



# HDC NEWS



## How can we improve our services?



*Now's your opportunity to tell us how we can improve the services and facilities we provide to our communities.*

To help us understand how well we're doing, and where we could be doing better, we're running three surveys over the next few weeks – our annual satisfaction survey, plus surveys for those who've recently been through our building consent and resource consent application processes.

*All surveys are completely anonymous.*

**There are two ways you can participate in our surveys:**

**1. Online**

Anyone can take part in our online satisfaction survey regarding Council services. Visit our website [www.hauraki-dc.govt.nz/annual-survey](http://www.hauraki-dc.govt.nz/annual-survey) to have your say.

**2. Phone survey**

The phone satisfaction survey of our services involves a random selection of 400 residents, while the building and resource consent surveys will ask applicants only how satisfied they were with our consent processes.

If you are randomly selected to participate in one of our phone surveys, you may receive a phone call from a company called *Versus Research* who are carrying out the Council services, and building and resource consent surveys on our behalf. We really appreciate your feedback and can only improve if we know what our customers want, so if you receive a call from one of the surveyors, please give them a friendly Hauraki hello and take a little time to answer a few simple questions.

**What we'll be asking:**

- Which township you live in or closest to.
- Your age group and gender (but not your name).
- Questions regarding your satisfaction with Council's services in general.
- If applicable, questions about a building or resource consent application you have lodged (or someone has lodged on your behalf) during the last year.

**What we won't be asking:**

- Personal questions (other than those listed above).
- Questions about passwords, pin numbers or account details.

If you have any questions or concerns about a phone call you have received, please contact our office on 0800 734 834 (from within the District) or 07 862 8609.

## It's dog 'rego' time

The last day to renew your dog registration or register your new dog for 2017/18, is 31 July.



Jeepers that's only two weeks away!

After that date a 50% penalty is added to the usual registration fee.



well, that's depressing...

So if you haven't registered your dog already...



It's time to get a wriggle on!

## Community 'digs' renovated hall and gardens

A bold plan to update the old Paeroa Scout Hall and make it more accessible is already paying off for the community.

Improvements include a renovated kitchen, disability access, car parking, and bathroom facilities. The Council pitched in for new plants and gardens. The new-look building was officially opened a few weeks ago.

Paeroa Ward Chair Paul Milner said it's great to see the old hall being looked after, used, and loved.

"The best thing is that with the renovations the building is much more user friendly and caters for the whole community. Already more groups are using it," he said.

Originally a bottle store and sample room servicing the Hot Springs

Hotel in Te Aroha, the building was transported to Primrose Hill in Paeroa in 1962, where it became the local Scouts and Girl Guides club rooms. In 1975 it burnt down, but the community quickly rallied to resurrect it.

Hall project leader Joe de Jong, whose wife Sietske leads the local Girl Guides, said many people and funding agencies helped create the latest improvements.

"I'd particularly like to thank the individuals who have given their help at no cost. It was greatly appreciated. That's what makes this such a great community to live in." he said.

Paeroa Scouts and Guides are currently looking for new leaders.



From left; Project Leader Joe de Jong, Paeroa Ward Chair Paul Milner, and Girl Guide Leader Sietske de Jong, oversee the new planting with local Brownies and Scouts.