



Mayor Bernie Wanden

Message from the Mayor

While there has been much happening in the last few weeks with events

such as the Pasifika Celebration Day and Children's Day, plus the start of our consultation for the Annual Plan 2020/21, everything is currently overshadowed by the lockdown we are experiencing to try to stop the spread of COVID-19.

One of the things I often hear is that we are a caring and connected community. The current lockdown will certainly test that, so we all need to ensure that we look after ourselves and our whānau.

If we are to beat off this virus or at least slow it down, then we all have a part to play and none of us can automatically think that it will not affect us.

Council is doing everything in its power to ensure our core infrastructures are maintained and available to all. We have the plans in place for us to continue to deliver the services that you need but understand in these difficult times there may be some interruptions to non-essential services.

Please be responsible and STAY AT HOME.

This is the best thing we can all do to stop the spread of COVID-19.

Ngā manaakitanga

Council essential services continue during COVID-19 lockdown

Horowhenua District Council is assuring the community that Council's essential services will continue during the COVID-19 lockdown period.

Horowhenua Mayor Bernie Wanden said services such as water supply, wastewater and stormwater, emergency management and rubbish collection remain operating, as well as other activities identified as part of Council's business continuity planning.

Horowhenua District Council Chief Executive

David Clapperton said much of the organisation was able to continue working from home.

"Our officers are used to and excel at maintaining customer service during challenging circumstances; it is why we provide our community the local Civil Defence service. While some activities are not identified as essential services by the government, we do have capacity to support and continue to progress work from home," he said.

Council services during COVID-19 lockdown

Customer service contact centres

Although our customer service centres are closed to walk-ins, you can still contact us by email at enquiries@horowhenua.govt.nz or by phone on 06 366 0999. We also have lots of services and information on our website, www.horowhenua.govt.nz

Rubbish and recycling services

All kerbside rubbish collections will continue.

You can buy Council rubbish bags from the supermarket. Rubbish bags are being made available through the Four Square for those in Shannon.

Contractors will no longer pick up separate recycling. If your recycling bin gets full, you can dispose of excess recycling in your general waste bin or rubbish bag until further notice.

Transfer stations and recycling stations have been closed or removed.

We have established two collection points for residents who do not have a kerbside rubbish collection service. **All rubbish left at these points must be in Council rubbish bags.** Collection points are:

- Opiki – Please leave your rubbish by the closed Opiki recycling station. It will be collected on Fridays.
- Foxton – Please leave your rubbish by the closed Foxton waste transfer station. It will be collected on Mondays.

Please contact our Customer Experience team for advice if you live in other areas without a kerbside rubbish collection service.

Water supply, wastewater and stormwater services

These services will continue.

Civil defence and emergency management

These services will continue.

Parks, reserves, cemeteries, playgrounds and public toilets	<p>Parks, reserves and cemeteries remain open, but playgrounds and public toilets are closed.</p> <p>Mowing and general maintenance have ceased, except where there are safety concerns. Litter bins will continue to be emptied.</p> <p>Reserving the adjoining vacant plot at time of interment application is not currently available.</p>
Library services	<p>Although our physical libraries are closed, we have a world of e-books, e-audio books, and fascinating databases for you to discover with Your Library online. If you're not a Libraries Horowhenua cardholder, you can sign up for e-membership online. Visit tetakere.org.nz/Your-Library to explore what's on offer.</p> <p>We've extended loans on all books, magazines, DVDs and jigsaws, so please keep any items you have on loan at home. There will be no fines for any items returned late while our community centres are closed due to COVID-19.</p>
Swimming pools	<p>Levin Aquatic Centre and Foxton Heated Pools are closed. As Foxton Heated Pools is close to the end of its open season, it will be closed until September.</p> <p>We will contact people who have booked swimming lessons with Streamline Swim School directly.</p>
Community centres	<p>Te Takeretanga o Kura-hau-pō, Te Awahou Nieuwe Stroom, and Shannon Library are closed.</p>
Animal control	<p>Animal control will respond to priority calls. The dog pound remains open.</p>
Planning (resource) consents	<p>We are continuing to process resource consents where possible. Site visits are not taking place, which may cause some delays in processing applications. Site visits will be resumed as soon as practicable once the restrictions are lifted.</p>
Building consents	<p>We are continuing to process building consents where possible. No building inspections are taking place.</p>
Roading services	<p>We will continue to carry out urgent essential maintenance and respond to emergency call-outs.</p> <p>However, routine road maintenance and roading projects have stopped, including works on the Queen Street/Cambridge Street roundabout. We have made the site as safe as possible.</p>
Parking	<p>Parking services have stopped.</p>
Strategic planning	<p>You can still contact us by email or phone to discuss our draft Annual Plan, Community Plans, and Master Plans.</p>
Finance	<p>You can still contact us to discuss any enquiries you have about rates, payments, invoices and other Council financial matters.</p>
Community development	<p>Community support is continuing. Network meetings are not taking place, and we are reviewing community grants affected by COVID-19.</p>
Information management services	<p>Local Government Official Information and Meetings Act (LGOIMA), Land Information Memorandum (LIM) and Property File requests will continue to be processed.</p> <p>Details for submitting these requests are available on our website.</p>

Have your say on the future of Donnelly and Kōwhai Parks

Due to the COVID-19 lockdown, Council has extended its online survey on the future development of Donnelly Park and Kōwhai Park to give everyone sufficient opportunity to engage. If you haven't yet had your say, you now have until 5pm on Sunday 5 April to give Council your input.

Horowhenua District Council's Property and Parks Project Lead Stephan Titze said Council is running the survey as the first step in creating a development plan for the parks.

"We want to know how you use Donnelly Park and Kōwhai Park, and how we could make them even better in the future," he said.

"We'll use the feedback we get from the survey to create a draft development

plan, which we'll consult the community on later this year."

Mr Titze said growth in the district and wider region makes it timely to future-proof the two parks.

To have your say, and for more information, please visit horowhenua.govt.nz/DonnellyPark

Have your say!



WHAT IS A

PAIN IN YOUR DRAIN?



Sanitary Pads



Tissues & Wipes



Tampons

These items are a pain in our drain, causing blockages. Every year thousands of dollars are spent clearing blockages caused by items that don't break down quickly.



Nappies



Rags

BUT WHAT IF A PRODUCT SAYS IT'S FLUSHABLE?

We know it's confusing, but flushable usually means that product can pass through the toilet bowl. What it can't do is break down. Instead they cause blockages and issues in pipes.



LOVE YOUR LOO

ONLY FLUSH THE 3 P'S

PAPER, PEE & POO!



Top ways to look after your mental wellbeing

While there are things that we can't control at the moment, there are things you can do to boost your mental wellbeing and that of your loved ones:

1. Stay connected

This is important for our wellbeing, and helps to make us feel safer, less stressed and less anxious. We can support each other to get through this. While we are limiting social contact to contain the spread of COVID-19, there are still lots of ways we can connect.

2. Acknowledge your feelings

It's completely normal to feel overwhelmed, stressed, anxious, worried or scared in the current situation. Allow yourself time to notice and express what you're feeling. This could be by writing thoughts and feelings down in a journal, talking to others, doing something creative or practising meditation. Talk with people you trust about your concerns and how you're feeling. Reach out to others.

3. Stick to routines where possible

Try to go to sleep and wake up at the same time, eat at regular times, shower, change your clothes, have regular e-meetings with colleagues or virtual coffee dates with friends and do your chores. Meditating and exercising can help you to relax and have a positive impact on your thoughts. Try not to increase unhealthy habits like comfort eating, drinking or smoking.

4. Check-in on other people who might need help

Reaching out to those who may be feeling alone or concerned can benefit both you and the person receiving support.

5. Seek accurate information from legitimate sources

You may find it useful to limit your media intake. Get the facts from [covid19.govt.nz](https://www.covid19.govt.nz) to help distinguish facts from rumours. Seek information updates at specific times once or twice a day.

6. Don't be afraid to seek further professional support

For support with anxiety, distress or mental wellbeing, you can call or text **1737** to talk with a trained counsellor for free, 24 hours a day, 7 days a week.

7. Continue existing mental health treatment if possible

Notice if your symptoms are getting worse. Talk to your GP, counsellor, case worker or mental health team about how they can continue supporting you. Can your appointments take place over the phone, via email, text or video chat? What tips do they have to help you get through? Who can you call if you need help urgently?

Find the latest health information

The Ministry of Health updates their webpage regularly. Get more detailed health advice at health.govt.nz/coronavirus

Are you or your whānau unwell?

The best ways to get support are to:

- **call your family doctor** for advice or information. If you think you've been exposed to COVID-19 (through contact with someone who has it), it's important to let your family doctor know
- **call Healthline** with your COVID-19 health-related concerns. The call is free and someone is available 24 hours a day, 7 days a week on **0800 358 5453** (or for international SIMs call **+64 9 358 5453**)
- you can also call Healthline:
 - if you don't have a family doctor
 - if you're feeling unwell but you're not sure if you need to see a doctor
 - for advice about what's happening for you and next steps.
- call Plunketline if you have questions about your child or baby's health or wellbeing on **0800 933 922** and speak to a Plunket nurse. Plunketline runs 24 hours a day, 7 days a week
- contact your midwife for support and advice during pregnancy and postnatal.

In an emergency, always call 111