



# **ATTACHMENTS**

**Ordinary Council meeting  
Separate Attachments 1**

**Monday, 29 May 2023**



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## TCC User Fees and Charges 2023/24 Submissions

Submission #	Name	Do you wish to speak to Council?	Attachment	What is your view on these changes?
1	Fee O'Shea	No	No	I would like to see the non-profit organisations that are currently using your facilities be exempt from any increase. Any new bookings would be under the new prices.
2	Bronwyn Mary Copeland	Yes	No	It is crazy. Nz already has a really high rate of drowning. The average middle class family will no longer be able to afford swimming lessons for their children. Is the council proposing these changes to cull the population and ease the pressure on housing in Tauranga? It is madness.
3	Daniel	No	No	Quite an increase, looks like our booking cost will double. Considering we just use the space to practice music for non-profit we will likely have to look at other options
4	Sheryl McLay	Yes	No	I am talking specifically about the charges for the Tauranga Swimming Pools. It concerns me that BayVenues/TCC are justifying the proposed charge increases (some as much as 200%) by stating the desire to meet national benchmarks. In other words raising prices because others charge this much. Sounds silly doesn't it Surely a full analysis of costs, benefits and social responsibilities needs to be done before simply raising prices just because you can. Swimming is a life skill that is becoming more and more out of reach for young families in particular. The programmes offered by user groups such as swim squads and clubs are a public service, and in no way a get rich quick scheme. That is why they are all struggling. I suggest a good look at staffing structures, get rid of the deadwood and the ridiculous bureaucracy that has been allowed to grow. BayVenues is over staffed and a top heavy organisation which doesn't not put its customers and public interest ahead of self interest.
5	Julie Batten	Yes	No	I'm a regular user at Elizabeth St Community Center running dance classes on a weekly basis. If our charges are nearly doubled as proposed I don't think that I can carry on running my classes in to the next year. I don't believe that I can absorb the increased costs or pass them on to my dancers making the the classes financially viable. If our charges were to be increased as proposed I would expect a much higher standard of service. More regular and better cleaning of the floor and the air conditioning included in the price of hire for example.
6	Justin Copeland	No	No	Unbelievable. New Zealand has horrendous drowning statistics as it is, and these are getting worse. People should be encouraged to become competent swimmers, but given these proposed hikes in prices, the complete

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				opposite will happen. As always, those with the least financial means will be impacted the most. My understanding is that these facilities, which are inferior to those in many other NZ cities, are paid for by rates. Why then is there all this double dipping going on? I can understand to some extent the user pays philosophy, but my belief is that in this era of ever increasing physical inactivity (and the associated health impacts), every effort should be made to encourage people to partake in physical activity. These proposed price increases will do just the opposite.
7	CAMILLA MAY	No	No	I run weekly drama club for children at the Papamoa Community Centre which I've done for many years since the facility opened. Looking at the PDF of proposed fee increases, my room hire will increase 62%. For the Aihe Room as a Regular Adult user I am currently charged \$20.80 per hour. This appears to be going up to \$33.70 an hour, an increase of \$12.90. I'm uncertain I can afford this increase so will have to look for other options. An increase of 62% is outrageous. As a small business owner trying to stay afloat it's these kinds of cost increases which make life stressful & difficult. I know my opinion counts for nothing & sadly the decision has already been made.
8	Wendy	No	No	I hire rooms regularly at Papamoa Community Centre. I am a small business who just about hung on and survived COVID. Any price rise impacts my business, the large price rises proposed by the council will have a negative impact on my business. It is not always an option to continue to increase my customers fees. They cant afford it. If the huge rises intend to go ahead I may not be in a position to continue hiring the rooms regularly like I do. This is \$10 Tauranga not flash Auckland or Wellington we are being compared to. Also are the facilities comparable? Be careful, you might price us all out of your facilities. Keep it fair.
9	Laurence Milton (Parkinson's New Zealand Charitable Trust)	No	No	Dear Council I work for the Parkinson's New Zealand Charitable Trust, a registered Charity CC55231. Our local Tauranga clients utilise the Papamoa Sport and Recreation Centre and the seashell and beachside rooms on a regular basis for Exercise Classes for people suffering from Parkinson's in the Bay of Plenty region. Exercise is extremely important to people with this condition as it is the only way to slow its progression and it can also have a significant impact on the individual's ability to live their lives as normally as possible. We try and hold these classes free or for a minimal cost for those attending. Like all charities in New Zealand, we struggle for funding and although our charity supports people with a serious and debilitating incurable

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				medical condition, we receive minimal financial support from government. We rely on donations, grants and fundraising for 90% of our costs. An increase in costs for the use of your facilities of 80% - 115% would be a major blow to us. At the same time, we understand the need for the Council to increase pricing. It would be extremely useful to charitable organisations like ours if the Council would consider instituting a discounted charitable rate for registered charities using your facilities. Ngā Mihi Laurence Milton Operations Manager Parkinson's New Zealand
10	MURRAY GUY	No	Yes	'... our approach is to reduce the burden on the ratepayer by utilising a 'user pays' approach.' I would prefer as being more 'fair' a policy of 'beneficiaries pay'. For example, the dog registration fee unreasonably has the responsible dog owner seemingly significantly subsidizing the community benefit of animal services. I cannot fathom the rational of Council that imposes ALL MAUAO expenditure on to the ratepayer when there are opportunities to place 'information/donation kiosks strategically at Mount Maunganui (income specifically to be allocated to Mauao, Surf Live Saving, Coastguard). I cannot fathom the rational of Council chooses NOT to apply a 'user pays' principle to it's boat launching and associated infrastructure, so easily put in place with 'parking meter' type technology. I cannot fathom the rational of Council that imposes NO fee to beneficiaries of the Art Gallery, yet increases fees that restrict access to 'learn to swim' opportunities for the at risk, vulnerable. I reject as irrelevant fees and charges in the private sector and or other local authorities being used at validate a fee - COST RECOVERY with no inflated cost structure.
11	Clare Pearson	Yes	No	I understand there have to be some fee increases to stay in line with inflation plus to help keep up with the maintenance costs of the pools; however, the 195% cost increase for the lane hire for user groups seems ridiculously excessive, as does the 35% increase for Aquatic Memberships. We need to encourage children to be able to swim confidently and be fit and healthy, but these massive cost increases are going to put extreme pressure on swim clubs that struggle to keep members as it is with the ongoing rises in the cost of living. Families may choose to stop their children swimming on a regular basis if costs increase by too much. Are there any extra benefits/discounts for those high-user groups who keep swimmers coming into your centres??
12	Karen Meikle	No	No	I am concerned the increase in charges to the local pools will make them unaffordable for people in the lower social economic bracket. This is not acceptable in a modern society in which equality is an important value.

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				Affordable access to pools enables people to exercise reaping the long term health benefits associated with it and decreasing long term health costs particularly for the many people who through injury or disability struggle to exercise in other ways. The facilities are not as great as other council pools which charge \$8. I have visited both Cambridge (8\$) and whakatane (6.5\$) pools. I was happy to pay. However, Greerton, Memorial and Otumoetai Pools appear run down and do not offer as much variety as Cambridge or Whakatane.
13	Stacey Whalen	Yes	No	I think it is outrageous! We live right by the beach and the drowning stats in New Zealand are terrible. Everyone should be able to access a community pool at an affordable price. The prices were increased not even 12 months ago, inflation is at an all time high. Rates have just had an increase for WBOP this is NOT the right time to increase fees for a much needed community space.
14	Mamie Li'Wagener	Yes	No	As a resident of Tauranga. I am very shock about these decisions that the council made. The living costs keep gaining and everything are super expensive. Our families enjoy these public support facilities. If the prices are going to change, I don't think we are going to afford them anymore. The kids will have to dropped their swimming lessons. We are all very disappointed about these. How are we going to afford everything, food, fuel, housing, renting all sorts. Now the insurances of house, cars keep rising. The water, the power, the council fees of everything, too much for a normal family to handle.
15	monique beattie	No	No	Seriously Tauranga city council!!! We need kids learning to swim, making facilities like Baywave out of range for some people to be able to afford! You should be ashamed, just when we thought TCC couldn't get any worse!
16	Jason Li'Wagener	No	No	Swimming pools/baywave price rise. Even though only a single aspect of the changes the proposed fee rises for baywave if they go through will see me moving our kids to other venues or organisations for their swimming lessons. The cost of living is getting worse and while everyone is feeling the pinch costs are rising far faster than wages meaning it will no long be a viable option for us to continue should this go through. Between rate rises insurance food etc we will have to make cuts. It's sad as the kids love their swim lessons and playing at the pool. The staff have been fantastic and it would be a shame to have to move on. Like I said only one small part of the changes but it makes a good example of my position to all aspects.

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17	Kathryn Ison	No	No	I agree with user pay fees . Swimming pools in particular are highly used as we have a poach of good facilities these are taken over by the various clubs and should be centralised. So more lane space is available to the public. Often in Baywave only one public swimming lane is available after paying the cost to enter. Holiday rentals should also be paying a bed tax fee. These are homes turned into commercials operations charging \$1000 a night and paying residential rates. We need greater operative but bylaws around noise and protection of adjoining residents . Imposing this tax will allow council to set up a taskforce to regulate this growing industry . Currently it's a totally integrated industry. Visitors to other areas accept bed tax this should be imposed here.
18	Sally Cooney	No	No	I am a frequent user of the Baywave facilities as an adult and with my young family. I understand costs are increasing but we have only just had an increase last year. We have a problem as a country with drowning rates but it is not affordable for families to use our facilities so how can we can bring those drowning rates down. Make swimming more affordable and get more people/children learning to swim. The council have indicated one of the reasons is to keep up with market prices in other cities. Firstly why do we have to be the same as other cities - why can't we be unique? Secondly, you can not compare your prices to Auckland because most of their pools are FREE to swim in. I also use the lane hireage for coaching waterpolo - and this increase in cost will have to be past on to families meaning less families will play sport. Mount Maunganui Swim club is an excellent club and will they pass this on to their members? Have you thought about including cost of entering the pool as part of hiring lanes as it does feel like the council is double dipping. Finally there has been a recent upgrade so we are yet to see what has been done. But moving forward if the prices increase what are going to offer the future in terms of facilities? If I sign up for a membership what new things will you offer? In summary, the council needs to be asking a lot more question before lifting the costs.
19	Jack Keepa	No	No	As a university student at the University of Waikato Tauranga campus who is also a high-performance swimming and surf lifesaving athlete, these changes were very sad to hear. I would usually access Baywave 7 times a week for the pool and 2 for the gym. I am already tight on my money, living away from home and juggling both full-time university and a high performance training program there is little to no time or opportunity for me to work to combat these proposed changes. I really hope that the Draft User Fees and Charges



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				2023/24 are reassessed to make it easier for our swimming clubs to continue bringing through young talent in Tauranga and retaining them and also attracting talent from other regions like myself and unfortunately these proposed changes make that extremely difficult to do so.
20	Bex Sutcliffe	No	No	Hearing that swimming lane hireage is going up by 40% & kids entry free's going up by 30% is just ridiculous. My daughter who squad swims 3 times a week will now be forced to stop as we will not be able to afford this. I don't know how swimming clubs are going to survive and would imagine they will loose many swimmers to this extravagant price increase. Swimming is already only for the families that can afford it and this segregation of rich and poor will just be made bigger. These are community spaces and should be accessible to everyone rich or poor but that is not the case here.
21	Amanda Richardson	No	No	I was horrified to hear of the large increase in swimming pool charges which are going to be passed onto swim club members . This is really going to decrease the number of people who are able to afford to swim. With the large drowning rates every year it is so important that children learn to swim but you are making it unaffordable for so many with this price increases.
22	Debbie Gillbanks	No	No	I am against the exorbitant cost increases of some of the Baywave Aquatic fees. My children currently belong to a swim club, surf club and water polo club that all train at Baywave. Increasing the lane hire by 40% is far too high. This is going to increase costs for all children undertaking the above sports as the lane hire costs will get passed on to the children/athletes in their sports club fees. Also increasing the Aquatic yearly memberships by 35% again puts additional financial strain on these same families. Children currently pay their swim club, surf club and water polo fees, lane hireage fees and then additionally pay Baywave entry fees on top of these charges. It feels like Baywave are "double dipping" with these costs. If the clubs are already paying lane hireage fees, why are the children charged an entry fee to use the lanes they are already paying for? The current high costs have already made it near impossible for a lot of families to participate in these sports. Adding these large costs will definitely mean people will no longer be able to afford for these children to have swimming lessons etc. With NZ drowning rates one of the highest in the world and living on the coast, TCC should be helping to make it possible for all children to participate in water based activities, not contributing to making it a financially non-viable option for most people. TCC should be supporting the local clubs that utilise their aquatic

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				facilities as it is these clubs that bring in the swim meets and water polo tournaments that bring in revenue to Baywave.
23	Emma Jones	No	No	Any fee changes will have a hugely detrimental effect on the community with the flow on leading to more people not safe in the water, and probably more drownings. Tauranga desperately needs a new pool, a new 50 meter pool to cope with the huge demand for this facility. We have thousands of kids doing aquatic sports, a no 50 meter pool. It is an embarrassment to our region. Any fee increases at this time is actually cruel, families are struggling, it's unaffordable as it is especially for the kids that play waterpolo. It just means these kids won't play - other sports can use fields and courts for free, waterpolo costs of pool entry are already prohibitive.
24	Courtaney Frank	No	No	The proposed increases to lane hire and pool access for school and club water sports teams will have a significantly negative impact upon children's access and participation in these sports. In terms of waterpolo (both school and club) there is limited pool space available in the Tauranga region as it is. Prices to hire for training and tournaments are already high and preclude membership for children - and the increases will be passed onto parents inevitably. Resulting in further children being eliminated from the sport. The monopoly that TCC have over available pool facilities means there is little alternative for schools and clubs. The council should be supporting these local clubs instead of forcing economic difficulties upon them.
25	Roxanne	No	No	Can we please have a discount for dog rego? Like how Palmy does it. If your dog is good, hasn't been impounded etc then you get off instead of paying the same as someone who has a problem dog.
26	Amanda Hunt	No	No	Water polo is already an expensive sport, while I can understand an increase in charges why the 40% increase for schools and clubs to hire the lanes, seems like these groups are to be impacted greater than other users of the facility. The participants already also then pay on top of that to swim with a charge for every time they enter the facility. The 40% seems too steep and is not fair to those groups. I believe that a fairer increase would be more conducive to community groups who don't have another option to use.
27	Perry	Yes	No	The cost of venue hire at popular locations such as the Tauranga Waterfront and Soper Reserve can be a significant budgetary concern for event promoters. Paying \$4k for these venues can result in high ticket prices for attendees or make it challenging for events to be financially viable. The event industry has been facing challenging times recently, and it would be helpful to explore the possibility of reducing venue hire fees while we work towards

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				recovery. One idea to consider is adjusting the base ticket price to \$60 to align with inflation, which could make events more accessible to attendees while also helping to cover venue hire costs. I am happy to discuss this further if you would like.
28	Nicki Jane Carran	No	No	These changes will impact the community greatly as families are already struggling with increasing costs of living. The proposed increases for the Aquatic Centres are ridiculous! Only the rich will be able to afford to go to swimming lessons, learn to swim etc. This also impacts users who hire lanes at Baywave eg. TGA waterpolo - the proposed lane hire cost has increased 40% and 195% respectively - how do you even justify this?? Again this will become a sport for the rich and this is very sad. I just can't get my head around any of this - TCC are ineffective at best and then you make decisions like this that negatively impacts the community you are meant to be serving. You are a disgrace.
29	Shiree McGillivray	No	No	My concerns and considerations are: 1. Many youth use the pools via sports clubs. The cost to their entrance fee and the club fees for lane hireage discourages participation. Our youth need to stay active and be involved in clubs. Please consider discounts for club bookings in order to promote youth activity. It keeps kids busy, off the street and out of trouble. It is so obvious that club participation and being active through use of the council facilities should be encouraged and barriers should not be put up. 2. Our population needs to swim. There are so many drownings so as a public health initiative the swimming pools should be accessible.
30	Crystal Barnard	No	No	These changes will hurt our community financially. The fact that a user of Baywave has to pay to enter into the venue and then pay fees to the club or many cases clubs to help pay for lane hire seems really unfair. I suggest regular users (clubs) have a separate price for lane hire at a lower price than what has been proposed.
31	Kyla	No	No	I highly discourage the proposed increase in lane hire and access to our swimming pools. It is already evident from school swimming events that we have such a low participation rate in swimming and a lot of this is because of the costs involved. Increasing fees is only going to make it harder for children to practice and attain confidence in the water. Our drowning rates in NZ are increasing and rather than make safe swimming attainable to all we are proposing an increase in price rather than a discount - no sense!
32	Brooke Smith	Yes	No	Hi There I am a regular hall user of the Papamoa Sports and Recreation Centre. I offer dance and fitness classes to children from ages 2 - 16. Our

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				classes are popular and we are proud to be able to offer affordable dance classes (cheapest in the Bay of Plenty) for youth in the local community. I find these price hikes absolutely ludicrous! I understand that prices on certain things increase from time to time, but the amount in which these prices will drastically rise is unreasonable. This will sadly result in myself not being able to continue to offer youth dance classes at the Recreation centre and many families in the community will no longer be able to afford to attend, due to the amount in which we would need to hike operation costs to break even. It is very sad and I imagine lots of elderly people in the local community will no longer be able to contend with the new proposed prices. Kind Regards Brooke Smith
33	Janine Bollee	No	No	100 % Disagree with your increases. They are horrendous. AS a mother of twins who play waterpolo and do SQUAD we literally would most likely have to give up both. The lane Hire increases AND Membership increases would put it out of our reach. The in-school lane hire is far from encouraging schools to take tamariki swimming, to have swimming sports. Even your proposed entry fee for a swim is insane! The most expensive in the country! Please, Please, Please do not increase by this much As a organization you have to have a social responsibility model. A responsibility to make swimming affordable, it is already out of the reach of many tamariki, now they wont be able to go to Baywave to play swim.
34	Katy McCullough	No	No	Pool prices are too much. Especially for those that use the pool regularly for swimming lessons, squads, training, tournament or games. There should be a bigger discount for the high users. Being a pool down for most of 2022 and for q1 2023 is not acceptable. Having another pool for all the watersports as well as teaching kids survival skills is an absolute must. A deep (2m+) 50metre pool with the ability to turn into 2x25m pools is needed in Tauranga asap. The income raised from having tournaments will generate a bigger income and not piss off the regular users. There are so many sports/clubs/individuals that will be affected including Underwater hockey Waterpolo Competitive swimmers Learner swimmers Surf life savers Triathletes Syncro swimmers Pool therapy Do the right thing for the community and the growth of Tauranga now!!
35	Penny Harrison	No	No	It is too expensive for clubs to hire the pool like waterpolo
36	Jolene Hellund	No	No	Tauranga City Councils proposed changes to fee structure for their Aquatic Centres will have a huge impact on our clubs and the wider aquatic sports

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				community. There is expected to be an increase of 40% for lane hire and 35% increase for aquatic memberships. This increase will impact the ability for parents to sign their children up for water sports like water polo and swimming lessons. It will prevent schools from being able to cost effectively run swimming sports if they don't have an onsite pool at school. Water sports are incredibly important for a sea side town such as Tauranga and I urge you to reconsider this increase.																
37	Miranda Horan	No	No	I understand that costs must go up over time but feel that the key to community assets is that they need to be accessible for the community and many of these fee changes are affecting people that can barely afford to use the facilities as it is. In particular Baywave and other pool fees are becoming prohibitive especially for families. We are a beachside community and it behooves us to have our community being proficient swimmers. Likewise sports such as water polo are already paying astronomical fees and raising these costs make the ability for children to participate very hard to afford. Please do NOT raise the costs at our local pools.																
38	Marilyn Robinson	No	No	The increase in percentage column cannot be correct. Some charges have increased over 100%?. That is way above the 7.2 % annual inflation rate																
39	Andrea Wirihana	No	No	I strongly disagree with the planned fee increase. I am a user of Baywave gym and my daughter does squad swimming for waterpolo. This sport is ridiculously expensive already. If the fees increase for her squad swimming and lane hire to train (which will flow on to us parents) she will no longer be able to continue with this sport. Please consider that everyone living in Pap / Mt Ararat are not all multi millionaires and the cost of living is through the roof already. It may only seem like a few dollars to you, but this is the difference between a young talented Maori girl playing a sport or not.																
40	Sam	No	No	I have read in the media that children costs to go swimming has increased by 50%, I have come to this site to confirm. Unfortunately your data is either incorrect, or misleading, for example the data in the proposed draft document states: Senior CURRENT \$5.70 PROPOSED \$5.70 RATE INCREASE 139% <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td>116% Child</td> <td>\$5.70</td> <td>\$5.70</td> <td>139%</td> </tr> <tr> <td>Child 2-4</td> <td>\$2.40</td> <td>\$4.30</td> <td>115%</td> </tr> <tr> <td>Family</td> <td>\$22.80</td> <td>\$25.20</td> <td>120%</td> </tr> <tr> <td>Hydroslide</td> <td>\$5.90</td> <td>\$6.40</td> <td>71% Can</td> </tr> </table> you please correct the information in the document and allow people to review and respond accordingly. I also strongly disagree that any child	116% Child	\$5.70	\$5.70	139%	Child 2-4	\$2.40	\$4.30	115%	Family	\$22.80	\$25.20	120%	Hydroslide	\$5.90	\$6.40	71% Can
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