

Directory

Office Address

Civic Administration Building
27-38 The Square
Palmerston North
Private Bag 11-034
Phone: 06 356 8199
Fax: 06 351 4471
Email: info@pncc.govt.nz
Website: www.pncc.govt.nz

Opening Hours

Monday – Friday 8am-5pm

Call Centre Hours

Monday – Friday 7am-6pm

After Hours Regional Call Centre

Provides an after hours call centre outside of the above hours for Palmerston North City Council and a number of Councils 7 days a week, including statutory holidays.

Most enquiries regarding rates, roading, animal control, employment, cemeteries, bylaws, Council housing, liquor licensing, recreation, litter control, water supply, Council meetings, parking enforcement, building inspections and other general enquiries can be answered by our Customer Services Advisors when you either visit the Council or call us.

Service Centres

Ashhurst Services Delivery Centre
C/- Ashhurst Four Square Discounter
122 Cambridge Avenue
Palmerston North

City Library

Central Library

4 The Square
PO Box 1948

Phone: 06 351 4100
Renewals: 06 351 4101
Fax: 06 351 4102
Email: webmanager@library.pncc.govt.nz
Hours: Mon, Wed, Thurs - 10am-6pm
Wed, Fri - 10am-8pm
Sat - 10am-4pm
Sun - 1pm-4pm

Ashhurst Community Library

Cnr Cambridge Street & Bamfield Streets
Ashhurst
Phone/Fax: 06 326 8646

Awapuni Branch Library

Cnr College Street & Pitama Road
Phone/Fax: 06 356 7634

Roslyn Branch Library

8 Kipling Street
Phone/Fax: 06 357 9287

Mobile Library – regular stops

throughout the City

Council Meetings

Council encourages public participation in its activities. Meetings of Council and its Committees are open to the public and are held in the Council Chamber. For information of meeting agendas and dates, contact the Customer Service Centre (06 356 8199) or look in the public notices section of the Manawatu Standard, The Tribune or The Guardian newspapers; or look at our website – www.pncc.govt.nz

Auditors

Audit New Zealand
49 Victoria Avenue
Palmerston North
(On behalf of the Auditor General)

Bankers

Westpac Banking Corporation

Solicitors

Cooper Rapley
240 Broadway Avenue
Palmerston North

Simpson Grierson
Unisys House
44-52 The Terrace
Wellington

Glossary

Activity

The goods or services that the Council provides to the community. The Council has 27 Activities, e.g. Economic Development, Water, Library Services. They have been grouped together according to the community outcomes they most contribute to. However, all Activities contribute to more than one community outcome.

Annual Plan

This is a budget document that shows how the Council will fund a particular year of the 10 Year Plan (LTCCP). This is to give more consistency of direction to what the Council does for the community. It is produced in years two and three of the 10 Year Plan.

Asset Management Plans (AMPs)

These ensure that the Council's major infrastructural assets are maintained to ensure high environmental standards and can meet the future needs of the City, at the lowest possible cost over the long term. The Council has AMPs for roading and parking, stormwater, waste management, wastewater, water, and property and recreation facilities.

Capital Expenditure

That expenditure which will increase the value of the Council's assets (land, infrastructure, plant and equipment). A household analogy would be expenditure to put a new roof on a house or build a new bedroom.

Capital Impact

The ongoing costs associated with new capital expenditure. It includes interest on debt, depreciation and the operating costs of the asset. For the household analogy this would be paying interest on any loan to put a new roof on a house or build the new bedroom.

Capital Works

Net assets and asset renewals/replacements, e.g. building a new road in a new subdivision or renewing an old footpath to increase the life of the footpath.

Community Outcomes

What local communities think are important for their current and future social, economic, environmental and cultural well-being.

Council Controlled Organisations (CCO)

An organisation which the Council owns or controls at least 50% of the voting rights or has the right to appoint at least 50% of the directors or trustees. CCOs are mostly set up to independently manage Council facilities or deliver specific services on behalf of residents.

Council Controlled Trading Organisation (CCTO)

As above for CCO but trading with the main purpose/intention being to make a profit.

Depreciation

Spreading the costs of assets over their useful life. As the Council funds this cost it means that the assets can be maintained or replaced when necessary in the future.

Development Contributions

Development Contributions provide Council with a method to obtain contributions to fund infrastructure requirements due to growth. A Development Contributions Policy is required as a component of the Funding & Financial Policies in the LTCCP under section 102(4)(d) of the Local Government Act (LGA) 2002.

Financial Year

The Council's financial year runs from 1 July to 30 June. The 2005/06 financial year therefore covers the period 1 July 2005 to 30 June 2006.

Group of Activities

Activities that provide similar services have been grouped together. Groups of Activities show how the Council will work towards the community outcomes.

KPIs (Key Performance Indicators)

KPIs show how people can judge the success of the Council. The KPIs in this Annual Report are part of the Council's performance framework. The Council has other more technical KPIs in documents like Asset Management Plans.

Level of service

A measurable description of what the Council does (or is planning to do) for residents.

Liability Management and Investment Policy

This policy sets out:

- when and how Council will invest, and for what purposes
- when and how Council will borrow, and for what purposes

LTCCP (Long Term Council Community Plan)

A 10 Year Plan, with particular emphasis on the first three years, developed by the Council and describing what the Council will do to contribute to the community outcomes. It shows what the Council will do, why it does these things, how much they will cost and how success will be judged. An LTCCP is prepared every three years.

Maintenance Costs

Expenditure in relation to repairs and maintenance of Council's assets.

Operating Expenditure

Expenditure that is necessary for the normal activities of Council. Using a household analogy, this would be paying for the electricity or food.

Programmes

Programmes are the detailed financial actions which include capital and non-capital works within a particular financial year to achieve particular outcomes of the Council.

Uniform Annual General Charge (UAGC)

A component of the general rate that is levied as a uniform amount on every property.