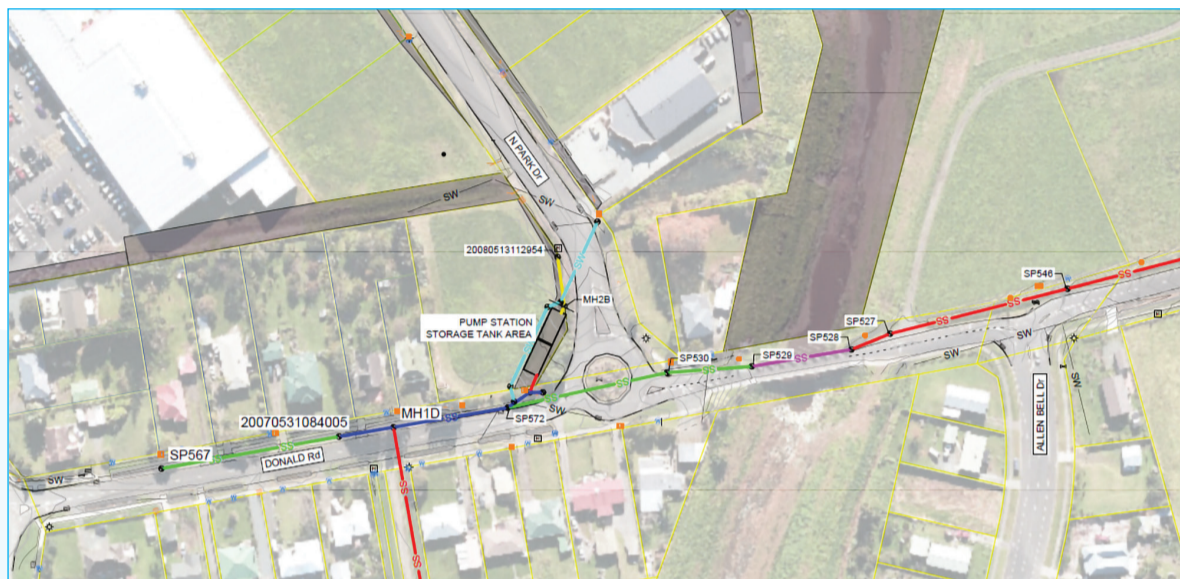


Infrastructure upgrades in pipeline

Kaitiāia is gearing up for significant upgrades to its wastewater systems, with one major wastewater project now underway and another scheduled to begin early next year.

These upgrades are essential for current residents and will also facilitate future growth in the area. The long-anticipated Donald Road wastewater upgrade is first on the work programme, with the contract awarded to Northland-based company United Civil Construction.

The work will include the installation of new sewage tanks and pumps, new manholes and piping for both sewage and stormwater systems. The sewage tanks and pumps will be constructed near the intersection of Donald Road and North Park Drive. New pipes will be installed along Donald Road starting from just after the SH1 roundabout and extending for approximately 1.3km. This will support future housing developments in the Donald Road catchment area. Work was due to start from Labour Day and is scheduled for completion by the end of April 2025. As work progresses, residents will see excavators trenching to install the sewer pipes and manholes.



Work on several significant upgrades to Kaitiāia's wastewater systems will facilitate future growth.

Traffic diversions will be required around the Donald Road bridge while a new pipe bridge is installed and lane closures will be needed on North Park Drive while work on the sewage tank is underway. Traffic will be reduced to one lane with traffic management

in place where new piping is being installed along both Donald and North roads.

Work hours will be between 7am to 6pm, Monday to Friday. More information will be shared with the community as these projects progress.

Round-the-clock mahi

Residents calling Far North District Council after hours now have a faster, more efficient service thanks to out-of-hours calls again being handled in-house.

Changes to the council's call centre were introduced last month and mean that every call made to the council's 0800 number is answered by an FNDC staff member 24 hours a day, 365 days a year.

Bringing the out-of-hours call centre back in-house removes external third-party services that can increase response times during the after-hours period.

Information is handled faster, with instant escalations to the relevant departments, meaning fewer delays in managing request for service (RFS) calls – both urgent and non-urgent.

The changes build on improved performance by the council's contact centre, which receives around 4000 calls a month. The abandoned call rate now stands at about 7 per cent, lower than the industry standard, while average call wait times, at under a minute, are at an all-time low.



The council's contact centre is back in-house 24 hours a day.

Far North isites shine



Far North isites are ranked fourth nationwide for ticket sales.

The three Far North isites – Paihia, Kaitiāia, and Hokianga – have achieved an impressive milestone, ranking fourth overall in total ticket sales among New Zealand's isites.

Isite is New Zealand's network of official visitor information centres, with more than 50 locations across the country. Isites provide balanced, friendly information and local expertise, so customers – both local and international – have the best time exploring the country.

All isites use a booking system that provides visitors with seamless access to a wide range of accommodation choices, activities, and transport options within an area. Unsurprisingly, New Zealand's most iconic tourism hotspots ranked as the top three locations for ticket sales, with Queenstown in first place, Wanaka second and Rotorua third.

Achieving the fourth highest combined total ticket sales highlights the importance that the three Far North isites play in the local tourism industry and their role in promoting local businesses.

Focus on State of the Far North

The countdown is on for the State of the Far North address on Tuesday 12 November.

The first-of-its-kind event, to be held at Kerikeri's Turner Centre, will provide a unique opportunity for business, community, and political leaders, as well as Te Ao Māori representatives to hear how Far North District Council plans to address challenges posed by recent weather events and economic shifts. The ticketed event also offers an important space for stakeholders to network and discuss key issues impacting the district.

Tickets will include a unique code that must be scanned upon entry. Due to limited seating at the venue, only confirmed ticket holders will be admitted. Tickets can be stored digitally on smartphones or printed for scanning at the door.

To ensure a smooth experience, attendees are advised to arrive at the Turner Centre by 5.30pm. The event will begin promptly at 6.30pm. Light refreshments will be available at the theatre bar before and after the event.

For more information on these news stories and more, visit fndc.govt.nz



State of the Far North will be at the Turner Centre on 12 November.

Stay informed about your district with a monthly email summary of news and updates delivered directly to your inbox. **Scan the QR code** to subscribe to our newsletter or **click the link** on our news stories webpage at fndc.govt.nz

