



Te Kaunihera o
Te Awa Kairangi ki Uta
Upper Hutt City Council

City Services Committee | Te Kōmiti Ratonga ā-Taone

Agenda

4.30 pm, Wednesday 2 October 2024

Council Chambers, Level 2, Civic Building, 838-842 Ferguson Drive, Upper Hutt

Chair: Councillor D Wheeler

Deputy Chair: Councillor T M Ultra

Members: Mayor W N Guppy

Councillor D M Bentley

Councillor M G Carey

Councillor C B G Carson

Councillor A W Hammond

Councillor E Holderness

Have your say

Members of the public can speak to any issue, idea or matter that falls within the meeting's [terms of reference](#). If you do wish to speak, it is preferable to let us know by midday of the day before the meeting. This can be done by registering on our [website](#), email askus@uhcc.govt.nz or call 04 527 2169. All Council and principal standing committee meetings are livestreamed through our [YouTube channel](#).

The agenda and associated report are available for inspection within 2 working days before a meeting at the following offices during business hours:

- Civic Building, 838 – 842 Fergusson Drive, Upper Hutt
- Upper Hutt Central Library, 844 Fergusson Drive, Upper Hutt
- Pinehaven Library, Corner Jocelyn Crescent and Pinehaven Road, Upper Hutt

City Services Committee | Te Kōmiti Ratonga ā-Taone

Terms of Reference | Ngā Tohutoro

These Terms of Reference set out the principle areas for which Council maintains overall responsibility. They also set out the delegations of Council functions, duties and powers to Council committees, panels and groups. The delegations in these Terms of Reference are expressed in general terms. They are to be read together with the following propositions.

These Terms of Reference:

- Set out to assist elected members in undertaking their governance role,
- Do not delegate any function, duty or power which a statute (for example, clause 32 of Schedule 7 of the Local Government Act 2002) prohibits from being delegated,
- Are subject to Council's authority to elect to exercise any of the powers delegated in these Terms of Reference, and,
- Do not affect any delegation which the Council has already made or subsequently makes to a Council officer or other member of staff.

Membership:	Mayor and seven Councillors Councillor Dave Wheeler (Chair), Councillor Tracey Ultra (Deputy Chair), Mayor Wayne Guppy, Councillor Dylan Bentley, Councillor Matt Carey, Councillor Chris Carson, Councillor Bill Hammond and Councillor Emma Holderness.
Meeting cycle:	City Services Committee meets on a six weekly basis
Quorum:	Four members
Delegated authority:	To make recommendations to Council.
Purpose	
To monitor Council's performance in promoting the ongoing growth, redevelopment, and improvement of the City, oversee the progress of the Long-Term Plan and Annual Plan projects which contribute to these outcomes and monitor the delivery of the regulatory, consenting, business, operational, and community services.	
Function	
To review and make recommendations to Council on:	
<ul style="list-style-type: none"> • Progress on the delivery of key projects and initiatives, including 'business as usual' initiatives, identified in the Long-Term Plan and Annual Plan • Progress towards the achievement of Council's economic outcomes as outlined in the Economic Development Stimulus Policy • Outcomes from the major events programme • Temporary road closures and stopping associated with events • Progress on the operational delivery of the following community services: libraries; parks and reserves; H2O Xtream; community support; recreation services; and Expressions Whirinaki Arts and Entertainment Centre • Progress on the operational delivery of the following business services: city promotion and marketing; visitor services; and business support services • Progress on the operational delivery of the following infrastructure services: roading; waste management; wastewater disposal; stormwater disposal and water supply • To monitor the delivery of the city planning services • Progress on the operational delivery of the following regulatory services: parking facilities and enforcement; animal control; environmental health; building enforcement; and inspection and licensing services • Hear, consider and make recommendations to Council on any traffic-related matter • Civil Defence Emergency Management matters as required • Such other matters referred to it by Council 	

City Services Committee | Te Kōmiti Ratonga ā-Taone

4.30 pm, Wednesday 2 October 2024

Public business	Page
1. Apologies	
2. Declarations of interest Elected members must declare any interests with items on the agenda that may arise between their roles as members and any private or other external interests they may have. If this happens, members should stand aside from decision-making related to any such interests. The current register of interests is on the Council website: https://www.upperhuttcity.com/files/assets/public/yourcouncil/meetings/register-of-interest/register-of-interest-elected-members-publicly-listed.pdf	
3. Public forum Public forums are a defined period of 30 minutes, which, at the discretion of a meeting is put aside for public input. In the case of a committee or subcommittee, any issue, idea or matter raised during the public forum must fall within the Terms of Reference of that body. More information about attending and speaking at Council and Committee meetings is on our website: https://www.upperhuttcity.com/Your-Council/Council-Meetings/Attending-and-speaking-at-Council-and-committee-meetings	
4. Director's Report: Strategy, Partnerships and Growth Report from the Acting Director of Strategy, Partnerships and Growth dated 6 September 2024	4
5. Director's Report: Asset Management and Operations Report from the Acting Director of Asset Management and Operations dated 5 September 2024.	15
6. Director's Report: Community Services Report from the Director of Community Services dated 3 September 2024.	27
7. Director's Report: Planning and Regulatory Services Report from the Director of Planning and Regulatory Services dated 20 September 2024.	39

Geoff Swainson
Chief Executive | Te Tumu Whakarae



City Services Committee | Te Kōmiti Ratonga ā-Taone 2 October 2024

Director's Report: Strategy, Partnerships and Growth

Purpose of report | Te pūtake

1. The purpose of this report is to provide an update on relevant activities delivered by the Strategy, Partnership and Growth teams.

Recommendation | He tūhonga

2. That the Committee recommends that Council receives and notes the report titled Director's Report: Strategy, Partnerships and Growth.

Communications and engagement

3. Communications projects listed below are categorised by priority areas in the Communications Strategy.

Increase communication

4. Let's kōrero newsletter – The latest edition was published on 12 September 2024 with content about important topics such as rates, economic growth in our city, and the Wellington Airport Awards. It also touched on the H₂O hiring campaign, the community calendar, meeting livestreams and Beechwood Lane Bridge project completion. It had an open rate of 58% which means about 1,521 recipients opened and read the newsletter. The top three most popular were Airport Awards, The Guardians and H₂O Hiring campaign page.

Be responsive

5. Media requests - We received a range of media requests on several topics. They include wastewater charges for schools, increases to costs of third-party software, Queen Street building demolition, beech tree felling in Katherine Mansfield Drive, Māori wards, water-related enquiries, weather-related events, and speed limit changes.

Enhance engagement

6. We're consulting with the community on the revocation of part of a reserve next to the Hutt River Trail in Birchville.
7. We're reconsulting with the community on the Dangerous, Affected, and Insanitary Buildings Policy. After we consulted on an initial draft policy a year ago, there were a number of changes made following guidance issued by the Ministry of Business, Innovation, and Employment (MBIE) on 29 July 2024. Submissions close 27 October.

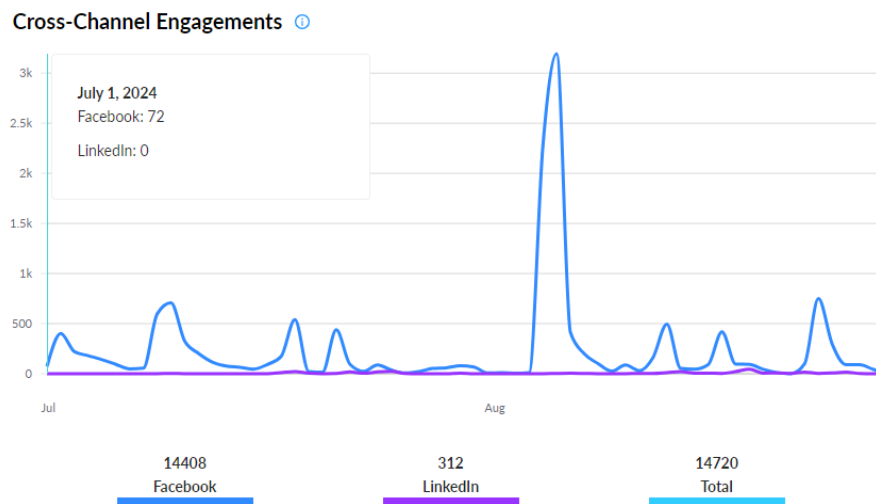
Be consistent and coordinated

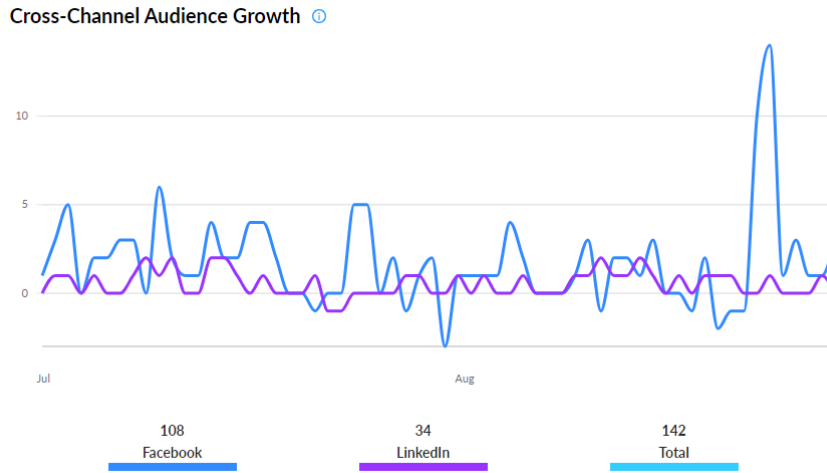
8. H₂O Xtream Update – Our next H₂O Xtream update post will be posted the week ending 20 September and will feature a video showing off the progress of the pool.
9. Gold Awards -our sponsorship of the Emerging Gold category for new and developing businesses delivered the Upper Hutt City Council ‘open for business’ message to a wide cross-section of the regional business community. This is the last year we have agreed to sponsor the event and we will need to look for new ways to keep Upper Hutt at the forefront of commercial sector thinking as a place to locate and develop new businesses.

Improve accessibility and transparency

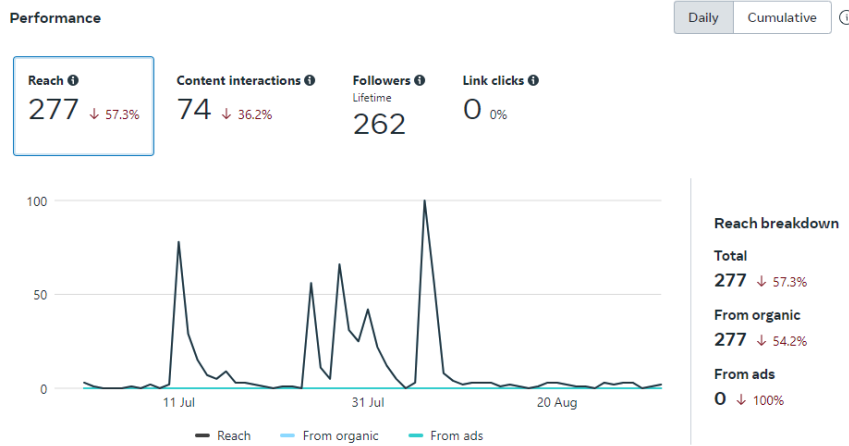
10. Community Noticeboards – the two digital noticeboards are accepting data again and continue to display a programme of information on upcoming community events and activities, to complement the six fixed noticeboards we have around the city.
11. Upper Hutt City Council social media – For the month of July and August, 34 Facebook posts and six LinkedIn post and five Instagram posts. Our number of followers on our social media platform continues to grow. Our LinkedIn platform development is a recent initiative we are growing to target the business/professional community.
12. Monsido – We continue to monitor the Council websites, update and keep external links current and up to date. There is ongoing work to fix the broken links highlighted by Monsido to ensure that our website stays relevant and accurate.

13. **FACEBOOK and LINKEDIN:**





14. INSTAGRAM

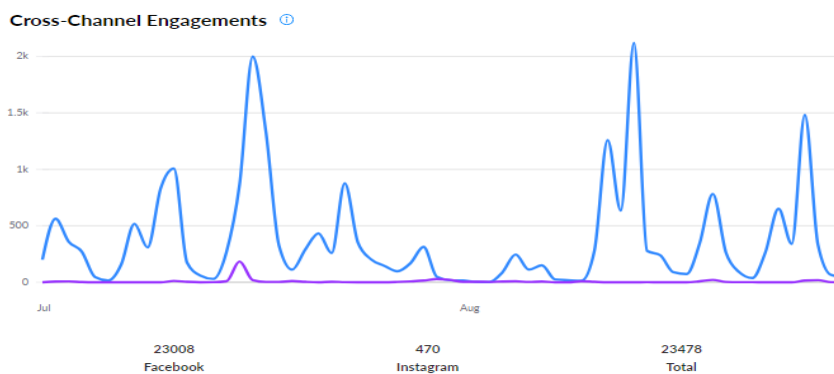


Marketing, promotions and events

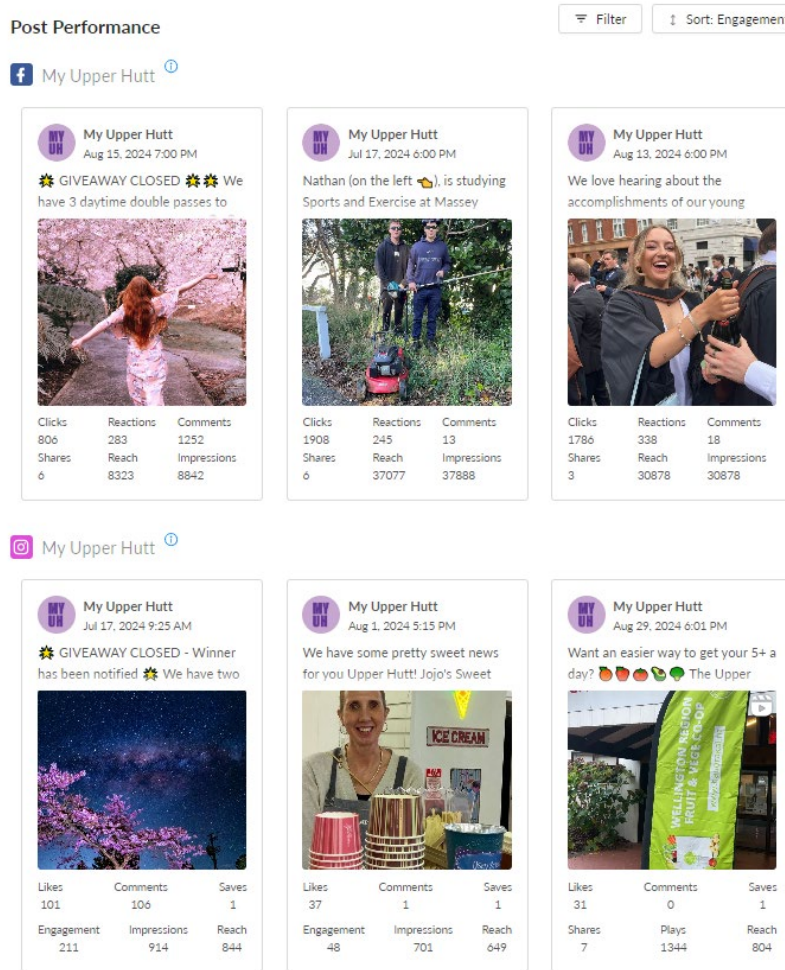
My Upper Hutt social media

15. For the months of July and August, the team continues to profile local businesses, events and activities on the My Upper Hutt Facebook page and Instagram account showcasing Upper Hutt as a great place to live, work, and play. The page continues to grow demonstrating My Upper Hutt is an excellent channel to engage with the Upper Hutt community.

16. FACEBOOK AND INSTAGRAM PROFILES



17. The three most popular posts on the My Upper Hutt social media profiles are as below:



Digital services and website

18. Website analytics for the period, 1 July to 31 August 2024 below show percentage comparisons against the previous year-to-date period (1 July 2023 to 31 July 2023).

Website	Page views	Sessions	Views per user	Avg. Session duration
upperhuttcity.com	117,760	36,950	3.02	1m 26s
	+14.7%	+3.5%	+0.8%	+8.9%
h2oxtream.com	36,808	4,807	7.66	2m 10s
	+124.2%	-30.4%	+222.1%	+405.4%
upperhuttlibrary.co.nz	29,602	12,173	2.43	29s
	-2.41%	+0.4%	-2.79%	-2.1%

COUNCIL WEBSITE DOMAIN CHANGE

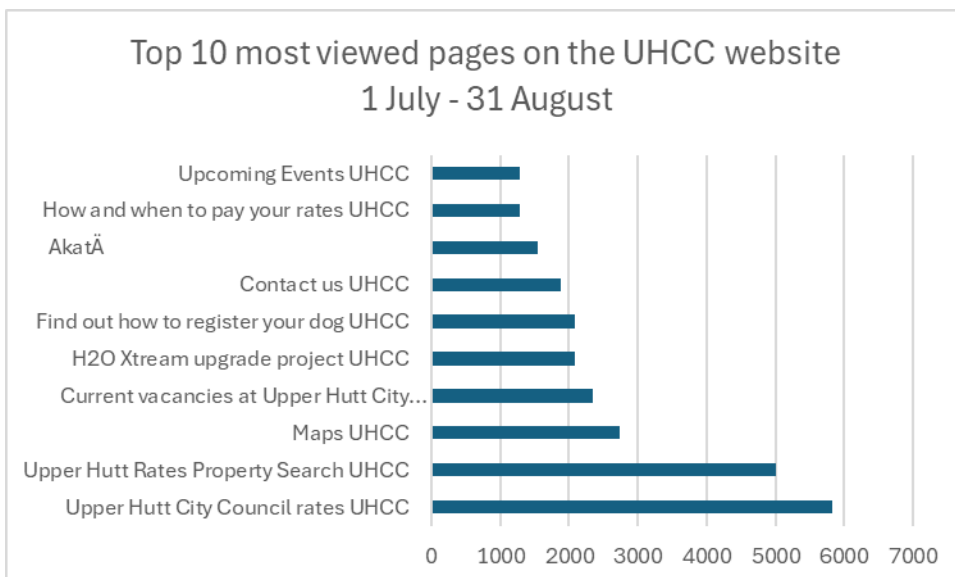
- 19. Following on from August’s website domain change we have now migrated *letskorero.upperhuttcity.com* to *letskorero.upperhutt.govt.nz*. The change continues to bring Council in line with other territorial authorities in New Zealand.
- 20. Having a ‘.govt’ address means that customers have assurance they are dealing with the real organisation and search engines will rank the Council’s pages higher, increasing accessibility and visibility. Customers can still access the pages using the old domain—they’re automatically redirected to the new domain.

COUNCIL WEBSITE USAGE

- 21. The graph below shows a breakdown of usage by section on the Council website for the period 1 July - 31 August 2024. The chart represents – 87% of all content views.



- 22. The chart covers 214 pages that made up 87% of all content views.
- 23. Rates have grown in views, whilst water has decreased. (A report about traffic for Rates (insights and improvements to processes is being developed by the Digital Services Advisor and the Rates team).
- 24. Below are the 10 most viewed pages on the Council website for the period 1 July to 31 August 2024. These 10 pages account for 28.2 of all views during this period.



Website feedback

25. Public responses to the in-page question 'Was this page helpful?' on the Council website. All feedback is automatically delivered to the relevant team to assess and action as appropriate. In the period 1 July – 31 August 2024, 64 submissions were made. This was a 19% drop (79 vs. 64) compared to 1 July– 31 August 2023.
26. Responses were negative this period, with 64% of respondents expressing a complaint vs 49% prior. All complaints are reviews and changes made if valid and viable.

Request/report

27. In the period 1 July to 31 August 2024, 2,083 submissions across 70 subjects were made via our form tool OpenForms.
28. The top 10 items accounted for 59.8.% of all online forms submitted during this period. Figures below do not cover consultations or Local Government Official Information and Meeting Act (LGOIMA) requests.
29. Total OpenForm submissions were up 8.3% over the previous period (2,083 vs 1,925).

Top 10 OpenForm submissions				
1 July - 31 August 2024 vs 1 July - 31 August 2023				
	2024	2023	Diff (n)	Diff (%)
Direct Debit Authority	245	229	16	7%
Contact Council	213	146	67	46%
Employment Application Form	134	152	-18	-12%
Suggest to Buy	122	128	-6	-5%
New dog registration	119	135	-16	-12%
Application for a Land Information Memorandum (LIM)	112	59	53	90%

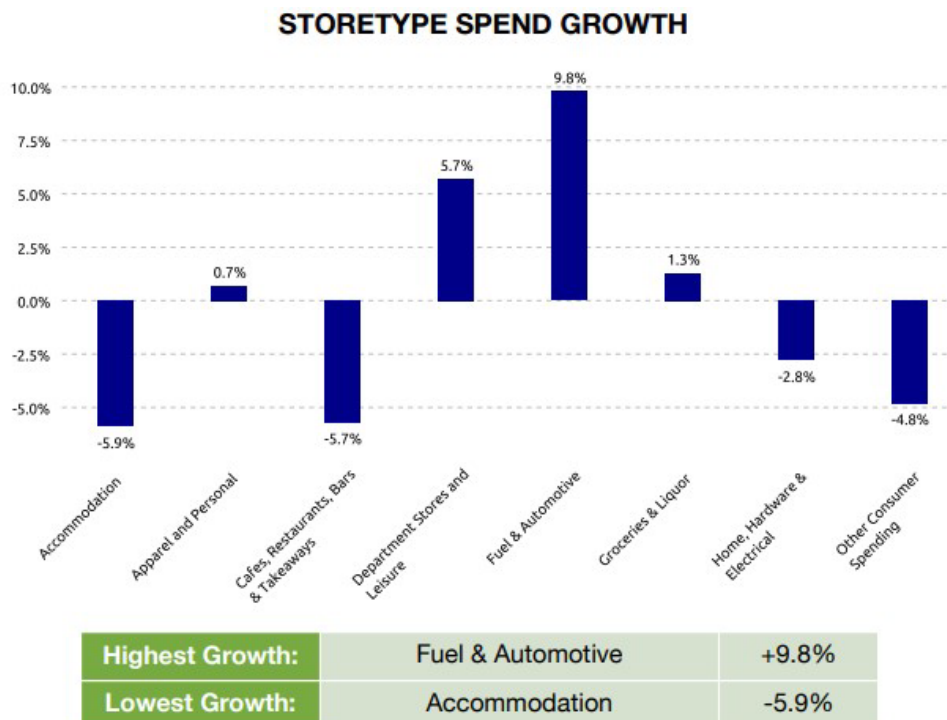
Economic development

30. MARKETVIEW DATA (July 2024 compared to July 2023)

Our July Marketview data shows that Upper Hutt is maintaining spending at a time when the trend has been a contraction in consumer spending overall across New Zealand. While we have kept well above the national average, it is notable that the July increase falls below the performance of the previous 12 months. This highlights a national trend that even though there are small indicators that the economy may be improving, this has still not filtered through to consumer behaviors through to the end of July.

TERRITORIAL AUTHORITY		
Upper Hutt City		
Spend	\$44.8M	+1.8%
Transactions	1.0M	+2.1%
July 2024		
NATIONAL		
New Zealand		
Spend	\$6,076.7M	-2.0%
Transactions	129.8M	-0.5%
TERRITORIAL AUTHORITY		
Upper Hutt City		
Spend	\$555.3M	+3.6%
Transactions	12.7M	+2.4%
Last 12 Months		
NATIONAL		
New Zealand		
Spend	\$78,244.8M	+1.7%
Transactions	1,624.6M	+1.9%

31. The summary of ‘storetype’ spending highlights the unevenness of the overall spending changes, highlighting that overall, hospitality continues to bear the brunt of the economic conditions.



32. Understandably given the above sectors which are most affected, we have seen a drop in spending coming from Wellington City residents. There has been a large percentage increase in spending from international visitors, but as a total amount, this is still a relatively small proportion of consumer spending in Upper Hutt, and the increase shows the post-COVID visitation increases we are seeing across the country. The largest quantum increase is coming from Upper Hutt locals spending more locally. People tend to spend on essential goods close to home, so this aligns with the increasing market share going toward fuel and groceries.



33. So what we can see from combining customer origin and spending category data is a breakdown of where the increases and decreases are coming from and where they are landing.

	Apparel and Personal	Cafes, Restaurants, Bars & Takeaways	Department Stores and Leisure	Fuel & Automotive	Groceries & Liquor	Home, Hardware & Electrical	Other Consumer Spending (incl Accom)	Total
Upper Hutt City	+7.5%	-2.7%	+6.6%	+13.9%	+1.2%	-4.3%	+8.5%	+3.4%
Lower Hutt City	-10.1%	-7.2%	+5.3%	+12.2%	-1.4%	-4.6%	-7.9%	-0.2%
Wellington City	-20.9%	-18.3%	-3.8%	-1.0%	-7.4%	-23.9%	-32.6%	-12.4%
Porirua City	-45.5%	-10.1%	+6.7%	-1.8%	+12.8%	-2.4%	-18.5%	-3.4%
Kapiti Coast District	-6.3%	+3.2%	+9.3%	-0.3%	+21.6%	+29.5%	-13.5%	+4.9%
Wairarapa	-12.6%	-12.2%	-4.8%	-10.6%	-1.4%	-5.8%	-2.6%	-7.2%
Rest of New Zealand	+5.5%	-16.6%	+0.2%	-11.1%	+3.7%	+58.1%	-10.0%	-3.4%
International	-10.1%	+4.4%	+32.6%	+48.7%	+50.3%	+12.6%	-13.1%	+25.7%

Supporting businesses

34. Business movements:

- New: Chia Cha – The Mall, Just Furniture – Main Street, Jo Jo’s Sweet Treats – Main Street, Refresh Massage – Main Street, The Cat Carer (homebased), The Law Lady – cnr Main & Geange (upstairs), The Sewing Depot – Whitemans Road.

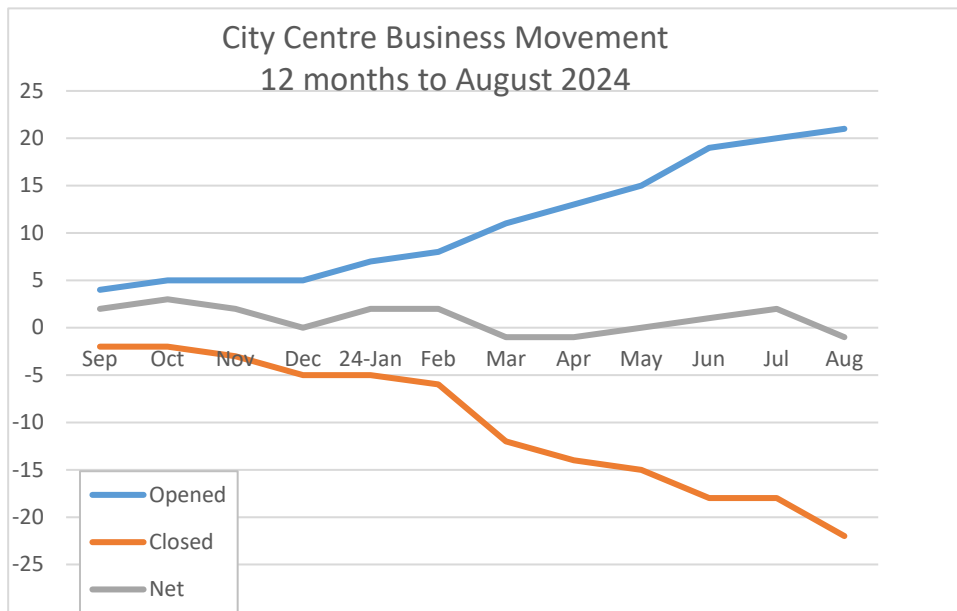
Business Movements: 3 Months to August 2024				
DATE	OPENED	CHANGE	CLOSED	
Jun-24	Pet Centre			opened on Queen St
			Pet Centre	closed on Logan St
	Studio Fifty-18			opened on Princes St
	Just Furniture			opened on Main St
	Jojo's Sweet Treats			opened on Main St
			B-Styled	closed in Princes St
	Clover Coffee			opened on Princes St
			Grind	closed on Princes St
Jul-24				
	The Law Lady			opened cnr Main & Geange
Aug-24			Mint Beauty	closed on Main St
		Post Shop		moved from Mall to Lagans
			Revisit	closed in Mall
	Chia Cha			opened in Mall
			Phat Philips	closed in Mall
		Refresh Massage		expanded in Mall
			Revisit	closed in Mall

- Moved: Post Shop to Lagan’s Pharmacy – Main Street, Studio Fifty 18 – Princes Street.
- Closed/closing: Mint Skin & Beauty Clinic, Main St (upstairs), Revisit -Mall.

35. General inquiries: Looking for premises - 3, information on starting a new business - 3, water leak - 1, feedback on newsletter - 2. Abandoned shopping trolleys - 1, parking - 1, food trucks - 2, gardens - 1, social media posts on My Upper Hutt for local businesses and/or events - 22.
36. Supporting Marketing: The team continues to support the Marketing team supplying content and scheduling for My Upper Hutt and responding to general inquiries. The Karapoti Classic organisers have been in contact as this event will celebrate 40 years in 2025. The Upper Hutt Spring Festival took place on 14 September.
37. Neat Places guide; Have been supplied to New Zealand Campus of Innovation and Sport (NZCIS) and Blossom Valley as they have high visitor numbers for this Hutt Valley specific guide.



- 38. U-Play! Holiday Events: As per the changes in the Long Term Plan, we won't be delivering services to activate or improve the city centre or attract visitors or promote city centre retail experiences to grow consumer spending. We are currently reviewing involvement in the U-Play holiday programme. We have previously run activities in Fresh Bun to draw people into the city centre on what is typically payday and to provide school holiday activities. In this transitional phase, and on a trial basis, we have encouraged Fresh Bun to partner with a community group, The Upper Hutt Toy Library, to provide a free school holiday activity in the city centre.
- 39. Business newsletter: The business newsletter has now switched to bi-monthly with the next edition due out in October. The August edition included: Food, alcohol, hospitality and amusement device applications forms going digital, the heritage team calling for information on local factories, Blossom Valley, promotion of the Gateway Programme to help prevent skills shortages, Cameron Harrison's recent wins at the Retail Meat New Zealand Pork, Bacon & Ham awards, AI learning opportunities, National Geographic Traveller UK magazine advertising opportunity, 2degrees Wellington Regional Business Excellence Awards and a reminder about the newsletter going bi-monthly.
- 40. The city centre occupancy rate is 90.7%.



Sustainability

- 41. The Sustainability Advisor Position is currently vacant.
- 42. The Gardians and water resilience campaigns have continued at a level of business-as-usual activity,

Included attachment | Ngā āpitihanga

- 43. There are no attachments

Date of report: 6 September 2024

Report writer(s):

Stuart Grant
Economic Development Manager

Emily Thomson
Acting Strategic Policy Manager

Reviewed by:

Liezel Jahnke

Acting Director Strategy, Partnerships and Growth | Kaihautū Rautaki, Kōtuitui Tangata, Whakawhanake ā-lwi

Approved by:

Geoff Swainson

Chief Executive | Te Tumu Whakarae



City Services Committee | Te Kōmiti Ratonga ā-Taone
2 October 2024

Director's Report: Asset Management and Operations

Purpose of report | Te pūtake

1. The purpose of this Director's report is to provide an update to Council.

Recommendations | He tūhunga

2. That Council receives the report titled Director's Report: Asset Management and Operations.

Project Updates

H₂O Xstream upgrade

3. The project is tracking as per the programme with the forecasted practical completion date March 2025. The new filtration units have now been removed from storage and installed in the new ground floor plant room. Fabrication of the hydro slides will start early October in the Criterion Lane metalled area and then transported across to Fergusson Drive for installation. The project costs are tracking as forecasted and we are on budget. See [attachment 1](#) for the project dashboard.



Hydro slide pedestals for slide supports



Junior leisure pool slab foundation

Akatārawa Cemetery Development

4. The roading developed design is due to be delivered mid-September. We are unable to get an early start to the vegetation clearing due to ecological issues that will need to be mitigated in the resource consent. Approval for the clearing will now be sought as part of the resource consent which will be submitted to Greater Wellington Regional Council in November.
5. The removal of the structural design work associated with the bridge has reduced consultancy costs by \$104,500. We are proposing that Hutt City Council and Upper Hutt City Council undertake the landscaping design in house to save costs. See [attachment 2](#) for the project dashboard.

Roading

National Land Transport Funding

6. The government is in the process of releasing the new National Land Transport Fund financial assistance for the 2024-2027 period, which makes up 51% of the funding for the subsidised roading activities. Early indications are that the funding will be significantly less than was applied for in some areas, most particularly road safety promotion, footpath and cycleway maintenance and renewals.
7. Once the final figures are available Council officers will provide a summary of the impacts and potential ways to address any shortfalls to Council.

Wellington Water Roding Reinstatements

8. Council's Engineering Consents staff recently met with Wellington Water to discuss issues with the quality of the reinstatement work for major renewal projects carried out by Wellington Water on several Upper Hutt roads.
9. Wellington Water have identified that there is an issue with the standard of the reinstatement their contractors are producing and have committed specific staff to the role of quality assurance in order to better meet expectations.
10. At the same time, for the current renewals work on Chatsworth Road the Upper Hutt City Council Engineering Consents Team have allocated additional engineering time to carry out more intensive on-site observations and testing to monitor how the required standards are met.

Renewals Work

11. Work is underway on preparatory works for the 2024 - 2025 renewals programme. Caution is being exercised in proceeding too quickly before final funding figures have been provided by New Zealand Transport Agency (NZTA).

Speed Limits

12. The Government has recently consulted on the proposed [Land Transport Rule: Setting of Speed Limits Rule 2024](#). This rule will come into force in December 2024.
13. A major provision of the new rule is the default position that any speed limits introduced since 2020 should be revoked. Once the rule is published in December 2024, Council has until the start of March 2025 to either remove the new speed limit or make a case for it to be retained.
14. Council has two speed limits in this category, the new 50km/h limit on Alexander Road, and the 60km/h limit at the start of Moonshine Hill Road. Because of the tight timeframe once the rule is published additional advice is being sought about what is required to retain each of these speed limits.

Parks and Reserves

Waste Minimisation

15. Officers held a workshop with Councillors on 29 August which covered kerbside recycling, Ministry for the Environment (MfE) funding and project planning. The next step is to work through the details and actualities of the procurement for final approval in a deed of funding.
16. On Monday 2 September 2024 at the Ordinary Meeting of Wellington Region Waste Management and Minimisation Plan Joint Committee, the regional implementation plan was endorsed. This includes 19 regional projects to be delivered and reported on over the next six years.

Horticultural

17. The adverse weather events at the end of August and beginning of September resulted in two tree losses in bush areas, multiple large branch failures in a single pine tree and multiple minor branch losses throughout the city. The regular inspections and maintenance of the city's trees has helped to reduce the risk of failure during extreme weather events.



Property

18. Security for Council meetings in the Council Chambers has been upgraded with locks being installed on four additional doors to ensure that visitors cannot access the rest of the building during council meetings without the Council staff.
19. The CBD camera upgrade will be completed by the end of September as we have had major weather delays in getting this project completed.
20. The roof of the Whirinaki Hall is to be repaired in November, we have engaged a building company to replace the Butynol on the three peaks and the roof between the peaks. They will also replace flashings which have been reacting with the roofing material as they are not compatible.
21. We have engaged Safety First to develop an evacuation plan for the Maidstone Pavilion. Once complete, we will have an evacuation plan for all of Council's relevant buildings.

Open Spaces, Parks & Reserves

Maidstone Green Space the former site of the Heretaunga Boxing Club

22. The development of the site has been completed to transform the area from a vacant grass area to include paths to connect the transport hub, CBD, Maidstone Playground, Maidstone Park, with the new Sports Hub (Te Kupenga o Rongomai). The aim is to create a sense of cohesion, by providing a green space to act as a buffer between the various popular park facilities. The project included the implementation of fencing extension from the Maidstone Playground area, lime connecting paths, picnic table, planting of trees and shrubs and associated natural features such as logs, stepping pavers and boulders.



New and Improved Upper Hutt Bookable Areas on Website

23. Working alongside the Geographic Information System (GIS) team to create a new, modernised map of bookable spaces in our Upper Hutt Parks has just gone live.
24. The new link to the Upper Hutt Bookable Areas [Upper Hutt Bookable Areas \(uhcc.govt.nz\)](https://uhcc.govt.nz) has been added to the website. This provides the user with summer and winter sport sites; picnic areas; parks and associated facilities that can be booked through the website

General

25. The level of tagging around the city is currently at a very low level. Mostly random tagging not following any pattern. Council has changed its supplier for security patrols to Armourguard Security.
26. As part of the new grass fields floodlighting project at Maidstone Park some realignment of the lights needs to be carried out. This is set to be carried out some time in October / November when surrounding soils have firmed up to allow vehicle access. There is also a possibility that some extra fittings will be installed to cover areas not currently lit.
27. Post season winter events booked on parks include the secondary schools Hurricanes rugby tournament, Wellington Rugby Union age grade representative games, regional under 19 Football Tournament and National Dog Agility championships (including international competitors).
28. Winter sports have finished their season, and most fields are now closed for six weeks while renovations are carried out to get ready for summer sports.

29. Mexted contracting have been engaged to carry out deep thatch removal of the Maidstone grass fields. This involves removing the top 20mm of the fields, applying new sand and resowing and will take the fields out of play for 2 -3 months.
30. The new LED floodlights have been ordered for the upgrade of the floodlights at the multi turf at Maidstone Park, work is expected to be completed by the end of November.
31. As part of the LTP the replacement of the artificial turf at Maidstone Park is due to commence in January 2025.
32. There has been a spate of vandalism to toilets over the later weeks of August with the following toilets damaged: Twin Bridges, Maidstone Max, Pinehaven Reserve (twice), and Harcourt playground.

Three Waters

Legislative Updates - Local Water Done Well

33. Many Elected Members attended the regional elected member briefing in late August, followed by an additional Upper Hutt City Council Elected Member workshop setting out Government's expectations for water services delivery plans under Local Water Done Well. From October, all Councils involved will decide on whether to progress to Phase two or withdraw from the regional approach. A separate paper will be coming to Council on this matter.

Water supply

34. The Chatsworth Road upgrade has been temporarily slowed for a period of several weeks due to the main contracting team being required to redeploy to Days Bay to attend to the urgent issue with the joint Hutt City Council/Upper Hutt City (HCC/UHCC) Council outfall pipe. There is a small team back on-site progressing works.
35. The Wellington Water Major Projects team continue to make progress on the Whakawhirinaki Bridge in Silverstream, the Kaitoke Flume Bridge replacement, and the Te Marua Water Treatment Plant, all toward providing a more resilient drinking water network.
36. Progress in resolving non-urgent water jobs remains an issue. This is largely attributed to work volumes, process issues adversely impacting data accuracy, and a misalignment of expectations and the fiscal envelope. However, progress in resolving leaks has maintained positive momentum attributed to recent funding injections and associated resourcing, with 129 leaks fixed in July.
37. The actual demand for potable water has continued to decrease, with a level of improvement over and above with what would have been consistent with the level of leak repairs. The latest Wellington Water leak dashboard is attached in [attachment 4](#). The leak related investment is noted as \$1.422m in 2024 - 2025 vs. \$1.425m in the previous 2023 - 2024 year due to Council taking the original \$825k budget and increasing it by \$600k early in the 2024 calendar year.
38. Upper Hutt remains at Level 1 year-round water restrictions to embed desirable water conservation practices. [Attachment 3](#) sets out the latest water consumption report, showing that overall consumption for 2024 - 2025 year to date has dropped in Upper Hutt when compared to the similar period for the 2023 - 2024 year.

Wastewater

39. Delivery on this year's capital programme is continuing, with contracts in the process of being awarded for the Logan Street Wastewater Renewal.
40. On 10 August there was a serious wastewater overflow event in Days Bay, Eastbourne. The overflow was a result of a breakage in a wastewater pipe next to the Days Bay pump station, resulting in both

treated, and untreated wastewater discharging into Days Bay. The repair was extremely complex due to it being in a challenging location and likely to cost in the vicinity of \$2m.

41. On 6 September, Wellington Water crews completed the repairs and have now moved their attention to reinstatement of the site. Wellington Water is working with the regional council and Department of Conservation regarding site restoration, this includes new vegetation while ensuring the long-term sanctuary of the penguins.
42. These unexpected emergency works will come at a cost, with Upper Hutt City Council having to contribute, as it is a joint HCC/UHCC truck sewer network asset. The cost to Upper Hutt City Council will be known once all reinstatement works are complete.

Seaview Wastewater Plant compliance update

43. On 15 August, Greater Wellington issued Hutt City Council, Upper Hutt City Council, and Wellington Water an abatement notice, due to the ongoing issues with smell from the Seaview Wastewater Plant, with changes required to be completed by 4 October.
44. To meet compliance, this will likely require upgrades to be complete, including replacement of the plant's biofilter air distribution system and the installation of a new biofilter cell isolation system.
45. If the upgrades are not done on time, Hutt City Council, Upper Hutt City Council and Wellington Water could face a fine or prosecution under the Resource Management Act. Wellington Water is carrying out this work on behalf of Hutt City Council and Upper Hutt City Council.

Western hills trunk sewer situation update

46. The Western Hills main sewer pipe is a joint Upper Hutt City Council and Hutt City Council asset that runs from Silverstream along State Highway 2 to Petone, and then to the Seaview Wastewater Treatment Plant.
47. A technical assessment of this pipe confirmed it to be in very poor structural grade at the end of March, although the initial assessment noted that no cracking was observed, suggesting the pipe to still be structurally stable for now.
48. In response, Wellington Water put together a team to undertake further investigations to fully understand and assess any immediate risk to the wastewater network and potential environmental and transportation impacts, given it runs directly under State Highway 2 in some sections (albeit up to 4m deep) and is located next to the Hutt River.
49. A contingency plan is being prepared for the repair of any unexpected failure. The plan will involve managing flows in the upstream network and over pumping the remaining flows to enable emergency repairs. Imminent failure is unlikely based on the condition information currently known.
50. All stakeholders, including Upper Hutt City Council, Hutt City Council, the New Zealand Transport Agency Waka Kotahi and the Greater Wellington Regional Council are being regularly kept informed of progress on planning for this work.
51. Wellington Water is now intending to brief the Hutt Valley Services Committee on 20 September on the likely cost and timing to do the urgent works and potential other works in the vicinity at the same time. Following the workshop, a paper will likely come to both Upper Hutt City Council And Hutt City Council in October regarding a decision on how to move forward.
52. The 2024-2034 Long Term Plan has budget provision in out years that would likely need to be brought forward to enable these works.

Stormwater

53. On 6 August 2024, a Pinehaven Stream Improvements project update paper went to the project's governance group, the Te Awa Kairangi/Hutt River Valley Subcommittee. The purpose of the paper was to seek endorsement for a review of the three remaining phases of the Pinehaven Flood Management Plan (FMP) with delivery agent Wellington Water Limited (WWL).
54. The Subcommittee approved the review, which will interrogate the significant cost escalation and explore alternative options to mitigate flood risk and still achieve the objectives of the FMP. The review will be reported back to the Subcommittee on 22 October 2024. Upper Hutt City Council will be kept informed of progress and will ultimately need to make decisions around the project.

Civil Defence

55. The 27 August EAC (Emergency Assistance Centre) exercise at Te Kupenga o Rongonmai – Maidstone Sports Hub was successful with 14 attendees. We are now planning for the next stage of exercising an EAC, which will involve working with partner agencies to set up an EAC and practice having people coming into an EAC.
56. Upper Hutt City Council will be participating in NZ Shake Out, the National Drop, Cover and Hold exercise on the 24 October. All staff in the building will be asked to Drop, Cover and Hold at 9:30am.
57. 7 November is the Emergency Operations Centre (EOC) Exercise. This year all the EOC's in the Wellington Region will be exercising on the same day, using the same scenario. This allows for the EOC to practice communicating with other TLA's and working together to allocate resources and solutions. During the exercise, we will practice Rapid Building Assessments using the tool created by the Spatial Team. We will be inviting several external agencies to participate with us on the day.
58. The week before the EOC exercise, WREMO will be running the Controllers Huddle, to prepare controllers for the exercise, and they will be running the first Regional Function Workshop. The Regional Function Workshop is a chance for Function Managers from all EOCs to be informed about the exercise scenario and work with other Function Managers through aspects of the exercise scenario.
59. The WREMO Partnership Agreement will be completed for final approval by 30 September. This will then be presented to Chief Executive's across the region for sign off on 8 October.
60. Staff have had opportunities to attend several Emergency Management related webinars, which staff have eagerly attended. This included a talk from Radio New Zealand (RNZ): When the lights go out, Being, Belonging, Becoming: Women's wellbeing in floods, LINZ: Requesting Imagery in an Emergency, Space Weather, and Intelligence in Emergency Management.

Included attachments | Ngā āpitihanga

61. [Attachment 1: H₂O Xstream dashboard](#) page 23
62. [Attachment 2: Akatarawa Cemetery dashboard](#) page 24
63. [Attachment 3: Water Consumption Report](#) page 25
64. [Attachment 4: Wellington Water leak dashboard](#) page 26

Date of report: 05 September 2024

Report writer(s):

Brett Latimer
Parks & Reserves Manager

Patrick Hanaray
Roading Manager

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Manager Transport Strategy

Mark Wilson
Manager Assets & Programmes

Rosie Tait
Emergency Management Lead

Reviewed by:

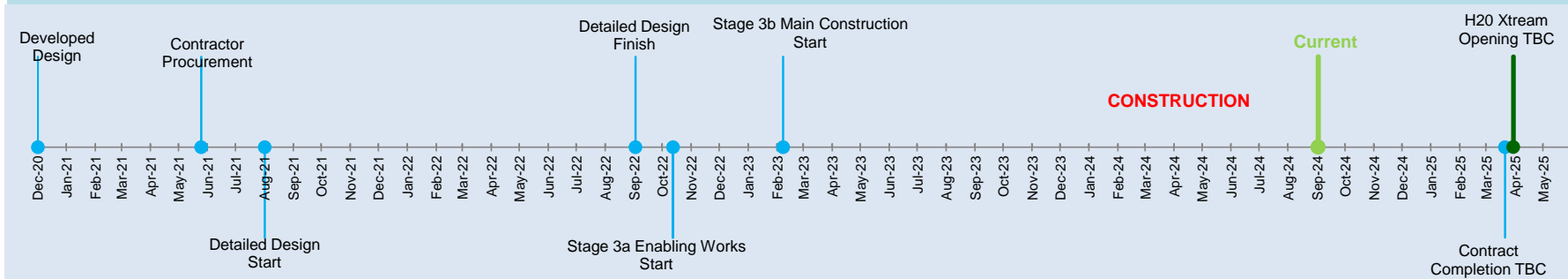
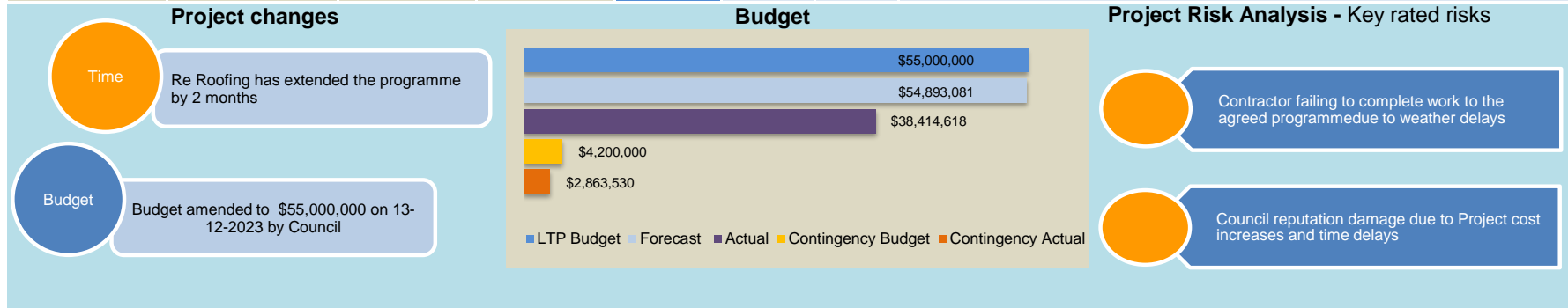
Gunther Wild
Director Asset Management and Operations | Kaihautū Taiao

Approved by:

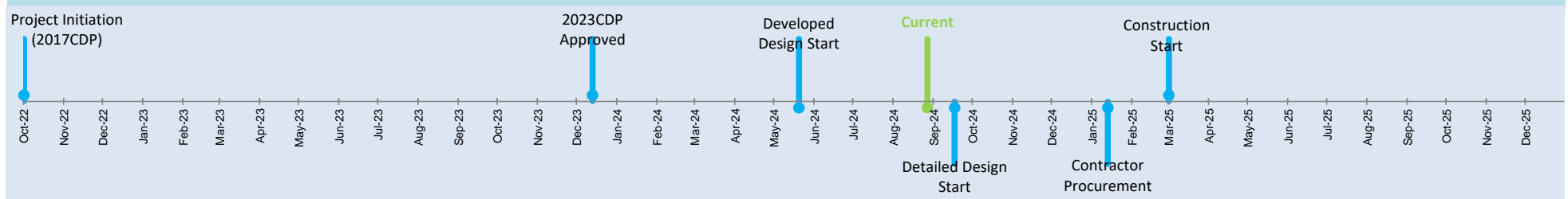
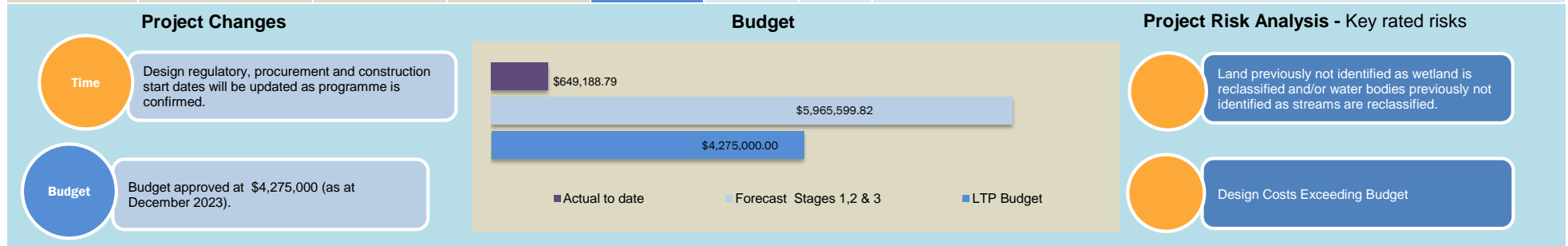
Gunther Wild
Director Asset Management and Operations | Kaihautū Taiao

Geoff Swainson
Chief Executive | Te Tumu Whakarae

Project Name				H2O Xtream Upgrade		Status Update: 2/09/2024		Milestones, Tasks, Outcomes to deliver next period			
Purpose				To improve the Pools facility such that its use causes engagement, enrichment, enjoyment and exercise - with safely for all ages.				<ul style="list-style-type: none"> Complete Installation of pool water services Jr Leisure Pool Commenced Installation of Natara Components Jr Liesure Pool Completed Installation of Roof FOH Completed installation of Ripple Sound ceiling Main Pool Hall Completed Hydroslide Pedestal Foundations 			
Project Team				Executive Sponsor: Mike Ryan, Geoff Swainson Department Sponsor: Royce Williams Project Manager: John Price				<ul style="list-style-type: none"> Commence Fabrication of Hydroslide Installation of Natara Components Jr Liesure Pool Completed Complete First floor Framing FOH Completed installation of Ripple Sound ceiling Main Pool Hall Continue Service works in the Plant Room Basement 			
Funding Source				Loans				Status Description			
				Overall				All works and including scope changes are tracking well.			
Key Stakeholders				H2O Xtream staff, Wave breakers Swim School, pool customers, wider community and other local and regional aquatic facilities				Time		Scope changes due to unforeseen issues with the existing building have delayed the programme by two months, we are working with the contractor to identify opportunities to reduce the forecast delays	
						Budget		YTD Costs are tracking within the new budget			
Project Stage				Construction				Scope		Programmes pool has been removed and Upstairs Office fit-out has been scaled down. Re-roofing of the existing pool hall has been added.	
						Risks		Council reputation damage due Project cost increases and time delays.			
Start Date		Report Date		Approved End		Projected End		Issues		Nil	
29 Oct 2018		2 Sep 2024		21 Mar 2025		21 Mar 2025		Comms		Communication planning for the notification of time delays and increased costs to public is underway	

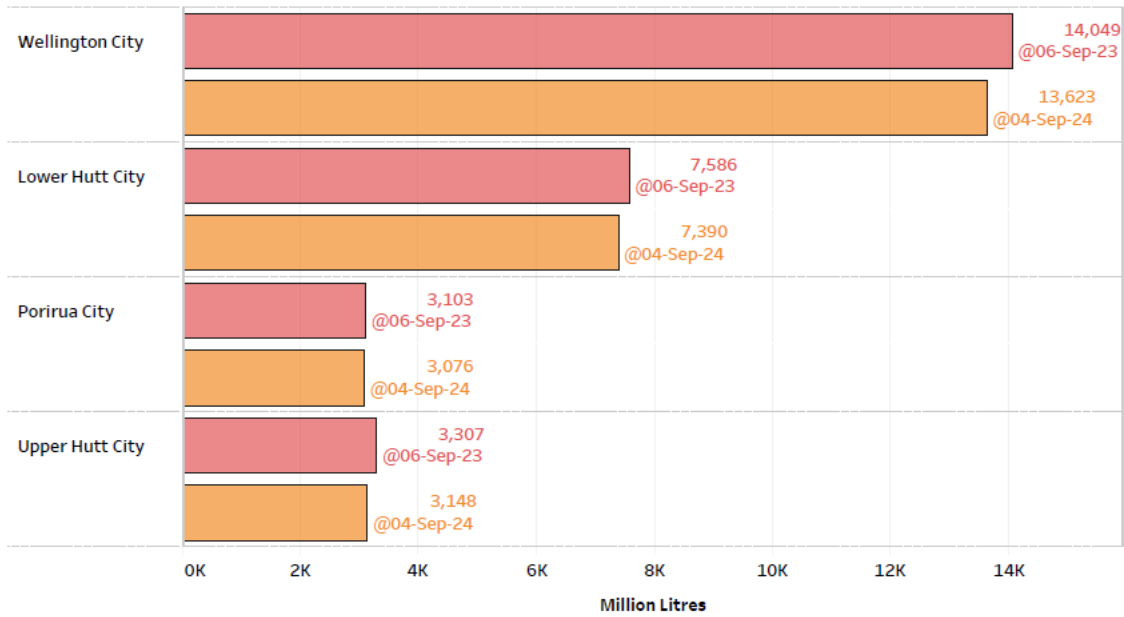


Project Name	Akatārawa Cemetery Development Project (Phase 1: Design of Stages 1-3 and construction of Stages 1 & 2 only)			Status Update: 27/08/2024		Milestones, Tasks, Outcomes to deliver next period	
Purpose	Deliver fit for purpose cemetery infrastructure to ensure that Upper Hutt City and Hutt City remain able to meet their statutory compliance obligations under the Burial and Cremation Act 1964.			<ul style="list-style-type: none"> - Develop Design Civil works first review completed - feedback has been given on the draft Civil works design - The lease of the stage 3 area has been terminated - Hutt City have agreed to assist with Mana Whenua - 		<ul style="list-style-type: none"> - Developed Design Completed - Engagement with Cultural groups ongoing - 	
Project Team	Executive Sponsor	Gunther Wild					
	Business Owner	Brett Latimer					
	Project Manager	John Price					
Funding Source	Upper Hutt City contribution: \$1,585,000.00 Hutt City contribution: \$2,690,000.00 Total funding of the Project: \$4,275,000.00			Dashboard March 2023	Previous status	Current status	Status Description
				Overall	●	●	
Key Stakeholders	Upper Hutt City Council Hutt City Council Cemetery and Parks and Reserves staff, contractors, users, future users, Mana Whenua, Ōrongomai Marae			Time	●	●	Project Developed Design Programme has slipped by 1 week.
				Budget	●	●	Once the Detailed Design is completed a cost estimate will be undertaken and project costs confirmed.
Project Stage	2023 Concept Development Plan - Approved Enabling works & additional investigations/surveying - In planning stage.			Scope	●	●	Developed design for Stages 1, 2, & 3 and construction of Stages 1 & 2 only.
				Risks	●	●	Potential changes in the regulatory and policy landscape (monitoring - national, regional, and local is ongoing).
Project Start Date	Report Date	Approved end date for this project	Projected end date for this project	Issues	●	●	Potential of Regulatory and Policy issues not being resolved in a timely Manner
1 Oct 2022	27 Aug 2024	TBC	TBC	Comms & Engagement	●	●	Communications and engagement plan being updated; all channels will be updated in coming weeks.

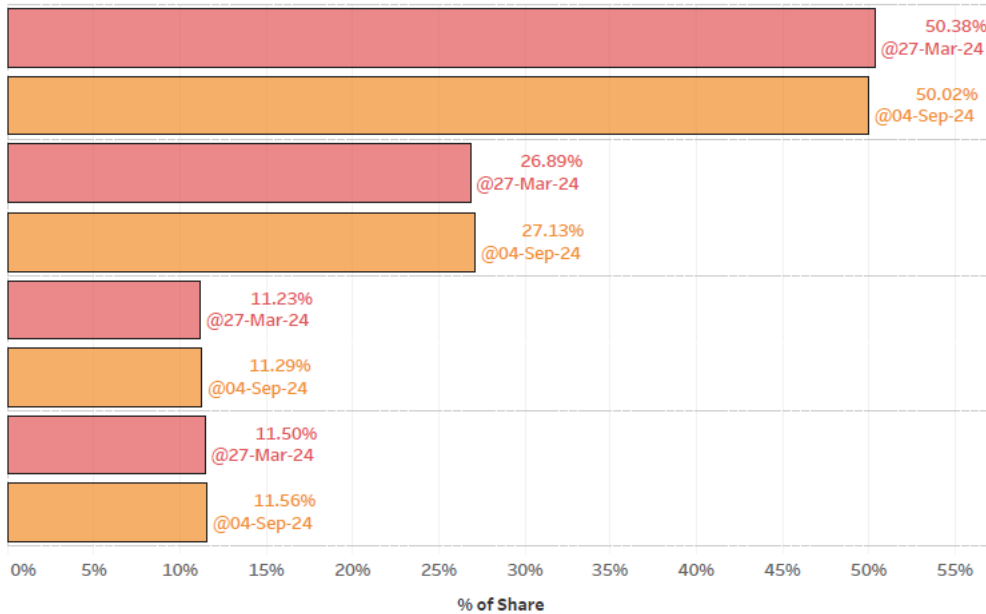


NOTE: Construction Start date is an Estimate which will be confirmed at the end of the Detailed Design along with the budget.

Water total consumed - 2023/2024 Year to date compared to 2024/2025 Year to date



% of Share - end of 2023/2024 billing year compared to 2024/2025 billing Year to date



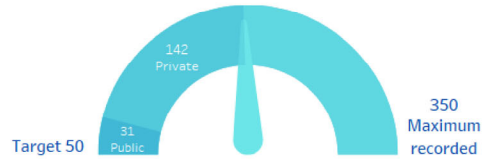
Upper Hutt City Council's investment into leaks - project update 26/08/2024*

*The data provided is based on the best information available at the time of the assessment



Leaks backlog

Currently 173



This time last fortnight	New jobs logged since last report	Fixed since last report
182	22	30

1 job was closed as a duplicate, with no work done.

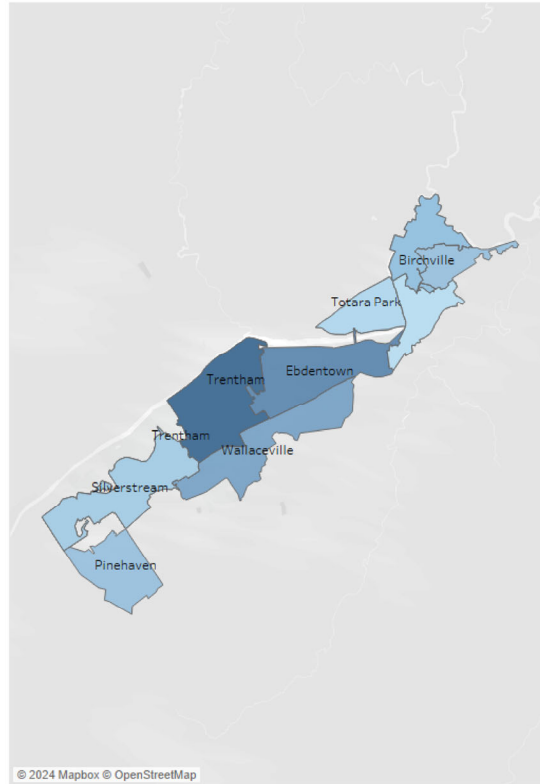
There will always be backlog of leaks across the network, due to the time needed for planning and operational requirements (i.e. traffic management, corridor access).

Our agreed goal is to get this backlog down to a practical level, which has been assessed to be the average number of leaks received over 10 working days. This provides headroom, is manageable and provides some flexibility to package work.



Leaks fixed by location

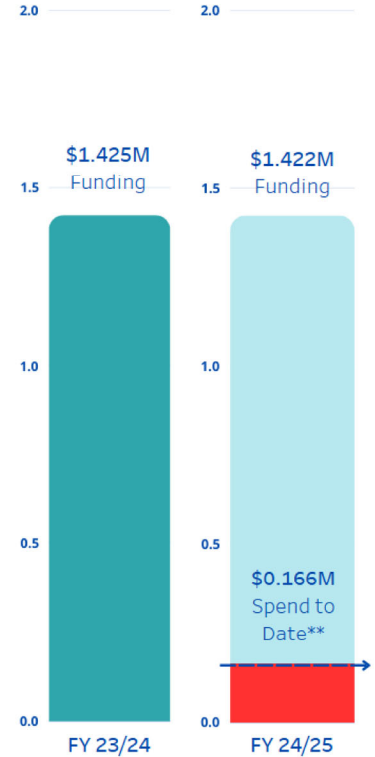
This heatmap and table show where leaks were fixed in the past fortnight.



SUBURB LIST	PUBLIC	PRIVATE
Trentham	4	2
Ebdentown	5	
Wallaceville	3	
Totara Park	1	2
Silverstream	2	1
Birchville	2	1
Pinehaven	1	1
Upper Hutt Central	1	
Maoribank	1	
Heretaunga	1	
Clouston Park	1	
Brown Owl	1	



Investment



**Expenditure on reactive maintenance, mostly for leaks. This figure is updated monthly. Last updated 26/08/24.



Overall leaks fixed

FY 24/25	Since 1 Jan 24
226 Total Leaks	871 Total Leaks
199 Public Leaks	789 Public Leaks
27 Private Leaks	82 Private Leaks

Since 1 Jan 24, 789 public leaks have been fixed, with 373 requiring permanent reinstatement. Out of these, 172 (46%) have already been completed.



Water savings from leaks fixed

Since 01.01.24, 871 leaks have been fixed.

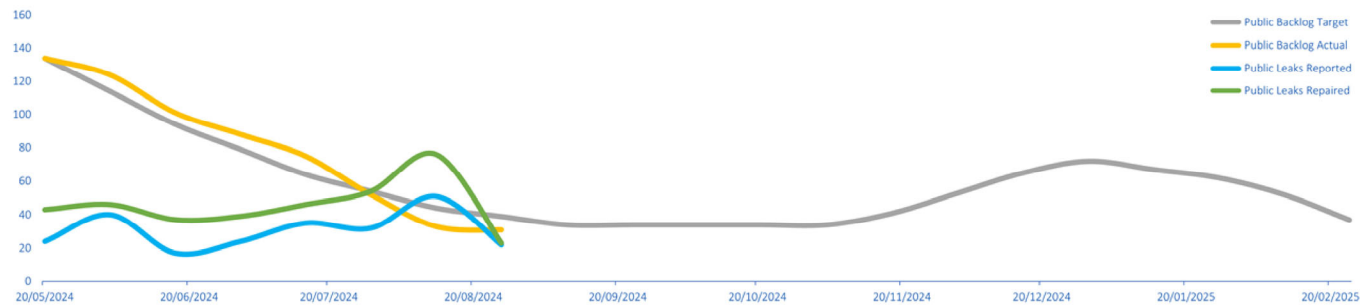
Current estimates indicate that cumulatively these leak repairs are saving 4.36ML each day.

This equates to 8384 households water use.

This information is based on an average calculation. We are continually working on refining and improving our data to develop a better understanding of the amount of water saved by leak repairs



Public leaks backlog trend





Te Kaunihera o
Te Awa Kairangi ki Uta
Upper Hutt City Council

City Services Committee | Te Kōmiti Ratonga ā-Taone
2 October 2024

Director's Report: Community Services

Purpose of report | Te pūtake

1. The purpose of this report is to provide an update to Council of activity across Community Services.

Recommendation | He tūtohunga

2. That the Committee recommends Council receives and notes the report titled Directors Report: Community Services.

Community Development

Kai Network Upper Hutt

3. Relationship building in the Kai Network has continued with momentum for organisations to work collaboratively. Signage for the Pataka Kai is an example of this collaborative approach, Ōrongomai Marae distributes any weekly food surpluses to Pataka Kai around Upper Hutt. The project to install signage for the Pataka Kai has continued, the signs are due to be installed in September 2024.
4. Relationships with Te Whatu Ora on the Regional Food Strategy are ongoing. This Strategy is future-focused on assisting the Wellington region to increase resources to ensure food security.

Homeless Community

5. Collaboration between Councils in the wider region resulted in a Regional Homelessness Hui being held in early September. This Hui provided opportunities for each Council to share their successes and challenges and develop ways to have a more joined up approach to homelessness.
6. The Upper Hutt Rough Sleeping group continues to provide effective networking amongst community groups, health providers and central government agencies which has resulted in some positive outcomes for members of the rough sleeping community.

Housing

7. A Housing Hui was held on 11 September for locally based housing providers and representatives from the Ministry of Social Development, Kainga Ora and the Ministry of Housing and Urban Development. The purpose of these hui is to provide an opportunity for local groups working in the housing space to connect and collaborate, whilst also receiving housing related updates from Central Government agencies.

Community Safety

8. Community Development proactively engages with New Zealand Police in a number of capacities.

- Police Partners – a member of the team attends a fortnightly meeting at Lower Hutt Police Station with various other community agencies to provide pathways for relevant information sharing.
- Community Policing on a regular basis. In July the Team was approached to support Police's community engagement with young people. The team has connected Police with the school cluster through Activation so Police can attend local interschool sports events.

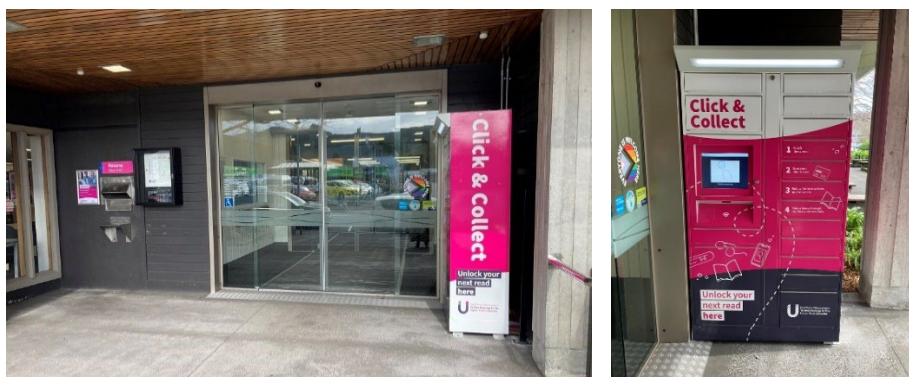
Funding Rounds

9. The Community Grant round opened on 8 August and closed on 11 September 2024. The first Creative Communities round for 2024 - 2025 opened on 11 September and closes on 16 October. An additional part-time staff member has been contracted to the Team to assist with these two grant rounds, while the new structure of the Community Partnerships team is established.

Library

Click'n'Collect Lockers, August 2024

10. The new click'n'collect lockers are now fully operational at the Central Library. We are the first public library in New Zealand to introduce this hardware.
11. The lockers started to be used by customers during the 'soft launch' phase of the rollout in August 2024. A customer communications campaign commenced in September.
12. The lockers are fully integrated with the libraries Kōtūi library management software, whereby customers can reserve items through the library app or online catalogue and select the lockers as the pick-up location.
13. Council purchased the lockers in 2023 with full funding provided by National Library under the New Zealand Libraries Partnership Programme. After three years of Covid service disruption, and with this funding available, we decided to buy the lockers as part of our strategy to provide customers with more 24/7 access to library services.
14. With the lockers situated at the front door of the Central Library, next to the returns slot, customers can now drop off and pick up items at any time 24 hours a day, seven days a week.



Poetry Competition 2024, 1 July to 5 August 2024

15. Another favourite on the libraries' annual calendar of events, the theme of this year's Poetry Competition is close to the heart of Upper Hutt locals - Te Awa Kairangi / the Hutt River. By inviting the wider Hutt Valley community to reflect on and celebrate our awa (river) through creative writing, the competition's goal was to strengthen the community's awareness of the river's significance in shaping life in the valley, and to foster a shared sense of belonging and connection.

16. We received a total of 59 entries across three age categories: 16 in the children's category (ages 5-12), two in the teen category (ages 13-17); and 41 in the adult category. The shortlist and winners for each category were announced at two prize-giving events at the Central Library on Friday, 30 August 2024.

Community Stitch-In Day, 27 July 2024

17. To mark World Embroidery Day, the Upper Hutt Embroiderers' Guild (the Guild) collaborated with the libraries team by hosting a stitch-in session for interested locals on Saturday, 27 July 2024. This was an open invitation for experienced crafters to come together and show their current projects, as well as an opportunity for beginners to see and learn some basic techniques. Around 15 people engaged with members of the Guild and other crafters on the day.
18. Embroidery is a celebration of colour, texture, and design, and a great pastime for self-care and slowing down in our busy modern lives. The Guild was also generous to provide one of their collaborative showpieces for a two-week exhibition display at Central Library, featuring a scene from Lewis Carroll's book, *Alice in Wonderland*.



Autism Support Services: Information Sessions with Te Whatu Ora, 26 and 31 July 2024

19. Staff from Te Whatu Ora's Child Development Services team approached the library to find an accessible venue for two information sessions aimed at local families and whānau whose tamariki (children) have recently received an autism diagnosis. Central Library hosted one session on Friday, 26 July 2024, with nine attendees, and a second session on Wednesday, 31 July 2024, with 15 attendees.
20. Providing key information about clinical as well as community-based support services, for example, the local Upper Hutt Autism Group, is part of the initial support given to families, alongside ongoing individual appointments. By offering this communal information session, wait times for families to access initial information were reduced, and attendees were able to network and connect with others who had recently started on their neurodiversity journey.

UHub: Empower U Session for Kaiako (teachers), and Teacher Aides, 21 August 2024

21. Since opening their twice-a-week pop-up space at the Central Library, the UHub team have been busy advising, supporting, and connecting with local families and young people. Alongside their drop-in advice service, they have been offering one-hour Empower U sessions throughout the term, covering a range of child development topics, such as the benefits of play, early communication skills, and neurodiverse experiences.
22. On Wednesday, 21 August 2024, UHub facilitated a special Empower U session on neurodiversity for staff at local schools, including teachers and teacher aides. Over 30 people attended, demonstrating the high relevance of this topic for the teaching community and UHub's success in delivering valuable education and information.

Usage statistics

23. Key observations – July 2024 year to date performance is favourable compared to July 2023 year to date:
- Visitor numbers have increased 8%.
 - Digital connections have increased by 2%.
 - Items issued have increased 5%.

Upper Hutt City Library Key Performance Indicators July 2024								
	Jul-23	Jul-24	Variation	% Variation	FYTD 2022/23	FYTD 2023/24	Variation	% Variation
Performance Measures								
Visitors								
Central	13,048	13,408	360	2.8%	13,048	13,408	360	2.8%
Mobile	506	834	328	64.8%	506	834	328	64.8%
Pinehaven	175	659	484	276.6%	175	659	484	276.6%
Total Visitor Numbers	13,729	14,901	1,172	8.5%	13,729	14,901	1,172	8.5%
Digital Connections								
Website Visits	48,897	19,458	-29,439	-60.2%	48,897	19,458	-29,439	-60.2%
Recollect Record Views	4,894	1,050	-3,844	-78.5%	4,894	1,050	-3,844	-78.5%
Databases	1,152	1,154	2	0.2%	1,152	1,154	2	0.2%
Social Media Reach	15,634	50,010	34,376	219.9%	15,634	50,010	34,376	219.9%
Chromebook sessions	362	400	38	10.5%	362	400	38	10.5%
Wifi Log-ins	3,213	3,536	323	10.1%	3,213	3,536	323	10.1%
TOTAL	74,152	75,608	1,456	2.0%	74,152	75,608	1,456	2.0%
Items Issued								
Central	29,948	29,782	-166	-0.6%	29,948	29,782	-166	-0.6%
<i>SELF CHECK ISSUED</i>	<i>19,848</i>	<i>19,753</i>	<i>-95</i>	<i>-0.5%</i>	<i>19,848</i>	<i>19,753</i>	<i>-95</i>	<i>-0.5%</i>
<i>% SELF CHECK</i>	<i>66.3%</i>	<i>66.3%</i>			<i>66.3%</i>	<i>66.3%</i>		
Mobile	133	578	445	334.6%	133	578	445	334.6%
Pinehaven	1,121	1,475	354	31.6%	1,121	1,475	354	31.6%
Digital Issues	4,191	5,366	1,175	28.0%	4,191	5,366	1,175	28.0%
Streaming Services	1,084	1,075	-9	-0.8%	1,084	1,075	-9	-0.8%
Total Items Issued	36,477	38,442	1,965	5.4%	36,477	38,276	1,799	4.9%
Programmes/Events								
Children's programmes (includes outreach visits)		30				30		
Attendance		943				943		
Adult programmes		30				30		
Attendance		316				316		
Hot Seat hours		41				41		
ACTIVE Patrons (last month)	4,874	1,055	-3,819	-78.4%	4,874	1,055	-3,819	-78.4%
ACTIVE PATRONS (last 2 years)	12,953	13,233	280	2.2%				
PATRONS REGISTERED	204	223	19	9.3%	204	223	19	9.3%

Recreation Services

H20Xtream

24. Fulton's attendance numbers

Month	Attendance 23/24	Attendance 24/25
July	462	601
August	564	733
September	457	
October	488	
November	482	
December	374	
January	457	
February	580	
March	542	
April	563	
May	527	
June	595	
Total	6091	1334

Learn to Swim attendance at Trentham School Pool

- 25. Term 1 2024: 376
- Term 2 2024: 364
- Term 3 2024: 344

26. There are 29 learn to swim customers at Stokes Valley Pool and 315 at Trentham School Pool in term three 2024. Numbers are down on terms one and two which is to be expected with the winter weather. In term three 2023 there were a total of 282 learn to swim customers.

Recruitment Strategy for Re-opening H20Xtream

27. Working in partnership with the Councils Communication and Marketing team and the Performance and Capability team, Recreation Services has put together a plan for advertising the re-opening of H20Xtream in 2025. This will start with a recruitment strategy which will firstly look for expressions of interest in September 2024 from the wider community to work at H20Xtream. As part of this, there will be two public information sessions.
28. The recruitment initiative will be using social media and other media platforms to look for expressions of interest in roles at H20Xtream when its re-opens in 2025.
29. The recruitment target is approximately 14 full-time equivalent lifeguards, two full-time equivalent customer service representatives and multiple casual and part-time roles for re-opening.
30. We are starting this search for interest now, so we have time for interviews, training and police checks of preferred candidates before the end of December 2024. We will be looking to contract staff in January 2025.

Activation

Community Award

31. Activation attended the recent Multicultural Festival, organised by the Upper Hutt Multicultural Council, where Activation received an award in recognition of their partnership with the Upper Hutt Multicultural Council. This collaboration has enabled Activation to distribute bikes through the Bike Recycling Project to families identified by the Upper Hutt Multicultural Council. To date, five refurbished bikes have been distributed through the Upper Hutt Multicultural Council.



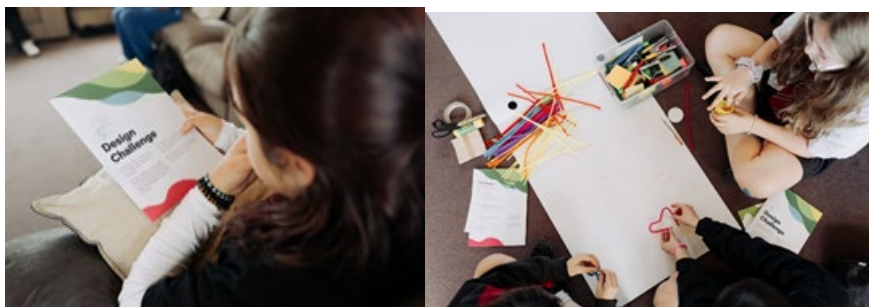
One of the recipients of a refurbished Bike

Young Women and Girls – Update

32. Activation and Community Development have been working together on a kaupapa aimed at encouraging more young women and girls in Upper Hutt to engage in physical activity. Various consultation methods were utilised, including one-on-one and group empathy conversations, as well as

group think workshops. In these sessions, participants were asked to design their ideal events, helping us understand the spaces and facilitators they would feel comfortable with.

33. Information received showed that their interests are varied, with some expressing a desire to try activities like yoga and Pilates.
34. Moving forward, the feedback received from the rangatahi will design a month-long series of activities in February 2025. These activities will be facilitated by clubs and organisations, providing young women with the opportunity to try new activities they may not typically experience.
35. Council staff are currently establishing an advisory group, known as the "vibe checkers," to collaborate and consult on this series.



Community Sports Bank

36. The sports bank is a community-based initiative that collects, refurbishes, and distributes sports equipment to individuals, schools, or organisations that may not have the resources to purchase new gear. The goal of the sports bank is to ensure that everyone, regardless of their financial situation, has access to the equipment needed to participate in sports and physical activities. This can help promote physical health, social inclusion, and community engagement. The sports bank relies on donations from the public.
37. Activation is working closely with Orongomai Marae to revitalise the Community Sports Bank. The Marae is committed to receiving donated goods directly, storing and redistributing them to the community in need. A significant development will be the ability for the public to drop into the Marae to access the sports bank. Members of the community will also be able to apply for donated goods online.
38. Low-Cost Bins have agreed to support the initiative by providing wheelie bins dedicated to sporting goods donations. These donation bins will be located at multiple indoor locations throughout Upper Hutt including but not limited to H2Oxtream, Te Kupenga o Rongomai - Maidstone Sports Hub and the Pinehaven Library. Additional host sites are being pursued including local schools.

Floorball League

39. Floorball remains a very popular sports activity for our tamariki and rangatahi. There are 32 teams entered across the three divisions for the term three and four inter primary school floorball league. This represents over 200 young people participating in floorball regularly.
40. Council has fostered a very strong relationship with the Upper Hutt Floorball Club. Many of the club's members join via the floorball league, reinforcing the importance of the league as a pathway for longer term participation and enjoyment of the sport.
41. Nine young men selected for the New Zealand Men's U19 Floorball Team are from local Upper Hutt Colleges. Many of these players commenced their floorball journey during primary school through the Council delivered Floorball League. The team compete at the Men's U19 World Floorball Championships 2025 Asia-Oceania Floorball Cup qualifications in the Solomon Islands 20 - 22 September 2024. In the lead-up to these championships, there was an exhibition match at St Patrick's Silverstream College on

Sunday 8 September 2024. All funds raised from this event go towards team expenses to attend the championships.

NZ MEN'S U19 FLOORBALL TEAM

MEN'S U19 WORLD FLOORBALL CHAMPIONSHIPS 2025 AOFQ QUALIFICATION
20th - 22nd September 2024 | Honiara | Solomon Islands

WFCQ 2024

Ben Young	Luka Strode-Penny
Connor Smith	Marcus Locke
Fletcher Cosslett	Noah Bargh
Harison Clulow	Oliver Bargh
Henry Pritchard Glen	Ollie Williams
Jamie Campbell	Seth Millar
Jamie Gwyn	Thibault Dunkin
Lachlan Pitchford	Vinnie Coup
Liam Townsley	Zachery Bruce
Lochie Parker	

Head Coach: Bradley Sommerville
Assistant Coach: Andrew Bargh
Team Manager: Emma Williams
Team Physiotherapist: Desiree Grout

Whirinaki Whare Taonga – Arts/Culture/Events

Audited Annual Report and Financial Statements

42. The 2023 - 2024 Annual Report and Financial Statements were audited on site the week of the 5-9 August 2024. The Trust had the Audited Annual Report adopted at the Trust meeting on 3 September 2024.

Marketing

43. The July 2024 – January 2025 Season brochure has been completed and was sent out with the Council rates invoices in early August (11,000 copies).

Medieval to Metal Merchandise

44. The trial of Medieval to Metal merchandise has been reasonably successful with a good profit made and minimal stock left over. The next push will be for the Pumpkin Cottage Collection merchandise which was launched late in September 2024.

Friends of Whirinaki

45. A Friends newsletter was mailed out in early August with previews, specials deals and an invitation to a Shane Cotton talk and tour for the Friends from the Director of The Dowse Karl Chitham. Karl Chitham (Ngā Puhī, Te Uriroroi) has been a champion for the arts in New Zealand for 20 years with a specific interest in Toi Māori.

Funding Update

46. A funding application for a Helping Hands Grant was successful.
47. A funding application was made to The Lion Foundation for the insect Microsculpture exhibition
48. A funding application was made to World Wildlife Fund Funds for the insect Microsculpture exhibition in 2025.
49. A funding application to ANZ Foundation for the 2025 Classical Series has been made.

- 50. A funding application made to Creative New Zealand’s Development Grant for Arts Organisations for an audience development programme (including a new website) was unsuccessful.
- 51. A funding application was also made to Creative New Zealand to support community arts, outside of our business as usual, was also unsuccessful.

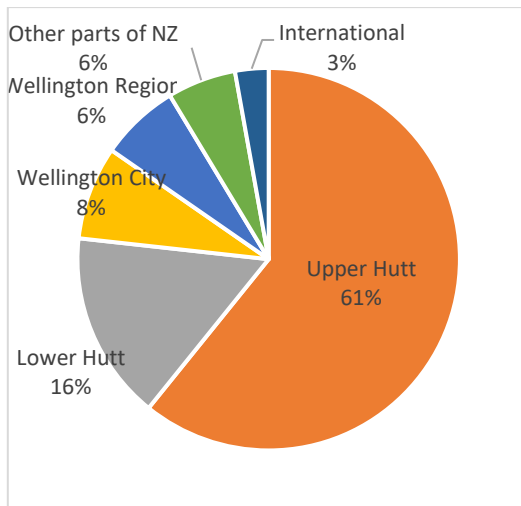
Naming Rights Update

- 52. Mitre 10 Gallery has confirmed with an agreement signed for another 10 years.
- 53. Monahan Gallery has confirmed with an agreement signed for another 10 years.
- 54. Professionals Recreation Hall has confirmed, and agreement signed for five years.

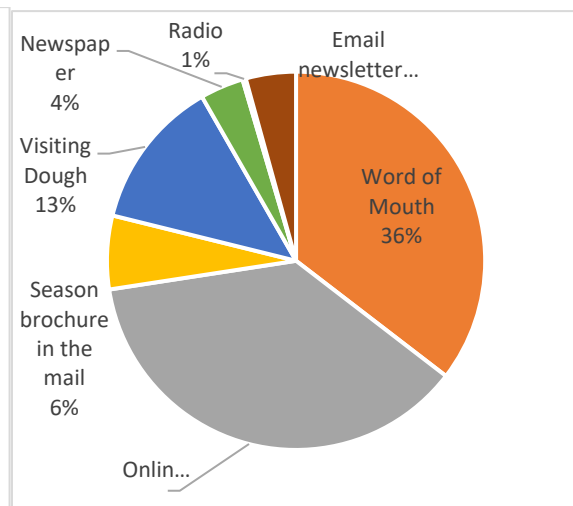
New Visitor Research

- 55. From July 2024 Whirinaki have commenced asking visitors to the galleries two questions: where they travelled from for their visit and how they heard about the exhibitions. This is to better advise our marketing spend, as well as gather data to ascertain and value the wider impact of the activities presented by Whirinaki. As the following graph depicts, for the first two months of the financial year (July and August) 40% of visitors were from outside Upper Hutt, and we are reaching visitors primarily through word of mouth and online marketing.

Where did People Travel From: July- August 2024



How did People Hear: July – August 2024



Benchmarking Data

- 56. The Director also undertook a benchmarking exercise during the month of August, seeking information about different funding models. Information was garnered either directly to the Director, or from their Statement of Intent / Annual Reports and have been grouped into three models: Charitable Trust / Council Controlled Organisation, Fully Council Owned and Operated, and independent. They have then been ranked by visitor numbers annually.

- 57. Gallery feedback

“A well person has a strong sense of identity. A well community has a strong sense of belonging”.

“Praise for gallery – I recently visited the gallery Whirinaki Taonga (Expressions) in Upper Hutt for the first time. I was impressed by the gallery and the joyful colourful semi-abstract exhibition by artist

Gillian Cronin. The café is nice too. A good visit both aesthetically and gustatory." Viola Palmer, Waikanae Comment in The Hutt News.

"My granddaughter loves learning about the different countries. The building blocks were an especially big hit." Comment in the visitor's book.

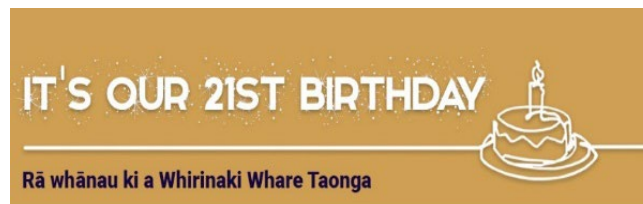
"Medieval to Metal, awesome exhibition, beautifully curated. More please." Comment in the visitor's book.

"Beautiful setup and feeling in this place; Thanks." Comment in the visitor's book.

"IHC Take a Moment With Us exhibition is fantastic!" Comment in the visitor's book.

21st Birthday Celebrations

58. Invitations have been sent for the Trust's 21st birthday celebrations. This event which will also serve as two exhibition openings will include speeches, a show reel viewing in the theatre, followed by cake and a performance by Lisa Tomlins. We are expecting over 200 people to attend, and the event is being hosted by Mayor Wayne Guppy.



SATURDAY 28 SEPTEMBER 10AM-4PM

- 21 Artists: small works from 21 Upper Hutt artists
- 21 Tickets to give away: if you turned 21 in 2024 get a free theatre ticket*
- 21 Friends of Whirinaki memberships to give away **
- 21 Birthday Cakes: have some cake with us, free for everyone
- 21 Birthday Crafts: choose a craft or two to make and take home
- 21 Years of Shane Cotton: from then to now

*Limited to the first 21 people, tickets are to a Whirinaki presents show July – December 2024 for one person
** for the first in the door, open to new members only, valid for one year

Venue Hire

59. It has been a busy time in the theatre with dance competitions running at the weekends of the 3-4 August and the 23-25 August. The Upper Hutt Multicultural Council presented their annual Multicultural Festival on 18 August and a private piano concert was held in the theatre on 17 August. The Capital Pro Wrestling Match was held in the hall on 17 August with a full house and on 10 August the Chinese Dragon Ballroom dancing event was presented.
60. A number of small conferences and meetings have been held over the past months including a Victoria University recruitment event held in the theatre on 15 August 2024.
61. Regular weekly hires include Natraj Indian dance lessons, badminton, floorball, roller skating and speed skating, steppers, yoga and aerobics, model flying and monthly hires to the Multicultural Council and the Bookfest Committee.

Performing Arts

62. The New Zealand Army Band, part of Classical Expressions series for 2024 was sold out on 8 August and on 11 August a 'Whirinaki presents' theatre production of Red Heavens was also very popular. Two lunchtime live concerts were held on 13 August and 10 September.



Exhibition Update

63. Gillian Cronin's latest exhibition, "Rooms," opened in August. This exhibition delves into the concept of architectural spaces and how the rooms we live in can either enhance or restrict our lives. Inspired by Lubaina Himid's solo show at the Tate Modern, Gillian has contemplated the idea of a dream home or room. Would it feature straight or curved walls? Would it include plants and water, or a space for quiet meditation or yoga? Would it have large windows and light?
64. Gillian invites viewers to dream and imagine with her through her paintings. However, beneath the playful surface lies a more personal narrative. Gillian's elderly mother has transitioned from a villa to a rest home apartment and now to a hospital room. Each move involved downsizing and a reduction in personal space, while increasing her access to larger communal rooms and opportunities for social interaction.
65. Born in Upper Hutt, Gillian discovered her passion for painting in the 1980s while recovering from a chronic illness. Between 1993 and 2006, she lived in the Northeast of England, where extensive travels during and after that period profoundly influenced her style and approach to painting.



Public Programmes

66. An afternoon for the IHC community was held on 11 August 2024 for approximately 25 participants. This was an opportunity for members of the special abilities community to visit the exhibition, with ice cream and chocolate brownies served.
67. During the month of July a Whirinaki staff member undertook FREE tours through the Medieval to Metal exhibition on Wednesdays at 5.00 pm. This was attended by members of the community, ranging from two people one week to over 15 another week.
68. Little Whirinaki, our weekly art sessions for young people aged 2.5-5 years old continued throughout term two. This programme features 45 minutes of discovery and fun, with something new every week for approximately 10-12 Tamariki.

Classical Expressions 2025

69. The Director is pleased to have booked the lineup for the Classical Expressions 2025 seasons. Sianne Wilkinson, Special Trust Advisor, assisted in advising on the curating of the series. This will be publicly announced at the subscriber's event on 10 October.

Te Kupenga o Rongomai Maidstone Sports Hub

Foundation Sports

70. Winter sports have finally wrapped up. Junior Rams had their final game at the end of August with an end of season disco in the Green Room to celebrate. Upper Hutt Football is slowly winding up and are in full swing organising its 100th celebrations which will be held at Te Kupenga o Rongomai Maidstone Sports Hub in 2025.
71. Boxing and Judo are both continuing to grow and flourish. Judo has extended one of their weekday sessions and is growing their younger membership base after running sessions at a local school.
72. October will commence with the re-signing of the foundation sports agreements and pricing reviews. The agreements will include practices and policies that have been further developed over the past season, based on learnings from 2024.

Community Bookings

73. Community group bookings are steady with the regular groups continuing to grow in the space. We are still finding users who are unaware of the space available. These individuals and groups are finding out about the facility through Nuka Ora, word of mouth as well as when they are coming in for another event/function.

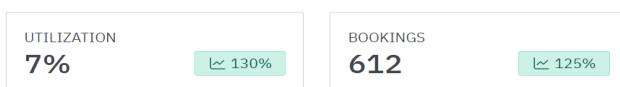
Commercial Bookings

74. There has been a large focus and push to hire out both the Function space as well as the Meeting Room. We have already secured several end of year Christmas functions as well as a few private events over the coming months. The Trust is looking at securing grant funding for Soft Play equipment to offer as hire for birthday parties in either the greenroom or multi use space.

Grant Funding applications

75. Lions Foundation - Padding for the Green Room pillars. Awaiting assessment
76. Pub Charity - Netting for high pillars in the Green Room. Application submitted.
77. Trust House - October application for either, General Manager and Administration Support Wages, or Soft Play equipment.
78. One Foundation - October application for either, General Manager and Administration Support Wages, or Soft Play equipment.

May to July Bookings



TOP SPACES

Space	Bookings	Utilization	Trend
Artificial Turf - full size	199	45%	46%
Multi-use Room	109	14%	406%
Greenroom	112	13%	140%
Martial Arts Room	68	12%	827%
Boxing Room	79	9%	81%
Function Space	18	5%	189%
Meeting Room	15	4%	957%
Changing Room 2	7	3%	155%
Changing Room 5	7	3%	259%
Changing Room 1	6	3%	238%

Date of report: 3 September 2024

Report writers:

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Community Development

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Libraries

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Whirinaki Whare Taonga

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Manager
Te Kupenga o Rongomai Maidstone Sports Hub

Reviewed and approved by:

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Director Community Services | Kaihautū Ratonga Pāpori

Geoff Swainson
Chief Executive | Te Tumu Whakarae



Te Kaunihera o
Te Awa Kairangi ki Uta
Upper Hutt City Council

City Services Committee | Te Kōmiti Ratonga ā-Taone
2 October 2024

Director's Report: Planning and Regulatory Services

Purpose of report | Te pūtake

1. The purpose of this report is to provide an update on regulatory activity across Building Control Services, Compliance Services and Statutory Planning functions (Resource Consents and Land Information Memoranda).

Recommendation | He tūtohunga

2. That the Committee recommends that Council receives and notes the report titled Director's Report: Planning and Regulatory Services.

Compliance Services

Parking Enforcement - Abandoned vehicles

3. The total number of abandoned vehicle complaints in July and August was 19. There were no cars towed. In the same period in 2023, the total number of abandoned vehicle complaints was 29, with one vehicle towed (refer to Compliance Services data, [Attachment 1](#)).

Parking Enforcement - Infringements

4. There were 1049 infringements issued during July and August. 403 tickets (38%) were issued in relation to breaching the time limit. In the same period in 2023, the total infringements issued were 149, with 45 [30%] of these in relation to breaching the time limit. Parking enforcement did an educational push on parking on the footpath and parking on broken yellow lines.
5. The number of infringements that were cancelled following an appeal during July and August was 77 some of these were changed to warnings and used to educate the expected parking behaviour. In the same period in 2023, there were 53 infringements cancelled.

Animal Management – Dogs

6. The total number of dog related service requests in July and August (all categories) was 208. There were 204 for the same period in 2023.
7. The total number of reported dog attacks including rush and startles during July and August was 14. In the same period in 2023, there were a total of 32.
8. The number of barking dog complaints received over July and August was 101. In the same period in 2023, the total was 50.

9. There were 61 roaming (straying) dog complaints during July and August. In the same period in 2023, the total was 57.
10. In July and August, there were no dogs classified as menacing or dangerous. In the same period in 2023, there were two dogs classified as menacing by breed and three dog classified as menacing by deed.
11. There were seven infringements issued in July and August. In the same period in 2023, there were five infringements issued.
12. During May and June 15 dogs were impounded, 14 dogs returned to their owner, one dog rehomed, and no dogs were euthanised. In the same period in 2023, 24 dogs were impounded.
13. The Animal Management Officers have been conducting school visits, delivering a one-hour educational dog training session to primary schools. So far this year, they have presented to four schools, covering 14 classes, with an average of 30 students per session.

Environmental Health Process Redevelopment Project

14. The Environmental Health project is in its final stages, following the successful launch of the online customer portal on 13 August. The team is currently adapting to the new system, focusing on troubleshooting and working closely with the project team to address any areas that require refinement. A comprehensive review of the project learnings is scheduled in the coming months.
15. Given the customer portal is now operational, the project will cease to be reported on in upcoming reports to the City Services Committee.

Environmental Health – Investigations / Inspections, Licensing and Enforcement

16. Since 28 June, our afterhours Noise and Nuisance responses are carried out by a new contractor. There has been a noticeable improvement in the service delivery – both administratively as experienced by officers but also externally as experienced in the community e.g. a decrease in complaints, Two speaker seizures and 20 noise directions being served. Contractor service performance improvements will cease to be reported in upcoming reports to the City Services Committee.
17. There were 92 excessive noise complaints in July and August, 18 Excessive Noise Directions and one speaker seized. In the same period in 2023, the total number of complaints was 161, with eight Excessive Noise Directions.
18. There were 13 food verifications (inspections/audits) carried out during July and August. In the same period in 2023 there were no food verifications. There were two complaints about food premises in the July and August, and in the same reporting period in 2023 there was one.
19. There were 10 health nuisance complaints in July and August, and in the same period in 2023 there were 12.
20. In July and August there were three hairdresser inspections carried out, and in same reporting period in 2023 there were no inspections. There have been no Appearance Industry Bylaw inspections carried out in July and August.
21. There were 37 alcohol licence applications received during July and August, and in the same reporting period in 2023 there were 42. In the reporting period, we received two objections from the New Zealand Police and the Ministry of Health, and one public objection (albeit at the time of writing, one objection has been resolved and withdrawn). Across the region, there has been an increase in objections from the health and police agencies as part of a joint effort to promote the purpose of the

Sale and Supply of Alcohol Act 2012 (particularly in relation to minimising harm caused by excessive or inappropriate consumption of alcohol). These agencies are looking at each application with an increased focus on minimising alcohol harm.

22. Officers from the Environmental Health team are working with Strategy and Policy officers in the review of alcohol related policy in Upper Hutt. Amongst the considerations is review of the existing Alcohol bylaws, the need (or not) for a bylaw to enable the setting of alcohol licensing fees (versus reliance of the fees set in the Sale and Supply of Alcohol regulations) - akin to the approach taken in relation to dog registration fees and charges, and the need (or not) for localised control / management of alcohol in Upper Hutt. This work will be the subject of an integrated work package at future workshops with Councillors.

Building Control Services

23. 44 Building consent applications were received via the Simpli portal in July and 27 in August. This compares with 25 and 26 applications respectively for the same period in 2023.

Application	Simpli Submissions													
	2024													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	August
Building Consent - Form 2	25	26	26	33	45	35	23	40	26	45	39	52	44	27
Solid Fuel Burner - Form 2	2	3	1	1	5	1	3	5	3	5	16	7	7	6
Amendment to Building Consent - Form 2	29	15	14	14	16	9	1	11	22	10	21	16	7	10
Extension of Time	0	1	1	0	0	2	1	0	0	0	0	0	2	0
Code Compliance Certificate - Form 6	63	41	45	42	57	34	27	32	37	36	49	28	43	44
Memorandum from Licensed Building Practitioner: Certificate of Design Work - Form 2A	6	1	7	10	6	9	9	6	5	8	17	24	16	4
Certificate for Public Use - Form 15	1	1	2	2	1	3	1	3	0	0	0	0	1	1
Certificate of Acceptance - Form 8	0	0	1	0	2	0	2	0	0	1	3	0	1	9
Total applications received	128	88	97	102	132	93	67	97	93	105	145	127	121	101
Total building consent applications for the month (BC, woodburner)	27	29	27	34	50	36	26	45	29	50	55	59	51	33

Please note – Figures for Simpli-received applications, as shown above, may vary from the received figures reported in [Attachment 2](#). This is due to applications being subject to requests for further information and others held on further information also being formally received during that period.

24. 45 building consent applications were formally received in July and 37 in August. This compares with 26 and 29 building consent applications formally received for the same consecutive period in 2023 (refer to the Building Consent Applications Summary 2023-2024 year to date, [Attachment 2](#)).

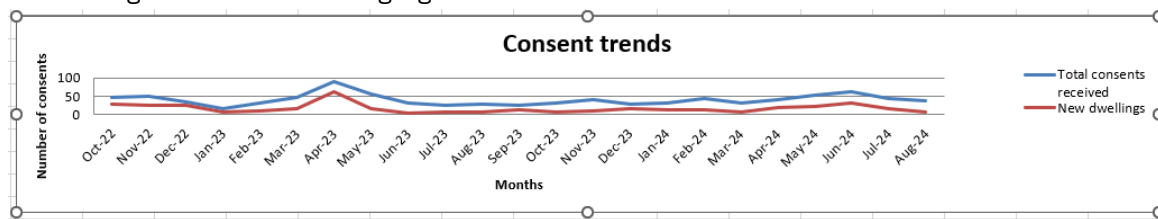
Please note – these figures do not include incomplete applications pending further information or rejected applications.

25. The building team is presently handling 172 applications of various types (see table below). This total includes consents awaiting processing, applications that have requested additional information, and applications where responses to such requests have been received and are awaiting review. Although there is a decrease of 20 applications compared to the previous Director's report, work volumes remain high as we continue to address both new applications and responses to information requests for consents currently on hold.

Active Building Consents			
	Active	On RFI	Total
Building Consents	23	69	92
Amendments	7	24	31
Certificate of Acceptance	7	18	25
Certificate for public use	1	21	22
Minor Variations	2	0	2
		TOTAL	172

26. 13 applications with a project value greater than \$500,000 were received in July and five in August. This is a decrease of two applications for the same period in 2023. (refer to the Building Consent Applications Summary 2023-2024 appended as [Attachment 2](#)).

27. 16 Applications for new dwellings were received in July and six applications in August. This compares with seven and eight applications recorded consecutively for the same period in 2023. Application numbers have shown a reduction since June 2024. The Building Consent Application Summary 2023 – 2024 year to date ([Attachment 2](#)) and Building Consent Volume Trends (see diagram below) offer a view of longer-term trends and highlights.



28. The average processing days for applications less than \$500,000 were 19 days in July and 16 August. This compares with 18 days for the previous two reporting months, respectively. There is an average of 17 processing days in the year to date (reporting the financial year, to June) refer to the Building Consent Applications Summary 2023 - 2024, [Attachment 2](#).

29. In the reporting period, staff capacity in Building Control (Processing) has been impacted by a current staff vacancy, technical competency of staff relative to the types of applications received, staff completing compulsory Regulation 18 training, and significant leave where staff has been unable to take leave prior. During the reporting period, we also received a resignation from within the building compliance team.

30. Inspection wait times are currently delayed with a lead time of two weeks. This is due to the team carrying one full-time vacancy, a staff member undertaking Regulation 18 training and a further staff member on reduced capacity. We expect wait times to increase further and this is being proactively communicated to applicants/agents and on the Council website.

Building Control Authority Performance Audit – International Accreditation New Zealand (IANZ)

31. Maintained. The next accreditation assessment March 2026.

Territorial Authority Performance Reporting – The Ministry of Business, Innovation and Employment (MBIE) Auditing

32. At the Policy Committee meeting on 4 September, a forthwith decision was made to approve a Dangerous, Affected and Insanitary Buildings policy (and associated documentation) for public consultation in late September. Public consultation is scheduled for 27 September – 27 October 2024.
33. The next Dangerous, Affected and Insanitary Buildings Policy update is due to The Ministry of Business, Innovation and Employment on 25 January 2025.
34. In the interim, the existing Dangerous and Insanitary Buildings Policy remains operational.

Statutory Planning

Land Information Memoranda

35. During July and August 2024, a total of 105 Land Information Memorandum applications were received, refer to [Attachment 3](#). In this same period, 98 Land Information Memorandum applications were issued, and all within the statutory timeframe.
36. Land Information Memorandum applications continue – as they have in the twelve consecutive months to date - to meet statutory timeframes. It took an average of six working days to process a Land Information Memorandum application during the months of July and August 2024, year to date average processing days is 6.4.

Resource Consents

37. During July and August 2024, 41 resource consents (and related resource management approvals) were granted, with 72% issued within statutory timeframes during this two-month period (refer to the Resource Consent Processing Performance Report appended as [Attachment 4](#)). Eleven resource consents were processed over statutory time during the reporting period (noting that of these eleven consents, this relates to seven separate applications/projects as some of these comprised both a land use and subdivision consent). The reasons for exceeding timeframes are attributed to a delay in receiving final feedback from Wellington Water Limited for two of the applications, and otherwise internal workloads and staff absence due to sickness. Officers continue to communicate delays proactively to applicants and their agents.
38. The average time taken to determine applications was 22 working days for those consents issued in July - August.
39. Regulations require local authorities to provide a discount on administrative charges when a consent is not processed within the timeframes of the Resource Management Act. The discount applied is to the total processing fee and is one percent per working day over the statutory timeframe, up to a maximum of 50 working days or 50 percent. The following discounts applied for the months of July-August, due to exceedances of timeframes for processing.

Month	No. of 'overtime' applications	Total amount discounted
July 2024	3	\$862.50
August 2024	8	\$1,441.59

40. In almost all cases, the discount does not translate to a refund as overtime resource consents tend to be larger or more complex applications where additional fees above the deposited amount are incurred. However, these discounted values are lost revenue (reflecting officer time) in real terms.
41. The consent team do not currently report on the reasons each consent went over, but in general the reasons for going overtime and consequential lost revenue are identified in paragraph 37 above. The consenting team is a small team, operating at peak capacity for average workloads and as such, months with higher workloads or disruptions due to staff absences will impact on timeframes. Consultants are used where necessary to support workloads, however it is not usually cost effective to outsource more work to consultants in an effort to meet timeframes.
42. Regarding processing delays attributed to Wellington Water Limited, it is noted that a manager has recently been appointed to the Land Development team. This position has been vacant for the past two years and officers consider that that vacancy contributed to some of the historic delays. The consents team have noticed an improvement in responsiveness and prioritisation from Wellington Water with the managerial position now filled. Further, having a permanently appointed manager provides a more efficient pathway for the escalation of issues. The outstanding issue that appears to be impacting Wellington Waters Limited's processing timeframes is managing peak workloads (typically compounded by simultaneous increased workload from all Councils). The resource consent team will also be working with the Land Development Consenting Manager to review processes for continuous improvement.
43. Specific commentary on current and recent applications of note (if any) is provided in the following section (refer to [Attachment 5](#) for a Summary of Resource Consent Decisions).

Resource Consents of Interest

44. The resource consent issued for vegetation clearance and earthworks within proximity to a stream within the public road corridor at the end of Katherine Mansfield Drive was issued on 4 July 2024. This consent has been the subject of high community and media interest. The vegetation clearance works are now complete, and monitoring is ongoing in relation to the earthworks in the road corridor and biodiversity offsetting as required by the consent.

Included attachments | Ngā āpitihanga

- | | |
|------------------------------------------------------------------------------------------------------------|-------------------------|
| 45. Attachment 1: Compliance Services Report | page 46 |
| 46. Attachment 2: Building Consent Application Summary 2022-2023 (YTD) | page 48 |
| 47. Attachment 3: Land Information Memorandum applications - Processing Performance Report | page 49 |
| 48. Attachment 4: Resource Consent Processing Performance Report | page 50 |
| 49. Attachment 5: Summary of Resource Consent Decisions | page 51 |

Date of report: 20 September 2024

Report writers:

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Resource Consents Manager

Approved by:

Helen Hamilton

Director Planning and Regulatory Services | Kaihautū Ratonga Whakamahere Me Te Whakariterite

Geoff Swainson

Chief Executive | Te Tumu Whakarae

COMPLIANCE SERVICES REPORT

FOR PERIOD

1st Jan 2023 to 30 June 2024

Activity: Abandoned Vehicles	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Totals
Total requests	26	19	14	10	12	11	16	13	13	6	21	7	15	7	6	11	10	2	8	11	207
Inspection carried out	9	4	6	5	5	2	4	11	1	2	21	7	25	13	7	13	20	4	11	12	135
Number of vehicles towed (To Depot or Recycled)	2	3	1	2	3	0	0	1	2	0	1	1	1	0	0	0	1	1	0	0	17

Activity: Dogs	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Totals
Requests for service	89	80	139	88	104	98	113	91	83	94	97	61	135	109	59	91	79	81	111	97	1531
Attack - Bite	3	1	7	9	9	14	12	6	6	5	5	2	7	4	3	5	2	3	4	2	98
Attack- rush at/startle	4	4	5	2	6	2	4	10	8	4	1	3	12	7	8	6	5	8	4	4	86
Barking	42	29	53	28	36	19	18	32	17	37	38	27	48	50	33	44	37	29	51	50	551
Straying	22	27	47	28	25	29	26	31	32	28	33	11	34	24	29	28	22	29	34	27	454
General complaint/ all enquiries	18	19	27	21	28	23	15	12	16	21	20	18	15	18	9	7	13	12	14	11	287
Number Prosecutions under the Act:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No of dogs classified as dangerous:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No of dogs classified as menacing:	0	0	1	2	3	2	4	1	7	1	0	4	0	0	0	0	0	0	0	0	25
Under section 33A (By Deed)	0	0	0	2	2	2	3	0	3	0	0	4	0	0	0	0	0	0	0	0	16
Under section 33C (By Breed)	0	0	1	0	1	0	1	1	4	1	0	0	1	0	0	0	0	0	0	0	10
Number of infringement notices issued:	3	5	3	4	2	4	4	1	1	71	37	2	22	8	7	6	1	2	4	3	180
Impounded Dogs																					0
Total	14	9	19	14	13	11	8	7	11	17	14	9	13	5	7	11	12	3	5	13	182
No of classified dogs impounded	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Released to owner	12	8	14	10	9	11	6	4	9	12	9	4	12	2	3	8	12	2	2	6	133
Euthanised	0	0	0	0	0	0	0	0	0	0	0	3	0	0	3	2	0	0	0	2	8
Rehomed	1	2	4	4	4	0	2	3	2	1	4	1	1	1	1	1	0	1	3	1	32
Dogs remaining in pound	1	0	1	1	1	0	0	0	0	1	1	1	0	2	0	1	0	1	0	1	10
Dogs released in Upper Hutt before being transported to Hutt City	6	4	2	3	4	2	1	1	0	3	3	1	1	0	0	0	10	1	0	3	31
No of nights boarded with Hutt City	19	30	91	51	37	55	24	24	31	48	45	28	35	8	37	44	4	32	19	27	607

Activity: Environmental Health	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Totals
Licensed Premises Enquiries	11	16	10	6	10	7	8	1	25	19	17	1	9	12	11	9	12	3	11	8	172
Food Premises inspections/audits	7	10	7	8	8	15	0	0	8	13	17	10	19	12	14	9	14	7	7	6	157
Hairdresser inspections	0	0	31	5	4	0	0	0	0	0	0	0	1	0	0	2	3	2	3	0	43
Mobile Premises applications	0	0	2	0	0	0	0	1	0	1	0	1	0	2	1	2	2	1	0	1	10
Health Nuisance complaints investigated	10	7	7	6	6	11	2	10	7	4	5	3	12	17	5	9	8	4	6	4	121
Food premises complaints investigated	2	1	0	2	1	0	1	1	0	2	2	1	0	2	6	5	2	3	0	2	26
Excessive Noise (Complaints)	129	122	127	112	84	96	81	80	61	70	66	76	73	61	55	72	51	47	47	45	1365
Excessive Noise Direction Notices Issued	12	9	1	0	0	0	5	3	0	8	9	5	10	10	0	5	2	6	6	12	77
Total Alcohol Applications received	14	28	27	6	32	8	17	25	17	22	37	19	15	18	23	21	21	18	16	21	329
Alcohol Licences other (new)	1	3	1	0	0	0	0	0	1	1	17	2	2	3	1	2	6	7	2	2	34
Alcohol Licences other (renewal)	1	5	5	0	2	1	1	6	1	1	4	6	0	1	4	1	9	3	0	1	39
Special Licences	2	6	6	2	4	2	6	6	4	4	6	0	3	1	7	1	2	3	3	5	60

COMPLIANCE SERVICES REPORT
FOR PERIOD

1st Jan 2023 to 30 June 2024

Temporary Authority	0	1	2	0	2	0	1	0	0	0	0	0	0	0	0	0	0	3	2	1	6
Manager Certificates (new)	6	6	7	3	13	4	4	9	3	8	7	6	3	6	7	8	2	1	5	4	100
Manager Certificates (renewal)	3	7	6	1	11	1	5	4	8	8	3	5	7	7	4	9	2	1	4	8	89
Appearance Industry																	0	0	0	0	0
Activity: Parking	Jan	Feb	Mar	Apr	May	June	July	AUG	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Totals
Number of infringements issued	307	292	206	96	194	68	59	90	40	275	529	293	162	172	280	219	397	198	523	426	3282
No WOF/COF	86	60	56	34	50	20	10	17	12	35	66	36	18	19	41	47	62	20	47	60	607
Vehicle Licensing and Registration	88	84	62	37	64	21	7	25	9	27	77	47	6	17	18	27	49	29	50	57	616
Illegal Parking	31	46	17	18	17	1	9	36	15	179	42	18	4	30	87	41	148	77	222	91	591
Parked in disability park	6	1	2	1	0	0	0	0	0	4	7	0	1	3	1	1	4	6	6	13	27
Parked in breach of time limit	96	101	69	6	63	8	33	12	4	30	337	192	119	82	133	103	134	66	198	205	1388
Number of tickets reversed	52	40	19	46	29	20	22	31	8	11	24	27	14	21	33	23	18	18	34	43	420
Activity: Stock	Jan	Feb	Mar	Apr	May	June	July	AUG	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June			Totals
Complaints/enquiries received	0	0	2	1	1	0	0	0	1	2	1	2	0	1	1	0	0	1	1	0	12

Building Applications Summary 2024-2025																	
	Aug-23	YTD												YTD This Year	YTD Change		
		Last Year	July	August	Sep	Oct	Nov	Dec	Jan	Feb	March	April	May			June	
Applications Received																	
Building Consents	29	456	45	37												82	-82%
Total building work - new dwellings & values																	
New dwellings	8	169	16	6												22	-87%
Value new dwellings, \$1,000,000s	\$4.241	98.37	\$7.922	\$5.099												\$13.021	-87%
Total value of all building work, \$1,000,000s	\$9.512	160.743	\$13.293	\$8.782												\$22.075	-86%
Applications Issued																	
Building consents	43	462	67	41												108	-77%
Number issued in 20 days	29	385	59	40												99	-74%
Statutory requirement - 100% in 20 days	67%	83%	88%	98%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	92%	10%
Building work less than \$500,000 value	32	337	54	36												90	-73%
Number issued within 13 days	4	44	4	9												13	-70%
Objective - minimum 90% within 13 days	13%	13%	7%	25%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	14%	11%
Average processing days	17	17	19	16												18	3%
Building work more than \$500,000 value	11	117	13	5												18	-85%
Number issued within 20 days	4	89	8	5												13	-85%
Objective - 100% within 20 days	36%	76%	62%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	72%	-5.06%
Average processing days	19	19	20	18												20	5%
Code Compliance Certificates	64	553	39	41												80	-86%

LIMS PROCESSING PERFORMANCE REPORT

	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Total for 12 Months
Number of Applications Received	27	36	25	47	21	34	52	55	35	41	30	52	53	508
Number of LIMS Issued	30	31	31	33	28	33	39	61	41	45	30	45	56	402
Number completed within statutory timeframe	30	31	31	33	28	33	39	61	41	45	30	45	56	402
Percent within statutory timeframe	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
Average processing days	7	6	8	7	8	5	6	7	5	6	5	6	6	6.4

RESOURCE CONSENT PROCESSING PERFORMANCE REPORT

	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Total YTD
Number of Applications Received	19	11	11	22	14	13	15	17	16	19	30	16	9	212
Number of Decisions Made Total	24	23	14	17	19	9	11	13	18	8	17	22	19	214
Approved	24	23	14	17	19	9	11	13	18	8	8	22	19	205
Declined	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Part Approved / Part Declined	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Delegated Decisions	24	23	14	17	19	9	11	13	18	8	17	22	19	214
Decisions by Hearings Committee/Independent Commissioner	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Decisions made within statutory timeframe	19	19	14	16	12	9	7	9	11	7	11	19	11	164
Decisions made over statutory timeframe	5	4	0	1	7	0	4	4	7	1	6	3	8	50
Average processing days (including s37 extensions of times)	19	22	20	23	25	14	31	20	43	19	22	18	25	23
Percent within statutory timeframe	79%	83%	100%	94%	63%	100%	64%	69%	61%	88%	65%	86%	58%	78%

Summary of Resource Consent Decisions (July-August 2024)

SUMMARY OF RESOURCE CONSENTS ISSUED IN JULY-AUGUST 2024

Land use consents (total no 15)

Zone	Nature of consent trigger(s)	Application details	Resource Consent Approval Status
General Residential	Tree removal	Removal of a declining oak tree (urban tree group): 20 Barton Road	Granted
General Industrial	Earthworks; Contaminants in Soil (NES-CS)	Earthworks associated with a new building development: 10 Railway Avenue	Granted
General Residential	Earthworks; windows to street; setbacks	Construction of three dwellings: 28 Shakespeare Avenue	Granted
General Residential	Earthworks; windows to street; setbacks	Construction of three dwellings: 28 Maher Street	Granted
General Residential	Earthworks; windows to street; setbacks; outdoor living	Construction of three dwellings: 23 Hikurangi Street	Granted
General Rural	Vegetation clearance; earthworks	Vegetation clearance and earthworks within 10m of a stream associated with upgrade works for a road: Katherine Mansfield Drive	Granted
General Residential	Windows to street; setbacks; outdoor living	Construction of three dwellings: 26-28 Whakatiki Street	Granted
High Density Residential	Earthworks; setback; outdoor living space and windows to street ratio	Construction of four dwellings : 39 Fraser Crescent	Granted

High Density Residential	Earthworks; outlook space and outdoor living space	Construction of two new dwellings : 60 Martin Street	Granted
General Residential	Earthworks, additional dwellings	Residential development comprising 62 residential units and associated earthworks - Stage 9C – Wallaceville Estate.	Granted
General Residential	Earthworks, additional dwellings; outdoor living sapce	Construction of twenty dwellings : 14 -20 Rimutaka Street	Granted
High Density Residential	Outlook space	Construction of two new dwellings : 6 Massey Street	Granted
General Residential	Earthworks; access non-compliance	Construction of a second dwelling: 35 Rimutaka Street	Granted
General Residential	Earthworks, setback, landscaping	Construction of four new dwellings : 7 Massey Street	Granted
City Centre	Signage	Two billboards on the side of a building - 9-13 Geange Street	Granted

Subdivision consents (total no 17)

Zone	Nature of consent trigger(s)	Application details	Resource Consent Approval Status
General Residential	Subdivision	Five lot subdivision (three residential lots, one access and one parking lot): 28 Shakespeare Avenue	Granted
Rural Lifestyle	Subdivision	Twelve lot rural lifestyle subdivision: (Stage 2 Bellbird Rise) 12 Jane Mander Rise	Granted
High Density Residential	Subdivision	Three lot subdivision: 13 Maclean Street	Granted

General Residential	Subdivision	Three lot subdivision: 28 Maher Street	Granted
General Residential	Subdivision	Three lot subdivision: 23 Hikurangi Street	Granted
General Residential	Subdivision	Seven lot subdivision (6 residential lots and 1 access lot): 26-28 Whakatiki Street	Granted
Rural Production/General Rural	Subdivision – boundary adjustment	Boundary adjustment between three existing properties – 102 Marchant Road and 4 and 6 Turksma Lane	Granted
High Density Residential	Subdivision	Five lot subdivision (4 residential lots and 1 access lot): 39 Fraser Crescent	Granted
High Density Residential	Subdivision	Four lot subdivision (3 residential lots and 1 access lot): 60 Martin Street	Granted
General Residential	Subdivision	47 lot subdivision (comprising 38 residential lots, 1 lot to vest as road, 4 access lots, 1 drainage lot and 2 car parking lots) – Stage 9C – Wallaceville Estate.	Granted
General Residential	Subdivision	31 lot subdivision (20 residential lots, 1 shared access lot and 10 car-parking lots): 14 – 20 Rimutaka Street	Granted
High Density Residential	Subdivision	Three lot subdivision: 6 Massey Street	Granted
General Residential	Subdivision	Two lot subdivision: 35 Rimutaka Street	Granted
High Density Residential	Subdivision	Four lot subdivision: 6 Massey Street	Granted
General Residential	Subdivision	Three lot subdivision: 3 Plateau Road	Granted
High Density Residential	Subdivision	Three lot subdivision: 23 Ward Street	Granted

General Residential	Updates to Cross Lease Flats Plan	Update to plan to reflect building additions – 2/112 McLeod Street	Granted
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Other consents (total no 9)

Zone	Nature of consent	Application details	Resource Consent Approval Status
General Rural	Deemed Permitted Boundary Setback	Dwelling, garage and water tanks within side yard setback: 751 Whitemans Valley Road	Granted
General Rural	Deemed Permitted Boundary Setback	Farm shed within side yard setback: 10 Avro Road	Granted
High Density Residential	Deemed Permitted Boundary Setback	Conversion of existing garage to studio within side yard setback: 35 Bristol Street	Granted
General Residential	S127 Variation to Consent Conditions	Variation to conditions of a subdivision and land use consent to update proposed dwelling plans: Wallaceville Estate – Racecourse Backstright	Granted
General Rural	S221 Variation to Consent Notice Condition	Variation to designated building platform: 4 Kenneth Gillies Way	Granted
General Residential	Outline Plan Wavier	Construction a substation within rail corridor – Trentham Station	Granted
General Industrial	Certifcate of Compliance	Early childcare centre – updates to operation – 28 Goodshed Road	Granted
Special Activity	Outline Plan Wavier	Upgrade works at Rimutaka Prison	Granted
General Residential	Deemed Permitted Boundary Setback	Construction of a fence over 2m in height: 1311-1313 Fergusson Drive	Granted

TOTAL CONSENTS GRANTED: 41

TOTAL CONSENTS DECLINED: 0

CURRENT LIMITED OR PUBLICLY NOTIFIED CONSENTS

Zone	Nature of infringement(s)	Application details	Limited or Public Notification Status