



Chairman extraordinaire of the 2011 debate and participating debaters... Simon, Brett, Kubi, Carmel, Norma, Molly and Lyndsay.



The Continuing Broadband Saga:

You and other residents may be interested to read the “response” I have just received (below) to my fault report to Telecom... and my further response... Terry Wilson

Hi Terry,

Thank you for your email. I'm sorry to hear you have been experiencing speed issues. We can certainly look into this for you. I do apologise also for the delay in this response, we have been experiencing high demand into our team but are working as quickly as possible to clear this.

I've reviewed your speed test results in conjunction with the case created at the broadband helpdesk. I've also run network checks across the connection. The exchange has already been investigated and a new ADSL2 capable exchange is being commissioned. I have been advised that we are awaiting a migration date, but there is no ETA on when this will occur.

It is not an easy changeover to implement and involves every connection hosted through the current exchange being moved over and the link into the core network being rebuilt which will require other contractors to dig and relay new cabling down. As you can imagine it will take some time for this to happen and unfortunately we do not have the timeframe surrounding this just yet. As soon as we have that information I will advise you of it.

I apologise for any inconvenience caused by this issue, I understand how frustrating a slow broadband connection can be and appreciate your patience while we work to resolve this for you.

Kind Regards

James,
Complex Technical Support,
Telecom New Zealand Limited

James,

Thank you for your response which, while being fulsome, I must admit to being unhappy with, as it offers absolutely no practical solution or time for change, whatever.

- You offer no direct explanation of my problem which I assume is in our exchange.
- You do appear to have replicated simple checks already done by others.
- You tie me up for 3 days doing checks of which you already know the answers.
- You offer absolutely no information of when any upgrade of the exchange may be done, not even an estimate... 1 month, 1 year, 10 years, Never?
- You do not offer any compensation for the “service” I am receiving, even when it is below what your own company deems sub-standard.
- You will no doubt continue to expect me, and the many others residents here, to pay the same price for this sub-standard “service” as people who receive 7 Mb/s.

Would you, yourself be happy to receive this kind of ‘non-response’?

I shall be copying the “information” you have currently provided to the editor of our regional newsletter so that it may achieve a wider circulation.

Perhaps you would consider offering them some more positive information as to the potential effects of the fibre recently laid past the entrance of our road? or even an estimate of when it and other changes will relieve the situation up here? We aren't going to march into town and burn down the Telecom buildings if you aren't completely accurate to the day! – but we don't like being given the “mushroom” treatment - (kept in the dark and being fed bullshit, if you didn't already know...)

Regards, Terry Wilson

Opinions expressed in this newsletter are not necessarily those of the Editor or the Waiaatarua Ratepayers and Residents Association

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Community Hall & Library: 911 West Coast Road • **Hall hire (bookings)** John Goudge - Ph 814 9744

Library hours: Thursday 10.00am - 12.00pm; Friday 7.00pm - 8.00pm; Saturday 11.00am - 12.00pm; Sunday 11.00am - 12.00pm

WEB Site: www.waiaatarua.org.nz

Update on broadband in Waiatarua

One of our residents has been corresponding with Telecom about the speed of their broadband. Telecom has advised them that they are upgrading exchanges in our area to ADSL2+. These upgrades are taking place over the next six months and will benefit many residents. Unfortunately those of you living in the Mountain Rd area or on Scenic Drive north of Piha Rd may not see any benefit. If your internet provider is not Telecom you will also need to check with your provider.

Telecom now has a simple tool that will tell you what the service is likely to be in your area. Type the internet address, below, into your web browser and then type in your street address. This will then show information about the upgrades occurring in your area.

www.telecomwholesale.co.nz/maps

You can also test your broadband speed at this site: <http://www.telecom.co.nz/broadband/speedtest> If it is consistently slow contact your provider for an explanation.

- John Stagg

Garden Group

Eileen Powell

Next month we are visiting the Winter Gardens in the Auckland Domain to see the wonderful displays of exotic plants. The date is Wednesday 6 July. Please contact Eileen on 814 9298 for further information.

From the Editor

Robyn O'Sullivan

What a brilliant month June was! June 1st, saw me become a first-time grandmother to the most beautiful grandchild ever born. On that note, I admit to being slightly biased, but she is absolutely delightful and we are so very fortunate to have had her come into our lives.

Zumba started up again in the middle of the month so I hope all interested have checked Lisa and her moves out. Aren't we lucky to have zumba and yoga at our local hall? There should be no excuses for not being fit.

And another debate has come and gone with plenty of gay repartee and a gorgeous repast for all those who attended. Please continue to support our wonderful advertisers who donated the spot prizes....Annie Prince, Awakenings Massage, Waitakere Estate and Kor Prins and the Drama Club.

So, enjoy the diverse reading in this issue (weeds and broadband) and have a great July!

Library Report

Jeannette Ziesler

This is just a sample of some of the new books we have received at the library this month. Come in, browse and borrow.

The Hypnotist: Several members of a family are brutally murdered. An hypnotist is called in to help find out what the sole survivor, who is in a coma, saw. What follows is puzzling and violent. Another Swedish author has come up with an intense thriller. By LARS KEPLER.

The Conductor: This story weaves fact and fiction together to tell the story of Shostakovich writing his 7th symphony and the efforts that were required by composer, conductor and musician to bring the symphony to the people of Leningrad during the siege in WW2. By SARAH QUIGLEY.

Caleb's Crossing: Caleb, a Native American, is befriended by a young white girl and her minister father. The father starts educating Caleb, who goes on to become the first native to graduate from Harvard. The novel follows the trials of Caleb as he crosses the bridge between two cultures. By GERALDINE BROOKS.

Carte Blanche: The new James Bond story. Licensed to kill is back with approval of the Fleming estate. The modern Bond has kept much of the old but has embraced all the advances in the espionage world. By JEFFREY DEAVER.

I Shall Not Hate: When his wife, three daughters and a niece were killed by an Israeli shell, this Muslim doctor did not vow revenge. Instead he works tirelessly with both Israelis and Palestinians to promote peace. Widely recognised for his efforts, he has written his story to promote the message of peace. By IZZELDIN ABUELAISH.

And Furthermore: A highly acclaimed actor with more than 50 years on stage and screen has quite a story to share. We are not told everything in this memoir, but enough to gain an insight into her world. By JUDI DENCH.

22 Britannia Road: A Polish family, separated during WW2, have to struggle to rebuild their new life in Britain after different experiences. He fled to Britain to fight and she hid in the forest with their son. By AMANDA HODGKINSON.

Weeds in Waiatarua

At a recent Council Meeting, Sandra Coney expressed an interest in talking to WRRRA about the proliferation of environmental weeds on the roadsides around Waiatarua. Sandra is the Waitakere Ranges councillor on the Auckland Council.

Dave, John and Susanne from the WRRRA Committee met with Sandra on Monday 23 May. She brought Jack Crow with her (Manager Biosecurity - Environmental Services for the Auckland Council).

The roads they are concerned with are West Coast Rd, Scenic Drive, Forest Hill Road and Piha Road where all the worst environmental weeds are growing in abundance. The good news is the roadsides are the responsibility of the Auckland Transport Authority and Sandra and Jack will be contacting them and ensuring they urgently address this problem.

It is hoped that if the ATA removes the roadside weeds, the residents may be inspired to remove their own environmental weeds and therefore increase the value of their properties.

During the meeting Sandra and Jack did suggest an information meeting at our hall for the purpose of making us aware of the weeds and plants that are the problems and also the best ways to treat them.

We are quite happy to facilitate this meeting if there is a desire from the public to have one. We do not intend to have people give up their spare time to talk to an empty hall.

To help us decide please indicate by one of the following methods your wish to attend, email to davepocock@xtra.co.nz

a note into 911 West Coast Rd, the hall, must be in an envelope

a note into 792 West Coast Rd or phone Dave on 8149697

Also, let us know either week night or weekend daytime.

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AUGUST NEWSLETTER

Copy needs to be in the hands of the Editor
by FRIDAY 15th JULY 2011 - 5PM
Robyn O'Sullivan Ph 814 1143
munster@ihug.co.nz

Fire Brigade Report

Helen Longley

The second of our new recruits, Joseph Hardie has now successfully completed his recruit course in Rotorua. This boosts our numbers quite nicely. Now with both Darren & Joe having completed their courses they are now fully functioning members of the brigade. The brigade strength is now looking good for the time being. These things have a tendency to change!!!

Louisa Fergusson & Tom Hopkins both got to the top on Sky Tower challenge. Well done to both as this is no small feat (51 floors).

Fire Calls

15/05/2011, 03:59pm - Tree Down, Scenic Drive, Waiaatarua.

This was due to some of the wet weather we had in May. A Tree was covering part of the road, reducing the traffic down to one lane. Along with a bit of the usual traffic control, the chainsaw also got an outing. We did enough to clear the road of most of the debris from the road. We left the Fulton Hogan representative at the incident awaiting the arrival of the tree trimming experts.

17/05/2011, 02:27am - PFA Arataki Visitor Centre, Scenic Drive, Waiaatarua.

PFA - meaning "private fire alarm". Thankfully this was a false alarm. We had some issues gaining access to the building as no key holder could be located. Eventually the alarm monitoring agents came and unset the burglar alarm for us. The building was then checked out and the fire alarm people were also on site to check it out. Hopefully we have now worked out a solution with the Arataki Visitors Centre and we won't have a repeat of this issue.

19/05/2011, 06:06pm - Transformers Sparking, Marine Parade North, Piha.

Piha could find no sign of any transformers sparking, the result for us and Karekare was that we were turned back with no action by brigade.

From the President

Dave Pocock

Hi from Dave,

Well, half way through the year already, soon be Xmas again, which of course means it is The Great Waiaatarua Debate time and in fact, I am writing this on the eve of that event.

Once again we are sold out and have received great support from our sponsors by the way of donations for spot prizes:

Aucklands Waitakere Estate, a voucher for one night's accommodation

Annie Prince Aromatherapy For Women, gift pack containing Winter Ills Oils and Spritzer

Kim Nagam of Awakenings Massage Therapy. A gift Pack

Kor Prins Drama Club, 2 tickets to opening night of Anne Franks Diary

So please support those that support us.

Putting debates together involves a lot of work by a lot of people starting 6 months prior with Robin Essex getting contestant organised. During the lead up the whole committee becomes involved with various tasks like making the banner, which has become Franks baby, Robyn looks after sponsors, Jan and John bookings, Susanne prizes, Louise washes all the table clothes and this year she won't, even be at the debate as she arrives back in N.Z the following day And Lynda and Paul dive in and lend a hand whenever and wherever needed. The decorating of the hall is all hands on deck with Robin Essex doing table decorations and Kor organises the stage

A week or so ago we had another of our quiz nights and once again very well supported although disappointed to miss out on being the winning table based on how old Hector the Farmers Parrot was when he died.

Ian was away this time so we had the girls doing Quiz master duties and what a great job they did, very enjoyable evening, oh yes they reckon Hector got to 132 years old before he expired, I reckon there was more than 1 Hector.

Since the last newsletter we have been busy on various local issues as you will see by various reports in this newsletter, mainly weeds, broadband and road safety all of which are important.

The hall is getting well used especially during the week and Zumba has re-started to add itself to the choices of keeping fit, now Table Tennis, Yoga and Zumba.

If you have any books laying around that need rebinding we have just the man in Oratia Back Block Kiwi 627 West Coast Rd (by native plant nursery) ph 021-132-7385.

I got my favorite Indian cook book resurrected and I am a happy chappy.

Well that's about all for now, keep your eye out for Anne Frank's Diary around August, should be a beauty!

Thanks

Dave

Letter to the Editor

I wish to say a BIG thank you to all those who offered support for my application to become an independent marriage celebrant, especially to the members of the Waiaatarua Residents and Ratepayers Association, individually and collectively, and to Sue and Cathy, who wrote the fantastic references to accompany my initial application. The result of your kindness and generosity is that:

"The Registrar-General is satisfied that your application, along with your testimonials, has identified that an appointment may be appropriate. For this reason, the Registrar-General has forwarded your papers to your local Registrar of Marriages who has been asked to conduct a face to face interview and make a recommendation for appointment."

So while this DOES NOT yet mean that my application has been successful, it is a significant and encouraging development. Thank you all! I guess the rest is up to me!

We cannot always anticipate "the chances and changes of this fleeting world," and some of you will have seen that our lovely house is on the market. I do not yet know where I will be living when it is sold. What I do know is that whether I am still in Waiaatarua, or a bit further afield, I will always be a part of the Waiaatarua Community, and the promise of service that I gave when I asked for your support still holds good. As the song says: "You just call out my name, and you know wherever I am, I'll come running."

Norma



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Otimai: Events and training centre is available for hire (Guides Auckland) and is open to view by appointment. Phone Bruce on 814 9992 for bookings.

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The Oratia Community Church: On the corner of Parker & West Coast roads. Fellowship (trips, meetings etc.): 2nd Thursday of each month.

Waia-tarua Playcentre: 911 West Coast Road, Waia-tarua. Phone 09 814 8835. Sessions: Monday, Wednesday & Friday 9.30am - 12.30pm.

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