

# TE PŪRONGO HAURUA O TE TAU 2025/26 HALF-YEAR REPORT 2025/26



*New Hāhei water treatment plant,  
commissioned December 2025*

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# Performance Overview

This report provides a half-year update on the Thames-Coromandel District Council's performance against its service commitments. The Council's Long Term Plan (LTP) sets out the services it will deliver, along with the associated non-financial performance measures and targets used to assess service delivery over the first three years of the plan. The 2024–2034 LTP was adopted in June 2024 and introduced a number of new and amended performance targets.

The Council is now in year two of the LTP. This Half-Year Report covers the period from 1 July to 31 December 2025 and provides an early indication of how the organisation is tracking against its 2025/26 non-financial performance targets.

## Performance to date

Non-financial performance is generally tracking well, with most targets forecast to be met by year end, showing that key aspects of our services are being delivered broadly as planned. Compared to last year there have been notable improvements, including resurfacing of the sealed local road network, fewer complaints about stormwater system performance, a reduction in dry weather sewerage overflows, and more reliable kerbside solid waste collections.

Of the 128 targets across the Council's activities, staff have forecast the following year end status:

- Just under three quarters of targets are **on track** to be achieved or have already been achieved
- a small number of results, all relating to wastewater and water supply services, are **off track**; and
- 10% of the performance targets, **will not be achieved** due to water supply non-compliance.

A further 11% were **not measured**, primarily due to scheduled work occurring later in the year and the introduction of discretionary funding, which does not include the criteria required for the LTP measure.

Some results remain off track due to the nature and extent of faults in the water supply and wastewater networks. Where progress against the performance measures is not measured or off track at the end of this half year period, the result is explained and steps to be taken in the coming six months to enable achievement of the target are noted. Senior management will support the organisation to achieve the non-financial performance targets by year end.

The performance overview chart below provides a quantitative forecast of the Council's achievement of its performance targets at the end of the 2025/26 financial year. Please refer to the relevant individual activity section on the subsequent pages for more information on how we are tracking against our targets, including any issues that have arisen in the last six months.

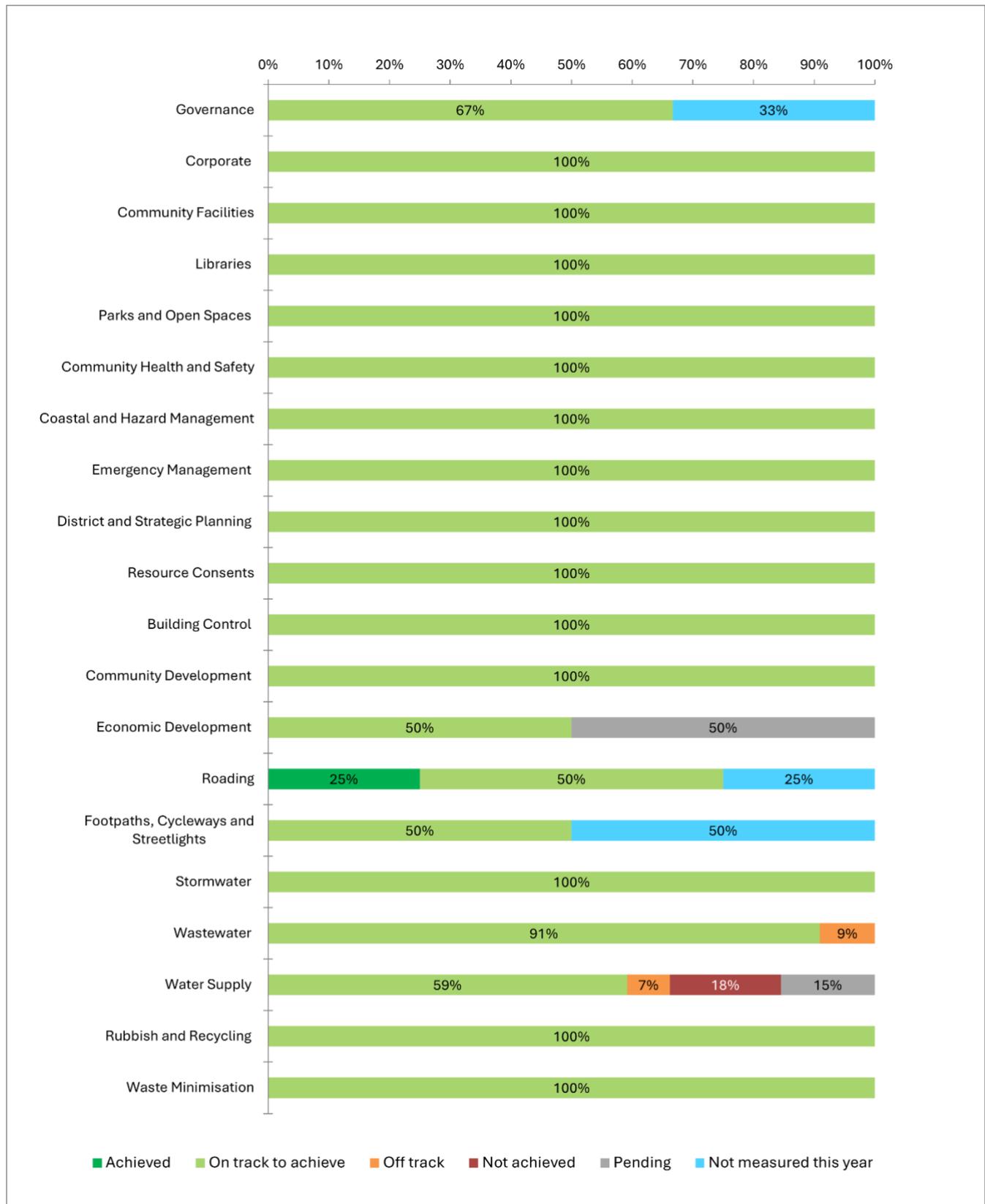
## Excluded results

The 2024–2034 LTP introduced community satisfaction measures across most activity groups. These measures are reported annually and, as such, half-year results are not available. The community satisfaction survey is now established, with results for the 2025/26 financial year expected to be reported at the financial year end.

## Changes in reporting

Some of the water supply services measures were affected by changes introduced in 2024, when the Department of Internal Affairs updated the non-financial performance reporting requirements, after the Council's LTP was adopted. While the updated measures still cover the bacterial and protozoal compliance of water supplies, they now directly reference the Drinking Water Quality Assurance Rules 2022, and the results are reported differently. The actual service delivery targets have not changed.

## Forecast year end performance results



# He Takiwā Mahitahi | A Collaborative District

## Te Hautūtanga me te Mana Urungi | Leadership and Governance

### What we do

The Leadership and Governance activity is about ensuring effective, democratic local government through administering elections, Council and committee meetings and representation reviews. It's also about providing opportunities for our diverse communities to share their voice about what matters on the Coromandel and honouring Te Tiriti o Waitangi (The Treaty of Waitangi) principles.

### Governance

#### Our performance in a nutshell

We delivered the 2025 triennial local elections, including nomination processes, voting arrangements and campaigns, and the successful swearing-in of the new Mayor, Peter Revell, councillors, including our district's first Māori Ward councillor, Matua Michael Barlow and community board members. New Council committees have been established and portfolios allocated to elected members.

The Council continued to monitor and respond to the Government's many legislative changes and reform programmes, advocating for the district's interests where appropriate.

We also welcomed 54 new citizens from various countries, including England, South Africa, the USA, the Philippines, Zimbabwe, the UK, Germany, Uganda, France, Thailand, the Netherlands, and Wales.

#### Our service targets

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> Our councillors and community board members will demonstrate to ratepayers their commitment to the democratic process*				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Attendance rate at Council and community board meetings	≥80%	95%	94%	<b>On track to achieve</b>
<b>More on the result</b>				
Elected members' attendance at meetings has been high. The enthusiasm of the new term has led to increased participation at all levels. Connectivity challenges have improved, giving members greater ability to attend online and remain actively involved in the democratic process.				
+ Our targets are set to allow for realistic disruptions to our Governance services, for example, availability of elected members, their ability to access online meeting technology, weather events. The quality of community grant funding applications affects compliance with our fund criteria. As a result, our targets are lower than 100%, and at times, lower than recent performance.				

KEY: Target achieved/on track | Target not achieved/off track

<p><b>You can expect:</b> We'll share Council agendas publicly to assist in transparent decision-making<sup>+</sup></p>				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of Council agendas publicly available two working days or more before the meeting	90%	100%	100%	On track to achieve
<p><b>More on the result</b></p> <p>The Council has consistently achieved full compliance with agenda publication targets throughout the reporting period. This commitment ensures that agendas are published within the required timeframes, providing transparency and enabling the public to remain well-informed about matters scheduled for discussion at formal meetings.</p>				
<p><i>*Our targets are set to allow for realistic disruptions to our Governance services, for example, availability of elected members, their ability to access online meeting technology, weather events. The quality of community grant funding applications affects compliance with our fund criteria. As a result, our targets are lower than 100%, and at times, lower than recent performance.</i></p>				

KEY: Target achieved/on track | Target not achieved/off track

<p><b>You can expect:</b> We'll promote a successful community through supporting community-driven initiatives<sup>+</sup></p>				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of community grant funds distributed that comply with the Council's fund criteria	90%	Not measured	Not measured	Not measured
<p><b>More on the result</b></p> <p>To keep costs down, our Council has removed the funding available for contestable community grants from our budgets and combined them with a different type of fund - our Discretionary Funds. The Discretionary Fund doesn't include funding criteria but instead is subject to general Council decision-making. The reports informing these decisions are publicly available. As a result, our Council will not be reporting on the above service target. A new set of grants policies is being developed and will be in place by July 2027.</p>				
<p><i>*Our targets are set to allow for realistic disruptions to our Governance services, for example, availability of elected members, their ability to access online meeting technology, weather events. The quality of community grant funding applications affects compliance with our fund criteria. As a result, our targets are lower than 100%, and at times, lower than recent performance.</i></p>				

## Corporate

### Our performance in a nutshell

We continued to provide prompt and reliable customer service during the period, receiving 46,287 requests for service over that time. We held rate rebate clinics to assist customers: a full week in Thames from 4-8 August, attended by 93 customers, and half-day clinics in Tairua and Pāuanui on 7 August, attended by 20 and 12 customers respectively and ongoing support provided at our Whangamatā, Whitianga and Coromandel town offices.

### Our service targets

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll respond to customer enquiries promptly				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of phone calls to the Council customer services number answered within 40 seconds*	≥80%	92%	90%	On track to achieve
<b>More on the result</b>				
Of the 22,689 calls received, 92% were answered within 40 seconds.				
<i>* Measures calls answered by our internal Customer services team and excludes calls transferred to our after-hours/back up call centre service.</i>				

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll respond promptly to customer requests for official information held by the Council under the Local Government Official Information and Meetings Act (LGOIMA)				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of decisions about information release made within 20 working days*	80%	98%	98%	On track to achieve
<b>More on the result</b>				
Of the 142 LGOIMA received, decisions on 98% (139) were made within 20 working days.				
<i>* While we'll always work to meet the legal timeframes, we've set realistic targets to be clear we won't always meet them</i>				

# He Takiwā Ngangahau | A Vibrant and Safe District

## Ngā wāhi hapori | Community Spaces

### What we do

We provide many indoor and outdoor spaces where our people can come together to play, have fun, compete, connect, celebrate and commemorate. Our community centres, halls, parks and reserves provide opportunities for events that bring vibrancy to our district. Our airfields and harbour facilities provide recreational opportunities for people and also support our local economies.

## Community Facilities

### Our performance in a nutshell

We progressed multiple new and upgraded public facilities across the District with help from the Tourism Infrastructure Funding, including at Cooks Beach Reserve and Pūrangi Reserve at Cooks Beach, Buffalo Beach (Whitianga), Coromandel Bike Park (Coromandel), Waikawau (Thames Coast), Matarangi, Kōpū boat ramp, Cory Wright Domain (Tairua), and Port Road (Whangamatā).

Improvements continued at our harbour facilities – Ferry Landing received a gangway upgrade and Whangamatā Wharf had its gangway redecked along. Two floats were replaced at Royal Billy boat ramp (Pāuanui), concrete poured at Long Bay boat ramp (Coromandel), facilities received a spruce up before the busy summer season and the Kōpū Wharf public access trial provided opportunities for safe community use. The Coromandel Wharf has been partially closed due to a reduced safety rating.

Other upgrades progressed from the unveiling of pou whenua at Kōpū marine facility to installation of a mezzanine floor safety barrier at Whangamatā Hall.

### Our service targets

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> Our community centres and halls are available and utilised for community activities				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of hours Council-operated community centres and halls are used compared to total available time.				
<b>Average/total across all Community Board areas</b>	≥40%	49%	45%	<b>On track to achieve</b>
<b>More on the result</b>				
Utilisation of the Coromandel Citizens Hall has increased, though it is expected to remain lower than other halls due to the small population it serves. Overall, district hall usage remains on track to meet our target.				

+ These services can be affected by severe weather and other disruptions. For example, we aren't always able to complete our audit of public toilets, open our airfields safely or carry out park maintenance.

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> Our public toilets are clean and safe				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of our public toilets that pass audit requirements*				
<b>Average/total across all Community Board areas</b>	≥85%	95%	97%	<b>On track to achieve</b>
<b>More on the result</b>				
The half-yearly result for Whangamatā is only 1% under the target and it is expected that the year end result will be achieved.				
+ These services can be affected by severe weather and other disruptions. For example, we aren't always able to complete our audit of public toilets, open our airfields safely or carry out park maintenance.				

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll provide a safe year-round swimming pool				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
The Thames public swimming pool meets Pool Safe accreditation standards	Achieved	Achieved	Achieved	<b>On track to achieve</b>
<b>More on the result</b>				
The current PoolSafe accreditation expires in February 2026. The pool will next be audited on 23 March 2026.				
+ These services can be affected by severe weather and other disruptions. For example, we aren't always able to complete our audit of public toilets, open our airfields safely or carry out park maintenance.				

KEY: Target achieved/on track | Target not achieved/off track

<b>You can expect:</b> Our Pāuanui and Thames airfields are safe for small aircraft				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of the year that airfields are open for safe use+				
<b>Average/total across all Community Board areas</b>	≥85%	99%	99%	<b>On track to achieve</b>
<b>More on the result</b>				
<p>Our Pāuanui airfield is considered to be open if the runway is operational for at least six hours per day, between 6:30am and 5:30pm. The airfield was closed for 3 hours on Christmas Day due to a crash. While the runway has been closed six times for mowing to date, for a period of five hours each day, it could still remain open for six hours. In total it was open for 3,980 hours out of a possible 4,015 (this is 99%).</p> <p>Our Thames airfield has not been closed to date. However, we did limit our airfield to local pilots only for 54 days, due to soft ground conditions.</p> <p>The Coromandel-Colville, Whangamatā, and Mercury Bay wards do not have Council-owned or Council-funded airfields.</p>				
+ These services can be affected by severe weather and other disruptions. For example, we aren't always able to complete our audit of public toilets, open our airfields safely or carry out park maintenance.				

KEY: Target achieved/on track | Target not achieved/off track

<b>You can expect:</b> Our harbour facilities are safe to use				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
All wharf facilities meet desired standards*				
<b>Average/total across all Community Board areas</b>	Achieved	Achieved	Achieved	<b>On track to achieve</b>
<b>More on the result</b>				
<p>Our wharves are assessed every three years, with the next condition assessments scheduled for May 2026. Coromandel Wharf is currently assessed as being in poor condition, which has resulted in a partial closure since December 2025 for safety reasons. The wharf is expected to remain partially operational while options for the future of the wharf are being considered</p>				
* Meeting required standards for wharves/jetties are those achieving a condition assessment rating of 1, 2 or 3 (very good to fair) (International Infrastructure Management Manual).				

## Libraries

### Our performance in a nutshell

We continue to provide library services that offer spaces and resources for the community to connect with ideas, knowledge, stories, and each other. Visitor numbers, both in person and online, have increased, reflecting growing engagement through social media and other digital channels. Thames Library was recognised nationally, winning a Netsafe award during Netsafe Week for its display promoting online safety, showcasing our commitment to digital literacy.

All district libraries reopened following precautionary safety testing for sand contamination, with any temporary closures managed to minimise disruption. Alongside these essential services, we hosted a range of community events and engagement programmes, including Halloween scavenger hunts and “Crafternoons” creative sessions.

### Our service targets

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> Our library spaces and our staff facilitate opportunities for people to connect with ideas, knowledge, stories, and other people				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
The total number of visitors (in person and online) is increased	1% increase on 2024/25 baseline data 329,442 + 1% = 332,736*	257,997	Achieved	On track to achieve
<b>More on the result</b>				
Increasing our Facebook presence has led to the substantial growth in our online visitor numbers. We are otherwise tracking similar to the same time last year.				
<i>*Visitor numbers are reported as whole numbers; the calculated total of 332,736.42 has been rounded down to 332,736.</i>				

## Parks and Open Spaces

### Our performance in a nutshell

We continued to provide well-maintained parks, playgrounds, and cemeteries across the District with a number of small maintenance and upgrade projects from installation of picnic tables and platform stairs in Whangamatā to the Kuranui Bay Reserve stormwater improvement project. Some issues identified include the ongoing issue of the flying fox at Gallagher Park and mowing challenges caused by wet weather and contractor resourcing.

## Our service targets

KEY: Target achieved/on track | Target not achieved/off track

<b>You can expect:</b> We'll provide parks and open spaces that are well-maintained				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of parks and open spaces maintained to contract requirements				
<b>Average/total across all Community Board areas</b>	≥85%	93%	93%	<b>On track to achieve</b>
<b>More on the result</b>				
Parks and reserves for all community board areas are being maintained to the contracted requirements				
<i>+ These services can be affected by severe weather and other disruptions. For example, we aren't always able to complete our audit of public toilets, open our airfields safely or carry out park maintenance.</i>				

KEY: Target achieved/on track | Target not achieved/off track

<b>You can expect:</b> We'll provide playgrounds that are innovative, fit for purpose and safe				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of our play equipment that is well-designed, built and maintained as measured by NZS 5828 or relevant standard				
<b>Average/total across all Community Board areas</b>	≥85%	97%	98%	<b>On track to achieve</b>
<b>More on the result</b>				
Of the 221 safety checks carried out in the first six months of the 2025/26 financial year, six identified issues that did not meet safety standards. In Pāuanui, the flying fox at Gallagher Park playground remains closed due to ongoing safety concerns. An engineer's report is required before it can be reopened to the public.				
<i>* The NZS 5828 standard is intended to promote and encourage the provision and use of playgrounds that are well designed, well-constructed, well-maintained, innovative and challenging</i>				

**KEY: Target achieved/on track | Target not achieved/off track**

<p><b>You can expect:</b> We'll provide cemeteries that are tidy and well-maintained spaces</p>				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of cemeteries maintained to contract requirements				
<b>Average/total across all Community Board areas</b>	≥85%	<b>86%</b>	<b>90%</b>	<b>On track to achieve</b>
<b>More on the result</b>				
<p>Although the results for three of the five community board areas (Coromandel–Colville, Thames and Mercury Bay) are off track, the overall result remains on track to achieve the end-of-year target.</p> <p>The results in these areas reflect difficulties in consistently meeting cemetery mowing standards. Prolonged wet weather and contractor resourcing constraints affected mowing activities, with mild, wet winter conditions leading to increased grass growth and periods where mowing could not be carried out safely. Ongoing audits, contractor coordination, and alternative resourcing are being used to manage impacts.</p>				
<p>+ These services can be affected by severe weather and other disruptions. For example, we aren't always able to complete our audit of public toilets, open our airfields safely or carry out park maintenance.</p>				

# He Whakamaru Tāngata me te Taiao | Protection of our People and the Environment

## What we do

It’s important that our people feel secure and are protected from risks to their health and wellbeing, including from weather events and the hazards they pose, both now and in future. Our safety measures range from ensuring compliance with public health and safety regulations to being ready to step into action when civil defence emergencies occur.

## Emergency Management

### Our performance in a nutshell

We actively promoted emergency preparedness and community resilience across the District, encouraging participation from schools, businesses, and residents. This included strong engagement in the National ShakeOut, where participants practiced the “Drop, Cover, Hold” drill and reviewed tsunami evacuation procedures. We collaborated with Te Papa Tongarewa (Te Papa) and Te Whare Taonga o te Kauaeranga | Thames Museum to bring the Rūamoko Restless Land display to Thames with nearly 1000 people participating. We also provided practical guidance on emergency kits, evacuation routes, and hazard awareness, reinforcing readiness and supporting safe, informed responses to earthquakes and related events.

### Our service targets

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We’ll support our communities in enabling them to respond to and recover from emergencies				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Number of community response plans reviewed per annum	10	2	20	<b>On track to achieve</b>
<b>More on the result</b>				
As of 31 December 2025, two Community Response Group Plans (Tairua and Ōpoutere) have been reviewed. The slower start to plan reviews reflects the resignation of the Community Resilience Coordinator in October 2025, with responsibility for the CRG work stream temporarily managed by the Emergency Management Unit. Recruitment for the vacant position is underway, and once filled, there is sufficient time remaining in the year to review the remaining plans and achieve the year-end target.				

KEY: Target achieved/on track | Target not achieved/off track

<b>You can expect:</b> We'll be prepared for and able to respond to emergencies				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
The evaluation of Emergency Management annual exercise* as a measure of effectiveness of training.	>60%	<b>Not measured</b>	<b>71%</b>	<b>On track to achieve</b>
<b>More on the result</b>				
This measure is on track to be achieved. The annual Emergency Management exercise is scheduled for 14 April 2026. Planning is underway, including meetings with key personnel, the Recovery Lead, and the Incident Management Team (IMT). Two drills are scheduled to be completed prior to the annual exercise.				
<i>*Annual exercise is evaluated on the Waikato Emergency Group Capability Development Scale as Advancing or above (i.e. greater than 60%)</i>				

## Coastal and Hazard Management

### Our performance in a nutshell

We've continued to monitor government announcements about climate change adaptation approaches, including a new National Adaptation Framework for climate change on 16 October. In the meantime, we adopted our own climate change strategy and emissions reduction plan. We are on track to complete the programme of bollard purchases and installations by the end of the financial year.

We continued working with our communities to care for our dunes through trapping sand, rebuilding eroded dunes and weed and pest control. In one event alone in Whangamatā volunteers joined our Coastcare planting event and planted 2352 native plants. 1900 were planted at Pūkaki (Cooks Beach).

### Our service targets

KEY: Target achieved/on track | Target not achieved/off track

<b>You can expect:</b> Council will undertake works to manage the effects of coastal hazards				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Capital expenditure projects are delivered within timeframe	Achieved	<b>Not achieved</b>	<b>Not achieved</b>	<b>On track to achieve</b>
<b>More on the result</b>				
Staff are expecting the capital works (capex) programme of bollard purchase and installation along beachfront reserves for coastal dune plant protection for this financial year to be 100% completed and spent.				

## Community Health and Safety

### Our performance in a nutshell

We continued to focus on education and partnerships to keep our communities safe and enjoyable. This included promoting responsible pet ownership by reminding residents about dog registration, compliance, and public safety around parks and reserves. We also supported alcohol safety awareness, partnering with New Zealand Police to promote local alcohol bans and distributing QR-coded signage to help residents and visitors access clear information.

### Our service targets

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll ensure food businesses are producing safe food				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of registered food businesses audited within their verification schedule <sup>+</sup>	≥90%	36%	97%	<b>On track to achieve</b>
<b>More on the result</b>				
212 premises require auditing in 2025/26, and we have audited 76 of them so far (up to the end of December 2025). The verification work programme for 2025/26 is more heavily balanced in the period January to June. The completion of audits will increase accordingly to meet the target by the end of the year.				
<sup>+</sup> Our targets are set to allow for realistic disruptions to our services, for example, road closures and storm events affecting our team's ability to travel around areas of the district. As a result, our targets are lower than 100%, and at times, lower than recent performance.				

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll keep our communities safe from dog attacks and stock on roads				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of urgent animal control issues responded to within ≤2 hours <sup>+</sup>	≥90%	98%	96%	<b>On track to achieve</b>
<b>More on the result</b>				
Of the 46 urgent animal control issues we were notified of, 45 were responded to within two hours. The total number of requests for service about urgent animal control issues is made up of 20 (44%) reports of dog attacks on animals, 18 (39%) reports of dog attacks on people, and 8 (17%) reports of wandering stock on roads.				
<sup>+</sup> Our targets are set to allow for realistic disruptions to our services, for example, road closures and storm events affecting our team's ability to travel around areas of the district. As a result, our targets are lower than 100%, and at times, lower than recent performance.				

**KEY: Target achieved/on track | Target not achieved/off track**

<p><b>You can expect:</b> We'll assess and make timely decisions on alcohol licence applications</p>				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of unopposed alcohol licence applications assessed and prepared for the District Licencing Committee to make decisions within 60 calendar days <sup>+</sup>	≥85%	91%	93%	On track to achieve
<p><b>More on the result</b></p> <p>Of the 278 unopposed alcohol licence applications we received, 254 were sent to the District Licensing Committee within 60 calendar days.</p> <p><i>+Our targets are set to allow for realistic disruptions to our services, for example, road closures and storm events affecting our team's ability to travel around areas of the district. As a result, our targets are lower than 100%, and at times, lower than recent performance.</i></p>				

## Te Whakamahere me te Waiture | Planning and Regulation

### What we do

We deliver planning and regulatory activities through a balanced approach that provides for development without compromising on the Coromandel's natural and built environments, heritage and quality of life.

Our Council has responsibilities for promoting the sustainable management of the natural and physical resources within the district. This includes developing and administering the District Plan and related policies, processing applications for resource consents under the District Plan and administering building control services.

## District and Strategic Planning

### Our performance in a nutshell

We continued to move our District Plan (our rule book on land use) forward. We responded to a court challenge by taking part in court discussions to help finalise the last outstanding appeal on the Plan before it can become fully operative. The Council also took part in court cases about the Waikato Regional Coastal Plan where the outcomes affect our local responsibilities.

We also made practical improvements to the plan, such as updating its layout and wording, and submitted feedback on several central government policy and legislative proposals. Recent changes to the Resource Management Act 1991 now mean councils can only make most plan changes in limited circumstances, unless special approval is given by the Minister for the Environment. We continue to navigate these changes while ensuring our planning work remains aligned with our responsibilities to the community.

### Our service targets

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll make up-to-date District Plan provisions available in a timely manner				
<b>What that looks like</b>	<b>Our target</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for end of year result</b>
Percentage of time the Eplan is updated within 40 working days of changes to the District Plan being made	≥90%	<b>100%</b>	<b>100%</b>	<b>On track to achieve</b>
<b>More on the result</b>				
One set of changes to the Operative in Part District Plan 2024 was published on the E-plan within the 40-working-day target. The changes gave effect to an Environment Court consent order and included updates to biodiversity provisions and maps identifying Significant Natural Areas.				

## Resource Consents

### Our performance in a nutshell

We kept resource consent processing on track, meeting our target.

### Our service targets

**KEY: Target achieved/on track | Target not achieved/off track**

<p><b>You can expect:</b> We'll process applications for resource consent within statutory timeframes</p>				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of accepted land use and subdivision applications for resource consent processed within statutory timeframe**	≥90%	96%	95%	On track to achieve
<p><b>More on the result</b></p> <p>We processed 146 of 152 accepted resource consent applications within the statutory timeframe.</p> <p><i>*For the purposes of this measure, all applications processed by the Council under the Resource Management Act 1991 that have a statutory timeframe are included. This includes Resource Consents, Certificates of Compliance, Existing Use Certificates and Deemed Permitted Boundary Activities. The relevant statutory timeframe for each application type is applied when measuring performance for this measure.</i></p> <p>+ While we'll always work to meet the legal timeframes, we've set realistic targets to be clear that we won't always meet them.</p>				

## Building Control

### Our performance in a nutshell

We continued to strengthen our internal capability, with the majority of building consents and Code of Compliance Certificates processed within 20 working days. Pool inspections were on track to keep young children safe. LIM requests were processed on time, with all 568 applications completed within 10 working days. Overall, our focus on efficient, timely processes was reflected across all results.

## Our service targets

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll process, inspect and certify applications for building work within statutory timeframes.				
<b>What that looks like</b>	<b>Our target</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for end of year result</b>
Percentage of accepted building consent applications processed within 20 working days <sup>+</sup>	≥90%	97%	98%	<b>On track to achieve</b>
Percentage of issued Code of Compliance Certificates processed within 20 working days <sup>+</sup>	≥90%	99%	99.7%	<b>On track to achieve</b>
<b>More on the result</b>				
We processed 548 of 563 accepted building consent applications within 20 working days. We processed 386 of 389 code compliance certificates within 20 working days.				
<i>+ While we'll always work to meet the legal timeframes, we've set realistic targets to be clear that we won't always meet them</i>				

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll inspect pool barriers according to regulations to help keep young children safe from drowning.				
<b>What that looks like</b>	<b>Our target</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for end of year result</b>
Percentage of registered pools inspected for safety barriers each year according to a 3 yearly inspection cycle	≥90%	56%	100%	<b>On track to achieve</b>
<b>More on the result</b>				
We inspected 70 pools from a total of 124 pools in cycle 3 this year. We have a total of 624 pools on our register.				
<i>+ While we'll always work to meet the legal timeframes, we've set realistic targets to be clear that we won't always meet them.</i>				

**KEY: Target achieved/on track | Target not achieved/off track**

<p><b>You can expect:</b> Customers will be able to purchase a land information memorandum (LIM) in a timely manner</p>				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of LIMs processed within 10 working days <sup>+</sup>	≥90%	100%	99.9%	On track to achieve
<p><b>More on the result</b></p>				
<p>Of the 568 LIM applications received for the first half of the year, all were completed within 10 working days.</p>				
<p><i>+ While we'll always work to meet the legal timeframes, we've set realistic targets to be clear that we won't always meet them.</i></p>				

# He Takiwā Tuitui, He Takiwā Aumangea | A Connected and Resilient District

## Te Whakawhanake ā-hapori, ā-oahaoha | Community and Economic Development

### What we do

We're an important player in helping our people across the Coromandel access services, programmes and opportunities that underpin and contribute to their and their communities' health, safety and liveliness. We already actively promote our district's social, cultural and economic wellbeing by connecting people through our elected member advocacy, our networks and media channels, marketing the Coromandel as a premier tourist destination, growing key strategic relationships, and supporting district and community events. But we want to do more to work alongside our people so that they have what they need to be strong and able to adapt and respond to future challenges.

### Community Development

#### Our performance in a nutshell

We actively supported strong connections between community groups and partner agencies. A highlight was our summer community engagement series, with attendance at six events over Christmas and New Year, strengthening local participation and connections.

#### Our service target

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll facilitate and support strong connections between community groups and partners.				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Number of interagency collaboration meetings in the social, education, health, youth and aged care sectors facilitated by our Council	4 meetings organised quarterly	<b>8 meetings organised</b>	<b>100%</b>	<b>On track to achieve</b>
<b>More on the result</b>				
Eight meetings had been facilitated as at 31 December 2025. We partnered with Ngāti Tamaterā to facilitate the Hauraki Climate Change Symposium, facilitated regular meetings with agencies that support rangatahi/youth in the District as well facilitated a series of Kai and Kōrero bringing together agencies that support our kaumatua/ older persons. We also facilitated the Careers Roadshow around the District's five secondary schools.				

## Economic Development

### Our performance in a nutshell

For the first half of 2025/26, key achievements included securing the return of the Auckland–Coromandel ferry service, earning a Highly Commended Award for Excellence in Inclusive Development and Wellbeing at this year’s Economic Development New Zealand (EDNZ) Awards in recognition of this pivotal contribution. We also launched the new online Coromandel Trails Guide, providing updated maps, trail classifications, safety advice, and points of interest to encourage walking, cycling, and outdoor recreation across the District. In addition, we progressed allocation of the District Events Fund in line with seasonal event planning, ensuring continued support for community and district events. Business survey results will be reported later in the year.

### Our service target

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We’ll support businesses to upskill and thrive.				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of businesses that feel supported by our Council (as measured through a survey of local businesses)	50%	<b>Not measured</b>	<b>26%</b>	<b>Pending</b>
<b>More on the result</b>				
The annual economic development survey of businesses is conducted in May.				

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We’ll support an events programme through our District Events Fund.				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of District Events Fund allocated to community and district events.	≥90%	<b>10%</b>	<b>88%</b>	<b>On track to achieve</b>
<b>More on the result</b>				
Of the \$60,000 District Events Fund, \$6,210.52 (10%) has been allocated to date. Allocation of event funding is non-linear due to seasonal variation in event planning and delivery. The fund is expected to be allocated by year end.				

## Ngā Momo Waka | Transport

### What we do

Safe, efficient and comfortable movement of people and freight within the district is important for staying connected and maintaining a thriving district. Our transport network, which includes roading, footpaths, cycleways and streetlights, is about providing access for pedestrians and cyclists as well as vehicles. It supports a range of lifestyle, leisure and recreational opportunities for our visitors and residents, and is critical for our rural, village and township economies. With funding assistance from Waka Kotahi/ New Zealand Transport Agency, we ensure our local roading network is maintained and renewed, and that funding for new roading infrastructure is build into our future plans. Our network is complemented by State Highways 25, 25A, and SH26, which Waka Kotahi/ New Zealand Transport Agency manage on behalf of central government.

### Roading

#### Our performance in a nutshell

We performed well in maintaining the local roading network during the period, with resurfacing targets achieved ahead of schedule. This was supported by targeted maintenance, including the strategic reallocation of funding to maximise resurfacing, helping ensure roads remained safe and well-maintained for the community. We also progressed significant roading and bridge projects, including the reopening of SH25A following resilience works, bridge replacements, and ongoing road maintenance programmes. Safety messaging around road works was consistently communicated, with a focus on protecting workers and road users while maintaining network reliability.

Ground investigations took place as part of the Tōtara Valley, Thames services extension project to enable residential housing, to inform detailed engineering design of road widening, a shared pedestrian and cycle path and extension and improvements to water, wastewater and stormwater infrastructure.

#### Our service target

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> The design, maintenance and management of our roads ensures they are in good condition and safe				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of the sealed local network that is resurfaced	[To be confirmed annually by the Asset Management Plan]  Confirmed as 5%	<b>180,879m<sup>2</sup> (5.56%)</b>	<b>142,268m<sup>2</sup> (4.38%)</b>	<b>Achieved</b>
The average quality of ride on a sealed local road network, measured by smooth travel exposure	≥85%	<b>Not measured</b>	<b>87%</b>	<b>Pending</b>

Percentage of unsealed road complying with quality requirements	≥90%	96.00%	86.50%	On track to achieve
The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	No change or decrease	-2	+5	On track to achieve

### More on the result

We met our target for resurfacing the road network by November 2025 through the reallocation of funding between roading programmes, enabling a greater number of roads to be resealed as planned. Redirecting funding to resurfacing helped maintain the waterproof integrity of the sealed network, supporting the long-term performance and resilience of our roads.

Positive results on the unsealed road network were achieved through a targeted focus on effective drainage maintenance, strong hands-on communication, and a flexible grading approach tailored to varying needs and conditions of the network.

The average quality of ride on the sealed road network, measured using smooth travel exposure, is scheduled to be assessed in March 2026 using 'Continuous Contact Deflection Device (CCDD)' testing.

*\*Our 2024-34 Long Term Plan states that the target for this measure is "To be confirmed annually by the Asset Management Plan". However, this target is not included in the Asset Management Plan (AMP) for the 2024/25 year, due to differences in the timing of AMP preparation compared to resurfacing programme finalisation. The AMP is finalised once the Long Term Plan or Annual Plan is adopted (usually June each year) for the forthcoming financial year. The actual resurfacing programme is not confirmed until approximately November each year due to the relative timing of the final NZTA funding cycle and programme tendering process. This process will always remain the same due to differences of financial year timing between our Council and NZTA. The target stated for the 2024/25 year was finalised in November 2024 by the Council and is 5% (170,385.4m<sup>2</sup>) of the total network (3,407,708m<sup>2</sup>).*

## Footpaths, Cycleways and Streetlights

### Our performance in a nutshell

We have improved our response rate to customer requests on roads and footpaths, with requests being addressed promptly and on schedule. We continued with our footpath replacement programme. Footpath condition surveys are scheduled for the next financial year to confirm overall service standards.

### Our service target

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll ensure our footpaths are safe				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of footpaths that fall within the service standard for the condition of footpaths that is set out in the Council's long-term plan*	Not measured	Not measured	Not measured	Not measured

### More on the result

CoLab carries out the footpath condition rating surveys on behalf of all councils in the Waikato Region. This is scheduled to be measured in next financial year.

\*Condition rating 1 to 3

**KEY: Target achieved/on track | Target not achieved/off track**

### You can expect:

We'll provide formal responses to customer service requests

What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Percentage of customer service requests relating to roads and footpaths to which the Council responds within 20 working days	≥85%	93.79%	89%	On track to achieve

### More on the result

Six-month year to date result shows a higher response rate within the specified time frame of 20 days, compared to last year, and this is a good outcome so far.

# He Takiwā Hūrokuroku mō te Ratonga me te Hanganga | A District with Sustainable Services and Infrastructure

## Wai Ua | Stormwater

### What we do

This activity group, which includes our stormwater and land drainage, helps us provide sustainable services and infrastructure. Stormwater is rainwater that flows from surfaces like roofs, gardens, footpaths and roads. Our stormwater services protect people and our environment from the negative impacts of stormwater run-off. We want to maintain stormwater services so that our communities remain healthy and safe and our beaches and rivers continue to be clean.

### Our performance in a nutshell

We continue to deliver strong stormwater services, keeping habitable areas safe from flooding while minimising environmental impacts. Major activities included delivering stormwater projects in Whangamatā (Hetherington Road), Whitianga (Austin Drive), Matarangi, and Cooks Beach, with community involvement in prioritising works through stakeholder engagement teams. We rehabilitated stormwater swales and treatment devices at Kuranui Reserve, Thames, to improve drainage, and installed new treatment devices and planting in Pāuanui and Whangamatā to enhance stormwater management and resilience.

As part of the mandatory Local Water Done Well reforms, our Council reached an important milestone when the Government accepted its Water Services Delivery Plan for stormwater, water supply and wastewater services. This plan sets out how our Council intends to deliver water, wastewater, and stormwater services over a 10-year period from 01 July 2027.

### Our service targets

**KEY:** Target achieved/on track | Target not achieved/off track

<b>You can expect:</b> Our stormwater services protect habitable areas from flooding				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Number of flooding events	≤1	0	0	<b>On track to achieve</b>
For each flooding event, the number of habitable floors affected, per 1,000 connected properties	≤1	0	0	<b>On track to achieve</b>
<b>More on the result</b>				

While the Coromandel Peninsula is no stranger to heavy rain and river flooding, there were no flooding events reported that affected habitable floors.

**KEY: Target achieved/on track | Target not achieved/off track**

**You can expect:**

We'll provide a responsive stormwater request service

What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
The median response time to attend a flooding event, measured from the time our Council receives notification to the time that service personnel reach the site	≤20 minutes	Not applicable	Not applicable	On track to achieve
Number of complaints received about the performance of the stormwater system, per 1,000 connected properties	≤5	2.35	4.66	On track to achieve

**More on the result**

A flooding event is identified as a flooding overflow of stormwater from our stormwater system that enters a habitable floor. No habitable floors were flooded for the first 6 months of the year, so the Council did not need to respond to any flooding events.

**KEY: Target achieved/on track | Target not achieved/off track**

**You can expect:**

We'll minimise the environmental impact of protecting habitable areas from flooding

What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Compliance with the Council's resource consents for discharge from its stormwater system, measured by the number of: a) abatement notices b) infringement notices c) enforcement orders d) successful prosecutions received by the Council in relation to those resource consents	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	On track to achieve

**More on the result**

No enforcement actions were received from the Waikato Regional Council for the first 6 months of the 2025/26 year. We continue to work under a historic abatement notice issued in November 2019. The notice required an updated Stormwater Management Plan, which we submitted to the Waikato Regional Council on 30 June 2025. We are still awaiting Waikato Regional Council to review and approve the plan.

## Waipara | Wastewater

### What we do

We provide wastewater services to protect the health of people and our waterways. Wastewater is the discharge from showers, baths, sinks, washing machines, dishwashers, and toilets. We collect it from over 23,000 properties across 10 towns, treat it and then return clean water to the environment in a safe and healthy way. The infrastructure required is huge – 10 wastewater treatment plants, 131 pump stations and over 400 km of piped mains.

### Our performance in a nutshell

We continue to deliver wastewater services that keep communities safe and protect the environment. Overflows and complaints remained low, response times were fast, and major upgrades at the Coromandel and Thames plants improved treatment and compliance.

At the Coromandel wastewater treatment plant, we completed upgrades to aerators, pH and caustic dosing systems, desludging of ponds, installation of an emergency bypass, addition of air blowers, and investigations into ammonia control. These improvements brought pH and ammonia levels within consent limits and allow the plant to operate at full flow. At the Thames treatment plant, we upgraded process controls to optimise pond levels and discharge rates.

Delays to the Matarangi wastewater consent renewal resulted in additional costs and deferred the start of design for the new treatment plant. The new Wastewater Environment Performance Standards (WEPS), released by Taumata Arowai in November 2025, will influence all future consent renewals. We are currently assessing their implications for infrastructure upgrades, noting that 37 resource consents are due for renewal in the 2025–34 period. These improvements and planning will ensure we continue to provide reliable, high-quality wastewater services.

### Our service targets

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll provide adequate wastewater services for household and business use in currently serviced urban communities				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Number of dry weather sewerage overflows from the Council's sewerage system, per 1,000 connections to that sewerage system	≤1	0.68	1.29	On track to achieve
<b>More on the result</b>				
Since 2024/25 year we now include small overflows that have flowed onto the local ground area. Events from 2024/25 were reviewed and key locations were included in our 2025/26 CCTV inspection programme and revising, where required, our flushing programme for critical areas was upgraded.				

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll respond as required to faults and complaints received from customers				
<b>What that looks like</b>	<b>Our target</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for end of year result</b>
The total number of complaints received about sewerage, per 1,000 connected properties:				
• sewerage odour	≤1	0.59	1.4	On track to achieve
• sewerage system faults	≤3	1.95	4.68	On track to achieve
• sewerage system blockages	≤3	1.02	1.66	On track to achieve
• our Council's response to issues with the sewerage system	≤2	0.08	0	On track to achieve
Median response time for attendance to sewerage overflows resulting from a blockage or other fault in the Council's sewerage system, from the time that our Council receives notification to the time that service personnel reach the site	≤30 minutes	17 minutes	23 minutes	On track to achieve
Median response time for resolution of sewerage overflows resulting from a blockage or other fault in the Council's sewerage system, from the time that our Council receives notification to the time that service personnel confirm resolution of the blockage or other fault	≤2:40 hours	4 hours 55 minutes	3 hours 14 minutes	Off track
<b>More on the result</b>				
<p>Complaints about the Cooks Beach wastewater treatment plant represent 4 out of 14 complaints received up to end December 2025. However, in January 2026 there have been multiple complaints that will be reported in the annual result. The issues relate to failure of equipment and the loss of process control of the ponds resulting in hydrogen sulphide gases which affected the Cooks Beach residential area. Remedial action is in progress, and odours have reduced significantly.</p> <p>A review of the blockages indicates that they are typically caused by root intrusion rather than pipe/network issues.</p> <p>Response times to overflows are reflective of the extent of the work to resolve the overflow. We are working with our three waters Operations &amp; Maintenance contractor to ensure that work is completed as soon as practicable but note that the contract KPI resolution time is 75% complete within 6 hours and 100% complete within 12 hours, and the contractor is well within these time limits.</p>				

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> Our wastewater services will not negatively impact on public health or the natural environment in line with legislative requirements				
<b>What that looks like</b>	<b>Our target</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for end of year result</b>
Compliance with the Council's resource consents for discharge from its sewerage system, measured by the number of: a) abatement notices b) infringement notices c) enforcement orders d) convictions received by the Council in relation to those resource consents	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	a) 0 b) 0 c) 0 d) 0	<b>On track to achieve</b>
<b>More on the result</b>				
<p>No new enforcement actions were received from the Waikato Regional Council for the first six months of 2025/26. Two historic abatement notices remain in place. The first notice is for the Coromandel wastewater treatment plant, issued in July 2022, which has been actively addressed through a range of improvement works. pH levels are now compliant, and ammonia levels have reduced to within consent limits. Work to optimise plant performance is ongoing and our Council proposes to request the lifting of this abatement notice during 2026.</p> <p>The second notice was issued in January 2014 for the unlawful discharge of treated wastewater to land from the Pāuanui-Tairua wastewater treatment plant. Although the non-compliance was addressed to the Waikato Regional Council's satisfaction in April 2014, a formal request to lift the abatement notice was not submitted at the time, and it therefore remains technically in effect. Our Council has recently requested that Waikato Regional Council review and lift this historic notice.</p>				

## Wai Inu | Water Supply

### What we do

Our water supply service treats and distributes water that we source from groundwater bores and rivers in the district. Our water supplies are required to comply with the Drinking Water Quality Assurance Rules.

### Our performance in a nutshell

During the first half of 2025/26, we made significant progress in improving water supply services across the District. We constructed and commissioned the Hāhehi water treatment plant in November 2025 and bulk supplied treated water through this plant to the Hāhehi Water Supply Association, ensuring no water restrictions were required over the peak Christmas and New Year period. We also constructed the Matarangi water treatment plant, but it could not be commissioned before the holiday period due to delays with power transformer work and the Hāhehi plant commissioning. Commissioning is now scheduled for February 2026, which will resolve existing non-compliance issues. Drinking water pipeline upgrades continued in Thames. For the Thames South upgrade project all sales and purchase agreements were signed and river intake concept design approved.

We undertook ongoing investigations and improvement actions at multiple plants to enhance compliance, as standards set by Taumata Arowai continue to evolve. While most larger supplies were largely compliant, smaller or non-potable supplies remained under boil water notices until new treatment plants are operational. The upgraded rules have increased monitoring, testing, and reporting requirements, which will continue to shape operational and compliance priorities.

**KEY: Target achieved/on track | Target not achieved/off track**

#### You can expect:

We'll provide safe and reliable potable water for household and business use in urban areas. Our Thames South water supply won't be potable until a new water treatment plant is commissioned (planned for 2027/28).

#### What that looks like

This section reports compliance as required by the Non-Financial Performance Measures Rules, 2024.

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

Compliance is assessed using the DWQAR aggregate methodology. Results are expressed as one of the following: 'All met' (100%), 'Almost met' (95–99%), 'Partially met' (1–94%), or 'None met' (0%).

Where compliance is less than 'All met', a short explanation is provided. Rule references are based on supply size as defined by Taumata Arowai and supply registrations in Hinekōrako.

*\* The Matatoki-Puriri area, which includes Matatoki, had a population of 1,176 in the 2023 New Zealand census. Population for Omahu, Matatoki and Puriri are estimated using ratio of population by number of connections at each area.*

<b>Thames South</b>					
<b>Ōmahu/Thames Valley</b>					
<i>Hinekōrako supply name-</i> THA002					
<i>Population served-</i> 190					
<b>Bacteriological Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for end of year</b>	<b>Commentary (if&lt;All met)</b>
(c) T2 Treatment Monitoring Rules	Not compliant	Partially met (40%)	<b>Partially met (19.5%)</b>	<b>On track to achieve</b>	This was due to monthly bacterial sampling indicating high levels of E.coli and total coliforms due to inadequate treatment process. This is a non-portable water supply.
(f) T2 Chlorine Rules	Not compliant	None met (0%)	<b>None met (0%)</b>	<b>On track to achieve</b>	No chlorine dosing in place. This is a non-portable water supply.
(g) D2.1 Distribution System Rule	Not compliant	None met (0%)	<b>None met (0%)</b>	<b>On track to achieve</b>	This is due to the zone not being monitored. This is a non-portable water supply.
<b>Protozoal Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for end of year</b>	<b>Commentary (if&lt;All met)</b>
(c) T2 Treatment Monitoring Rules	Not compliant	Partially met (40%)	<b>Partially met (19.5%)</b>	<b>On track to achieve</b>	This was due to monthly bacterial sampling indicating high levels of E.coli and total coliforms due to inadequate treatment process. This is a non-portable water supply with a permanent boil water notice in place.
(d) T2 Filtration Rules	Not compliant	None met (0%)	<b>None met (0%)</b>	<b>On track to achieve</b>	Inconsistent turbidity monitoring with no adequate filtration in place. This is a non-portable water supply with a permanent boil water notice in place.
(e) T2 UV Rules	Not compliant	None met (0%)	<b>None met (0%)</b>	<b>On track to achieve</b>	No UV disinfection in place. This is a non-portable water supply with a permanent boil water notice in place.

## Matatoki

Hinekōrako supply name- MAT009

Population served- 276\*

### Bacteriological Compliance

Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if <All met)
(c) T2 Treatment Monitoring Rules	Not compliant	All met (100%)	<b>Partially met (78.1%)</b>	<b>On track to achieve</b>	N/A
(f) T2 Chlorine Rules	Not compliant	Partially met (27.3%)	<b>Partially met (33.6%)</b>	<b>On track to achieve</b>	This was due to there being intermittent chlorination in place. This is a non-portable water supply with a permanent boil water notice in place.
(g) D2.1 Distribution System Rule	Not compliant	None met (0%)	<b>None met (0%)</b>	<b>On track to achieve</b>	This is due to the zone not being monitored. This is a non-portable water supply with a permanent boil water notice in place.

### Protozoal Compliance

Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if <All met)
(c) T2 Treatment Monitoring Rules	Not compliant	All met (100%)	<b>Partially met (78.1%)</b>	<b>On track to achieve</b>	N/A
(d) T2 Filtration Rules	Not compliant	None met (0%)	<b>None met (0%)</b>	<b>On track to achieve</b>	This is due to no cartridge, media or membrane filtration. This is a non-portable water supply with a permanent boil water notice in place.
(e) T2 UV Rules	Not compliant	None met (0%)	<b>None met (0%)</b>	<b>On track to achieve</b>	No UV treatment in place. This is a non-portable water supply with a permanent boil water notice in place.

**Pūriri**

Hinekōrako supply name- PUR003

Population served- 531\*

\*The Matatoki-Pūriri area, which includes Matatoki, had a population of 1,176 in the 2023 New Zealand census. Population for Ōmahu, Matatoki and Pūriri are estimated using ratio of population by number of connections at each area

**Bacteriological Compliance**

Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if<All met)
(h) T3 Bacterial Rules	Not compliant	None met (0%)	<b>None met (0%)</b>	<b>On track to achieve</b>	Currently there is no treatment or monitoring in place that would meet the T3 – Bacterial requirements. This is a non-portable water supply with a permanent boil water notice in place.
(j) D3.29 Microbiological Monitoring Rule	Not compliant	None met (0%)	<b>None met (0%)</b>	<b>On track to achieve</b>	This is due to the distribution zone not being monitored as required. Furthermore, E. coli positive samples were found. This is a non-portable water supply with a permanent boil water notice in place.

**Protozoal Compliance**

Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if<All met)
(i) T3 Protozoal Rules	Not compliant	None met (0%)	<b>None met (0%)</b>	<b>On track to achieve</b>	Currently there is no treatment or monitoring in place that would meet the T3 – Protozoa requirements. This is a non-portable water supply with a permanent boil water notice in place.

Thames					
Hinekōrako Supply ID-		THA001			
Population served-		7280			
Bacteriological Compliance					
Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if <All met)
(h) T3 Bacterial Rules	Compliant	Almost met (98.1%)	<b>Partially met (85.7%)</b>	<b>Not achieved</b>	This was due to the turbidity, FAC and pH at the post chlorine tank not being telemetered, therefore the chlorine disinfection could not be demonstrated. There were instances where the UV not achieving the required dosages. We are working with our specialist contractor to resolve the issue. The number of days of non-compliance will be included in the annual compliant result, and hence the end of year status will not meet the LTP target.
(j) D3.29 Microbiological Monitoring Rule	Compliant	All met (100%)	<b>All met (100%)</b>	<b>On track to achieve</b>	N/A
Protozoal Compliance					
Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if <All met)
(i) T3 Protozoal Rules	Compliant	Almost met (99.5%)	<b>Almost met (97.3%)</b>	<b>Not achieved</b>	Instances whereby turbidity exceeded the allowable level for the monitoring of the filters. There were also instances where the UV not achieving the required dosages. We are working with our specialist contractor to resolve the issue. The number of days of non-compliance will be included in the annual compliant result, hence the end of year status will not meet the LTP target.

<b>Coromandel</b>					
<i>Hinekōrako Supply ID-</i>		COR001			
<i>Population served-</i>		1782			
<b>Bacteriological Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for the end of year</b>	<b>Commentary (if&lt;All met)</b>
(h) T3 Bacterial Rules	Compliant	All met (100%)	<b>All met (100%)</b>	<b>On track to achieve</b>	N/A
(j) D3.29 Microbiological Monitoring Rule	Compliant	All met (100%)	<b>All met (100%)</b>	<b>On track to achieve</b>	N/A
<b>Protozoal Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for the end of year</b>	<b>Commentary (if&lt;All met)</b>
(i) T3 Protozoal Rules	Compliant	Almost met (99.9%)	<b>Almost met (98.4%)</b>	<b>Not achieved</b>	This was due to filtrate turbidity exceeding the allowable level of the membrane filtration on 2 instances. This is a technical non-compliance. The number of days of non-compliance will be included in the annual compliant result, hence the end of year status will not meet the LTP target.

## Matarangi

Hinekōrako Supply ID- MAT010  
Population served- 651

### Bacteriological Compliance

Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if <All met)
(h) T3 Bacterial Rules	Compliant	Partially met (25%)	<b>Partially met (5.9%)</b>	<b>Not achieved</b>	This was due to the turbidity, FAC and pH at the post chlorine tank not being telemetered at the correct location, therefore the chlorine disinfection could not be demonstrated. The new water treatment plant will resolve the issue. The number of days of non-compliance will be included in the annual compliant result, hence the end of year status will not meet the LTP target.
(j) D3.29 Microbiological Monitoring Rule	Compliant	Partially met (93.3%)	<b>Partially met (35.6%)</b>	<b>Not achieved</b>	Due to one E.coli / total coliform sample not being obtained as required in November 2025. This was caused by administration error with Operations & Maintenance contractor. Contractor has been reminded of the sampling requirement. The number of days of non-compliance will be included in the annual compliant result, hence the end of year status will not meet the LTP target.

### Protozoal Compliance

Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if <All met)
(i) T3 Protozoal Rules	Compliant	Almost met (97.5%)	<b>Partially met (91%)</b>	<b>Not achieved</b>	A number of Instances whereby turbidity exceeded the allowable turbidity level for the monitoring of the filters, therefore the required log removal could not be demonstrated. The new water treatment plant will resolve the issue. Post commissioning scheduled for February 2026. The number of days of non-compliance will be included in the annual compliant

					result, hence the end of year status will not meet the LTP target.
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### Whitianga

Hinekōrako Supply ID- WHI001  
Population served- 6140

#### Bacteriological Compliance

Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if<All met)
(h) T3 Bacterial Rules	Compliant	All met (100%)	All met (100%)	On track to achieve	N/A
(j) D3.29 Microbiological Monitoring Rule	Compliant	All met (100%)	All met (100%)	On track to achieve	N/A

#### Protozoal Compliance

Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if<All met)
(i) T3 Protozoal Rules	Compliant	All met (100%)	Almost met (98.6%)	On track to achieve	N/A

### Hāhei

The way the bacteriological and protozoal compliance is required to be reported depends on how many people are served. The population of Hāhei changed during the year, which subsequently moved the area into a larger population group. For this reason we're required to report the results first for the period up to and including 19 November 2025 and then separately for the period from 20 November 2025 onwards.

Period 1: 1 July 2025 until 19 November 2025					
Hinekōrako Supply ID-		HAH001			
Population served-		300			
Bacteriological Compliance					
Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if <All met)
(c) T2 Treatment Monitoring Rules	Compliant	All met (100%)	All met (100%)	On track to achieve	N/A
(f) T2 Chlorine Rules	Compliant	Partially met (66.7%)	All met (100%)	Not achieved	Non compliance was due to the free available chlorine being below the required 0.5 mg/L on 2 occasions. New water treatment plant was commissioned in November 2025 providing full compliance. The number of days of non-compliance will be included in the annual compliant result, hence the end of year status will not meet the LTP target.
(g) D2.1 Distribution System Rule	Compliant	All met (100%)	All met (100%)	On track to achieve	N/A
Protozoal Compliance					
Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if <All met)
(c) T2 Treatment Monitoring Rules	Compliant	All met (100%)	All met (100%)	On track to achieve	N/A
(d) T2 Filtration Rules	Compliant	All met (100%)	All met (100%)	On track to achieve	N/A
(e) T2 UV Rules	Compliant	Partially met (83.3%)	All met (100%)	Not achieved	This was due to the flow through the UV disinfection not being monitored either upstream or downstream of the UV disinfection unit. This issue was resolved with the new water treatment plant commissioned in November 2025 providing full compliance. The number of days of non-compliance will be included in the annual

					compliant result, hence the end of year status will not meet the LTP target.
<b>Hāheī</b>					
<b>Period 1: 20 November 2025 until 30 December 2025</b>					
<i>Hinekōrako Supply ID-</i>		HAH001			
<i>Population served-</i>		500			
<b>Bacteriological Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for the end of year</b>	<b>Commentary (if&lt;All met)</b>
(h) T3 Bacterial Rules	Compliant	All met (100%)	N/A	<b>On track to achieve</b>	N/A
<b>Protozoal Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for the end of year</b>	<b>Commentary (if&lt;All met)</b>
(i) T3 Protozoal Rules	Compliant	All met (100%)	N/A	<b>On track to achieve</b>	N/A

<b>Tairua</b>					
<i>Hinekōrako Supply ID-</i>		TAI002			
<i>Population served-</i>		1653			
<b>Bacteriological Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for the end of year</b>	<b>Commentary (if&lt;All met)</b>
(h) T3 Bacterial Rules	Compliant	Almost met (99.9%)	<b>All met (100%)</b>	<b>Not achieved</b>	Non-compliance was due to a flow meter failure which did not record data and therefore was unable to be used for demonstrating the chlorine disinfection. The flow meter was replaced in December 2025. The UV disinfection flow was outside of the certified rate on 1 instance in December 2025. This happened when the contractor was completing PLC upgrade at the plant. This is a technical non-compliance. The number of days of non-compliance will be included in the annual compliant result, hence the end of year status will not meet the LTP target.
(j) D3.29 Microbiological Monitoring Rule	Compliant	All met (100%)	<b>All met (100%)</b>	<b>On track to achieve</b>	N/A
<b>Protozoal Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for the end of year</b>	<b>Commentary (if&lt;All met)</b>
(i) T3 Protozoal Rules	Compliant	Almost met (99.9%)	<b>Almost met (96.5%)</b>	<b>Not achieved</b>	Non-compliance was due to filtrate turbidity exceeding the allowable level of the membrane filtration on 1 instance in August 2025. This is a technical non-compliance. The number of days of non-compliance will be included in the annual compliant result, hence the end of year status will not meet the LTP target.

<b>Pāuanui</b>					
<i>Hinekōrako Supply ID-</i>		PAU001			
<i>Population served-</i>		1068			
<b>Bacteriological Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for the end of year</b>	<b>Commentary (if&lt;All met)</b>
(h) T3 Bacterial Rules	Compliant	All met (100%)	<b>All met (100%)</b>	<b>On track to achieve</b>	N/A
(j) D3.29 Microbiological Monitoring Rule	Compliant	All met (100%)	<b>All met (100%)</b>	<b>On track to achieve</b>	N/A
<b>Protozoal Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for the end of year</b>	<b>Commentary (if&lt;All met)</b>
(i) T3 Protozoal Rules	Compliant	Almost met (99.9%)	<b>Almost met (99.8%)</b>	<b>Not achieved</b>	Non compliance was due to no membrane integrity test being performed in October 2025, as required before membrane operation. The skid was shut down during a weather event; therefore, it did not complete the integrity test on the day. This is a technical non-compliance. The number of days of non-compliance will be included in the annual compliant result, hence the end of year status will not meet the LTP target.

<b>Onemana</b>					
<i>Hinekōrako Supply ID-</i>		ONE002			
<i>Population served-</i>		192			
<b>Bacteriological Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for the end of year</b>	<b>Commentary (if&lt;All met)</b>
(c) T2 Treatment Monitoring Rules	Compliant	All met (100%)	<b>All met (100%)</b>	<b>On track to achieve</b>	N/A
(f) T2 Chlorine Rules	Compliant	All met (100%)	<b>All met (100%)</b>	<b>On track to achieve</b>	N/A
(g) D2.1 Distribution System Rule	Compliant	All met (100%)	<b>All met (100%)</b>	<b>On track to achieve</b>	N/A
<b>Protozoal Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for the end of year</b>	<b>Commentary (if&lt;All met)</b>
(c) T2 Treatment Monitoring Rules	Compliant	All met (100%)	<b>All met (100%)</b>	<b>On track to achieve</b>	N/A
(d) T2 Filtration Rules	Compliant	All met (100%)	<b>All met (100%)</b>	<b>On track to achieve</b>	N/A
(e) T2 UV Rules	Compliant	All met (100%)	<b>All met (100%)</b>	<b>On track to achieve</b>	N/A

## Whangamatā

Hinekōrako Supply ID- WHA003  
 Population served- 4830

### Bacteriological Compliance

Rule(s) applied based on supply size	Our target (LTP)	Our result so far (31 Dec 2025)	Our results last year	Status for the end of year	Commentary (if <All met)
(h) T3 Bacterial Rules	Compliant	Almost met (96.7%)	<b>Almost met (99.5%)</b>	<b>Not achieved</b>	<p><b>Moana Point Treatment Plant</b>                      Did not meet due to not being able to demonstrate the correct chlorine contact time , due to the flow meter post the chlorine contact tank being out of service. O&amp;M contractor ordered the wrong flow meter. The flow meter is due to be replaced in January 2026. Moana Point Treatment did not meet the UV disinfection requirement due to blown fuse in PLC controller and failed ballast card. This had been repaired. No followup required.</p> <p><b>Beverley Hills Treatment Plant</b>                      Did not meet due to the treated water not achieving a chlorine disinfection in August 2025. This was due to maintenance at the reservoir. Instances of the turbidity of the water leaving the treatment plant did not meet the target turbidity. Maintenance of the reservoir completed in August 2025, no follow-up required. Instances of the UV disinfection flow being outside of the certified rate. We are working with the specialist contractor to address the turbidity and UV control issue with potential changes to the operation and processes.</p> <p>The number of days of non-compliance will be included in the annual compliant result, hence the end of year status will not meet the LTP target.</p>

(j) D3.29 Microbiological Monitoring Rule	Compliant	Almost met (96.7%)	<b>All met (100%)</b>	<b>On track to achieve</b>	Non-compliance was due to the maximum days for obtaining an E. coli / total coliform sample not being met as required. This was caused by incorrect date of sampling.
<b>Protozoal Compliance</b>					
<b>Rule(s) applied based on supply size</b>	<b>Our target (LTP)</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for the end of year</b>	<b>Commentary (if &lt;All met)</b>
(i) T3 Protozoal Rules	Compliant	Almost met (98.4%)	<b>Almost met (92.6%)</b>	<b>Not achieved</b>	Non-compliance was due to the dose of the UV at Moana Point Treatment Plant not meeting the required target. They were caused by blown fuse in PLC control system and failure of UV ballast card. This had been repaired. The number of days of non-compliance will be included in the annual compliant result, hence the end of year status will not meet the LTP target.

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll promote the efficient and sustainable use of water.				
<b>What that looks like</b>	<b>Our target</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for end of year result</b>
Percentage of real water loss from the local authority's networked reticulation system.				
<i>The following schemes have universal metering and will use an Annual Water Balance methodology. *</i>				
Thames	≤39%	<b>Not Measured</b>	<b>40%</b>	<b>Unknown</b>
Coromandel	≤37%	<b>Not Measured</b>	<b>40%</b>	<b>Unknown</b>
Pāuanui	≤13%	<b>Not Measured</b>	<b>32%</b>	<b>Unknown</b>
<i>The following schemes do not have meters and will use appropriate alternative methodologies to measure losses. *</i>				
Thames South	≤40%	<b>Not Measured</b>	<b>45%</b>	<b>Unknown</b>
Matarangi	≤45%	<b>Not Measured</b>	<b>24%</b>	<b>Unknown</b>
Whitianga	≤25%	<b>Not Measured</b>	<b>20%</b>	<b>Unknown</b>
Hāhei	≤50%	<b>Not Measured</b>	<b>12%</b>	<b>Unknown</b>
Tairua	≤40%	<b>Not Measured</b>	<b>36%</b>	<b>Unknown</b>
Onemana	≤60%	<b>Not Measured</b>	<b>12%</b>	<b>Unknown</b>
Whangamatā	≤40%	<b>Not Measured</b>	<b>33%</b>	<b>Unknown</b>
The average consumption of drinking water per day per resident (currently based on normally resident population)	≤575 litres	<b>Not Measured</b>	<b>428 litres per resident per day</b>	<b>Unknown</b>
<b>More on the result</b>				
Water losses are calculated annually at the end of each financial year. The next assessment is due at the end of the 2025/26 financial year, and results will be available for the 2025/26 Annual Report.				
<i>*Where scheme areas have universal metering installed, we use what is called the 'annual water balance methodology' (to calculate the difference between the actual volume of treated water supplied to the network and the actual metered water consumption). Where scheme areas do not have metering installed, we estimate water loss using the winter water use analysis method (also referred to as the base consumption method). Both methodologies give confidence that the values are accurate to within 95% confidence limits.</i>				

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll provide a responsive call-out service to attend to customers' issues with their water supply.				
<b>What that looks like</b>	<b>Our target</b>	<b>Our result so far (31 Dec 2025)</b>	<b>Our results last year</b>	<b>Status for end of year result</b>
Median response time for attendance for urgent call-outs, from the time that our Council receives notification to the time that service personnel reach the site.	≤30 minutes	<b>34 minutes</b>	<b>28 minutes</b>	<b>Off track</b>
Median response time for resolution of urgent call-outs, from the time that our Council receives notification to the time that service personnel confirm resolution of the fault or interruption.	≤1:40 hours	<b>2 hours 13 minutes</b>	<b>1 hour 23 minutes</b>	<b>Off track</b>
Median response time for attendance for non-urgent call-outs, from the time that our Council receives notification to the time that service personnel reach the site.	≤40 minutes	<b>51 minutes</b>	<b>1 hour</b>	<b>Off track</b>
Median response time for resolution of non-urgent call-outs, from the time that our Council receives notification to the time that service personnel confirm resolution of the fault or interruption.	≤2:30 hours	<b>5 hours 48 minutes</b>	<b>17 hours 56 minutes</b>	<b>Off track</b>
<b>The total number of complaints received, per 1,000 connections:</b>				
Clarity	≤2	<b>0.29</b>	<b>0.49</b>	<b>On track to achieve</b>
Taste	≤2	<b>0.1</b>	<b>0.05</b>	<b>On track to achieve</b>
Odour	≤2	<b>0.1</b>	<b>0.1</b>	<b>On track to achieve</b>
Pressure of flow	≤5	<b>2.31</b>	<b>3.5</b>	<b>On track to achieve</b>
Continuity of supply	≤5	<b>6.89</b>	<b>20.44</b>	<b>Off track</b>
Response to any of the issues above	≤3	<b>0.48</b>	<b>0.53</b>	<b>On track to achieve</b>
<b>More on the result</b>				
<p>We received 143 complaints relating to no water (continuity of supply). 116 of these relate to repairs of water leaks within our water infrastructure where we had burst/cracked pipes and then received multiple calls as the network was shutdown to undertake repairs. One major area of concern was Tirinui Crescent in Tairua where we had 12 complaints. On investigation this was found to be caused by a partial blockage of material at a meter. This was cleared and no further complaints were received.</p> <p>Resolution times are reflective of the extent of the work to resolve the fault. We are working with our Operations &amp; Maintenance contractor to ensure that work is completed as soon as practicable but note that the contract KPI resolution time for urgent work is 75% complete within 6 hours and 100% complete within 24 hours and up to 5 days for non-urgent work, and the contractor is well within these time limits.</p>				

## Para Totoka | Solid Waste

### What we do

Our rubbish and recycling and waste minimisation activities are focused on providing for waste to be properly disposed of to help protect public health and the environment. We provide reliable and sustainable kerbside collection and transfer station services. We want to work together with our communities to reduce waste, encourage reuse and protect our environment. Our waste management and minimisation plan guides and supports these activities.

## Rubbish and Recycling

### Our performance in a nutshell

We continued to deliver kerbside collection and transfer station services that performed well, with collections consistently meeting targets and no formal warnings issued for closed landfills. We introduced a covered co-mingled materials bunker at Whangamatā, allowing residents to drop off recyclables like paper, plastics, and cans together while keeping them dry and clean. This made recycling easier for residents, more efficient for staff, and helped ensure more materials were actually recycled.

We also tracked household waste electronically (using the Electronic Measurement - Pay As You Throw (EM-PAYT) system) which ensured missed or untagged collections were reported correctly, encouraged residents to reduce waste, and supported better planning and delivery of waste services. Other improvements included new drop-off bins at the Coromandel refuse transfer station(RTS) and upgraded storage and staff facilities at all transfer stations.

### Our service targets

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll provide kerbside pickup services to eligible properties within the solid waste collection area, so long as it is safe to do so				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Number of justified* complaints that collection is not completed on the scheduled day, measured by the Council's request for service (RFS) system	≤3 valid complaints per year per 1,000 eligible solid waste rating units	0.9	1.52	On track to achieve
<b>More on the result</b>				
Our solid waste services contractor, WM New Zealand Ltd, are now just over two years into their 10-year contract. Its performance with kerbside collection continues to improve, with justified missed collections continuing to trend downward.				
*where there is a reasonable case for the complaint				

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll maintain closed landfill sites				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Number of formal warnings issued by the Waikato Regional Council for non-compliance with resource consent(s)	0	0	0	<b>On track to achieve</b>
<b>More on the result</b>				
No formal warnings issued				

## Waste Minimisation

### Our performance in a nutshell

We supported local tamariki in leading sustainability projects through the EnviroSchools Programme, funded by our Waste Levy Fund, from planting native trees to caring for worm farms. Through the Paper4Trees Programme, schools and preschools were rewarded with native trees for recycling paper and cardboard, while the Zero Waste Education Programme continued teaching students about sustainable resource use. Participants, including tamariki from Whangamatā Playcentre, gained practical skills, fostered kaitiakitanga, and developed real-world environmental awareness.

The Mercury Bay Resource Recovery Centre | Wāhi Tukurua opened in Whitianga with support of our Waste Minimisation Fund. The centre diverts reusable materials from landfill.

### Our service targets

**KEY: Target achieved/on track | Target not achieved/off track**

<b>You can expect:</b> We'll implement waste minimisation education programmes				
What that looks like	Our target	Our result so far (31 Dec 2025)	Our results last year	Status for end of year result
Number of schools/early childhood education centres (ECEs) participating in waste education programmes	≥8	39	36	<b>On track to achieve</b>
<b>More on the result</b>				
Our Council support the EnviroSchools, Paper4Trees, and Zero Waste Education programmes in Schools and Early Childhood Centres. The programmes teach our Tamariki about sustainable resources, environmental awareness, and waste minimisation. We continue to work towards growing engagement in these waste education programmes.				