

## Waitaki District Council

### Customer Services Committee

**CONFIRMED MINUTES of Customer Services Committee Meeting  
held in the Whitestone Cheese Empire Room of the Oamaru Opera House,  
94 Thames Street, Oamaru  
on Wednesday 22 November 2017 at 9.00am**

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<b>Present</b>	Cr Tavendale (Chair), Crs Dawson, Holding, Percival, Perkins, and Wollstein; Mayor Kircher
<b>In Attendance</b>	Cr Kingan Cr Wheeler Mr Power (Chief Executive) Mrs Baillie (Customer Services Group Manager) Mr Jorgensen (Assets Group Manager) Mr Hope (Chief Financial Officer) Mrs Guyan (Acting Community Services Group Manager) Mr Roesler (Policy and Communications Manager) Mr van der Spek (Recreation Manager) Mrs van der Spek (Policy Consultant) Ms Hooper (Governance Officer)

The Chair declared the meeting open at 9.00am, and welcomed everyone present.

#### **Apologies**

There were no apologies.

#### **Declarations of Interest**

There were no declarations of interest.

#### **Public Forum**

Mrs Roseanne Sheridan addressed the meeting. She has been involved with the Infants' Memorial project at the cemetery since it started 20 years ago. She warmly acknowledged the outstanding generosity of the people of Oamaru and Council's ongoing support for the memorial, and noted that it now needs renovation and restoration. The plans for renovating the memorial, which were going to the Community Services Committee Meeting later this morning, were the result of three years' work. Participating in the project had been as healing for some of those involved as getting it completed. Importantly, everyone who wanted to be involved, could be – without exception. Costs to Council have been significantly reduced because of the generosity of people; for example, the Oamaru stone piece (angel) had been donated for free. It was hoped that the work could be completed in time for Baby Loss Awareness Day on 15 October 2018, in order that celebrations could be held there. Other groups also wanted to have a rededication ceremony at that time. In conclusion, Mrs Sheridan thanked Council again for its support, and said it was her privilege to place before Council, on behalf of the community, the plans for the baby memorial's renovation, for approval.

In response to a question, Mrs Sheridan advised that Baby Loss Awareness Day was a global celebration involving the lighting of candles at the local time of 7.00pm which then started a wave of light around the world.

The Chair thanked Mrs Sheridan for her presentation, and on behalf of everyone present, acknowledged that this was an amazing community project. Mr van der Spek advised that he believed the project could be completed by the beginning of October 2018, as hoped, assuming the plans were approved by the Committee and then endorsed by Council.

## 1. Confirmation of Previous Meeting Minutes

RESOLVED  
CUS17/028

Cr Dawson / Cr Holding

“The Customer Services Committee confirms its previous meeting minutes for 11 October 2017, as circulated, as a true and correct record of that meeting.”

CARRIED

## 2. Draft Waitaki District General Bylaw 2017 – changes resulting from consideration of submissions to become final version

The report, as circulated, summarised the robust process Council has implemented to date to review the Waitaki General Bylaw 2006 (commencing in September 2016). Now, having consulted with the community, Council is entering the final stage of deciding the form of a new General Bylaw to take Council forward for the next 10 years.

Community feedback through the consultation process resulted in ‘fine-tuning’ changes that are now reflected in the Waitaki District General Bylaw 2017 provided as Appendix 4. These changes are scheduled in Appendix 3.

Further considerations around the keeping of companion cats are also outlined in the report, including the impact of a changing national direction around cat management and ownership since the proposal was circulated to the community for consideration.

Group Manager Lisa Baillie introduced the officer-led report which she said focused on education rather than enforcement. It also did not pre-empt a national position on cat management. Whilst a figure had been included in the report for the LTP, Mrs Baillie suggested it could be dealt with during the LTP process, so that today’s deliberations could focus instead on the high-level principles in the report.

After initial discussion about the status of the previous report, the following resolution was passed:

RESOLVED  
CUS17/029

Mayor Kircher / Deputy Mayor Tavendale

“That the previous report, which was resolved at the previous meeting to lie on the table, be discontinued.”

CARRIED

After considerable further discussion on the report’s recommendations, it was AGREED to attend to each one separately.

RESOLVED  
CUS17/030

Deputy Mayor Tavendale / Cr Dawson

“That the Customer Services Committee recommends:

That Council:

1. Agrees to the implementation of changes to the Draft Waitaki District General Bylaw 2017 as provided in Appendix 3.”

CARRIED

RESOLVED  
CUS17/031

Deputy Mayor Tavendale / Cr Dawson

“That the Customer Services Committee recommends:

That Council:

2. Notes that the changes to the Draft Waitaki District General Bylaw 2017 do not represent a significant departure from the Draft Bylaw as consulted, and that community feedback and national direction was received and considered around these matters.”

CARRIED

RESOLVED  
CUS17/032

Mayor Kircher / Cr Dawson

"That the Customer Services Committee recommends:

That Council:

3. Having regard to sections 155, 159 and 160 of the Local Government Act 2002 (the Act):
  - a. Agrees that the Waitaki District General Bylaw 2017 provided in Appendix 4 is considered the most appropriate and proportionate way of addressing the perceived problems to protect persons using and trading in reserves and public places, and minimise nuisance and maintain public health and safety associated with the keeping of animals, birds and bees; and
  - b. Revokes and replaces the Waitaki District Council General Bylaw 2006 with a new Bylaw;
  - c. Agrees that the proposed Bylaw attached as Appendix 4 (with amendments as Council sees fit) is the most appropriate form of bylaw;
  - d. Agrees that the proposed Bylaw is consistent with the New Zealand Bill of Rights Act 1990 as the controls are reasonable and justifiable in the circumstances;

CARRIED

RESOLVED  
CUS17/033

Cr Dawson / Cr Tavendale

4. Adopts the Waitaki District General Bylaw 2017 (as set out in Appendix 4 with amendments as it sees fit), and subject to the approval from the Minister of Conservation – Reserves section to come into effect on 1 July 2018;

CARRIED

RESOLVED  
CUS17/034

Mayor Kircher / Cr Dawson

5. Commits for consideration through the 2018-28 Long Term Plan an amount of \$10,000 per annum for two (2) years to support responsible cat ownership in the District;

CARRIED

RESOLVED  
CUS17/035

Deputy Mayor Tavendale / Cr Wollstein

6. Supports the development of a Cat Management Strategy in line with national direction with a view to promoting responsible cat ownership and management in the Waitaki District which may include a joint campaign with vets, the SPCA and regional councils.

CARRIED

### 3. Customer Services Group Activity Report

The memorandum, as circulated, presented information to the Customer Services Committee about the activities of the Customer Services Group, for the period 28 September to 8 November 2017.

It was NOTED for the record that some extremely good work had been done to sort out Code of Compliance Certificate (CCC) issues. People had been given a good opportunity to engage and resolve the matters, with considerable effort by Council officers to assist. Still, some people had chosen to ignore such opportunities, and it was now time to handle those differently. A future workshop session would enable Councillors to discuss the options further. In the meantime, Councillors congratulated officers on the commendable results already achieved.

RESOLVED  
CUS17/036

Mayor Kircher / Cr Dawson  
"That the Customer Services Committee receives the information, and the  
report be taken as read."

CARRIED

There being no further business, the Chairperson declared the meeting closed at 10.22am.

CONFIRMED at the Community and Culture Committee Meeting held on the  
13<sup>th</sup> day of February 2018 in the Council Chamber, Waitaki District Council Headquarters,  
20 Thames Street, Oamaru.

*[signed]*

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Chairperson