

# GENERAL INFORMATION



# Kaikoura

## Our Town, Our District

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The Kaikoura district spans from the Haumuri bluffs in the south to the Kekerengu valley in the north, covering 2,048 square kilometres of diverse landscape. The inland boundary of our district is the Clarence River and Inland Kaikoura Range, climbing 2,885 metres and snow covered for much of the year. The spectacular coastline provides excellent fishing, sporting and recreation for Kaikoura's population of 3,621 (Census 2006). The Kaikoura Canyon, at around 1,300 metres deep, provides the natural habitat for the sperm whale, and is also host to over 200 species of marine life.

The township is situated on a peninsula protruding from this rugged coastline. Maori legend tells that it was from this peninsula that Maui fished up the North Island from out of the ocean. Maori history and culture is an integral part of Kaikoura, and there is evidence of Maori settlement in the area up to 1,000 years ago.

Historically the district has thrived in the fishing, farming and dairy industries. Today Kaikoura is a world-class tourism destination, yet still maintains its fishing heritage. The district boasts award-winning restaurants, café's and accommodation facilities, a winery, and a modern small boat facility.

More recently, Kaikoura has set the stage as a leader in environmental awareness, having imposed a zero waste policy, and making huge inroads into recycling innovation, plus achieving benchmark standards in climate change protection.

<b>Population</b>	3,621 (Census 2006)
<b>Rateable Properties</b>	2,660
<b>Land Area</b>	2,048 sq. km
<b>District Capital Value</b>	\$1,474,398,000

### Kaikoura District Council

<b>Represented by</b>	1 Mayor and 7 Elected Representatives
<b>Total Equity</b>	\$126,323,110
<b>Total Assets</b>	\$133,491,126
<b>Number of Staff</b>	26 FTE
<b>Utilities &amp; Services</b>	1 Landfill 8 Public Water Supplies 1 Sewerage System

## Kaikoura – A Green Globe Community

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Kaikoura's environment is unique to the local community and throughout the world. It is the local coastal environment that attracts large numbers of visitors and it needs to be cared for, to ensure the residents, the visitors, and future generations can enjoy and appreciate nature at its best.

In November 2004 Kaikoura was successfully assessed against the Green Globe community standard, making us the first local authority in the world to achieve certification, and since then we have proudly maintained our certified status, in many instances exceeding global best practice standards. This is a stunning achievement for our district, and one of which our community is extremely proud.

But what does it mean to be a Green Globe community? Green Globe is an international framework for tourism operators and destinations to measure and manage their environmental impact. In becoming a Green Globe community Kaikoura first measured its environmental impact, called benchmarking, and then adopted and implemented strategies to **reduce** its impact, called certification.

To maintain our Green Globe certification, each year we measure our performance against eleven environmental indicators and set goals to reduce the negative effects. The indicators include; energy use, greenhouse gas production, water conservation, water quality, air quality, waste production, biodiversity, the number of travel and tourism operators with environmental accreditation, the number of truck accidents on the state highway involving chemical spills, resource conservation, the social health and well being of the community and we ensure our environmental and social sustainability policy is updated annually.

### *Our Vision*

*“The Kaikoura community displays responsible custodianship of its unique natural, social and built environmental resources by striving towards the sustainable utilisation and management of these resources.*

*It is a community that treasures the present small-scale town atmosphere and strives to retain and enhance this coastal village character and atmosphere.”*

# Statement of Compliance and Responsibility

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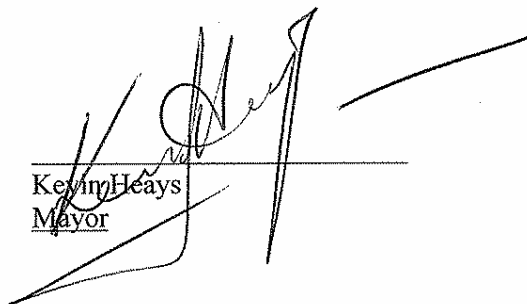
## Compliance

1. The Council and management of the Kaikoura District Council confirm that all the statutory requirements of Section 98 and Schedule 10 Part 3 of the Local Government Act 2002 have been complied with.

## Responsibility

- 1 The Council and management of the Kaikoura District Council accept responsibility for the preparation of the annual financial statements and the judgements used in them.
2. The Council and management of the Kaikoura District Council accept responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of financial reporting.
3. In the opinion of the Council and management of the Kaikoura District Council, the annual financial statements for the year ended 30 June 2009 fairly reflect the financial position and operations of the Kaikoura District Council.

  
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Stuart Grant  
Chief Executive

  
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Kevin Heays  
Mayor

28 October 2009

## Mayor's Report

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Greetings and welcome to the Councils Annual Report.

This is the document that sets out how we have done compared with what we wanted to achieve both physically and fiscally.

Community perceptions of Councils performance over the last year are also included within the report. This information is very important to us as it gives council and staff a mandate to work with for the upcoming twelve months as well as reviewing our performance.

The year this report refers to has not been an easy one. There has been a global recession which has filtered all the way to our front door in some form or other. I am pleased, in fact proud, of the responses to that recession by our community and our council and staff. We have had to *re-prioritise, re-arrange and re-position* some intended activities – but it is pleasing to note that *rejecting* has not been a common term used.

This, I believe, is what makes this community so successful. That is, the ability to look at and keep in mind, the big picture stuff – the bits that we know will be affecting us in some way in the future and being willing to prepare for those affects annually – all the while dealing effectively with the just-as-important “little stuff.”

The clear and user-friendly graphs and illustrative indicators are very encouraging. The patterns and trends comprehensively point to growth, satisfaction, success and progress.

Our level of debt, although showing a small increase, is still well within the recommended bounds; demonstrating an approach which not only is fiscally responsible but is also publically acceptable. This allows us movement and flexibility when those opportunistic moments are sprung upon us; again, sound management and transparency around this permits some creative thinking and planning.

For those of us not too confident with financial records and reporting, can I suggest you take particular note of the section outlining “outcomes” These plainly explain our goals and achievements (or not).

This report has been closely audited by the Office of the Auditor General and it includes their report. Please take the time to read and feel free to discuss any items with our management.

*Cheers*

*Mayor Kevin*

# Chief Executive Officer's Report

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Welcome to the 2008/2009 Annual Report.

The 2008/2009 year has been an interesting year. The year started off with major flooding in July and August and concluded with the Local Government Commission, in May 2009, bringing down its determinations that there was no good reason why the Kaikoura District Council should be abolished and incorporated with the Hurunui District Council.

Financially the Statement of Comprehensive Income shows a deficit for the year of \$809,000 which on the face of it sounds bad. However, all of that deficit is attributable to \$290,000 on downward revaluation of land and Marlborough Regional Forestry Revaluations while \$579,000 was in investment property revaluation down grades and a further \$178,000 was in building revaluation losses in excess of asset revaluation reserves. Taking those book entries out of the equation Council had a small operating surplus for the financial year which, on balance considering the market turmoil and considering the additional expenditure on road repairs as a result of the July / August floods, was an extremely good result.

An ongoing issue for Council financially will be the continuing number of claims on leaky homes. While there have been no claims for leaky homes within the district, Council as a member of Riskpool, a combined local body insurance scheme, will be required to inject substantial sums over the next few years to assist other members of the fund to offset outstanding claims. At this juncture the amounts we will be called upon to provide is unknown.

During the 2008/09 year Council undertook a major CCTV inspection of its entire sewerage network. This has highlighted areas of future expenditure which will ensure that Council's upgrading and repair work is targeted at the right parts of the sewerage scheme. This study also assisted in identifying numerous unmarked manholes or unknown manholes, numerous unknown connections and provided an accurate account of the state of repair or disrepair of the network. That study has successfully been translated into our Asset Management Plans and provides us with a work programme for the next ten years on the sewerage scheme. During the year Council also established an additional pump station on Churchill Street and substantially upgraded the Mill Road pump station. These upgrades give Council every confidence that its system is now capable of managing increased loads over the next few years.

As mentioned earlier the district roads received considerable damage as a result of storms in July and August 2008. Council therefore, had to divert funding which had been set aside for reseals and kerb and channel renewals to emergency repair works. It is pleasing to note that, notwithstanding the timing it took, all the roads damaged by those floods have successfully been repaired. Council did manage to complete the sealing of 2.6km of Old Beach Road to finally have that road completely sealed. During the year Council's roading network was also audited by the New Zealand Transport Agency and was pleasing to note that our roading network stood up remarkably well on a comparative basis to both the national, South Island and Canterbury averages.

In terms of waste minimisation the community continues to increase its level of diversion from the landfill and for the 2008/09 year the average rate of diversion of materials from going to landfill was 68% of the waste stream. As well as increasing the diversion rate there have been changes to the operating system of Innovative Waste at the landfill site and new plant and equipment has been acquired to enable the organisation to work more effectively in the future. Council congratulates Innovative Waste on its performance for the 08/09 financial year.

As mentioned earlier the Local Government Commission finally came out with its decision, in May 2009, in terms of whether the District should be abolished or not. That decision was that there was no good

## Chief Executive Officer's Report

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reason why the Kaikoura District Council should be abolished and incorporated with the Hurunui District Council.

It was pleasing to note some of the comments the Commission made about the District with some comments being; "that the Kaikoura District Council has developed effective governance structures and processes reflecting a sustainable development approach to enhancing community well being in response to the physical environment location of the district and the interest and values of residents". Also that "the Kaikoura District Council has undertaken effective long term planning linking a community vision, desired outcomes, activities, price and funding with a view to enhancing community well being". Also that "the community governance approach is apparent in the role the Council plays in community affairs, the extent of outside membership on subordinate decision making bodies and the process for developing particular plans and projects". These comments should give the community the assurance that its interests are being well served and catered for by its elected Council. There is no question that the review process placed some considerable strain on staff and on progress Council wished to make on certain projects so from that perspective Council was basically treading water for some time. However, we can now feel confident in knowing from an outside perspective we are on the right track, we have a clear vision of where we are going and we have the organisational capacity to reach our goals.

During the year Council completed the footpath upgrading work in the West End and also undertook kerb and channel work along the Esplanade. With the assistance of the Kaikoura Lions Club our walkways were developed between Jimmy Armers beach and the Seal Colony. This work is ongoing and again Council thanks the Kaikoura Lions Club for its enthusiastic support for these projects. It would also like to thank the groups of volunteers who, having travelled from the other side of the world helped on these community projects for this community. Work on the wharf replacement commenced, however, by 30 June this work has not been completed but will be completed in the early part of 2009/2010. During the year Council was also fortunate enough to be able to acquire the airport terminal at the Kaikoura Airport, this terminal had been built and paid for initially by a private company and the Council has been fortunate to be able to acquire it as an ongoing strategic asset to this community.

Council is extremely pleased during this year to work with MainPower and EECA in the insulation of many hundreds of homes within the District and the township. This project was extremely successful and should result in a much higher quality of life for those residents whose houses were insulated. It was a great scheme and Council will continue to look at other such schemes that will be of benefit to its residents.

2008/2009 has been a difficult year financially for the District. During that year the global outlook in terms of whether we would be entering a depression or a deep recession was unknown. This had a major impact on the level of activity in the community but we have appeared to have weathered the worst of the storm. It was suggested early in the cycle that the community would be badly hit by a drop in tourism numbers however, while there was a decrease it wasn't to the extent that had been envisaged and it is hoped that with the proposed domestic tourism marketing campaign for 2009/10 that we will be able to minimise such decreases going forward.

I hope you take the time to read this document. It does provide a positive reflection on your community. As mentioned last year the long term outlook for the District is positive and there are still projects in the pipeline that once developed will enhance Kaikoura as a place to live work and play.

Stuart Grant  
Chief Executive Officer

# Directory of Council

## **Kaikoura District Council**

**PO Box 6  
34 Esplanade  
Kaikoura**

**Phone** (03) 319-5026  
**Fax** (03) 319-5308  
**Email** [kdcc@kaikoura.govt.nz](mailto:kdcc@kaikoura.govt.nz)  
**Website:** [www.kaikoura.govt.nz](http://www.kaikoura.govt.nz)

### **MAYOR**

Kevin J Heays

### **COUNCILLORS**

Barbara Woods (Deputy Mayor)

Neil Pablecheque	John Ransley
John Diver	John Macphail
Marion McChesney	Dave Holmes

### **CHIEF EXECUTIVE**

Stuart Grant

#### ***Bankers***

Bank of New Zealand  
West End  
Kaikoura

#### ***Auditor***

Audit New Zealand  
on behalf of the Auditor General  
Audit Office  
Christchurch

#### ***Solicitors***

Hardy-Jones Clark  
PO Box 646  
Blenheim

#### ***Financial Advisors***

PriceWaterhouseCoopers  
PO Box 13244  
Christchurch

#### ***Works Consultants***

Aurecon Ltd  
PO Box 1061  
Christchurch

#### ***Works & Services Contractors***

Fulton Hogan (Infrastructural Services)  
Edmund Ave  
Kaikoura

Roche Contracting (Parks & Reserves)  
Mt Fyffe Road  
Kaikoura

Metallic Sweeping (Public Toilets)  
PO Box 29327  
Fendalton  
Christchurch

# Customer Service Charter

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## **Your Rights**

As our client, you have a right to expect:

- To be heard politely
- To receive timely and accurate explanations and responses
- To have access to a staff member competent to help you, by appointment where necessary
- Courtesy, professionalism and integrity from staff
- That staff will identify themselves by name and show appropriate identification if requested
- That personal information will be handled in line with the Privacy Act 1993
- To receive an apology if we make a mistake

## **Our Rights**

We have a right:

- To be heard politely
- Not to suffer bad language, abuse or threats, verbal or otherwise
- To refer you to the staff member most able to answer your queries, if we are unable to do so

## **Our Commitment**

As Council staff, we are committed to:

- Providing a high standard of service
- Consistent and fair treatment of our clients
- Firm but fair interpretation and application of Council's legal obligations
- Achieving high standards of professionalism and quality of advice
- Learning from our mistakes

## **Customer Feedback**

We welcome constructive customer feedback. This is how we improve.

- If you have any questions or concerns, please talk them over with the relevant staff member. We want to find mutually acceptable solutions within the law.
- If you consider you have not received satisfactory service and this has not been resolved with the person with whom you are dealing, you should contact the Chief Executive Officer.

## **When there is a conflict**

As a regulatory body, Council is required by Government to:

- Administer various regulations and uphold the law
- Safeguard the public interest

These responsibilities may not always match your expectations or wishes. Where there is a conflict that cannot be resolved at staff or management level, further avenues of appeal may exist. We will be happy to advise you of these procedures.

## Resident Satisfaction Surveys

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Council undertakes annual resident satisfaction surveys, so as to understand how our residents feel about the service they receive at Council, their satisfaction with the facilities and utility's we provide, and also their perception about the community we live in.

As part of the Green Globe benchmarking process, our surveys also ask questions about involvement in environmental and social issues, and participation in local government decision making.

The results of these surveys are very important to us in setting our priorities for future development and upgrading of facilities, and improving our customer services. These surveys continue to initiate various major capital projects, such as ongoing footpath and walkway/cycleway development.

Throughout this annual report, in the council activities section, the results of the resident satisfaction surveys have been incorporated as performance measures, to assess our progress towards the achievement of community outcomes and our annual targets. By way of example, page 117 of this report illustrates levels of satisfaction with community facilities such as cemetery, public toilets, sports fields, the district library, and playgrounds.

### Survey 2009

This year the survey was undertaken by enclosing the survey forms with the third rates instalment, sent out to all ratepayers in January 2009. Survey forms were also made available at the Council office and library for residents who are not ratepayers. This method resulted in 298 responses – almost a 12% response rate, which is an indication of the willingness of our community to participate in this process.

While the response rate is by far the best we have yet received, a shortcoming of sending the survey out via the rates instalment was that residents who are not ratepayers were under-represented in the responses.

Demographically, respondents were:

- 47% male, 53% female
- 97% of respondents were property owners
- The majority of respondents were in the 50-59 year age group
- 48% of respondents live in the Kaikoura Township, 15% from South Bay, 12% identifying with the suburban (Kaikoura flats) area, and 3% identified themselves as ratepayers living outside the district.

