

Actionable comments and council's responses.

The following table includes all actionable comments from the quarterly surveys for 2024/2025, along with Council officers' responses. Some matters have been addressed, while others will continue to be monitored.

Actionable comment from resident surveys	Council officers' response
The slot for Council rubbish bags at the new transfer station are too small. Bags don't fit	Council has undertaken testing and confirmed that the slot size is adequate, with all tested bags fitting through.
The recycling centre at the Feilding Transfer Station needs to have a facility for washing hands.	Due to space constraints, budget limitations, and potential risk of damage, this request cannot be implemented at this time. The suggestion may be submitted for consideration as part of the next Long Term Plan process.
The transfer station in Feilding has the worst weigh station set up available. Regularly causing tailbacks due to a single weigh station weighing in and out.	There are now two weigh stations in operation to streamline traffic flow and reduce congestion at the transfer station.
Caravan users in Timona Park tend to pile up heaps of rubbish by the bins. Perhaps a big bin is needed for them in the caravan area. They also tend not to recycle as they make large dumps of bottles and cans in or near the park bins. Illegal campers in the park leave rubbish all over the place. The Council does not seem to police the area so the solution is probably to ban freedom camping.	The Parks team has advised that this issue has not been observed during site visits to Timona Park. They will consult with Green by Nature facility staff, who manage bin servicing, to seek further feedback. Should the matter be confirmed, Council will consider additional servicing options. Council continues to monitor rubbish issues and respond promptly to any reported instances of illegal dumping.
Still have not repaired the dangerous Rangeview Place carpark railing several months after notified.	This has now been repaired.
I appreciate the dog poo bins near Makino Dairy and Rimu Park. I would love to see another at the far end of the railway land on Lethbridge also. So many dog walkers use this area."	The Parks team will assess whether an additional green bin is needed at the northern end of Lethbridge Road. Each additional bin costs Council approximately \$3,000 per year to service. If adequate facilities already exist nearby, an additional bin will not be installed.
The bins around town could be better, especially during events, Council does not seem to add extra bins, which leads to bins overflowing and rubbish lying about on streets and footpaths. The 2024 Christmas parade was better than in 2023 but I believe more could be done.	Event organisers are responsible for managing waste disposal as part of their event planning. Council responds to requests for additional bins or servicing as required.