ANNUAL REPORT SUMMARY 2025/26



TARARUA
DISTRICT COUNCIL

ANNUAL REPORT SUMMARY

This Annual Report Summary is the year end snapshot of the Council's activities, finances, and performance results for the financial year ended 30 June 2026.

The information this Summary contains is taken from the Annual Report 2025/26 itself, which was adopted by Council on 28 October 2026. The Annual Report 2025/26 provides detailed information on the Council's service and financial performance at year end.

This summary report cannot be expected to provide as complete an understanding as provided by the Annual Report of the full financial statements and service performance of the Council. Both this summary and the full Annual Report can be viewed on the Council's website: www.tararuadc.govt.nz

This summary has been audited by the Council's independent auditors to ensure consistency with the full Annual Report for 2025/26. The audited information received an unmodified audit opinion on 28 October 2026.



THE MAYOR AND CHIEF EXECUTIVE'S MESSAGE

Kia ora koutou,

If there is one word that sums up this past year, it is resilience.

Since stepping into our respective roles as Mayor and Chief Executive, it has felt like one significant event has followed another.

From the Government's proposed local government reforms, to changes in how our water services will be delivered, to rising fuel prices, so much has happened this year that it is easy to forget just how much has been achieved across our district.

Roads were maintained, drinking water supplied, parks and libraries cared for, community facilities improved, businesses supported, and projects and services continued across the district.

That is exactly why this Summary Annual Report matters. It is an opportunity to pause and reflect on everything that has been achieved in the past financial year. While much attention has understandably focused on what the future of local government may look like, our teams have remained focused on delivering results for our communities.

Many of the achievements featured in this report are the result of decisions, planning and investment made over a number of years. They reflect the contribution of both current and former elected members and staff, whose work has helped shape the Tararua District we enjoy today.

They have also been guided by the feedback and direction we receive from our communities and made possible through the rates you contribute. We truly value that partnership and remain committed to listening, working alongside our communities, and making careful decisions on your behalf.

As our district enters a period of change, your voice will continue to be at the heart of the decisions we make. We look forward to continuing the conversations with our communities, listening to your ideas and aspirations, and shaping the future of Tararua together.

Whatever the future may bring, one thing will not change: our commitment to the people of Tararua. We will continue to do our utmost to provide the essential services our communities rely on, support the people and places that make this district special, listen to your views, and invest wisely in Tararua's future.

Together, we will face the opportunities and challenges ahead with the resilience, a can-do attitude and the community spirit that defines our district.

We invite you to read this report not simply as a record of the past year, but as a reminder of what we can achieve when we work together.

Ngā mihi nui
Warmest regards,





Scott Gilmore
Mayor

Corin Haines
Chief Executive



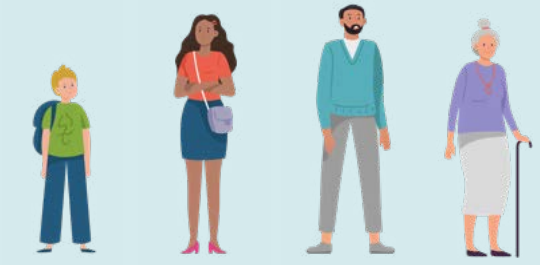


Ngā Meka Tere mō Tō Tātou Takiwā

FAST FACTS ABOUT OUR DISTRICT

Demographics

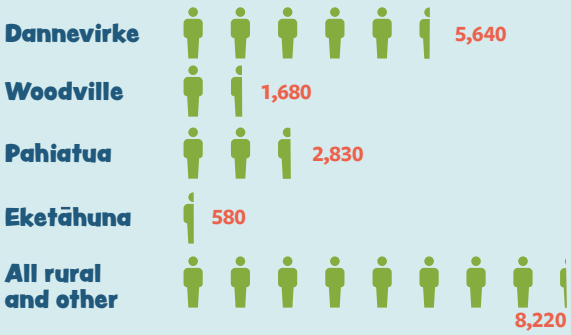
Total population - 18,950

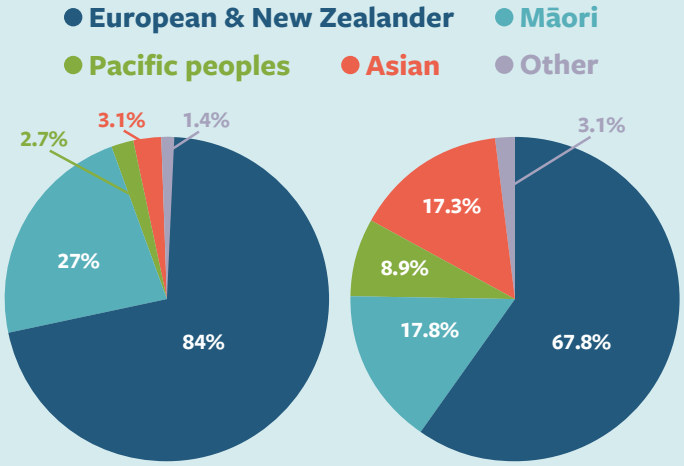


0-14 years	15-39 years	40-64 years	65+ years
19% of total population	28.2% of total population	31.1% of total population	21.6% of total population

Median age is 42.6 years old

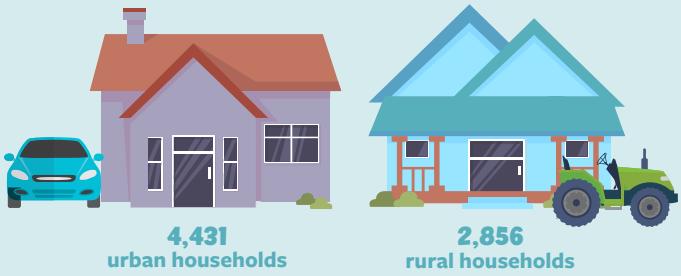
Source: Stats NZ National Population estimates





Source: Stats NZ Census March 2023

Source: Stats NZ Census March 2023



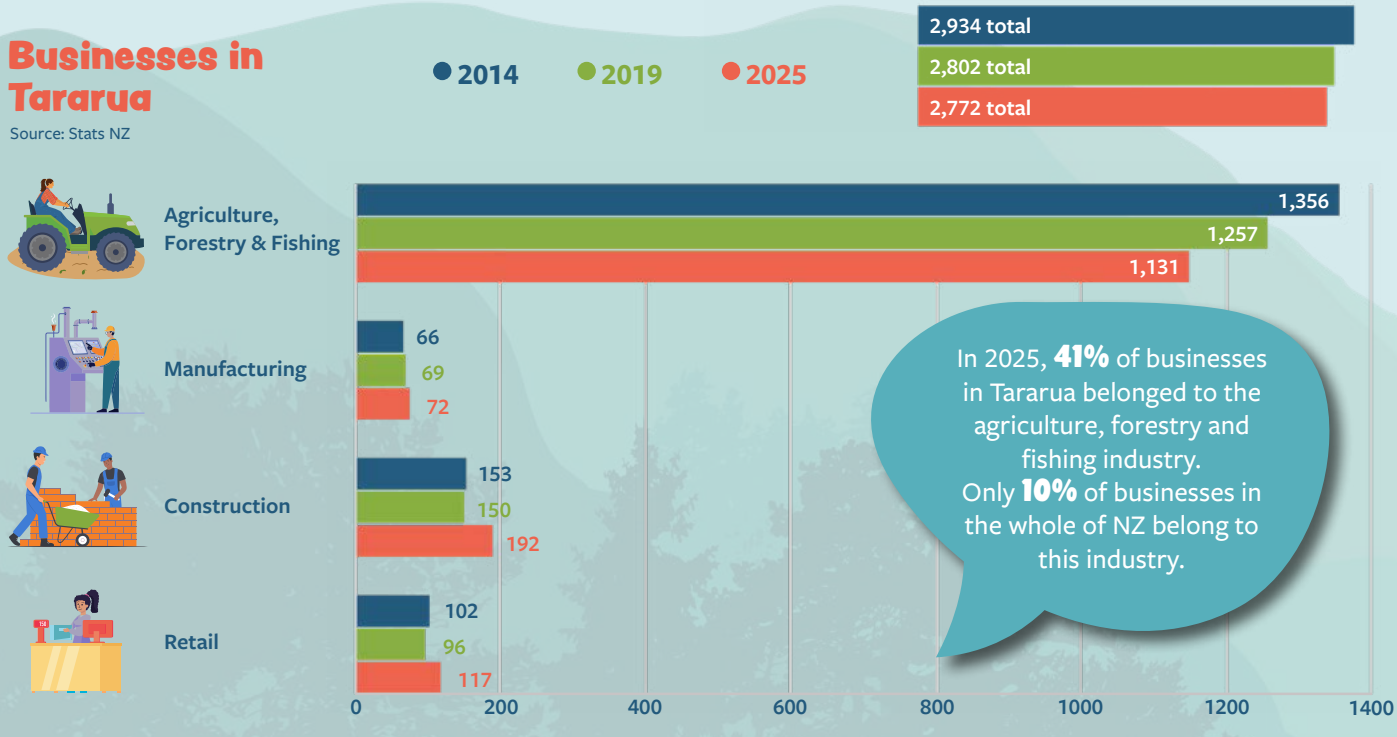
4,431 urban households

2,856 rural households

7,287 households in total

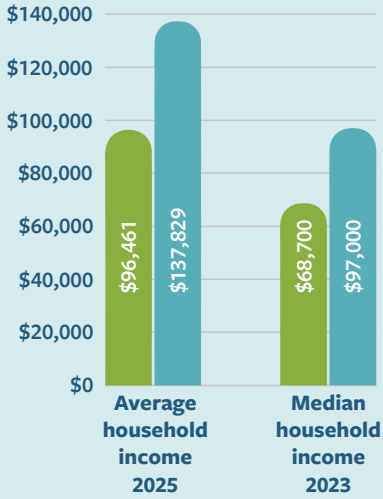
Businesses in Tararua

Source: Stats NZ



In 2025, **41%** of businesses in Tararua belonged to the agriculture, forestry and fishing industry. Only **10%** of businesses in the whole of NZ belong to this industry.

Income and Deprivation



Tararua

New Zealand

Source: Stats NZ, 2023 Census and June 2025 Update

1 = least deprived decile
10 = most deprived decile

Tararua **7.2**

New Zealand **5.6**

Employment

8,527

total filled jobs in Tararua

Tararua ▼ 1%
since March 2025

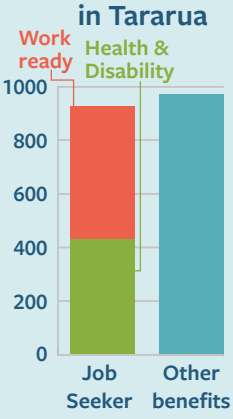
New Zealand ▼ 0.1%
since March 2025



Source: Stats NZ March 2026

1,890

on benefits in Tararua



Source: MSD as at July 2026

Housing Affordability

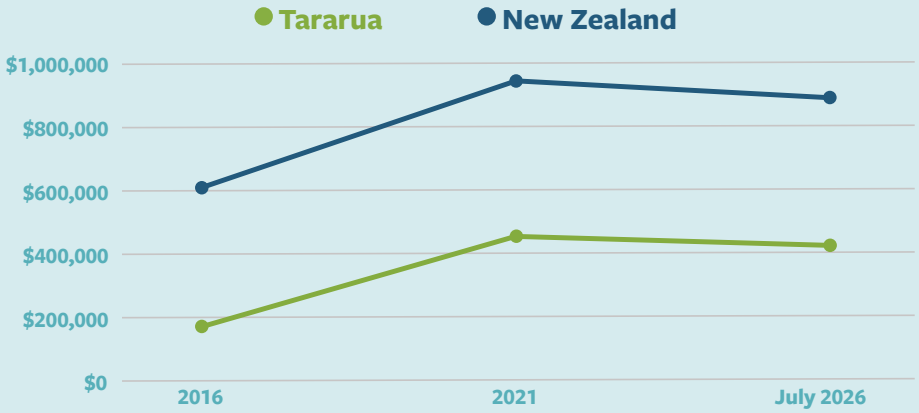
Source: Stats NZ and QV average house prices



Years of average household income required to buy average house

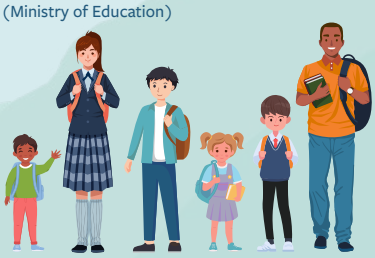
Tararua	New Zealand
4.3 years	6.5 years

Average house prices



School Students

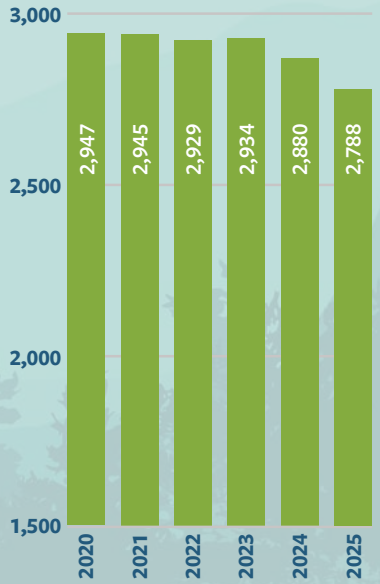
Source: Education Counts (Ministry of Education)



Student attendance - 2026 Term 2

Tararua	New Zealand
69%	64.2%

(attended school >90% of half days)



Health Enrolments

Source: THINK Hauora - Tararua District



16,293	16,387
June 2023	June 2025

Crime Stats

Source: NZ Police - victimisation offences



863	815 ▼ 5.6%
Year ending June 2025	Year ending June 2026

Tō Tātou Kaunihera
OUR COUNCIL

Some facts and figures about the 2025/26 financial year



The Tararua District has **10,451** rateable rating units, and **619** non-rateable units



$40,290,000 is the total amount of rates that Council received in 2025/26



$27,683,000 is the total amount of external funding that Council received in 2025/26



Council has **133** employed staff members



267 welcome packs were given to new residents in our district



38 people in the Tararua District gained New Zealand citizenship in 2025/26



131 LGOIMA requests were received, with **100%** being responded to within the response deadline



There are **0** traffic lights in the Tararua District

DID YOU KNOW?

Tararua District Council maintains 1,966km of road (this excludes State Highway sections). That's more than the length of New Zealand!



Ā mātau rawa, ā, he aha ā mātau i whakarato ai

WHAT WE OWN AND WHAT WE DELIVERED

What our rates help us to provide, maintain, protect and manage

Roading and infrastructure



1,966km of roads

- **768km** of these roads are unsealed



6.3% of the total sealed network was resealed

- **1,668km** of unsealed road was graded



4,360 potholes were filled on our roads



518 bridges and high capacity culverts

- **43** bridges were attended to - including cleaning, painting and general maintenance



1,822km of road stormwater channels and drains

- **99km** of roadside drains were cleared



11,118 culverts, sumps, manholes and other drainage assets

- **928** culverts were unblocked or cleared



13,393 road signs

- **581** road signs were repaired or replaced



123km of footpath

- **142** footpath faults were attended to

Emergency works on our roads included:



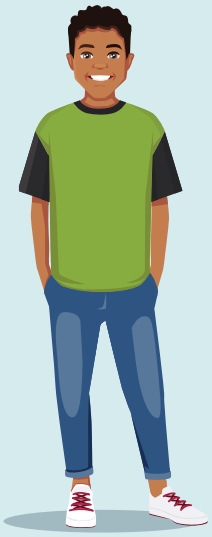
554 storm damage related faults were attended to



112 slips were attended to and cleared



151 dropout repairs completed



DID YOU KNOW?

Over 75km of sealed roads were resealed.

That's more than the distance from Dannevirke to Ākitio!

Three waters



213 kms of treated drinking water pipes - that's almost from Dannevirke to Wairoa!

▸ **346** leaks were fixed



The oldest drinking water pipe is **126** years old

▸ Some of the older pipes are **5 metres** underground



On average, **215 litres** of drinking water were consumed per person, per day

▸ That's about the same as **22** standard buckets of water!



7 urban water treatment plants

▸ That have processed **2,300,000 litres** of drinking water this year



1,013 fire hydrants and **676** water meters



272 metres of sewer mains were renewed



33 wastewater requests were responded to



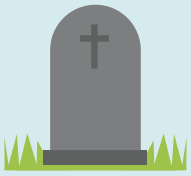
81 open storm water drain grates were cleared

Community facilities



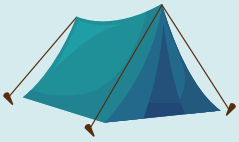
79 parks and reserves totalling **470** hectares

▸ If put together, that's about **560** rugby fields



19 cemeteries

▸ In 2025/26, **112** burial warrants were processed over 14 cemeteries



4 camping grounds

▸ With **14,224** people staying in 2024/25



20 community buildings including halls

▸ Which were booked for **6,300** hours



13 playgrounds



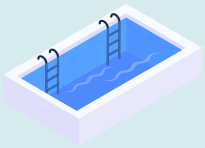
27 public conveniences

▸ It costs an average of **$164** to address vandalism in public conveniences



85 pensioner flats

▸ There was a **98%** tenancy rate as at 30 June 2026



4 swimming pools

▸ **19,505** people visited our pools

27 cenotaphs and memorials



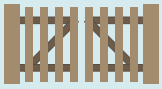
7 administration buildings



1 aerodrome



21 domain boards



5 rural fire stations



DID YOU KNOW?

The Dannevirke Town Hall had it's first repaint in 20 years! The main colour used is called Dulux Dannevirke, with the roof colour being Dulux Taihape.



Animal control



Our district has **6,458** known and registered dogs

- On average, **3.2 reports** per month is received of a dog attack



1,214 complaints were received about dogs

- **147** complaints were received about roaming stock

All followed up by our team



194 dogs were seized and impounded

- Impounded dogs receive food, water, exercise, and veterinary treatment if required



649 dogs were classified under the preferred owner registration category

Customer services



20,773 calls were handled by our customer services team

- That's about **83 calls** per day



Of these calls, **1,888 calls** came in through the afterhours team

- **18.5 seconds** was the average waiting time for callers



10,881 customer service requests (CRMs) were entered into our system

- That's a **29.5%** increase from last year callers



1,015 people are using the Antenno app

- **1,957** issues have been received. That's approximately a **113.2%** increase from last year

Community support



36 young people were helped into employment through the Mayors Taskforce for Jobs

- MTFJ also funded **34** licence upgrades, **9** licence endorsements and **92** industry certifications



Our team is supporting **community led planning** in Norsewood, Woodville, Pahiatua and Eketāhuna



46 applicants were successful in receiving funds from the Contestable Fund

- **$98,670** in grants was awarded to them, with $1,330 being carried forward to the 2026/27 year



We created a Community Fundraising Toolkit, designed to help people plan, apply for and manage their funding with confidence.

Civil defence



97% of Tararua District Council staff completed foundation level Civil Defence training, with **90%** progressing to the intermediate level



6 incidents were responded to, and **1** State of Emergency declared for Tararua



14 Civil Defence groups are supported by Council

- **7** of these groups were created after the devastation of Cyclone Gabrielle



10 starlink satellite internet systems are available to be deployed as needed in an emergency

Waste management



4,877 kerbside recycling bins and crates are at urban households across six of our towns

- There are **9** town drop off locations for recycling



82.82kgs of recycling is processed per resident per year

- **1,654 tonne** was recycled in our recycling centres and kerbside



2,646 tonne of waste was sent to landfill, costing **$1,238,328** to receive, transport and dispose refuse



It is estimated that **30%** of this waste could have been recycled, diverting it from landfill, and reducing our carbon footprint



119 complaints of illegal rubbish dumping were received by Council

- The removal cost for this was **$1,704**



45 abandoned vehicles were removed by Council throughout the year

- This cost about **$688** in tow costs

Communications



162 media releases and **693** Facebook posts and stories were put out by our communications team

- **25** regular Bush Telegraph pages were also produced



We have **8,020** Facebook followers, a **14.6%** increase from 2024/25

- There were **123,672** Facebook page visits and **459,752** webpage visits

Libraries



4,968 people are registered members of the Tararua Libraries

▸ **489** new members were registered this year



98,866 items were borrowed in our libraries

▸ That's a **3.2%** increase from last year



494 events were held in our libraries which attracted **5,127** participants

▸ **1,654** children came to the school programmes



Our chromebooks were used more than **4,700** times

Building and planning



108 applications were made for resource consent. **69** were for subdivision consent

▸ **100%** of consents were issued within 20 days



313 applications were made for building consent

▸ **97.56%** of these applications were processed within statutory timeframes



On average, building inspections are being conducted within **72 hours**



90 building packet and **260** LIM requests were received

▸ **100%** of LIM and COAs were issued within statutory timeframes



DID YOU KNOW?

In the Tararua Libraries, the most popular authors are:

Adult fiction - James Patterson

Children's fiction - Zack Zombie

Children's picture books - Deano Yipadee

WHERE COUNCIL FUNDS CAME FROM

$23.366m	**$15.964m**	**$4.920m**	**$27.683m**
			
Targeted rates	**General rates**	**Fees and charges**	**Subsidies and grants**
$0.609m	**$0.642m**	**$0.649m**	**$0.051m**
			
Sundry income	**Interests and dividends**	**Rates penalties**	**Gains/(losses)**

WHAT COUNCIL FUNDS PAY FOR

Operating expenditure

Capital expenditure

$3.549m -	**$7.578m** **$1.543m**	**$1.372m** -	**$2.139m** -	
				
Governance and community engagement	**Community and recreation facilities**	**Economic and community development**	**Regulatory compliance**	
$4.977m **$0.710m**	**$0.548m** **$0.566m**	**$13.870m** **$22.356m**	**$3.842m** **$7.883m**	**$4.450m** **$6.339m**
				
Environmental management	**Stormwater**	**Transportation**	**Wastewater**	**Water supply**

TOTAL OPERATING EXPENDITURE (excluding depreciation) **$43.688m**

TOTAL CAPITAL EXPENDITURE **$40.687m**

PERFORMANCE REPORTING

The overall purpose of Council's performance framework is to:

- Allow residents to make a judgement on whether or not the Council action being measured is worth funding through rates or fees.
- Allow Council to take corrective actions if the expected results are not being achieved.

The Long-Term Plan pulls together Council's strategies and plans, and the Long-Term Plan activities align with these plans. Hence Council's Long-Term Plan KPI's are part of its overall strategic monitoring framework.

Service performance measures in the Long-Term Plan are mostly process and output based as they can be more closely linked to Council actions.

Council publicly reports the Long-Term Plan measures as part of Section 3: Activities and Service Performance Information in the Annual Report as well as within Council's Quarterly Reports through the Performance and Monitoring Committee or Council agendas that can be found on Council's website. Residents need to look at these reports to get an understanding of how well Council is performing.

Council has an Alliance Agreement with Downer New Zealand to deliver services for roading and utilities corridor network maintenance on its behalf. This agreement is known as the Tararua Alliance Agreement which began in 2014. In November 2019 this agreement was renewed for a further 10 year term beginning 15 November 2019 until 1 October 2029.

Survey measures

Council uses community satisfaction surveys to assess residents' views of Council services and activities and to support the reporting of a number of service performance measures.

Previous surveys were undertaken by an independent research provider using a randomly selected sample of residents drawn from the electoral roll. Survey invitations were issued directly to a randomly selected sample of residents and responses could be provided online or through a paper survey. The 2024/25 survey generated 459 responses, representing an 8% response rate, and results were weighted to reflect the district's demographic profile.

In 2025/26, Council changed how the survey was delivered. The survey was brought in-house and delivered using the AskYourTeam online survey platform. The change was made to provide a more sustainable approach for future surveys.

The survey was open from 1 May to 14 June 2026 and was promoted through Council communication channels. Participation was voluntary and respondents self-selected whether to take part. The survey received 184 responses, comprising 121 completed and 63 partially completed responses. Only responses submitted for each question were included in the reported result, so the response base varies between measures and is shown alongside the detailed survey results.

The survey used a five-point rating scale. For performance measures reported as satisfaction, ratings of 4 and 5 were treated as satisfied. Percentages were calculated from the number of responses to the relevant question and rounded to whole numbers. Results were not weighted to reflect the demographic profile of the district. The survey was administered through AskYourTeam, and Council prepared the analysis from the AskYourTeam data export.

The move from a randomly selected and demographically weighted survey to an open, self-selected online survey is a significant change in measurement method. The 2025/26 results are therefore not directly comparable with results from previous years, even where question wording is similar. Council has retained prior-year figures where required for annual reporting, but they should be read as contextual information rather than as a like-for-like trend. Council's review found that the overall pattern of results was relatively consistent with the prior year; however, differences may reflect the changed sampling approach, delivery method, response base, rating scales and calculation of satisfaction, as well as changes in community views. The 2025/26 results establish a new baseline for future reporting.

The survey results should be interpreted with care. The response base was lower than in the prior survey and some service-specific measures were based on small numbers of respondents. A single response can therefore have a significant effect on the reported percentage for those measures.

Council intends to improve future surveys by retaining consistent questions and response scales, shortening and user-testing the questionnaire, increasing participation, and showing the number of responses alongside each reported percentage. Council will also strengthen review of the survey extraction and reporting process and use the 2025/26 results as the baseline for assessing future movements.

Rationale for Long-Term Plan measures

The Department of Internal Affairs sets some mandatory Key Performance Indicators (KPIs) that all Councils need to include in their Long-Term Plans. These are marked as mandatory measures.

Other KPIs are set by Council and aim to report against key activities and programmes council is delivering for each group of activities. These measures were reviewed by management and Council in the development of the 2024-2034 Long-Term Plan.

Other Key Judgements

The performance measure for the "percentage of real water loss from the reticulation network" is measured in accordance with Department of Internal Affairs (DIA) calculation guidelines. All commercial, extraordinary and rural users are metered, domestic premises in the urban supply zones are un-metered. Water losses are measured according to the Water New Zealand Water Loss Guidelines (WLG) and use the Minimum Night Flow Analysis to determine Real Losses in the reticulation network.

Statement of Compliance

The service performance information in this report has been prepared in accordance with the requirements of the Local Government Act, which include the requirement to comply with New Zealand Generally Accepted Accounting Practice (NZ GAAP).

The service performance information has been prepared in accordance with Tier 1 PBE financial reporting standards, which have been applied consistently throughout the period, and complies with PBE financial reporting standards.

Statement of Service Performance Overview

Council uses service performance measures to monitor how well it is delivering services to the community and progressing the priorities set out in the Long Term Plan.

Overall, Council achieved 86 of its 131 service performance measures (65%) during 2025/26. This included achieving 42 of 57 Council-developed measures (74%) and 35 of 41 mandatory Department of Internal Affairs (DIA) performance measures adopted through the Long Term Plan (85%). Council also reported against the additional drinking water performance measures introduced by DIA in 2024/25 that sit outside Council's Long Term Plan measures, achieving 50% of applicable measures. Council achieved 5 of 33 community survey measures following a change in survey methodology during the year. As outlined in the Survey Measures disclosure, the 2025/26 survey results are not directly comparable with previous years and establish a new baseline for future reporting.

Council continued to invest in transport networks, water infrastructure, waste minimisation initiatives, community facilities and community resilience. Work also continued on a number of significant projects across the district while Council maintained a broad range of services and managed a large and diverse asset base.

While not all performance targets were achieved, the results highlight areas where Council can continue to improve service delivery and outcomes for the community.

KEY PERFORMANCE MEASURES OVERVIEW

Economic Development

Te Whakawhanaketanga Ohaoha

Level of service	Performance measure	How it is measured	Target	2025/26 Results	2024/25 Results
Growth and Partnership: Engage with local businesses and regional partnerships to grow the economy.	Development and maintenance of new business partnerships.	Council records	1 Maintain 2	Not achieved*	Not achieved
District Promotion: Council continues to explore external funding streams.	The number of government funding applications applied for on behalf of Council.	Council records	1	Not achieved*	Not achieved
District Promotion: Council promotes the Tararua District to visitors and residents.	There is an increase in visitor numbers as shown annually through retail spend.	Council records	Increase from baseline	Not achieved*	Not achieved

**Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.*

Community Development

Whanaketanga Hapori

Level of service	Performance measure	How it is measured	Target	2025/26 Results	2024/25 Results
Facilitate active community-led development	Number of communities active in community-led development activities (participation)	Council records	3	Achieved 3	Achieved 4
Council actively seeks external funding for projects and activities	Percentage of external funding applications submitted by Council that were successful	Council records	50%	Achieved 100%	Not achieved
Community projects are supported in gaining external funding	Percentage of funding applications made by community organisations and supported by Council that were successful	Council records	60%	Not achieved Nil*	Not achieved

Level of service	Performance measure	How it is measured	Target	2025/26 Results	2024/25 Results
Increase community access to funding opportunities	Number of philanthropic trusts and fund administrators that attended the annual Funders Forum event	Council records	10	Not achieved*	Achieved 15
	Number of appointments generated between community and fund providers through the Funders Forum event	Council records	45	Not achieved 28*	Not achieved 27
Community are satisfied with activities of the community development service	Percentage of surveyed community organisations satisfied or better than satisfied with Council fundraising support or community-led development activities	Community organisation survey	80%	Not achieved Nil*	Achieved 100%
Develop community leadership and collaborative skills	Number of community workshops or training events council has supported or coordinated	Council records	4	Not achieved*	Not achieved

**Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.*

District Planning
Te Whakamahere Ā-Rohe

Level of service	Performance measure	How it is measured	Target	2025/26 Results	2024/25 Results
To promote, support and facilitate safe communities	The percentage of non-notified resource consent applications processed within statutory timeframes (20 working days).	Council records	95%	Achieved 100%	Achieved 100%
To provide a friendly, efficient and timely service	Applications for subdivision or land use consents are processed within 20 working days.	Council records	95%	Achieved 100%	Achieved 100%

**Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.*

Emergency Management
Te Whakahaeretanga Ohotata

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Support communities to develop response and recovery plans for the current eight-community civil defence groups	Percentage of community response plans up to date.	Council records	Increase Baseline measure	Achieved 92%	Not Applicable 84%
A minimum of one Council officer in attendance at Regional Coordinating Executive Group and Regional Emergency Management Officers meetings	Percentage of Regional Coordinating Executive Group and Regional Emergency Management Officer Meetings with at least one Council officer in attendance.	Council records	100%	Achieved 100%	Achieved 100%
Residents and households are self-prepared for an emergency event.	Percentage of respondents in community survey that identify they are prepared to be self-sufficient for three days or more.	Community survey	Increase Baseline measure	Not Achieved 86%*	Not Applicable 93%
Ensure an adequate number of trained staff to operate an emergency operations centre and recovery office.	Percentage of management staff are trained, as evidenced in training records, to Integrated Training Framework – Intermediate level.	Council records	80%	Achieved 92%	Achieved 96%
Lead local emergency management coordination and planning by administering the Tararua Emergency Management Committees	Percentage of annual stakeholder survey respondents are satisfied with Council's role.	Stakeholder survey	80%	Achieved 100%	Not Achieved

**Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.*

Waste Management
Te Whakahaeretanga Para

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Refuse and recycling services meet user needs.	Percentage of residents rating recycling as "fairly satisfactory" or "very satisfactory" in the community survey.	Community survey	85%	Not achieved 70%*	Not achieved 74%

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Refuse and recycling services meet user needs.	Percentage of residents rating landfills/ transfer station management as "fairly satisfactory" or "very satisfactory" in the community survey.	Community survey	75%	Not achieved 44%*	Not achieved 64%
Reduce waste to landfill	Kilograms of waste per resident sent to landfills by the Council per annum	Council records	< 250kg	Achieved 140kg	Achieved 141kg
	Tonnage of recycled materials processed by Council	Council records	>1,200 tonnes	Not achieved 1,120 tonnes*	Achieved 1,237 tonnes
Council's open and closed landfills are well managed	% of landfills where all Horizons resource consent conditions are met	Council records	100%	Achieved 100%	Achieved 100%

**Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.*

Stormwater
Te Wai Ua

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
An effective stormwater system that protects people and properties from flooding	The number of flooding events where an overflow of stormwater had entered a habitable floor (means floor of a building inclusive of a basement but does not include acilliary structures such as stand alone garden sheds or garages)	Customer Relationship Management system	< 20	Achieved Nil	Achieved 2
	For each flooding event, the number of habitable floors affected, expressed per 1,000 properties connected to the stormwater system*	Customer Relationship Management system	< 5	Achieved Nil	Achieved 0.39
A reliable stormwater network	Percentage of residents rating stormwater management as "fairly satisfactory" or "very satisfactory" in the community survey.	Community survey	70%	Not achieved 57%^	Not achieved 60%

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
A reliable stormwater network	Number of complaints received by Council about the performance of its stormwater system, expressed per 1,000 properties connected to the stormwater system*	Community survey	< 9	Achieved 8.22	Not achieved 11.01
Council ensures quality and efficiency of the stormwater network	Number of enforcement actions against Council for not meeting resource consent conditions for discharge from the stormwater system relating to: Abatement Notices*	Council records	0	Achieved Nil	Achieved Nil
	Number of enforcement actions against Council for not meeting resource consent conditions for discharge from the stormwater system relating to: Infringement notices*	Council records	0	Achieved Nil	Achieved Nil
	Number of enforcement actions against Council for not meeting resource consent conditions for discharge from the stormwater system relating to: Enforcement orders*	Council records	0	Achieved Nil	Achieved Nil
	Number of enforcement actions against Council for not meeting resource consent conditions for discharge from the stormwater system relating to: Convictions*	Council records	0	Achieved Nil	Achieved Nil
	Median time (hours) to attend a flooding event, measured from the time that Council receives a notification that service personnel reach the site*	Customer Relationship Management system	2 hours	Achieved Nil	Achieved 1 hour 52 minutes

**Indicates this is a Department of Internal Affairs local government non-financial performance measure.*

^Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Wastewater

Te Wai Kino

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
A reliable wastewater service	The number of dry weather sewerage overflows from the wastewater system per 1,000 connections*	Customer Relationship Management system	< 5	Achieved 2.43	Achieved 2.04

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
A reliable wastewater service	Percentage of residents rating wastewater management as "fairly satisfactory" or "very satisfactory" in the community survey.	Community survey	80%	Not achieved 76%^	Not achieved 76%
Risks to public health and our natural environment are minimised	Number of schemes with consents which are current	Council records	5	Achieved 5	Achieved 5
	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Abatement Notices*	Council records	0	Achieved Nil	Achieved Nil
	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Infringement notices*	Council records	0	Achieved Nil	Achieved Nil
	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Enforcement orders*	Council records	0	Achieved Nil	Achieved Nil
	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Convictions*	Council records	0	Achieved Nil	Achieved Nil
Council responds quickly when things go wrong	Median time to attend a sewage fault, measured from the time Council receives notification to the time that service personnel reach the site*	Customer Relationship Management system	1 hour	Achieved 45 minutes	Achieved 40 minutes
	Median time to resolve a sewage fault, measured from the time Council receives notification to the time that service personnel confirm resolution of the fault*	Customer Relationship Management system	5 hours	Achieved 2 hours 15 minutes	Achieved 1 hour 41 minutes
	Number of complaints received about wastewater per 1,000 connections for: Sewerage odour*	Customer Relationship Management system	< 4	Achieved 1.22	Achieved Nil

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Council responds quickly when things go wrong	Number of complaints received about wastewater per 1,000 connections for: Sewerage system faults*	Customer Relationship Management system	< 5	Achieved 3.45	Achieved 4.48
	Number of complaints received about wastewater per 1,000 connections for: Sewerage system blockages*	Customer Relationship Management system	< 7	Achieved 5.07	Achieved 2.65
	Number of complaints received about wastewater per 1,000 connections for: Councils response to the above issues*	Customer Relationship Management system	< 3	Achieved Nil	Achieved 0.61
	Number of complaints received about wastewater per 1,000 connections for: Total Number of recorded complaints*	Customer Relationship Management system	< 19	Achieved 9.73	Achieved 7.73

**Indicates this is a Department of Internal Affairs local government non-financial performance measure.*

^Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Water Supply

Te Wai

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Council provides a reliable water supply	Percentage of customers rating water management as "fairly satisfactory" or "very satisfactory" in the community survey.	Community survey	80%	Not achieved 78%+	Not achieved 59%
Council provides water at a consistent volume	Number of complaints over 1,000 connections to Council's networked reticulation system for: Drinking water pressure or flow*	Customer Relationship Management system	< 4	Achieved 2.42	Achieved 3.44
Water looks and tastes good	Number of complaints over 1,000 connections to Council's networked reticulation system for: Drinking water taste*	Customer Relationship Management system	< 5	Achieved Nil	Achieved 1.01

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Water looks and tastes good	Number of complaints over 1,000 connections to Council's networked reticulation system for: Drinking water clarity*	Customer Relationship Management system	< 5	Not achieved 9.88+	Not achieved 7.28
	Number of complaints over 1,000 connections to Council's networked reticulation system for: Drinking water odour*	Customer Relationship Management system	< 4	Achieved 0.20	Achieved Nil
Interruptions to supply are minimised	Number of complaints over 1,000 connections to Council's networked reticulation system for: Continuity of supply*	Customer Relationship Management system	< 5	Not achieved 10.28+	Not achieved 8.70
Council is responsive to issues relating to water supply	Number of complaints over 1,000 connections to Council's networked reticulation system for: Council's response to the issues above*	Customer Relationship Management system	< 2	Achieved Nil	Achieved 0.61
	Number of complaints over 1,000 connections to Council's networked reticulation system for: Total number of recorded complaints*	Customer Relationship Management system	< 25	Achieved 24.59	Achieved 24.27
Water provided is safe to drink	Number of schemes that comply with bacteria requirements of the Water Services (Drinking Water Services for New Zealand) Regulations 2022.^ #	Independent Expert Report	7	Not achieved 3 schemes comply+	Not achieved 3 schemes comply
	Number of schemes that comply with Protozaoa requirements of the Water Services (Drinking Water Services for New Zealand) Regulations 2022.^ #	Independent Expert Report	7	Not achieved 6 schemes comply+	Not achieved 4 schemes comply
Council is responsive to issues relating to water supplies	Median response time to attend an urgent call out, measured from the time Council receives notification to the time that service personnel reach the site*	Customer Relationship Management system	1 hour	Achieved 29 minutes	Achieved 18 minutes
	Median time to resolve an urgent callout, measured from the time Council receives notification to the time that service personnel confirm the resolution of the fault*	Customer Relationship Management system	5 hours	Achieved 1 hour 1 minute	Achieved 50 minutes

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Council is responsive to issues relating to water supplies	Median response time to attend a non-urgent call out, measured from the time Council receives notification to the time that service personnel reach the site*	Customer Relationship Management system	8 hours	Achieved 3 hours 20 minutes	Achieved 2 hours 56 minutes
	Median time to resolve a non- urgent callout, measured from the time Council receives notification to the time that service personnel confirm the resolution of the fault*	Customer Relationship Management system	24 hours	Achieved 16 hours 30 minutes	Achieved 6 hours 10 minutes
Wastage of water is minimised	The percentage of real water loss from the Council's networked reticulation schemes based on the minimum night flow (MNF) analysis* Calculated using Water New Zealand 'New Zealand Water Loss Guidelines' - 2nd Edition	Council records	10%	Not achieved 38.2%+	Not achieved 48%
	Average consumption of drinking water per day per resident connected to a Council scheme*	Council records	300 Litres	Achieved 218 litres	Not achieved 320 litres

** Indicates this is a Department of Internal Affairs local government non-financial performance measure.*

^ The Non-Financial Performance Measures Rules 2013 required local authorities to report their compliance with the bacterial and protozoal contamination criteria of the New Zealand Drinking Water Standards 2005. These standards have been superseded by the Water Services (Drinking Water Services for New Zealand) Regulations 2022 (the regulations) and DWQAR (Drinking Water Quality Assurance Rules 2022) and therefore the council is reporting against these measures relying upon the relevant incorporation by reference provisions in New Zealand law.

 # Note this measure was updated by Department of Internal Affairs and the updated measures and results can be found on pages 98 and 99 of the Annual Report 2025/26. This result has been measured under the previous reporting requirements to ensure it ties back to Council's LTP.

+ Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Animal Control

Ngā Here Karanehe

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Residents are satisfied with the Animal Control service	Percentage of residents rating Animal Control as "fairly satisfactory", "satisfactory" or "very satisfactory" in the community survey	Community survey	80%	Not achieved 55%*	Not achieved 65%

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Residents are satisfied with the Animal Control service	The percentage of customer service request complaints related to dogs attacking or biting are responded to within 2 hours.	Customer Relationship Management system	95%	Achieved 100%	Achieved 95%
Dog owners are complying with their registration responsibilities	The percentage of known dogs that are registered.	Council records	95%	Achieved 99%	Achieved 99.85%

*Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Cemeteries

Ngā Urupā

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
The cemetery grounds are presented to a high standard.	Percentage of residents rating cemeteries for presentation and maintenance of the grounds as "excellent", "very good" or "good" in the resident's survey.	Community survey	90%	Not measured	Not achieved 83%
	Quarterly surveying of funeral directors and monumentalists on the presentation and maintenance of cemetery grounds.	Survey	90%	Achieved 100%	Achieved 90%
	Routine maintenance is undertaken as per contractual requirements through monthly audits by council contracts officer. A minimum of 90% grounds should meet maintenance requirement	Council records	90%	Achieved 90%	Achieved 90%
	Council reviews annually the contribution provided to the maintenance of the five urupā in the District.	Council records	1	Achieved	Achieved
Plots are available in all local cemeteries.	Percentage of cemeteries in district with plots available for the next 12 months, based on historical burial data.	Council records	100%	Achieved 100%	Achieved 100%

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Information on cemeteries is easily available.	Percentage of residents rating information on cemeteries as easily accessible through the Council website in the community survey.	Community survey	90%	Not measured	Not achieved

*Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Community Buildings

Ngā Whare Hapori

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Council provides community buildings that are fit for purpose	Percentage of users rating community buildings as being suitable for their required needs as evidenced by 'suitable' or 'very suitable in the community survey.	Community survey	90%	Not achieved 84%*	Achieved 92%
	Percentage of residents who are aware of Council facilities available for hire in the community survey.	Community survey	80%	Not achieved 75%*	Not achieved 68%
Facilities are well utilised	The increase from previous year in the total number of hours per annum facilities are booked through Council.	Council records	> 10%	Achieved 13%	Achieved 20%

*Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Libraries

Ngā Whare Pukapuka

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Council provides libraries that the community is satisfied with	Percentage of residents rating libraries as "fairly satisfactory" or "very satisfactory" in the community survey.	Community survey	90%	Achieved 92%	Achieved 94%
To provide community and recreation facilities to our communities	Percentage of customers satisfied with children's programmes in the annual survey.	End of programme survey	90%	Achieved 100%	Achieved 100%

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Library facilities are clean, welcoming, and open at times suited to the community	Percentage of residents rating libraries as clean in the community survey.	Community survey	90%	Not measured	Achieved 96%
	Percentage of residents rating libraries as welcoming in the community survey.	Annual Library survey	90%	Not measured	Not achieved
Library facilities are clean, welcoming, and open at times suited to the community	Percentage of residents rating libraries as having suitable opening hours in the community survey.	Annual Library survey	90%	Not measured	Not achieved
Patrons have access to a range of current information in both print and digital format	Number of items loaned from library collections District-wide.	Council records	Increase Baseline measure	Achieved 98,866 items loaned	Not Applicable 95,592 items loaned
	% increase in use of online subscribed resources (Incl. PressReader, Haynes, and Britannica)	Council records	Increase Baseline measure	Achieved 116%	Not Applicable -80.66%
Patrons have access to programmes and activities that enhance their wellbeing.	Number of participants at libraries programmes increases annually, reflecting engagement and high use of programmes and activities within the community	Council records	Increase Baseline measure	Achieved 5,127 participants	Not Applicable 4,099 participants
	% of population who are active Libraries Tararua members	Council records	Increase Baseline measure	Achieved 26%	Not Applicable 18.96%
Residents are able to freely make use of the Libraries Tararua services.	Annual % increase in membership	Council records	Increase Baseline measure	Achieved -4%	Not Applicable -21.29%

Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Parks and Reserves

Ngā Papa Tākaro me ngā Papa Rāhui

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Our parks, and park facilities are well presented.	Percentage of residents rating parks and reserves as well maintained in the community survey.	Community survey	90%	Not achieved 56%*	Not achieved 78%
Our parks, and park facilities are well presented.	Percentage of residents rating playgrounds as clean and tidy in the residents survey.	Community survey	90%	Not achieved 70%*	Not achieved 80%
	Percentage of residents rating parks and reserve – sports fields as "fairly satisfactory", "satisfactory", or "very satisfactory" in the residents survey.	Community survey	90%	Achieved 92%	Achieved 90%
Playing fields and associated facilities are fit for purpose.	Number of recorded incidences where parks and reserves are found to be below the agreed maintenance standard.	Council records	< 5	Achieved 1	Achieved 1
Playground equipment is safe to use and fit for purpose.	Percentage of playgrounds in the district that had no faults under the 2017/18 AUS/NZ playground safety standard (new)	Council records	95%	Not achieved 79%*	Not achieved 92%

** Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.*

Pensioner Housing

Ngā Whare Kaumātua

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Council acts as a good, caring landlord	Respond efficiently to all CRM's which council are responsible for." Measured through responding within at least 5 business days to all CRM's (Customer Relationship Management complaints system)	Customer Relationship Management system	100%	Achieved 100%	Achieved 100%

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Housing units and grounds are maintained to a suitable standard (housing standards)	Percentage of housing units which, when inspected, are found to have maintenance issues which are more than minor	Council records	< 5%	Not achieved 9%*	Not achieved 9%
Housing units and grounds are maintained to a suitable standard (housing standards)	All housing units adhere to housing standards, including all healthy homes standards, evidenced through annual checks	Council records	100%	Achieved 100%	Achieved 100%

Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Public Conveniences

Ngā Ratonga Tūmatanui

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Public conveniences provide a quality user experience	The number of complaints received per annum about the maintenance and cleanliness of public toilets (excluding graffiti and vandalism).	Customer Relationship Management system	< 90	Not achieved 271*	Not achieved 229
	Percentage of customer request responded to within 48 hours	Customer Relationship Management system	85%	Achieved 92.28%	Achieved 91.82%
	Percentage of residents rating public conveniences for cleanliness as "clean" or "very clean" in the community survey.	Community survey	80%	Not achieved 51%*	Not achieved 74%

Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Swimming Pools

Ngā Puna Kaukau

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Public swimming pools provide a quality visitor experience	Percentage of residents rating swimming pools as clean and tidy in the community survey	Community survey	95%	Not achieved 88%*	Not achieved 92%
Public swimming pools provide a quality visitor experience	Percentage of residents who agree the opening hours of the swimming pools are fit for purpose in the community survey.	Community survey	95%	Not achieved 69%*	Not achieved 78%
Public swimming pools open during summer months	The number of weeks each year indoor pools are open for public use	Council records	> 49 weeks	Achieved 51 weeks	Achieved 49 weeks
	The number of weeks each year outdoor pools is open for public use	Council records	> 10 weeks	Not achieved Eketāhuna 8 weeks Pahiatua 14 weeks Woodville 12 weeks*	Achieved 12 weeks Eketāhuna 10 weeks Pahiatua 12 weeks Woodville 13 weeks

** Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.*

Building Control

Ngā Here Waihanga

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
To provide a friendly, efficient and timely service.	Percentage of building consent applications processed within the statutory time frame specified in the Building Act (20 working days).	Council records	95%	Achieved 97.85%	Achieved 97.95%
To protect the community from unsafe buildings.	Accreditation as a Building Consent Authority is maintained	Building Consent Authority	Achieved	Achieved	Achieved

Compliance and Monitoring

Te Tautuku me te Aroturuki

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Protect public health by monitoring, advising and inspecting food premises, sale of liquor outlets, funeral parlours, offensive trades, hairdressing businesses, and camping grounds	The percentage of registered template food control plans verified within statutory timeframes (new business - 6 weeks; existing business - 1 year).	Council records	95%	Achieved 100%	Achieved 100%
	The percentage of registered health regulated premises inspected annually.	Council records	95%	Achieved 100%	Achieved 96%
	The percentage of licensed premises selling alcohol inspected annually	Council records	95%	Achieved 100%	Achieved 100%
Customer complaints about environmental nuisances are responded to in a timely manner	The percentage of customer service request complaints related to excessive noise responded to within 2 hours.	Customer Relationship Management system	90%	Achieved 94.33%	Achieved 93.69%
Protect health and amenity of district by investigating illegal rubbish dumping, abandoned vehicles and vegetation blocking pathways complaints.	The percentage of customer service request complaints related to illegal rubbish dumping, abandoned vehicles, and vegetation blocking footpaths that are responded to within 3 working days.	Customer Relationship Management system	95%	Achieved 98.78%	Not achieved 93.81%
To provide a friendly, efficient and timely service	The percentage of customer complaints relating to land use are responded to within five working days	Customer Relationship Management system	85%	Achieved 96.97	Achieved 100%

Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Roading

Ngā Mahi Huarahi

Level of service	Performance measure	How this was measured	Target	2025/26 Results	2024/25 Results
Our roading network is safe	The change (expressed as a number) from the previous financial year in the number of fatalities and serious injury crashes on the local road network*	NZTA records	< 0	Achieved -12	Not achieved 3
Our customers are responded to in a timely manner	Customer service requests relating to roads are responded to within 3 working days*	Customer Relationship Management system	90%	Not achieved 89.75%#	Achieved 94.56%
Our roads are maintained to an appropriate standard	Percentage of Residents rating Urban roads as "quite satisfactory" or "very satisfactory" in community survey.	Community survey	75%	Not achieved 53%#	Not achieved 51%
	Percentage of Residents rating Rural roads as "quite satisfactory" or "very satisfactory" in community survey.	Community survey	60%	Not achieved 38%#	Not achieved 51%
	The average quality of the ride on the sealed road network as measured by smooth travel exposure*	Council records	< 95%	Achieved 96%	Not achieved 95%
Our transportation network is being maintained effectively	The percentage of road network that is resurfaced*	Council records	> 5%	Achieved 7.63%	Achieved 6%
Consent compliance	Consents with Horizons achieving environmental compliance	Council records	100%	Achieved 100%	Achieved 100%
Achieving the base preservation renewal quantities as laid out in the AMP (asset management plan)	Our NZTA Annual Achievement reports against forecast renewals^	Council records	Results will be greater than or equal to year one	Achieved 110%	Achieved 85%

** Indicates this is a Department of Internal Affairs local government mandatory non-financial performance measure.*

^ This measure is a way for Council to show it is maintaining its existing levels of service on our network. It is measured, calculated using actual results compared to what was planned in line with Council's National Land Transport Programme (NLTP).

 # Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Footpaths

Ngā Ara Hikoi

Level of service	Performance measure	How this was measured	Target	2025/26 Results	2024/25 Results
Our footpaths are maintained to an appropriate standard	Percentage of residents rate footpaths as "fairly satisfactory" or "very satisfactory" in the community survey.	Community survey	75%	Not achieved 55%^	Not achieved 62%
	The percentage of footpaths within the district fall within the footpath condition standards set out in the Asset Management Plan*	Council records	90%	Achieved 93%	Achieved 98.75%
	Complaints regarding footpaths are responded to within 3 working days*	Customer Relationship Management system	90%	Achieved 95.49%	Achieved 98.75%

** Indicates this is a Department of Internal Affairs local government mandatory non-financial performance measure.*

^Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Customer Services

Ngā Ratonga Kiritaki

Level of service	Performance measure	How this was measured	Target	2025/26 Results	2024/25 Results
Customer requests are handled effectively and accurately.	Average wait time for incoming calls.	Council records	20 seconds	Achieved 18.5 seconds	Achieved 17.56 seconds
	Percentage of abandoned calls.	Council records	< 5%	Not achieved 7.9%*	Achieved 2.63%
Customers experience friendly, efficient, and reliable service from Council.	Percentage of customers who lodge faults/requests are satisfied with service provided in the community survey.	Community survey	Baseline measure	Not achieved 24%*	Not achieved 77%
	Percentage of walk-in customers rating the service as friendly customer satisfaction survey.	Not Applicable	Baseline measure	Not applicable Nil	Not Applicable

Level of service	Performance measure	How this was measured	Target	2025/26 Results	2024/25 Results
Customers experience friendly, efficient, and reliable service from Council.	Percentage of walk-in customers rating the service as efficient customer satisfaction survey.	Not Applicable	Baseline measure	Not applicable Nil	Not Applicable
	Percentage of walk-in customers rating the service as reliable customer satisfaction survey.	Not Applicable	Baseline measure	Not applicable Nil	Not Applicable
Responsive 24/7 phone service.	Percentage of customers who lodge faults/requests are satisfied with the service provided by after-hours call centre team in the community survey.	Community survey	85%	Not achieved Not measured*	Not achieved 63%

**Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.*

Communications

Ngā Whaakawhitiwhiti

Level of service	Performance measure	How it was measured	Target	2025/26 Results	2024/25 Results
Increased community contributions with Council planning activities e.g., Annual Plan/Long-Term Plan submissions (physical and online)	An increase in the number of submission/feedback forms received	Council records	400	Achieved 445	Achieved 547
Increasing our digital presence	An increase in Council digital platforms traffic*	Council records	6,200	Achieved 9,308	Achieved 6,548
Number of people that participate in the annual communications survey	An increase in the number of Annual Communications Survey Respondents	Annual communication survey	250	Not measured	Not achieved 154 responses received

** What this means is Council is tracking how much use and engagement we are receiving from our online channels as we aim to grow this usage over time.*

^Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.

Democracy Services

Ngā Ratonga Manapori

Level of service	Performance measure	How this was measured	Target	2025/26 Results	2024/25 Results
To provide the community with access to Council, Committee and Community Board meeting agendas and reports to enable transparency of decision-making by the elected members.	Agendas and meeting papers available via Council's website at least two clear working days ahead of the meeting day.	Council records	100%	Achieved 100%	Achieved 100%
To provide the community with access to minutes from Council, Committee and Community Board meetings to enable transparency of decision-making by the elected members.	Minutes from meetings available via Council's website within five working days of the meeting.	Council records	100%	Achieved 100%	Not achieved 88%
To provide the community with access to minutes from Council, Committee and Community Board meetings to enable transparency of decision-making by the elected members.	Meetings held at times and places notified in all notifications made to the public.	Council records	100%	Achieved 100%	Achieved 100%
	Members Pecuniary Interests Register published on Council's website and updated annually	Council records	Achieved	Achieved 100%	Achieved 100%

^ *Please refer to the Annual Report 2025/26 for full detailed information on Council's service performance results.*

He whakarāpopototanga mahi i ngā aronga a te Kaunihera
Summary of performance measure results for Council's focus areas

	No. of measures from LTP	New measures[1]	Achieved	Not Achieved/ Not Measured[2]	Not Applicable
 **Thriving District** We grow Tararua in a smart and sustainable way that values our identity. We use our resources sustainably and with care, to ensure they are looked after for our future generations.	10	-	2	8	-
 **Improving our Environment** We celebrate our environment and work together to enhance our local natural resources and minimise our negative impacts on them. Our district is home to a unique and beautiful landscape.	51	8	42	15	2
 **Connected Communities** We provide facilities and services that meet the needs of our communities, enabling wh nau living in Tararua to thrive. Our district is enriched by our community that are actively engaged in, and contribute to, our thriving Tararua.	56	-	35	21	-
 **Interactive Council** We engage with our community and respond to their needs, continuously improving over time. Our Council provides fit for purpose services in an engaging way, improving confidence and encouraging our community to engage with us.	14	-	7	4	3
TOTAL	**131**	**8**	**86**	**48**	**5**

[1] *In June 2025 DIA issued updated mandatory drinking water non-financial performance measures. These updated measures were not included in Council's Long-Term Plan and these measures are what Council is required to report against, however Council is also required to report against all mandatory measures issued by DIA and as a result Council has included these measures and results against these in this annual report.*

[2] *Included in this total is 7 measures that were not measured during 2025/26. These measures could not be assessed as the relevant survey questions were omitted or the survey was not undertaken.*

TARARUA DISTRICT COUNCIL

Community Voice Survey 2025/26

At a glance

Survey open 1 May - 14 June 2026

Who took part?

184 people participated

121 people completed the survey

63 people partially completed

Overall reputation of Council

4%	16%	40%	31%	8%
Very poor	Poor	Neutral	Good	Very good

79% of respondents had a neutral, good, or very good opinion on Council's reputation.

Quality of life in Tararua



77% of respondents are satisfied with the quality of life in our district

Vision & leadership	Faith & trust	Council decision making
80%	79%	90%

of respondents had a neutral, good, or very good opinion

What's working well

% of respondents who were positive (good/very good)

Libraries	Feel safe on roads	Recycling service	Public information	Mayoral performance
91%	83%	70%	69%	65%

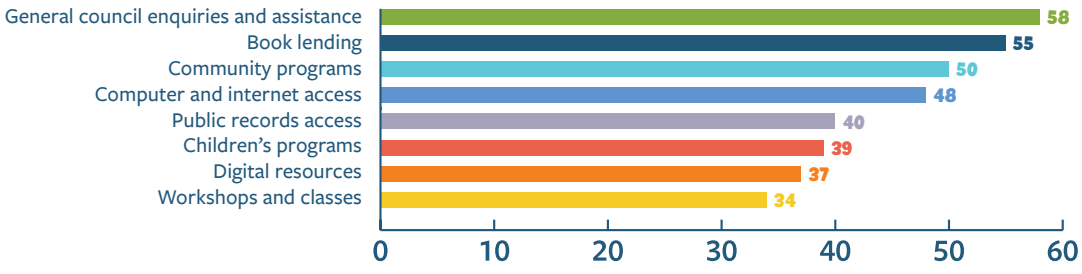
Where people want improvement

% of respondents who were negative (poor/very poor)

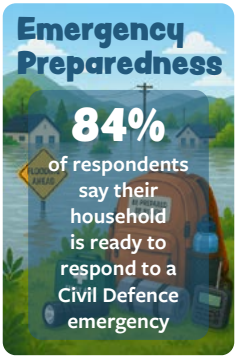
Requests & complaints	Rural sealed roads	Financial decisions	Urban roads	Footpaths overall
62%	33%	30%	29%	28%

Services people value at our service centres and libraries

When respondents were asked to select their top 5, the most valued were:



Emergency Preparedness



84% of respondents say their household is ready to respond to a Civil Defence emergency

SUMMARY FINANCIAL STATEMENTS

Summary statement of comprehensive revenue and expense

For the year ended 30 June 2026

	2025/26 Actual $000s	2025/26 Plan $000s	2024/25 Actual $000s
OPERATING REVENUE			
Rates	40,290	41,504	37,511
Grants and subsidies	27,683	29,011	45,692
Finance revenue	642	29	1,235
Other revenue	5,579	5,035	5,872
Total revenue	**74,194**	**75,579**	**90,310**
EXPENDITURE			
Other operating expenses	29,201	29,202	27,985
Depreciation and amortisation	21,249	19,625	20,779
Personnel costs	11,364	11,555	11,976
Finance costs	3,123	3,352	4,040
Total expenditure	**64,937**	**63,734**	**64,780**
Other asset gains/(losses)	51	-	646
Share of associate surplus/(deficit)	65	-	21
Surplus/(deficit) before tax	9,373	11,845	26,197
Taxation expense	-	-	-
Net surplus/(deficit)	9,373	11,845	26,197
OTHER COMPREHENSIVE REVENUE AND EXPENSE			
Gains/(losses) on assets revaluation	11,340	25,474	(2,621)
Total comprehensive revenue and expense	**20,713**	**37,319**	**23,576**

Summary statement of financial position

As at 30 June 2026

	2025/26 Actual $000s	2025/26 Plan $000s	2024/25 Restated Actual $000s
Current assets	20,848	24,457	33,200
Non-current assets	1,241,428	1,308,900	1,211,130
Total assets	**1,262,276**	**1,333,357**	**1,244,330**
Current liabilities	46,159	17,542	31,838
Non-current liabilities	42,146	95,924	59,234
Total liabilities	**88,305**	**113,466**	**91,072**
Equity	1,173,971	1,219,891	1,153,257
Total equity	**1,173,971**	**1,219,891**	**1,153,257**
Total liabilities and equity	**1,262,276**	**1,333,357**	**1,244,330**

Summary statement of changes in equity

For the year ended 30 June 2026

	2025/26 Actual $000s	2025/26 Plan $000s	2024/25 Actual $000s
Balance at 1 July	1,153,257	1,182,572	1,129,682
Total comprehensive revenue and expense previously reported	20,713	37,319	23,576
Total balance at 30 June	**1,173,970**	**1,219,891**	**1,153,257**
Comprising of:			
Accumulated funds	394,916	399,030	378,106
Asset revaluation reserves	742,651	791,924	731,311
Special funded reserves	36,396	28,885	43,826
Trust funds	8	52	14
Total equity at 30 June	**1,173,971**	**1,219,891**	**1,153,257**

Summary statement of cashflows

For the year ended 30 June 2026

	2025/26 Actual $000s	2025/26 Plan $000s	2024/25 Actual $000s
Net cash inflow/(outflow) from operating activities	33,171	31,139	46,433
Net cash inflow/(outflow) from investing activities	(26,728)	(50,355)	(50,705)
Net cash inflow/(outflow) from financing activities	(5,078)	18,425	10,685
Net increase/(decrease) in cash held	**1,365**	**(791)**	**6,413**
Opening balance	9,623	(337)	3,210
Total cash resources at 30 June	**10,987**	**(1,128)**	**9,623**

FINANCIAL OVERVIEW AND MAJOR VARIANCES

Explanations for major variances from Council's budget figures in the Annual Plan 2025/26 are detailed below.

Statement of comprehensive revenue and expense

Revenue

- Subsidies received are $1.328 million lower than budgeted. This is primarily due to NZTA funding for Cyclone Gabrielle recovery works being $3.715 million lower than budgeted, as approved funding totalled $8.285 million compared with the $12 million included in the Annual Plan. This was partially offset by $1.715 million of unbudgeted funding received for Saddle Road works.
- Finance revenue received is $613,000 higher than budget due to higher cash balances being held throughout the year.

Expenditure

- Depreciation expense is $1.624 million higher than budget due to the revaluation of infrastructure assets to fair value at 30 June. Assets values were higher than those assumed when the Annual Plan was prepared, resulting in higher depreciation expense.
- Gains and losses on asset revaluations are $14.134 million lower than budget. The Long-Term Plan assumed inflationary increases across Council's infrastructure network based on BERL cost adjustors. However, the latest valuations resulted in a $19.006 million decrease in transportation assets values and a $1.819 million decrease in three waters asset values, primarily due to improved asset data and using more appropriate unit rates. These decreases were partially offset by a $19.162 million increase in land and building values.

Statement of Financial Position

Assets

- Cash and cash equivalents are $8.915 million higher than budgeted. The variance reflects timing differences between actual and budgeted cash flows. Cash movements, such as rates receipts, capital expenditure and external funding do not occur evenly throughout the year, resulting in temporary fluctuations in cash balances.
- Debtors and other receivables are $3.472 million lower than budget. This is due to lower rates receivable and sundry debtor balances at year end than anticipated.
- Other financial assets (current & non-current) are $8.552 million lower than budget. This is because Council held fewer term deposits at 30 June than anticipated. No further debt prefunding was undertaken in the final quarter of the year, reducing the level of term deposits held at year end.

- Investments in council-controlled organisation (CCO) and similar entities are $800,000 lower than budget. This reflects the reclassification of $581,000 of LGFA borrower notes from non-current into current assets and changes in their fair value.
- Derivative financial instruments (current & non-current) are $932,000 lower than budget. The variance reflects changes in the fair value of derivative financial instruments compared with the assumptions used when preparing the Annual Plan.
- Investment property is $808,000 lower than budget as property values remained unchanged, compared with the increase assumed in the Annual Plan. The budget assumed an increase in value based on market trends, however, the valuation performed at 30 June did not identify any material change in value.
- Intangible assets are $1.628 million lower than budget due to lower than anticipated progress on resource consent projects, the reclassification of software as a service assets, and movements in carbon credits.
- Operational property, plant & equipment is $9.29 million higher than budgeted, primarily due to lower revaluation movements than those assumed when the Annual Plan was prepared, particularly for fair value movements in the revaluation of land and building assets. Budgeted values are driven by BERL indices for inflation, and the market trends have shown an increase in value for land assets in particular which have now been aligned with market rates in the 3-yearly revaluation process.
- Infrastructure property, plant & equipment is $76.171 million lower than budget due to lower than anticipated revaluation movements and improvements to asset information, including updated asset records and service reclassifications.
- Restricted property, plant & equipment is $2.352 million higher than budget due to revaluation movements in land and building assets.

Liabilities

- Payables and deferred revenue are $1.349 million lower than budget due to lower creditor balances at year end and $648,000 of unbudgeted revenue received in advance.
- Borrowings (both current and non-current) are $24.003 million lower than budget because the capital works programme was less progressed than planned. This reduced Council's borrowing requirements, as capital expenditure was prioritised towards externally funded emergency weather-related works, and some planned projects were deferred.
- Derivative financial instruments (both current and non-current) are $719,000 higher than budget. The variance reflects changes in the fair value of derivative financial instruments compared with the assumptions used when preparing the Annual Plan.

Equity

- Asset revaluation reserves are $49.273 million lower than budget due to lower revaluation movements than anticipated.
- Special funded reserves are $7.511 million higher than budget due to the renewal programme being less progressed than planned. As a result, less funding was drawn from the depreciation reserve to fund renewal expenditure.

Statement of Cash Flows

- The variances in the statement of cash flows are a direct result of the items mentioned above.

ACCOUNTING DISCLOSURES

These summary financial statements are a summary of the 2025/26 Annual Report and cover the period from 1 July 2025 to 30 June 2026.

These summary financial statements do not provide as complete an understanding as provided by the full 2025/26 Annual Report. A full copy is available on the Council website at www.tararuadc.govt.nz. The information included in this report has been prepared in accordance with PBE FRS 43; Summary Financial Statements.

Hinonga Rīpoata

Reporting Entity

Tararua District Council (Council) is a territorial local authority established under the Local Government Act 2002 (LGA) and is domiciled and operates in New Zealand. The relevant legislation governing the Council's operations includes the LGA and the Local Government (Rating) Act 2002.

The Council provides local infrastructure, local public services, and performs regulatory functions to the community. The Council does not operate to make a financial return. The Council has designated itself as a public benefit entity (PBE) for financial reporting purposes.

Tararua District Council has an associate, Manawatū-Whanganui LASS Limited, a 14% owned associate – public benefit entity. They are domiciled and incorporated in New Zealand.

The financial statements of Council are for the year ended 30 June 2026. The financial statements were authorised for issue by Council on 28 October 2026.

Tūāpapa o te whakarite

Basis of preparation

Tauākī tautuku
Statement of compliance

The financial statements of Tararua District Council have been prepared in accordance with the requirements of the Local Government Act 2002, which includes the requirement to comply with New Zealand generally accepted accounting practice (NZ GAAP). These financial statements in the full Annual Report have been prepared in accordance with NZ GAAP. They comply with New Zealand Public Benefit Entity International Public Sector Accounting Standards, and are prepared in accordance with Tier 1 PBE Standards.

Inenga tūāpapatanga
Measurement base

The financial statements have been prepared on an historical cost basis, modified by the revaluation of land and buildings, certain infrastructural assets, investment property, forestry assets, financial instruments (including derivative instruments), and carbon credits.

Pūnaha moni

Functional and presentation currency

The financial statements are presented in the functional currency, which is New Zealand dollars, and all values are rounded to the nearest thousand dollars ($'000).

Disclosure in regard to Tararua Aquatic Community Trust

The Office of the Auditor General (OAG) has assessed that the Tararua Aquatic Community Trust (TACT) continues to be controlled by Council, and should be consolidated into Council group financial statements. The Council does not agree with this assessment and has sought independent advice, and based on this advice has decided that for the 2025/26 Annual Report, it will not prepare a consolidated Annual Report.The financial statements in the 2025/26 Annual Report are of Council only.

Ngā taumata hou

New standards effective

PBE IFRS 17 Insurance Contracts

In June 2023, the External Reporting Board (XRB) issued PBE IFRS 17 Insurance Contracts for public sectors. This standard establishes principles for the recognition, measurement, presentation, and disclosure of insurance contracts. It is effective for reporting periods beginning on or after 1 January 2026 with early adoption permitted.

These amendments and standards are not expected to have a significant impact on Council's reporting.

Ngā panonitanga kaute kaupapa here

Other changes in accounting policies

There have been no other changes in the Council's accounting policies since the date of the last audited financial statements.

Ngā take kaute paerewa otiia, kāore anō kia whakatinana

Accounting standards issued but not yet effective and not early adopted

Standards and amendments issued but not yet effective that have not been early adopted and that are relevant to the Council and group are:

2024 Omnibus Amendments to PBE Standards (amendments to PBE IPSAS 1)

This amendment clarifies the principles for classifying a liability as current or non-current, particularly in relation to loan covenants. The amendment is effective for the year ended 30 June 2027.

(The Council has not yet assessed in detail the impact of these amendments.)

Commitments

Council's commitments on projects where contracts have been entered into but goods or services have not been received are:

	2025/26 Council $000s	2024/25 Council $000s
Capital commitments	5,965	1,289
Operating leases as lessor	393	398
Operating leases as lessee	857	1,054

Contingent liabilities

Local Government Funding Agency

The Council is a guarantor of the New Zealand Local Government Funding Agency Limited (LGFA). The LGFA was incorporated in December 2011 with the purpose of providing debt funding to local authorities in New Zealand. The LGFA has a current credit rating from Standard and Poor's of AAA for local currency and a foreign currency rating of AA+ as at 17 March 2026.

As at 30 June 2026, Tararua District Council is one of 74 local authority guarantors of the NZLGFA. Together with the other guarantors, Tararua District Council is a guarantor of all of NZLGFA's borrowings. At 30 June 2026, NZLGFA had borrowings totalling $26.551 million (2025: $25,530 million).

PBE Accounting Standards require the Council to initially recognise the guarantee liability by applying the 12-month expected credit loss (ECL) model (as fair value could not be reliably measured at initial recognition), and subsequently at the higher of the provision for impairment at balance date determined by the ECL model and the amount initially recognised. The Council has assessed the 12-month ECL of the guarantee liability, based on market information of the underlying assets held by the LGFA. The estimated 12-month expected credit losses are immaterial due to the very low probability of default by the LGFA in the next 12 months. Therefore, Council has not recognised a liability.

The Council considers the risk of the LGFA defaulting on repayment of interest or capital to be very low on the basis that:

- the council is not aware of any local authority debt default events in New Zealand; and
- local government legislation would enable local authorities to levy a rate to recover sufficient funds to meet any debt obligations if further funds were required.

Building claims/determinations

Council has a contingent liability relating to matters associated with building consent and code compliance processes for a property that has been the subject of a determination by the Ministry of Business, Innovation and Employment (MBIE).

The determination process has been completed and MBIE determined that the Building Consent and Code Compliance Certificate previously issued by Council are to be revoked. As a result, the development is no longer considered to have a valid Building Consent or Code Compliance Certificate, and its status has reverted to that of a building consent application.

Council participated in the determination process and has notified its insurers of the matter. The determination may give rise to claims against Council; however, the extent of any liability and the outcome of any potential claims remain uncertain.

This matter remains subject to further assessment and, accordingly, the full extent of any potential liability cannot be reliably determined. Based on information available at balance date, the contingent liability is estimated at $100,000 (2025: $100,000). The contingent liability will remain until the matter is resolved.

Winding up of Riskpool

Tararua District Council previously obtained public liability and professional indemnity insurance cover as a member of the New Zealand Mutual Liability Riskpool scheme. Riskpool operated as a mutual fund where each member made an annual contribution to obtain cover, however should claims exceed contributions then calls can be made on the members of that fund year, for the shortfall amount. The scheme is in wind-down. Tararua District Council has an on-going obligation to contribute to the scheme should a funding call be made in respect of historical claims (to the extent those claims are not covered by reinsurance or where reinsurance recovery is delayed), and to fund the on-going operations of the scheme. Ongoing litigation involving other Council members of Riskpool has introduced a high level of uncertainty about both the level of Tararua District

Council's potential financial exposure and its timing. At this stage, Riskpool cannot quantify the total potential liability associated with these matters.

Related party disclosure

Related party disclosures have not been made for transactions with related parties that are within a normal supplier or client/ recipient relationship on terms and condition no more or less favourable than those that it is reasonable to expect the Council would have adopted in dealing with the party at arm's length in the same circumstances.

Related party disclosures have also not been made for transactions with entities within the Council group (such as funding and financing flows), where the transactions are consistent with the normal operating relationships between the entities and are on normal terms and conditions for such group transactions.

Events after the balance date

Local Government Reform and Waiti Waters transition

Local Government Reform

The Government has introduced a local government reform programme that includes a Head Start pathway for local government reorganisation and ongoing reforms to the delivery of water services. Tararua District Council unanimously decided not to submit a proposal under Head Start. In September 2026, the Government advised that it not make decisions on any Head Start proposals before the 2026 General Election and that Cabinet would instead consider next steps for local government reorganisation in early 2027. Accordingly, the proposal remains subject to further Government consideration and the outcome, timing and potential implications of any future reform remain uncertain. If the Head Start proposal does not proceed, the Council may nevertheless be affected by the Government's broader local government reform process, including any subsequent backstop reorganisation process.

While these reform programme may result in changes to the Council's future structure, responsibilities and asset base, uncertainty remains regarding the final outcomes, timing and implementation of those reforms. Accordingly, it is not currently possible to reliably determine the full financial and operational impact on the Council.

Notwithstanding this uncertainty, the financial statements have been prepared on a going concern basis. The Council expects to continue operating as a territorial authority and carrying out its statutory responsibilities throughout the reform and transition process.

Waitī Water transition

Separately, Tararua District Council, together with Masterton District Council, South Wairarapa District Council and Carterton District Council, has established Waitī Waters, a jointly owned water services organisation. Waitī Waters is expected to become operational on 1 July 2027. Work is currently underway to determine and validate the assets, liabilities, debt, contracts, staff and other arrangements expected to transfer to Waitī Waters as part of the transition. Subject to completion of the required establishment and transfer arrangements, the Council expects its water services assets and associated water-related debt and liabilities to transfer to Waitī Waters on 1 July 2027.

Until the transfer occurs, the Council will continue to own and operate its drinking water, wastewater and stormwater services and remain responsible for the associated service delivery, revenue, expenditure, assets and liabilities. The final scope, values and terms of the transfer had not been determined at the date these financial statements were authorised for issue.

The Council has approved funding of up to $1.25 million for its share of the establishment costs of Waitī Waters. These costs are expected to be capitalised and funded through borrowing, with the resulting balance transferred or otherwise dealt with as part of the final establishment arrangements.

At 30 June 2026, the Council continues to recognise its water services assets and associated liabilities in these

financial statements. The proposed future transfer has not resulted in the derecognition of those assets or liabilities or the classification of the water services assets as non-current assets held for sale at 30 June 2026.

The proposed transfer on 1 July 2027 falls outside the subsequent-event period for the financial statements for the year ended 30 June 2026 and is therefore not a subsequent event for these financial statements. The planned establishment of Waitī Waters and future transfer are nevertheless disclosed because they represent a significant future change to the Council's operations, financial position and service-performance reporting.

The Council is still working through the financial implications of the transfer however, the more significant impacts are expected to include:

- derecognition of water assets and liabilities (including any associated debt) in the 2027/28 reporting period;
- a transfer between revaluation reserves and retained earnings resulting from the derecognition of water assets;
- recognition of the Council's investment in Waitī Water
- disclosure of discontinued water operations in the 2027/28 reporting period. Due to the nature of the transfer, water infrastructure assets are not expected to be classified as non-current assets held for sale since their carrying value will not be principally recovered through a sale transaction; and
- a reduction in rates revenue and a similar level of cost savings.

The Council has also considered the impact of the expected transfer on the going concern basis of preparation. While there will be a significant decrease in the future revenue stream of the Council this will be offset by an approximately equivalent saving in the associated costs of providing water services. The Council therefore considers the going concern basis of preparation to still be appropriate.

The Audit Office
Te Mana Arotake

Independent Auditor's Report

To the readers of Tararua District Council's summary of the annual report for the year ended 30 June 2026

The summary of the annual report was derived from the annual report of the Tararua District Council (the Council) for the year ended 30 June 2026.

The summary of the annual report comprises the following information on pages 14 to 47:

- the summary statement of financial position as at 30 June 2026;
- the summaries of the statement of comprehensive revenue and expense, statement of changes in equity and statement of cash flows for the year ended 30 June 2026;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary performance information contained within the Performance Reporting.

Opinion

In our opinion:

- the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the summary statements comply with PBE FRS-43: *Summary Financial Statements.*

Summary of the annual report

The summary of the annual report does not contain all the disclosures required by generally accepted accounting practice in New Zealand. Reading the summary of the annual report and the auditor's report thereon, therefore, is not a substitute for reading the full annual report and the auditor's report thereon.

The summary of the annual report does not reflect the effects of events that occurred subsequent to the date of our auditor's report on the full annual report.

The full annual report and our audit report thereon

We expressed an unmodified audit opinion on the information we audited in the full annual report for the year ended 30 June 2026 in our auditor's report dated 28 October 2026.

Our auditor's report on the full annual report also includes emphasis of matter paragraphs drawing attention to the following disclosures in the full annual report.

Simplifying Local Government reform

The government has announced it wants to simplify local government, including reducing the number of local authorities by amalgamations within regions. As described in note 38 on page 252 of the full annual report, the Council is not yet part of an amalgamation proposal and any future change may be determined through a backstop process following the 2028 local elections. The eventual outcome for the Council is dependent on future cabinet decisions and enactment of enabling legislation. Because of the significant uncertainty about the outcome and timing of any future reorganisation, the financial statements have continued to be prepared on a going concern basis.

Information about this matter is also disclosed on page 46 of the summary of the annual report.

Future changes in water service delivery

Note 38 on pages 252 to 253 of the full annual report outlines how the future changes in delivery of water services will affect the Council.

Information about this matter is also disclosed on pages 46 to 47 of the summary annual report.

Council's responsibility for the summary of the annual report

The Council is responsible for preparing the summary of the annual report which includes preparing summary statements, in accordance with PBE FRS-43: *Summary Financial Statements.*

Auditor's responsibility

Our responsibility is to express an opinion on whether the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the full annual report and whether the summary statements comply with PBE FRS 43: *Summary Financial Statements*.

Our opinion on the summary of the annual report is based on our procedures, which were carried out in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and

Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board.

In addition to our audit and our report on the disclosure requirements, we have carried out an engagement on the debenture trust deed which is compatible with those independence requirements. Other than this engagement we have no relationship with or interests in the District Council.



Fiona Elkington,
The Audit Office
On behalf of the Auditor-General
Wellington, New Zealand
20 November 2026



06 374 4080 - 06 376 0110

www.tararuadc.govt.nz

info@tararuadc.govt.nz

26 Gordon Street, Dannevirke

TARARUA
DISTRICT COUNCIL