

QUARTERLY HIGHLIGHTS

- Large scale events returned to Taupō District, with Lake Taupō Cycle Challenge and Ironman New Zealand held during November and December.
- Taupō District Council secured Waka Kotahi funding to build a cycleway linking Acacia Bay to Spa Road via Norman Smith Street and Control Gates Bridge.
- Entry to the toilets at Taupō's iconic Superloo facility became free.
- Taupō District Pound rehomed more than 150 dogs in the 2021-22 year.
- Significant progress on East Taupō Arterial shared pathway with 1800 natives planted alongside.
- Council partnered with Ministry of Education to distribute free period products in the district via schools and community organisations.
- Taupō Museum completed restoration of its historic Opepe waka.
- Raising the roof celebration held at the new sports facility being built at Tūrangitukua Park.
- Taupō Learning Centre partnership grant from Taupō District Council helped 120 young drivers gain their learner's or restricted licences.
- Local body elections held, with five new councillors elected and Mayor and seven sitting councillors returned.
- Crown Park pump track completed in partnership with a private sponsor and community groups.
- Tūrangi Street Revitalisation Programme continues, with work beginning on the next phase in February.
- 7000 native trees planted across three sites at Mangakino.

To read these news stories and more head to:
www.taupo.govt.nz/news

BIG YEAR FOR TAUPŌ DISTRICT

2022 was a big year for our district, with notable milestones on several large projects.

The Taupō Town Centre Transformation, the new Taupō Airport terminal, a sports facility in Tūrangi, and the Waiora House rebuild are all nearing completion, representing important additions to our district - and also delivering a very welcome boost to the local economy.

The town centre transformation project, funded with government shovel-ready project money, has directed through traffic from Tongariro Street to Titirāupenga Street. This means the town centre is better connected to the Tongariro Domain and the Warrior Mountains playground Te Papa Tākaro o Nga Maunga Toa; and makes our central business district safer.

It also allowed a pedestrian precinct to be created along Roberts Street that better integrates cafés and restaurants with our spectacular lakefront, making for a uniquely Taupō destination we can be proud of. The new precinct is already in use and scheduled for formal opening in March, by which time we will have spent just over 90 per cent of the total project budget with

about 90 local companies; that is a \$22.8 million boost for our district.

Our new Taupō Airport terminal building is also nearing completion. It has a budget of \$9.24 million, funded with \$3.4 million allocated in Council's Long Term Plan, a \$5 million grant from the Crown's Provincial Development Unit, and \$870,000 from the Ministry of Transport. It will be three times larger than the existing terminal and offer a better user experience with more capacity as well as acting as a regional transport hub and focus for our expanding airport industrial area.

Two other large projects reached milestones in 2022. The roof went onto our new Tūrangi sports facility that we have partnered in with landowner Ngāti Tūrangitukua, and the roof is also on new social services hub Waiora House, which is going to be an asset for the entire district for generations to come. Congratulations to everyone involved - and here's to another great year!



New pedestrian precinct on Roberts Street.

STRUGGLING TO PAY YOUR RATES?

You may be eligible for a rates reduction as part of the Government's rates rebate scheme for low income earners.

Council administers the scheme, which helps low income ratepayers with the rates account for their home. The amount you could be entitled to depends on a combination of your household income, the amount of rates you are charged (Taupō District Council and Regional Council) and the number of dependants you have. Your income is based on the previous tax year ending 31 March. You can make one application

between 1 July and 30 June each year.

You could qualify for up to a \$700 credit on your rates account. For example, a family with an annual income of \$42,000 and three children who own and reside in a property with annual rates of \$3043 are eligible for a \$370 rate rebate.

Use the rates rebate calculator on the NZ Government website (www.govt.nz, search 'rates rebate calculator') to see if you qualify, or contact our customer service centre at info@taupo.govt.nz or by calling us on 07 376 0899 or 0800 ASK TDC.



HELP US HELP YOU: MEET OUR COUNCIL CONTACT CENTRE TEAM

"I never get over talking to people who are registering a new puppy. One of my all time favourites was a young guy who had just adopted his first dog, a little rottweiler puppy he was going to name Thor. The absolute joy and excitement in his voice will be something I won't easily forget!"

From helping register a newly-adopted dog to dealing with a complaint about rubbish collection, the helpful team in the Taupō District Council's contact centre deals with it all.

During summer, the team is busier than ever as Taupō's population swells. In the month from 10 December to 10 January, the contact centre took 3211 calls, 2826 emails and 67 messages via Facebook and web chat.

Not all queries are straightforward and it is a job which exposes the team to a wide range of interactions.

Contact centre officer

Eliana says when someone in the team has a negative experience, it is not just that person who is affected.

"We're all in this job because we enjoy helping people and it can be hard when the person on the other end of the line doesn't seem to realise that this district is our home too and we want to do everything we can to find a solution."

District customer relations manager Tania Russell says callers need to remember to be kind.

"These are humans at the other end of the line. Our customers do get upset and frustrated, which we understand, but they also need to remember our team is here to help them, we are incredibly passionate about our community.

"Ninety-nine per cent of callers end up thanking the person at the other end. The compassion and empathy our team shows is so powerful and is returned."



The Taupō District Council contact centre team Claire (back left), Jess, Eliana, Abby, Catie (bottom left), Yana and Te Ariki.

Let's recycle better. Let's sort it out.

Don't overfill your bins.



Flatten your oversized cardboard.



Glass in a rigid bin.



www.taupo.govt.nz/kerbsiderecycling



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