

Antenno FAQs

What is Antenno?

Antenno is a free mobile app that keeps you connected to your local Council. You can receive news, updates, alerts, and report local issues in your area.

How do I get Antenno?

You can download Antenno from the Apple App Store or Google Play Store. Visit our website for step-by-step instructions and helpful videos.

Is Antenno free to use?

Yes, Antenno is completely free to download and use.

What kind of issues can I report using Antenno?

You can report things like potholes, broken streetlights, rubbish or recycling issues, graffiti, footpath issues and other local concerns directly to the Council. You can also attach photos to help the Council better understand and assess the issue.

What if an issue is urgent?

Antenno should only be used for non-urgent issues. Please call the Council directly on 07 306 0500 if there's an urgent or after-hours issue that needs immediate attention.

How does Antenno know what notifications to send me?

The app can send alerts and updates based on the locations you choose. This could be where you live, work, or other areas you're interested in. This ensures you only receive information that's relevant to you. If there's a district-wide issue, you'll still receive the notification.

Who manages the app?

Antenno is used by councils across New Zealand. Whakatāne District Council manages the information and responds to issues reported in our district.

Is my information safe?

Yes. Antenno follows strict privacy and security standards. Your personal details are protected, and location data is only used to provide relevant notifications. Personal details are only requested if you choose to report an issue, and are used solely to help the Council respond.

I'm not very tech-savvy. Is the app easy to use?

Absolutely. Antenno is designed to be simple and convenient. We also provide QR codes, step-by-step guides, and instructional videos to help you get started.

I already receive emails or alerts from the Council, why should I use Antenno?

Antenno makes it easier to get relevant, notifications quickly based on your location. You can report issues directly, receive alerts specific to your area, and stay up-to-date without relying on multiple channels.



Further information

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