



Organiser for Christmas Market and Festival named

WE are excited to introduce Council Community Development Officer Gemma Crawford as the 2018 City Centre Christmas Festival and Market Organiser.

Gemma has worked in the Community Development Officer role for about two years, and people in the community may recognise her from her co-ordination of Family Friendly accreditations and working with the Youth Council.

Prior to joining the team at ICC, Gemma ran the Bluff Community Market and has been a stallholder at various markets throughout the region.

Gemma is looking forward to working with retailers, stallholders, entertainers and the wider community to plan this year's City Centre Christmas Festival and Market.

Behind-the-scenes planning has already begun, and Gemma will be working closely with Council staff across the organisation to ensure the event goes ahead without a hitch.

The Festival and Market will be held on Saturday, December 8 in Esk Street, and application forms for stallholders will be available in the coming weeks.

Date set for hotel consent hearing

A date has been set for a hearing to consider the Invercargill Licensing Trust's application to build a new hotel on the corner of Don and Dee Streets, which will breach some of the standards of the Business 1 zone in the Invercargill City District Plan. The application also includes the demolition of the former T & G building (a Class 2 Heritage building) and other buildings which do not have heritage protection.

The hearing to consider matters pertaining to the application will begin on November 28 at 9.30am in the Council Chambers. Independent commissioner John Maassen will consider and decide the application.

The application was publicly notified and submissions closed on September 13. Council received 18 submissions - eleven were in support, five were opposed, and two were neutral. Seven of the submitters have indicated that they wish to be heard, and they now have a right to present their points of view at the hearing.

Commissioner Maassen has requested pre-circulation of evidence prior to the hearing. The Council's Section 42A report is to be circulated by October 30, and the applicant's brief of evidence must then be filed with the Council by November 13.

The application can be found on the Council's website.



Training for staff when dealing with complaints

MANY businesses and organisations receive complaints from their customers about the service (or lack of service) that they have received. A large part of our role as a local authority is regulatory, and this means that we are often required to communicate professionally with people who may be unhappy about outcomes, processes and sometimes behaviours. Although almost all customers act reasonably and have valid concerns, there are a few who act inappropriately, occasionally putting staff at risk.

A representative of the Ombudsman's office was here for three days in September to provide our frontline staff with skills to use when they need to respond to complaints from customers.

We were reminded that we need to respond to all complainants with fairness and respect, and that for some people complaining can be very stressful and emotional. We were also reminded that, even if the complainant's behaviour is unreasonable, they may have a legitimate complaint.

We were provided with a number of actions that we can put in place that can help keep our frontline staff safe, while addressing the content of a complaint.



School Holidays at the Library

THIS school holidays the Library is going all whacky Dr Seuss style.

There is a family competition to create a Dr Seuss character out of whatever you want; the prize is a free family pass to the Cat in the Hat Show at the Civic Theatre.

We have activities every day including storytime, robot fun, Lego and Minecraft drop ins, Babytime, movies and lots more. More details are available on the Library website <http://library.co.nz/october-school-holiday-events/>

Survey to gauge value of city centre role and activities

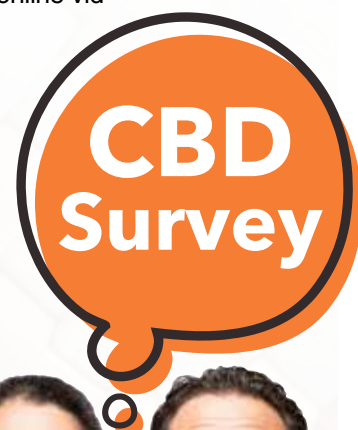
COUNCIL is calling on city centre retailers, businesses and members of the public to give feedback on activities and events in the city centre over the past two years.

We are running a survey, both online and in hard copy, asking people what they've liked and whether they value having a City Centre Co-ordinator to do this work.

Because the position is funded by a targeted rate paid by city centre businesses, we are particularly keen for them to complete the survey – but members of the public are welcome to, too.

The survey was published on Page 2 of the Southland Express in our City Centre News publication this week so that people may fill it out and return it to us. Hard copies of the survey will be available from the Civic Administration Help Desk, and it can also be completed online via Council's website.

Survey responses must be completed by Friday, October 19.



EECA approves Southland Warm Homes Trust contract

On September 26, we received the following exciting news from Southland Warm Homes Trust chairperson Jim Hargest:

Today we received confirmation from the Energy Efficiency & Conservation Authority (EECA) of a new four-year Warmer Kiwi Homes Programme home insulation service provider contract offered to the Southland Warm Homes Trust (SWHT), commencing October 1 2018.

EECA has allocated funding of \$942,000 to the SWHT in the initial period to June 2019, to subsidise 67% of the insulation cost of approximately 400 eligible homes across Southland and parts of West Otago.

In addition, the Southland Warm Homes Trust will provide funding of a further 25% of insulation costs, so a combined insulation subsidy of 92% is available to eligible low income home owners to insulate their homes to the current high building regulation standard.

This is an exciting and significant announcement for the SWHT and the people of Southland, as it continues the successful work of the Trust over the past ten years, insulating over 6,200 homes to date. This new Government funding will generate not only significant health benefits for people living in cold, damp, poorly insulated homes, but also provide further economic benefits from savings in hospital visits and employment opportunities, not to mention saving a few dollars off the power bills of the home owners.

This opportunity is made possible by the dedicated efforts of the SWHT Project Team, Awarua Synergy, PowerNet Ltd and significant support from the following SWHT third party funding partners – Electricity Invercargill Ltd, The Power Company Ltd, Invercargill City Council, Southland District Council, Environment Southland, Gore District Council, Community Trust of Southland, NZ Oil & Gas Ltd and The Southern Trust.



Holdco reports online

Annual reports for Invercargill City Holdings Ltd, the investment company 100 per cent owned by Council on behalf of ratepayers, and its subsidiary companies are available on these websites:

- Invercargill City Holdings Ltd (Holdco): www.ichl.co.nz
- Invercargill Airport Ltd: www.invercargillairport.co.nz
- Electricity Invercargill Ltd: www.eil.co.nz
- Invercargill City Forests Ltd: www.icfl.co.nz

The links are also available on the ICC website – www.icc.govt.nz – under Holdco in the Your Council section, and repeated in the A-Z section.



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