



Selwyn District Council

2017 INFORMATION FOR RESIDENTS

Welcome to our guide to Council Services

Congratulations on choosing to live in the best place in the country. Selwyn is awesome, with plenty of employment opportunities, recreation spaces and a variety of living location options.

As you will know we are experiencing a sustained period of dramatic growth with a population increase of nearly 20% over the last three years alone. To respond to this growth and prepare for future change we are improving the services we offer and upgrading many facilities.

Change this quick and on such a large scale can sometimes make it difficult to be fully informed on the council services that are available.

We hope this guide is useful as you engage with our staff and services across our community and make the most of the opportunities that living here affords you.



A handwritten signature in black ink, appearing to be 'S Broughton'.

Sam Broughton
Mayor



District Area

Council Facilities



Council Offices

2 Norman Kirk Drive, Rolleston,
PO Box 90, Rolleston 7643

Phone **347 2800**

Darfield call free **03 318 8338**

24 hours a day, 7 days a week

Email admin@selwyn.govt.nz

Office hours are 8.30am to 5pm
Monday to Friday.

Libraries and service centres

We have three Library and Service Centres located at Darfield, Leeston and Lincoln. We also have a library at Rolleston, with Council services offered at the Council's Rolleston headquarters. Service centres can assist with rates payments, dog registrations, rubbish bags and rubbish bins, rates rebates applications or appointments.

Libraries offer print and electronic resources, learning programmes, public access computers, free wifi, DVDs, audio books and much more.

Darfield and Leeston Library hours are:

- Monday to Friday: 8.30am–5pm (*except second and fourth Friday of month: 10am–5pm*)
- Saturday: 9.30am–12.30pm

Lincoln and Rolleston Library hours are:

- Monday, Tuesday, Wednesday: 8.30am–5pm
- Thursday: 8.30am–7pm
- Friday: 8.30am–5pm (*except second and fourth Friday of month: 10am–5pm*)
- Saturday: 9.30am–12.30pm

Note: Service centre functions are only available between 8.30am and 5pm on weekdays. Later opening times on some Friday mornings allow for staff training to occur.

The Mobile Library service visits communities throughout Selwyn on a regular basis. Pick up a copy of the timetable, which is updated quarterly, at any library or service centre, or check the library website www.selwynlibraries.co.nz.



AA

The AA Driver & Vehicle Licensing Agency provides a full range of driver and vehicle licensing transactions, including booking for restricted and full tests, renewals, replacements, reinstatements, learner licences, AA membership, IRD personal applications, passport photos and SuperGold. The AA Desk is located at the Selwyn District Council headquarters in Rolleston.

The Rolleston AA desk is open 8.30am-5pm, Monday to Friday. Driver licensing information is available from the New Zealand Transport Agency Driver Licensing Helpline contact 0800 822 422.

Abandoned Vehicles

The Police should be contacted in the first instance.

Aquatic Centre

See 'Selwyn Aquatic Centre'.

Adopt a Dog

Unclaimed impounded dogs which can be adopted after 7 days are advertised on our website under Services/Animal Control (see 'Pounds').

Alcohol Licensing

Contact Food & Health Standards, on (03) 365 1667, email office@foodandhealth.co.nz or visit our website under Services/Alcohol Licensing.

Animals

For enquiries regarding wandering stock and lost or found animals, please contact our Animal Control Department on 347 2910 or email animalcontrol@selwyn.govt.nz

Archives – Council

The archives of the Selwyn District Council are a significant collection, comprising records of local government administration from as far back as the mid-1860s. The Records Department is responsible for maintaining the Council's records system. This includes such records as property files, resource consents, cemetery records, liquor licences and archives. Property files and resource consents can be viewed in the viewing room at our Rolleston headquarters, contact records.management@selwyn.govt.nz. For researchers and those delving into their family history, it is definitely worth checking out the Council's archives, (see also 'Historical Groups' and 'Historical Information').



Awards

The Malvern Community Board runs an award ceremony recognising volunteer contribution to their communities. The Sensational Selwyn Awards are held every second year to recognise excellence in business, environmental, sports, arts, culture and heritage, agri-business, community services, tourism and young achiever contributions to the district.

Arts

The Council in partnership with the Selwyn Arts Trust publishes the Selwyn Arts Directory, which lists a large number of local artists, arts groups, tutors and art spaces. The Council also produces a regular newsletter and event calendar promoting the creative sector in Selwyn. To receive regular information about the arts, or for other enquiries please email arts@selwyn.govt.nz



B

Bees/Wasps

For bee or wasp nests on private property refer to private contractors listed under pest control in the yellow pages of the telephone directory. To report a bee or wasp nest on Council-maintained areas you can phone the Council's 24 hour Helpline.

Biodiversity

The Council works with the public to re-establish native habitat and plants in our district. Contact biodiversity@selwyn.govt.nz

Building Services

The building advisory team is the first point of contact for all building related matters. Contact 347 2839 or bca@selwyn.govt.nz or see our website FAQs.



Burning Restrictions

See *'Fire Restrictions and Fire Permits'*.

Business Support Services and Directory

The Selwyn District Council has a business-friendly approach and welcomes new businesses investing in the district. Business capability building for small and medium businesses is offered as well as support for businesses exporting or planning to export, funded by NZ Trade & Enterprise – contact rene@growmc.co.nz or visit www.selwyn.govt.nz/bizonline for an online business directory and see also www.izone.org.nz

Buses

Metrobus operates three routes, 80 Lincoln, Prebbleton to City, Yellow Line - Rolleston to City and 820 Burnham to Lincoln.



Visit www.metroinfo.co.nz for timetables. Metrocards can be purchased or topped up at the Council's Rolleston headquarters, and local bus timetables are available at Council libraries and in Rolleston from the Council headquarters. Red Bus operates a weekday bus service between Darfield and Christchurch, via West Melton. For more information contact 0800 REDBUS or visit www.redbus.co.nz.

Camping Areas

The district offers two camping facilities – the Glentunnel and Rakaia Huts campgrounds. Please refer to the Council website for terms and fees. Also available are four camping reserve areas – Coes Ford, Chamberlains Ford and Lakeside Domain (free), and Whitecliffs (donations via an honesty box) – see www.selwyn.govt.nz/camping for information. To report or enquire about any camping management matters use the online ‘Report it’ form on our website. No fires other than gas barbeques are allowed at camping reserve areas and campgrounds.

Cemeteries

The Council maintains 19 cemeteries. There is provision for burials and the interment of ashes at all cemeteries except Bishops Corner and Killinchy which are closed to new burials unless it is a pre-purchased family plot. Ellesmere Catholic Cemetery does not have an ash beam but ashes can still be interred in a burial plot. More information can be found on our website under Facilities/Cemeteries or phone the Council.



Cemetery Records

You can search online to look up cemetery records in Selwyn either by name or cemetery location. To use the search function visit www.selwyn.govt.nz/cemsearch. If you need help or have questions

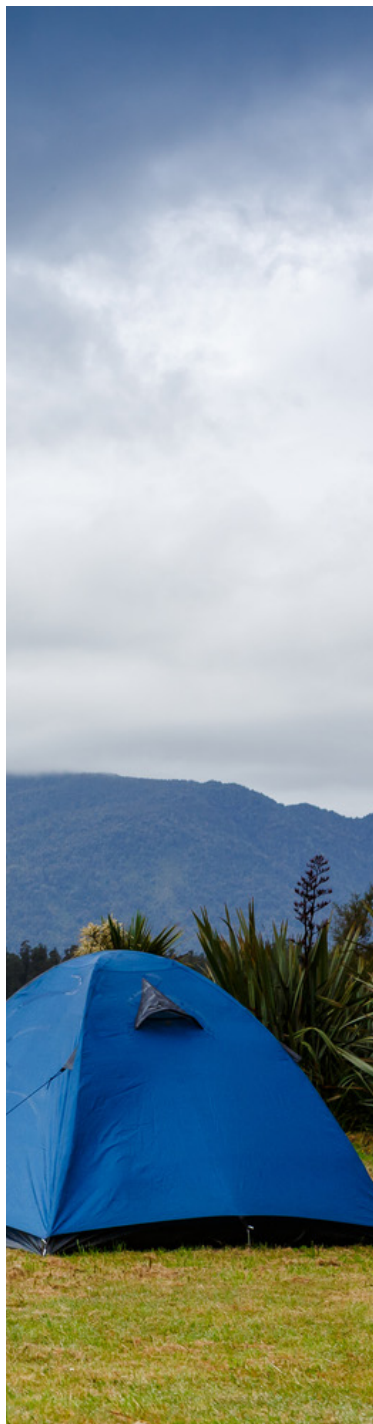
about the search please contact our cemetery staff on 347 2969 or email cemeteries@selwyn.govt.nz

Citizenship Ceremonies

Anybody wishing to become a citizen of New Zealand is asked to contact the office of the Department of Internal Affairs (see www.dia.govt.nz). Citizenship ceremonies are generally held at the Council Chambers in Rolleston once a month.

Civil Defence

Make sure you're ready for an emergency by preparing a household emergency plan and a survival kit. Visit www.getthru.govt.nz under ‘How to get Ready’ for information. For local Civil Defence enquiries phone the Council.



Civil Defence Community Response

Community response teams are a key part of civil defence in Selwyn. Each township and/or rural area has a community based emergency response team as part of the Selwyn Gets Ready system (visit www.selwyn.getsready.net). They plan for and manage the initial response in their community, within the guidelines provided by the Council's Civil Defence Emergency Management Team.

Visit www.selwyn.govt.nz/civildefence

Civil Defence Public Warnings

Where Civil Defence is advised of a coming event that poses a significant threat, the Council will attempt to warn the public using one or all of the following methods – Selwyn District Council website and social media, radio stations, or through Selwyn Gets Ready which may include texting. More information is available at www.selwyn.govt.nz/civildefence under 'Public warning system.'

Community Board

Selwyn District Council has one community board for Malvern. Contact information for Board members can be found online at www.selwyn.govt.nz/boards. Elected members are voted for at the three-yearly local body elections. Community Board meeting agendas are on the Council's website under 'Council/Agendas & Minutes.'

Community Committees

Community committees are publicly elected Council committees that look after Selwyn's townships, community centres and halls, recreation reserves and swimming pools. For contact details see our website under Council/Community.

Community Consultation

The Council regularly consults with Selwyn residents on Council projects and activities. Please visit selwyn.govt.nz/haveyoursay for current consultations.

Community Development

Community development includes working with community groups to build their strength and capacity, facilitating activities and services for the community, promoting a safe community, advocating for appropriate health and social services for the district, encouraging volunteering in community activities, providing community information and facilitating or providing local events. Email CommunityDevelopment@selwyn.govt.nz for more details.



Community Halls and Centres

The Council has halls and community centres available for public use in most townships and many rural areas. These halls are administered by hall committees who are elected every three years. Contact details for facilities are available on our website under Facilities. The Rolleston Community Centre and the Lincoln Event Centre are managed by the Council.



Complaints

We welcome all feedback from customers whether it is a compliment, suggestion, or a complaint. We are always looking to improve how we deal with residents' concerns, issues or experiences and appreciate the opportunity to improve the customer experience next time. Feedback can be provided to the Council's Helpline by phoning us on **347 2800** - we're here 24/7 to take your call and assist where we can, or emailing us at helpline@selwyn.govt.nz - outlining the issue along with your contact details. You can also report a problem or request information using the 'Report It' form on our website www.selwyn.govt.nz, (please include your contact details so we can reply) or visit the Council's Rolleston headquarters. A Snap, Send, Solve app to report issues can also be downloaded via this link. Or you can visit our Rolleston headquarters (open 8.30am-5pm Monday to Friday).

Consents

Building Consents – **347 2839** or
bca@selwyn.govt.nz

Resource Consents – **347 2868** or
planninginfo@selwyn.govt.nz

Environment Canterbury also issues resource consents for discharges to air (for example, smoke) and land (for example septic tanks) and the right to take water. Contact **0800 324 636** or
ecinfo@ecan.govt.nz

Contaminated Sites

Contact the Duty Planner on (03) **347 2868** or
planninginfo@selwyn.govt.nz

Contaminated Water

If you have any concerns regarding your water supply please call the 24 hour Helpline **347 2800** or check the Council website for notices.

Council Call publication

Council Call is the Selwyn District Council news and notices page which appears every week in the Selwyn Times (Tuesday). It can also be read on the Council's website under 'Read It.' You can submit an event or community notice for Council Call by emailing council.call@selwyn.govt.nz.

Councillors

Selwyn District Council is comprised of 12 elected members; one Mayor and 11 Councillors. Two Councillors are elected from the Ellesmere Ward, two from the Malvern Ward, four from the Selwyn Central Ward and three from the Springs Ward. The Mayor is elected 'at large' across the whole district. Contact information for Councillors can be found online at www.selwyn.govt.nz/councillors



Council Meetings

Meetings are generally held once a month on Wednesdays. Agendas and minutes can be found on the website under Council/Meetings, along with the meeting schedule. Members of the public can request speaking time during the public forum at any Council meeting.

Council Rental Properties

Council has a small number of rental properties at Darfield, Lincoln and Rolleston which are owned for strategic or historical reasons. They include three over-60s units at Darfield and are leased at market rent levels. Any properties available for rent are advertised through TradeMe.co.nz. For further information please phone the Council's helpline.

Covenants

Covenants are restrictions placed on a property by a developer or an interested party. Council is not responsible for the enforcement of private covenants. See your lawyer or Land Information New Zealand (LINZ), www.linz.govt.nz for further information.

Cycleways

The Christchurch to Little River Rail Trail follows the route of a 19th century railway line between Hornby Junction and Little River via Prebbleton, Lincoln, Motukarara and Birdlings Flat.

Visit www.selwyn.govt.nz/railtrail or www.littleriverrailtrail.co.nz.

A list of cycle tracks is available online at www.sensationalselwyn.co.nz under 'things to do' (see 'Walking/Cycling Strategy').



D

Dangerous Goods

For Dangerous Goods activities that are not in places of work, contact Planning on **347 2868** or planninginfo@selwyn.govt.nz. Activities in workplaces are controlled by the Environmental Protection Agency (EPA). Visit www.epa.govt.nz or phone **0800 376 234**. For issues with P Labs – contact the Police.

Day Clubs

Day Clubs for older adults are held in Darfield, Leeston, Lincoln and Rolleston, and provide the opportunity to socialise and meet new friends in a caring and supportive environment. For more information contact our Community Development team.

Diesel Spills

Contact Environment Canterbury on **0800 765 588** for spills in or near waterways.

District Plan

The Resource Management Act requires the Council to administer the District Plan which is available on the Council website, under District Plan. The District Plan covers land use activities (what you can do with your land and where and what you can build) and manages the subdivision of land. The District Plan is available online at eplan.selwyn.govt.nz

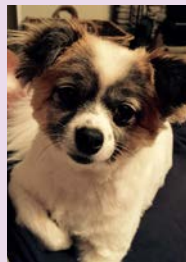
District Plan Changes

Selwyn District Plan changes can be initiated by the Council or by a private individual or company and are the mechanism for changing the Selwyn District Plan. Contact the Duty Planner on **347 2868** or email planninginfo@selwyn.govt.nz or come in and speak to a Planner. Bring any information, plans, photos, with you.

Dogs

All dogs over the age of 3 months must be registered at the Council. Registration expires 30 June each year with re-registration in July. Re-registration along with new registrations can be made online using our website. All information is available online at www.selwyn.govt.nz/dogs

Complaints such as wandering, barking, attacks, fouling, lost or found dogs can be reported 24 hours, 7 days a week by phoning the Council on our helpline. Free microchipping is offered each month at Rolleston headquarters and libraries at Darfield, Leeston and Lincoln – a timetable is available online at www.selwyn.govt.nz/microchipping (see also 'Adopt a Dog' and 'Pounds').



Drains – Household

If you have an issue with sewer or stormwater drains on your property contact your plumber first.

Drones

(Remotely Piloted Aircraft Systems)

If you want to operate drones over land controlled or owned by Council, whether for recreational or commercial purposes, you may need permission. More information is available online at www.selwyn.govt.nz/drones

Driver Licensing

See 'AA'.

Dump

See 'Pines Resource Recovery Park' under 'Rubbish, Recycling and Organics'.

Dumped Rubbish

Please use the 'Report it' form on our website to report this.

Dust Complaints

Contact Environment Canterbury, phone **0800 765 588** or email ecinfo@ecan.govt.nz

E

Easements

Easements are a legal agreement that deal with matters such as sewer or water pipes crossing private land. An easement may be placed on land by the Council or by agreement between neighbours, or by a developer at the time of subdivision. If it is a Council easement, contact our Property Team. If it is an easement between neighbours, contact your lawyer.

Emergency

Visit www.getthru.govt.nz for information on preparing your family to get through an emergency. For local Civil Defence enquiries phone the Council on 347 2800 or 318 8338.

Events

The Council has an online event calendar where people can submit details of events happening in Selwyn and where you can check out what events are coming up. Visit www.selwyn.govt.nz/events

The Council can also provide advice on event management (including any regulatory requirements such as Traffic Management Plans and resource consents). Some funding towards event costs may be available from the Council's annual Events Fund. Contact the Community Development Team at events@selwyn.govt.nz



Facebook

The Council has a number of Facebook pages where you can find out about news, events and what's happening. Search for: Selwyn District Council, Selwyn Aquatic Centre, Sensational Selwyn, Selwyn Libraries, Selwyn Youth Council, Arts in Selwyn, Meet Your Street Selwyn, Lincoln Event Centre and Rolleston Community Centre and keep up to date with us on Facebook.

Fencing

Special rules regarding front boundary fences apply in Living Z zones (a residential zone) and the Lowes Road development area – for information see the District Plan on Council's website (Rule 4.13) or contact **347 2868**. In most other areas fences are generally permitted to a height of 2 metres although you need to check your Certificate of Title to determine whether additional controls are imposed through fencing covenants or consent notices. If a Certificate of Title has not been issued check the conditions of the subdivision consent (regarding consent notices) or speak to the developer (regarding fencing covenants). Fencing disputes are civil matters – please refer to the Fencing Act 1971.

Fire

In all emergencies phone 111. If you ring to report a local fire in a rural area you will be asked your RAPID number, so that the appropriate fire service can be alerted. (See 'Fire Restrictions and Fire Permits', 'Rural Fire Fighting Authority' and 'Rapid numbers').

Fire Brigades

The local fire brigades are all volunteers and welcome new members. For more information visit www.fire.org.nz

Fire Restrictions and Fire Permits

At critical times throughout the year, particularly in summer, restrictions on lighting fires, including total bans, may be declared. Ring the Council to check before lighting any fires. Outdoor burning in or close to residential areas is banned all year unless a resource consent is obtained from Environment Canterbury. More information can be found on our website under Services/Rural Fire.



Food Handling/Standards

Contact Food & Health Standards on **365 1667** or email office@foodandhealth.co.nz. Check the Council website under Services/Environmental Health.

Funding

Funding for a range of activities and individuals is offered through the Council. Check our website under Services/Funding & Grants for application details.

Funerals

See 'Cemeteries'.

G

Geotechnical Requirements

Contact the Building Department by emailing bca@selwyn.govt.nz

Graffiti

Graffiti on public property is something Council wants to keep under control. Quick removal helps to prevent its spread. To help keep Selwyn an attractive place to live please report graffiti or anyone involved in creating graffiti to the Council's Helpline or phone the Police.

Grants

See 'Funding'.

Gravel/Shingle Pits

These are controlled by the Council and no public use is available. For any enquires please use the 'Report It' form on our website.

H

Halls and Community Centres

See 'Community Halls and Centres'.

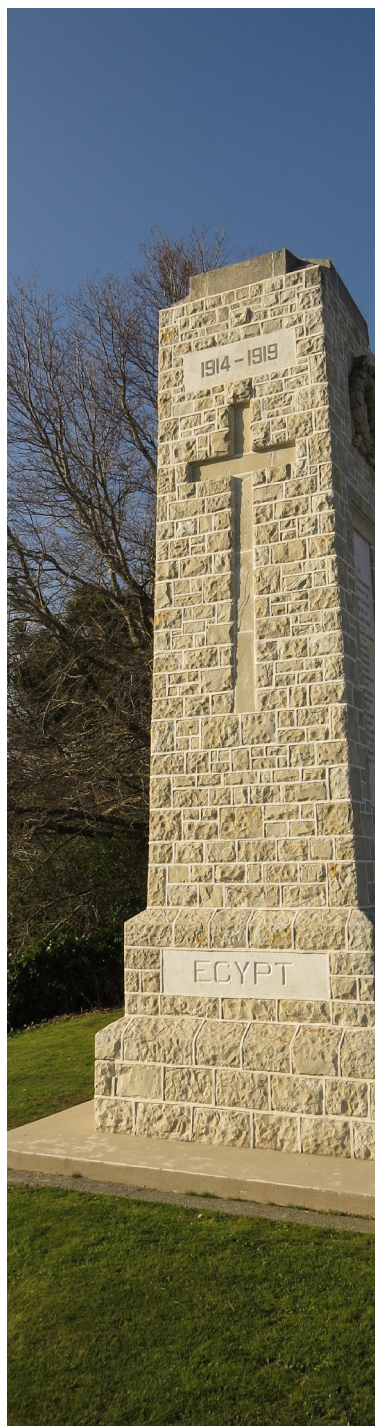
Health and Community Services

The Council prints a guide to health and community services in Selwyn which lists local medical practices, pharmacies, dentists, early childhood education, specialist and support services. Pick up a copy of our Health & Community Services Directory from the Council offices in Rolleston or libraries at Darfield, Leeston or Lincoln or download a copy from our website under Services/Community Activities.

Helpline

You can use our online form under www.selwyn.govt.nz/helpline to contact us. For urgent issues please phone our helpline on 347 2800 or 318 8338.





Heritage Buildings and Heritage Trees

Contact the Duty Planner regarding heritage buildings, on 347 2868 or email planninginfo@selwyn.govt.nz. Heritage grant funding may also be available from the Council.

History of the District

Selwyn district is named after the Selwyn (Waikirikiri) River, which, in turn, is named after Bishop Selwyn, one of the first Europeans to walk through the area in the mid 1840s. The district's current boundaries date from 1989 when three adjacent counties, Malvern, Ellesmere and the rural half of Paparua, were fused into a single district. More information on the history of Selwyn district can be found on our website under Council/History&Environment.

History Groups

Selwyn has more than a dozen family and local history groups operating throughout the district. Though each group has a different focus and range of resources, all welcome new members and may be able to help you with your own research. More information can be found at any library/service centre.

Historical Information

Selwyn Libraries have a growing collection of history resources and some material is digitised for public use. Through the library website you can access local history resources and family history resources including access to the extensive family history database, Ancestry.com. Selwyn Kete has more than 2000 photographs and scans of historic places, people and newspaper articles. You can also upload new material to the Kete by creating your own account. To access heritage resources visit www.selwynlibraries.co.nz and select the 'heritage' link. (See 'Archives – Council').

I

Irrigation Spilling onto Roads

If you see irrigation sprinklers spilling over onto the road please call our 24 hour Helpline or use the online 'Report It' form on our website.

Izone Southern Business Hub

The Izone Southern Business Hub was established by the Council and is one of New Zealand's largest industrial developments. It is situated in Rolleston. Visit www.izone.org.nz

Land Drainage

If you have concerns regarding land drainage please use the 'Report It' form on our website. It is the property owner's responsibility to maintain private drains. Please contact Council to determine whether a drain on private property is maintained by the Council or is a private drain. For urgent land drainage issues you can call our 24 hour Helpline.

Land Information Memorandum (LIM)

A Land Information Memorandum (LIM) is a report prepared by the Council that includes any information or knowledge held by the Council relating to a specific property. LIM information and applications are available on our website under My Property/LIMs (see also 'Property Information Memorandum (PIM)'). For queries please contact lims@selwyn.govt.nz

Libraries/Service Centres

Selwyn is well served by four local libraries in Darfield, Leeston, Lincoln and Rolleston, plus a mobile library which regularly visits more remote areas throughout the district. Library membership is free to local residents. Library services for adults and children include print and electronic books and magazines, CDs, DVDs, talking books, e-audiobooks, jigsaws and much more. Free wifi is available on public access computers or personal devices to access email, internet and word processing/publishing.

Additionally, the library offers assistance with research and information enquiries, printing and photocopying, laminating, assistance with children's reference or homework, and sourcing hard to find books. We also offer a regular programme of book clubs for adults and children, children's storytimes, and reading and holiday programmes. Meeting rooms are available for hire at Darfield and Leeston Libraries. Visit www.selwynlibraries.co.nz 'Selwyn Libraries' on Facebook or contact 347 2780. (See 'Service Centres' and 'Historical Information').



Lincoln Event Centre

The Lincoln Event Centre is a state of the art, multi-purpose venue for everything from conferences and events to major sporting fixtures, weddings and community meetings. This is complemented by large sports grounds and courts. It also has a range of community recreation activities as part of its programme for local residents. The centre can provide a number of different options to cater to different needs. Contact 347 2726 or visit www.selwyn.govt.nz/lec



Long Term Plan (LTP)

The Selwyn District Council Long Term Plan covers a 10-year period. It sets out what the Council intends to achieve for the district and estimates how much our services will cost. The plan is available to be viewed on the Council's website under Council/Plans.

Maps

Information on maps is available on our website under My Property/ GIS (*Mapping*).

Marae

Ngati Moki Marae is located at Pohau Road, RD3, Taumutu, Leeston, on the quiet shores of Te Waihora/Lake Ellesmere at the southern end of Kaitorete Spit. For more information contact (03) 371 2660 or email taumutu@ngaitahu.iwi.nz

Marquees – Consents

Information on consent requirements can be found on our website under Services/Building or by contacting 347 2839 or bca@selwyn.govt.nz (See 'Events').

Microchipping

See 'Dogs'

Motorhome dump stations

The Council provides motorhome/campervan dump stations at Darfield (North Terrace), Rakaia Huts Camp Ground, Southbridge Domain, Rakaia Gorge and Glentunnel Camping Ground.

Mowing and Maintenance of Green Spaces

Mowing of roadside berms is the responsibility of adjacent property owners. Council maintains berms adjacent to all property which Council owns. If you have any concerns with mowing or maintenance of green spaces please use the 'Report It' form on our website.



N

Neighbourhood Disputes

If the dispute is about dogs, contact Animal Control. For other concerns that cannot be resolved, contact Community Law on **366 6870** for free legal advice.

Neighbourhood Support

Neighbourhood Support aims to make our homes, streets, neighbourhoods and communities safer and more caring places in which to live. The Council's Neighbourhood Support Co-ordinator can work with you to establish a Neighbourhood Support group in your street or area. Phone the Council or visit www.selwyn.govt.nz/n-support

New Residents

The Council welcomes new people settling in Selwyn District and provides a welcome pack for all new ratepayers. Visit www.selwyn.govt.nz/newtoselwyn to find out more about Council services for new residents, newcomers groups and how to connect with people in your area.

Noise Control

For noise complaints contact Food and Health Standards Ltd, contact **365 1667** or office@foodandhealth.co.nz. After hours contact the Council's 24 hour Helpline.

O

Online Services

Council services that can be completed online are listed under 'Do It Online' on our website.

These include:

- paying a number of Council bills
- looking up Council information on databases
- applying for building consents, burial plots, a job, stock droving consents or funding
- registering your dog
- reporting a problem or changing your address details
- requesting a LIM or address sticker for your rubbish bin
- reading Council news and media releases

Library services can be accessed online by visiting www.selwynlibraries.co.nz



Parks and Reserves

Selwyn district offers a variety of parks and reserves which provide opportunities for outdoor recreation. These include children's playgrounds, picnic areas, walkways, gardens, nature and scenic areas and a dog exercise area. The district's parks are managed in conjunction with local communities and management committees. Visit www.selwyn.govt.nz/parks for more information.

Pests and Pest Control

Contact a pest control company for assistance.
See also 'Bees/Wasps'.

Pets

Peacock, roosters, donkeys and pigs are not domestic pets and are not allowed in townships. For more information contact The Planning Team by phoning the Council.

Planning (Resource Management)

This covers issues such as zoning, subdivisions, permitted activities on a section of land, proximity of houses to boundaries, bonds, boundary adjustments, resource consents, land use, signage (except for road signs), relocated buildings, recession planes and easements. Check for compliance with the District Plan which is online under 'Top Content' or contact the Duty Planner, by phoning 347 2868 or emailing planninginfo@selwyn.govt.nz or come in and speak to a Duty Planner. Bring any information, plans etc, with you.

Plans (house, drainage etc)

For copies of plans that are related to your property (eg stormwater, sewer and water pipes) contact our Records Department at records.management@selwyn.govt.nz For plans on a road reserve, log on to www.beforeudig.co.nz or phone before u dig on 0800 248 344.

Playgrounds and Youth Parks

Many of the district's parks contain play spaces designed to cater for various age groups and abilities. A list of playgrounds and youth parks is available online visit www.selwyn.govt.nz/playgrounds. For enquiries please email reserves@selwyn.govt.nz



Pollution Hotline

Contact Environment Canterbury, phone 0800 765 588 or email ecinfo@ecan.govt.nz

Population figures

The Council uses information from Statistics New Zealand, building and resource consent data and other sources to develop population projections. Information on the district's population can be found at www.selwyn.govt.nz/population

Potholes

To report a pothole that requires fixing please use the 'Report it' form on our website or phone the Council on our Helpline.

Poultry

You are permitted to keep hens on your residential property, but roosters are prohibited under the District Plan regulations. Contact the Duty Planner 347 2868 or planninginfo@selwyn.govt.nz

Pounds

Dog Pound – impounded dogs are held for 7 days. Contact the Council 24 hours a day, 7 days a week (see also 'Adopt a Dog'). **Stock Pound** – all impounded stock is advertised on the Council website and in Council Call and fees are charged for impounding.

Power and Phone Cable Location

Contact Orion on (03) 363 9898 for power cable location information, Spark on 0800 800 123 for phone cable information or Enable for broadband cable details on 0800 434 273.

Property Information Memorandum (PIM)

PIMs are no longer compulsory but can be sought prior to lodging your building consent to check site conditions, etc. An application form is available on the website under My Property/Building or from the Building Department on 347 2839 or email bca@selwyn.govt.nz (see also 'Land Information Memorandum').

Property Titles

When a subdivision is completed, the subdivider applies to Land Information New Zealand (LINZ) for the titles to the property. Contact LINZ, phone 0800 665 463 or email customersupport@linz.govt.nz For copies of titles visit www.linz.govt.nz/survey-titles

Public Transport

See 'Buses'



Rail Trail

See 'Cycleways' or visit www.selwyn.govt.nz/railtrail for more information.

Rapid Numbers

In rural areas, rapid numbers are a unique property identifier and need to be easily seen from the road – especially by Emergency Services. If you have a house in a rural area and no rapid number use the 'Report It' form on our website to request one. Some property owners may have a seven digit rapid number (an earlier style of numbering) and if so should remove the first three digits from this number.

Rates

Rates information on specific properties within Selwyn can be obtained by searching at www.selwyn.govt.nz/propertysearch

Rates Payments

Rates payments can be made by post, online card payment, internet banking, direct debit (Easypay) or at one of our service centres. Accepted forms of payment are cash, cheque, EFTPOS or credit card.

You can set up rates direct debit payments online through rates easypay at www.selwyn.govt.nz/rateseasypay by completing our form. After you have entered your details, submit the form and you will receive a confirmation letter once your application has been processed. Rates easypay forms are also available from Council service centres. Payments can be made weekly or fortnightly on a Friday, monthly on the 20th of the month or quarterly on the due date.

If paying via internet banking the Council's bank account is 03-1587-0050000-00 and you need to list your valuation reference number (10-12 digit number on the top right of your rates invoice) in the reference field along with your initials and surname in the particulars field. If you have more than one invoice you will need to set up a separate bill payment for each bill.

Rates Rebates

If you are on a low income and pay rates on the property you live in, you may be eligible for a rates rebate. To see if you are eligible and for application forms see www.dia.govt.nz and search for 'rates rebate.' Application forms for a rebate are also available at all Council service centres and libraries. You will be asked to provide accurate information about your income, and that of any partner/joint home owner who lives with you. Applications for rebates must be made by 30 June 2017 for the 2016/17 year, and can be made at Council's Rolleston headquarters (no appointment necessary) or at Library and Service Centres by appointment.



Rating Valuations

Revaluations are carried out every three years. The General Rate in Selwyn district is calculated with a combination of capital value rating and uniform charges. For information visit our website under My Property/Rates.

Records

See 'Archives – Council'.

Resource Consents

Contact the Planning Department to find out whether you need a resource consent to do something on your property. Phone 347 2868 or email planninginfo@selwyn.govt.nz

Rivers, Lakes and Streams

Contact Environment Canterbury, phone 0800 324 636 or email ecinfo@ecan.govt.nz

Roading

Please report concerns about the maintenance and condition of Council roads, footpaths, road signs and road safety issues by using the 'Report It' form on our website. Where there is a danger to public safety please phone the Council on our 24 hour helpline.

Road Closures

Road closures are listed under 'Closures' on our website homepage. Report any concerns or enquiries through the online 'Report it' form.

Roading Projects

See www.selwyn.govt.nz/roadingprojects to view information on roading projects. Report concerns or enquiries through the 24 hour Helpline or use the 'Report It' form on our website.

Road Safety

The Council promotes road safety in Selwyn District. For general road safety campaigns and information, contact the Road Safety Co-ordinator at roadsafety@selwyn.govt.nz



Rolleston Community Centre

The Rolleston Community Centre is a multi-use, multi-purpose facility for meetings, indoor sports and fitness, functions and events. Each term our recreation programme is updated at www.selwyn.govt.nz/rcc. Contact 347 2882 for enquiries and bookings.



Rubbish, Recycling and Organics

The Council operates a user-pays kerbside collection system for rubbish and organics. A recycling bin is compulsory if on a collection route.

Kerbside collection

- Rubbish is collected weekly - usually in an 80 litre wheelie bin (\$121 per year*), a 240 litre wheelie bin (\$395 per year*) or a 60 litre rubbish bag (recommended retail price \$2 each*). Bags can be purchased from Council service centres or local supermarkets.
- Recycling is collected fortnightly in yellow lid 240 litre wheelie bins (\$63 per year*), or for those off-route (optional), in two 60 litre crates.
- Organics (where service is available) are collected weekly in lime green lid 240 litre wheelie bins (\$210 per year*).



**Costs as at January 2017*

For queries and supply of bins, crates and rubbish bags call our Helpline on 347 2800 between 8.30am and 5pm on weekdays, or visit our website www.selwyn.govt.nz/rubbish for more information. Current charges for all bin options, collection schedules, weight limits for bins and *Your Guide to Selwyn's Kerbside Collection Service* are available on our website. The guide is also available from Council Service Centres and Libraries.

Collections take place on these days:

Mon: Southbridge, Leeston, Doyleston, Springston, Dunsandel, Selwyn Huts, Tai Tapu, Motukarara

Tues: Prebbleton, Lincoln

Weds: Rolleston (north-east of Tennyson Street), Whitecliffs, Glentunnel, Hororata, West Melton township and rural areas north-east of West Melton

Thurs: Springfield, Sheffield, Waddington, Darfield, Kirwee and rural south-west of West Melton

Fri: Rolleston (south-west of Tennyson Street), Faringdon, Broadfield

If your bin is not collected as normal please phone the Council promptly to report this.

Pines Resource Recovery Park

The Council operates a Resource Recovery Park at 183 Burnham School Road, Rolleston. The park accepts rubbish, organics and clean fill. Most recyclables can be dropped off for free. Tyres, old style TVs (cathode ray tubes) and flat screens can be recycled but there is a small charge to help fund the cost of recycling these. For opening hours and prices see www.selwyn.govt.nz/rubbish, or contact the park on 347 2026.

Rubbish – Dumping or Nuisance

Please use the 'Report It' form on our website to report this.

Rural Fire Fighting

For up to date information on the rural fire situation in Selwyn or for further information visit www.selwyn.govt.nz/fire or www.ruralfire.org.nz. To report a fire call 111.



S

Selwyn Aquatic Centre

The centre is located at 71 Broadlands Drive, Rolleston.

Come and experience this modern and accessible aquatic facility. This is the largest indoor swimming complex in Selwyn district, with an eight-lane 25-metre pool, a hydrotherapy pool with spa area, a learn-to-swim pool and a leisure pool with lazy river. Enjoy a range of aquatic activities and programmes, including swimming lessons, aqua fit classes, hydrotherapy and family fun.

Opening hours: 6am - 9pm Mondays - Fridays, and 8am - 8pm on weekends and public holidays. Visit www.selwyn.govt.nz/sac, or contact 347 2734 for information and prices or visit 'Selwyn Aquatic Centre' on Facebook.

Seniornet computing

SeniorNet is for people over 50 who'd like to learn more about computing, the internet and technology. Small classes, with volunteer tutors, topics such as introduction to computers, using the internet, Excel, Skype and Facebook. Selwyn SeniorNet is supported by the Council and runs courses across the district during school terms.

Visit www.selwyn.govt.nz/seniornet or phone 347 2755 for more information.

Septic Tanks

Contact Environment Canterbury to determine if your septic tank needs a resource consent; phone 0800 324 636 or email ecinfo@ecan.govt.nz. For installation of your septic tank you will require a building consent. Contact our Building Department, 347 2839 or email bca@selwyn.govt.nz

Service Centres

Darfield, Leeston and Lincoln Library and Service centres, as well Council's Rolleston Headquarters, undertake council services Monday-Friday 8.30am-5pm. Services include rates payments, dog registration, purchase of rubbish bags and rubbish bins, and rates rebates applications or appointments. Meeting rooms can be hired at Darfield and Leeston Library and Service Centres.



Sewerage

If you have a problem please contact the 24 hour Helpline or use the 'Report it' form on our website.

Signs

Advertising signage on local roads must comply with the Council's District Plan. Contact the Council, on 347 2868 or email planninginfo@selwyn.govt.nz. Signage located on a state highway is the responsibility of the New Zealand Transport Agency.

Sister Cities

The Council has Sister Cities relationships with Akitakata (Japan), Shandan (Gansu Province, China), Coventry (Rhode Island, USA), and Toraja (Sulawesi, Indonesia). The Malvern Community Board also has a sister city relationship with Yubetsu in Japan. The aim of these relationships is friendship and cultural exchange. Reciprocal visits are hosted. For further information contact the Mayor's Office or visit www.selwyn.govt.nz/sistercities

Smells/Odours

Contact Environment Canterbury, on 0800 765 588 or email ecinfo@ecan.govt.nz

Smoke Complaints

Contact Environment Canterbury, on 0800 765 588 or email ecinfo@ecan.govt.nz

Smokefree Policy

The Council has a 'Smokefree Policy' to encourage the community to refrain from smoking at public playgrounds, parks and sports grounds, and Council-supported events. The Policy can be viewed on our website under Services/Environmental Health.

Sport and Recreation

The Council produces a Sport & Recreation Guide which has hundreds of listings for sports and recreation clubs and activities around the district. Visit www.selwyn.govt.nz/recreation. For other sport and recreation enquiries contact the Events and Recreation Coordinator or email active@selwyn.govt.nz

Sportsgrounds

The district offers a variety of sportsgrounds. More information visit www.selwyn.govt.nz/parks



Stock Droving

Please report concerns about stock crossings or droving to the 24 hour Helpline or use the 'Report It' form on our website. A stock droving permit is required when moving stock on some roads – check whether you need a permit by visiting www.selwyn.govt.nz/stock

Storm Water

If you have any concerns please use the 'Report It' form on our website. For urgent matters please call our 24 hour Helpline.

Street Appeals

Any organisation wishing to hold a street appeal should email asset.servicerequest@selwyn.govt.nz stating the dates and locations. Council will check that no other appeals are occurring on the same day/week.

Street Lights

If you notice a street light is not working, please use the 'Report It' form on our website.

Street Markets

If food or alcohol is involved, contact Food and Health Standards to discuss, phone (03) 365 1667 email office@foodandhealth.co.nz or fax (03) 365 1657.

Street Numbering

If you are in a new subdivision and have not received a street number please use the 'Report It' form on our website.

Street Parades

If you are holding any processions, carnivals, celebrations, or other special events on a road, you must complete an Event Consent Application Form and submit it to the Council. If you require a temporary road closure for an event please provide in writing details of the event, dates, times and location along with an approved traffic management plan. See www.selwyn.govt.nz/events

Subdivisions

See 'Resource Consents'

Swales

It is the adjacent home owner's responsibility to maintain roadside berms (see mowing and maintenance of roadside berms) including swales. If you have any queries regarding the maintenance of a swale please call the Council.

Swimming Pool Fencing

For information on fencing requirements for swimming pools contact the Building Department, on 347 2839 or email bca@selwyn.govt.nz

Swimming Pools – Public

The Selwyn Aquatic Centre, offers year-round swimming, a variety of aquafitness classes and learn to swim lessons. See 'Selwyn Aquatic Centre' for information. Darfield and Southbridge pools are open over the summer period. More information can be found on our website under Facilities and Parks/Swimming Pools. More information can be found at www.selwyn.govt.nz/pools



T

Tourism

The Council promotes Selwyn district as a sensational visitor destination, particularly to 'day trippers' from around Canterbury, and to the Australian ski market and overseas travellers, via the website and locally.

Visit www.sensationalselwyn.co.nz or contact tourism@selwyn.govt.nz



Trees

Trees on reserves, berms and street gardens are Council's responsibility to maintain.

Trees and shrubs on private property that create an obstruction to pedestrian use are the responsibility of the home owner to trim back. For trees hanging over power lines, please contact Orion.

Tree Trimming to avoid power lines

A significant number of power cuts in rural areas are caused by trees coming into contact with power lines. This typically happens when trees grow into the lines or strong winds or snow-laden trees cause branches to touch or fall into lines. If you see a tree touching a power line or any other hazardous tree condition, please contact Orion immediately on **0800 363 9898**.

Property owners play a big part in keeping trees clear of overhead lines. Consider removing tall trees that could fall through power lines. If you can't cut down the tree, keep branches at least 2.5m away from low voltage lines or at least 4m from high voltage lines. Call Orion for information on who can safely cut down or trim your tree.

Twitter

The Council has two twitter.com accounts: [@futureforselwyn](https://twitter.com/futureforselwyn) which posts Council news, notices and events, and [@s_selwyn](https://twitter.com/s_selwyn) which posts about events and things to do in Selwyn.

W

Walks

Selwyn has many great walks to enjoy. A list of walks is available online at www.sensationalselwyn.co.nz under 'things to do.' The Council also has a walking and cycling strategy visit www.selwyn.govt.nz/walkcycle



Wandering Stock

The Council is responsible for the control of wandering stock. Contact the Council's 24 hour Helpline (see 'Pounds' and 'Stock Droving').

Water – Drinking

If you have any concerns regarding your drinking water supply please call the 24 hour Helpline or use the 'Report It' form on our website.

Water Races

The Council cleans main water races throughout the district and local/lateral water races along road reserves within the Paparua network only. All other water races are the responsibility of landowners to clean and maintain. Authorisation for use of stock water for any other purpose must be obtained from the Council, including ponds. Notification of planned temporary shut-downs are published on the Council's website and local newspapers. If a blocked water race is flooding please call our 24 hour helpline to report it.

Water Restrictions

Water restrictions are often introduced in the summer as a way to manage demand for water during peak times. When water restrictions are introduced information on this is published in local newspapers, the Council website homepage and www.selwyn.govt.nz/watering

Water Testing

If you are building a new house and your water supply is from a well, the well must be tested. Contact Food and Health Standards, (03) 365 1667 or office@foodandhealth.co.nz or fax (03) 365 1657.

Y

Youth Activities and Youth Council

To find out more about the Selwyn Youth Council, visit www.selwyn.govt.nz/youthcouncil or email youth.council@selwyn.govt.nz, or follow 'Selwyn Youth Council' on Facebook for updates on events and activities for young people.

Z

Zoning

The Selwyn District Plan lists a number of living, business and rural zones. For further information, contact a Duty Planner 347 2868 or planninginfo@selwyn.govt.nz (See 'District Plan').

Get emergency alerts through Selwyn Gets Ready

Did you know you can sign up to receive texts or emails warning you of events like snow, strong winds or uncontrolled fire or messages from local police?

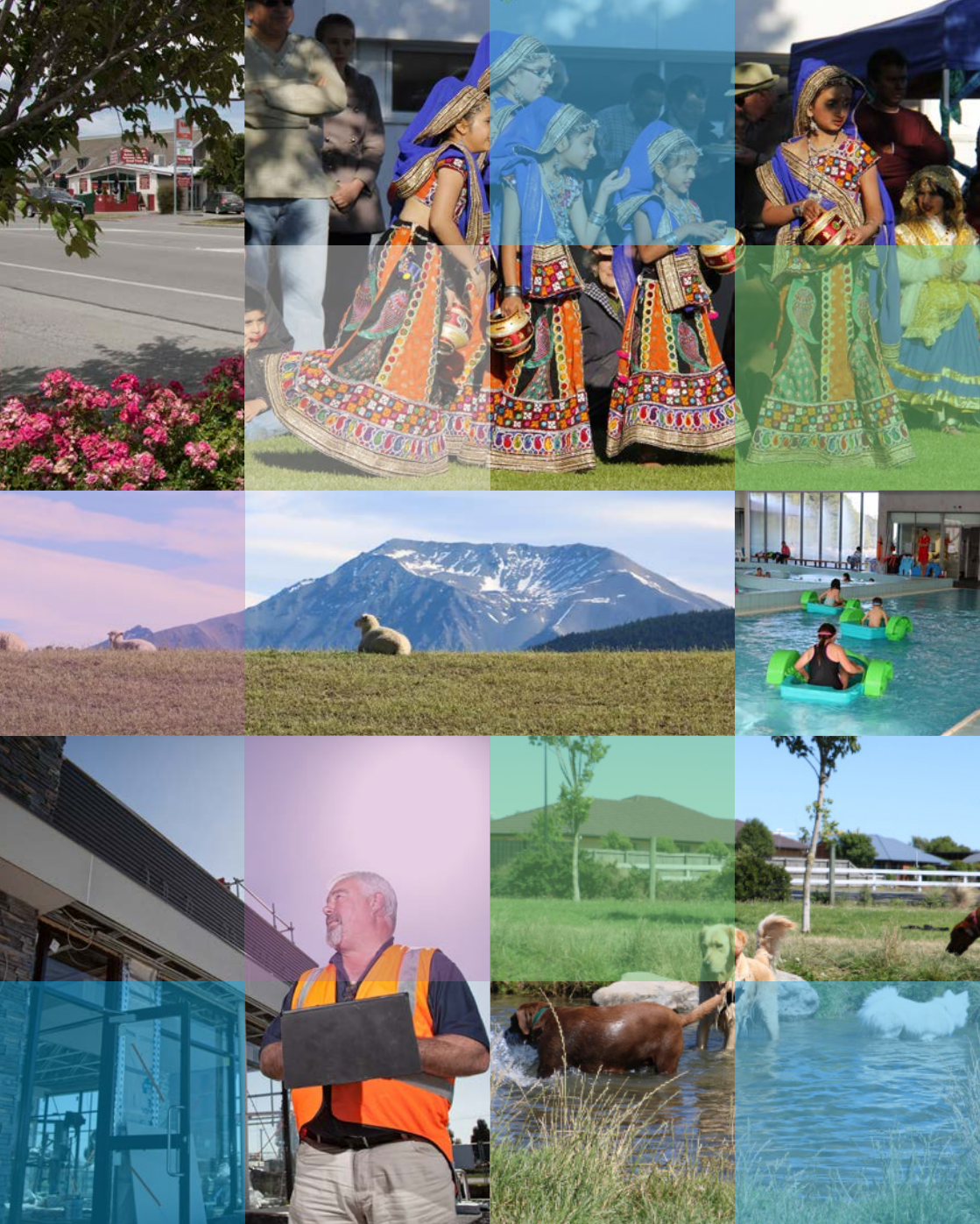
This free service is provided through a website/email service operated by the Emergency Management team at Selwyn District Council.

The Selwyn Gets Ready website is a database which contains contact information for local residents. This information is used by local community response teams to identify who needs assistance in an emergency and who has skills or resources (like first aid skills or generators) that could help in a disaster. In a disaster a network of community response teams operates in Selwyn checking on the welfare of their community, identifying what needs to be done in their area and requesting assistance if needed. Access to household information is restricted to local community response teams and can't be viewed by the public.



SELWYN GETS READY
www.selwyn.getsready.net

To sign up visit selwyn.getsready.net and enter your details.



www.selwyn.govt.nz
347 2800 or 318 8338

 Selwyn District Council