Charter****Appendix 2 SWDC Customer Service Transparency Policy****Appendix 3 Road Naming Policy**

# Our commitment to you

We aim to deliver excellent service that is timely, transparent, and respectful. This customer charter sets out the standards you can expect when engaging with us.



**SOUTH WAIRARAPA DISTRICT COUNCIL**  
*Kia Reretahi Tātau*

## Our principles



### Respect and courtesy

- We will treat all customers with dignity, respect, and professionalism.
- We will listen carefully and respond in a polite and helpful manner.

### Accessibility

- We will make our services easy to access for everyone, including providing clear information and support for those with additional needs.
- We will offer multiple contact channels (phone, email, online, in person).

### Transparency

- We will provide clear, accurate, and timely information about our services, decisions, and processes.
- We will explain reasons for decisions and your options if you disagree.

### Responsiveness

- We will acknowledge your request.
- We will advise on the timeframe it will require to respond to your request.
- We will update you during the process if we have information for you.
- If we need to extend the timeframe, we will let you know.

### Accountability

- We will take responsibility for our actions and decisions.
- We will provide clear routes for feedback, complaints, and appeals.

### Fairness

- We will treat everyone equally and without discrimination.
- We will make decisions based on facts, fairness, and the law.

### Continuous improvement

- We will regularly review our services and seek feedback to improve.
- We will embrace innovation to deliver better outcomes for our community.

## Response time commitments



- Phone calls: We will respond to your call promptly during business hours and make sure you are supported by the most suitable person or team.
- Emails: We will acknowledge your email within 3 working days and provide a full response within 10 working days. Where this is not possible we will be clear about the complexity and expected final response time.
- Online requests: Will be acknowledged immediately with an automated response, You will receive a full response within 10 working days. Where this is not possible we will be clear about the complexity and expected final response time.
- Postal mail: We will respond to your postal correspondence within 10 working days of receipts. Where this is not possible we will be clear about the complexity and expected final response time.
- Complaints: We will acknowledge your complaint within 3 working days and provide a resolution or update within 10 working days.
- Urgent issues (e.g., public safety): We will action urgent issues immediately or escalate to the appropriate service provider within 1 hour.

## What we ask of you



- Treat our staff with courtesy and respect.
- Provide accurate information to help us serve you effectively.
- Respect the rights of other customers and the community in which we live.
- Work with us to reach a resolution.
- Let us know when your details have changed (e.g. address, dog registration details)
- Use our feedback channels to help us improve.



**SOUTH WAIRARAPA  
DISTRICT COUNCIL**  
*Kia Reretahi Tātau*

# Customer Service Transparency Policy

Date of Approval	January 2026
Policy ID	
Next Review	January 2028
Business Owner	Group Manager, Corporate Services
Version History	1.0

## Contents

1. Policy Statement .....	3
2. Purpose .....	3
3. Scope .....	3
4. Standards and Expectations.....	3
5. Roles and Responsibilities .....	4
6. Communications Channels.....	4
7. Monitoring and Reporting .....	4
8. Training .....	5

## 1. Policy Statement

South Wairarapa District Council is committed to delivering a transparent and customer-first service by:

- a. Acknowledging all enquiries and complaints promptly
- b. Providing clear and accurate information about progress and expected timelines
- c. Communicating any delays or changes proactively
- d. Ensuring customers are informed of the outcome and next steps

These commitments reflect South Wairarapa District Council Customer-First approach and support continuous improvement in the customer experience.

This policy is to be read in conjunction with the Complaints Policy (PI-ORG-005).

## 2. Purpose

The purpose of this policy is to outline South Wairarapa District Council's commitment to providing open, honest and timely communication with customers regarding enquiries and complaints. It ensures customers are kept informed throughout the process, building trust and accountability.

This policy is aligned with South Wairarapa District Council Customer-First value:

- a. We continuously improve by using customer insights to refine processes and services for better customer experience.
- b. We design our services and processes to provide the best possible outcomes for our customers.
- c. We keep our customers updated and informed by addressing customer enquiries promptly, providing ongoing updates and adapting to meet their needs.

## 3. Scope

This policy applies to all employees and contractors of South Wairarapa District Council who manage or respond to customer enquiries, service requests or complaints.

## 4. Standards and Expectations

- a. Acknowledgement
  - i. All customer enquiries and complaints must be acknowledged within three working days of receipt.
  - ii. A reference number and an expected timeframe for resolution must be provided in the acknowledgement.
  - iii. Complaints must be investigated in accordance with the Complaints policy, with a target resolution within 10 working days.

- b. Progress Updates
  - i. Customers must receive regular updates on the status of their enquiry or complaint, and will be advised if the expected resolution timeframe cannot be met.
  - ii. Updates must include:
    - The status of the enquiry or complaint
    - Next steps in the process
    - Any changes to previously advised timeframes
- c. Communication of Delays
  - i. If a delay occurs, the customer must be informed immediately
  - ii. The communication must include:
    - The reason for the delay
    - A revised timeframe for resolution
    - Any actions being taken to address the delay
- d. Resolution and Outcome
  - i. Customers must be notified when their enquiry or complaint has been resolved.
  - ii. The notification must include a clear explanation of the outcome and any next steps if applicable.

## 5. Roles and Responsibilities

The following roles are responsible for implementing this policy and ensuring a consistent customer experience:

- a. **Customer Experience Representatives:** Responsible for initial acknowledgement and routine progress updates.
- b. **Case Owners:** Responsible for managing resolution and providing detailed communication to customers.
- c. **Managers:** Responsible for monitoring compliance with this policy and addressing escalations.

## 6. Communication Channels

Communication with customers will be conducted via the following channels:

- a. Email
- b. Telephone
- c. Online customer portal
- d. In-person (where applicable)

## 7. Monitoring and Reporting

Compliance with this policy will be monitored through:

- a. Key Performance Indicators (KPIs):
  - i. Percentage of enquiries acknowledged within 3 working days

- ii. Percentage of cases receiving timely updates
- iii. Percentage of complaints resolved within 10 working days
- iv. Customer satisfaction scores
- b. Quarterly audit and reporting to the Strategic Leadership Team to ensure adherence and identify areas for improvement.

## 8. Training

All staff will receive training on:

- a. Effective communication techniques
- b. Use of the CRM system(s)
- c. Professional handling of complaints and enquiries



**SOUTH WAIRARAPA  
DISTRICT COUNCIL**  
*Kia Reretahi Tātau*

# Policy on Naming of Public Roads, Private Roads and Rights-of-Way

Date of Adoption	23 August 2006
Policy Number	C006
Next Review	31 March 2031
Amendment History	24 November 2018 – Minor amendments made in relation to MSC approvals of existing road names. 19 February 2026 – Update to reflect updated approval process.

**1. RATIONALE:**

The South Wairarapa District Council (the **Council**) is responsible for naming roads within its boundaries. A consistent and comprehensive approach is required to ensure ease of identification for emergency services, utilities, postal services, Council and the public. The Council is empowered to name roads under Section 319A of the Local Government Act of 1974.

**2. PURPOSE:**

The policy sets out guidelines and standards for naming new public roads, private roads and rights-of-ways within the South Wairarapa District. It applies to new roads, existing, unnamed and informally named roads, and proposals to change existing road names.

**3. DEFINITIONS: (for purposes of this Policy only):**

**Road:** Means a generic term encompassing public roads, private roads and rights-of-ways servicing more than four lots.

**Private Road:** Means any roadway laid out on private land for public use but not maintained by the Council.

**Public Road:** Means any road open to the public and maintained by the Council.

**Rights-of-Way (Private Way):** Means an easement allowing passage over another's land; right-of-way are not maintained by the Council.

**Suggested Suffixes:** Means terms such as "road", "street", "lane" etc. are to be used in circumstances appropriate to the physical situation, with the following suffix definitions acting as a guide:

Avenue	A wide straight road planted with trees on either side
Boulevard	A wide, main road, often planted with rows of trees
Circle	A street surrounding a circular or oval shaped space
Common	A street with a reserve or public open space along one side
Court	A short, enclosed road, i.e. a cul-de-sac
Crescent	A crescent shaped street, generally with both ends intersecting the same street
Crest	A road running along the top or summit of a hill
Cul-de-sac	A short, enclosed road
Drive	An especially scenic road or a main connecting route in a subdivision
Glade	A tree covered street or passage between streets
Green	As for Common, but not necessarily bounded by a reserve
Grove	A road that often features a group of trees standing together
Heights	A road traversing high ground
Lane	A narrow road
Lookout	A road leading to or having a view of fine natural scenery
Parade	A public promenade or road

Place	A short, sometimes narrow road
Ridge	A road along the top of a hill
Rise	A road going to a higher place of position
Road	A route between places, general usage
Row	A road with a line of professional buildings on either side
Street	A road that usually has houses on both sides
Track	A narrow country street that may end in pedestrian access
View areas	A road commanding a wide panoramic view across the surrounding areas
Way	A narrow road, often synonymous with lane

#### 4. GUIDELINES:

##### 4.1. GENERAL

- 4.1.1. The Council is the primary authority responsible for the naming, approval, amendment or decline of all new and existing road, private road and rights-of-way names.
- 4.1.2. All approved road name will be recorded in the Council's GIS mapping and property addressing systems.
- 4.1.3. Community Boards and the Māori Partnership Committee are advisory bodies only and will be consulted at Council's discretion where additional local, historical, cultural or tikanga Māori expertise is required.
- 4.1.4. This Policy will be reviewed and amended from time to time.

##### 4.2. PROCEDURE FOR NAMING ROADS

- 4.2.1. Applications for naming roads created or extended through subdivision must be submitted as part of the resource consent process.
- 4.2.2. Applicants must provide up to three proposed names, listed in order of preference with a brief statement of their significance. The applicant must also submit a concept/survey plan identifying the road and pay the appropriate fee ([see page 14 - Planning fees](#)).
- 4.2.3. Once council officers receive the application, they will check the suitability of the preferred and alternative names against its Policy.
- 4.2.4. The council will refer applications to Community Boards or the Māori Partnership Committee where advisory input is required. The Council will approve, amend or decline the name by way formal resolution.
- 4.2.5. Council officers will advise the applicant in writing of the decision.
- 4.2.6. Council officers will ensure that the road naming process is completed.
- 4.2.7. The signs are to be installed at no cost to council before the Section 224C certificate is prepared for issue. Performance bonds will not be accepted.
- 4.2.8. Applications for naming of existing roads are required to be submitted to the council's Chief Executive Officer. The Council will consider and make a decision on the road name application and will follow steps 4.2.3 to 4.2.4.
- 4.2.9. The Council also requires to be consulted for naming of existing private roads and rights-of-way to ensure that a current or proposed name complies with council policy and the various agencies to be informed are appropriately advised.

- 4.2.10. Applications for private road and rights-of-way names are to be submitted to the council officers on a standard form that is available [here](#) after consideration by officers, the applications will be submitted to the Council for the adoption of a name, or names.
- 4.2.11. Immediately after Council approves the name of any road, the council will advise Land Information NZ, Quotable Value, council's rating and GIS departments and all emergency services in the area of the name of the road.

#### **4.3. GUIDELINES FOR SELECTION OF ROAD NAMES**

- 4.3.1. Road names must not duplicate or closely resemble existing names within the South Wairarapa District emergency services area; this includes same road names with a different suffix.
- 4.3.2. Names must have clear local relevance, significant; or
- Recognition of Māori cultural significant;
  - Reflection of the landscape or topographical features; or
  - Recognition of historical events that have a significant impact of the community.
- 4.3.3. Names should be proportion to the length and character of the road.
- 4.3.4. All private roads and rights-of-ways serving more than four lots are to have the suffix "Lane" or "Way".
- 4.3.5. A pre-approved list of road names exists for the Greytown Ward, these are located [here](#) at page 60 onwards. Applicants proposing road names within this ward are encouraged to consider this list in the first instance.
- 4.3.6. Where the road is a continuation of an existing named road or will in the future link to an existing named road, then the current road name will automatically apply.
- 4.3.7. Names are entirely at the discretion of Council, whether for policy reasons or for other considerations.

#### **4.4. CHANGING EXISTING ROAD NAMES**

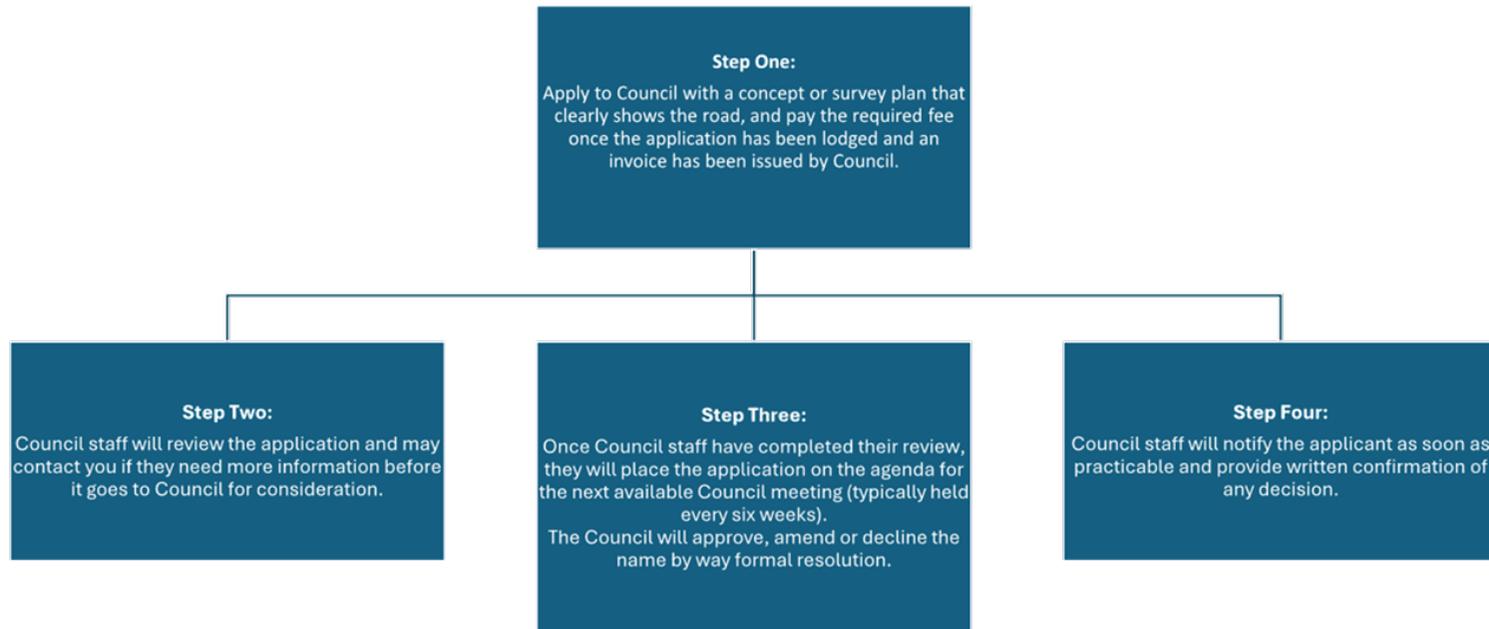
- 4.4.1. Where there is uncertainty about a road name, generally the most recently gazetted name will be the officially recognised name for the road.
- 4.4.2. A request to an existing road name must demonstrate a clear benefit to the community.
- 4.4.3. Council will consult affected property owners, Community Boards or the Māori Partnership Committee where appropriate.
- 4.4.4. Where a road name is requested to be changed to correct a demonstrated spelling error, the change shall be presented to Council for approval without the requirement for prior consultation with the relevant community board and residents and landowners.

#### **4.5. SIGNAGE**

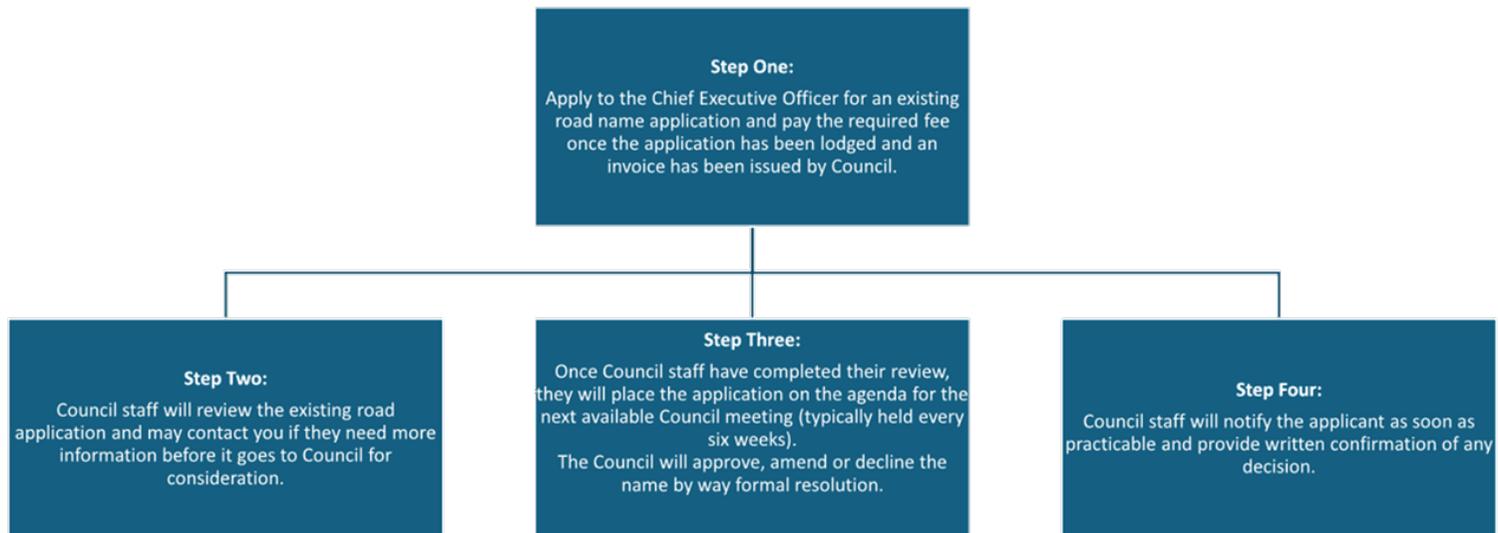
- 4.5.1. If Council approves the name of a road as part of a subdivision, a standard council road sign shall be created and erected at the applicant's cost.
- 4.5.2. Signage for private roads and rights-of-way remains the responsibility of the road owners.
- 4.5.3. Council will maintain signage for public roads.

4.5.4. Where appropriate, and at the discretion of Council, when signage for a road that has a significant historic name is to be replaced, a sign plate may be erected that identifies the historic significance of the name.

## Process map – New Road Naming Application Process



## Process flow chart – Existing Road Naming Application Process





## **11 CHAIRPERSON REPORTS**

### **11.1 CHAIRPERSON UPDATE**

**Author:** James Brodie, Chair

#### **PURPOSE**

The purpose of this report is for the chair to update the board on activities and interests they have been involved in since the previous meeting.

#### **EXECUTIVE SUMMARY**

- Cape Palliser Road submission – a copy is attached to this report and has been passed to the Council roading team for consideration
- April public meeting update – Five Towns Trail
- Emergency Management meeting at the Ruakokapatuna Hall – attended by James and Nana
- Visit to the refurbished Pain Estate homestead and cottage
- Martinborough Access Reference Group update
- General consultation and community outreach by all board members
- Development of a database of community groups, associations, businesses and local community interest groups to support stakeholder engagement and emergency preparedness coordination
- Wastewater proposal brief given to the community board

#### **RECOMMENDATIONS**

That the Martinborough Community Board resolve to:

- 1 Receive the “Chairperson Update” report

#### **APPENDICES**

**Appendix 1 Submission - funding for Cape Palliser Road**

---

### **Submission on the Lake Ferry – Cape Palliser Road: Economic, Social and Treaty-based Case for Reliable Access**

Submitted on behalf of: Martinborough Community Board.

Focus of submission: The consequences of road closures between the Lake Ferry turnoff and Cape Palliser for economic activity, tourism, emergency access, housing and investment, farm and fishing industries, and Māori land and Treaty interests.

---

#### **1. Overview of the corridor**

The coastal road from the Lake Ferry turnoff to Cape Palliser is the only practical road access for residents, farms, fishing operations and visitors along the south Wairarapa coast, including Whatarangī, Ngāwi, Mangatoetoe, and the Cape Palliser lighthouse area. It links these coastal settlements to Martinborough and Featherston (services, schooling, health care, supplies) and to the wider Wellington region via State Highway 53.

This corridor is already exposed to coastal erosion, slips and storm damage, and was affected by severe weather during Cyclone Gabrielle and recent flooding in February underlining its vulnerability and the community's dependence on NZTA and council investment for resilience.

---

#### **Economic activity and local industries**

##### **Tourism and visitor economy**

Cape Palliser is a recognised tourism attraction, noted as the southernmost point of the North Island, with a historic lighthouse and one of the country's most accessible fur seal colonies; it is promoted by national and regional tourism bodies as a key day-trip from Martinborough and Wellington. Regional tourism data shows Wairarapa attracting tens of millions of dollars in visitor spend annually across accommodation, food and beverage, and activities, with coastal attractions like Cape Palliser, Ngāwi and Lake Ferry part of the core regional offer.

Impacts of closure on tourism:

- Day-trip and overnight visitor loss: Closure of the Lake Ferry–Cape Palliser section effectively removes the main scenic attraction from many itineraries and cuts off existing operators (baches, holiday rentals, tours, fishing charters, hospitality).

- Event-linked tourism: Major Martinborough events (e.g. wine festivals, cycling events) increase demand for coastal excursions; loss of access reduces the overall attractiveness and length of stay for visitors to the region.
- Flow-on to Martinborough: Many coastal visitors also spend in Martinborough's cellar doors, hospitality and retail; the road acts as part of a broader tourism circuit rather than an isolated spur.

### **Farming and rural businesses**

The south Wairarapa coast between Lake Ferry and Cape Palliser supports multiple sheep and beef farms and other pastoral operations; farming remains a core part of the South Wairarapa economy. Farms rely on the coastal road for:

- Stock and freight movements (stock trucks, feed deliveries, contractors).
- Staff and contractor access.
- Getting product and machinery to workshops, saleyards and ports via Martinborough and Featherston.

Any closure forces slow, unsafe movements on damaged sections increasing transport costs and time, and affecting the timing of stock movements (animal welfare and market timing).

### **Fishing and coastal economy**

The Cape Palliser area and adjacent settlements (e.g. Ngāwi) host small-scale commercial and recreational fishing, including crayfish, finfish and other kaimoana; this is an important part of local livelihoods for both Māori and non-Māori fishers. Road access is essential for:

- Towing vessels to and from launch sites.
- Getting catch to buyers and markets in Martinborough, Masterton and Wellington.
- Access for visiting fishers who spend locally on accommodation, food, fuel and tackle.

Closure of the road:

- Directly prevents commercial and charter fishing operations from reaching launch sites.
- Reduces recreational fishing trips, leading to immediate revenue loss for coastal accommodation and service providers.

---

### **Housing, investment and community stability**

The Lake Ferry–Cape Palliser corridor includes permanent homes, papakāinga, baches, and short-term accommodation, with many properties occupied or used by residents who commute to or rely on Martinborough and Featherston for work, schooling and supplies.

Impacts of unreliable access:

- Depressed property and investment value: National and international evidence shows that repeated closures and high perceived risk reduce housing demand and property values in coastal communities, undermining household wealth and investment willingness.
- Reduced willingness to invest in upgrades or new builds (insulation, resilience, new dwellings, tourism businesses) because access risk makes returns uncertain.
- Increased social isolation, especially for older residents and whānau without alternative transport.

South Wairarapa District’s relatively small ratepayer base limits local council capacity to fund major resilience upgrades alone, reinforcing the need for NZTA support where the corridor’s benefits are regional and national.

---

### **Emergency ambulance and health access**

Emergency ambulance performance data shows that rural areas already suffer longer response times than urban areas; in 2021–22, only around 88–89% of immediately life-threatening (Category 1) rural calls were reached within 30 minutes, compared with about 93% of urban calls within 20 minutes. For the Lake Ferry–Cape Palliser corridor, closure or severe degradation of the road:

- Adds significant minutes to ambulance, fire and police response times for medical emergencies, accidents and coastal incidents.
- Increases the risk that residents must self-drive over compromised roads or wait for helicopter responses, both of which carry additional safety risks and costs.

Te Whatu Ora and NASO reports emphasise that rural and remote communities are especially vulnerable to delays and that improving access and response times can materially affect survival and outcomes.

### **Civil defence, evacuation and resilience**

South Wairarapa District Council's Cyclone Gabrielle updates and the recent closures in February highlighted how quickly roading failures can isolate communities and disrupt emergency management on the south Wairarapa coast. The Lake Ferry–Cape Palliser road is:

- The primary route for evacuation from low-lying coastal areas in storm surges, tsunami or major weather events.
- The route for civil defence, utility crews and essential supplies to reach these communities after events.

Maintaining an all-weather, resilient corridor has clear life-safety benefits

---

### **Māori land, fisheries and Treaty rights**

The south Wairarapa coast, including the Cape Palliser area, lies within the rohe of Ngāti Kahungunu ki Wairarapa Tāmaki nui-a-Rua, whose Treaty settlement and associated statutory acknowledgements recognise longstanding mana whenua and coastal interests. Statutory acknowledgements describe multiple traditional kāinga, mahinga kai and coastal routes along this coastline, emphasising the importance of places such as Waikekeno, Ōumakura and Pāhaoa for fishing, camping and seasonal use.

Article 2 of Te Tiriti o Waitangi guaranteed Māori tino rangatiratanga over their lands, villages and taonga, including coastal lands and resources, while the Wairarapa ki Tararua Tribunal report found that historic Crown purchasing left Wairarapa Māori with severely reduced landholdings and economic base. Remaining Māori land along the south coast therefore has heightened cultural and economic significance.

### **Economic value to Māori landowners**

For Māori landowners and hapū along the Lake Ferry–Cape Palliser corridor, the road enables:

- Fisheries and kaimoana enterprises (commercial and customary) – transporting catch, hosting manuhiri, and maintaining active use of traditional fisheries.
- Potential and actual tourism ventures, such as guided cultural tours, eco-tourism, and marae or papakāinga-based accommodation that draw on the strong narratives around Matakītaki-a-Kupe / Cape Palliser and the kupe traditions recognised in official place-name accounts.
- Access for whānau to live on and develop Māori land, attend hui and tangihanga, and maintain ahi kā.

Closure or repeated disruption:

- Directly reduces income from existing Māori-owned or Māori-partnered tourism operations and leases.
- Devalues Māori coastal assets by making development and occupation less viable.
- Undermines the intent of Treaty settlements, which seek to restore a sustainable economic base to iwi and hapū.

### **Treaty obligations for NZTA**

Given the recognised Treaty settlement and statutory acknowledgements in this corridor, NZTA's decisions about maintaining and upgrading the Lake Ferry–Cape Palliser road have a direct Treaty dimension. Upholding Te Tiriti responsibilities in this context implies:

- Ensuring that Māori landowners and mana whenua are partners in planning resilience and safety works on the corridor.
- Explicitly recognising Māori economic benefits (land development, fisheries, tourism) and cultural access (to wāhi tapu, urupā, marae and coastal taonga) in the benefits framework and business cases.
- Avoiding or mitigating any actions that disproportionately harm Māori communities' ability to exercise tino rangatiratanga over their coastal lands and resources.

---

### **Summary of impacts if the road closes**

If the Lake Ferry–Cape Palliser road is closed for extended periods or not maintained to a safe, all-weather standard, the Martinborough–south coast community will experience:

- Economic losses: Significant reductions in tourism revenue, farm productivity and fishing income; suppressed investment and property values; and increased transport costs for goods and services.
- Social and health harms: Longer emergency response times, greater isolation for residents, reduced access to health, education and social services, and impaired civil defence capability in a high-hazard coastal zone.
- Māori and Treaty impacts: Reduced ability of Māori landowners and hapū to utilise and develop their coastal lands and fisheries, and compromised access to sites of significance, contrary to the spirit of Te Tiriti and relevant settlement legislation.

We ask NZTA to:

1. Treat the Lake Ferry–Cape Palliser corridor as a critical access route with high economic, social and Treaty significance, not as a discretionary low-volume rural road.
2. NZTA is requested support the full economic and safety benefits of maintaining resilient access, including tourism, farming, fishing, emergency response and Māori economic development.
3. Work with South Wairarapa District Council, mana whenua and the local community to plan and fund long-term resilience measures (realignments, coastal protection, drainage and slope stabilisation) that will keep this corridor open and safe for future generations.

James Brodie,

Chair,

Martinborough Community Board.

**9 KARAKIA WHAKAMUTUNGA – CLOSING**

Kua mutu ā mātou mahi  
Mō tēnei wā  
Manaakitia mai mātou katoa  
O mātou hoa  
O mātou whānau  
Aio ki te Aorangi

Our work is finished  
For the moment  
Blessing upon us all  
Our friends  
Our families  
Peace to the Universe