


2017 SRV PHONECALL, EMAIL AND COUNTER VISIT FEEDBACK

Updated: 7.2.17

Date	Name	Contact details	Option	Summary of Comments	Action required and by whom	Letter sent	Feedback received by
5.1.17			2	Great ideas but not the priority for Muswellbrook community. Childhood education should be the main priority.	No action required		██████████ phone call
11.1.17			2	No need for the extra facilities. NO NOT want a rate increase.	Acknowledgement email		Email to council
11.1.17			1	Only if the rate rise <i>“does not”</i> continue beyond the 4 year period.	No action required		Came in – file note
12.1.17			2	Muswellbrook is fine the way it is but we need to get rid of the “problem people”.	No action required	N/A	Phone call to council
12.1.17			2	Muswellbrook rates are NOT lowest in the Hunter. Hasn't received letter before this about consultation with the community. Not everyone lives on facebook or reads the paper. Should get out and door-knock if we really want feedback. Our rates are substantially more than in other areas in the Hunter.	No action required	N/A	Phone call to council

13.1.17		2	Definite NO! Kayuga Bridge is appalling and we have empty shops. We don't need a regional centre. Should focus on bypass instead. Muswellbrook is disgusting. He has lived her since '77 and it is terrible at Wybong with potholes everywhere. The "underpass" was a rip-off.	Action has been taken by Reception with Service Requests lodged for pothole issues.		Council visit
13.1.17		2	Option 1, by the end of the 4 years, would be a bit too much. Council is asking for too much money. A bit is ok but not this much.	No action required		Phone call to council
16.1.17		2	Votes "NO" for SVR. We do not need these things! Pool yes but definitely not convention centre. Waste of time and money.	No action required	N/A	Phone call to council
16.1.17		2	Feels that SVR and facilities will be of no benefit. Valuations have gone down so how can we justify putting rates up?	No action required		Front counter visit
16.1.17		2	She is a pensioner and does not want her rates to go up. Does not support the SVR.	N/A	N/A	Phone call to council
17.1.17		2	All in favour of job growth and improvements to any shire or area. However, is sick of all forms of govt asking for more money rather than managing with the money they have.	Acknowledgement email		Email to council

				Don't feel it is sustainable to keep asking for more money every time something is needed. Especially not in favour of THIS rate rise or these purchases! Do not feel that any of these proposals are essential and does not believe the entire ratepayer base should pay for them. There is nothing in the proposal for her so imagines there is nothing for many people. Couldn't access the web survey.		
18.1.17			No preference stated	No comments provided regarding SRV or the 3 associated projects. Only mentioned council chambers relocating to main street, Brennan Park, aged care facilities and car parking.	Feedback to be provided. This has been tasked to Graham Gardiner.	Email to council
17.1.17			2	Do not wish to sound negative as your "wish list" appears to be a wonderful vision for the future although there are concerns about how we plan to fund this. Looking forward to hearing further from us as she is more confused than enlightened after receiving our letter. SRV will impact her more heavily than the average person and disputes the calculation of	Acknowledgement letter. Possibly phone call to her at a later stage if further information is sought.	Letter to council

				the SRV.		
18.1.17		No preference stated	No comments provided regarding SRV or the 3 associated projects. Only mentioned monitoring the air quality in the Hunter Valley and his view on the mining companies breaking the law.	Acknowledgement email		Email to council
19.1.17		Undecided	Appreciate ideas of the 3 proposed projects, however, she is concerned that each rate payer will have to pay more each year in rates and possibly again with higher entry fees in relation to the aquatic centre. Love the idea of the convention and performance centre revamp. Will be fun as long as it is affordable.	Acknowledgement email		Email to council
19.1.17		2	Has returned our letter in the mail with the word "NO" written on it.	No action required		Letter to council
19.1.17		2	Has posted a letter with figures outlining the change to his rates if option 1 goes ahead and has then written the word "NO" in very large capital letters.	Acknowledgement letter.		Letter to council
19.1.17		2	As they are pensioners, they favour option 2. Do not think it is necessary for the town to have an Aquatic Water Park and Regional Convention Centre.	Acknowledgement letter		Letter to council
20.1.17		No	No comments provided	Acknowledgement		Email to

			preference stated	regarding SRV or the 3 associated projects. Has only indicated concern that no funds have been allocated toward a new car parking facility at the new Denman Sporting Fields.	email		council
22.1.17			2	Although supportive and appreciative of what council is endeavoring to achieve, Option 2 is the choice.	Acknowledgement letter		Email to council
23.1.17			2	Has lived in Muswellbrook for the last 27 years. Trains are noisy and there is a large wall going up from railway station through to Eatons. Need some attention out at Aberdeen Rd! She votes NO for the SRV.	N/A		Phone call to council
23.1.17			2	No further comments provided	N/A		Phone Call
23.01.17			2	Council should live within their means. It's nice to have those things, but if you can't afford it, don't do it. We aren't all coal miners, a lot of us only just scraping through and an increase like this can have a big impact.	No action required		Phone call
23.1.17			Undecided	Undecided. Has requested that we provide him with the "business case" for each of the 3 items in the SRV increase.	No reply to be sent per instructions		Email to council

24.1.17		1	Agree with SRV provided that additional factors be taken into consideration (he has listed these in his letter).	No action required		Visit to Council
25.1.17		2	Supports Denman Town Centre Revitalisation Plan and pool upgrade but not Convention Centre upgrade. Would prefer to see money go into the "bypass". Does not support SRV.	No action required	N/A	phone call
25.1.17		2	Ideas are probably only good for those that live "in town" rather than rurally as she does. Increase in costs over the 4 years too high. Not enough services are provided for the rates that get paid as it is.	Acknowledgement email		Email to council
30.01.17		1	All very good. Just wanted it noted that she wants the new aquatic centre is to be user friendly and AFFORDABLE	No action required		Phone Call
02.02.17		1	Hoping that the restoration of the Memorial Hall in Denman is part of the plan. Also planting of trees and shrubs, roadside, as has been done so well at Campbell's Corner in Muswellbrook.	No action required		Hard copy survey
03.02.17		2	We first received a letter about your interest to increase our rates BUT didn't receive this one, we only got it off a	No action required		Hard copy survey

				neighbor next door. WE did NOT know about a meeting otherwise we definitely have gone to put our voice forward, NO-one in Palace Street got a letter so Probably a lot in Denman also didn't know about the meeting. We are 72 & 74 year old pensioners and cannot afford to pay more.			
03.02.17			2	<p>Refer to Doc ID #715188</p> <ul style="list-style-type: none"> - Memorial Hall rebuild should be top of list to do - Much more signage to Town Centre. With new works, people are driving past and not stopping in town - Vacant shops in main street a concern. - Roads and streets need attention before Convention Centre built - Does not believe 2.5% increase over 4 years will be enough to cover costs - Lived in Shire 70 years 	Acknowledgement Letter		Letter to Council
06.01.17			2	<p>Does not believe town warrants a water park. Does not need a large entertainment centre. Denman does probably need a</p>	Acknowledgement Email		Email

				bit of an upgrade.			
13.1.17			1 & 2	A vote on 10.1.17 resulted in 50% in favour of SRV over 4 years and 50% against.	Acknowledgement email		Email to [REDACTED]
2.2.17			No indication	Has requested assurance that submissions are treated confidentially and would like us to provide a link to the policy/plan which states this.	Acknowledgement email as per response provided verbally by [REDACTED]		Email to council