Community Development Committee

Notice of Meeting
A meeting of the Community Development Committee will be held in the Council Chamber, Forum North, Whangarei on:

Thursday
8 June 2017
9.00 am

Committee
Cr Cherry Hermon (Chairperson)
Her Worship the Mayor Sheryl Mai
Cr Stu Bell
Cr Crichton Christie
Cr Vince Cocurullo
Cr Tricia Cutforth
Cr Shelley Deeming
Cr Sue Glen
Cr Jayne Golightly
Cr Phil Halse
Cr Greg Innes
Cr Greg Martin
Cr Sharon Morgan
Cr Anna Murphy
Community Development Committee – Terms of Reference

Membership
Chairperson: Councillor Cherry Hermon

Members:
Her Worship the Mayor Sheryl Mai
Councillors Stu Bell, Crichton Christie, Vince Cocurullo, Tricia Cutforth, Shelley Deeming, Sue Glen, Jayne Golightly, Phil Halse, Greg Innes, Greg Martin, Sharon Morgan, Anna Murphy

Meetings: Monthly

Quorum: 7

Purpose:
To oversee functions of Council that interact, support and provide services for the community.

Key responsibilities include:

- Policy and planning for the provision of community culture, arts and events.
- District venues and community events
- Libraries
- Community services
  - Community sector liaison and support (Advisory Groups)
  - Community safety (City Safe, CCTV)
- Pensioner Housing
- Property Asset Management
  - Pensioner housing
  - Forum North, Marinas
  - Airport
  - Forestry
  - Community Halls
- Civil Defence Emergency Management
- Museum / Art Museum liaison
- Heritage, Culture, Arts and Creative Industries sector liaison
- Village Planning
- Shared Services – investigate opportunities for Shared Services for recommendation to council.
Delegations

(i) All powers necessary to perform the committee’s responsibilities, including, but not limited to:

(a) approval of a submission to an external body.

(b) establishment of working parties or steering groups.

(c) the approval of expenditure of less than $5 million plus GST.

(d) power to establish subcommittees and to delegate their powers to that subcommittee.

(e) the power to adopt the Special Consultative Procedure provided for in Section 83 to 88 of the LGA in respect of matters under its jurisdiction (this allows for setting of fees and bylaw making processes up to but not including adoption).

(f) the power to delegate any of its powers to any joint committee established for any relevant purpose under clause 32, Schedule 7 of the Local Government Act 2002 (LGA).
OPEN MEETING

APOLOGIES

DECLARATIONS OF INTEREST
Members are reminded to indicate any items in which they might have an interest.

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Recommendations contained in this agenda may not be final decisions.
Please refer to the minutes for resolutions.
1. Minutes: Community Development Committee
Thursday, 11 May 2017

Minutes of a meeting of the Community Development Committee of the Whangarei District Council held in the Council Chamber Forum North on Thursday 11 May 2017 at 9.00am

Present:
Cr Cherry Hermon (Chairperson)
Her Worship the Mayor Sheryl Mai, Crs Stu Bell, Vince Cocurullo, Tricia Cutforth, Shelley Deeming, Sue Glen, Jayne Golightly, Phil Halse, Greg Innes, Greg Martin, Sharon Morgan and Anna Murphy

Apology:
Cr Crichton Christie

Moved: Cr Halse
Seconded: Cr Cocurullo

“That the apology be sustained.”

CARRIED

In Attendance:
General Manager Community (Sandra Boardman), Governance Manager (Jason Marris), Property Manager (Mike Hibbert), Community Services Manager (Owen Thomas), Customer Services Manager (Lesley Ashcroft), Acting District Promotions and Tourism Manager (Sarah Archer), Emergency Management Officer (Victoria Randall), Library Manager (Paula Urlich), Venues and Events Manager (Gary Parker-Nance), Property Officer (Claire Walls), Community Services Adviser (Carla Janssen) and Senior Meeting Coordinator (C Brindle)

1. Confirmation of minutes of a Meeting of the Community Development Committee held on 12 April 2017

Moved: Cr Cocurullo
Seconded: Cr Martin

“That the minutes of the Community Development Committee meeting held on Thursday 12 April 2017, having been circulated, be taken as read and now confirmed and adopted as a true and correct record of proceedings of that meeting.”

CARRIED
2. **Community Capital Projects Report for the Month Ending 31 March 2017**

   Moved: Her Worship the Mayor  
   Seconded: Cr Morgan  

   “That the Community Development Committee notes the Community Capital Projects Report for the month ending 31 March 2017.”  
   CARRIED

3. **Pensioner Housing – Satisfaction Survey 2017**

   Moved: Cr Cutforth  
   Seconded: Her Worship the Mayor  

   “That the Community Development Committee notes the Pensioner Housing Satisfaction Survey Report 2017.”  
   CARRIED

4. **Positive Ageing Strategy**

   Moved: Cr Deeming  
   Seconded: Cr Cocurullo  

   “That the Positive Ageing Strategy be received, subject to noting in point 2, action a) of the Communication section (agenda page 26), that council has agreed only to consult for the statutory period of 4 weeks.”  
   
   Procedural motion  

   Moved: Cr Bell  
   Seconded: Cr Martin  

   “That this item lies on the table until the 8 June Community Development Committee meeting.”  
   CARRIED

5. **Preparation of Strategic Framework for Community Development**

   Moved: Cr Innes  
   Seconded: Cr Cutforth  

   “That the Community Development Committee adopts the proposed process to prepare a Strategic Framework for Community Development.”  
   CARRIED

   **Cr Cocurullo left the meeting at 9.31am during discussions on Item 5.**
6. **Operations Report - Community**

   **Moved:** Cr Deeming  
   **Seconded:** Cr Glen

   “That the Community Development Committee notes the Community Development operational report.”

   **CARRIED**

**The meeting closed at 9.56am**

Confirmed this 8th day of June 2017

Cherry Hermon (Chairperson)
2 Community Capital Projects Report for the Month Ending 30 April 2017

Reporting officer: Sandra Boardman (General Manager - Community)
Date of meeting: 8 June 2017

1 Purpose

To provide the Community Capital Projects Report for the month ending 30 April 2017.

2 Recommendation/s

That the Community Development Committee notes the Community Capital Projects Report for the month ending 30 April 2017.

3 Background

An update on Community projects expenditure to date, and forecast spend and carry forwards against budget.

3.1 Capital Project Expenditure to date and Full Year Forecast

The Capital Projects expenditure for Community as at 30 April 2017 is currently $0.8m less than budget. Community is forecasting to spend a total of $3.6m against the $4.1m budget, with a forecast carry forward of $0.7m to the next financial year.

The most significant variance being the Parihaka Transmission Mast of $688k which has been delayed due to consultation with Iwi and subsequent recommendations to put to Council.

4 Discussion

4.1 Community Services

CCTV Upgrades and improvements $19,000 positive variance due budget phasing. Will be used by end of financial year.

4.2 Libraries

$57,000 positive variance in book budget due to currency fluctuations and phasing of budgets. $269,000 positive variance in major capital projects due to timing of invoice processing and payments.
4.3 Economic Growth

Claphams Clocks upgrades - Upgrades and refurbishment have been recently completed at the museum mid-May.

Twin Coast Signage - Two Twin Coast Byway Journeys have now been completed in Whangarei District; Whangarei Heads and Tutukaka Coast. Interpretative signage can now be designed and installed after liaison with promotional groups in each area and after installation has been coordinated with WDC Roading. This will be actioned in the financial year 2017/2018.

4.4 Property

Community Buildings Renewals and Improvements $9,000 positive variance due to phasing of work.

Pensioner Housing Renewals and Improvements $106,000 positive variance due to phasing of work. Programmed capital works are being brought forward where possible resulting in a forecasted negative variance of $157k at year end. This will be offset against a positive opex variance.

Commercial Property Renewals and Improvements have been completed at Herekino Street to address replacing cladding and making water tight leaky building.

Parihaka Transmission Mast Upgrade – structural assessments have been completed and initial engagement with iwi/hapu has started. A consultation regarding the life of mast will be formalised and presented to Council in the new financial year.

Residential Property Renewals and Improvements – Priority work has been completed on the Cemetery Road property.

Town Basin Property Renewals and Improvements – Priority work has been completed on the air-conditioning units at the Hub/WAM.

4.5 Venues and Events

The majority of these items have not yet been actioned due to recent staff and leadership changes. Some of these projects will still take place prior to the end of the financial year end.

Flags and Decorations: Flags for the recent events: Nitro Circus, Fritter, Festival of Motorsport. Extra flags were purchased to replace older flags from 2011 and ‘Love it Here’, this has created a negative variance.

FN Venue – Catering Kitchen Upgrades: Catering equipment upgrades.

FN Venue – Conference Centre Upgrades: New Marketing Branding won’t take place until Marketing and Events Manager’s return in November.

FN Venue – Electrical Distribution Upgrades: Replacing the old and outdated distribution board in the Expo Hall.

FN Venue – Entrance/Lighting Enhancements: Upgrades to the FN lighting.

FN Venue – Furniture Upgrades: New tables and chairs for the Expo Hall.

FN Venues – Health and Safety Upgrades: New handrails for the roof aircon unit and associated ‘working at heights’ training (Training costs to be reallocated).

FN Venue – Theatre Technical Equipment Upgrades: Part of this budget to be reallocated to procuring equipment for the Council Chambers.

NEC – Exterior General Renewals: Use to prepare for the BIL match.
NEC – Floor Covering Renewals: New carpets for Toll was avoided as an industrial clean has solved the original problem.

NEC – Interior General Renewals: Used to prepare for the BIL match.

4.6 Civil Defence

The CDEM Equipment Renewals and Emergency Operations Centre New Equipment budget has been spent on Information Technology upgrades to align with the IT upgrade with the Trilogy project. A report is currently being worked on based on the recommendations of the report for CDEM Radios and will be spent this financial year. The Tsunami Signage budget will also be spent on Information Boards, based on the recommendations of this report in this financial year. For Tsunami Sirens New and Renewals, the combined amount has been spent on new tsunami sirens based on the results of tsunami siren testing and no requirement for major maintenance and siren replacement this year. The rural fire computer renewals have not been required this financial year and rural fire will transition to Fire and Emergency New Zealand on 1 July 2017.

5 Significance and engagement

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via agenda publication on the website.

6 Attachment

Community Capital Projects Report
### COMMUNITY CAPITAL PROJECTS REPORT

**AS AT 30 April 2017**

*(Figures include both Operating and Capital Expenditure)*

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<th>Revised Budget YTD $000</th>
<th>Variance YTD $000</th>
<th>Full Year Forecast YTD $000</th>
<th>Full Year Revised Budget YTD $000</th>
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<td>692</td>
<td>(23)</td>
</tr>
</tbody>
</table>

| Support Services Total                  | 250 | 204 | 46  | 423 | 1,151 | (727)| 692 | (35)|

| Total                                   | 1,974 | 2,753 | (779) | 3,566 | 4,136 | (570) | 746  | 175 |
3 Revised Positive Ageing Strategy

Reporting officer: Owen Thomas (Community Services Manager)
Date of meeting: 8 June 2017

1 Purpose
To provide information on Council’s Revised Positive Ageing Strategy

2 Recommendation
That the Community Development Committee
a) Adopts the revised Whangarei District Council Positive Ageing Strategy

3 Background
At Council’s Community Development Committee on 11 May 2017 it was resolved:
“That this item lies on the table until the 8 June Community Development Committee meeting.”

The item is included as an attachment to this report.

The key dates relating to the revision of this Council are listed below and discussed later in this report:
- November 2005 Council’s Community Enterprises Committee resolve to adopt the Positive Ageing Strategy
- November 2012 Council’s Planning Committee confirms the Terms of Reference for Council’s Positive Ageing Advisory Group
- March 2016 Council’s Planning Committee adopted Council’s Positive Ageing Policy and request that staff report back on the Positive Ageing strategy following a review by the Positive Ageing Advisory Group.
- May and June 2017 staff present reports to Council’s Community Development Committee seeking adoption of the revised strategy

4 Discussion
The following topics are commented on below:
- The Positive Ageing sector in Whangarei District
- The background to Council’s Positive Ageing Strategy
- The Positive Ageing Advisory Group
- Council’s Positive Ageing Policy
- Council’s revised Positive Ageing Strategy
4.1 **The Positive Ageing sector in Whangarei District**

Whangarei District has a large positive ageing sector with more than 15,000 of our residents over the age of 65. This highlights the need for a considered approach to assisting with meeting the present and future needs of this sector of our district.

4.2 **The background to Council’s Positive Ageing Strategy**

Council’s first Positive Ageing Strategy that was adopted by Council’s Community Enterprises Committee in November 2005 (see attached minutes) and had a review period of 10 years. At the time Whangarei District Council (Council) was one of several councils responding to the lead provided by the Office of Senior Citizens, who led the development of New Zealand’s Positive Ageing Strategy. Council’s first Positive Ageing Strategy has not been attached because it is 58 pages.

4.3 **The Positive Ageing Advisory Group**

The terms of reference, for Council’s Positive Ageing Advisory Group are attached and include: “The Positive Ageing Advisory Group will advise on matters relating to policy and strategic development”.

4.4 **Council’s Positive Ageing Policy**

In March 2016 WDC’s Planning Committee adopted Council’s Positive Ageing Policy. At the same time it was also resolved that staff report back on the Positive Ageing Strategy following a review by the Positive Ageing Advisory Group. The minutes from this meeting are attached.

Council’s Positive Ageing Policy expresses the vision that Whangarei will be a district where older people are highly valued, their contributions acknowledged, their participation encouraged, and where they are recognised as an integral part of the community. This Policy has six objectives to help Council provide for the present and future needs of the Positive Ageing Sector in our district:

1. Consulting with older people’s representative groups through the Positive Ageing Advisory Group
2. Considering the needs of an ageing population in its strategic, annual and long-term planning processes
3. Ensuring that Council’s service delivery considers the needs and rights of older people
4. Communicating and providing information via media accessible to older people
5. Promoting the contributions made by older people
6. Providing opportunities for recreation and participation that are diverse, safe, affordable, accessible and attractive to older residents

4.5 **Council’s revised Positive Ageing Strategy**

The revised Positive Ageing Strategy is attached. The key points of this revision are:

- The framework of the document hangs off Council’s agreed policy objectives to the Positive Ageing Sector. The strategy shows how Council will contribute to these objectives and monitor them.
- The document has been shortened and made more readable
- The process for this revision has been inclusive as it has been a participative exercise with our Positive Ageing Advisory Group
- This revised document is deliberately pragmatic and conservative.
- All photographs in this document are local and further designs are planned, such as larger font size, to make it more accessible to the residents from this sector.
- This is Council’s strategy therefore amendments can be made at the discretion of Council.
5 Risks

There is very limited risk from adopting this revised strategy. The strategy does not commit Council to funding any new service or program. Council has had a positive ageing strategy for over 10 years and this has helped articulate how Council’s activities contributed to a national framework for the positive ageing sector. This revised strategy articulates how the organisation will achieve local policy objectives for the positive ageing sector that were adopted in March 2016.

The risks of not adopting this revised strategy are:

- Devaluing the purpose of our Positive Ageing Advisory Group (see the attached Terms of Reference) and the voluntary contributions of its members.
- Not owning an articulated approach as to how our organisation will contribute to or achieve its policy objectives adopted last year

6 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via [report publication on the website, Council News, Facebook or any other channel you currently use to inform customers.]

7 Attachments

1. Previous report presented to Community Development Committee on 11 May 2017 (including the revised Positive Ageing Strategy)
2. Minutes: Community Enterprises Committee Thursday 17 November 2005
3. WDC’s Positive Ageing Advisory Group’s Terms of Reference
4. Minutes: Planning Committee Thursday, 9 March 2016
4 Positive Ageing Strategy

Reporting officer: Carla Janssen (Community Services Adviser)
Date of meeting: 11 May 2017

1 Purpose
To provide Council with the revised Positive Ageing Strategy

2 Recommendation
That the Community Development Committee adopts the revised Positive Ageing Strategy.

3 Introduction
As the name suggests, the impetus behind the introduction of Council’s ‘Positive Ageing’ Policy and its ‘Positive Ageing’ Strategy is the global move to challenge misconceptions about older persons and ageing.

Positive attitudes to ageing and expectations of continuing engagement challenge the notion of older age as a time of withdrawal from society. The focus of “Positive Ageing” is on lifetime experiences contributing to well-being in older age, and older age as a time for ongoing participation in society.

The development and implementation of Positive Ageing policies and strategies have the vision and potential to counter ageist stereotypes and create an environment that fosters older persons’ potential and positively impact their health and well-being.

4 Background
In 2016 Whangarei District Council’s Positive Ageing Advisory Group (PAAG) was tasked with the review of the 2005 – 2015 Positive Ageing Strategy “Ageing in our Place”. With the Positive Ageing Policy adopted by Council in March 2016 to provide context, this revised Positive Ageing Strategy was developed after much deliberation to provide practical guidance to Council and the PAAG how the objectives of the Policy can best be met.

Some significant features of this strategy are that;
• it was developed with a pragmatic approach by PAAG members with a sound understanding of Council and the needs of older residents,
• it works across the organisation monitoring and maintaining current levels of service,
• it enables our organisation and the PAAG to identify areas of improvement in a systematic and routine manner.
5 Discussion

The need to specifically address ageing on a global level was recognised by the United Nations Principles for Older Persons adopted by General Assembly resolution 46/91 in 1991. The principles arose out the awareness:

- “that in all countries, individuals are reaching an advanced age in greater numbers and in better health than ever before,
- of scientific research disproving many stereotypes about inevitable and irreversible declines with age,
- that in a world characterized by an increasing number and proportion of older persons, opportunities must be provided for willing and capable older persons to participate in and contribute to the ongoing activities of society”.

The development of the New Zealand Positive Ageing Strategy “Towards A Society of All Ages” 2001 and 2015 expresses “Government’s commitment to promote the value and participation of older people in communities” and recognises that “older people are important members of society and have the right to be afforded dignity in their senior years.”

The national strategy for Positive Ageing recognises that older people “have skills, knowledge and experience to contribute to society and the expected growth in the proportion of older people will provide New Zealand with a valuable resource. Further, continued participation in older age has benefits for the individual concerned, the community, and the country as a whole.

Locally, Whangarei District Council benefits from a strong and engaged PAAG that represents a broad cross section of organisations working with our older residents and that supports Council in meeting its commitment to this significant sector. Both individually and collectively the PAAG have contributed to the development of this revised strategy. The Strategy acknowledges what WDC already does to support the District’s senior residents and articulates achievable outcomes for actions identified by the PAAG that will realistically meet policy objectives. The expected outcomes also provide an assessment framework to measure how well WDC delivers on its policy objectives.

6 Financial Implications

The Strategy does not in itself commit Council to funding any particular service or program. What is does do is provide a mechanism to assist Council to prioritise its work in a manner that promotes positive aging.

7 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via publication on the website, Council News, Facebook and through members of the WDC Positive Ageing Advisory Group and the organisations they represent.

8 Attachment

Positive Ageing Strategy 2017
Whangarei District Council’s Positive Ageing Policy adopted in March 2016 provides direction to Council in planning for an ageing population to ensure that the District accommodates the needs of its residents as they age.
The Policy communicates the vision that

“Whangarei will be a district where older people are highly valued, their contributions acknowledged, their participation encouraged, and where they are recognised as an integral part of the community.”

This Positive Ageing Strategy supports Council to meet the six overarching objectives articulated in its Positive Ageing Policy:

1. consulting with older people’s representative groups through the Positive Ageing Advisory Group (PAAG)
2. considering the needs of an ageing population in its strategic, annual and long-term planning processes
3. ensuring that Council's service delivery considers the needs and rights of older people
4. communicating and providing information via media accessible to older people
5. promoting the contributions made by older people
6. providing opportunities for recreation and participation that are diverse, safe, affordable, accessible and attractive to older residents.

These six objectives are founded in the United Nations Principles for Older Persons that member states are encouraged to incorporate into their national programmes wherever possible. They are:

<table>
<thead>
<tr>
<th>Independence</th>
<th>Participation</th>
<th>Care</th>
<th>Self-fulfilment</th>
<th>Dignity</th>
</tr>
</thead>
</table>

![Image showing older people participating in various activities](Image)
From a national perspective, Central Government has identified ten goals for central and local government agencies and communities to support positive ageing. In the Office for Senior Citizens’ 2015 review of the New Zealand Positive Ageing Strategy the following ten goals from the original 2001 strategy “Towards A Society For All Ages” were reaffirmed.

The 2013 census indicates that the population of the Whangarei District has been ageing over the last decade with the proportion of residents aged over 65 years increasing from 14.0% in 2001 to 18.1% in 2013. The District has an older resident population than that of New Zealand overall, having major implications on the demand for services, and resulting in significant social, economic and cultural impacts on the District.

In partnership with Central Government and the community, the Whangarei District Council plays a critical role in meeting the needs of older people living in the District. In October 2005, Council adopted the 2005 -2015 Positive Ageing Strategy – “Ageing In Our Place”. To assist Council to carry out this role more effectively and to assist with the implementation of the Strategy, Council’s Positive Ageing Advisory Group (PAAG) was formed.

In this review PAAG members, representing a wide range of organisations and service providers working with our senior residents have completed a comprehensive review of the initial strategy.

The Group identified several key issues for older people in our District, and these have been articulated as actions to better achieve the policy objectives. Current activities that support these objectives are also acknowledged.
1. Consulting with older people’s representative groups through the Positive Ageing Advisory Group (PAAG).

What WDC does to meet this objective:

- Council’s Positive Ageing Advisory Group is a diverse group representing many local organisations engaged with senior citizens. The Group meets monthly to discuss issues affecting the District's older residents. Two elected councillors are appointed to represent WDC on the PAAG to report to Council and the Group.

- The WDC Community Services Adviser convening the PAAG ensures that information on WDC activity, particularly that effecting older residents is brought to the Group's attention for discussion or consultation in the wider community. WDC staff members engaged in planning these projects consult directly with the Group at monthly meetings.

- The Community Services Adviser conveys relevant information on positive ageing received from external sources (e.g., Office for Senior Citizens) to the PAAG.

How this objective could be better achieved:

Action a): The PAAG members will conduct annual reviews of the groups membership to ensure that all groups within the ageing sector are represented, e.g., Rest home residents.

Outcome: The membership of the PAAG will reflect changes in our older population.

Measurements: This will be assessed annually both internally by the PAAG to ensure different groups of older people are represented, and externally by annual satisfaction surveys commissioned by WDC.
2. Considering the needs of an ageing population in its strategic, annual and long-term planning processes.

What WDC does:

- WDC Environmental Trends Analyst and planners keep abreast of and consider demographic changes within the District's population.
- The Whangarei District Growth Strategy- Sustainable Futures 30/50 and Implementation Plan, The Long Term Plan and Annual Plan aim to address the needs of senior residents, including spreading the economic burden of providing services and infrastructure fairly between ratepayers, over time, through application of inter-generational equity.

How this objective could be better achieved:

Action a): When possible, WDC staff will aim to provide PAAG with a consultation period of at least six weeks to allow sufficient time for members to discuss the issue concerned with their respective organisations and with senior residents in the wider community and report back to the group.

Outcomes:
- That the PAAG is consulted in a timely manner in respect of all planning processes that impact on the lives of senior residents.
- That WDC has greater engagement and conversations with older residents and receive more comprehensive feedback on strategic plans.

Measurements: Annual internal assessment by PAAG that the above outcomes have been achieved. Annual resident satisfaction survey commissioned by WDC.

3. Ensuring that Council's service delivery considers the needs and rights of older people.

What WDC does:

- Parking: Residents over 70 years of age can apply to WDC for a free parking permit providing them with free parking in WDC public car parks.
- Subsidised taxis for those with limited mobility: Administered by the Northland Regional Council, WDC contributes 60% of the cost of providing the Total Mobility Scheme to registered members within Whangarei District.
- Housing: Council owns 165 pensioner units located at 16 separate sites throughout the District in Hikurangi, Kamo, Tikipunga, Kensington, Onerahi, central Whangarei and Maunu. These units are solely for the purpose of providing safe, affordable housing for pension aged citizens. The Masonic Trust is currently contracted to provide day-to-day management of the units. Those eligible for Council's pensioner housing must be: over 65, receive the New Zealand Superannuation and have cash assets of no more than $17,500 for a single person, or $20,500 for a couple.
- Library: WDC Libraries provide a diverse range of facilities for older patrons including a Book Out home library service for those unable to leave their homes, a large collection of large print, e, and audio books and an extensive mobile library service. The Libraries also organise a range of regular social activities for senior patrons including an annual senior citizens concert.
- Free mobility scooter and wheel chairs are provided at Te Manawa -The Hub so that those with restricted mobility are able to participate in outdoor recreational activities in the central city.
- Rates Rebates Scheme: This government scheme provides a subsidy to low-income homeowners on the cost of their rates. The scheme is regularly reviewed by government and each application is judged against criteria set by the Department of Internal Affairs. WDC employs additional staff over July/August to process applications and arranges home visits to assist ratepayers who are unable to leave their homes with their application.
How this objective could be better achieved:

**Action a):** WDC will continue to provide comprehensive library services, safe and healthy pensioner housing, free 70+ parking and support of the total Mobility scheme for its senior residents.

**Outcomes:** That current service levels to older residents are maintained and that older residents can afford to live and travel independently in Whangarei as they desire or are able.

**Measurements:** Through data gathered by the above service providers and annual internal assessment by PAAG.
Annual resident satisfaction survey commissioned by WDC.

**Action b):** WDC will prioritise meeting the needs of older residents particularly through services that promote health and participation understood to add both social and economic value.

**Outcomes:** That WDC is responsive to the feedback on, or requests for, improved service delivery to older residents.
As a result of improved service delivery, older residents are better able to participate in community life.

**Measurements:** Annual internal assessment by PAAG that the above outcomes have been achieved.
Annual resident satisfaction survey commissioned by WDC.

**Action c):** The WDC and the PAAG will support and advocate for the provision of an urban public transport system that meets the needs of older residents, particularly suitable sheltered bus stops, appropriate routes and supportive infrastructure that caters for impaired mobility and vision.

**Outcome:** That older residents feel safe and confident to independently use urban public transport to meet their transport needs.

**Measurements:** That NRC data indicates older residents use urban public transport services and through annual internal assessment by PAAG that the above outcomes have been achieved.
Annual resident satisfaction survey commissioned by WDC.

**Action d):** The WDC and the PAAG will support and advocate for the provision of affordable public transport to rural areas in the District to meet the needs of older transport dependent residents.

**Outcomes:** That older residents living in rural areas within the District have their transport needs met and are not socially isolated because of the lack of affordable public transport.

**Measurements:** Annual internal assessment by PAAG that the above outcomes have been achieved.
Annual resident satisfaction survey commissioned by WDC.
4. Communicating and providing information via media accessible to older people.

What WDC does:
- WDC has an accessible web site for those older people using computers and uses printed media via free local newspapers and post.
- Printed copies of consultation documents are made available in local libraries.
- Council staff are responsive to older persons’ needs demonstrated by customer service staff on hand via telephone to answer and assist with queries and Library staff assisting older patrons with computer use.

How this objective could be better achieved:

Action a): WDC will continue to engage with residents through printed media and post, and that font size is considered in all publications and signs.

Outcomes: That older residents, particularly those who do not use computer technology, can continue to receive information through accessible media and are informed and engaged with their council and the wider community.

WDC signage and publications are easily legible.

Measurement: Annual internal assessment by PAAG that the above outcomes have been achieved. Annual resident satisfaction survey commissioned by WDC.

Action b): The PAAG will organise informal biannual opportunities for direct communication on WDC and local affairs with senior residents, including rest home residents - eg morning tea sessions at the RSA.

Outcome: Interested older residents are provided with opportunities to be connected with and informed on wider community affairs.

Measurements: Annual internal assessment by PAAG that the above outcomes have been achieved. Annual resident satisfaction survey commissioned by WDC.

5. Promoting the contributions made by older people.

What WDC does:
- Civic Honours Awards: Every year Whangarei District Council honours up to four citizens for outstanding voluntary service with the Civic Honours Awards. The Awards give recognition to those citizens, who by their personal leadership, inspiration, sacrifice or devotion to a cause, have made a significant contribution to the community wellbeing of the Whangarei District.

How this objective could be better achieved:

Action a): Visual representations of “our community” in WDC publications will include those of older people actively participating in community life - eg representing an older person in a mentoring or supporting role with a younger person.

Outcomes: WDC publications depicting local residents in scenes of civic life will include images of engaged and active older people, ensuring that older residents will feel included.

Measurements: Annual internal assessment by PAAG that the above outcomes have been achieved. Annual resident satisfaction survey commissioned by WDC.
6. Providing opportunities for recreation and participation that are diverse, safe, affordable, accessible and attractive to older residents.

What WDC does:

- The WDC City Safe programme has close contact with Whangarei Age Concern in respect of safety issues. Lighting and CCTV cameras have been installed to provide a greater sense of safety. WDC commissioned consultants Harrison Grierson to conduct an IPTED (Injury Prevention Through Environmental Design) assessment of four suburban areas.

- Accessible infrastructure: Through the 2014 Accessibility Policy WDC has made a commitment that Council infrastructure will be accessible and meet best practice standards where geographically and financially practicable. WDC staff incorporate accessible design principles when planning and implementing new public infrastructure, eg footpaths, shared pathways, seats, toilets and recreational facilities and as much as practicable ensuring existing infrastructure meets accessibility standards. WDC structures comply with NZS 4121:2001.

- Libraries: as above, the Libraries and their facilities are extremely well utilised by older residents. Particularly in colder weather, they are warm, safe and comfortable social gathering places.

- Free mobility scooters and wheelchairs are provided at Te Manawa -The Hub for use in the central city.

- Funding of the Whangarei Aquatic Centre – including its hydrotherapy pool, via Sport Northland. This facility provides valuable recreational and therapeutic support for many older residents.

- WDC hosting or funding events catering specifically for senior citizens eg the senior citizens’ Christmas carol concert and the Rest-Home Olympics for rest home residents.

How this objective could be better achieved:

Action a): As per objectives 2 &3 above, WDC will prioritise implementing advice given by the PAAG on matters concerning older persons’ safety, accessibility or provision of services. When these are actioned WDC will communicate this and promote these facilities to senior residents. Older residents with extensive past knowledge may not be aware of more recent changes to their environment.

Outcomes: WDC will fully and explicitly consider the needs of older residents in the planning and provision of all infrastructure and services. Such consideration and any consequent outcomes will be communicated to older residents.

Greater visible participation in community life by older residents.

Measurements: Annual internal assessment by PAAG that the above outcomes have been achieved. Annual resident satisfaction survey commissioned by WDC.

Monitoring and Review

The WDC Positive Ageing Strategy will be monitored annually by the PAAG during September and October. Findings will be recorded at the November meeting and will inform the Group’s reports and submissions to Council.

The Positive Ageing Strategy will be reviewed by the PAAG every five years.
Whangarei District Council Positive Ageing Advisory Group

The Positive Ageing Advisory Group plays a valuable role in advising Council on its service delivery to the District’s older residents.

Members of the group, supported by the organisations they represent, have generously volunteered their time and wisdom to: gather and distribute information, provide feedback to Council, share skills and ideas, help to identify gaps and co-ordinate resources, and positively influence all members of the community to understand positive ageing needs and strategies. Both individually and collectively they have contributed a wealth of knowledge and experience to the development of this strategy.

Alison Waugh  
Kamo 60's Up

Maureen Moodie  
Bream Bay 60's Up

Anna Groenestein  
National Council of Women

Meryle Klinac  
U3A

Archie Dixon  
RSA

Noreen Moorhouse  
QSM  
Otangarei Maori Women’s Welfare League

Irene Walding  
Hikurangi Kuia and Kaumatua Group

Stephanie McMillan  
QSM  
Northland J.P. Association

Linda Holman  
Manaia PHO  
(retired 2016)

Sue Bodle  
ACC

Lorna Child  
MSD Senior Services

Sue Daumiller  
Anglican Care Centre

Mandy Beazley  
N.Z. Aged Care Association

Wendy Smith  
Whangarei Age Concern
“Each and every one of us, young and old, has a role to play in promoting solidarity between generations, in combating discrimination against older people, and in building a future of security, opportunity and dignity for people of all ages.”

Kofi Annan
1. Minutes: Community Enterprises Committee
    Thursday 17 November 2005

Minutes of a meeting of the Community Enterprises Committee of the Whangarei District Council held in the Council Chamber Forum North on Thursday 17 November 2005 at 10.30 am.

Present:        Cr J T D Williamson (Chairman)

                Her Worship the Mayor (10.39 am), Crs C B Christie, S J Deeming, S M Glen, P R Halse, G M Martin, F Newman, W E Redwood, A Shaw and M R Williams

Apologies:      Cr S L Mai, R Lieffering and K J Sutherland

Moved Cr Martin / Seconded Cr Shaw

"That the apologies be sustained."

CARRIED

Also Present:   Mr D Greig (Whangarei Residents & Ratepayers Association)

In Attendance:  Chief Executive Officer (M P Simpson), Acting Community Enterprises Manager (R Towers), Council Secretary (M Henehan), Community Development Manger (A Hermans), Venue Manger (C Bothwell), Parks Manager (G Bostwick), Acting Property Manager (L Breen), Parks Planner (W Morris), LTCCP Self Assessment Co-ordinator (P Rose), Special Services Co-ordinator (K Goosen) and Committee Advisor (C Brindle)

1. Confirmation of Minutes of a meeting of the Community Enterprises Committee held on 20 October 2005

Moved Cr Williams / Seconded Cr Williamson

"That the minutes of the meeting of the Community Enterprises Committee held on 20 October 2005, having been circulated, be taken as read and now confirmed and adopted as a true and correct record of proceedings of that meeting."

CARRIED

2. Community Enterprises Department Monthly Report

Moved Cr Newman / Seconded Cr Deeming

"That the information be received."

CARRIED

Her Worship the Mayor joined the meeting at 10.39 am during discussions on Item 2.
3. **Community Enterprises Performance Measures**
   Moved Cr Halse / Seconded Cr Williamson
   "That the information be received."
   **CARRIED**

4. **Whangarei Quarry Gardens Trust: Appointment of Council Representatives**
   Moved Cr Williams / Seconded Cr Deeming
   "1. That Councillor Sue Glen be re-appointed as council’s appointment to the Whangarei Quarry Gardens Trust.
   2. That Toi Maihi be re-appointed as council’s community appointment to the Whangarei Quarry Gardens Trust."
   **CARRIED**

5. **Positive Ageing Strategy**
   Moved Cr Newman / Seconded Cr Martin
   "1. That the information be received.
   2. That no further action be taken."
   **Amendment**
   Moved Cr Redwood / Seconded Her Worship the Mayor
   "1. That the information be received.
   2. That council adopt the Positive Ageing Strategy for Whangarei District.
   3. That council endorse the formation of a Positive Ageing Advisory Group comprising of stakeholders, community representatives and council staff which will co-ordinate implementation of the recommendations of the Positive Ageing Strategy."
   
   Cr Williams gave notice that if the amendment was lost he would move a further amendment.
   
   On the amendment being put Cr Redwood called for a division:
   
   **For the amendment:** Her Worship the Mayor, Crs Deeming, Shaw, Redwood and Williamson (5)
   
   **Against the amendment:** Crs Christie, Glen Halse, Newman, Martin and Williams (6)
   
   **Absent:** Crs R Lieffring, S L Mai and K J Sutherland (3)
   
   The amendment was LOST
   
   **Further Amendment**
   
   Moved Cr Williams / Seconded Cr Glen
   "1. That the information be received.
   2. That council adopt the Positive Ageing Strategy for Whangarei District."
On the further amendment being put Cr Redwood called for a division:

For the further amendment: Her Worship the Mayor, Crs Deeming, Glen, Halse, Newman, Martin, Shaw, Williams, Redwood and Williamson (10)

Against the amendment: Cr Christie

Absent: Crs R Lieffering, S L Mai and K J Sutherland (3)

The further amendment was CARRIED
And subsequently CARRIED
as the substantive MOTION

6. McLeod Bay Hall Extension

Mr D Greig addressed council with regard to this item.

Moved Cr Williams / Seconded Cr Newman

"1. That the proposal by the Whangarei Heads Citizens' Association for an extension to the McLeod Bay Hall into the unused recreation reserve at 9 Stuart Road adjacent be approved.

2. That plans for the future layout and use of the reserve be drawn up in consultation with the community for consideration in the long-term council community plan."

Amendment

Moved Cr Halse / Seconded Cr Christie

"1. That the proposal by the Whangarei Heads Citizens' Association for an extension to the McLeod Bay Hall into the unused recreation reserve at 9 Stuart Road adjacent be approved.

2. That the Community Funding and Liaison Committee meet on the site and report back on the issues identified in the agenda item."

The amendment was CARRIED
and subsequently CARRIED
as the substantive MOTION

Her Worship the Mayor left the meeting at 11.58 am during discussions on Item 6.

Exclusion of Public

Moved Cr Shaw / Seconded Cr Williamson

"That the public be excluded from the following part(s) of proceedings of this meeting namely:

Item C.1: Property Transaction
Item C.2: Property Transaction
Item C.3: Property Transaction
Reasons: To enable the council to carry on without prejudice or disadvantage negotiations.
Grounds: Section 7 (2) (i)."

CARRIED
The meeting closed at 12.21 pm

Confirmed this 15th day of December 2005

J T D Williamson (Chairman)
Positive Ageing Advisory Group
Terms of Reference – November 2012 - amended 9 July 2013

1. Purpose

The purpose of the Positive Ageing Advisory Group is to:

- Promote the wellbeing of the older person
- Connect Whangarei District Council (WDC) into the Positive Ageing sector
- Provide direction that pertains to the sector
- Provide advice to WDC regarding ongoing and new initiative projects in the District with the perspective of the older person.
- Build the Council's knowledge of the needs of the older person in the Whangarei District and how best these can be met

2. Goals

The goals of the Positive Ageing Advisory Group are to:

- Provide a voice from the sectors on Council business
- Engage with the WDC staff and Councillors to raise awareness of the older person and their needs.
- Create an age accessible environment
- Provide connectivity across the Positive Ageing sector.
- Interact with WDC to better understand how local government works
- Help make Whangarei District attractive to the ageing population

3. Advisory role

The Positive Ageing Advisory Group will:

- Advise in the planning and development of Council services
- Advise on how the views of the ageing population can be canvassed and conveyed to Councils.
- Provide advice to the Council on matters of urban design, planning and infrastructure.
- Advise on matters relating to policy and strategic development

4. Responsibilities

Positive Ageing Advisory Group members are required to:

- Attend Positive Ageing Advisory Group meetings monthly
- Act as a spokesperson
- Provide and present to the meeting where appropriate information and data regarding issues relevant to their sector and the ageing population
- To consider views and proposals constructively
- To relay back to members of their groups and the wider community, information regarding issues, needs and the activities and progress of the Positive Ageing Strategy goals
5. **Positive Ageing Advisory Group Conduct**

Positive Ageing Advisory Group members must:

- Report any potential conflicts of interest to the Chair as soon as possible
- Maintain public image and not bring the Council into disrepute through their actions
- Abide by direction of the chair
- Make themselves available for meetings arrive on time and if absent notify the Chair as soon as possible
- Have a second person who can attend meetings in your absence
- Contribute in a constructive way to group discussion
- Allow others fair opportunity to speak and contribute
- Respond in a timely manner to items of group business
- Provide information between their member organisation and the PAAG in an efficient, unbiased and timely manner
- Refrain from making derogatory or disparaging remarks about other members of the group
- Keep the issues of the ageing population paramount
- Respect other members of the group and refrain from personal criticism

**Membership**

All appointed members of the Positive Ageing Advisory Group will be an endorsed representative of an organisation or recognised community group that has a role in positive ageing in the District, and:

- Have some expertise on issues affecting older persons in the District
- Have the capacity to consult with and represent a broad spectrum of older people living within the District
- Complement clear and concise information back to older people and groups
- Be committed to attending PAAG meetings.
- Work to promote the purpose and goals of the Positive Ageing Advisory Group

6. **Term of Appointment**

*The standard term of appointment is initially one year. Subsequent appointments will be for two years with right of reappointment.*

The above clause was amended at the meeting 9 July 2013 to read:

The standard term of appointment is initially one year. No office holder will hold their office for a period exceeding 3 consecutive years, and it is recommended that at least one officer holder represents a community group.”

The term of appointment can be less than one year if a member:

- resigns
- misses more than 3 consecutive meetings

If a Positive Ageing Advisory Group member resigns a replacement will be conducted through the process for recruitment currently in place with the Council.
7. **Selection Process**

Membership occurs by nomination of a group at a Positive Ageing Advisory Group meeting. This will be minuted and the invitation will be made through the Chair.

8. **Group Size**

To enable the advisory group to work effectively it is useful to limit the size to not more than 15 appointed people. In addition to the 15 representatives a Council representative and staff can be present.

9. **Operation and other matters**

- Whangarei District Council will oversee the administration of the Positive Ageing Advisory Group.
- The group will meet up to 12 times per year.
- Should conflict occur the Chair/Co-Chair and group will work with the Community Services Adviser to resolve the conflict. If the conflict involves any of the mentioned parties then mediation can be requested.
- Half of the current number of members, not including vacancies, must be present for the group to have a quorum which is the minimum number of members necessary to conduct the business on that group or for the meeting to go ahead. Any less than half the group and the meeting will not go ahead.
- If a situation arises where the Positive Ageing Advisory Group is not functioning effectively, or there is a disagreement regarding membership eligibility, the Whangarei District Council will have final approval of the membership and composition of the group.

10. **Review**

The Terms of Reference will be reviewed every three years. Any suggestions for changes will need to be an agenda item for a Positive Ageing Advisory Group meeting. All changes to the Terms of Reference will be subject to the approval of the Whangarei District Council.

11. **Sustainability**

The Positive Ageing Advisory Group must operate within the constraints of budget support and venue size.

*By signing the Terms of Reference you agree to everything outlined in this contract:*

Date: ........................................ Name: ..................................... Organisation: ..................................... Signature: .................................
1. Minutes: Planning Committee
Wednesday, 9 March 2016

Minutes of a meeting of the Planning Committee of the Whangarei District Council held in the Council Chamber, Forum North on Wednesday 9 March 2016 at 10.30am

Present:
Cr G C Innes (Chairperson)
Her Worship the Mayor S L Mai, Crs S J Bretherton, C B Christie, P A Cutforth, S J Deeming, S M Glen, C M Hermon, G M Martin, B L McLachlan, S L Morgan, J D T Williamson and Maori Advisor J Chetham (10.38am)

Apologies:
Crs S J Bell and P R Halse

Moved: Cr Innes
Seconded: Cr Martin

“That the apologies be sustained.”

CARRIED

In Attendance:
Group Manager District Living (P Dell), Governance Manager (J Marris), Legal Counsel (K Candy), Community Services Manager (O Thomas), Policy and Monitoring Manager (P Waanders), Resource Consents Manager (A Hartstone), Executive Assistant (J Crocombe) and Senior Meeting Co ordinator (C Brindle)

1. Confirmation of Minutes of a Meeting of the Planning Committee held on 10 February 2016

Moved: Cr Cutforth
Seconded: Cr Morgan

“That the minutes of the meeting of the Planning Committee held on Wednesday 10 February 2016, having been circulated, be taken as read and now confirmed and adopted as a true and correct record of proceedings of that meeting.”

CARRIED

2. District Living Group Monthly Report – February

Moved: Cr Glen
Seconded: Cr Cutforth

“That the District Living Group Month report for February 2016 be received.”

CARRIED

J Chetham joined the meeting at 10.38am during discussions on Item 2.

Planning Committee

13 April 2016
3. Proposed Plan Change 94B - Papakainga

Moved: Cr Innes
Seconded: Cr Deeming

"1. That the report and attachments be received.


3. That pursuant to Section 86B of the Resource Management Act 1991, Whangarei District Council resolves that all the Rules in Plan Change 94B shall have legal effect only once the Proposed Plan provisions becomes operative in accordance with Clause 20 of Schedule 1 to the Act."

CARRIED

4. Positive Ageing Policy

Moved: Cr Cutforth
Seconded: Cr Bretherton

"That the Positive Ageing Policy is adopted and that staff report back on the Positive Ageing Strategy following review by the Positive Ageing Advisory Group."

Amendment

Moved: Cr Glen
Seconded: Cr Martin

"That the draft Positive Ageing Policy is adopted."

On the amendment being put Cr Innes called for a division:

For the amendment:
Crs Glen, McLachlan and Martin (3)

Against the amendment:
Crs Deeming, Christie, Cutforth, Hermon, Williamson, Morgan, Bretherton, Her Worship the Mayor and Innes (9)

Absent:
Crs Bell and Halse (2)

The amendment was LOST
The motion was CARRIED

5. New Road Name – Resource Consents

Moved: Cr Deeming
Seconded: Cr Martin

"That the right of way at St Anne road, Waipu be named Mackay Lane."

CARRIED
The meeting closed at 11.07am

Confirmed this 13th day of April 2016

G C Innes (Chairperson)
4 Pensioner Housing Policy Review 2017

Reporting officer: Mike Hibbert (Property Officer)
Date of meeting: 8 June 2017

1 Purpose

To consider the reviewed Pensioner Housing Policy and approve the changes made as per the agenda attachments.

2 Recommendation

That the Community Development Committee;

a) approve the Pensioner Housing Policy as per the changes of the 2017 review.
b) authorise the Chief Executive make any minor amendments, including typographical/formatting/editing changes if required.

3 Background

Council has a long-standing commitment to providing housing for elderly residents who, through personal circumstances, are unable to own or rent accommodation on the open market.

The pensioner housing portfolio is a strategic asset in accordance with the Local Government Act and Council’s Policy on Significance and Engagement.

Council’s Pensioner Housing Policy is intended to provide clear operational guidelines in the following key areas:

- Eligibility criteria for tenancy
- Administration of waiting lists and tenancies
- Administration of rents, rent collection and rent arrears
- Maintenance and upgrading of units.

The Pensioner Housing Policy has been revised in accordance with the biennial review. Because of major changes in the last review (2015), no significant changes have been made.
4 Principles

The principles underlying this Policy are:

- That there is a genuine need for long-term affordable accommodation for the elderly, and that Council has a role in meeting this need;
- That Council’s pensioner housing units shall continue to be available for rental at below open market rentals for those with limited financial means;
- That all tenancies will, in the first instance, be managed in accordance with the Residential Tenancies Act 1986.

Internally all revenue generated from the Pensioner Portfolio is re-invested into the asset to maintain operating priorities as identified and assessed annually.

5 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via report publication.

6 Attachments

1. Pensioner Housing Policy - Final
2. Pensioner Housing Policy - Track Changes
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Introduction

Council has a long-standing commitment to providing housing for elderly residents who, through personal circumstances, are unable to own or rent accommodation on the open market.

The pensioner housing portfolio is considered to be a strategic asset in accordance with the Local Government Act and Council’s Policy on Significance and Engagement.

Purpose

Council’s Pensioner Housing Policy is intended to provide clear guidelines in the following key areas:

- Eligibility criteria for tenancy
- Administration of waiting lists and tenancies
- Administration of rents, rent collection and rent arrears
- Maintenance and upgrading of units

Principles

The principles underlying this Policy are:

- That there is a genuine need for long-term affordable accommodation for the elderly, and that Council has a role in meeting this need
- That Council’s pensioner housing units shall continue to be available for rental at below open market rentals for those with limited financial means
- That all tenancies will, in the first instance, be managed in accordance with the Residential Tenancies Act 1986

Definitions

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<tr>
<th>Term</th>
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<tr>
<td>Elderly</td>
<td>People aged 65 or over</td>
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<tr>
<td>Full Time Work</td>
<td>Paid employment equivalent to more than 30 hours per week</td>
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<td>Open market rentals</td>
<td>Level of rental the units would attract on the current market as determined by a registered valuer</td>
</tr>
<tr>
<td>Pensioner Housing</td>
<td>Properties used for the purpose of housing pensioners that are identified as strategic assets in terms of Council’s Policy on Significance and Engagement</td>
</tr>
<tr>
<td>Relationship</td>
<td>A relationship can be either through marriage, civil union or a de facto relationship. For qualification in regards to this policy couples are in a relationship if they are committed; to each other emotionally, financially interdependent and are living in the nature of marriage or civil union.</td>
</tr>
<tr>
<td>Reside</td>
<td>A continuous arrangement where a tenant eats, sleeps and dwells in a unit on a daily basis.</td>
</tr>
<tr>
<td>Tenancy Manager</td>
<td>An independent contractor engaged to provide Pensioner Housing Management Services</td>
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<td>Visitor</td>
<td>Anyone who has not signed the tenancy agreement, including, but not limited to family, caregivers and friends.</td>
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Background

Council owns a total of 164 pensioner units - 142 one bedroom units, five two-bedroom units and 17 bedsits. Units are located in 16 separate locations in Whangarei, Onerahi and Hikurangi. Each site accommodates between 2-18 units. Units were constructed during the 1960s through to the 1990s.

As vacancies arise units are being upgraded to meet accessibility needs of tenants and completed in accordance with established priorities across the entire pensioner housing stock.

It is expected that tenants will be able to live independently. Units will not be specifically modified for tenants with significant disabilities.

For all units, Council provides vinyl floor coverings in bathroom and kitchen areas, carpet in lounge and bedroom areas, an oven, one smoke alarm, rails/tracks for curtains, a clothesline and letterbox.

All other fittings including heating and curtains are the responsibility of the tenant.

No garages or carports are available; however most villages have limited off street parking.

Some units have scooter parks, security doors and storage sheds.

Outdoor lawns and grounds maintenance is provided by Council contractors with the tenant being responsible for any small garden area adjacent to their unit.

Northland District Masonic Trust is currently contracted to provide day-to-day management of units, which includes tenant placement, tenant liaison and urgent or minor maintenance issues.

Policy

Eligibility for Tenancy

To be eligible for pensioner housing, prospective tenants must meet the following criteria. Where a couple are in a relationship and apply both applicants must meet the criteria:

Eligible tenants will:

a. be a New Zealand citizen or be permitted to reside in New Zealand
b. be aged 65 years or over and retired from full time work
c. be a recipient of New Zealand Superannuation, a New Zealand War Disablement Pension or New Zealand Veterans Pension
d. not have combined value of assets more than $17,500 (single) and $20,500 (couple). This includes any assets derived from being a beneficiary of a family trust but excludes car, furniture and personal household affects. These criteria may be adjusted by Council from time to time
e. be able to demonstrate they can live independently (this can mean they can live independently with assistance from a support network). In some cases, a medical report from a medical professional may be required.
f. have a good tenant history. The names of two referees must be supplied by the applicant who can comment on the applicant's previous history. If the applicant has not been in a tenancy situation previously, the names of two character referees must be supplied.

Where ongoing vacancies exist, the Chief Executive has discretion to approve tenants who do not meet criteria b and c above but meet the other criteria, provided they are 60 years of age or over.

Assessment Process

The acceptance (or otherwise) of applications remains at the full discretion of Council or its tenancy manager. Matters that may be taken into consideration are the following:

Whether the applicant can demonstrate a need for pensioner housing owing to:

a. stress of current living circumstances
b. the nature of the applicant’s current accommodation
c. requirement to live close to family and/or services
d. limited financial means of the applicant and in particular whether the applicant is unable to afford alternative accommodation

e. the degree to which, in the view of the Council or its tenancy managers, the applicant will be able to live harmoniously and in a non-disruptive manner in regard to existing occupiers of surrounding units and neighbours.

Preference will be given to applicants who have lived in the Whangarei district for at least 2 years and/or have close relatives in the district.

The offer of a vacant unit will be based on an assessment of the priorities of all the applicants at the time a unit becomes available and may not necessarily be dependent on the length of time the applicant has been on the database.

Eligibility Criteria for Existing Tenants

Existing tenants at the date this policy is adopted are not required to meet the criteria above, but any new tenants will be required to meet all criteria.

Changes to Eligibility during Tenancy

Council reserves the right to re-evaluate the tenancy of successful applicants should Council become aware of any changes to the tenant’s income source and/or value of assets or other changes in relevant circumstances (e.g. cohabitation with a non-qualifying partner).

In particular:

a. change of income source – from receiving a benefit to paid employment

b. change to value of assets – asset value exceeds stated thresholds

Tenants are required to notify, in writing, Council or its tenancy managers, any changes in circumstances as above.

Where it is proven that there are medical or mental health issues which mean that a tenant is unable to live independently on an ongoing basis, staff will endeavour to accommodate the provision of the appropriate social service or medical support. This is based on the need to protect the interests and wellbeing of the tenant and the interests and wellbeing of other tenants.

Rent, Rent Collection and Rent Arrears

Rents

Rents are set at 30% of the superannuation relevant to the applicant’s entitlement for single and two bedroom units.

Rents are set at 28% of the superannuation relevant to the applicant’s entitlement for bedsits.

Rent increases will be implemented annually in accordance with Council’s current policy.

Any changes to rents will be implemented in accordance with the provisions of the Residential Tenancies Act 1986.

Rent Collection

Tenants are required to pay two weeks rent in advance on being accepted for a pensioner unit.

Rent shall be paid by the tenant, or on behalf of the tenant, fortnightly in advance by way of automatic payment or direct debit.

Council (with assistance of their Tenancy managers) will record all rent payments, which will be credited against the tenant’s rental account.

Arrears Management

All arrears are governed by the Residential Tenancies Act 1986.

All rent arrears will be brought to the attention of the tenant in writing.

Where rent arrears are outstanding for a period of two weeks, Council (or their tenancy managers) may arrange recovery of rent arrears by means of direct deductions from the tenant’s superannuation payments.
Where rent arrears remain outstanding and/or ongoing in excess of 3 months, Council (or their tenancy managers) will refer the matter to the Tenancy Tribunal for resolution in accordance with the Residential Tenancies Act 1986.

Tenancy Matters

Application Process

Applications must be made on Council’s Pensioner Housing Application Form (appendix 1). Forms are available from the tenancy manager’s office or can be downloaded from Council’s website.

All details and documents must be provided for consideration and completed forms to be forwarded to the tenancy managers.

Completed applications will be assessed against the criteria outlined.

Applicants will be notified whether or not they have met the criteria and if they have been placed on the database.

Applicants must advise any changes to circumstances or contact details to the tenancy managers who manage the database of waiting tenants.

When a vacancy occurs all applicants on the database will be assessed on the Assessment Process (page 5) taking into account all relevant factors, not necessarily on the length of time on the list.

If an offer for tenancy of a unit is accepted a Tenancy Agreement (appendix 2) will be drawn up and a joint inspection made of the unit and an assessment of the condition of the unit will be noted on the agreement.

An occupancy commencement date will be agreed upon and the Tenancy Agreement and a Bond Lodgement form will be signed by both parties.

A signed Agreement, signed Bond Lodgement form and a Direct Debit or Rent Redirection form for the rent must also be provided before the keys will be handed over to the tenant.

Council reserves the right to remove applicants from the database after all reasonable steps have been made but the applicant continues to decline vacant units.

Bond

A bond, equivalent to four weeks rent, is required prior to commencement of tenancy. Bonds will be treated as required in the provisions of the Residential Tenancies Act.

Tenant Behaviour

All tenants must respect their neighbour’s rights to ‘quiet enjoyment’ of their units and display a reasonable standard of behaviour.

If a complaint of unacceptable behaviour of a tenant or their visitor is received, this will be investigated and may result in a formal warning and notice of breach of tenancy.

If the unacceptable behaviour continues it may result in the termination of the tenancy as set out in the Residential Tenancies Act.

Visitors & Occupancy

Only the tenant or tenants who sign the Tenancy Agreement shall reside in the unit provided. The tenant must reside in the unit for a minimum, or equivalent, of 10 months per year unless by prior written approval from Council or the tenancy manager.

Visitors are welcome to visit on a daily basis. You must first request permission from Council’s tenancy manager should you wish any family members or friends to stay for more than two consecutive nights.

Tenants are responsible for their visitors behaviour at all times and are expected to be in attendance while visitors are on site.

Continued failure to abide by these conditions may result in termination of the tenancy.

Because of space limitations single units are only permitted to be occupied by single tenants.
In the case of a couple applying for accommodation, a two bedroom unit must become available for them and the couple’s rate will apply.

If a tenant’s status changes during the tenancy they will be required to relocate to an appropriate unit

a. A couple who are living in a two-bedroom unit may be relocated to a single unit if one partner leaves or dies and a new Tenancy Agreement will be required to be signed

b. A single tenant will be required to relocate to a 2 bedroom unit if they enter into a relationship (see definition). The new partner will be required to meet the criteria and a new Tenancy Agreement will be required to be signed.

Grievances and disputes

A tenant who has a grievance regarding any aspect of the Pensioner Housing properties may state the grievance in writing and address it to the tenancy managers in the first instance who will make every effort to resolve the matter and reach a mutually acceptable agreement.

If this fails the grievance may be escalated to the Whangarei District Council following Councils CRM process. A representative will be nominated in a further effort to resolve the matter.

If the matter is not able to be resolved then it may be referred to the Residential Tenancies Tribunal for formal mediation.

Termination of Tenancy

The Tenancy Agreement requires that three weeks written notice is given to the tenancy manager prior to termination of tenancy.

Written notice should include details of the tenant’s future address so that the bond can be repaid after final inspection of the unit.

Urgent Termination

If a tenant is required to leave their unit without providing the full three weeks’ notice due to ill health or death, the notice period may be reduced at the discretion of Council.

Any reduction of notice period that impacts on rent payments will be calculated after the unit has been vacated and the final inspection has been made.

If a tenant is being permanently relocated to a hospital or rest home, written proof of this must be provided for a waiver of the notice period to be granted.

Maintenance and Upgrading Procedures

Management

Day to day administration of pensioner units is carried out by tenancy managers on a contract basis, which will be reviewed from time to time. This includes day to day maintenance issues and tenancy management.

Annual inspections will be carried out and each unit’s condition will be assessed and recorded. These results will be used for budgeting and prioritising maintenance and renewals.

All other issues will be managed by the Whangarei District Council Pensioner Housing representative.

Maintenance

Council will maintain the housing stock to a standard consistent with:

- providing a safe, healthy and pleasant environment for its tenants
- promoting tenants independence and ability to ‘age in place’.

Maintenance will be prioritised and completed on the following basis:

- first priority will be given to urgent health and safety issues that include water supply, means of cooking, continuity of power supply, rainwater leaks etc. The aim is to respond to urgent health and safety requests within 24 hours
second priority will be given to responsive maintenance where components break or wear out and are likely to place the tenant at risk including security and accessibility issues. The aim is to respond to these based on the level of risk identified

other (non-urgent) responsive maintenance and upgrade requests receive a lower priority. These include redecorating units and/or upgrades resulting from tenancy management inspections. This work will be completed in accordance with established priorities across the entire pensioner housing stock.

Fair 'wear and tear' of the pensioner units is accepted however, in the case of deliberate damage caused by tenants (or their visitors); all costs relating to the repair of the damage will be charged to the tenant.

Sewerage and Waste Water Blockages
Council is responsible for any defects in the plumbing systems but will accept no responsibility to clear internal blockages. Tenants must engage their own plumber to carry out clearances of sinks, drains or toilets.

Light Bulbs and Electric Stove Elements
Before a new tenant moves into a unit, the unit is checked to ensure all lights and stove elements work. Council will arrange for the replacement or repair of all electrical fittings and will replace or repair, as an urgent health and safety job, any hob and oven elements that fail due to normal wear and tear. It is the tenants responsibility to replace light bulbs that expire during their occupancy.

Sundry Tenancy Matters

Smoking
All Pensioner Housing units are smoke free environments. For existing tenants (commencement prior to 2013) who continue to smoke, planned refurbishments of their units will be undertaken only if the tenant agrees neither to smoke in the unit nor to allow others to do so.

If a tenant whose tenancy commenced after 1 July 2013 is found to be smoking inside their unit then a formal warning will be given.

If smoking continues it may result in the termination of the tenancy as set out in the Residential Tenancies Act.

Smokers who smoke outside their units must give consideration to their neighbouring tenants and must dispose of butts appropriately and ensure that their smoking does not adversely affect others.

Animals
Council policy does not allow tenants to have pets. Council acknowledges special circumstances may exist and may consider approving a cat or bird on discretionary grounds, after a written request. A bond may be required prior to consent being given.

No dogs are allowed on the premises at any time, with the exception of guide dogs.

Cars and Parking
Car parking facilities are very limited in all complexes and cannot be reserved by any particular tenant.
Tenants are to be considerate of others when using parking facilities. Tenants must not park vehicles on the grassed areas or in parks marked for emergency services.

Tenants are also responsible for their visitors who must park outside the village at all times. Allowances are given for picking up and dropping off so long as they do not exceed five minutes at any one time.

Non-roadworthy vehicles or vehicles parked inconsiderately or in emergency parks may be removed at the owner’s expense.

Continued failure to abide by these conditions may result in termination of the tenancy.
Keys

One set of keys will be provided to the tenant at the beginning of the tenancy. It is the tenant’s responsibility to take care of these keys. If the tenant loses their keys, a new set can be provided at a small cost by arrangement with the tenancy manager.

If the tenant locks themselves out of their unit and a locksmith is required any charges for the call out or repair of any damage caused to gain access will be the responsibility of the tenant.

At no time are locks to be changed or spare keys cut by the tenant.

Installations and or additions

Requests by a tenant to alterations or installations of fixed equipment in a unit at their cost must be made in writing to Council. Should the tenant be granted approval, the tenant is responsible for all costs associated with the work, ongoing maintenance and for the cost of removing the installation/alteration at the end of the tenancy. Council may agree to leave the installation/alteration in place at the end of the tenancy if it considers it to be of value to the unit.

All such work is to be carried out by qualified persons to a high standard complying with all building or other relevant best practises at that time. At no time should tenants undertake alterations themselves that may damage the unit, adversely affect their neighbours or result in costs to Council to rectify, demolish or remove of such alterations.

Failure to abide by these conditions may result in termination of the tenancy.

Gardens and Grounds Care

Lawns and grass edges of the grounds and some trees/hedges are maintained by Council contractors. Tenants are encouraged to maintain gardens in the immediate area of their unit. If a tenant is experiencing any difficulties with this for any reason they are to notify the tenancy managers immediately so that the garden can be returned to lawn or alternative arrangements made.

Refuse disposal

Disposal of all household refuse is the tenant’s responsibility. This must be undertaken regularly and refuse must not be allowed to accumulate.

Any costs incurred by Council to remove rubbish will be on-charged to the tenant.

Green Waste bins are supplied by Council and will be collected as required. These bins are to be used for green waste such as weeds, leaves and trimmings etc. Branches and household rubbish are not to be placed in green waste bins.

Telephone/Internet

It is the responsibility of the tenant to arrange for any telephone and/or internet connection and to pay all charges for the connection and ongoing rental.

Power Connection

It is the responsibility of the incoming tenant to ensure that a power supply application is lodged with an electricity provider. All charges relating to the electricity supply are the responsibility of the tenant. All tenants must maintain a power supply for health, safety and sanitary purposes.

Continued failure to abide by this condition may result in termination of the tenancy.

Water Supply

Water is supplied by Council. Tenants must not waste water and must notify the Tenancy Managers immediately if any leaks are identified.

Transfers

Whilst it is not normal policy to transfer tenants, Council acknowledges special circumstances may exist that require a tenant to relocate to a different location, such as a change in health, transportation or proximity to other services etc. Council may consider a written request by a tenant to transfer from one unit to another. The transfer is regarded as a new tenancy.
Related Documents

Appendix 1 - Pensioner Housing Application Form
Appendix 2 - Pensioner Housing Residential Tenancy Agreement

Relevant Legislation

Residential Tenancies Act 1986

Related Policies and Documents

Significance and Engagement Policy #0081
Property Policy
Adoption

This Policy has been approved for adoption by the Property Manager and the Group Manager Positive Growth.

__________________________  __________________
Property Manager              Date

__________________________  __________________
General Manager - Community   Date

Policy adopted by Community Development Committee Resolution on 8 June 2017
Whangarei District Council

Pensioner Housing Policy

Policy 0050
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<td>Adoption</td>
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Introduction

Council has a long-standing commitment to providing housing for elderly residents who, through personal circumstances, are unable to own or rent accommodation on the open market.

The pensioner housing portfolio is considered to be a strategic asset in accordance with the Local Government Act and Council’s Policy on Significance and Engagement.

Purpose

Council’s Pensioner Housing Policy is intended to provide clear guidelines in the following key areas:

- Eligibility criteria for tenancy
- Administration of waiting lists and tenancies
- Administration of rents, rent collection and rent arrears
- Maintenance and upgrading of units

Principles

The principles underlying this Policy are:

- That there is a genuine need for long-term affordable accommodation for the elderly, and that Council has a role in meeting this need
- That Council’s pensioner housing units shall continue to be available for rental at below open market rentals for those with limited financial means
- That all tenancies will, in the first instance, be managed in accordance with the Residential Tenancies Act 1986

Definitions

<table>
<thead>
<tr>
<th>Elderly</th>
<th>People aged 65 or over</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Time Work</td>
<td>Paid employment equivalent to more than 30 hours per week</td>
</tr>
<tr>
<td>Open market rentals</td>
<td>Level of rental the units would attract on the current market as determined by a registered valuer</td>
</tr>
<tr>
<td>Pensioner Housing</td>
<td>Properties used for the purpose of housing pensioners that are identified as strategic assets in terms of Council’s Policy on Significance and Engagement</td>
</tr>
<tr>
<td>Relationship</td>
<td>A relationship can be either through marriage, civil union or a de facto relationship. For qualification in regards to this policy couples are in a relationship if they are committed; to each other emotionally, financially interdependent and are living in the nature of marriage or civil union.</td>
</tr>
<tr>
<td>Reside</td>
<td>A continuous arrangement where a tenant eats, sleeps and dwells in a unit on a daily basis.</td>
</tr>
<tr>
<td>Tenancy Manager</td>
<td>An independent contractor engaged to provide Pensioner Housing Management Services</td>
</tr>
<tr>
<td>Visitor</td>
<td>Anyone who has not signed the tenancy agreement, including, but not limited to family, caregivers and friends.</td>
</tr>
</tbody>
</table>
Background

Council owns a total of 164 pensioner units - 142 one bedroom units, five two-bedroom units and 17 bedsits. Units are located in 16 separate locations in Whangarei, Onerahi and Hikurangi. Each site accommodates between 2-18 units. Units were constructed during the 1960s through to the 1990s.

As vacancies arise units are being upgraded to meet accessibility needs of tenants and completed in accordance with established priorities across the entire pensioner housing stock.

It is expected that tenants will be able to live independently. Units will not be specifically modified for tenants with significant disabilities.

For all units, Council provides vinyl floor coverings in bathroom and kitchen areas, carpet in lounge and bedroom areas, an oven, one smoke alarm, rails/tracks for curtains, a clothesline and letterbox.

All other fittings including heating and curtains are the responsibility of the tenant.

No garages or carports are available, however most villages have limited off street parking.

Some units have ramps, handrails, scooter parks, security doors and storage sheds.

Outdoor lawns and grounds maintenance is provided by Council contractors with the tenant being responsible for any small garden area adjacent to their unit.

Northland District Masonic Trust is currently contracted to provide day-to-day management of units, which includes tenant placement, tenant liaison and urgent or minor maintenance issues.

Policy

Eligibility for Tenancy

To be eligible for pensioner housing, prospective tenants must meet the following criteria. Where a couple are in a relationship and apply both applicants must meet the criteria:

Eligible tenants will:

a. be a New Zealand citizen or be permitted to reside in New Zealand
b. be aged 65 years or over and retired from full time work
c. be a recipient of New Zealand Superannuation, a New Zealand War Disablement Pension or New Zealand Veterans Pension
d. not have combined value of assets more than $17,500 (single) and $20,500 (couple). This includes any assets derived from being a beneficiary of a family trust but excludes car, furniture and personal household affects. These criteria may be adjusted by Council from time to time
e. be able to demonstrate they can live independently (this can mean they can live independently with assistance from a support network). In some cases, a medical report from a medical professional may be required.

f. have a good tenant history. The names of two referees must be supplied by the applicant who can comment on the applicant's previous history. If the applicant has not been in a tenancy situation previously, the names of two character referees must be supplied.

Where ongoing vacancies exist, the Chief Executive has discretion to approve tenants who do not meet criteria b and c above but meet the other criteria, provided they are 60 years of age or over.

Assessment Process

The acceptance (or otherwise) of applications remains at the full discretion of Council or its tenancy manager. Matters that may be taken into consideration are the following:

Whether the applicant can demonstrate a need for pensioner housing owing to:

a. stress of current living circumstances
b. the nature of the applicant's current accommodation
c. requirement to live close to family and/or services
d. limited financial means of the applicant and in particular whether the applicant is unable to afford alternative accommodation

e. the degree to which, in the view of the Council or its tenancy managers, the applicant will be able to live harmoniously and in a non-disruptive manner in regard to existing occupiers of surrounding units and neighbours

Preference will be given to applicants who have lived in the Whangarei district for at least 2 years and/or have close relatives in the district.

The offer of a vacant unit will be based on an assessment of the priorities of all the applicants at the time a unit becomes available and may not necessarily be dependent on the length of time the applicant has been on the database.

Eligibility Criteria for Existing Tenants

Existing tenants at the date this policy is adopted are not required to meet the criteria above, but any new tenants will be required to meet all criteria.

Changes to Eligibility during Tenancy

Council reserves the right to re-evaluate the tenancy of successful applicants should Council become aware of any changes to the tenant's income source and/or value of assets or other changes in relevant circumstances (e.g. cohabitation with a non-qualifying partner).

In particular:

a. change of income source – from receiving a benefit to paid employment

b. change to value of assets – asset value exceeds stated thresholds

Tenants are required to notify, in writing, Council or its tenancy managers, any changes in circumstances as above.

Where it is evident that there are medical or mental health issues which mean that a tenant is unable to live independently on an ongoing basis, staff will endeavour to accommodate the provision of the appropriate social service or medical support. This is based on the need to protect the interests and wellbeing of the tenant and the interests and wellbeing of other tenants. If the tenant meets the eligibility criteria on an ongoing basis, Council or the tenancy manager will give the tenant notice to vacate.

This is based on the need to protect the interests and wellbeing of the tenant and the interests and wellbeing of other tenants. Staff will endeavour to facilitate the provision of the appropriate social service or medical support prior to termination of tenancy.

Rent, Rent Collection and Rent Arrears

Rents

Rents are set at 30% of the superannuation relevant to the applicant's entitlement for single and two bedroom units.

Rents are set at 28% of the superannuation relevant to the applicant's entitlement for bedsits.

Rent increases will be implemented annually in accordance with Council's current policy.

Any changes to rents will be implemented in accordance with the provisions of the Residential Tenancies Act 1986.

Rent Collection

Tenants are required to pay two weeks rent in advance on being accepted for a pensioner unit.

Rent shall be paid by the tenant, or on behalf of the tenant, fortnightly in advance by way of automatic payment or direct debit.

Council (with assistance of their Tenancy managers) will record all rent payments, which will be credited against the tenant's rental account.

Arrears Management

All arrears are governed by the Residential Tenancies Act 1986.
All rent arrears will be brought to the attention of the tenant in writing.

Where rent arrears are outstanding for a period of two weeks, Council (or their tenancy managers) may arrange recovery of rent arrears by means of direct deductions from the tenant’s superannuation payments.

Where rent arrears remain outstanding and/or ongoing in excess of 3 months, Council (or their tenancy managers) will refer the matter to the Tenancy Tribunal for resolution in accordance with the Residential Tenancies Act 1986.

Tenancy Matters

Application Process

Applications must be made on Council’s Pensioner Housing Application Form (appendix 1). Forms are available from the tenancy manager’s office or can be downloaded from Council’s website.

All details and documents must be provided for consideration and completed forms to be forwarded to the tenancy managers.

Completed applications will be assessed against the criteria outlined.

Applicants will be notified whether or not they have met the criteria and if they have been placed on the database.

Applicants must advise any changes to circumstances or contact details to the tenancy managers who manage the database of waiting tenants.

When a vacancy occurs all applicants on the database will be assessed on the Assessment Process (page 5) taking into account all relevant factors, not necessarily on the length of time on the list.

If an offer for tenancy of a unit is accepted a Tenancy Agreement (appendix 2) will be drawn up and a joint inspection made of the unit and an assessment of the condition of the unit will be noted on the agreement.

An occupancy commencement date will be agreed upon and the Tenancy Agreement and a Bond Lodgement form will be signed by both parties.

A signed Agreement, signed Bond Lodgement form and a Direct Debit or Rent Redirection form for the rent must also be provided before the keys will be handed over to the tenant.

Council reserves the right to remove applicants from the database after all reasonable steps have been made but the applicant continues to decline vacant units.

Bond

A bond, equivalent to four weeks rent, is required prior to commencement of tenancy. Bonds will be treated as required in the provisions of the Residential Tenancies Act.

Tenant Behaviour

All tenants must respect their neighbour’s rights to ‘quiet enjoyment’ of their units and display a reasonable standard of behaviour.

If a complaint of unacceptable behaviour by of a tenant or their visitor is received, this will be investigated and may result in a formal warning and notice of breach of tenancy.

If the unacceptable behaviour continues it may result in the termination of the tenancy as set out in the Residential Tenancies Act.

Visitors & Occupancy

Only the tenant or tenants who sign the Tenancy Agreement shall reside in the unit provided. The tenant must reside in the unit for a minimum, or equivalent, of 10 months per year unless by prior written approval from Council or the tenancy manager.

Visitors are welcome to visit on a daily basis. You must first request permission from Council’s tenancy manager should you wish any family members or friends to stay for more than two consecutive nights.

Tenants are responsible for their visitors behaviour at all times and are expected to be in attendance while visitors are on site.
Continued failure to abide by these conditions may result in termination of the tenancy.

Because of space limitations single units are only permitted to be occupied by single tenants.

In the case of a couple applying for accommodation, or a tenant requiring a caregiver to live-in, a two bedroom unit must become available for them and the couple’s rate will apply.

If a tenant’s status changes during the tenancy they will be required to relocate to an appropriate unit

a. A couple who are living in a two-bedroom unit may be relocated to a single unit if one partner leaves or dies and a new Tenancy Agreement will be required to be signed

b. A single tenant will be required to relocate to a 2 bedroom unit if they enter into a relationship (see definition). The new partner will be required to meet the criteria and a new Tenancy Agreement will be required to be signed.

Grievances and disputes

A tenant who has a grievance regarding any aspect of the Pensioner Housing Policy may state the grievance in writing and address it to the tenancy managers in the first instance who will make every effort to resolve the matter and reach a mutually acceptable agreement.

If this fails the grievance may be escalated to Council Property Department following Councils CRM process. A representative will be nominated in a further effort to resolve the matter.

If the matter is not able to be resolved then it may be referred to the Residential Tenancies Tribunal for formal mediation.

Termination of Tenancy

The Tenancy Agreement requires that three weeks written notice is given to the tenancy manager prior to termination of tenancy.

Written notice should include details of the tenant’s future address so that the bond can be repaid after final inspection of the unit.

Urgent Termination

If a tenant is required to leave their unit without providing the full three weeks’ notice due to ill health or death, the notice period may be reduced at the discretion of Council.

Any reduction of notice period that impacts on rent payments will be calculated after the unit has been vacated and the final inspection has been made.

If a tenant is being permanently relocated to a hospital or rest home, written proof of this must be provided for a waiver of the notice period to be granted.

Maintenance and Upgrading Procedures

Management

Day to day administration of pensioner units is carried out by tenancy managers on a contract basis, which will be reviewed from time to time. This includes day to day maintenance issues and tenancy management.

Annual inspections will be carried out and each unit’s condition will be assessed and recorded. These results will be used for budgeting and prioritising maintenance and renewals.

All other issues will be managed by Councils Community Property Officer with direction from the Property Manager, the Whangarei District Council Pensioner Housing representative.

Maintenance

Council will maintain the housing stock to a standard consistent with:

- providing a safe, healthy and pleasant environment for its tenants
- promoting tenants independence and ability to ‘age in place’.

Maintenance will be prioritised and completed on the following basis:
First priority will be given to urgent health and safety issues that include water supply, means of cooking, continuity of power supply, rainwater leaks etc. The aim is to respond to urgent health and safety requests within 24 hours.

Second priority will be given to responsive maintenance where components break or wear out and are likely to place the tenant at risk including security and accessibility issues. The aim is to respond to these based on the level of risk identified.

Other (non-urgent) responsive maintenance and upgrade requests receive a lower priority. These include redecorating units and/or upgrades resulting from tenancy management inspections. This work will be completed in accordance with established priorities across the entire pensioner housing stock.

Fair ‘wear and tear’ of the pensioner units is accepted however, in the case of deliberate damage caused by tenants (or their visitors); all costs relating to the repair of the damage will be charged to the tenant.

**Sewerage and Waste Water Blockages**

Council is responsible for any defects in the plumbing systems but will accept no responsibility to clear internal blockages. Tenants must engage their own plumber to carry out clearances of sinks, drains or toilets.

**Light Bulbs and Electric Stove Elements**

Before a new tenant moves into a unit, the unit is checked to ensure all lights and stove elements work. Council will arrange for the replacement or repair of all electrical fittings and will replace or repair, as an urgent health and safety job, any hob and oven elements that fail due to normal wear and tear. It is the tenants responsibility to replace light bulbs that expire during their occupancy.

**Sundry Tenancy Matters**

**Smoking**

All Pensioner Housing units are smoke free environments. For existing tenants (commencement prior to 2013) who continue to smoke, planned refurbishments of their units will be undertaken only if the tenant agrees neither to smoke in the unit nor to allow others to do so.

If a tenant whose tenancy commenced after 1 July 2013 is found to be smoking inside their unit then a formal warning will be given. If smoking continues it may result in the termination of the tenancy as set out in the Residential Tenancies Act.

Smokers who smoke outside their units must give consideration to their neighbouring tenants and must dispose of butts appropriately and ensure that their smoking does not adversely affect others.

**Animals**

Council policy does not allow tenants to have pets. Council acknowledges special circumstances may exist and may consider approving a cat or bird on discretionary grounds, after a written request. A bond may be required prior to consent being given.

No dogs are allowed on the premises at any time, with the exception of guide dogs.

**Cars and Parking**

Car parking facilities are very limited in all complexes and cannot be reserved by any particular tenant. Tenants are to be considerate of others when using parking facilities. Tenants must not park vehicles on the grassed areas or in parks marked for emergency services.

Tenants are also responsible for their visitors who must park outside the village at all times. Allowances are given for picking up and dropping off so long as they do not exceed five minutes at any one time.

Non-roadworthy vehicles or vehicles parked inconsiderately or in emergency parks may be removed at the owner’s expense.

Continued failure to abide by these conditions may result in termination of the tenancy.
Keys

One set of keys will be provided to the tenant at the beginning of the tenancy. It is the tenant’s responsibility to take care of these keys. If the tenant loses their keys, a new set can be provided at a small cost by arrangement with the tenancy manager.

If the tenant locks themselves out of their unit and a locksmith is required any charges for the call out or repair of any damage caused to gain access will be the responsibility of the tenant.

At no time are locks to be changed or spare keys cut by the tenant.

Installations and or additions

Requests for alterations or installations of fixed equipment in a unit at their cost must be made in writing to Council. Should the tenant be granted approval to the alteration or installation, the tenant is responsible for all costs associated with the work, ongoing maintenance and for the cost of removing the installation/alteration at the end of the tenancy. Council may agree to leave the installation/alteration in place at the end of the tenancy if it considers it to be of value to the unit.

All such work is to be carried out by qualified persons to a high standard complying with all building or other relevant best practises at that time. At no time should tenants undertake alterations themselves that may damage the unit, adversely affect their neighbours or result in costs to Council to rectify, demolish or remove of such alterations.

Failure to abide by these conditions may result in termination of the tenancy.

Gardens and Grounds Care

Lawns and grass edges of the grounds and some trees/hedges are maintained by Council contractors. Tenants are encouraged to maintain gardens in the immediate area of their unit. If a tenant is experiencing any difficulties with this for any reason they are to notify the tenancy managers immediately so that the garden can be returned to lawn or alternative arrangements made.

Refuse disposal

Disposal of all household refuse is the tenant’s responsibility. This must be undertaken regularly and refuse must not be allowed to accumulate.

Any costs incurred by Council to remove rubbish will be on-charged to the tenant.

Green Waste bins are supplied by Council and will be collected as required. These bins are to be used for green waste such as weeds, leaves and trimmings etc. Branches and household rubbish are not to be placed in green waste bins.

Telephone/Internet

It is the responsibility of the tenant to arrange for any telephone and/or internet connection and to pay all charges for the connection and ongoing rental.

Power Connection

It is the responsibility of the incoming tenant to ensure that a power supply application is lodged with an electricity provider. All charges relating to the electricity supply are the responsibility of the tenant. All tenants must maintain a power supply for health, safety and sanitary purposes.

Continued failure to abide by this condition may result in termination of the tenancy.

Water Supply

Water is supplied by Council. Tenants must not waste water and must notify the Tenancy Managers immediately if any leaks are identified, to the tenancy managers immediately.

Transfers

Whilst it is not normal policy to transfer tenants, Council acknowledges special circumstances may exist that require a tenant to relocate to a different location, such as a change in health, transportation or proximity to other services etc. Council may consider a written request by a tenant to transfer from one unit to another.

The transfer is regarded as a new tenancy.
<table>
<thead>
<tr>
<th>Policy title</th>
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</thead>
<tbody>
<tr>
<td><strong>Audience (Primary)</strong></td>
<td>External</td>
<td><strong>Business Owner (Dept)</strong></td>
</tr>
<tr>
<td><strong>Policy Author</strong></td>
<td>Property Manager</td>
<td><strong>Review date</strong></td>
</tr>
</tbody>
</table>
Related Documents
Appendix 1 - Pensioner Housing Application Form
Appendix 2 - Pensioner Housing Residential Tenancy Agreement

Related Legislation
Residential Tenancies Act 1986

Related Policies and Documents
Significance and Engagement Policy #0081
Property Policy
Adoption

This Policy has been approved for adoption by the Property Manager and the Group Manager Positive Growth.
5 Kāinga Ora o Otangarei programme update

Reporting officer: Tony Horton (Senior Strategic Planner)
Date of meeting: 8 June 2017

1 Purpose
To update Council on the Kāinga Ora o Otangarei regeneration programme.

2 Recommendation
That the Council:

a) receives the report and presentation by Martin Kaipo (CEO Te Hau Āwhiowhio o Otangarei Trust) and Eru Lyndon (Regional Commissioner for Social Development, Ministry of Social Development).

3 Background
The Kāinga Ora o Otangarei is a collaborative programme of community led regeneration supported by:

- Te Hau Āwhiowhio o Otangarei Trust
- Ministry of Social Development
- Te Puni Kōkiri
- Housing New Zealand Corporation
- Northland District Health Board
- Manaia Health
- Sport Northland
- Opus International Ltd
- Whangarei District Council

The programme builds on the success of the Otangarei Village Plan and has developed a broader scope of projects relating to housing, economic development, public space improvements and healthy lifestyles.

4 Discussion
Martin Kaipo and Eru Lyndon will present to Council on the progress being made through the Kāinga Ora o Otangarei and will outline the future opportunities for the Otangarei community.

In particular, the presentation will highlight the importance of whanau wellbeing and how this can be achieved by the community, central government and local government working together for a common purpose.
5 **Significance and engagement**

The matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via report publication on the website and by ongoing engagement with the Otangarei Community through the Kāinga Ora o Otangarei regeneration projects.

6 **Attachment**

Kāinga Ora o Otangarei Regeneration Briefing for Community Development Committee
Kainga ora o Otangarei

This is an update of the programme of work underway in Otangarei: to rebuild and restore social and economic wealth and wellbeing. It seeks your support as it works towards creating transformational change for the whanau of Otangarei.

//who
Te Hau Awhiowhio o Otangarei Trust has recently brought together their social arm with the community health organisation. They are intent on restoring the traditional structure of community - Kainga Whanau Ora - strengthening the Trust’s vision and aspirations for the future for whanau in Otangarei, and exploring opportunities for transformational change, to improve the wellbeing of whanau and create a community of hope.

Kāinga Ora o Otangarei builds on the 2014 Otangarei Village Plan developed through the Otangarei Neighbourhood Safety Panel. There is a strong emphasis of connecting people to place.

Kāinga Ora o Otangarei is a collaboration of committed organisations spanning central government agencies, local government, NGO and local business around a common vision. We are working towards a joined up plan, acknowledging shared aspirations across groups in Otangarei and the wider community.

We are convinced that for Whangarei to be successful; every community within Whangarei must be successful; with whanau well-being at its heart.

//the plan

//vision
Pro-active, proud and prosperous whanau in Otangarei; a vibrant successful community

//mission
To create an environment for change by transforming how agencies and communities work together to achieve regeneration in Otangarei

//objectives

- **Whanau investment** improve social well-being and wellness, create a strong sense of belonging, connection and pride, embed education and learning.

- **Community innovation** rejuvenate and revitalise the community (physical, cultural, environmental and social), strengthen community capacity.

- **Prosperity** develop housing opportunities, advance economic wellbeing, build community assets.

//what
The programme of work includes a range of projects that improve the physical space and facilities, and connect social, health, education and economic initiatives to create a community where people are connected, participating, and active.

This programme of work will contribute to rebuilding and restoring social and economic wealth and wellbeing which creates protective factors for the individual and in the community that will support and maintain change.

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1. Mānuka Henare, (2013). Associate Professor, University of Auckland Business School; Director, Mira Szaszy Research Centre with Māori/Pacific Economic Development. Keynote speaker at the Te Tai Tokerau Whānau Ora Symposium in September 2013.

2. Protective factors enhance life opportunities and promote good well-being and can reduce the impact of unavoidable negative events. Common protective factors (helping to build resilience) include: having a large social support network (family, friends, people in the community); living in a safe and supportive neighbourhood; feeling connected to the community and one’s culture; having positive interactions with other people. Ref: Youth Development Strategy Aotearoa, Ministry of Youth Affairs, 2002.
By aligning, working collaboratively and building on connections we can together achieve the vision.

Community development work in Otangarei to date includes:

- development of community facilities per the Otangarei Village Plan: public toilets, traffic calming measures, walkway development;
- a community workforce engaged in planting wetlands and restoration of reserves;
- a feasibility study to consider development of the local rugby clubrooms to cater for a broader range of sports and recreational users;
- strategy development to support increased housing choices for Otangarei whanau, to respond to the increased demand for affordable housing with services in support;
- an innovative, membership-based pilot programme, working with whanau who struggle with mental health and/or addiction issues, to provide support to get well, stay well and to participate in the community and employment;
- most recently, consultation with the community to form a masterplan for development of the Central Reserve. The plan will encompass a number of ideas; research highlights a playground as the key priority.

//opportunities ahead

We invite Councillors to come on board, alongside a number of organisations who are keen to support the community’s efforts to ‘pull itself up by the bootstraps’. To back this community in the heart of Whangarei, and support the regeneration and development of the Otangarei neighbourhood.

Investment in Otangarei has been deferred for some time. In addition to leveraging the strengths of our strategic partners, we will look for support from a range of funders particularly for large ticket items.

We encourage Councillors to give regard to how Council’s Long Term Plan can support the development of the Otangarei community, and consider prioritising contribution to and delivery of key facilities:

- a playground for kids in Otangarei is overwhelmingly supported by the community, where almost 40% of residents are under the age of 14;
- delivering on the Otangarei central reserve masterplan - development of public space to provide other activities for youth: eg pump track / skatepark; fitness circuit;
- enhancement of the shopping centre into a vibrant hub where businesses, residents and visitors feel welcome and safe. Upgraded footpaths, street furniture/bus seating would improve amenity value and sense of place;
- improvements to the recreational space at the rugby clubrooms and gymnasium, to better interface with the central reserve and provide increased activity options;
- improve facilities at Fishbone Park sports field: improved drainage, turf management, and lighting and toilet/changing facilities are required. Fishbone Park should be included in the Council’s overall sport strategy.
- other safety recommendations made by the safety review in 2013 that are undelivered: wayfinding, footpaths, lighting gaps.

//thank you

Martin Kaipo, CEO, Te Hau Awhiowhio o Otangarei Trust and Eru Lyndon, Regional Commissioner for Social Development, Ministry of Social Development and Chairperson for the Kāinga Ora o Otangarei Governance group
6 Proposed Changes to the Total Mobility Scheme

Reporting officer: Carla Janssen (Community Services Adviser)
Date of meeting: 8 June 2017

1 Purpose
To inform the Community Development Committee on proposed changes to the Total Mobility Scheme.

2 Recommendation
That the Community Development Committee notes the introduction of Phase 1 and 2 of the Total Mobility Scheme.

3 Background

The Total Mobility Scheme (the Scheme) is a national programme organised by the NZ Transport Agency (NZTA) in conjunction with Approved Organisations (AO’s), usually Territorial Authorities, and is designed to increase the mobility of people with disabilities.

Council’s Bus Operation Establishment Committee reported at the 19 November 1991 meeting that the Scheme had been introduced in July 1991, with Whangarei District Council’s (WDC) contribution being $30,000 for the year 1991/92. For at least the last ten years WDC’s contribution has been $120,000 per annum.

Since its introduction, the Scheme has provided assistance through vouchers entitling those eligible to a 50% discount on taxi fares. Eligibility is determined by local assessment agencies (including Age Concern, CSS Disability Action & Idea Services) who register those meeting the criteria with the scheme administrator.

The scheme is administered by the Northland Regional Council (NRC) as the AO and jointly funded by WDC and NZTA. The NZTA funding assistance rate is dependent on whether the AO is signed up to the scheme and the phase of the scheme being implemented. There are two phases of the scheme providing a range of services and receiving corresponding support from NZTA as follows.

- 60% for Approved Organisations signed up to and implementing Phase 2
- 50% for Approved Organisations signed up to and implementing Phase 1
- 40% for Approved Organisations not signed up to either Phase 1 or 2 of the scheme
4 Discussion

Since the scheme’s introduction in Northland in July 1991, NRC had not signed up to either phase of the scheme, but has followed the NZTA local authority guidelines. These have provided for adult’s taxi subsidies within the Whangarei urban area with NZTA providing 40% (or $80,000) and WDC providing a 60% (or $120,000) contribution to the $200,000 pa. total cost of the scheme.

The Scheme currently has 1,182 registered users making on an average 2,000 trips per month.

Introduction of Phase 1 and Phase 2 of the Total Mobility Scheme.

NRC is currently working on implementing both Phases 1 and 2 of the scheme with the following benefits to users:

- Introduction of the ‘Ridewise’ system (electronic swipe card system) to replace the present labour intensive, paper based system. This will be much easier for users and drivers, more efficient to administer and enable better data collection.
- Inclusion of children 11 years and over who meet the eligibility criteria.
- Minimum fare threshold of $4 will no longer apply.
- Whangarei urban boundary restrictions will be lifted and replaced with a maximum subsided fare.
- Introduction of other transport providers (private hire) to enable the provision of more hoist vans. Expressions of interest have been called for to fill this identified gap in the service.

Implementing these changes will extend the scheme to include eligible children and adults living and traveling within the District and not just the Whangarei urban area. The changes to the scheme are planned to be implemented by 1 September 2017.

4.1 Financial/budget considerations

The extension of the scheme will cost in total $240,000 pa. to deliver. The contribution made by NZTA will increase to $120,000 with the WDC contribution remaining the same at $120,000. The full cost of the implementation of Phases 1 and 2 including the Ridewise scheme will be carried by NRC.

4.2 Risk

Any risk of the Scheme spending more than the allocated budget will be managed through imposing temporary restrictions such as reducing the subsidy proportion of the taxi fare (eg 50% to 25%) and/or lowering the maximum fare.

5 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via its Disability and Positive Ageing Advisory Groups, publication on the website, Council News, and Facebook.
7 Summer Safe Carparks 2016 - 2017

Reporting officer: David Palmer (Community Safety Officer)
Date of meeting: 8 June 2017

1 Purpose
To report on Summer Safe Carparks programme and the programme’s performance over the 2016 - 2017 period

2 Recommendation/s
a) That the Community Development Committee notes the report

3 Background
City Safe is a collaboration between Whangarei District Council, Northland Regional Council, Police and the Chamber of Commerce that provides community safety initiatives that are predominantly funded by Whangarei District Council, but are supported by our City Safe partners. The initial funding for City Safe was derived from successful applications in the mid to late 2000’s, by Council, to the Ministry of Justice Crime Prevention Unit, for community safety initiatives, such as Graffiti Response and the Summer Safe Carparks programme.

The Summer Safe Carparks programme was funded for $59,000 annually, up to 30 June 2015, when the Ministry of Justice no longer offered crime prevention funding to Territorial Local Authorities. Since then the programme has been funded by Council.

In 2009, there was a high rate of vehicle theft in several locations around the district. This was having a detrimental effect on the image of Whangarei as a “safe” tourist and visitor destination. Thefts from vehicles in the Whangarei District increased from 534 vehicle break-ins in 2008 to 639 in 2010. The Northern Advocate reported in July 2009, that car owners were making it too easy for opportunistic thieves by leaving personal items on show, with 35% of the 200 vehicles inspected in the CBD having valuables left in plain sight.

Carparks were identified by Police as being the primary area where theft from tourist and visitor vehicles had been occurring, particularly from city carparks, tourist destinations such as Whangarei Falls, Whale Bay and at beach carparks. When establishing the programme a number of community groups were engaged and several offered to help and ‘adopt’ a location.

The programme ran each weekend from the 18th December 2010 to the 27th March 2011, as well as over the statutory holidays (when able) during this period. The carpark guardians were resourced for each carpark. Media promotion of the “Hide IT, Lock IT, Report IT” messaging was done, through the handing out of “Warrant of Safety” brochures and branded car tidy-
bags, advertising in the local radio stations and installation of safety signage at these locations. At the end of the programme’s first year the volunteer groups were invited to a Mayoral Presentation, where they were given a joint Mayoral – Police certificate and koha for their service to their respective communities.

4 Results

The success of the programme’s first summer season was immediate, with no vehicle crime occurring at these locations while ambassadors were present and a reduction in vehicle crime across the district from 2010. Additionally, the ambassadors received a positive response from visitors to the carparks by way of personal appreciation, donations and posting on social media sites, such as TripAdvisor.

In regards to vehicle crime, there was a 30% reduction in thefts from vehicles across the Whangarei District from 2010 to 2011, which has been attributed to the success in this programme. Abbey Caves was the worst carpark in the district for vehicle thefts. In 2009 a third (26 out of the 78) thefts that occurred were at Abbey Caves. As can be seen by the graphs below, thefts from Abbey Caves have reduced dramatically, and all thefts that have occurred, have occurred outside the days and times that this programme has been running.

In 2016, Whangarei District Council entered this programme into the Local Government NZ awards for community engagement. It was recognised as a finalist in the Fulton Hogan Excellence Award in Community Engagement for enhancing community resilience and community pride. Project learnings are that community empowerment is the best way to effect positive change.
For the summer of 2016/2017, over 27,000 vehicles have been looked after by our guardians, with over 8,300 information brochures being handed out to our visitors. Over a period of 48 days, 1,644 hours of capable guardianship was delivered at these locations.

5 Risks

Succession planning for the various carpark locations, where a community group is unable to cover the carpark over the summer period is a real issue. Due to the sizeable commitment required by the programme and the availability of volunteers. This occurred over the past summer at the Abbey Caves carpark. As this is the highest risk carpark it had to be prioritised and taken over by another group. As a result, the Town Basin carparks were not covered in the 2016 – 2017 year. Another carpark identified as being a high risk is the Whangarei Falls carpark group of TikiPride, who have relied heavily one active couple, being John & Helen McGregor, to run the programme.

CCTV and static camera coverage is effective at deterring vehicle crime and providing a sense of public assurance to our visitors. Four of the eight Summer Safe carparks have camera coverage, there are additional expectations and costs associated with, not only supplying the resource, but also the regular downloads and maintenance of the equipment and replacement, when the equipment is damaged or stolen. Our Summer Safe partners at Whale Bay have recently requested a replacement camera for their previously stolen camera and this is in the process of being considered.

6 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via report publication on the website, Council News and Facebook.
8 Old Municipal Building - Rent Concession

Reporting officer: Mike Hibbert (Property Manager)
Date of meeting: 8 June 2017

1 Purpose

To approve an increased rent concession for the community tenants at the Old Municipal Building.

2 Recommendations

That the Community Development Committee;

a) approves a full rent concession to Community tenants occupying the Old Municipal Building and that all associated outgoings are payable by those Community tenancies.

b) authorises the Chief Executive to finalise all terms and conditions relating to new lease agreements to reflect the rent concession, payment of outgoings and monitoring and performance criteria.

3 Background

Staff presented to the April 2017 meeting of the Community Funding Committee a proposal to increase rent concessions for the Community tenants occupying the Old Municipal Building on Bank Street, attachment 1).

The Community Funding Committee resolved;

Old Municipal Building Concessions

“That the Community Funding Committee notes the information presented and endorses the proposal to increase concessions for Community tenants at the Old Municipal Building.”

CARRIED

4 Discussion

In summary, the current rent and concession structure for the OMB tenants is not consistent across the tenants and does not align with Council’s approach to other similar Community Groups occupying Council buildings.
The current structure does not allow concessions for new tenants and does not provide for any monitoring or performance criteria in leases to ensure tenants remain eligible for concessions.

Similar Community Groups with leases negotiated recently such as The Whangarei Youth Space, Company of Giants and the Whangarei Youth Music have been allowed 100% concessions on their rents and are responsible for 100% of their outgoings.

It is proposed that new leases be drawn up to include eligibility criteria and performance monitoring of tenants. Leases will be at 100% market rent with 100% concessions given and tenants will be responsible for 100% of their outgoings. Outgoings included rates, BWOF, security, cleaning, insurance and a fixed contractor fee for day to day tenancy management. Existing external and structural maintenance will remain the responsibility of Council.

By accepting the proposal the expected outcomes will be:

- Consistency in rent and concessions between all tenants at the OMB
- The OMB leases to align with strategies used in leases to other Community Organisations
- A reduction in costs for the tenants
- Tenants will have the ability to control their outgoings and there is a potential for them to reduce these
- New leases will include performance and eligibility criteria
- Clauses regarding on-going performance will allow Council to connect with tenant organisations with a view to improved community engagement.

5 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via publication on the website.

6 Attachment

Community Funding Committee – Old Municipal Building Rent Concession
Old Municipal Building Concessions

Reporting officer: Mike Hibbert (Property Manager)
Date of meeting: 12 April 2017

1 Purpose

To update the Committee on the background of the Old Municipal Building as a Community Hub and to gain support for a proposal to increase concessions which will be presented to Council for consideration.

2 Recommendation/s

That the Community Funding Committee notes the information presented and:

a) Endorses the proposal to increase concessions for Community tenants at the Old Municipal Building.

3 Background

Historically the Old Municipal Building (OMB) has been used as a Community Hub with various community organisations tenanting the office suites and offering a range of services available and used by a large cross section of the Whangarei Community.

Current tenants include both local and national, non-profit organisations including the Citizens Advice Bureau, Whangarei Migrants Centre, Supporting Families, Multiple Sclerosis, Epilepsy, Literacy, Volunteering Northland, WINGS and Speld.

Free Services currently available include:

- general advice and information services
- support for families and people suffering from Epilepsy and Multiple Sclerosis
- recruitment and referral services for volunteers
- mental health and addiction support
- one on one or small group tutoring for people with learning and reading disabilities
- new migrant support

Many tenants have occupied their offices for more than 10 years however current leases commenced in 2009 and are now due for renewal. Original tenants were given a concession which was equivalent to 25% of their rent at commencement. Rent has included outgoings such as electricity, insurance, rates etc. As rent increased over the following years however, concessions have not increased. Current concessions vary and are on average equivalent to 13% of rent. Newer tenants were not eligible for concessions and pay 100% rent.
The OMB has recently been reassessed and a new rental valuation has been provided by Telfer Young. This provides a guide for current rents on the open market.

4 Discussion

The current rent and concession structure for the OMB tenants is not consistent across the tenants and does not align with Council’s approach to other similar Community Groups occupying Council buildings.

The current structure does not allow concessions for new tenants and does not provide for any monitoring or performance criteria in leases to ensure tenants remain eligible for concessions.

Similar Community Groups with leases negotiated recently such as The Whangarei Youth Centre, Company of Giants and the Whangarei Youth Music have been allowed 100% concessions on their rents and are responsible for 100% of their outgoings.

It is proposed that new leases be drawn up to include eligibility criteria and performance monitoring of tenants. Leases will be at 100% market rent with 100% concessions given and tenants will be responsible for 100% of their outgoings. Outgoings included rates, BWOF, security, cleaning, insurance and a fixed contractor fee for day to day tenancy management. Existing external and structural maintenance will remain the responsibility of Council.

By accepting the proposal the expected outcomes will be:

- Consistency in rent and concessions between all tenants at the OMB
- The OMB leases to align with strategies used in leases to other Community Organisations
- A reduction in costs for the tenants
- Tenants will have the ability to control their outgoings and there is a potential for them to reduce these
- New leases will include performance and eligibility criteria
- Clauses regarding on-going performance will allow Council to connect with tenant organisations with a view to improved community engagement.

4.1 Financial/budget considerations

<table>
<thead>
<tr>
<th>Current Cost to Council</th>
<th>Proposal Cost to Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outgoings</td>
<td>-$ 35,000</td>
</tr>
<tr>
<td>Rent concessions</td>
<td>-$ 5,193</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The increase in cost to council by accepting the new proposal and increasing concessions will be an extra $17000.00. This can be funded through existing budgets.

The tenants will pay for the outgoings of the building of $35,000 calculated on the percentage space they occupy.

5 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via publication on the website, Council News, and Facebook.
9 Transition of Rural Fire

Reporting officer: Dominic Kula (Infrastructure Projects and Support Manager)
Date of meeting: 08 June 2017

1 Purpose

To delegate decisions on the transition of Rural Fire to Fire and Emergency New Zealand.

2 Recommendation/s

That the Community Development Committee:

a) Notes the intent to transfer response assets, and enter into use agreements for land and buildings; and

b) Delegates decisions required for the transition of Rural Fire services to the General Manager Community.

3 Background

A discussion document released in 2015 outlined three options for review of the Fire Services. Following consultation on the document the Government announced the amalgamation of all fire services, including the Rural Fire services currently provided by councils, into an organization to be known as Fire and Emergency New Zealand. Enabling legislation was introduced on 30 June 2016.

While the fire services review has previously been reported through the Infrastructure Committee the Civil Defence Emergency Management portfolio, which includes Rural Fire, now falls under Community Development.

This report updates the Committee on the transition of Rural Fire services under the Fire and Emergency New Zealand Act 2017 (the Act), which gained Royal Assent on 11 May 2017, focusing on the transfer or use of assets.

4 Discussion

The legislation for Fire and Emergency New Zealand includes provisions to enable the transition of fire services into one organisation. Of note are the transitional provisions under Schedule 1 relating to the:

- transfer of employees;
- transfer of volunteers;
- transfer of records;
- transfer/use of assets; and
- transition of regulatory powers.
As outlined previously Council contracts rural fire services, including the role of Principal Rural Fire Officer (PRFO). This contract expires on 30 June 2017. As a result of outsourcing this function there are no employees that would transfer to Fire and Emergency New Zealand under the transitional provisions.

However, the contracted PRFO co-ordinates two volunteer rural fire forces (at Maungakaramea and Whananaki) which will transfer to Fire and Emergency New Zealand on 01 July 2017. As a result we have been working with both the volunteer brigades, and Fire and Emergency New Zealand, to ensure that there is no disruption to volunteers.

A key component of this has involved the transfer or records and information required for continuity and support on ‘day one’ (i.e. training, health and safety, account/supplier and utilities information). The transfer of relevant records to Fire and Emergency New Zealand was completed in May.

The other component involves Fire and Emergency New Zealand setting up an operational structure to support volunteers from 01 July 2017. It is understood work is ongoing in this space, with Fire and Emergency New Zealand working with both the Northern Rural Fire Authority and contractors to ensure an operational structure is in place.

The other key provisions for Council relate to the transfer or use of assets, and amendments to fire bylaws.

4.1 Transfer or use of assets

From 1 July 2017 the Act requires response assets to be made available to Fire and Emergency New Zealand for use in carrying out its functions. Prior to that Schedule 1 (clause 17) requires that parties to negotiate agreements for the transfer or use of assets ‘collaboratively and in good faith’.

Council’s response assets are outlined in the table below. This table is based on the register maintained under our contract, and has been checked against assets capitalised in our financial system, but does not include minor/expensed items (i.e. pagers and radios):

<table>
<thead>
<tr>
<th>Fleet Number</th>
<th>Year of Manufacture</th>
<th>Make</th>
<th>Model</th>
<th>Equipment Type</th>
<th>Equipment Subtype</th>
<th>Location</th>
<th>Owner</th>
<th>Engine Number</th>
<th>Rego Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2171</td>
<td>1/01/2009</td>
<td>Isuzu</td>
<td>NPS 400</td>
<td>Fire appliance</td>
<td>Medium 4x4</td>
<td>Maungakaramea</td>
<td>WDC</td>
<td>ERW646</td>
<td></td>
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<tr>
<td>2172</td>
<td>1/01/1986</td>
<td>Hino</td>
<td>FF173K</td>
<td>Fire appliance</td>
<td>Appliance</td>
<td>Maungakaramea</td>
<td>WDC</td>
<td>NF2347</td>
<td></td>
</tr>
<tr>
<td>5135</td>
<td></td>
<td>Wajax</td>
<td>EC17 Robin Mk5</td>
<td>Pump</td>
<td>HPLV Pump</td>
<td>Maungakaramea</td>
<td>WDC</td>
<td>214701</td>
<td>D15199</td>
</tr>
<tr>
<td>5196</td>
<td></td>
<td>Wajax</td>
<td>EC17 Robin Mk5</td>
<td>Pump</td>
<td>HPLV Pump</td>
<td>Whananaki</td>
<td>WDC</td>
<td>192113</td>
<td>Pump 1969</td>
</tr>
<tr>
<td>5507</td>
<td></td>
<td>Firemaster</td>
<td>15</td>
<td>Pump</td>
<td>HPMV Pump</td>
<td>Whananaki</td>
<td>WDC</td>
<td>23423.IRT</td>
<td></td>
</tr>
<tr>
<td>5508</td>
<td></td>
<td>Gaam</td>
<td>mk250 / Briggs twin 18HP</td>
<td>Pump</td>
<td></td>
<td>Maungakaramea</td>
<td>WDC</td>
<td>6744</td>
<td></td>
</tr>
<tr>
<td>5509</td>
<td></td>
<td>Condor</td>
<td>WP30</td>
<td>Pump</td>
<td>LPMV Pump</td>
<td>Maungakaramea</td>
<td>WDC</td>
<td>2629286</td>
<td></td>
</tr>
<tr>
<td>5550</td>
<td>1/01/2010</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Whananaki</td>
<td>WDC</td>
<td>20008040.75190</td>
<td></td>
</tr>
<tr>
<td>6171</td>
<td>11/06/2010</td>
<td>Isuzu N Series</td>
<td>NPS300</td>
<td>Fire appliance</td>
<td>Medium 4x4</td>
<td>Whananaki</td>
<td>WDC</td>
<td>751168</td>
<td>FJP172</td>
</tr>
</tbody>
</table>

Of the above the material assets are the three fire appliances. A financial summary of these assets is provided in the following table:

<table>
<thead>
<tr>
<th>Description</th>
<th>Asset Cost</th>
<th>Depreciation</th>
<th>Remaining Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedford Fire Truck - Maungakaramea</td>
<td>0.10</td>
<td>0.00</td>
<td>0.10</td>
</tr>
<tr>
<td>Isuzu Fire Truck - Maungakaramea</td>
<td>115,641.75</td>
<td>115,641.75</td>
<td>0.00</td>
</tr>
<tr>
<td>Isuzu N Series Fire Truck - Whananaki</td>
<td>159,202.03</td>
<td>159,202.03</td>
<td>0.00</td>
</tr>
</tbody>
</table>
In the case of the two Izuzu fire appliances there was a significant subsidy from the National Rural Fire Authority at the time of purchase, meaning that 66% of the original asset cost was Government funded. Since that time the appliances (and all other Rural Fire assets in Council’s asset register) have fully depreciated. As a result there are currently no Rural Fire assets with any material carrying value, and the transfer of these assets would have no financial impact on Council.

While Council could retain ownership of these assets by negotiating a use agreement, assets would need to be maintained to ensure they met standards and were able to be used by Fire and Emergency New Zealand. This would have opex implications, particularly given the increased maintenance requirements of an aging fleet, and is not recommended.

Fire and Emergency New Zealand will also require use of the rural fire stations at Whananaki and Maungakaramea. Both stations are situated on Council land, with the buildings being owned by the community. Under the Act community assets are to remain with the community that funded them and the transfer of these buildings is not a consideration. Similarly, the underlying reserve status of the land on which the buildings are situated means that transfer of the land is not a consideration prior to July.

Council currently leases the land for these buildings to the community, and then leases the buildings back from the community to house the volunteer forces. At this stage it is envisioned that either building lease arrangements would be transferred to Fire and Emergency New Zealand, or the new organisation would enter into a new lease with the building owners.

As outlined above transfer and use agreements need to be negotiated and in place prior to 01 July 2017. It is therefore recommended that decisions required for the transition of Rural Fire services be delegated to the General Manager Community.

4.2 Policy and planning implications

A key policy and planning implication from the Act relates to regulatory powers under Council’s Fires in the Open Air Bylaw 2015. The Act provides for the transfer of some fire control responsibilities to Fire and Emergency New Zealand. Regulatory staff are working with the new organisation to identify provisions of Council’s bylaw that may need to be amended or rescinded, and the process for doing so.

5 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via report publication on the website
10 Operations Report - Community

Reporting officer: Victoria Randal (Civil Defence Emergency Management Officer)
Date of meeting: 8 June 2017

1 Purpose
To provide a brief overview of work occurring, in the current financial year, across functions that the Community Development Committee has oversight responsibility for.

2 Recommendation
That the Community Development Committee notes the Community Development operational report.

3 Background
This report provides a brief overview of some of the operational highlights for the month of April and provides further comment on future activities planned for the remaining financial year.

4 Significance and engagement
The decisions or matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via report publication.

5 Attachment
June Operations Report for Community Development Committee
Operational Report - Community Development Committee

Civil Defence

National CDEM Projects

Ministerial Appointment

Changes have recently been made to Ministerial appointments. The current Minister for Civil Defence, Hon Gerry Brownlee has been appointed the new Foreign Affairs Minister and the new Minister of Civil Defence will be Hon Nathan Guy.

CDEM Review

On 5 April, the Northland CDEM Group chair attended a Ministerial briefing in Wellington where the Minister for Civil Defence, Hon Gerry Brownlee outlined his intention to form a Technical Advisory Group that will provide the Minister with advice on the most appropriate operational and legislative mechanisms to support effective responses to natural disasters and other emergencies in New Zealand. This follows on from recent media publicity highlighting a “Civil Defence Review” which came out of the Kaikoura and Port Hills Fires.

Cabinet has approved the following members of the TAG:

- Roger Sowry, as Chair;
- Malcolm Alexander, Chief Executive, Local Government New Zealand;
- Assistant Commissioner Mike Rusbatch, New Zealand Police;
- Deputy National Commander Kerry Gregory, New Zealand Fire Service;
- Major General Tim Gall, New Zealand Defence Force;
- Sarah Stuart-Black, Director, Ministry of Civil Defence and Emergency Management;
- Benesia Smith, former Deputy Chief Executive of the Canterbury Earthquake Recovery Authority

The first meeting of the Technical Advisory Group will be in the week commencing 22 May 2017 and recommendations will be made by August 2017.

Recovery Management

Amendments to the CDEM Act now require changes to the appointment, functions and legislative responsibility of Recovery Managers.

Until the introduction of the recovery amendments, the recovery process and recovery managers operated without a legislative mandate which ultimately meant that planning for and managing recovery has been challenging, often misunderstood and poorly resourced.

New and wide-ranging powers have now been introduced, together with obligations to carry out strategic planning and recovery readiness activities. The act now requires that a Group Recovery Manager shall be appointed and that Local Recovery Managers may be appointed.
Northland CDEM Group Projects

Tsunami Preparedness

New tsunami maps are currently being finalised and will be released in the near future, a large media campaign will be undertaken to inform the public of this new resource which will be available online and be interactive.

Of the 91 sirens within the Whangarei district, only one fault was reported and is being repaired by Northpower. The next tsunami siren testing will take place at the start of daylight savings on Sunday 24 September 2017.

An assessment has been carried out as part of the installation programme of new additional tsunami sirens for the districts network. There are currently 18 locations identified and in priority order based on tsunami evacuation zone location and population.

Eight locations in the Whangarei district have been assessed for suitability as part of the public Tsunami Information Boards project. Two sites on the Tutukaka coast and six sites from One Tree Point, Ruakaka through to Uretiti beach have been identified and will form a trial period for the public information boards which will eventually be rolled out across the region.

Northland CDEM Forum

The Northland CDEM Forum was held on 17 May at Forum North. Guest speakers included Richard McNamara, the Incident Controller in the recent Port Hills Fires and Anne Leadbeater, community led recovery from the Victoria Bush Fires. The Director of the Ministry of Civil Defence Emergency Management addressed the audience of 250 attendees and Her Worship the Mayor Sheryl Mai closed the Forum.

The Forum was well attended by council staff, external stakeholders and members of community response groups and the wider public and was a huge success in showcasing emergency management projects and activities both locally, nationally and internationally.
Earthquake Commission (EQC) Presentation

Kelly Millar from EQC presented to CDEM staff from across the region how EQC contribute to readiness, response and recovery activities across New Zealand and how organisations can support each other’s activities.

Community Response Groups

The Onerahi and Pataua community response groups are finalising their updated community response planning, the public version of the response plan will be uploaded onto the Northland Regional Council Civil Defence web pages with a link from the WDC website.

CDEM Radio and Repeater Review

The radios and repeater on Parakiore used by civil defence and several other emergency management stakeholders have undergone checks by Infracom. Recommendations have been forwarded to upgrade this equipment keeping it in good working order for emergency communications. A programme of works is currently underway.

Northland Youth Theatre

The Northland Youth Theatre were awarded $5k to create a safety video with a group of young people aged between 10-15 years old through the Northland Police. Northland CDEM Group, the NZ Red Cross and NZ Fire Service supported the project through an interactive day of education around disaster management and emergency response. The group took their new knowledge and created a safety video with the theme ‘Expect the Unexpected’. The video was showcased at the recent Northland CDEM Group Forum and will be used by Northland CDEM for promoting emergency preparedness in the future. It can be viewed on the Civil Defence Northland Facebook page.
https://www.facebook.com/civildefencenorthland/

8. Expect the Unexpected Movie
Youth in Emergency Services Programme (YES Dargaville)

The Youth in Emergency Services Programme has been held in Dargaville this year. Eighteen young people are taking part in the programme alongside Northland CDEM, NZ Fire Service, NZ Red Cross, St John, Surf Life Saving, NZ Police and the Department of Conservation.

Northland Lifelines Utilities Group

The Northland Lifelines Group held its quarterly meeting on 27 April. The group reviewed the impact of the region wide power outage on 5 February, received a presentation from Paul Devlin on the coordination of the air operations during the Kaikoura response and agreed the contents of an air Operations Plan for the region.

Visitor Information Services

i-SITE Visitor Information Centre & Te Manawa The Hub

April 2017

Easter fell in April this year, and this, combined with the additional visitor flow from the World Masters Games held in Auckland, resulted in a busy month for both sites. There was a broad mix of nationalities travelling for the Masters Games, and the centres particularly noted visitors from Canada, USA and Australia. Spending for the month was up on April last year, particularly in retail souvenirs.

I-Site door count for April is 9595, compared to 9550 last April.

HUB door count for April is 13088, compared to 12516 last April.

I-Site bookings (commissions) for April is $2641 compared to $2493 last April, see graph below

HUB bookings (commissions) for April is $3305 compared to $4192 last April, see graph below
I-Site retail sales for April is $6444 compared to $4826 last April, see graph below

HUB retail sales for April is $2658 compared to $1339 last April, see graph below

Clapham’s Clock Museum

Visitor Experience

April and Easter had a steady stream of visitors with 4998 through the front doors a 13% increase on last year and 686 into the museum, with 691 last year for April.

There were quite a few visitors from Auckland with the World Masters Games.

Admission numbers year end are 8970 2% up on last year in April which was 8809.

Admission revenue year end is $39,693.68 up 3% on last year which was $38,605.00

The retail had a good month with $5581.00 net retail profit up 118% from last year to date which was $2,552.00.

Year end retail profit is up 63% at $43,194.00 compared with last year to date at $26,507.00

Total net revenue is $79,082.0019 up 22% from last year which was $65,087.00

Collection Management

The museum was closed for a week and repainted, displays have been refreshed and a new interactive touch screen has been installed for visitors to use.

A new fresh colour scheme has made a huge improvement to the interior look of the museum.

Staff and Business Management

The staff are busy researching stories for new signage interpretation planned over winter.
Community Services

Funding
For the reporting period, round 2 of the Community Fund was determined by the Community Funding Committee and grant payments are currently being processed. The Community Fund was the last of the contestable funds administered by the Community Services Department for 2016-2017 financial year.

Much of this month has been spent on developing the workplan for the 2017-18 funding year. This draft workplan will be presented to the Community Funding Committee in due course.

Staff have also been working with Creative Northland and WAM to meet the resolutions passed at the April meeting of Council. This includes 2 reports to Council’s June meeting.

1. Funding activity by WAM from 01 July 2015 to present

Advisory Groups
Youth Advisory Group (YAG)
The Youth Advisory Group had a very full and lively monthly meeting on 10 May and had discussions with their guests traversing several topics.

Melody Hicks, the Registrar of Electors spoke with the group about engaging with youth and encouraging those eligible to vote to register on the electoral role.

Gina Chapman WDC Strategic Planning Co-ordinator, Jason Marris WDC Governance Manager and Rachel Pascoe WDC Senior Communications Adviser spoke about Council consultations and asked the group how to best engage with their peers. Some suggestions were; to conduct a face to face survey, have the option to respond on line using Gmail Google forms, say what WDC has done in the past as a result of listening to youth, ask for feedback on specific issues and for members to set up focus groups in their schools. The group were keen to engage with their peers during Youth Week (26 May - 4 June). This is in keeping with this year’s theme, "Our voices count; count our voices". The group asked WDC staff to develop an information pack for them to use.

Librarians Glenn Davidson and Robyn Kay, asked that the YAG be involved with a Youth music event they are planning in the Library on 3 June. The aim being to use this event as an opportunity to consult with youth, as well as promote the 2017 Youth Awards that open for nominations on 24 May.

Peter Boyd, the Whangarei Capability Coach and participant Summer Campbell spoke with the group about the Future Leaders programme. YAG members were invited to attend a workshop on Monday 22 May.

Ezekiel Wetere spoke with the group about being one of 45 national Tuia programme participants. The programme consists of wananga (seminars) mentoring and community service. He told the YAG that it was inspiring to see a group of young people who are committed to doing something for their community.
Positive Ageing Advisory Group (PAAG)

On 7 April, NRC Transport Project Officers Anita Child and Dean Mitchell attended the monthly PAAG meeting to speak with the group about issues they had raised about the new Okara bus route. The PAAG (also the DAG and YAG) had requested this service through submissions to both NRC and WDC and continues to have a strong interest in promoting it. A suggestion made was for PAAG members to accompany potential users on the bus to introduce them to the new route. On Tuesday 16 May, four members accompanied by friends caught the bus and spoke with other senior patrons using the service and received very positive feedback. The group members also had several recommendations for providers to improve the service and will provide this at the 19 May meeting.

The Disability Advisory Group (DAG)

The DAG’s May monthly meeting coincided with the beginning of NZ Sign Language (NZSL) week. In recognition of NZSL as one of our three official languages all present participated in a ‘taster class’ lead by member Vicki Carter, who represents the Deaf community on the Group.

Bev Mitchell from WDC Customer Services asked the group if they were aware of any issues that residents with disabilities have with communicating with Council. Bev informed the group that as well as communicating by telephone, Facebook and email can also be used to report problems, she also distributed cards with all WDC contact details to the members.

Anita Child from NRC Total Mobility updated the group on the introduction of the Ridewise swipe card system and the intention to seek a hoist van provider.

The quarterly Hydrotherapy Stakeholders meeting was held on 12 May to discuss developments on two significant projects the group has advocated. Both projects are to accommodate the heavy demand for accessible facilities for hydrotherapy pool patrons. A sliding gate from the new accessible parking area now provides convenient access to the facility, however there is still a $23,000 short fall for the construction of an additional changing room for people with disabilities.

Community Safety

Carparks at Whangarei Falls, A H Reed, Parihaka, and the Town Basin - Okara area will be looked after during the forthcoming Lions Tour in June and July, by our ambassadors from Tiki Pride, Blue Club, Onerahi Lions and Hatea Lions clubs, and the Whangarei Community Patrols. The ambassadors provide a safe and a welcoming presence to our visitors.

Vehicles are being driven, inadvertently, through the Cameron Street Mall during the day. This problem has been referred to the Roading Department to look at ways of protecting pedestrians while still allowing courier van delivery to occur in the early hours of the mornings.

Earlier this year we were approached by Phantom Billstickers who offered to upgrade the walls in Vine Street and Rust Avenue by cleaning off the existing posters, repainting the walls and installing various sized poster frames. Phantom Billstickers are a national business that is partnering with various Councils around the country to help make CBD’s more attractive and appealing. They have also offered to maintain these walls and accepted that other agencies/parties will still be able to promote their respective events.
Library

Events and activities

School Holiday Programmes

The theme for the children’s programme was Barking Mad and involved the SPCA with their musically talented dog joining in the activities. It is quite common these days for libraries to integrate animals into their children’s programmes. The holiday programmes are always well attended with up to 60 children and care givers taking part.

Libraries traditionally cater for the younger children and the teens with not much for those in between. Taking this into consideration Teens Librarian Robyn Kay developed a holiday programme to suit the wider age group which resulted in the ages of those attending ranging from 10 – 16.
Projects Update

RFID
Good progress is being made on tagging each of the approximately items help in the collections. This is the labour intensive and time consuming part of the project. However there is an end in sight as once existing items have been processed new items coming into the Library will have already been tagged by the suppliers.

Mobile Library
The bus is starting to look amazing and is due for delivery mid to late June. As this is the first of its kind in New Zealand it has generated a great deal of interest from other libraries who are looking at using a more manageable vehicle than the older type full sized bus.

IT Upgrade
The new library internet management system is fully operational at all branches and we have noticed an increase in usage of the public internet terminals. The advantage of this system is customers can purchase tickets or load money onto their library cards independently by using the kiosks.

Facts and Figures
The number of items borrowed from Whangarei Libraries during April was 71,575 of which 2,136 were eBooks. Almost the exact number of items were borrowed in April 2016 with the total being 71,531.

28,121 visits were recorded at Central with an average of two items borrowed per visit.
The most popular adult fiction author over the past month was James Patterson and the most popular adult fiction book was Night School by Lee Child.
Village Planning

Parua Bay Village Plan

Although the programme has finished, staff are continuing to work with the community on several projects including the Parua Bay Integrated Development Plan which focuses on the Community Centre and surrounds. A meeting was held with staff on 22 May to progress this work.

Hikurangi Village Plan

The Southern Entranceway Project is due for completion by the end of May. There have been some delays due to poor weather. The contractor will be undertaking earthworks, vegetation removal, tree planting and the installation of artworks and signs at the junction between George St and State Highway 1.

A meeting was held between staff, Revive Hikurangi and NZTA to discuss possible safety improvements to the junction between State Highway 1 and King Street at the northern end of Hikurangi. The meeting was positive and identified possible options which NZTA will look at in more detail and report back to staff and Revive Hikurangi.

Otangarei Village Plan

A first draft of the Otangarei Central Reserve Master Plan has been completed following an initial round of consultation. Staff are currently reviewing this first draft before undertaking further engagement with the community.

Staff are continuing to work with the Kāinga Ora o Otangarei. Martin Kaipo (CEO Te Hau Āwhiowhio o Otangarei Trust) and Eru Lyndon (Regional Commissioner for Social Development, Ministry of Social Development) will present to the Community Development Committee on the 8 June to update Council on the progress being made and the future opportunities.

Kamo Village Plan

Previously the Kamo Village Plan Working Group have had difficulty in finding supportive building owners for murals in the town centre. In a positive move the working group have met with a representative from Men’s Shed to discuss a mural on the Kamo War Memorial Hall and potential future collaboration on Village Plan projects. A meeting has also been held with the owner of the Happy Dragon take way to discuss a mural and upgrade to the external appearance of the building.

Customer Services

Frontline Customer Services

Building and development activity continues at a high rate which keeps the frontline team busy with Customer queries and applications. We have welcomed back one of our staff members and this has made a difference to our workload.
Contact Centre enquiries come via different channels; letters, emails, phone calls, social media and website. The Contact Centre pie chart shows the distribution of enquiries (requests) taken and logged by the Contact Centre. The ‘Other’ is a large proportion of the pie chart as it contains all the remaining areas of Council with small numbers of requests compared with the broader groups.
Pensioner Housing

Inspections

Annual inspections have commenced with visits by the Northland District Masonic Trust. The inspections include a meeting with each tenant and a survey of the condition of the unit.

Results from the inspections and recent satisfaction survey are used to prioritise refurbishments and improvements over the next 12 months. Any urgent maintenance is attended to immediately.

Meetings with each tenant also allows the Trust to discuss any concerns or changes that have arisen over the previous 12 months. For example as tenants age they may require the installation of ramps and handrails. These requests are scheduled for completion by Council's contractors.

Upgrades

There are currently seven vacant units. Three have been refurbished and tenants will be moving in within the next seven to ten days. Four units are scheduled for upgrades over the next two months.

The four units at Alfred Street are currently being re-roofed. These will be completed by the 19th May.

The continuation of programs to install security doors, heat and fan units and upgrade locks is also continuing.

Mill Road before re-painting    Mill Road after re-painting
Community Asset Management

Old Municipal Building

Roof repairs and a re-paint of the heritage two building continues. There have been some initial issues with the supply of scaffold and weather that have delayed the project by three weeks. Delivery of materials and the initial removal of tiles has started.

The media reported positively on the make-over and its relationship to the revitalisation of Bank Street.

Old Municipal Building

Whangarei Airport

The airports annual satisfaction survey will be completed over the next two weeks. Feedback from passengers/visitors to the airport prior and post each flight will be obtained to gauge satisfaction of the recent changes to the terminus, car parking, user demographics and expectations of services. A full summary of the findings will be presented to Council once the data is collated.

An obstacle survey has been completed to identify flight path intrusions on both the sealed and grass runways. A number of trees on both private and public land have been identified. Airport management have engaged the support and services of contractors through Council’s Parks Department to prune and remove those trees identified. Private property owners are supportive of the exercise and have already consented with many trees on their land already pruned and/or removed.

Passenger numbers are relatively consistent since changes to flight departure and arrival times late last year. Historical trends suggest the overall impact may be a reduction from 95,000 to 90,000 passengers (5%) on 2016 but comparable to 2015 figures.

Additional flights are scheduled to cater for increased numbers over the Lions vs NZ Barbarians event weekend.
Historical Passenger Numbers

Forestry Harvesting - Parihaka

Logging operations are winding down. Weather initially delayed the start of the harvest and weather and some additional tree removal will probably prolong the finish.

Post-harvest clean-up is underway including making the landing site tidy and ensuring all water controls are correctly in place ready for the winter period.

Spreading of hay over tracks and exposed loose soil around the landing will commence starting the 21st of May. Water tables and access tracks will be reinstated. All remedial work is expected to be completed by the 26th of May. This work needs to be completed before the park can be opened to the public.

The market continues to be steady in terms of demand and pricing. Export prices have been slowly rising each month. Increased harvest volume, rising prices and a good exchange rate have resulted in the net revenue of $195K exceeding expectations of a budgeted $45K.

Venues and Events

Northland Events Centre (NEC)

The past month has seen NEC host a variety of commercial and community events. Over Easter weekend Northland hosted the National Tennis Seniors Teams Tournament. This event welcomed to our District over 300 tennis players participating in 75 teams from across New Zealand. NEC was the venue of choice to host the finale event the National Tennis Seniors Prizegiving Dinner and Dance.

The ARC Security Lounge and Vikings Lounge offer a versatile alternative venue and over the past month has hosted accounting exams, driver training theory, ANZ Chief Economist Breakfast Seminar, the Whangarei Rod and Custom Club’s 50th Anniversary Dinner and Dance, WDC supported workshops on waste-free living and a workshop for developing psychic abilities. Bookings and enquiries continue to roll in for mid-year and are a testimony to the team and the venue.
Forum North (FN)

The past month has been extremely busy at Forum North with the hosting of the Embroiderers Exhibition, Mind Body Spirit Expo, Dress for Success Charity Handbag Auction and the annual International Day of Families event.

Three sell out shows occurred in the Captaine Bougainville Theatre; 13 Storey Treehouse (Children), The Topp Twins and Dave Dobbyn. In addition, the theatre hosted the Loren & Mark Guitar duo, Whangarei Brass Band Mothers Days Concert. Upcoming events include Mamma Mia, the Pickle King (2 shows), the life of John Denver (first show sold out and another has been added) and the Roger Hall Four Flat Whites in Italy show.

Significant repair and maintenance work is also underway in the venue to enhance the customer experience and upgrade the facility.

Well done to the FN Team, below are snippets of positive feedback received during the month from Lorraine Barrie Management (Dave Dobbyn’s Promoter):

“Lorraine & I just wanted to say what an absolute pleasure it has been dealing with you all in the lead up & execution of this tour. Your flexibility, patience and good humour has been astounding. Furthermore, each one of you went above & beyond to make us feel comfortable, welcome & looked after.

Dave & the band had an incredible time, and have all agreed it was the best tour they'd ever been on.

We wanted you to know (as may have been obvious) the tour was a massive success, and that success was in part due to the trust we had in our venues and the people running them.

I only hope next time we do a crazy massive tour like this, I can come along and meet you all”.

Matariki Whanau Festival

Matariki Booklet

Matariki is the beginning of a new life cycle and celebration of the traditional Maori New Year, which is typically recognised by the next new moon after the appearance of Matariki. The Matariki Festival Booklet collates a series of cultural events in the District from June to July. With the DHL, New Zealand Lions Series 2017 game occurring at Toll Stadium on 3 June 2017 this has attracted new events such as the Stargazers Guide to Matariki, The Late Lunch, Crafternoon, Legends at the Local and the Viking’s Gala Dinner.

Matariki Festival

This free community event will be held at the Town Basin and Canopy Bridge on Saturday 17 June, from 10am until 3pm. This year we welcome performances from Troy Kingi, J Geeks and local artists Otium, Izaia & Huia, Hardcore Dance Crew, Hatea Kapa Haka, Te Pu Ao Kapa Haka and local primary school Kapa Haka groups.

In addition to food, arts, clothing and craft markets there will be a Kaumatua and Kuia zone, interactive free activities such as poi and flax flower making, tamoko face painting, Matariki kite making, Te Bank Café (a youth centric bean bag café with phone charging) and the Stargazers guide to Matariki.

Matariki whanau festival is a fun and educational event where all members of the community can share in the celebration of Matariki and learn about the significance of the Maori new year.
DHL New Zealand Lion Series 2017

With little over 3,000 tickets left remaining we are anticipating a sell-out crowd at Toll Stadium on Saturday 3 June 2017 when the New Zealand Provincial Barbarians take on the British and Irish Lions. Preparations are underway at the Stadium and throughout the City and District to showcase Northland on a global scale and make this event a truly unforgettable experience for our visitors.

2017 International Rally of Whangarei

New Zealand Rally ran a successful International Rally of Whangarei as part of the Festival of Motorsport.

45 accredited media captured the event, from camera to print with a public following via live stream of 18,500 and over 110,000 hits on the event Facebook page throughout the weekend.

The scenic backdrops of the District provided a spectacular canvas for both the International and National media which aired a 58-minute slot on TV3 CRC Motorsport on Sunday 14 May 2017 (for details search NZRC Round 2 | Rally Whangarei 2017 - YouTube).

The economic impact of the event was evident as accommodation across the District at full capacity. Local cafés and restaurants benefited from the event as teams returned to their favourite venues and local food and beverage providers were promoted in the Rally guide that is provided to each team. Rally NZ and the teams expressed their appreciation for the warm welcome and supportive community.
RESOLUTION TO EXCLUDE THE PUBLIC

That the public be excluded from the following parts of proceedings of this meeting.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

1. The making available of information would be likely to unreasonably prejudice the commercial position of persons who are the subject of the information. {Section 7(2)(c)}

2. To enable the council (the committee) to carry on without prejudice or disadvantage commercial negotiations. {Section 7(2)(i)}.

3. To protect the privacy of natural persons. {Section 7(2)(a)}.

4. Publicity prior to successful prosecution of the individuals named would be contrary to the laws of natural justice and may constitute contempt of court. {Section 48(1)(b)}.

5. To protect information which is the subject to an obligation of confidence, the publication of such information would be likely to prejudice the supply of information from the same source and it is in the public interest that such information should continue to be supplied. {Section 7(2)(c)(i)}.

6. In order to maintain legal professional privilege. {Section 2(g)}.

7. To enable the council to carry on without prejudice or disadvantage, negotiations {Section 7(2)(i)}.

Resolution to allow members of the public to remain

If the council/committee wishes members of the public to remain during discussion of confidential items the following additional recommendation will need to be passed:

Move/Second

"That ________ be permitted to remain at this meeting, after the public has been excluded, because of his/her/their knowledge of Item __________. This knowledge, which will be of assistance in relation to the matter to be discussed, is relevant to that matter because___________."

Note:

Every resolution to exclude the public shall be put at a time when the meeting is open to the public.